

# LCBO

The following document provides frequently asked questions by Duty Free operators related to the marketplace modernization information sessions.

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

## General

### **When placing orders on the new website, 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 on [wholesale.lcbo.com](http://wholesale.lcbo.com). 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 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 process, where orders have been flowing through without verifying available inventory at LCBO. This enhancement will help prevent fulfillment issues and improve ordering accuracy.

### **When adding items to the cart on [wholesale.lcbo.com](http://wholesale.lcbo.com), will out-of-stock products appear at the top for easier management, or will we need to go through each page to remove them manually as is now?**

We understand this is a priority. While it will not be enabled as part of this release, we are committed to making future improvements.

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

Your account manager is the first point of contact for your feedback to ensure it is captured and actioned.

### **Can the same product be listed under two SKUs in the portal?**

Technically it is possible, but LCBO needs to confirm the process and requirements.

### **How does agent representation work in the new system? Is it by company, SKU, etc?**

In the new system, agent representative is at an item level. So for duty free SKUs, they will be tied to a specific agent.

**Will excise duty classification changes affect RTDs and wine availability?**

LCBO will follow up to clarify impact and ensure product availability.

**Will this impact specialty services?**

No, there is no impact to specialty services.

**Can DF Operators participate in advanced testing on online ordering system before going live?**

We have strict testing requirements and timelines which may not allow for end-user testing prior to go-live.

**Pricing**

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

If there are any price changes, they will be effective April 1 in wholesale.lcbo.com.

**What is the COSD for VQA wines?**

COSD only applies to imported spirits, wines (including packaged cider) and Ready to Drink (RTD) beverages.

**Duty Free specific questions**

**Can Toronto Pearson Airport be included in authorization updates?**

Yes, airport duty-free stores will be included in the update process.

**Invoicing**

**Will invoices be generated at shipment or receipt?**

Invoices will be generated at “ship complete” — when the warehouse assembles the order or when the supplier confirms shipment.

**Will B116 forms still be generated for duty-free shipments?**

For LCBO-supplied products, yes. For supplying sources, confirmation is pending.

**Will duty-free flag appear on dropship invoices?**

Likely yes, based on invoice details, but this is still being determined.

## **Claims**

### **Will claims be prioritized for customs clearance timelines?**

Yes. LCBO will build processes to ensure claims are handled within required timelines.

### **How will shortages and overages be handled post-April 1?**

For shortages, you will initiate a claim via the claims submission process on [wholesale.lcbo.com](http://wholesale.lcbo.com). You will be issued a credit memo for future purposes and the B116 will be amended.

For overages, if you want to keep it, we will create a new sales order, charge you and create a new B116. If you do not want to pay for the product, LCBO may arrange for the pick up of these products or the Operator would need to destroy the product in front of a customs officer.

## **Direct delivery program**

### **With regards to beer, direct sales will no longer be allowed but direct delivery from manufacturers to duty free will be allowed?**

All sales to duty-free operators will be LCBO sales, either through [wholesale.lcbo.com](http://wholesale.lcbo.com) or the Direct Delivery program.

### **Is the direct delivery program new or modified?**

It's a modification of an existing program. LCBO is onboarding brewers to this program.

### **Can LCBO send details on direct delivery and list of authorized manufacturers?**

Yes. A follow-up email will include links, and a list of authorized manufacturers will be published before April 1.

## **Dropshipping**

### **For dropshipping, are the listing products going through the LCBO lab process?**

Confirmation is pending.

### **When would dropshipping be used?**

Dropshipping occurs when you place an order on [wholesale.lcbo.com](http://wholesale.lcbo.com) for a product that is available to be shipped directly from a supplying source (e.g. a domestic manufacturer).

After the order is placed, LCBO will send it to the supplying source(s). Orders will be invoiced and delivered separately.

Please note: you can see if a product is available via dropshipping as its indicated at checkout.

**Who would pay the freight for a dropship?**

Dropship order delivery fees will be worked out between duty free operators and the supplier.

**Who will create the B116 for dropship orders?**

For dropship orders placed through wholesale.lcbo.com, LCBO will create a B116 for the operator and for the supplier. For purchases made through direct delivery program, the supplier will provide the B116.

**How will destruction paperwork be managed post-April 1?**

If this is for a recall destroyal, they can include the paperwork in the submitted recall claim. If it's a claim overage and we've advised destroyal they will need to email this paperwork to us after we've advised them to destroy the product.

**Can an order be adjusted once it's placed?**

No, if you would like to add additional products to your order, you will have to create a new order for those products in the following week.

If you would like to cancel your order, you can do so within 30 minutes of placing it on wholesale.lcbo.com

**Will our order and/or delivery dates change post-April 1?**

No, you will continue to order on your regular order day and there will be no changes to your delivery date for LCBO-supplied product.

**Will I have a product catalogue?**

The products available to duty free operators will be on the Wholesale website.

**How will product submissions work post-April 1?**

Agents will still continue to submit the products on NISS for DF Exclusives.

**How will product listing work post-April 1?**

It will be the same process as today for NISS.