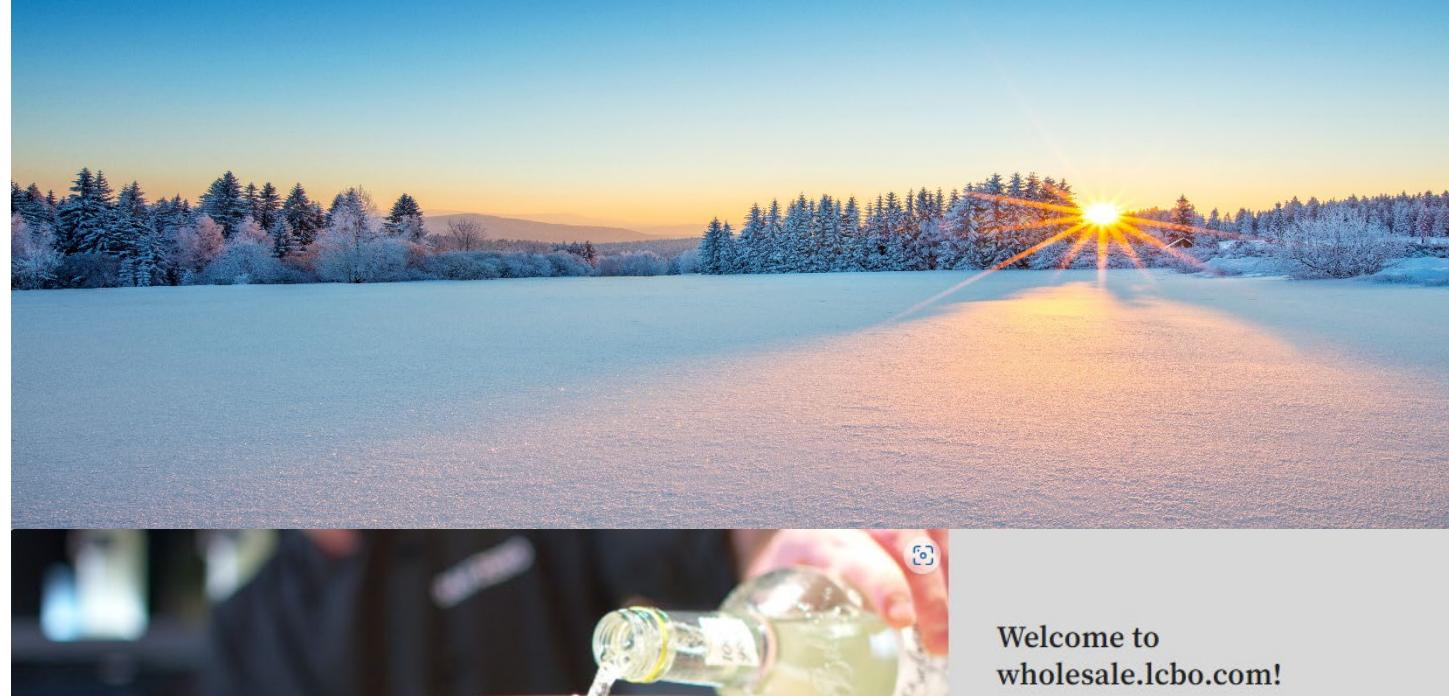


## Dec 5, 2025, Newsletter



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

Ordering inventory for your business just got easier.

## Important

### LCBO Future State Modernization Program Timeline Update

LCBO will shift the implementation of next phase of FSM, as well as the assumption of the Wholesaler of Record role and the government's new wholesale pricing model, to April 1, 2026, to ensure that your 2025 holiday season is not affected by the implementation of FSM.

### Holiday Schedule

An email with your holiday ordering schedule has been sent out by [LCO@lcbo.com](mailto:LCO@lcbo.com). Please be sure that you are following it.

### New Fall/Winter catalogue

As a reminder, each season we revise the product catalogue based on the analysis of top-selling SKUs in rural LCBO locations, as well as seasonal availability (e.g. some products may only be available in summer). Our goal is to provide a product catalogue that provides you with a diverse selection of products that will appeal to your customers and help you drive sales throughout the year.

We have sent you a list of products which we added and removed from the catalogue.

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.

## Best Practices

### Bin Tags – Lexmark In- Store Publisher

Review Lexmark for the latest batch of Bin Tag price changes at a minimum frequency of once per week. Remember to add newly ordered products to your 'Store Inventory' price batch to ensure they are captured on future pricing updates. (Batches – Store Inventory – Add Signs – Using Master Brand List).

If you are experiencing any technical difficulties printing your Bin Tags, please contact [ConvenienceOutlets@lcbo.com](mailto:ConvenienceOutlets@lcbo.com) for assistance.

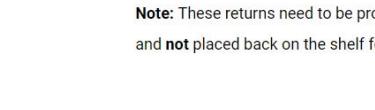
## Required

### Non-Saleable Items

It's important that all staff are familiar with the non-salable policy.

