

## February 6<sup>th</sup>, Newsletter



Welcome to  
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

### Important

#### LCBO Future State Modernization Program Timeline Update

As we approach the launch on April 1, 2026, please check key dates below to ensure a smooth transition and prevent any interruptions to your business.

- **February 16:** Please submit any changes to customer information, including contact, account or banking details, prior to February 16.
- **March 17 – 23 (6pm):** This will be your last opportunity to order via wholesale.lcbo.com based on your regular scheduled ordering day.
- **March 24 – 31:** You will have an alternative ordering option which will allow you to manually place orders for select products from LCBO during this time. Further details, including an order form, will be shared in the coming months.
  - **Note:** During this time, you may continue to order directly from suppliers participating in LCBO's Direct Delivery Program and continue to order beer supplied by The Beer Store following current processes.
- **April 1:** LCBO is now the exclusive wholesaler of record for LCOs. Claims can be submitted on wholesale.lcbo.com.
- **April 10:** Last date to submit a claim on the B2B Claims App online. You will be able to view / download historical data until April 30. Starting April 1, all claims should be made on wholesale.lcbo.com.

#### LCBO Convenience Outlet Banking Information

The LCBO is launching a new process to streamline the way you submit claims and returns. As part of this launch, valid returns (including damaged and product recalls) submitted through our new claims process on wholesale.lcbo.com will be refunded directly to your bank account. This means you will no longer receive refunds as credits for future purchases.

Instructions for actioning the LCBO's request for your banking information have been shared via Kiteworks private data network email invitation. Note that without this information, we will be unable to issue refunds directly to your bank account.

#### Family Day Holiday

An email with your holiday ordering schedule has been sent out by [lco@lcbo.com](mailto:lco@lcbo.com). Please be sure that you are following it.

#### LCBO Convenience Outlet Authorization Amendments

In accordance with the policy directive issued by the Province of Ontario, LCBO will be assuming the role of exclusive wholesaler of record for all Liquor in Ontario starting April 1, 2026. Notices of Amendment were issued on January 29<sup>th</sup>, 2026, from [ConvenienceOutlets@lcbo.com](mailto:ConvenienceOutlets@lcbo.com) outlining these changes.

### Best Practices

#### Bin Tags – Lexmark In- Store Publisher

Review Lexmark for the latest batch of Bin Tag price changes at a minimum frequency of once per week. Remember to add newly ordered products to your 'Store Inventory' price batch to ensure they are captured on future pricing updates. (Batches – Store Inventory – Add Signs – Using Master Brand List).

### Reminder

#### Winter Weather

Inclement weather conditions may affect deliveries. All delays will be communicated by [lco@lcbo.com](mailto:lco@lcbo.com). Clearing the snow at back and front entrances will allow for safer deliveries.



Required

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of the LCBO Convenience Outlets agreement contract. Containers and any associated secondary packaging 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: [Manuals and Forms - The Beer Store](#) Contact **TBS** Contact Center [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) or call 1-888-948-2337 for more information.

Non-Saleable Items

It’s important that all staff are familiar with the non-salable policy.

Non-saleable Products

All returns for non-saleable products need to be processed as a [Product Complaint](#), with “NON-SALEABLE” as the reason. Ensure the LOT number is recorded when processing the product complaint.



For Regular Customer sales, the following unopened products can be returned to LCOs:

- All PET Polyethylene Terephthalate Containers (including, Spirits, Ready to Drink, Coolers, Wines and Liqueurs)
- Cream-Based Liqueurs
- Beer
- Tetra-Paks and Flexipack containers
- Wine-in-a-box (Bag-in-a-Box) containers

**Note:** These returns need to be processed in the same manner as Product Quality Complaints and **not** placed back on the shelf for resale.

Challenge & Refusal

Please remember it’s important to continue to follow the standard practice of Challenge & Refusal. All Challenge & Refusal submission must be documented in the Challenge and Refusal App every period.

Please follow the link to set up multi-factor authentication and access Challenge & Refusal App. This tool can be used to reset your login password for the Challenge and Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESALE users](#)  
**Without the Self- Serve Password tool, you must contact LCBO IT Service Desk 416-864-2550 to have your Challenge & Refusal App password reset.**

Did You Know?

LCBO Damaged Product – Breakers

Damaged products received upon delivery should not be returned with the driver. Each operator is required to retain the damaged product, take clear photos showing the damage, and submit a claim through the online claims application within 48 hours of receipt.

Please ensure that the last page of the order invoice is included with all claims.

Also, be sure to review any comments left in the claim application, as they may contain important information regarding your submission.

How to Order LCBO Paper Bags?

To place an order for LCBO bags, email [lco@lcbo.com](mailto:lco@lcbo.com) with your request.

Audits

- 1. Accessibility**
  - Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliance.
  - Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).
- 2. Employee Training Form LCB2404**
  - Keeping a current employee list readily available is mandatory. Ensure that the list is signed and dated by LCBO 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](mailto:ConvenienceOutlets@lcbo.com).
- 3. Responsible Service Program Signage**
  - The Responsible Service Program signage must be posted – the 8.5x11 poster and at least one (1) of the 4x6 cards (see below). Complete this form [LCO Signage Reques Form.pdf](#) and email [ConvenienceOutlets@lcbo.com](mailto:ConvenienceOutlets@lcbo.com) if you are missing signage.



Key Dates & Resources

**Period 12 Reporting Deadline** – March 1<sup>st</sup>, 2026 – Enter your Challenge & Refusals  
**Family Day** – February 17<sup>th</sup>, 2026  
[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)