

June 7, 2024 Newsletter



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

Ordering inventory for your business just got easier.

Online Ordering Platform

The new online ordering platform <https://wholesale.lcbo.com> has been live since May 27th.

Visit our online ordering learning hub for videos and tutorials on how to use and access the site:

[Online Ordering Learning Hub | Doing Business with LCBO](#)

Videos include: creating a requisition list, quick orders, roles and permissions etc.

Frequently Asked Questions on New Online Ordering Platform

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 to help place orders as items in the cart without activity for 30 minutes will empty.

The carrier that delivers my order no longer provides me with an invoice. How do I get an invoice?

All invoices are now emailed electronically in PDF format. An email that reads “Your LCBO order has shipped” includes the PDF invoice as an attachment. It is best practice to save all invoices.

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, the ability to view credits and order history.

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 check out 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.

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.



Updated contact information for LCBO

The following email addresses have now been deactivated:

- B2borders@lcbo.com
- B2bpayments@lcbo.com
- B2breturns@lcbo.com

To ensure your inquiry is promptly addressed, kindly redirect all B2B order-related emails to our new email address: lco@lcbo.com

Ordering

Orders must be placed on your ordering day. Refer to the email that was sent from lco@lcbo.com with your order and delivery date.

If you are unsure of your order date, please email lco@lcbo.com

Canada Day Holiday Schedule

An email with your Canada Day holiday ordering schedule will be sent out by LCO@lcbo.com in the next couple of days. It must be followed as late orders will not be accommodated during this time. It is recommended that you build your inventory prior to the holiday.

Seasonal LCO Store Locations

The LCBO will no longer accept seasonal closure returns at the end of the season. All seasonal LCO locations should reduce their inventory and orders close to the end of closure to reduce inventory. All remaining inventory can be kept on hand for the following season.

Did You Know?

Municipal Bylaws for Statutory Holidays

If planning to sell on Canada 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.

Returns - B2B Claim Application

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

Invoices

Your Invoice will be e-mailed to you when the order is shipped, so please check your e-mail for the attachment when you receive it.

Reminders

Store Hours

Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the spring/summer season. All LCO store decals should also be updated to reflect this change.

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.

Stock Rotation

It's important to continually rotate your stock on the shelves.

Remember to check expiry dates on all cans and especially cream liquors. If you require a guide on how to check for expiry dates, click here [LCBO Code Dates](#). The information is also on Doing Business with LCBO website.

Challenge and Refusal

Stores will get busier during the Spring/Summer months. 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 \(doingbusinesswithlcbo.com\)](#)

Best Practices

All LCO stores need to operate in accordance with their LCBO authorization. Ensure that your store is in compliance by reviewing the LCBO store audit [CSC 505 Audit Checklist \(April '24 Update\).pdf \(doingbusinesswithlcbo.com\)](#)

If there are any questions regarding the audit, please contact your Client service Coordinator.

Merchandising Tip

Minimize single product facings on your shelves. Having more facings makes your LCO section look better, but also helps to increase visibility for products and reduces restocking.

Loss Prevention – Tip of the Month

Ensure the store is properly arranged and brightly lit, as a disorganized and dimly lit store can create chances for theft to occur unnoticed.

Key Dates & Resources

Period 3 ends – June 22, 2024 – enter your Challenge & Refusals

June 16 – Father's Day

July 1 – Canada Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)