

August 7th, 26 Newsletter



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

Ordering inventory for your business just got easier.

Important

MSA & LCO Authorization

The MSA & LCO Authorization is now in effect as of July 31st, 2026. The full signed copy of the MSA & LCO Authorization is being emailed back for record, please download a copy of the signed MSA & LCO Authorization for your reference.

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

Starting August 1st, 2026, when you place an order on wholesale.lcbo.com, you will not pay immediately. Instead, funds will be automatically withdrawn from your bank account (linked in Versa Pay) 30 days from the order date. You will now receive a shipping confirmation email when each supplying source has confirmed shipment, and you will receive an invoice when the order is completed by a direct delivery supplier. If any of the products in your order are unavailable and did not ship, you will not be charged for them.

Some important points to note:

- The invoice will include an “order date” and a “due date”. The order date triggers the due date, which is 30 days later and when payment must be made.

- You can choose to pay earlier than the 30-day terms by following 'Pay Now' instructions on your invoice.
- Please ensure you have sufficient funds in your account on the payment due date to allow for the automatic withdrawal and to avoid any interruption to service.
- If the order is cancelled for any reason and the invoice has not been generated, you will not be charged.

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).

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 (i.e. you can set your own retail price): 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.

Shortages for TBS & DSV product deliveries

For shortages, mis-picks, breakers, etc. the Carrier/ Driver's Copy of the BOL for DSV orders must be marked with shortages and/ or **STC** ("Subject to Count")/ **STB** ("Subject to Breakdown"). All claims will be reviewed by LCO@lcbo.com and your associated supplying source. Please note: a full count is required for deliveries of ten (10) cases or less.

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

Annual Workday Training – Due Aug 7th, 2026

Please note that failure to complete the required annual refresher training by the deadline will result in a letter of non-compliance against your authorization to sell retail beverage alcohol. The LCBO is mandated to control the sale of beverage alcohol in Ontario. Socially responsible beverage alcohol sales hinge upon the successful completion of all required Workday Training modules.

Employees enrolled in Workday training after June 18th are exempt from the August 7th deadline but are still not eligible to work in your LCO until all five (5) training modules are complete.

Please contact ConvenienceOutlets@lcbo.com for changes to your LCO staff lists or Workday- specific queries.

Non-Saleable Items

It's important that all staff are familiar with the non-saleable 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 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](#) Contact **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.

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?

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 your wholesale ordering account [Account Sign In | LCBO](#) within 72 hours of receipt.

Please follow all instruction provide by your Wholesale Client Services Team regarding of your claim.

How to Order LCBO Paper Bags?

To place an order for LCBO bags, email lco@lcbo.com with your request.

Audits

1. Accessibility

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

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 5 – 4x6 cards. Complete this form [LCO Signage Reques Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing signage.



Key Dates & Resources

Period End Reporting Deadline – Aug 15th, 2026 – Enter your Challenge & Refusals

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)