

November 8, 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

Some Holiday items may still be available. If you see something you like, please feel free to add it to your regular order. To ensure a smooth process, we kindly ask that you avoid placing multiple orders.

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.

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

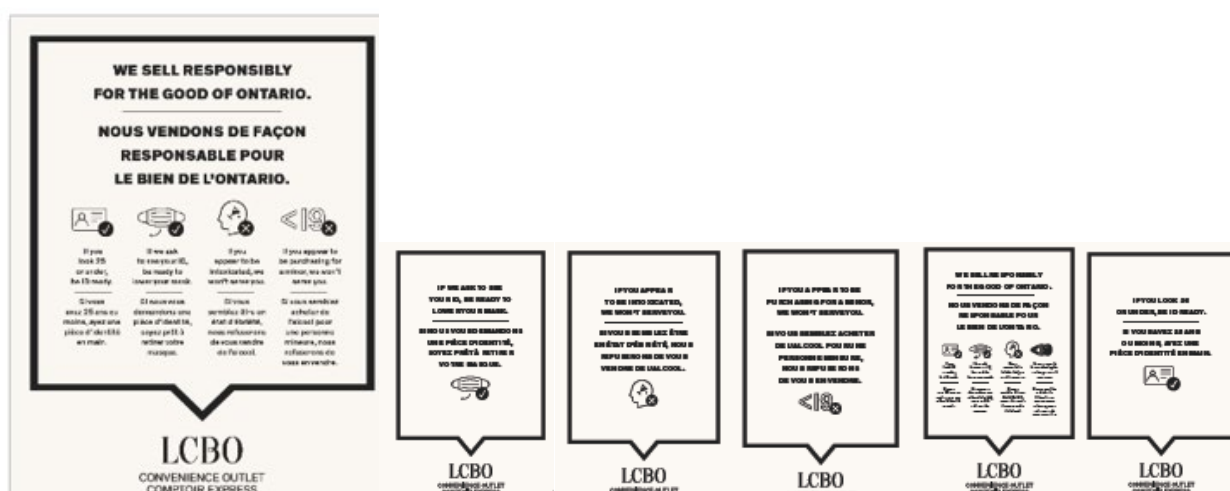
Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall). **Aisles** in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation and AODA compliant.

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



Did You Know?

Sales of Business

The LCBO Convenience Outlet agreement is **not** transferable to a potential buyer. The Authorization agreement cannot be represented or offered in any terms of the sale, including as a condition of the sale. ***This Authorization is not a saleable asset. Please allow approximately 6-8 weeks to process the application for a Temporary Authorization (term 6 months).*** Please note that a full term (5 years) agreement is awarded using a competitive tender process (Request for Proposal “RFP”). *Note: A Temporary Authorization agreement does not guarantee a full-term Authorization.*

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

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.

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/winter season and adjust accordingly.

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 8 ends – November 9, 2024 – enter your Challenge & Refusals

November 11 – Remembrance Day

December 25 – Christmas Day

December 26 – Boxing Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)