#### Non-saleable Products

All returns for non-saleable products need to be processed as a [Product Complaint](#), with "NON-SALEABLE" as the reason. Ensure the LOT number is recorded when processing the product complaint.



For Regular Customer sales, the following unopened products

can be returned to LCOs:

- All PET Polyethylene Terephthalate Containers (including, Spirits, Ready to Drink, Coolers, Wines and Liqueurs)

- Cream-Based Liqueurs

- Beer

- Tetra-Paks and Flexipack containers

- Wine-in-a-box (Bag-in-a-Box) containers

**Note:** These returns need to be processed in the same manner as Product Quality Complaints

and **not** placed back on the shelf for resale.

### Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of your LCBO Convenience Outlets agreement contract. Containers and any associated secondary

packaging must be accepted during all hours of LCO operation OR three days a week, one of these

days being Saturday, during all hours of LCO operation. Where empties collection is limited to three

days a week, prominent signage must be affixed at your LCO that is visible to customers. For more

information on the Ontario Deposits and Returns Program, visit this website: [Manuals and Forms - The Beer Store](#) Contact [TBS](#) Contact Center [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) or call 1-888-948-2337 for

more information.

## Challenge & Refusal

Please remember it's important to continue to follow the standard practice of Challenge & Refusal. All Challenge & Refusal submission must be documented in the Challenge and Refusal App every period.

can be used to reset your login password for the Challenge and Refusal App: [Setting up Authentication options and using Self-Serve Password Reset \(SSPR\) for WHOLESALE users](#)  
**Without the Self- Serve Password tool, you must contact LCBO IT Service Desk 416-864-2550 to have your Challenge & Refusal App password reset.**

**Did You Know?**

## Damaged Products

Please ensure that the last name of the

Please ensure that the last page of the order invoice is included with all claims. Also, be sure to review any comments left in the claim application, as they may contain important information regarding your submission.

## How to Order LCBO Paper Bags?

To place an order for LCBO bags, email [lico@lcbo.com](mailto:lico@lcbo.com) with your request.

## 1. Accessibility

- Block piling in retail areas complies with health and safety standards for safe customer navigation and ADA compliance.

2. 6

## Respiratory and dental problems

add or remove an employee or if your form is not signed, please email [ConvenienceOutlets@lcbo.com](mailto:ConvenienceOutlets@lcbo.com).

[ConvenienceOutlets@lcbo.ca](mailto:ConvenienceOutlets@lcbo.ca)

WE SELL RESPONSIBLY  
FOR THE GOOD OF ONTARIO.

NOUS VENDONS DE FAÇON  
RESPONSABLE POUR  
LE BIEN DE L'ONTARIO.

IF YOU ARE GOING  
TO KILL, WE ASK YOU  
TO HONOR HUMANS.

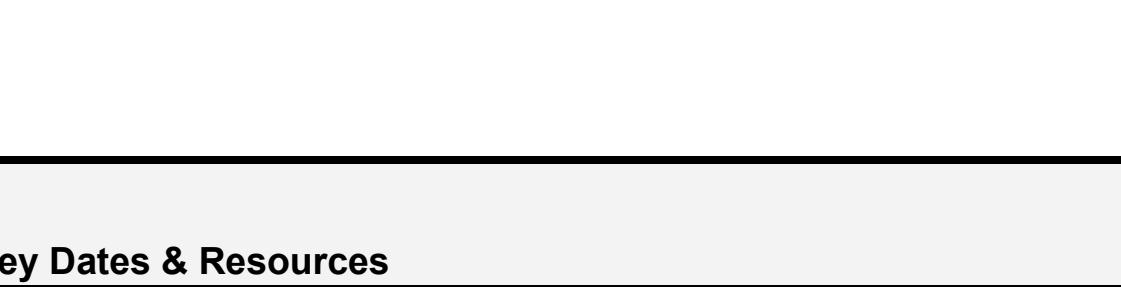
IF YOU ARE GOING  
TO HURT HUMANS,  
WE ASK YOU TO HONOR  
THE ANIMALS.

IF YOU ARE GOING  
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WE ASK YOU TO HONOR  
HUMANS.

IF YOU ARE GOING  
TO HURT HUMANS,  
WE ASK YOU TO HONOR  
THE ANIMALS.

<p>moins, avec une plus grande variété de végétation.</p>	<p>plus de déchets, mais avec une meilleure variété de végétation.</p>	<p>plus de déchets, mais avec une meilleure variété de végétation.</p>	
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Six identical signs for LCBO Convenience Outlet are arranged in a horizontal row. Each sign features the LCBO logo at the top, followed by the text 'CONVENIENCE OUTLET' and 'COMPTOIR EXPRESS' in a smaller font. The signs are separated by thin vertical lines.



Doing Business with ESO