

Aug 08, 2025, Newsletter



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

Ordering inventory for your business just got easier.

Important

Retail Pricing

According to the LCO Agreement, the retail price of the beverage alcohol must be in accordance with LCBO retail price. Both BinTag and POS system price must be updated prior to price changes, visit Lexmark and [Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#) for more information.

Ordering

Please make sure there are enough funds in your bank account when placing your order to prevent any NSF (non-sufficient funds) issues. The transaction takes two-five full business days to process, so the funds must stay in your account for the entire duration.

If you placed an order but haven't received an invoice or order confirmation, please reach out to your Client Service Coordinator or contact lco@lcbo.com to confirm that your order was successfully submitted.

LCO Seasonal Store

Please notify Convenience Outlets convenienceoutlets@lcbo.com no less than three weeks in advance of the LCO seasonal closure date.

Labour Day Holiday

Now is the time to start building your stock to ensure you're ready for the Labour Day Holiday. An email outlining the holiday ordering schedule will be sent from lco@lcbo.com.

Best Practices

Lexmark - BinTag

Review Lexmark for the latest batch of BinTag price changes at a minimal frequency of once a week. Remember to add new items to the Lexmark store inventory to populate required BinTag. (Store Inventory – Add Signs – Using Master Brand List)

Seasonal LCO Store Locations

All seasonal LCO locations should begin reducing inventory levels and placing smaller orders as the closure date approaches.

Damaged Product upon delivery

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

Please ensure the entire 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.

Required

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of your LCBO Convenience Outlet authorization. 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 or call 1-888-948-2337 for more information.

Challenge & Refusal

As the sales volume increase, 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.

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 Challenge & Refusal App password reset.

Code of Business Conduct

Please note it is the responsibility of LCO Operators and their staff to comply with all applicable laws on corruption, bribery and prohibited business practices and they will not make, offer, receive or approve of any bribe, kickback or other type of improper payment. Evidence of behaviour to contrary will impact the status of your LCO agreement.

LCBO Authorized Direct Delivery Vendor

Direct alcohol deliveries can be provided only through companies listen on the **LCBO’s approved direct delivery list**. The list is available on Doing Business with LCBO under “Direct Delivery Authorization Directory” at [LCBO Convenience Outlets Agency Operators | Doing Business with LCBO](#)

Did You Know?

Contact information for LCBO LCO

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

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 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 5 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing signage.



Key Dates & Resources

Labour Day – September 1st, 2025

Period 5 ends – August 16th, 2025 – Enter your Challenge & Refusals

[Fiscal Calendar](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)