

February 07, 2025, Newsletter



Welcome to
[wholesale.lcbo.com!](https://wholesale.lcbo.com)

Ordering inventory for your business just got easier.

Important

Winter Weather

Inclement weather conditions in February may affect deliveries. All delays will be communicated by lco@lcbo.com. Clearing the snow at back entrances will allow for safer deliveries.

HST Exempt Pricing Updates

The updated pricing with HST included will be provided in advance so you can update your POS and BinTag accordingly.

Using BinTag

BinTag must be printed using the Lexmark system. It is required that Operators check Lexmark every day to identify any changes/updates to price.

Family Day Schedule

An email with your holiday ordering schedule has been sent by lco@lcbo.com. Late orders will not be accommodated during this period, so it is recommended that you build your inventory in advance of the holiday.

Best Practices

Ordering

Once an order is placed, it can't be modified. Look over your order before submitting. There is a minimum order quantity of 30 cases per order. There is only one order per week. Any additional orders will default to the following week.

Loss Prevention – Tip of the Month

Maintain a well-organized store. Disorganized shelves make it harder to identify missing items. A clean and orderly space not only helps prevent shoplifting but also enhances the shopping experience for customers.

Stock Rotation Practice

Remember to always rotate your stock. This means moving older stock to the front of the shelf or display and placing newer stock that has just been delivered at the back of your shelf.

Merchandising Tip

Ensure bottles are brought forward on the shelves and the labels are facing out to make it easy for customers to quickly identify and select their products.

Products with various size formats should always have a “right-hand trade up” (i.e. largest size to the right). Products should have a minimum of 2 facings.

Receiving your order

Ensure that all staff members are aware of the LCBO policy that cases must be counted at the time of delivery, and any variance in the number of cases must be noted on the driver's Route sheet and submit a claim within 48 hours through the B2B Claim application.

Reminders

Customer Complaints

When submitting a customer complaint on the B2B Claims application, ensure that you have filled out the [2457 form](#) in full and received the customer's signature.

Empty Bottle Returns

All locations must accept empty bottle returns. The green bin containers can be requested directly from The Beer Store.

Providing customers with a safe shopping experience is key during the holidays. Ensure that any block piles do not restrict traffic in the aisles and do not exceed the 4x4 space in your floor plan.

Damaged Product

If damage is known at time of delivery, please note it on the driver's route sheet and submit a claim within 48 hours through the B2B Claim application. Please include photographs of damaged items and a copy of the invoice. By following these procedures, we can complete your refund requests in a timely manner.

Returns

Incorrect product that is ordered can't be returned. Checking your cart before placing an order is important to avoid this error.

Challenge & Refusal

Please monitor your email inbox for communication from ConvenienceOutlet@lcbo.com regarding coming changes to the Challenge and Refusal App.

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

Annual Workday Recertification

Starting in March 2025, all LCBO Convenience Outlet employees will receive their annual enrollment invitations for online Workday training. Further updates to follow in the coming weeks from ConvenienceOutlet@lcbo.com.

Did You Know?

Frequently Asked Questions

Does uniform pricing still exist for Beer?

As an authorized independent local retailer selling beverage alcohol under the LCBO banner, LCOs must comply with all LCBO policies and continue to follow uniform pricing for all products, including beer. The Beer Price Bulletin can be found on Beer for Business under "RPP/LCO Price List". Pricing can also be found on Lexmark. Uniform pricing must be adhered to. If there's more question, please reach out to your Client Service Coordinator.

I forgot my password for Wholesale.lcbo.com

Go to wholesale.lcbo.com, click "forgot password" and type in your email address associated with your LCO Account. An email will be sent within a few minutes with a link to reset your password.

I add items to my cart a few days in advance, but they disappear when I login to place my order.

It is best to build a requisition list or use the quick order function to help place orders as items in the cart without activity for 30 minutes will be cleared.

Contact information for LCBO LCO

For all inquiry, please reach out to lco@lcbo.com

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

Period 12 ends – March 1st, 2025 – [Enter your Challenge & Refusals](#)

February 17th, 2025 – Family Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)