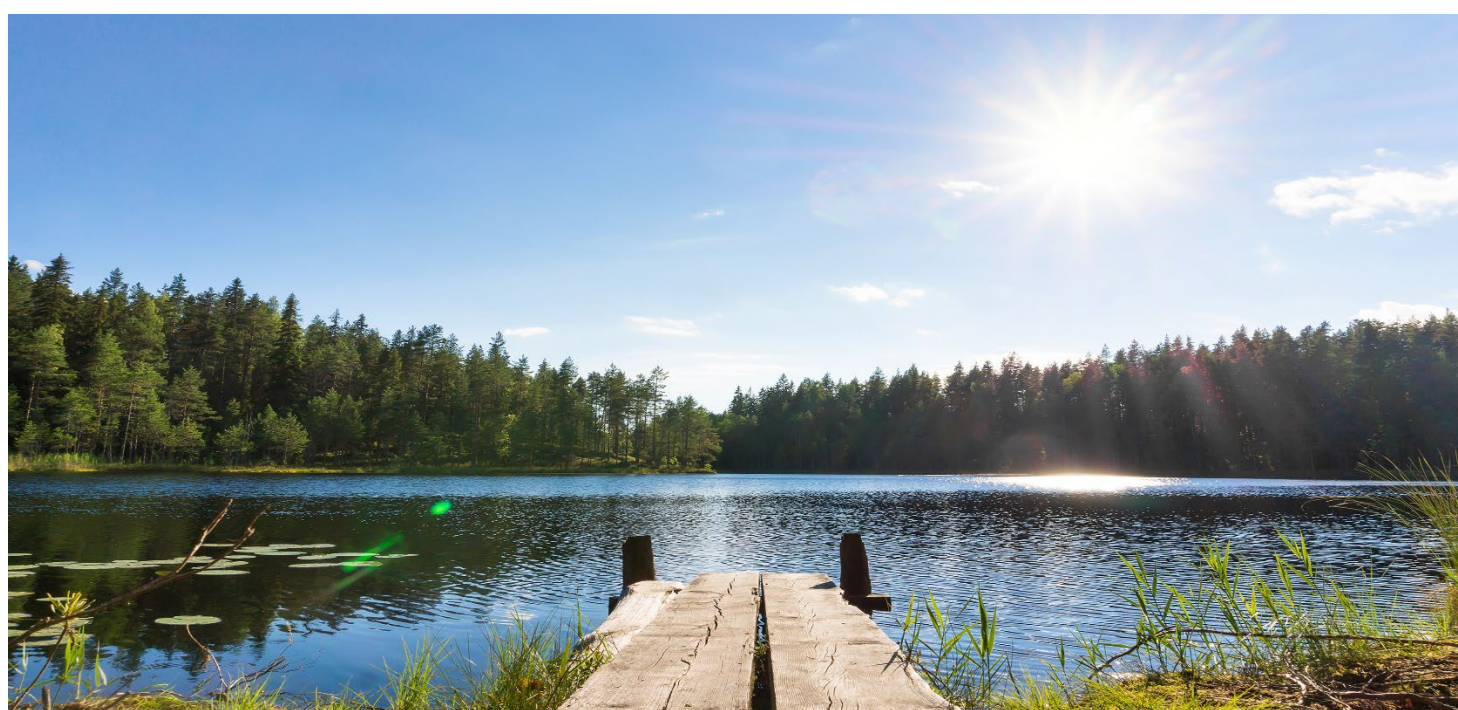


May 02, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

U.S. Return Products

It's important to view notes left on submitted claims so that additional information can be captured for all approvals. If you have any questions, please reach out to lco@lcbo.com

Lexmark Pricing

Please make sure BinTag are printed before the price changes and prices in your POS system are updated.

Ordering

As we approach our busy summer season, please double-check that you haven't missed your ordering day. There is a minimum order quantity of 30 cases per order. Deliveries are weekly and if you missed it orders will default to the following week. When your scheduled order arrives, count all the boxes and make sure the quantity on the delivery sheet matches what was actually delivered.

Victoria Day

An email with your holiday ordering schedule will be sent out by lcbo@lcbo.com.

Seasonal Hours

Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the spring/summer season. All LCO store decals should also be updated to reflect this change.

Best Practices

Holiday

It is recommended to build the inventory level of the store gradually toward a holiday to avoid inventory or delivery disruption.

Receiving Area

Ensuring that your receiving area is clear of obstructions will greatly reduce the time it takes to complete deliveries.

Merchandising Tip

To temporarily fill gaps on the shelf due to stock outs, increase product facings of other brands. Remember to flip your BinTag over the products that are not available. Keep shelves looking full and clean between deliveries by making sure each product facing is at least two items deep, labels are always facing forward, and both the products and shelves are kept clean.

Required

Ontario Deposits and Returns Program

The collection of empty containers and the remittance of container deposits is a mandatory condition of your LCBO Convenience Outlet authorization. Containers must be accepted during all hours of LCO operation OR three days a week, one of these days being Saturday, during all hours of LCO operation. Where empties collection is limited to three days a week, prominent signage must be affixed at your LCO that is visible to customers. For more information on the Ontario Deposits and Returns Program, visit this website: [Deposit Returns | The Beer Store](#)

Floorplan Changes

All changes to your floorplan must be approved. Please send floorplan updates to convenienceoutlets@lcbo.com and cc Client Service Coordinator prior to making any changes.

Challenge & Refusal

Stores will get busier during the Spring/Summer months. It's important that you continue to follow the standard practice of checking for valid ID's. This must also be documented in your Challenge and Refusal App.

The LCBO is modernizing its technology and investing in cybersecurity to protect the LCBO and our valued wholesale customers. Please follow the link to set up multi-factor authentication and access Challenge & Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESALE users](#)

If you’ve forgotten your password, please contact LCBO IT Service Desk 416-864-2550 to have your password reset.

Did You Know?

How to order LCBO Paper Bags?

To place an order for LCBO bags, email lco@lcbo.com with your request.

Food & Drink Spring 2025 Issues Launch for LCOs

Spring Edition of the *Food & Drink* magazine will be sent out to all LCOs starting April 30th. The magazine is free of charge and is designed to be distributed to customers. Please ensure the magazines are placed in a visible area for customers to pick up and enjoy free of charge.

I can’t login to B2B Claim App

Please write email to lco@lcbo.com. We will reset a password for you and send you credentials.

Contact information for LCBO LCO

For all inquiries, please reach out to lco@lcbo.com and cc your Client Service Coordinator.

Audits

1. Accessibility

- Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).
- Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliant.

2. Employee Training Form LCB2404

- Keeping a current employee list readily available is important. Ensure that the list is signed and dated by a member from convenience outlets. Do not edit your form, if you need to add or remove an employee or if your form is not signed, please email ConvenienceOutlets@lcbo.com

3. Responsible Service Program Signage

- The Responsible Service Program signage must be posted – 8.5x11 poster and 1 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing this signage.



Key Dates & Resources

Victoria Day – May 19th, 2025

Period 12 ends – May 24th, 2025 – [Enter your Challenge & Refusals](#)

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)