

Welcome, thank you for joining

The meeting will begin shortly

Meeting Tips

1. If you have technical issues, leave and rejoin the call.
2. You will be muted by default.
3. Using a headset or headphones is recommended.

Live Captions

1. Click the **more icon** (three dots ...) in the meeting controls at the top of the window.
2. Select **Language and speech**.
3. Select **Turn on live captions**.

Questions

Please scan the QR code below to submit any questions you may have.



LCBO Convenience Outlets: June update

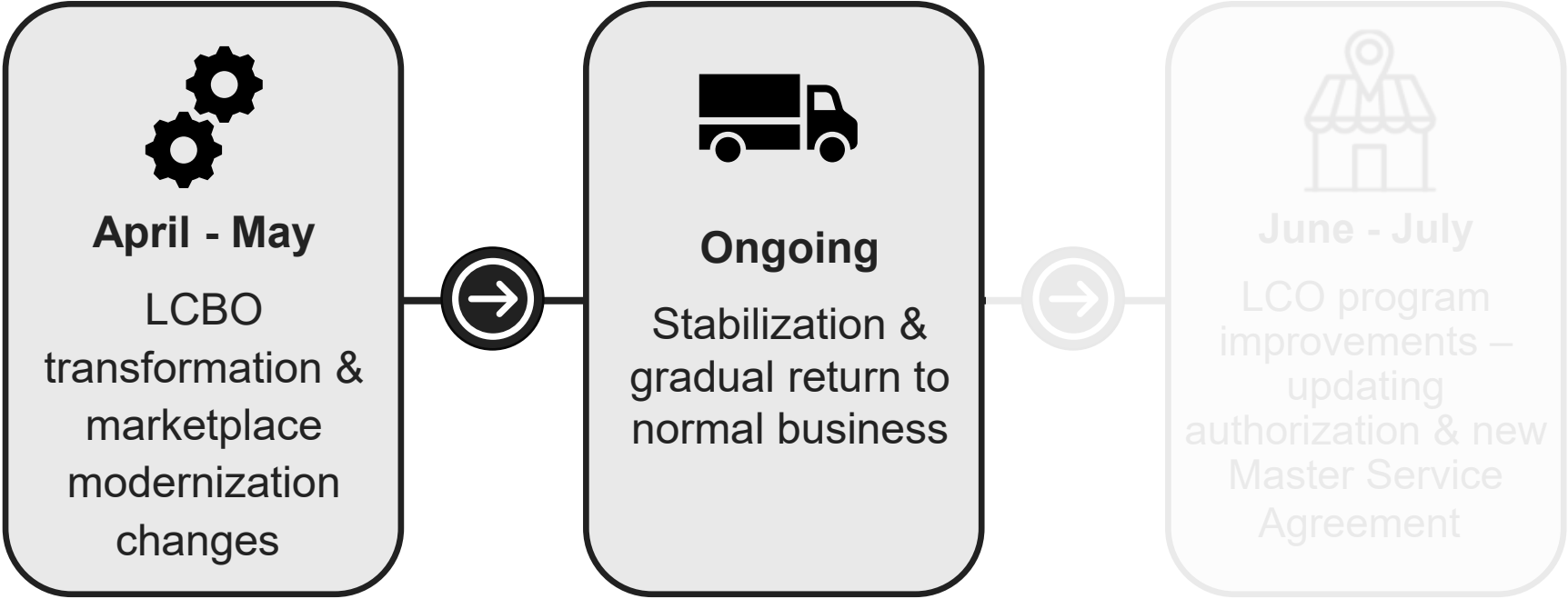
June 2026

LCBO

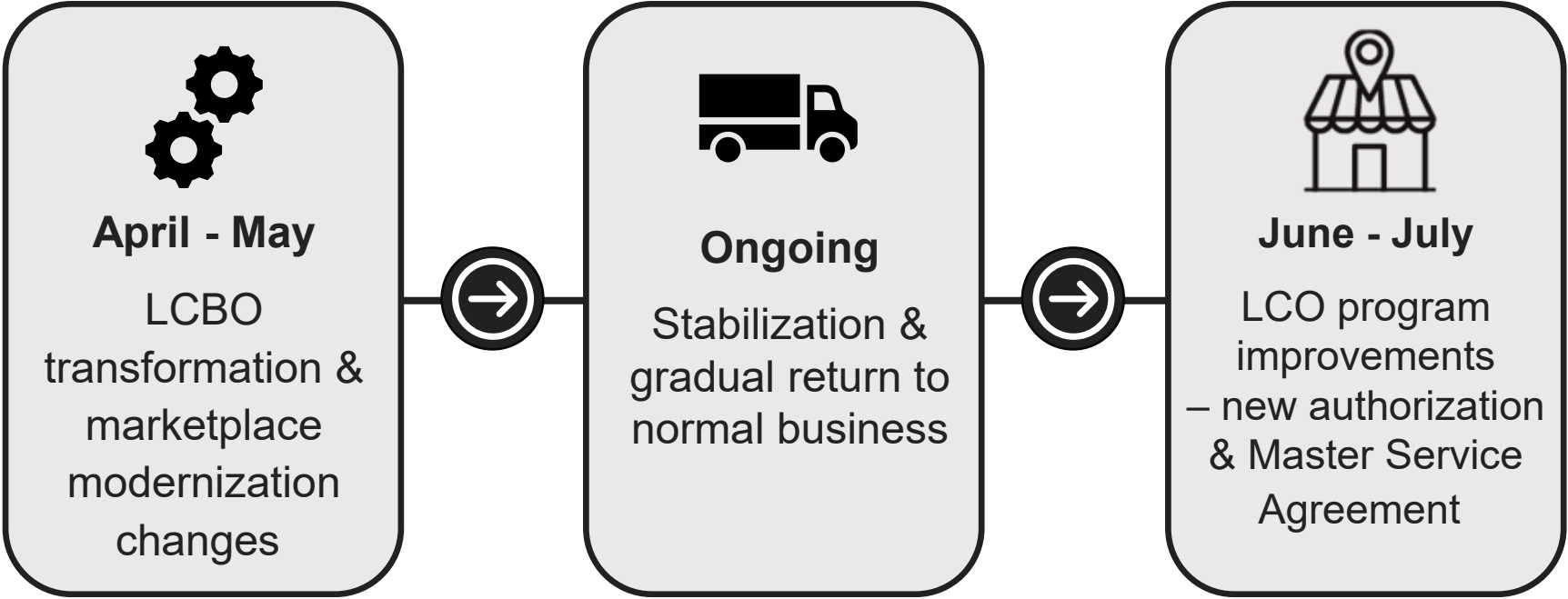
Navigating change and disruption



Navigating change and disruption



Navigating change and disruption



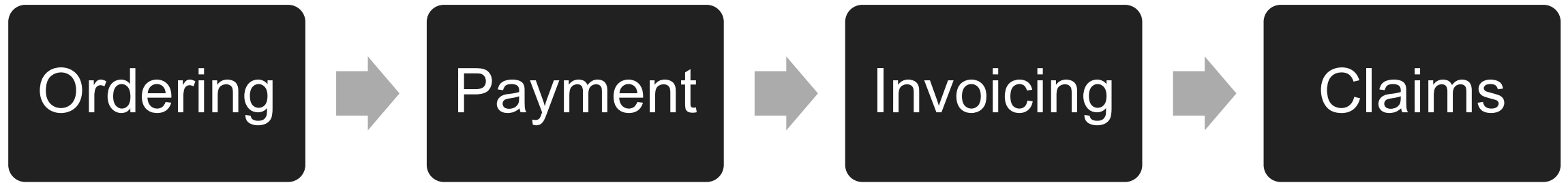
Agenda

- 01** FSM R1B ongoing improvements
- 02** Supplying sources & delivery/service-related fees
- 03** LCO program improvements & updated authorizations/agreements
- 04** Q&A

