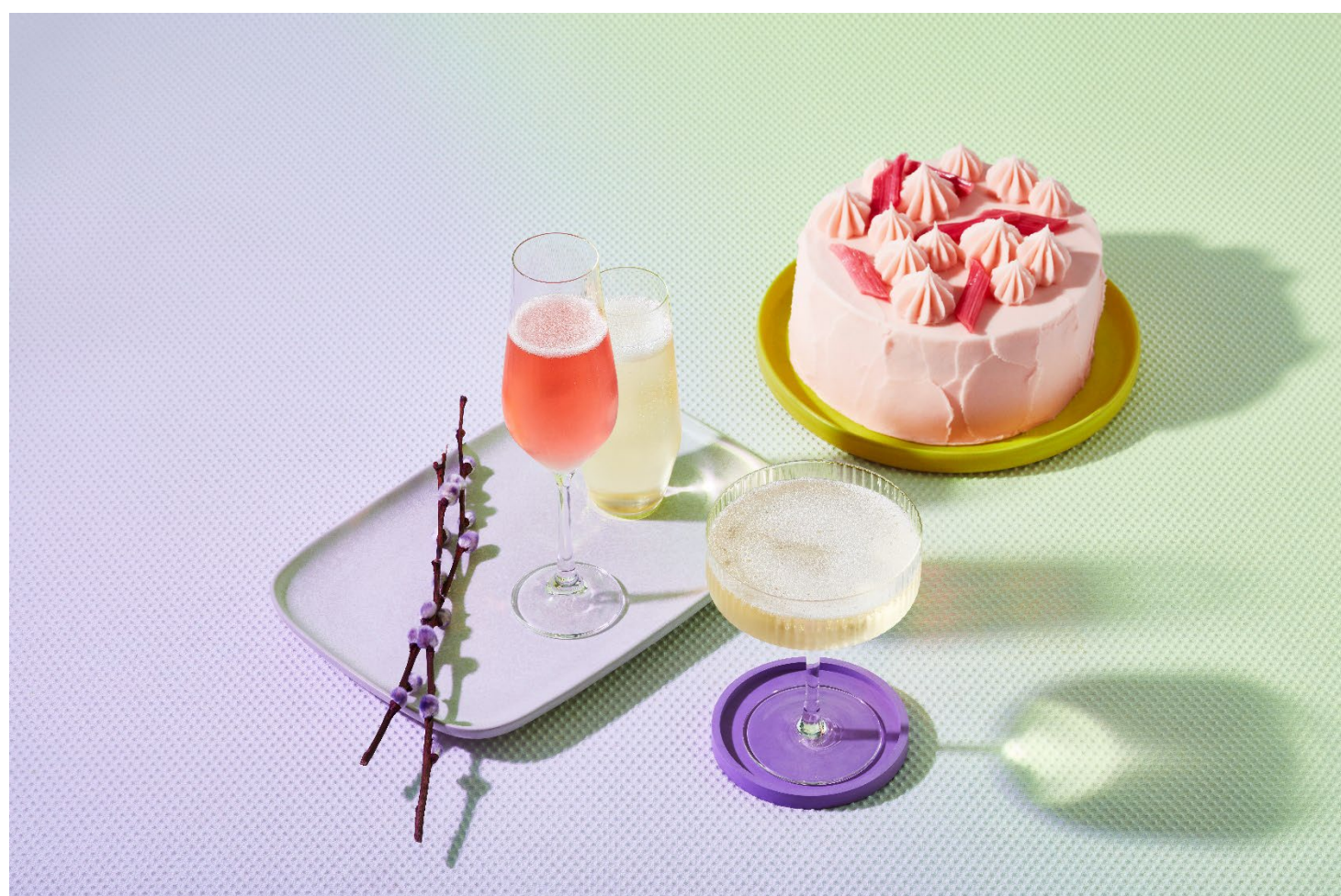


April 5, 2024 Newsletter



Updated contact information for LCBO

To make it easier to do business with the LCBO, you will now only need to use one, easy-to-remember email to communicate with the LCBO: lco@lcbo.com.

The previous email addresses b2borders@lcbo.com, b2bpayments@lcbo.com and b2breturns@lcbo.com will be decommissioned over the coming months.

The new ordering platform will be launching soon. Stay tuned for more information.

Ordering

Holiday Gifting

Due to the success of the holiday gifting program, we are taking a proactive approach this year to ensure Operators have a chance to select and pre order.

The week of April 8, 2024, you will receive an email to complete the holiday gifting form identifying the products you wish to preorder.

This preorder commitment will be shipped in October with your regular order and charged at that time.

Inventory Availability

The 2024 Ready to Drink Innovations have been added to the Spring/Summer catalog. An updated catalogue for the Spring/Summer can be found here: [LCBO B2B Orders | Doing Business with LCBO](#)

As we approach our busy spring/summer season **late orders cannot be accommodated.**

It's important to have at least 2 people who are trained on placing online orders. This ensures that there is a backup available, and order cut off dates are not missed.

Orders cannot be modified once it has been submitted. Double check your orders and cart total before submitting.

Please ensure that there are sufficient funds in your account prior to placing your order.

Check case quantities to ensure **a 30-case minimum** has been reached before submitting.

