

# Preparing for October 1: LCBO-supplied products and in-store pick up

For Licensed Convenience Stores

# LCBO

September 17, 2024

# Agenda

- Your expanded product catalogue
- Ordering & payments reminders
- LCBO in-store pick up & delivery
- Selling reminders
- ODRP
- Other reminders
- Information and support
- What you can expect next
- Q&A

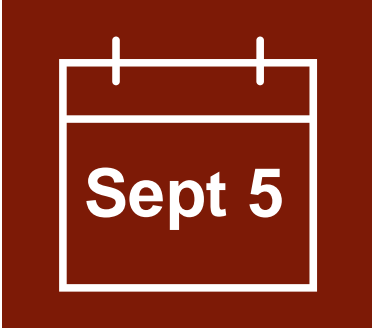
Submit a question: Convenience  
Stores - September 2024





# Your expanded product catalogue

# Available products



1997 products

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Domestic products from mainly non-LCBO supplying sources (Ontario producers and TBS)

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- 1431 beer
- 284 wine
- 57 cider
- 225 ready to drink



3159 products

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Imported & domestic products from LCBO

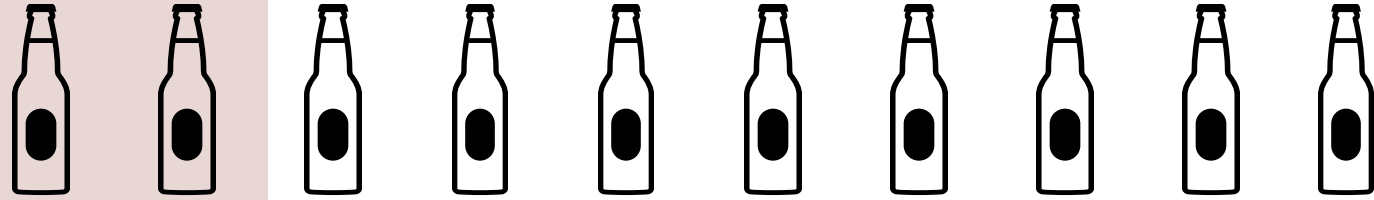
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- 1651 beer
- 1107 wine
- 130 cider
- 271 ready to drink

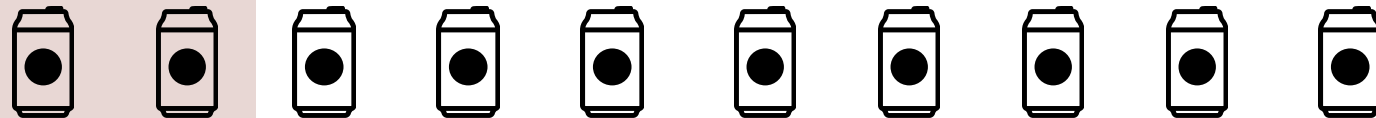
# Shelf-space requirements

Government defines small producers and shelf-space requirements in regulations.

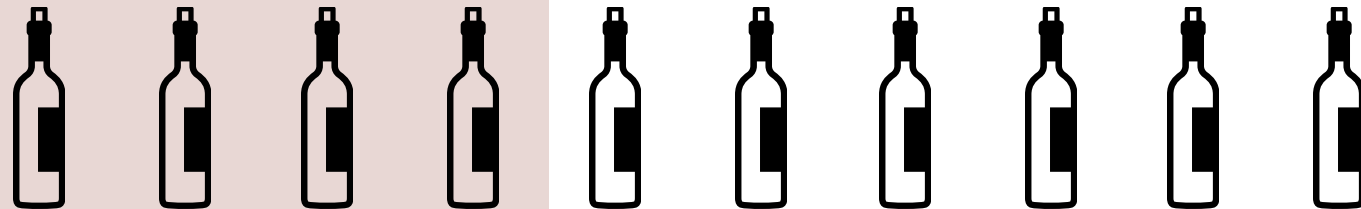
**Beer:**  $\geq 20\%$  from small breweries



**Cider:**  $\geq 20\%$  from small cideries



**Wine:**  $\geq 10\%$  from small wineries;  $\geq 40\%$  Quality Assurance wine or small



**Ready-to-drink:**  $\geq 20\%$  from small breweries, wineries or distilleries



# Your eligible product catalogue

You will receive a product catalogue which includes a list of all eligible products that you are able to order.

