

# LCBO

The following document provides frequently asked questions by grocery and convenience store customers related to the marketplace modernization, wholesale pricing and Future State Modernization changes.

For more information, visit the dedicated page on [doingbusinesswithlcbo.com](http://doingbusinesswithlcbo.com).

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## Future State Modernization

- **General**

### **When can I expect training on [wholesale.lcbo.com](http://wholesale.lcbo.com)?**

You can expect to receive training information and resources in early March, ahead of the April 1 launch.

### **When will GMS be offline in the lead up to April 1?**

You will be unable to place orders on GMS starting 6pm on March 23 in preparation for the transition to [wholesale.lcbo.com](http://wholesale.lcbo.com). You can continue to view GMS information until the afternoon of March 29 when it will be offline.

### **Do I need an account in the new system if I am an EDI customer?**

Yes, EDI customers will still need an account in the new system to submit claims on [wholesale.lcbo.com](http://wholesale.lcbo.com).

## **Is there any change to the onboarding process for newly licensed locations or ownership changes post April 1?**

There is no change to how the LCBO will onboard new grocery or convenience customers. Following receipt of your AGCO licence, the LCBO will ask you to complete an onboarding form and agree to the Master Supply Agreement. Once set up as a wholesale customer you will receive your log in credentials to [wholesale.lcbo.com](https://wholesale.lcbo.com).

- **Ordering**

### **When is the last day to submit an order in GMS?**

Depending on your scheduled ordering day, your last opportunity to place an order on GMS will be March 17 – 23 (6pm). For example, if you typically order on a Tuesday, your last order in GMS will be March 17. If you typically order on a Monday, your last order in GMS will be March 23.

### **How am I going access inventory between March 24 and 31?**

While we encourage you to plan ahead and build inventory prior to March 24, we are developing alternative ordering solutions for both small and large operators to ensure that you can access inventory if needed. You can expect to hear more in late February / early March.

### **What do I need to do before April 1 to have access to the new ordering system?**

You will receive training in early March and then on starting April 1 (based on your ordering schedule) you will receive an email with your account details so you can start ordering on [wholesale.lcbo.com](https://wholesale.lcbo.com).

### **When placing orders on [wholesale.lcbo.com](https://wholesale.lcbo.com) will there be a single combined order for LCBO, The Beer Store and Ontario-supplied products, or will they remain separate?**

Customers will continue to place orders for all products via LCBO. Once the order is received by the LCBO, it will be split and sent to the supplying source(s). Orders will continue to be invoiced and delivered separately.

### **Is there inventory availability in the new system?**

Out-of-stock inventory will now be identified at the cart checkout stage for LCBO-supplied products. This marks an improvement from the current system, where orders have been flowing through without verifying available inventory at LCBO. This enhancement will help prevent fulfillment issues and improve ordering accuracy.

**Will the wholesale website include a feature to add comments when placing orders?**

All feedback can be sent to your account manager.

**When we transition to wholesale.lcbo.com, will it allow us to order from agents?**

No. Starting April 1, all orders must be placed online via wholesale.lcbo.com, based on your regular ordering day.

**How do I access my invoices in GMS?**

You can continue to view and access invoices in GMS until 12:00 p.m. on March 29; we recommend downloading any relevant information prior to that time.

**What about having a system/application where small convenience stores whose orders are small can go directly to beer store and wine store without using GMS?**

All orders must be processed through LCBO's online ordering platform. Between March 24 and 31, we are developing alternative ordering solutions for both small and large operators, while we transition from GMS to wholesale.lcbo.com.

- **Delivery**

**Are Delivery fees changing?**

There will not be any changes to delivery fees as we transition in April.

**Is there a change to my LCBO order or delivery day in March or April?**

Delivery schedule will remain the same during the transition period and following the launch of wholesale.lcbo.com. If you need any assistance, please connect with your account manager.

- **Returns/claims**

**Regarding the return process — how long is the window for returns?**

The window for returns will be 72 hours starting April 1.

**If I want to make a claim on an order made in mid March, do I submit it via the B2B Claims App or wholesale.lcbo.com?**

If your order was made on GMS, please submit the claim via the B2B Claims App. The last day to make a claim on this platform is April 10. Starting April 1, all claims should be made on wholesale.lcbo.com.

## Wholesale pricing

**When can I expect to hear more about the wholesale pricing model?**

You can expect to hear more about the new wholesale pricing model in advance of the April 1 implementation date. Stay tuned!

**When will we have new prices be listed?**

If there are any price changes, they will be effective April 1 in your ordering platform.

**Does the new wholesale pricing model mean no more floor prices?**

No, minimum retail pricing still applies, if required by regulation.

**Does this impact the price I can sell my product for?**

Grocery and convenience stores may set their own retail prices, provided they comply with minimum retail pricing regulations.

## Other modernization changes

**Will the product catalogue for Grocery and Convenience expand to include Spirits, Vintages Essentials, Vintages and Specialty Services products?**

LCBO is developing a fully open listing process for domestic and imported products that maximizes opportunities for choice and competition. We are working through the operationalization of this change and will share more information with wholesale customers and suppliers later this year. Spirits will not be added to the grocery and convenience catalogue.

**Does this mean we will be able to sell higher than 7% alcohol percentages RTD?**

No - the eligible products are a regulatory requirement, and there is no change at this time.