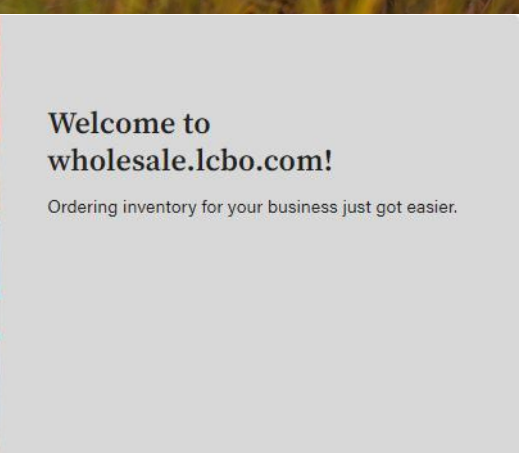
LCBO CONVENIENCE OUTLET COMPTOIR EXPRESS

Contact information
LCO@lcbo.com

October 7th, 26 Newsletter







Important

Holiday Gift Packs
Holiday Gift Packs will be arriving at the end of October. We will share the confirmed arrival date as soon as it becomes available. Please note that the 30-days payment term will also apply to these orders.

Halloween and Face Masks
Remember to always check ID and use the Challenge & Refusal application to log your reports. If a customer is wearing a Halloween mask, you must ask the customer to safely remove the mask to be able to accurately check ID's.

Sales of Business
When an Operator intends to sell the Business Premises to a third party, they must provide the LCBO Convenience Outlets Department with written notice at least sixty (60) days before entering into a contract or agreement for such sale. The communication of a target closing date and buyer contact information are required before the LCBO will initiate the Sale of Business process.

The Operator selling the Business Premises must ensure that the Authorization to sell retail alcohol as an LCBO Convenience Outlet is not represented or offered in any terms of the sale, including as a condition of sale of the business.

Ongoing Improvements
Please visit LCBO's Future State Modernization | Doing Business with LCBO for weekly updates, training materials and other important resources specific to the LCBO Convenience Outlets Program.

Payment Terms
On August 1, 30-day payment terms came into effect for all LCOs. If you have not already made a payment, we'd like to offer some reminders regarding ongoing payment withdrawals.

- To ensure timely payment and avoid service interruptions, funds will be automatically withdrawn from the bank account linked to VersaPay 30 days after the order date. Please ensure sufficient funds are available in your account.
- You can choose to pay earlier than the 30-day terms by following 'Pay Now' instructions on your invoice.
- If any of the products in your order are unavailable and do not ship, they will not appear on your invoice, and you will not be charged for them. If the order is cancelled for any reason and the invoice has not been generated, you will not be charged.

If you have any questions, please email your account manager or LCO@lcbo.com.

Limited Time Offer Program Update
LTOs are supplier-led promotions on selected products for a specified period of time to help drive sales. LTOs are available on both products subject to uniform pricing as well as those that do not (products where you can set your own retail price). Please visit Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with LCBO for pricing updates.

For products with uniform pricing: the price in your point-of-sale (POS) system must match the LCBO retail price.
For products not subject to uniform pricing: If you purchased a product at a discount, you must pass the LTO value on to the customer. For example, if you purchased the product at $13, and the LTO is $1, you will pay $12 for the product. If you typically sell this product to consumers for $15, you will need to discount that inventory by $1 and sell it for $14.

TBS Orders
Please ensure your order is placed according to the ordering schedule provided. If you did not receive your order or you want to know the ETA, please contact Beer4Business Customer Service at customerservice@beerforbusiness.ca.

LCO Wholesale Product Catalogue
Please note that the LCO Wholesale Product Catalogue is being sent out on weekly basis to all LCO Operators. Note that this information is provided solely for the limited purpose of ingesting the data into your internal systems and pricing is subject to change. This information may not be disclosed, reproduced, distributed, or made available to any third party without the prior written authorization of LCBO.