Example only

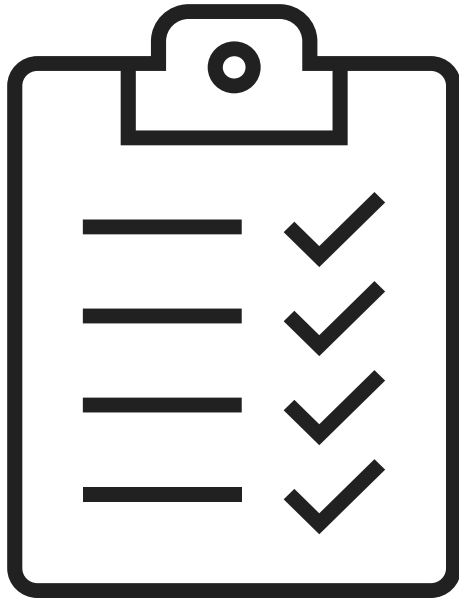


SKU #	Short description	Unit volume	Selling units per case	Units per pack	Container type	Producer name	Producer Size Description	Supplying source	Wholesale Price per Case	Wholesale Price per Selling Unit
000018	Heineken Lager 6 Pk-B+	1980 mL	4	6	BOTTLE	HEINEKEN'S BROUWERIJEN NEDERLAND BV	Large	LCBO	63.24	15.81
053678	Peninsula Ridge Sauvignon Blanc Vqa	750 mL	12	1	BOTTLE	PENINSULA RIDGE ESTATES WINERY	Small	LCBO	183.24	15.27



# Ordering & payments reminders

# Ordering from LCBO



All orders are placed to LCBO using our online order management system, GMS



Do not purchase product from an LCBO retail store



Do not purchase product from a Beer Store (TBS) retail store or online ordering system



Do not purchase product from an Ontario manufacturer of beverage alcohol



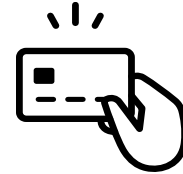
# Making payment to LCBO



Retailer



GMS



Payment method is credit card

OR



Apply to receive an invoice/for terms on the [Grocery and Convenience page](#).



This is the only legal way to pay for product.

# Credit card payment

## Helpful Tips

- Billing Address Information must match registered address for the credit card.
- Refer to a credit card statement
- Confirm Address line 1 and Postal/Zip code is accurate and matches the credit card before submitting payment

### PAYMENT INFORMATION

\$62.88 CAD

VISA

Name on card

Card number

01

2024

Card cvd

### BILLING ADDRESS INFORMATION

Name on Credit Card

youremail@hotmail.com

613-887-1234

Address line 1

Address line 2

City

Postal/zip code

Ontario

Canada

Submit payment



## Do

- Use an accepted credit card: VISA, Mastercard or American Express
- Match Billing Address Information exactly to credit card registered address
- Remove previous GMS bookmark prior to August 31 and save again to Favourites



## Do not

- Use debit cards
- Use prepaid credit cards
- Enter abbreviations, spaces or autofill field in Billing Address Information



# LCBO in-store pick up & delivery



1 - 14 cases

=



Pick up in assigned LCBO store



15+ cases

=



Delivery to licensed convenience store



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Pick up in assigned LCBO store



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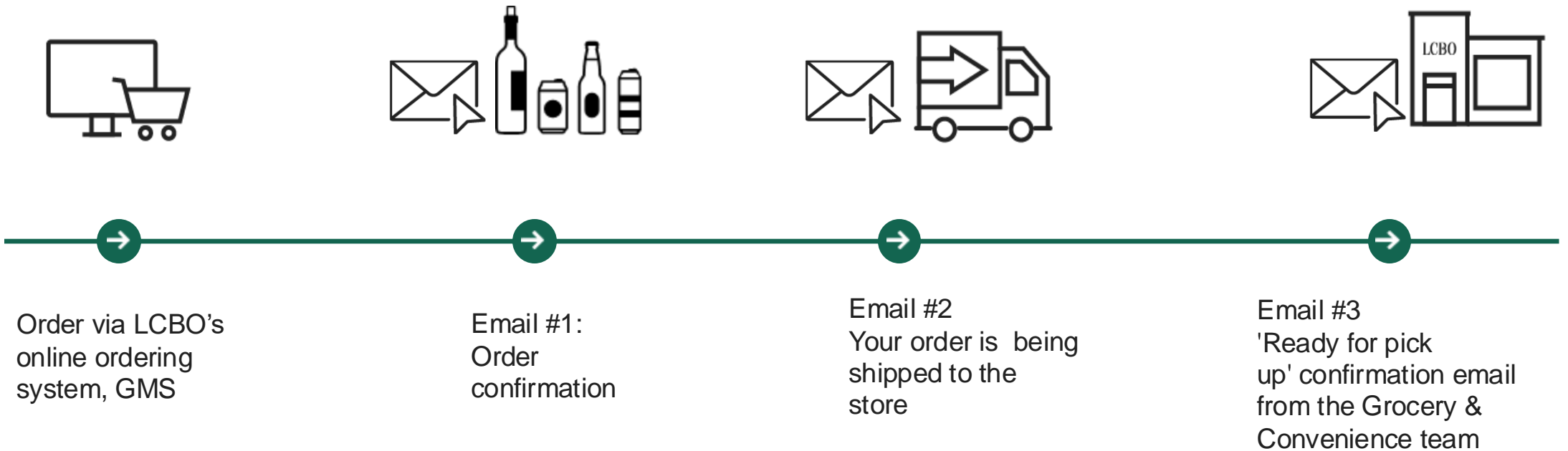