FSM R1B ongoing improvements



Disruption across cycle



Known issues and ongoing improvements

Ordering

Known issues	Action LCBO is taking	Asks of you
'Restricted products' messaging on some products in cart	Within the next week: You will be able to see which products are causing "restricted" notices in your cart, so you can remove & proceed with checkout. By early July: You should see less instances of "restricted product" messaging.	In the meantime, reach out to the account team if you are unsure of which products are being noted as 'restricted' so you can check out
Online inventory may differ from actual inventory	Investigating the data issues which are causing this error	If you do not receive your full order, please submit claims as required within 72 hours, if possible
Delays in some orders being received	Reprocessing outstanding orders. Note: May lead to additional/void notifications	Ignore any notifications for product already received
Instances of price differences of certain products in wholesale.lcbo.com	Removing any products that have inaccurate pricing & reconciling as required	N/A

Known issues and ongoing improvements

Payments

Known issues

Payments are for products ordered, not shipped, leading to shortages and increase in claims

Action LCBO is taking

We continue to look at the root cause of this issue for resolution.

Asks of you

We suggest that you view your order history in wholesale.lcbo.com, and compare against your invoice (if possible).

Payment for approved claims

Push payment weekly on Wednesdays

Please let us know if there are any reconciliations required and reach out to your account manager

Known issues and ongoing improvements

Invoicing

Known issues

Invoices do not have company name or invoice number

Instances of no invoices being received after ordering

Action LCBO is taking

By mid-July: Information will be included on invoice

By end of July: You will once again receive invoices

Asks of you

If you need information for any reason, please reach out to your account manager

If you need information for any reason or continue to experience issues in Aug, please reach out to your account manager

Known issues and ongoing improvements

Claims

Known issues

Cannot submit claim / errors while submitting a claims, including "maintenance" messaging

Action LCBO is taking

By early July: Any "maintenance" messaging will be resolved and claims can be processed.

While we work to resolve any other claim issues, we are:

- Defaulting all claims to "subject to count" to provide additional flexibility
- Extending the 72-hour deadline for those who experience issues submitting a claim

If claim is denied, you will now receive automated emails stating reason

Asks of you

Only submit a claim once you have received the invoice and the order is in "complete status"

Ongoing improvements: R1b updates

≡ MENU

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Business

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LCBO's Future State Modernization

[Click here to complete claims training](#)

In 2023, the provincial government announced the modernization of the marketplace to create more convenience and choice for consumers. In addition to more retailers selling alcohol, it was announced that LCBO will become the exclusive wholesaler for all retail, bars and restaurants selling alcohol and a new 'cost-plus' wholesale pricing would be developed that was consistent for all retailers.

At the same time, LCBO has embarked on a multi-year program called **Future State Modernization (FSM)** that will strengthen our IT systems, and streamline our business processes, improving our operations for our company and our stakeholders.

Staying updated on Future State Modernization Release R1b

This page provides a weekly update on key known issues related to the launch and update of several LCBO systems on April 1, as part of LCBO's Future State Modernization.

It includes the status of key known issues and the work underway to resolve them, assuring LCBO Convenience Outlets have the latest information. Transparency is important to us, as is your feedback. If you experience issues, not reflected on this page, please continue to connect directly with your Account Manager.

Ongoing improvements: As of June 19, 2026

Payments:

- Some LCOs are receiving charges for the amount of product ordered and not the amount of product shipped. If you experience this issue, please work with your account manager directly to submit a claim.

