



# LCO Welcome Letter

The B2B Client Service Team would like to take a moment and welcome our new LCO. We look forward to working together to provide the best customer sales and service experience to our customers, while supporting the corporate brand and vision.

## Order Deadlines and Delivery

Your store will receive delivery on scheduled day.

Your order must be placed before 10:00 am on the scheduled day. Orders must be submitted no earlier than 18 hours before your cut off time.

Products are delivered to your location by our contracted carrier.

Please Note:

- **minimum order quantity of 30 cases per order.**
- **There is only one order per week.**
- **Any additional orders will be cancelled.**
- **All items are final sales and non-refundable.**

Order deadlines and deliveries may change from time to time due to long weekends or seasonal adjustments, etc. A B2B Client Services Representative will communicate this information to you either by phone or email.

Regards,

Your B2B Client Services Team

## **Contact Information**

For order inquiry including delivery, please email: [B2Borders@lcbo.com](mailto:B2Borders@lcbo.com)

For invoicing and payment inquiry including VersaPay, please email: [B2Bpayments@lcbo.com](mailto:B2Bpayments@lcbo.com)

For return request including missing items and damage on delivery, please email:  
[B2Breturns@lcbo.com](mailto:B2Breturns@lcbo.com)

To help us service you better, please email all concerns to [B2Borders@lcbo.com](mailto:B2Borders@lcbo.com); if it an urgent matters please call: 905-949-3533 after emailing us.

## **Issues Logging In:**

A user can only enter an incorrect password 3 times before being locked out and having to reset their password. If you are locked out of your account or your password isn't working.

Please contact the **IT Service Desk** at **416-864-2550**.

## **Your First Order**

We will be providing your first order. To assist you in putting the order onto your shelves we are providing the following plano-guide to assist you. As well you can use your catalogue to indicate how to group your products.

## **LCBO Convenience Outlet Merchandising Best Practices Guide**

The LCBO Convenience Outlet (LCO) program provides socially responsible retail access to beverage alcohol customers in rural Ontario who lack convenient access to an LCBO store.

The LCBO is committed to offering improved customer service and convenience to rural communities. It does this by partnering with existing businesses such as grocery or convenience stores that can provide optimal hours of service, product selection and knowledgeable customer assistance.

LCBO Convenience Outlets, run by appointed independent retailers, sell beverage alcohol at the same prices as the LCBO or The Beer Store.

The LCBO has been modernizing its stores, marketing and merchandising programs learning much about offering customers an excellent shopping experience. These efforts have been rewarded with increased sales and many national and international awards.

You will find the suggestions in this guide can:

Help ensure that all the space dedicated to the LCBO in your Convenience Outlet is used to its best advantage to offer customers an excellent shopping experience Help you apply the best shelf management practices Advise you on ways to increase your business.

## Best Practices = Category Placement

Strategically placed product categories in the LCO, present a uniform look that mirrors the LCBO stores and creates the opportunity to increase your business.

- Arranging Wines by *Sets* on the shelving in order of flow from front of store (nearest) to back of store (farthest): *Ontario, B.C., USA, New Zealand/Australia, Chile/Argentina, Sparkling, SE Europe, Germany, France, Italy, Fortified Wines* encourages browsing.
- Placing Spirits *Sets* on the perimeter wall shelving in order of flow from the front (nearest) to back (farthest): *Vodka, Gin, Rum, Brandy, Scotch, Whisky, Liqueurs* creates high impact.
- Positioning Beers and Coolers (Ready to Drink) in the farthest corner on either shelving units draws traffic through the store for impulse sales. Arrange *Sets* in order of flow from front (nearest) to back (farthest)

- Beers... *Imported, Out of Province, Ontario, USA*
- R.T.D....*Flavoured Wine Drinks, One Pour, Cocktails to Go, Coolers and Ciders*

## Category Placement Helpful Hints

### Wines

Ontario wines should be the first Product Set a customer sees when looking at your wine display.

