

# LCBO

The following document provides frequently asked questions by LCBO Convenience Outlet customers related to the marketplace modernization, wholesale pricing and Future State Modernization.

For more information, visit the dedicated page on [doingbusinesswithlcbo.com](http://doingbusinesswithlcbo.com).

Topics:

- [Future State Modernization](#)
- [Wholesale pricing](#)
- [Other modernization changes](#)

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## Future State Modernization

- [\*\*General\*\*](#)

### **When can I expect training on the new claims process?**

You can expect to receive training information and resources in early March, ahead of the April 1 launch.

### **When will [wholesale.lcbo.com](http://wholesale.lcbo.com) be offline in the lead up to April 1?**

You will be unable to place orders on the ordering platform starting 6pm on March 23. You can continue to view information until the evening of March 30 when it will be offline.

### **What if I need to make changes to my customer information in the lead up to April 1?**

Please submit any changes to customer information, including contact details, new customer set up, and invoicing and delivery terms prior to February 16.

- **Ordering**

**When is the last day to submit an order in wholesale.lcbo.com?**

Depending on your scheduled ordering day, your last opportunity to place an order on wholesale.lcbo.com will be March 17 – 23 (6pm). For example, if you typically order on a Tuesday, your last order in GMS will be March 17. If you typically order on a Monday, your last order in GMS will be March 23.

**How am I going access inventory between March 24 and 31?**

While we encourage you to plan ahead and build inventory prior to March 24, we are developing alternative ordering solutions for both small and large operators to ensure that you can access inventory if needed. You can expect to hear more in late February / early March.

**What are my other options during the migration period from March 23 – March 31?**

LCOs may continue to:

- Order beer supplied by The Beer Store following current processes.
- Order directly from domestic suppliers participating in LCBO's Direct Delivery Program.

**Starting April 1, do I order all beer and LCBO products on wholesale.lcbo.com? Do I need to contact The Beer Store (i.e. make separate beer orders)?**

LCOs will order all products via LCBO's wholesale.lcbo.com, including products supplied by The Beer Store and Ontario suppliers\*. Once the order is received by the LCBO it will be split and sent to the supplying source(s). Orders will be invoiced and delivered separately.

\*LCOs may continue to order directly from suppliers participating in the Direct Delivery program.

**As a southern LCO that currently uses Beer for Business to order domestic beer, will I be able to do the same after April 1?**

Starting April 1, all LCOs will only order via wholesale.lcbo.com. The Beer Store (TBS) will be one of the supplying sources continuing to deliver the product.

**Is there inventory availability in the new system?**

Out-of-stock inventory will now be identified at the cart checkout stage for LCBO-supplied products.

**When adding items to the cart on wholesale.lcbo.com, will out-of-stock products appear at the top for easier management, or will we need to go through each page to remove them manually as is now?**

We understand this is a priority. While it will not be enabled as part of this release, we are committed to making future improvements.

**Will the wholesale website include a feature to add comments when placing orders?**

All feedback can be sent to your account manager.

- **Delivery**

**Is there a change to my LCBO order or delivery day in March or April?**

Delivery schedule will remain the same during the transition period and following the launch of wholesale.lcbo.com. If you need any assistance, please connect with your account manager.

- **Returns/claims**

**Regarding the return process — how long is the window for returns?**

The window for returns will continue to be 48 hours post April 1.

**If I want to make a claim on an order made in mid March, do I submit it via the B2B Claims App or wholesale.lcbo.com?**

If your order was made on GMS, please submit the claim via the B2B Claims App. The last day to make a claim on this platform is April 10. You will be able to view / download historical data until April 30. Starting April 1, all claims should be made on wholesale.lcbo.com.

## Wholesale pricing

**When can I expect to hear more about the wholesale pricing model?**

You can expect to hear more about the new wholesale pricing model in advance of the April 1 implementation date. Stay tuned!

**When will we have new prices listed?**

If there are any price changes, they will be effective April 1.

**Does the new wholesale price mean no more floor prices?**

No, minimum retail pricing still applies, if required by regulation.

**What is the COSD for VQA wines?**

COSD only applies to imported spirits, wines (including packaged cider) and Ready to Drink (RTD) beverages.

**Will pricing be up to individual LCOs?**

LCOs will continue to maintain retail prices in-line with LCBO.