Deliver to licensed convenience store

# Picking up in assigned LCBO store



# Steps for picking up 14 cases or less





# Example of your 'Ready for Pickup' email

*Subject line: 33333 Your LCBO order is ready for pickup*

**Your order is ready for pickup!**

Hello,

Order  
confirmation  
number

Your GMS order # **017915555** is ready for pickup.

### Order Pickup Checklist

1. Bring this 'Ready for Pickup' notification email (on your phone or printed) along with valid government-issued photo ID.
2. Head to the Customer Service desk or the designated order pickup area.
3. Present this 'Ready for Pickup' notification email with your government-issued photo ID and pick up your order.

Assigned  
LCBO store  
address

### PICKUP DETAILS

**LCBO Store:**  
Queens Quay & Cooper St  
100 Queens Quay  
416-416-4160

Please pick up your order within 3 business days to avoid order cancellation and refund without further notice.

Your selected payment method has been charged for this purchase.

If you have any questions about this order, please contact [LCBO Customer Care](#).



# Steps for picking up 14 cases or less in store

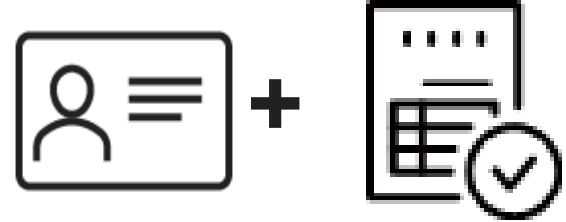


Pick up your order in your assigned store between Monday-to-Friday before 2pm. Check store hours on [lcb.com](http://lcb.com) before planning your visit.

Note: Your order must be picked up within 3 business days of receiving your 'Ready for pick up' notification email.