Subsets within the Ontario Set can flow as follows: (front to back) VQA, White Varietals, Red Varietals, White Blends, Rose and Red Blends.

We have found that identifying the Wines country of origin increases sales. Placing white and red wines side-by-side, with white wines leading, gives each country greater prominence.

Place Rose wines between the white and red groupings of the parent country.

Placing families of products under a brand name, such as Jackson Triggs or Carlo Rossi together, makes shopping easier for customers. The brand name is not the company name, unless the company name is also the brand name (i.e.: Henry of Pelham or Mondavi).

## Spirits

By placing *White* Spirits, closest to the front of the store, and *Dark* ones, farthest to the back of the store you can create the basic flow of the Spirits Category.

## Beer and Ready to Drink

Placing products by size format, such as putting all the single canned products together and all the multi pack products together, has proven to be more operationally efficient.

When you put out single unit products, if possible, merchandise them in their original tray packaging to reduce product handling.

Keep the country of origin and the brand families together within each product format.

If you have fridge space, you can duplicate the products within it, onto additional block pile space. These are usually your highest volume products.

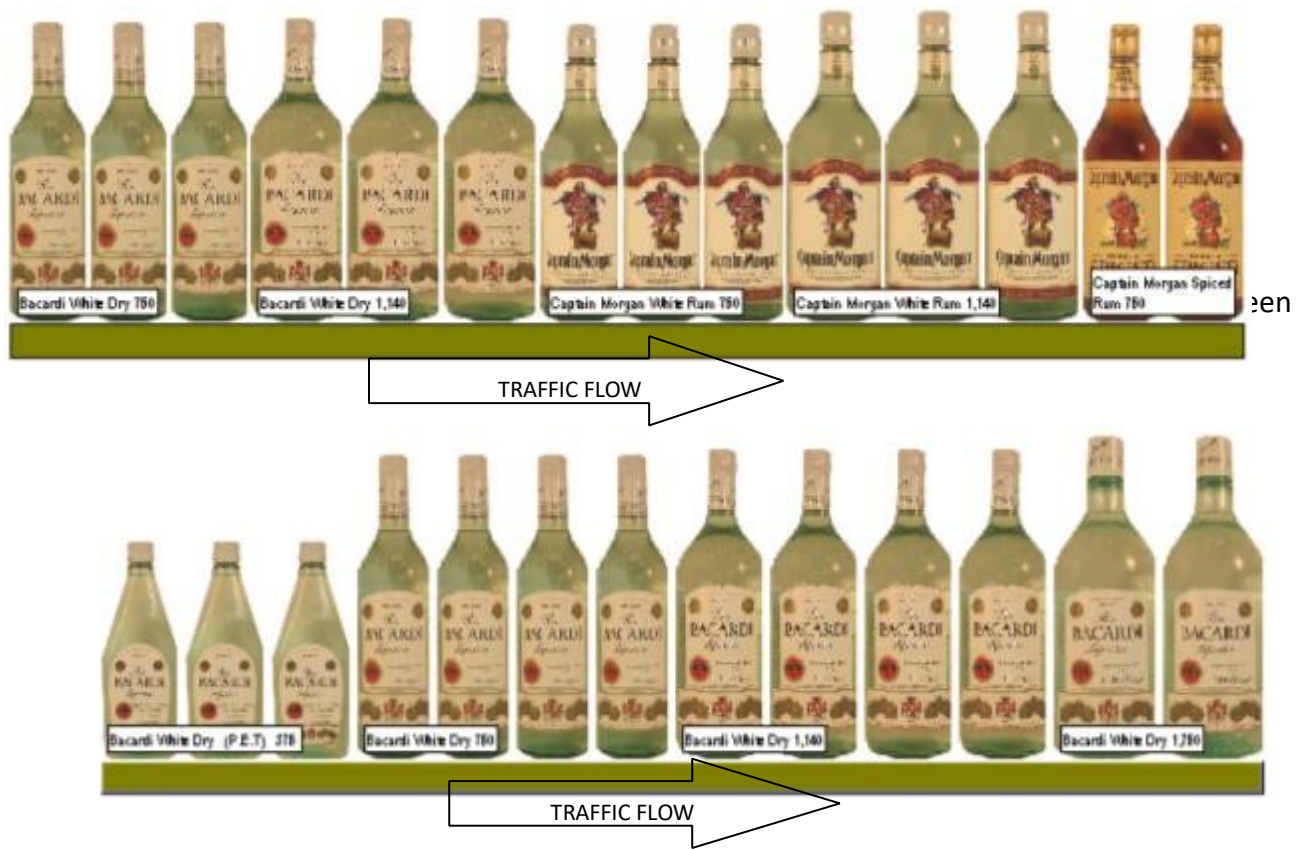
## Best Practices = Shelf Management

Products with various size formats should always have a **right-hand trade up**.

- (largest size to the right)

Products should have a **minimum of 2 facings**

- 9 facings maximum for 750 ml products
- 6 facings maximum for 1.5 L products



○

Consider merchandising a variety of products instead of multiple size formats of the same brand.

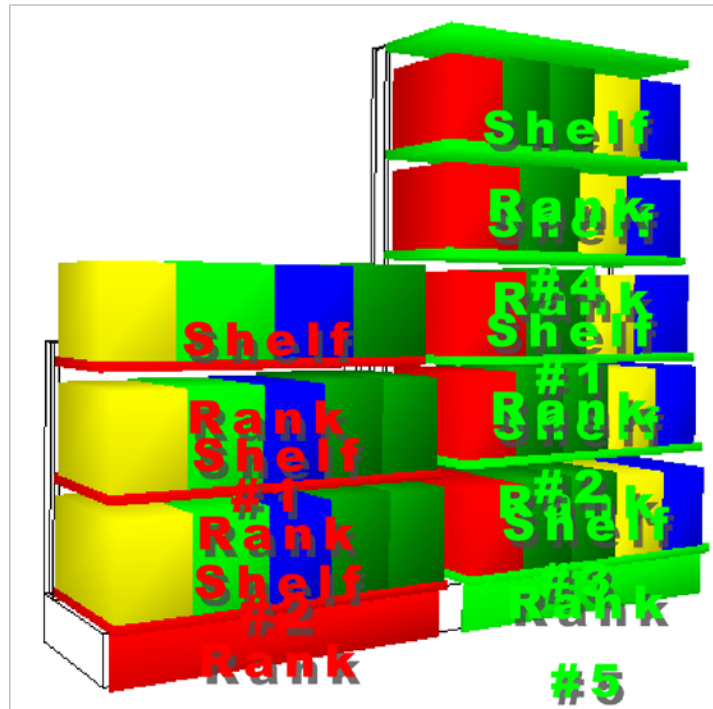
Each facing should always be at least 2 items deep and minimum 2 facings.  
 Products should always be faced up to the front of the shelf.

Products and shelving should always be kept clean.

Shelf Product tags (bin tags) should be situated under the center of each Product location.

Product location on the shelf should be based on the **Brand Family Profit**.

- The facings given to a single SKU should be based on the individual product's sales movement.
- The Shelf ranking is determined by estimating average customer sightlines and accessibility to the shelf as shown in the diagram below.



#3

Sample Plano-guides

## Shelving Spirits and Wine



## Cooler Section Beer and Ready to Drink



## 4x4 Seasonal Display



All inquiries pertaining to the information within this document should be directed to [B2Borders@lcbo.com](mailto:B2Borders@lcbo.com).