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).

Required

Staff Changes at your LCO

Any changes to your active employee roster, departures and additions, must be communicated to ConvenienceOutlets@lcbo.com so that online Workday training can be administered to new employees and updated 2404 Employee Confirmation lists can be shared for your records. You may not make edits to your 2404 Employee Confirmation list; a new list must be requested from the LCBO.

Note that the required online training courses for newly enrolled employees are loaded during the nightly system update and will not be available until the following day after 9:00 a.m.

Claims & Returns

Claims are used to report and resolve order and product related issues within 72 hours of your order delivery. All claims are reviewed by LCO@lcbo.com. Product shortages, damaged products and product recall claims must be submitted via your LCBO Wholesale Account. Please note that in the case of a 'Mispick' or 'Overage' (incorrect products or quantities on your delivery) you must email LCO@lcbo.com to advise them of the claim ID.

For instances of customer complaints, and non- saleable returns*, please ensure the customer completes the LCB 2457 form, and you send this form along with your refund receipt to LCO@lcbo.com for processing.

*Non-saleable products include: All PET (plastic) containers, cream- based liqueurs, beer, tetra-packs and flexi-pack containers, wine-in-a-box (bag-in-a-box) containers.

For more information and reference guides on Claims & Returns, please visit Claims and Returns | Doing Business with LCBO.

Ontario Deposit Return Program (ODRP)

The collection of empty containers and the remittance of container deposits is a mandatory condition of the 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, email the TBS Contact Center 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 (see Fiscal Calendar link below for all C&R reporting deadlines).

If you have not already done so, please follow the link to set up multi-factor authentication and access Challenge & Refusal App. This tool 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?

Looking for Operational Guidance?

The LCO Operations Manual is your primary resource for program requirements, procedures and key reference materials. It contains important information to help ensure your store operates effectively and remains compliant under the LCBO Convenience Outlets program.

In- Store Product Sampling

As of July 31, 2026, LCOs are permitted to offer product sampling to their customers. Five (5) standard business days of notice to ConvenienceOutlets@lcbo.com are required for approval to conduct a product sampling. Please note that all Liquor used in such samplings, including any sampling conducted by a manufacturer, must be sourced from the LCO's inventory at the Business Premises.

All LCO employees conducting the product sampling must follow Check 25 Challenge & Refusal policies and complete the mandatory Responsible Tasting at your LCO online training module as administered by ConvenienceOutlets@lcbo.com. Where sampling is conducted by a manufacturer or representative of same, the LCO Operator must verify that such individual has completed all training as required by the AGCO.

Product sampling events may run for a total of six (6) hours. For more information on product sampling see page 9 of the LCO Operations Manual or email ConvenienceOutlets@lcbo.com.

Expanded Wholesale Catalog

Since April 1st, 2026, drop-shipping has been expanded to LCOs, enabling more Ontario suppliers to list products and fulfill orders directly bringing more local products into your catalogue.

Starting June 2026, the suppliers of both Canadian and imported products can apply to list product in wholesale catalogues, further broadening your assortment. Beer has also been added to LCBO's Direct Delivery Program, increasing options across categories.

We understand the desire for access to unique or special products and are exploring ways to offer greater flexibility. More updates will be shared as they become available.

Damaged Product – LCBO fulfilled orders

Damaged products received from LCBO should not be returned with the driver. Each operator is required to retain the damaged product, take clear photos showing the damage, and submit a claim through Wholesale.lcbo.com within 72 hours of receipt.

Please follow all instruction provided by your Wholesale Client Services Team regarding of your claim and direct any questions regarding claims & returns to LCO@lcbo.com or you associated CSC.

Key Dates & Resources

Period End Reporting Deadline – October 10th, 2026 – Enter your Challenge & Refusals

LCO Operations Manual

Fiscal calendar link

Price Change

CSC Audit Form

Doing Business with LCBO