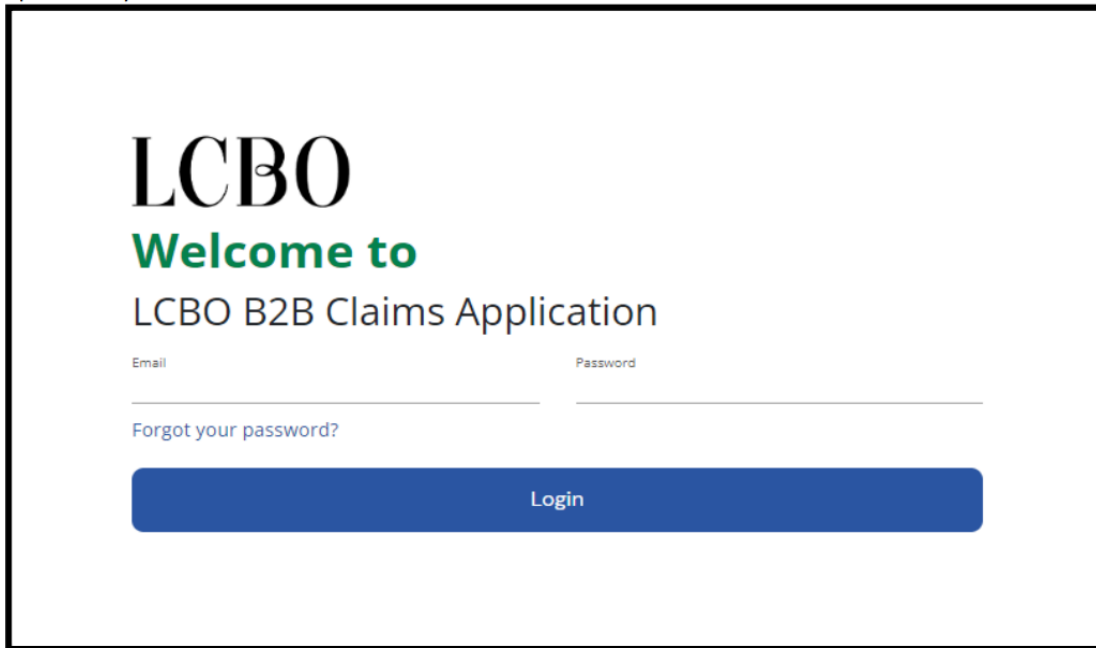


Visit the customer service counter at your assigned LCBO store.



You must show your 'ready for pick up email' (printed or on your phone) and government-issued I.D to receive your order.

# Damaged, incorrect or missing products



The screenshot shows the login interface for the LCBO B2B Claims Application. At the top left is the LCBO logo. Below it, the text reads "Welcome to LCBO B2B Claims Application". There are two input fields: "Email" and "Password". A link for "Forgot your password?" is located below the input fields. A blue "Login" button is positioned at the bottom of the form.

## How to access



<https://b2b-claims.lcbo.com/login>



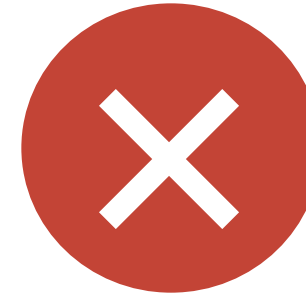
Your username and password provided by Grocery & Convenience team





## Do

- Pick up your order from your assigned LCBO store when you receive your 'Ready for pick up' confirmation email
- Pick up your order within 3 days of receiving your 'Ready for pick up' confirmation email
- Visit the store before 2pm (Mon – Fri) to avoid crowds. Check store hours on [lcbo.com](https://www.lcbo.com) before your visit.
- Bring your 'ready for pick up' confirmation email and government-issued I.D
- Claim any missing or damaged products through the B2B Claims App



## Do not

- Go to LCBO to pick up your order if it was 15 cases or higher
- Go to LCBO store if you have not yet received for confirmation email that your order is ready for pick up
- Send someone to pick up your order on your behalf without the confirmation email or ID
- Ask to change your order when you pick it up
- Buy products at the LCBO store to sell in your licensed convenience store – you can only purchase products via GMS



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Pick up in assigned LCBO store



# LCBO delivery timelines

You will be assigned a delivery day and delivery is once per week. In most cases the lead time is 1 – 3 business days. Be aware of the ordering cut off day/time.

Below is an example of order cut off day/time where the lead time is 3 business days.



Ordering cut off day by 9:00 AM	Delivery day*
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Monday	Thursday
Tuesday	Friday



# LCBO delivery rates

Number of cases	Rate per case
<15 cases	Pick up at LCBO assigned store
15-19 cases	\$4.50
20-24 cases	\$3.80
25-29 cases	\$3.10
30-49 cases	\$2.30
50-69 cases	\$2.10
70-99 cases	\$1.90
100-149 cases	\$1.70
150-199 cases	\$1.55
200+ cases	\$1.40

Rates can be found on [doingbusinesswithlcbo.com/groceryandconvenience](https://doingbusinesswithlcbo.com/groceryandconvenience)

*Effective September 5, 2024*



# Selling reminders



# Pricing

## Buy

E.g. The wholesale price for a one case (24 units) of Ernest Dry Cider is \$79.20.

This is \$3.30 per unit.

## Sell

E.g. According to the Minimum Retail Price guide, you can sell this product for any price above \$2.30.

LCBO sells it for \$3.65.

### Considerations

- How much profit you want to make?
- What are your customers are willing to pay for it?
- Is it above the minimum retail prices as per regulations?

# When you can start selling



You can start selling your LCBO-supplied products once you receive them.

# Reminders about your selling obligations

19+

## Protection of Youth

Ensure patrons purchasing liquor are of the legal age.



## Intoxication

Refuse to sell liquor to anyone who is or appears to be intoxicated



## Training Requirements

Staff involved with selling and sampling alcohol must be certified by an AGCO-approved training program.