## How to Place Your Order Online

### Getting started:

To access your LCO online ordering account, please type this website:

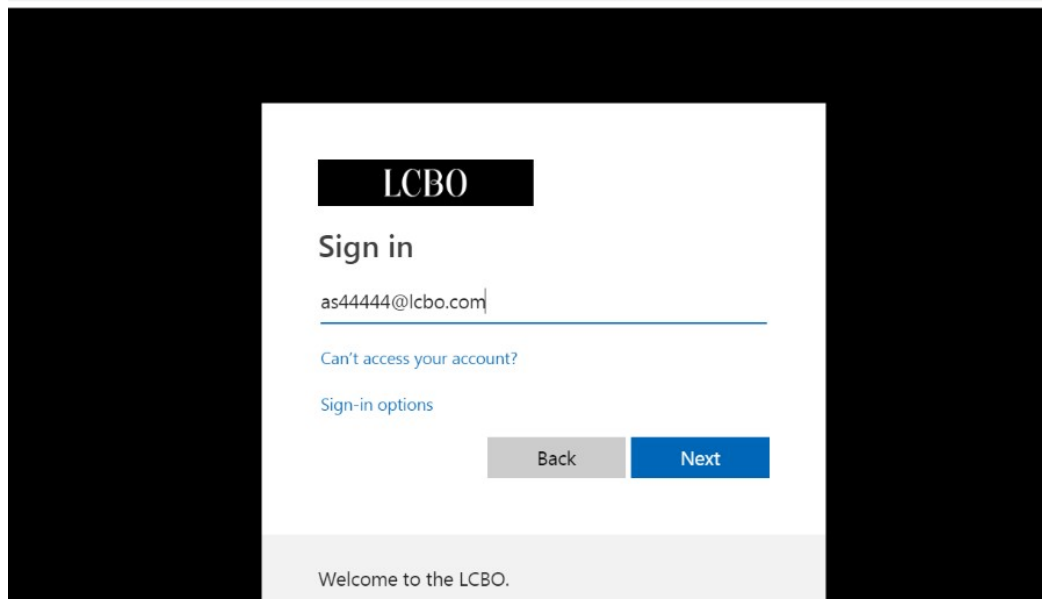
<https://convenienceoutlets.lcbo.com> into your browser.

Click on the green tab that says LCBO login.

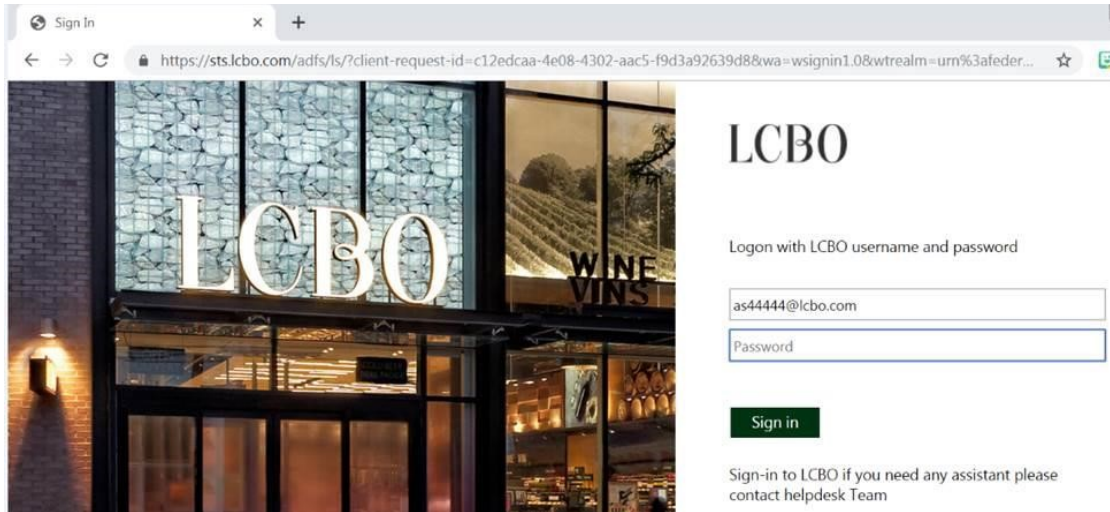


You will need to enter your email address and select NEXT. The email address and password are the same login you use for your Product Recall and Challenge and Refusal login. An example of the login is: [as44444@lcbo.com](mailto:as44444@lcbo.com) (this is not your personal email).

