

December 6, 2024, Newsletter



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

Ordering inventory for your business just got easier.

Winter Weather

Please ensure that all delivery areas are cleared of ice and snow to ensure safe delivery. Be aware that inclement weather may affect delivery routes and cause potential delays.

HST

With the recently announced HST Tax Break, our team will be sending out more detailed information to ensure you are fully informed. Please keep an eye on your inbox for updates on this matter.

Holiday Schedule

If you haven't already received emails regarding the holiday schedule from lco@lcbo.com, you can expect them in the coming days. 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.

Claims

When submitting claims through the claims app, please ensure they are submitted within 48 hours of receiving the delivery. Additionally, make sure the entire invoice is uploaded to prevent any denied claims or delays.

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

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.

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.



Did You Know?

Challenge & Refusal – Password Reset

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.

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.

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.

Contact information for LCBO LCO

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

Best Practices

With winter weather on the way, please ensure all walkways are cleared of ice and snow. Keeping entrances safe and clear will help provide a better shopping experience for our customers.

Merchandising Tip

Keep your store looking fresh by updating your displays for the upcoming holiday season. Changing your seasonal displays not only introduces customers to new, festive products but also helps boost sales.

With New Years just around the corner we suggest ordering additional inventory of sparkling wines to make the most of the holiday rush.

Loss Prevention – Tip of the Month

Train your staff to greet every customer and offer attentive service. Providing excellent customer service not only boosts sales but also helps prevent theft.

Key Dates & Resources

Period 9 ends – December 7th, 2024 – Enter your Challenge & Refusals

December 25 – Christmas Day

December 26 – Boxing Day

January 1st – New Year's Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)