## Hours of Service

Only selling alcohol between 7 a.m. and 11 p.m. (delivery between 9 a.m. and 11 p.m.).



## Display Requirements

The liquor on display has a percentage of small manufacturers.



## Signage Requirements

Have posted visibly Retail Licence, FASD Warning, and ODRP posters.



## Advertising Requirements

Following the standards related to advertisement and promotions



## Inducements

Don't indirectly or directly accept gifts/ services/ benefits from liquor manufacturers.



Questions? Visit [agco.ca/en/general/contact-agco](https://agco.ca/en/general/contact-agco) or call 1-800-522-2876





ODRP

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LCBO

# Ontario Deposit Return Program (ODRP)

ODRP is the waste reduction and recycling program established by the Government of Ontario for eligible beverage alcohol containers.

Starting October 31, 2024, some eligible licensed grocery stores will be required to participate in the ODRP.

**Convenience stores are not required not participate, but may request to participate** by emailing [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com).

If you are not participating, you will be required to post signage identifying the closest place(s) to return containers in accordance with requirements set by LCBO.



**Looking to  
return empty  
alcohol  
containers?**

We do not process returns or refund deposits on empty beer, wine, spirit, and cooler containers.

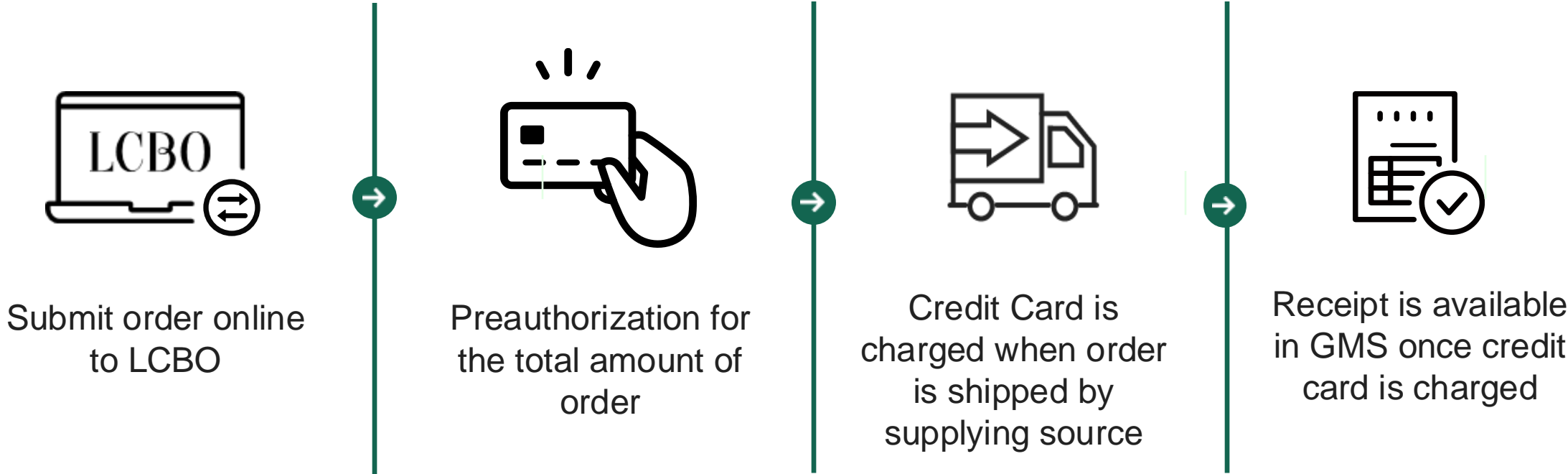
The closest return location is

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# Other reminders

# Reminders – Prepaid orders & credit cards



# Reminders – Payment terms & invoices



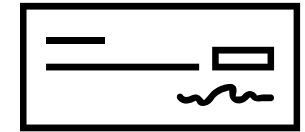
Submit order online  
to LCBO



Following receipt of  
order, invoice is  
generated



Invoices are  
available in GMS  
weekly on Fridays



Payment is due within  
30 days and  
remittance details are  
sent to  
accounts.receivables  
@lcbo.com



# Invoices for orders placed July 29 – August 22

## Accessing invoices

Invoices are now available in GMS. To access, sign into your GMS account and select My Account (shown below).



You can choose to view:

- A list of all invoices by date
- A list of individual invoices by number and purchase order number.