[https://login.microsoftonline.com/4a5b7942-b0b1-4244-b601-19f8e6c33e48/oauth2/v2.0/authorize?client\\_id=a5257e54-c500-4e8...](https://login.microsoftonline.com/4a5b7942-b0b1-4244-b601-19f8e6c33e48/oauth2/v2.0/authorize?client_id=a5257e54-c500-4e8...)



The website will bring you to a login page where you are prompted to enter your password and click Sign In.



### **Issues Logging In:**

A user can only enter an incorrect password 3 times before being locked out and having to reset their password. If you are locked out of your account or your password isn't working, please contact the **IT Service Desk at 416-864-2550**.

**You can only place one order per week by your required order due date and your order must be a minimum of 30 cases.**

## Ordering Website:

Once logged in, it will be redirected to the Ordering Home page, in this interface the User are able to place new orders, review Order History, browse products and created Favourites list.

The screenshot shows the LCBO website's ordering interface. At the top left, the user is logged in as 'as55551@lcbo.com' with a 'LOGOUT' link. Below this are links for 'FAVOURITES' and 'ORDER HISTORY'. The LCBO logo is prominently displayed in the center. On the right, there is a shopping cart icon with '0' items and a 'FULL CASES:' label. A search bar is located on the right side of the header. Below the header is a navigation bar with categories: 'IMPORTED BEER', 'DOMESTIC WINE', 'DOMESTIC BEER', 'IMPORTED SPIRITS', 'DOMESTIC SPIRITS', 'ONTARIO WINE', and 'IMPORTED WINE'. The main content area shows 'Search results for ""\*""'. Below this, it says 'Showing 1 - 12 of 1,905 results'. On the right, there are sorting options: 'SORT BY: RELEVANCE' and 'PER PAGE: 12'.

## Browsing for Products:

Items can be searched by typing name/keyword. Type the name of the product you're looking for in the Search field and select the 'Search' tab. All items matching that product description will populate onto the screen. You can then select Add to Cart and the item will be added to your current Cart.

The system will then search through all available products and list all codes associated with the word you have typed.

If an item is not available a message will appear 'No products were found matching your selection.'

The screenshot shows the LCBO website's search results for the query 'strawberry kiwi'. At the top right, there is a search bar with the text 'SEARCH'. Below it is a navigation bar with categories: 'IMPORTED BEER', 'DOMESTIC WINE', 'DOMESTIC BEER', 'IMPORTED SPIRITS', 'DOMESTIC SPIRITS', 'ONTARIO WINE', and 'IMPORTED WINE'. The main content area shows 'Search results for "strawberry kiwi"'. Below this, it says 'No products were found matching your selection.' At the bottom, it says 'Search results for "strawberry kiwi" (0 matches.)'.

You can search for products by Description or Product Name. Type the Name in the search field and click on "Search" button. All of the Bacardi products will be displayed.

## Search results for "bacardi"

Showing 1 - 12 of 18 results

SORT BY: RELEVANCE ▾ PER PAGE: 12 ▾



Bacardi Superior White Rum



Bacardi Gold Rum



Bacardi Gold Rum (PET)



Bacardi Superior White Rum (PET)



Bacardi Superior White Rum (PET)



Bacardi Superior White Rum (PET)

Alternatively, you can search for products by LCBO item number. Type the item number in the search field and click on 'Search.'

FAVOURITES  
ORDER HISTORY

# LCBO

FULL CASES:

IMPORTED BEER DOMESTIC WINE DOMESTIC BEER IMPORTED SPIRITS DOMESTIC SPIRITS ONTARIO WINE

Search results for ""\*""


186510

Suggested Products

CORONA EXTRA  
186510

The item will populate onto the screen. You have the option to Add to Cart or Continue Shopping.

