

# Order Pick Up Factsheet For Convenience Stores

# BEER STORE

## 01 - Place Order



Order via LCBO's online ordering system, GMS



Less than  
**48 CASES**

If your order from The Beer Store (TBS) is less than 48 cases, you must pick up at your assigned TBS store



If your TBS order is 48 cases or more, your order will be delivered

## 02 - Order confirmation - email

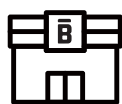


**Order confirmation email**

**PO#12345**

**Note:** you will need your order number and government-issued I.D to pick up in store

## 03 - Pickup confirmation - email



You will be assigned a TBS store location to pick up your order



**Pick up confirmation email**

May be sent as early as one hour after placing your order



You must pick up your order within 48 hours or your order will be cancelled

To confirm your assigned TBS pick up store, contact [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com)

## 04 - Pick up at The Beer Store



Prior to your visit you can check store hours and inventory at [thebeerstore.com](http://thebeerstore.com)

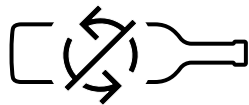


**Collect your products** from the TBS retail sales floor



Proceed to the checkout, you will only be charged for product that is picked up

## Reminders



You cannot change/add to your order at the store



You must show your **order number** and **government-issued I.D.**



You do not pay for the order at the TBS location

## Need to make a product claim?

If you need to make a claim against your order, submit via the B2B Claims Application: [www.b2b-claims.com](http://www.b2b-claims.com)

## Need more info?

More information can be found on [www.doingbusinesswithlcbo.com/groceryandconvenience](http://www.doingbusinesswithlcbo.com/groceryandconvenience) or by contacting your account manager

