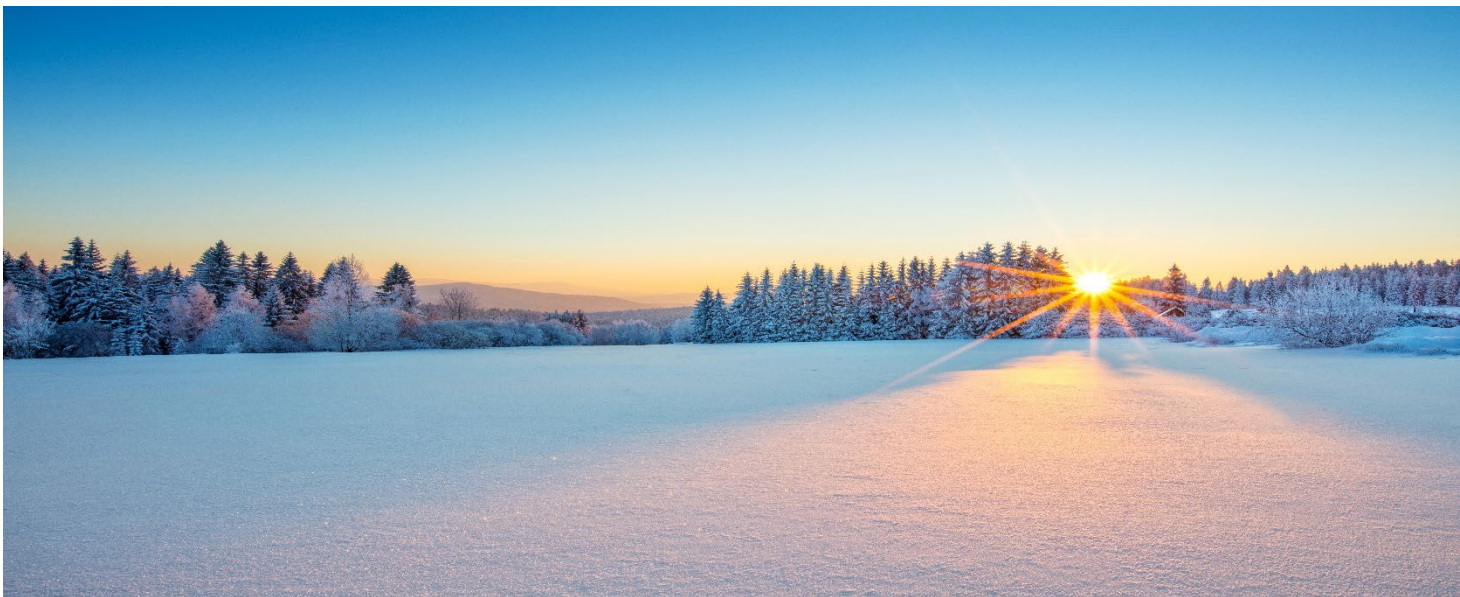


January 9th, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

LCBO Future State Modernization Program Timeline Update

The LCBO has shifted implementation for the next phase of our Future State Modernization program, as well as the assumption of the Wholesaler of Record role and the government’s new wholesale pricing model, to April 1, 2026.

Wholesale Discount

Starting January 1st, 2026, the LCBO Wholesale discount for all Wholesale Customers will be 10%.

New Fall/Winter Catalogue

As a reminder, each season we revise the product catalogue based on the analysis of top-selling SKUs in rural LCBO locations, as well as seasonal availability (e.g. some products may only be available in summer). Our goal is to provide a product catalogue that provides you with a diverse selection of products that will appeal to your customers and help you drive sales throughout the year.

We have sent you a list of products which we added and removed from the catalogue. We hope that you enjoy bringing the Fall/Winter catalogue to your customers and please reach out to your Client Service Coordinator for any products outside of the catalogue.

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.

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).

If you are experiencing any technical difficulties printing your Bin Tags, please contact ConvenienceOutlets@lcbo.com for assistance.

Reminder

Winter Weather

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

Required

Non-Saleable Items

Its 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.

Ontario Deposit Return Program (ODRP)

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

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 WHOLESAL](#)

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?

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.

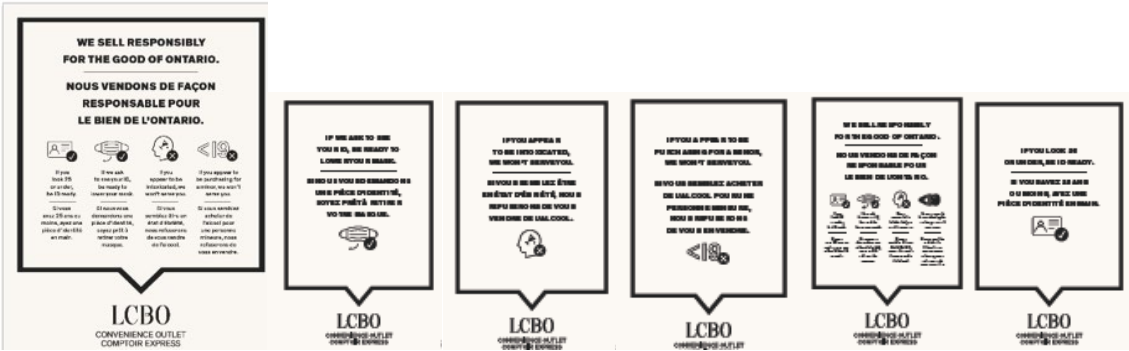
Also, be sure to review any comments left in the claim application, as they may contain important information regarding your submission.

How to Order LCBO Paper Bags?

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

Period 11 Reporting Deadline – January 31st, 2026 – Enter your Challenge & Refusals

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)