IMPORTED BEER DOMESTIC WINE DOMESTIC BEER IMPORTED SPIRITS DOMESTIC SPIRITS ONTARIO WINE IMPORTED WINE



### Corona Extra

6 x 330 mL bottle | LCBO#: 186510

Retail Price: \$15.25  
**Discount Price: \$13.78**

Light gold colour; forward grassy hop nose; soft hop taste; light-body; softly bitter, clean finish

- 4 + QTY

ADD TO CART

You can search products by selecting Product Categories in the menu on the top. If you select Domestic Spirits all the Domestic Spirits will be displayed, and you have the option to add these items to your cart.

as55551@lcbo.com | LOGOUT

FAVOURITES  
ORDER HISTORY

# LCBO

0   
FULL CASES:

IMPORTED BEER DOMESTIC WINE DOMESTIC BEER IMPORTED SPIRITS **DOMESTIC SPIRITS** ONTARIO WINE IMPORTED WINE

## Search results for ""\*""

Showing 1 - 12 of 1,905 results

SORT BY: RELEVANCE  PER PAGE: 12

Clicking on “Add to Cart” will allow the item to be added to the cart while continuing browsing the catalog.

SHOWING 1 - 9 of 9 results

PER PAGE: 12  SORT BY: RELEVANCE



LANDSHARK LAGER

Retail Price: \$12.95  
Discount Price: \$11.72

- 4 + QTY

ADD TO CART



PARALLEL 49 TRASH PANDA  
HAZY IPA

Retail Price: \$3.20  
Discount Price: \$2.89

- 24 + QTY


ADD TO CART



GLUTENBERG BLONDE

Retail Price: \$12.00  
Discount Price: \$10.84

- 6 + QTY

ADD TO CART 



POST GAME BREWING  
LOCKER ROOM LAGER

Retail Price: \$2.75  
Discount Price: \$2.48

- 24 + QTY

ADD TO CART



ST-AMBROISE OATMEAL  
STOUT

Retail Price: \$2.95  
Discount Price: \$2.67

- 24 + QTY

ADD TO CART



GLUTENBERG IPA

Retail Price: \$12.00  
Discount Price: \$10.84

- 6 + QTY













ADD TO CART

You can view the Cart anytime by clicking on the “Cart” icon on the upper right or continue shopping, it will also display the numbers of cases in the cart alongside the total units.

## How to make changes to the Cart:

To remove an item, select the 'X' to the left of the item you would like to remove from the Cart.

### Cart

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
	 Captain Morgan Original Spiced Rum	500512	750 ml	\$29.95	\$26.98	- <input type="text" value="12"/> +	\$323.76
	 Crown Royal Whisky	217950	1140 ml	\$41.95	\$37.77	- <input type="text" value="9"/> +	\$339.93
	 Smirnoff Vodka	67	750 ml	\$14.70	\$13.25	- <input type="text" value="12"/> +	\$159.00
	 Heineken	18	6 x 330 ml	\$12.50	\$11.31	- <input type="text" value="8"/> +	\$90.48
	 Okanagan Premium Dry Cider	391862	473 ml	\$15.25	\$13.74	- <input type="text" value="24"/> +	\$329.76
	 Okanagan Apple Cider	514851	473 ml	\$15.25	\$13.74	- <input type="text" value="24"/> +	\$329.76

The "Captain Morgan Original Spiced Rum" item has been removed from the Cart. If you removed the item in error, select Undo and it will be returned to the Cart. The screen below shows the item has been removed.







## Cart

" Captain Morgan Original Spiced Rum" removed.[Undo?](#)

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
	Crown Royal Whisky	217950	1140 ml	\$41.95	\$37.77	- 9 +	\$339.93
	Smirnoff Vodka	67	750 ml	\$14.70	\$13.25	- 12 +	\$159.00
	Heineken	18	6 x 330 ml	\$12.50	\$11.31	- 8 +	\$90.48

To adjust the product quantities in your cart, use the - / + to adjust the number of units you're requesting.

