

LCBO

Convenience Store Distributor Program FAQ

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Eligibility

Q. I currently sell food to convenience stores. Am I eligible?

Please refer to the information page on DoingBusinesswithLCBO.com for all the eligibility requirements for the Convenience Store Distributor Program. If you are eligible, you can submit an application using the form on DoingBusinesswithLCBO.com.

Q. If I have a Distribution Centre authorization from the LCBO, do I need to apply to this program?

If you would like to facilitate sales of beverage alcohol products and deliver orders to licensed convenience stores, you must apply for an authorization under the Convenience Store Distributor Program. The Distribution Centre Authorization is separate and only permits the use of authorized Distribution Centres to consolidate or pick and consolidate orders.

Q. Do I need an AGCO licence?

No, you do not need an AGCO licence to be eligible for this program.

Q. Is this the same as the AGCO's new Delivery Affiliate Licence?

No. The new AGCO Affiliate Delivery Licence provides permission to affiliates of grocery and eligible convenience store licensees to fulfill liquor delivery orders to end home consumers from a distribution centre or warehouse. This does not apply to orders for wholesale customers. You need an LCBO authorization to facilitate sales and delivery to licensed convenience stores (wholesale customers).

Ordering and receiving product from LCBO

Q. How do I join the LCBO's wholesale ordering platform once I'm authorized?

Once you are authorized, you will be contacted by LCBO Wholesale Services who will send you an onboarding form and support you through an onboarding process.

Q. What is the Master Supply Agreement requirement?

The Master Supply Agreement (MSA) with LCBO sets out the terms for purchasing product from the LCBO. You must accept the terms of the MSA as part of your onboarding process before you can begin ordering product from the LCBO.

Q. How do I know what products to purchase from LCBO?

Authorized convenience store distributors are able to purchase any products that are available in the Convenience Wholesale Eligible Product Catalogue. Please note that this excludes spirits, wine above 18% ABV and beer/cider/RTDs above 7.1% ABV. Please refer to the Policy & Procedures Manual for Licensed Convenience Stores & Authorized Convenience Store Distributors [Policy & Procedures Manual | Doing Business with LCBO](#) for more details of eligible products.

You must have a representative number of product categories, brands and products available for licensed convenience stores to purchase.

Q. Will supplying sources deliver product to my warehouse?

Products may be supplied by the LCBO or a supplying source. The supplying source of any given brand is provided to LCBO during the product onboarding process, and customers can view the supplying source for any given product the time of check out on LCBO's online ordering system.

Q. Will I be charged a delivery fee from LCBO or supplying sources?

Both LCBO and supplying sources can charge delivery fees. Please refer to the Policy & Procedures Manual for Licensed Convenience Stores & Authorized Convenience Store Distributors on [DoingBusinesswithLCBO.com](#) for more information.

Q. Can I charge penalty fees on LCBO or supplying sources for order-related issues?

No. You may not impose any fees, penalties, charges or surcharges for late delivery, non-compliant deliveries, breakages, non-compliant pallets or fill rates.

Q. Can I pick up product from the LCBO or supplying source, instead of having them delivered?

You may request pick-up at LCBO or a supplying source facility. The decision to permit pick-up is at the sole discretion and requirements of the LCBO or the Supplying Source.

Q. Can I order through EDI?

If you are interested in ordering through EDI, please reach out to your account manager once you have been onboarded as a wholesale customer to set this up.

Q. I have more than one distribution centre, can I have all of them listed as delivery locations?

No, it is only possible to have one “ship to” location per wholesale customer. This must be the same address as the distribution centre identified in your authorization.

If you have multiple warehouses, you can transfer inventory within your own network once it is received but you must keep records of all product movement.

Q. Will I have payment terms?

Please refer to the terms of your Master Supply Agreement for details on payment. You may be eligible for payment terms, according to LCBO’s Tender Type Policy which can be found here on DoingBusinesswithLCBO.com This includes the link to the application form.

Facilitating sales to licensed convenience stores

Q. Can I mark-up product to include service charges or delivery fees?

No. Products can only be sold on behalf of the LCBO to licensed convenience stores at the wholesale price, as established and communicated by the LCBO.

You can add delivery, service or other related fees, but they must be transparent and be consistent with the terms of your authorization.

Q. Can convenience store customers cash and carry products, or pick up from my warehouse?

Convenience store customers cannot cash and carry products. Cash and carry for convenience stores is only permitted at The Beer Store locations. You may allow pick up from your warehouse according to your own policies.

Q. What kind of agreement do I need to have in place with a convenience store?

You need to have agreements with your licensed convenience store customers to provide forecasting, ordering, sales, fulfillment and delivery services. These agreements must not be exclusive. Licensed convenience stores must be able to order from any authorized convenience store distributor and directly from the LCBO. Licensed convenience stores can also cash and carry through TBS.

Q. Can I sell to hospitality licensees or small licensed grocery stores?

No. You can only work with a convenience store that has an AGCO-issued convenience store licence. A complete list of licensed convenience stores and their LCBO customer number is available on DoingBusinesswithLCBO.com

Q. I am affiliated with a banner store brand. Can I supply them?

If you are a distributor that is affiliated with certain banner stores, you can facilitate sales and distribute orders to them if the stores hold an AGCO-issued convenience store licence. You cannot facilitate sales and distribute orders to any stores you are affiliated with that hold a grocery store licence.

Q. How many products do I need to offer for sale?

You must have a representative number of product categories, brands and products available, including products from small producers. Products from small producers must be clearly marked in your catalogue and ordering system to help convenience stores meet product display requirements, as required under the *Liquor Licence and Control Act, 2019*.

Q. In addition to the convenience store distributor authorization, can I fulfill and deliver alcohol to grocery stores or home consumers?

Your Convenience Store Distributor Authorization only permits you to facilitate sales of beverage alcohol products and deliver to licensed convenience stores. You may have other authorizations, licences or agreements to handle alcohol for other purposes. However, you must maintain separate records for all sales and movement of inventory undertaken under this authorization.

Program administration

Q. How do I submit weekly flow inventory reports?

The report template and submission process will be shared with you once you are authorized and onboarded as a wholesale customer.

Q. How will LCBO compensate me for distributing product to licensed convenience stores?

LCBO introduced this program in response to requests from licensed convenience stores for alcohol products to flow through their existing distributors supplying non-alcoholic goods. While LCBO is providing this flexibility, no compensation is provided. This is an

optional service and authorized distributors are permitted to pass on any service-related fees to licensed convenience stores receiving the service.