

# LCBO Order Pick Up Factsheet for Convenience Stores

# LCBO

## 01 - Place Order



Order via LCBO's online ordering system, GMS

**14 CASES**  
or less



If your order from the LCBO is 14 cases or less, you must pick up your order at your assigned LCBO store

## 02 - Order confirmation

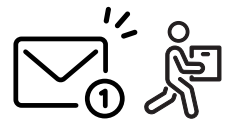
You will receive three emails about your order



**Order confirmation email**



**Your order is being shipped to your store e-mail**

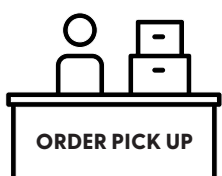


**Ready for pick up confirmation email**

### Important:

Only go to your assigned store once you receive the 'ready for pick up' confirmation email. Your order must be picked up within three business days. Pick up your order in store between Monday-to-Friday before 2pm. Plan ahead and check LCBO store hours on [lcbo.com](http://lcbo.com)

## 03 - Pick up at your assigned LCBO store



Your order is packed and ready for pick up at your assigned LCBO retail store

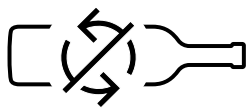


You must show your government-issued I.D to receive your order



You must show your ready for pick up confirmation email (print or show on your phone)

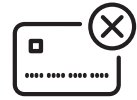
## Reminders



You cannot change/add to your order at the store



You cannot shop the retail floor for your order. It's already packed for pick up



You do not pay for the order at the store

## Need to make a product claim?

If you need to make a claim against your order, submit via the B2B Claims Application: <https://b2b-claims.lcbo.com/login>

## Need more info?

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