Once an order is placed, it can't be changed. Look over your order before submitting and make sure that the **correct delivery date is given.**

Relay any delivery issues to lco@lcbo.com as they happen so that we can make all efforts to improve experiences for all stores.

Did You Know?

Pricing

Limited Time Offers (LTO's) and sale prices are captured on the day you place your order.

Updated pricing can be found here: [Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#)

Returns - B2B Claim Application

All claims must be submitted within 48 hours of receipt of your order.

Damaged Product - Breakers

Damaged product received upon delivery should not be sent back with the driver. Each operator is requested to keep the product, take pictures of the damages and input claims into the online claims application within 48 hours of receipt. Pictures of the damage should clearly be shown in pictures.

It is necessary to add the last page of your order invoice for all claims.

Review all comments that are left in the claim application.

Customer Complaints

When submitting a customer complaint on the B2B Claims application, ensure that you have filled out the form in full and receive the customer's signature.

Lexmark

Did you know that you can print all of your price changes in list format? Use the Print Manifest feature in Lexmark.

- Click the square next to the batch. Print manifest feature will appear.
- All price updates will appear in list format making it easier to update pricing in your POS system.

The screenshot shows a software interface with a table of batches. At the top right, there is a link for 'Advanced Sign Search'. Below it, there are two buttons: 'Print' and 'Print Manifest', with the latter highlighted in yellow. The table has columns for 'Batch Name', 'Type', 'Copies', 'Starting Date', 'Expiration Date', and 'Print Status'. The first row is selected, and a yellow box highlights the 'Print Manifest' button. Below the table, it says '1 of 9 batches selected'.

Batch Name	Type	Copies	Starting Date	Expiration Date	Print Status
<input type="checkbox"/> Item Changes - 07-12-23	Item Change	1	07/12/2023	07/19/2023	✔
<input type="checkbox"/> Item Changes - 07-11-23	Item Change	1	07/11/2023	07/18/2023	✔
<input type="checkbox"/> LTO - 07-17-23 - 08-13-23	LTO	61	07/17/2023	08/13/2023	✔
<input type="checkbox"/> Regular Price Changes - 07-17-23	Reg Price Change	120	07/10/2023	07/24/2023	●
<input type="checkbox"/> Item Changes - 07-08-23	Item Change	2	07/08/2023	07/15/2023	✔
<input type="checkbox"/> Regular Price Changes - 07-10-23	Reg Price Change	1	07/07/2023	07/17/2023	✔
<input type="checkbox"/> Regular Price Changes - 07-10-23	Reg Price Change	1	07/03/2023	07/17/2023	✔
<input checked="" type="checkbox"/> LTO - 06-19-23 - 07-16-23	LTO	75	06/19/2023	07/16/2023	✔
<input type="checkbox"/> Store Inventory	Store Inventory	500	12/02/2021	12/31/9999	●

Reminders

Passwords

You can only enter an incorrect password 3 times before being locked out of the online ordering site. If you are having any password related issues, please call the Login & Password line at: 416-864-2550

Remember that your password for Challenge and Refusal is the same as your password for online ordering.

Store Hours -

Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the spring/summer season. All LCO store decals should also be updated to reflect this change.

Empty Bottle Returns

It is important that the 3 days that empties are accepted at your location is displayed.

All locations must accept empty bottle returns. The green bin containers can be requested directly from The Beer Store.

Stock Rotation

It's important to continually rotate your stock on the shelves.

Remember to check expiry dates on all cans and especially cream liquors. If you require a guide on how to check for expiry dates, click here [LCBO Code Dates](#). The information is also on Doing Business with LCBO website.

Audits

- 1. Accessibility** – Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall). Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation.
- 2. Employee Training Form LCB2404** - Keeping a current employee list readily available is important. Ensure that the list is signed and dated by a member from convenience outlets. If your form is not signed, please email ConvenienceOutlets@lcbo.com
- 3. Non-Saleable Items** – It is important that all staff are familiar with the non-saleable policy. If you have any questions regarding **Saleable** and **Non-Saleable products**, refer to the WorkDay training or click here [Saleable/Non-Saleable Products](#).

Challenge and Refusal

It's important that you continue to follow the standard practice of checking for valid ID's. This must also be documented in your Challenge and Refusal App. Here is a link to the Challenge and Refusal Manual that contains a link to download the application: [LCO Challenge & Refusal-Support Documentation \(doingbusinesswithlcbo.com\)](#)

You cannot ask for a Heath Card however if someone shows a valid photo Heath Card this can be accepted.

Best Practices

Beverage alcohol can only be displayed in designated areas of your store. Refer to your approved floorplan space for more information.

All changes to your floorplan must be approved. Please send floorplan updates to convenienceoutlets@lcbo.com prior to making any changes.

For small format bottles 375mL or less that you want to place behind the cash register, you do not need to update your floor plan.

Ensuring that your receiving area is clear of obstructions will greatly reduce the time it takes to complete deliveries.

Merchandising Tip

Keep all shelving items within reach and accessible for safety reasons. Do not use out of reach areas for overstock.

Loss Prevention – Tip of the Month

Arranging products and displays in a smart way can help prevent theft. Keep displays tidy and low so your staff can quickly spot if something is missing.

Key Dates & Resources

Period 1 ends – April 27, 2024 – enter your Challenge & Refusals

May 12 – Mother's Day

May 20 – Victoria Day

June 16 – Father's Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)