

January 10, 2025, Newsletter



Welcome to
wholesale.lcbo.com!

Ordering inventory for your business just got easier.

Important

Winter Weather

Inclement weather conditions in January 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 – BinTag with Updated Pricing in Lexmark

New bin tags have been added to Lexmark reflecting the updated pricing with the HST removed. Please ensure that all bin tags are printed accordingly.

Client Service Coordinator

Will be performing pricing audit, please ensure pricing is up to date and correct.

Holiday Schedule

Please keep an eye out for this email, as we want to make sure you're prepared and have all orders placed for the upcoming holiday season. Emails regarding the holiday schedule will be from lco@lcbo.com.

Best Practices

Ordering

Restocking after the holidays is an important part of servicing your community. Orders can't be modified once it has been submitted. Double check your orders and cart total before submitting. Please consider ordering every second week or monthly if needed due to business demand.

Loss Prevention – Tip of the Month

January is a great time to do a full inventory management of your stock. By watching your inventory through regular stock counts and monitoring discrepancies, you can dramatically decrease theft at your store by identifying high theft items.

Operator

Always include your LCO and/or invoice number in your correspondence to ensure the fastest response possible.

Merchandising Tip:

It is a great time to use the LCBO planogram to structure your displays. Bottles should be organized by product category and be displayed from smallest to largest size format. This allows for a better shopping experience for customers, and can help maximize your sales. Sample planogram can be found in the LCO manual: [LCBO Convenience Outlet Manual Draft V.4.pdf](#) on page 11

Reminders

Store Hours

Store Hours Beverage alcohol can only be sold within your posted hours. Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the Fall/Winter season. All LCO store decals should also be updated to reflect this change.

QA Product Recall

If you have any product that has been reported as part of a QA Alert, you must store in case away from other product, reseal it and tape the recall to the case as you await the pick-up.

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

Damaged product received upon delivery should not be sent back with the driver. Each operator is requested to keep the product, take pictures of the damages and input claims into the online claims application. Once a successful credit has been applied, then the product can be discarded.

Claims

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. All claims must be submitted within 48 hours of receipt of your order.

Claims Manual: [LCO Claims Manual Revised May 13 2024.pdf](#)

Challenge & Refusal

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. Here is a link to the Challenge and Refusal Manual that contains a link to download the application: [LCO Challenge & Refusal-Support Documentation \(doingbusinesswithlcbo.com\)](#). **If you've forgotten your password, please contact LCBO IT Service Desk 416-864-2550 to have your password reset.**

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

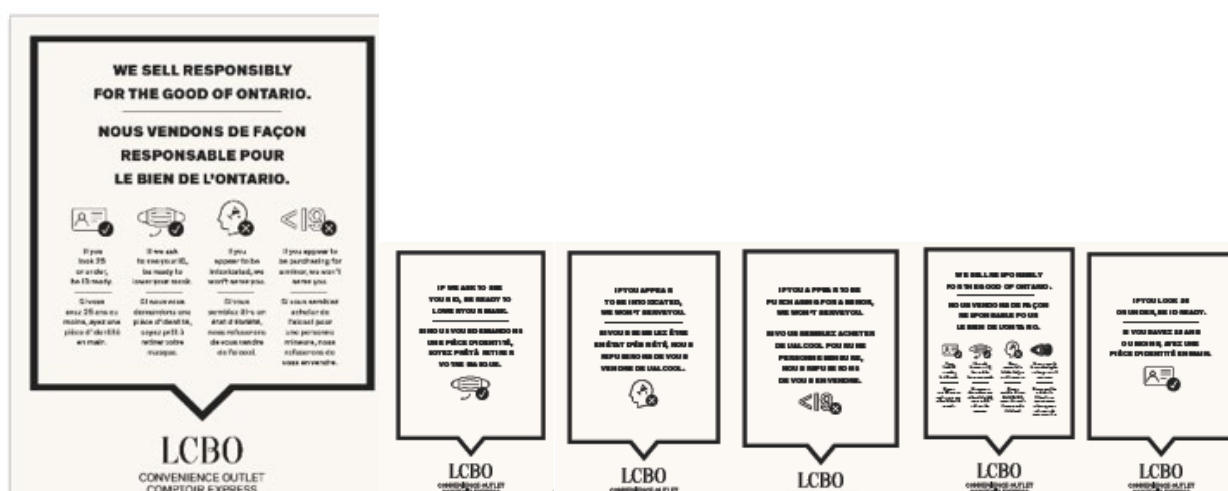
- Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall).
- Aisles** in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliant.

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 11 ends – February 1st, 2025 – [Enter your Challenge & Refusals](#)

February 17th, 2025 – Family Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)