## Making payment to LCBO

You are required to pay your invoice within 7 days.

Send payment details to LCBO's Accounts Receivable department by emailing [accounts.receivables@lcbo.com](mailto:accounts.receivables@lcbo.com).

If you made payment to LCBO before receiving an invoice, we are working through your invoice, payment and any corresponding claims.

# When to contact The Beer Store

- Products supplied by TBS
  - Inventory availability
  - Assortment selection at pick up location
- TBS pick up process (under 48 cases)
  - Changing your assigned TBS location
  - Allowing licensed location to pick up
- TBS deliveries
  - Delivery days

**BEER  
STORE**


**Customer Contact Centre**

Call: 1-888-948-337

Email:

[customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca)

# Pick up at assigned TBS retail store

Supplying Source	Case maximum	No. of pick up locations	Email Notification	TBS retail pick up store assigned	Order Cancelled
<b>BEER STORE</b>	Less than 48 cases	+200 stores	Sent when order is ready for pick up – as early as 1 hour after notification	 <48 hours	If order not picked up within 48 hours

## Instructions

1. After completing your order on LCBO's online ordering system, you will receive a notification that your order is ready for pick up at your assigned TBS pick up store. Your order is ready for pick up as early as one hour after notification. You must pick up your order within 48 hours otherwise your order will be cancelled.
2. You must collect all items in your order from the retail sales floor and proceed to the checkout.
3. You must bring your email confirmation which contains your order number and valid government identification to the customer service representative. to process your order. You do not pay for the order at the TBS location.
4. You cannot change/add to order at the TBS store; any claims or returns are processed through the LCBO B2B Claims Application.



# Information and support

# LCBO online information and resources

Doingbusinesswithlcbo.com/groceryandconvenience



LCBO | Doing Business

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HOME > WHOLESALE > GROCERY AND CONVENIENCE STORES

### Grocery And Convenience Stores

LICENSED CONVENIENCE STORES CAN START SELLING ALCOHOL STARTING SEPTEMBER 5

Need help completing your LCBO onboarding form? Contact [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com)

On December 14, 2023, the government **announced** plans to increase choice and convenience for Ontarians by allowing the sale of beer, wine, cider and low-alcohol ready-to-drink beverages at participating convenience, grocery and big box stores across the province.

On May 24, 2024, the government **announced** further details and timelines for the phased rollout as follows:

**Anytime after July 18, 2024** - the up to 450 grocery stores that are currently licensed to sell beer, cider or wine will also be able to sell ready-to-drink beverages. These grocery stores will also be able to start offering consumers large-pack sizes.

**After September 5, 2024** - all eligible convenience stores will be able to sell beer, wine, cider and ready-to-drink alcoholic beverages.

**After October 31, 2024** - all eligible grocery and big-box stores will be able to sell beer, wine, cider and ready-to-drink beverages, including in large pack sizes.

This site provides a one-stop-shop for the information and resources to help new grocers and convenience stores do business with the LCBO. We will update this site over the coming months as more information becomes available.

### Selling

Minimum Retail Pricing

Promotional Posters for Convenience Stores

### Returns and Claims

LCBO Wholesale Claims Portal

Product Quality Complaint Form

GORP Participation - Self Serve Tool

### Pick up and Delivery

LCBO Delivery Fees

Factsheets will be added in the coming days

# LCBO support

## Customer Care: Order or delivery status

Call 1-800-668-5226 / 416-365-5900

TTY: 1-800-361-3291

Email or chat

Mon to Fri: 8:30am - 6:00pm

Sat: 9:00am - 6:00pm

## Account Manager: Business support

Email: [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com)

## GMS technical support

[Lcbohelp@tangenia.com](mailto:Lcbohelp@tangenia.com) or call  
1-866-826-4334

Contact directly to reset GMS  
password – passwords expire after  
90 days

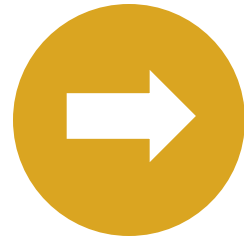


# What you can expect next

# What now?



In the coming days we will send you your updated eligible product catalogue as well as a link to today's recording



Start planning what LCBO-supplied products you would like to order and do so starting October 1.



In the coming weeks, your Account Manager will share your:

- Assigned LCBO store for pick up
- Assigned LCBO delivery day



# Q&A

Submit a question

Submit a question: Convenience  
Stores - September 2024





Thank you