

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.

Topics:

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Future State Modernization

- **General**

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.

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.

Who do I contact if I need help logging into wholesale.lcbo.com?

If you have any questions about using the platform, please don't hesitate to reach out to Customer Care by emailing hello@lcbo.com or by calling 1-800-668-5226. Their regular hours are Monday - Friday 8:30am – 6:00pm & Saturday 6:00am – 6:00pm.

- **Ordering**

When placing orders on 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.

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

All feedback can be sent to your account manager.

Will wholesale.lcbo.com 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 no longer view or access invoices in GMS.

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.

Will LCBO now email all invoices rather than stores having to log in and download invoices?

Yes, invoices for your orders, refunds, or additional charges will be sent to you through email.

Where can I find the product catalogue?

The product catalogue is available on Doing Business with the LCBO. The new catalogue identifies the supplying source for each item. All items will be reflected for each region (5 regions), you will need to filter by your region to ensure you are viewing the correct information for your location. The catalogue will be updated monthly to help ensure updated pricing information.

GMS used to close from 11PM to 7AM – is wholesale.lcbo.com open 24 hours?

Yes, the only time access is restricted is when there is maintenance required.

- **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?

Delivery schedule will remain the same during the transition period and following the launch of wholesale.lcbo.com.

- **Returns/claims**

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

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

What is the deadline to submit a claim on the B2B Claims App?

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

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

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.

