

October 4, 2024 Newsletter



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

Ordering inventory for your business just got easier.

New Fall/Winter Catalogue

As a reminder, we update our product catalogue each season based on an analysis of top-selling SKUs in LCBO stores located in rural areas and seasonal availability—some products may only be available in summer.

Our goal is to provide a diverse range of products that your customers will love, helping you boost sales throughout the year.

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.

Holiday Orders

Holiday orders process will be starting near the end of October and more information will be provided as we get closer to the date.

Claims

Due to the recent strike, all claims were paused until after August 5th. Our team is working diligently to process these claims as quickly as possible. Any credits related to shipment discrepancies at delivery will be manually processed by our team and must be initiated by the LCO through the claim app within 48 hours of the shipment. These credits will also appear under the 'Company Credit' menu on wholesale.lcbo.com. We sincerely appreciate your patience and understanding.

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.

How can I get my staff to login and place orders?

Login into the wholesale ordering platform. Visit roles and permissions to provide your staff access to ordering.

How can I view my credits?

Credits can be viewing by clicking 'Company Credits' in the left-hand navigation bar on the platform

Why aren't my credits applying to my order?

Credits need to be manually applied to your order. When the checkout page appears, if there is a credit on your account, there will be a button that says, "apply company credit". Clicking this will apply any credit on account to your order.

There is something wrong with my order – what should I do?

Once all outstanding deliveries have been received, please report any damages or discrepancies via the B2B Claims App within 48 hours. Please reach out to your Client Service Coordinator if you have any questions.

Can I order spirits, wine, and cider directly from a domestic manufacturer?

LCOs can continue to order products from manufacturers authorized to participate in the Direct Delivery Program, including spirits, wine, and cider. All invoicing and payments should be handled through the manufacturer and LCO operator.

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 Request Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing this signage.



Did You Know?

Municipal Bylaws for Statutory Holidays

If planning to sell on the October Thanksgiving Day please follow up with your local municipality if there are any bylaws that may prohibit the sale of beverage alcohol on such days.

This is not enforced by the LCBO.

Reminders

Seasonal Closure

Please inform convenienceoutlets@lcbo.com of your intended closing date. As a reminder you can not return your products at the end of your season. Please be sure to sell out your remaining inventory before closure.

Client Service Coordinator Audits

Please review the form linked here to be sure you are prepared. [CSC Audit Form](#)

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

It is important that the 3 days that empties are accepted at your location is displayed.

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

Damaged Product - Breakers

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 within 48 hours of receipt. Pictures of the damage should clearly be shown in pictures. It is necessary to add the last page of your order invoice for all claims.

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.

Contact information for LCBO LCO

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

Best Practices

If a customer is wearing a Halloween / face mask, you must ask the customer to safely remove the mask to be able to accurately check ID's. Beverage alcohol can only be displayed in designated areas of your store. Refer to your approved floorplan space for more information.

Merchandising Tip

Keep the store fresh by changing your seasonal displays according to an upcoming holiday. This helps introduce customers to seasonal products and boost sales.

Please review your coolers/RTD/beer ordering as we enter the fall season and adjust accordingly.

Loss Prevention – Tip of the Month

It's a great time to do a full inventory management of your stock. By keeping track of your inventory through regular stock counts and monitoring discrepancies, you can dramatically decrease theft at your store by identifying high theft items.

Key Dates & Resources

Period 7 ends – October 12, 2024 – enter your Challenge & Refusals

October 14 – Thanksgiving Day

November 11 – Remembrance Day

[**Fiscal calendar link**](#)

[**Price Change**](#)

[**CSC Audit Form**](#)

[**Doing Business with LCBO**](#)