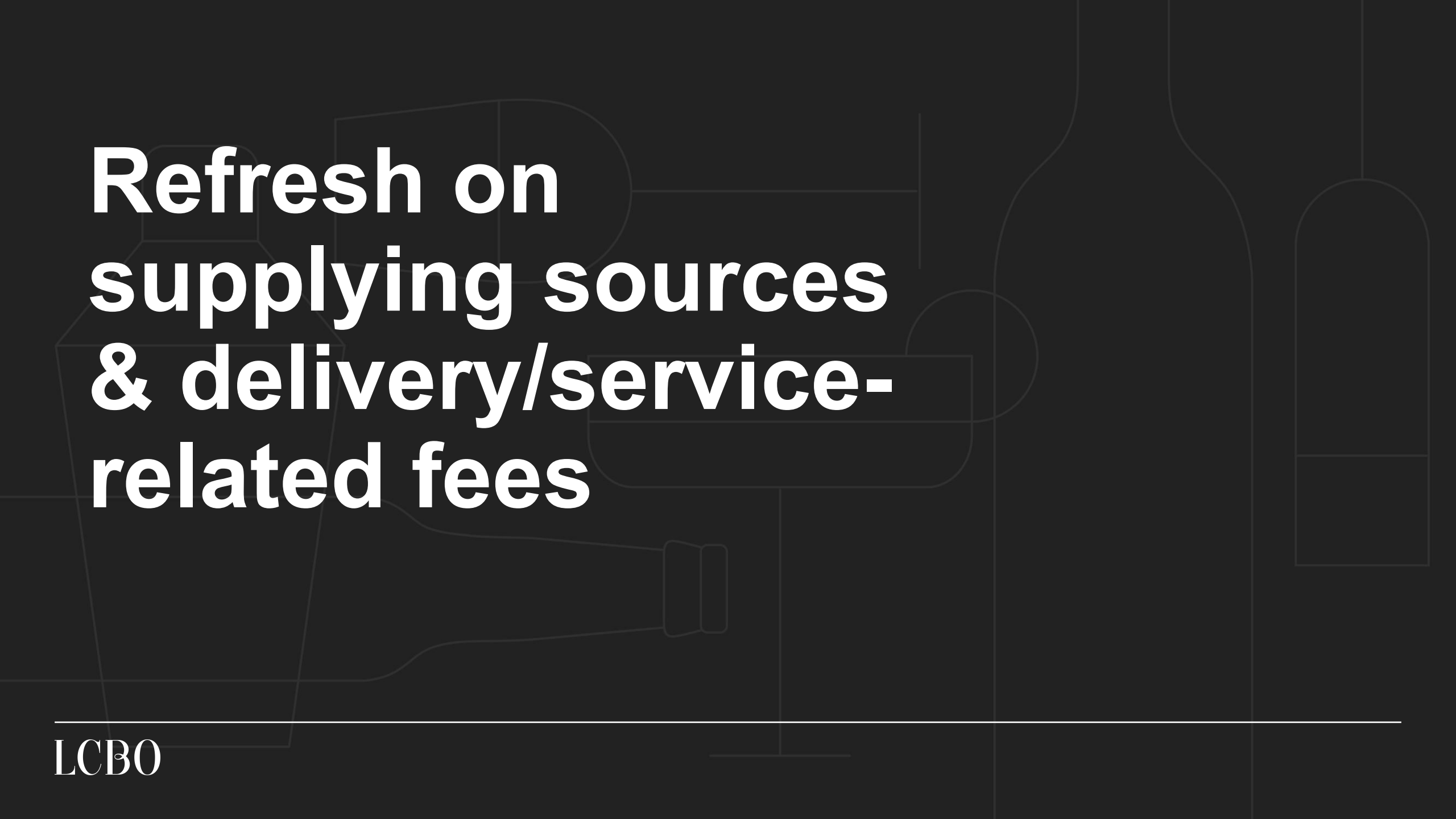
There is a dedicated page on Doing Business with LCBO where we provide a weekly update on key known issues related to FSM.

It includes the status of key known issues and the work underway to resolve them, assuring you have the latest information.

You can scan the below QR code and navigate directly to the page.



LCBO



Refresh on supplying sources & delivery/service- related fees

Delivery Related Service Fees

Starting June 1, supplying sources have the option to include delivery and service-related fees in the product price (as you do today) or separately charge and collect permitted delivery-related service fees directly to wholesale customers to help recover costs.

All delivery and other related service fees must be applied consistently to all deliveries and uniformly to all wholesale customers types.

Please note: all delivery related service fees are managed directly between supplying source and wholesale customer.

LCBO



Delivery Service Fee Tool

The delivery service fee tool allows wholesale customers to estimate delivery fees based on the checkout page. To find out how their order is split by supplying source and delivery partners for products:

- 1) Select your license or authorization type in the green "customer type" drop down list. For this example, we selected Grocery.
- 2) In the box next to FSA, enter the first three characters of postal code for the licensed or authorized location. For this example, we selected P0M.

LCBO Product Supplying Source & Delivery Partners

Rates Applicable Start Date: June 1, 2026

The worksheets are locked; only green-highlighted fields can be edited.

Select your license type in "customer type" and enter your store's FSA (first 3 postal code characters) in the FSA tab.

The sheet will then show catalog products (by version date), along with their supply source and assigned delivery partner (The logistics provider designated by the supplying source to deliver the products in the catalogue to stores within the assigned region).

Location Information			
Customer Type	GROCERY	<< Please select Customer Type from the drop down	
FSA	P0M	<< Please enter the first 3 characters of your postal code	

Product Details			
LCBO Product Number	Description	Supply Source	Delivery Partner
18	HEINEKEN 6 PK-B	LCBO	LCBO
166	MATEUS ROSE	LCBO	LCBO
604	CHIARLI CASTELVET	LCBO	LCBO
729	BLUE NUN RIVANER	LCBO	LCBO
828	FOLONARI VALPOL	LCBO	LCBO
943	MOUTON CADET RED	LCBO	LCBO
1107	BUD LIGHT	TBS	TBS
1545	V PN FLAT ROC	LCBO	LCBO
1552	RUSTY SHED CHARD	LCBO	LCBO
1560	PNOIR GRAVITY	LCBO	LCBO
1578	VTWIST FLATROCK	LCBO	LCBO
1743	RUFFINO CHIANTI	LCBO	LCBO
1826	SPUM BAMBINO	Arterra Wines Canada Inc	Arterra Wines Canada Inc

Supply Source Rate Cards



*The Delivery Service Fee Tool can be found on wholesale.lcbo.com

Delivery Service Fee Tool

LCBO Supplying Source & Delivery Provider Rate Cards

Select your license type under **Customer Type**, and enter your store's FSA (first three characters of the postal code) in the FSA tab on the **Supplying Source** tab. The relevant information will then be pre-populated in this tab.

Customers can select up to 10 options at a time from the dropdown in each column.

- If the supplying source or its delivery provider (as applicable) does not appear in the dropdown, it means they have not submitted a delivery rate card and are therefore not charging delivery fees.
- The delivery provider may be either a supplying source or a third-party logistics provider (3PL) designated by the supplying source, as indicated in the Supplying Source tab.
- If a fuel surcharge is listed for a supplying source or delivery provider, the percentage is applied on basic delivery fees only.

You can narrow your search by entering the first few letters in the green filter box for each column.

Rates are updated every fourth week of the LCBO period and are effective from the start of the next period.

Customer Type		Location Information							
GROCERY									
FSA		P0M							
		Basic Delivery Fees per Case per Region							
Case Range	UoM	COLDHAUS DIRECT INC.	Southbrook Vineyards	Black Rapids Brewing Company Ltd.	Pillitteri Estates Winery Inc.	2347347 Ontario, Inc.	Cicchetto Ltd	Westcott Vineyards	Pillitteri Estates Winery Inc.
1	Per case								
2	Per case								
3	Per case								
4	Per case								
5	Per case								
6	Per case								
7	Per case								
8	Per case								
9	Per case								
10	Per case								
11	Per case								
12	Per case								
13	Per case								
14	Per case								

Supplying Source | **Rate Cards** | +



After inputting your information in the **Supply Source** tab, click the **Rate Card** tab to find basic and enhanced delivery rates:

- 1) The top part of the form includes the price for basic delivery by case.
- 2) If a delivery partner does not appear as a selection in the dropdown, it means they have not submitted a delivery rate card and are not charging a fee.

LCO program improvements & updated authorizations/agreements

We've heard you



More flexibility



New opportunities



Improved business terms

Removal of uniform pricing on select products



Effective June 1, uniform pricing was removed on select products.

LCOs may set their own retail price for the following categories:

- All beer, cider and ready-to-drink products up to and including 7.1% ABV
- All wine up to and including 18% ABV

All spirits and products above the noted ABV limits will continue to have uniform pricing. Minimum retail pricing regulations remain in place.

Note: There is no change to Limited Time Offers at this time. Operators should continue to pass on the savings to the consumer.

Expanding product catalogue

Your product catalogue continues to grow, providing you with more options to meet the needs of your customers.

Starting April 1, more Ontario suppliers can list products in your catalogue and fulfill and deliver these products directly as the supplying source.

Starting in June, suppliers of Canadian and imported products will have the option to list products in your product catalogue, and act as the supplying source.

Expanded product availability in LCBO's Direct Delivery Program. It now includes Ontario beer, and starting in July, Ontario's large distillers will be eligible to sell RTDs up to 18% ABV.



Payment terms

By July 31, 2026, we will be moving LCBO Convenience Outlets to 30-day payment terms for all LCOs.

This means that you continue to submit your order online, and instead of getting charged the next day, you will get charged in 30 days through VersaPay.

More information to come.



New - Product sampling available to LCOs



Starting July 31, 2026, LCBO Convenience Outlets will be permitted to conduct product sampling at their location.

Additional details:

- Sampling will be coordinated on-site.
- Only small amounts of liquor may be offered as samples.
- Staff providing samples must be trained in responsible service.
- LCOs may permit manufacturers to offer samples at their location.

Further details will be provided in the Operations Manual.

New - Simplified requirements

Records: Operators must maintain records of alcohol sales separately from other sales

Insurance: Operator must have Commercial General Liability Insurance of \$5 Million per occurrence

Display: Operators must have at least 80 linear feet of shelving and a seasonal displays

Payment methods: Operators must accept credit, debit and cash. They may not pass along charges or fees to the customer.

NOW



FUTURE

Records: Operators can maintain one set of records

Insurance: Operator must have Commercial General Liability Insurance of \$2 Million per occurrence

Display: Operators will have flexibility to determine their shelf space (floorplan subject to LCBO approval).

Payment methods: Operators must accept reasonable selection of payment methods. They may pass along charges and fees if their merchant agreement allows it.

More details will be available in the updated Authorization and Operations Manual.

New - Revised agreement & new authorization

Today, you have an LCBO Agreement which outlines:

- Procedures for purchase and sale
- Payment methods
- Shelf price for liquor requirements
- Display, product catalogue
- Records, report and audit requirements
- Sales and promotional requirements
- Insurance and liability
- Confidential information



You will soon have:

- **An LCO Authorization** that governs how LCOs can sell to the public (e.g. procedures for sale, display, records, report and audit requirements)
- **A Master Supply Agreement (MSA)** that governs how LCOs buy product from the LCBO (e.g. procedures for purchase and order fulfillment)

Aligns with LCBO wholesale customers who have an MSA

Important dates

June 30

We will send you the new authorization & agreement to review

July 31

You will be required to sign and return these two documents to ConvenienceOutlets@lcbo.com if you wish to continue in the program

July 31

These documents (and related changes) go into effect

Wk July 6
LCBO Q&A session

- Signing by July 31, 2026 enables you to operate under the new requirements.
- The LCO manual will be updated and available on Doing Business with LCBO in the coming weeks.

Q&A



Thank You

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