## Cart

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
	Captain Morgan Original Spiced Rum	500512	750 ml	\$29.95	\$26.98	- 12 +	\$323.76
	Crown Royal Whisky	217950	1140 ml	\$41.95	\$37.77	- 9 +	\$339.93
	Smirnoff Vodka	67	750 ml	\$14.70	\$13.25	- 12 +	\$159.00
	Heineken	18	6 x 330 ml	\$12.50	\$11.31	- 8 +	\$90.48
	Okanagan Premium Dry Cider	391862	473 ml	\$15.25	\$13.74	- 24 +	\$329.76
	Okanagan Apple Cider	514851	473 ml	\$15.25	\$13.74	- 24 +	\$329.76

Review the items in your Cart. Once you are happy with the order click 'Proceed to Checkout' at the bottom on the page or click "Return to Shop". The cart can be emptied at once by clicking "Empty Cart".

	Cart Totals
SUBTOTAL	\$12,566.79
HST	\$1,429.30
BOTTLE DEPOSIT	\$146.20
TOTAL*	\$12,566.79

\*Total excludes delivery charge. Prices subject to change.

EMPTY CART

REMOVE ITEMS WITH ERRORS

PROCEED TO CHECKOUT

RETURN TO SHOP

### Selecting the Delivery Date:

You must select a **delivery date** to process your order. Your next delivery date will be shown by default.

### Checkout

#### Shipping Information

LCO TEST USER 55551  
 3021 LAKE SHORE BLVD. E  
 TORONTO Ontario  
 CANADA M5V 1A4

*Delivery Date*

2020-11-01 ▾

Your Email Address

#### Number of bags required

One bottle bags  ▾

Two bottle bags  ▾

Four bottle bags  ▾

If you wish to select a different delivery date click on the drop-down menu and select the date you would like to have the order delivered. The dates are populated based on your predetermined delivery date. This will be provided to you during the onboarding process.



# Checkout

## Shipping Information

LCO TEST USER 55551  
3021 LAKE SHORE BLVD. E  
TORONTO Ontario  
CANADA M5V 1A4

Your Email Address

## Delivery Date

2020-11-01 ✓  
2020-11-01  
2020-11-08  
2020-11-15

## Number of bags required

One bottle bags    
Two bottle bags    
Four bottle bags

Once you have confirmed the Delivery Date select the 'Place Order' button located at the bottom of the page.

<b>750 mlx12.0</b>		
Stormy Bay Cabernet Sauvignon: <b>750 mlx12.0</b>	665299	\$102.36
<b>SUBTOTAL</b>		\$12,566.79
<b>HST</b>		\$1,429.30
<b>BOTTLE DEPOSIT</b>		\$146.20
<b>TOTAL</b>		\$12,566.79

PLACE ORDER


## Error Messages:

After selecting 'Place Order' an Error Message might appear. This message will say (Invalid Order) Please correct the errors below and resubmit. If this message appears scroll through the order to see what items cannot be added to the cart or need to be adjusted before submitting the order for processing.






- IMPORTED BEER
- DOMESTIC WINE
- DOMESTIC BEER
- IMPORTED SPIRITS
- DOMESTIC SPIRITS
- ONTARIO WINE
- IMPORTED WINE

## Cart

[INVALID\_ORDER] Please correct the errors below and resubmit.

HIDE IMAGES	PRODUCT	SKU	ITEM SIZE	RETAIL PRICE	DISC. PRICE	NUMBER OF UNITS	TOTAL
	Crown Royal Whisky	217950	1140 ml	\$41.95	\$37.77	- 9 +	\$339.93

If an item is out of stock, it needs to be removed from the order. To remove the items from the Cart, select the 'X' beside the items or click on "Remove items with Errors" at the bottom of the page.

	Baileys Original Irish Cream	5959	750 ml	\$29.95	\$26.98	- 12 +	\$323.76
	The Glenlivet 12 Year Old Single Malt Scotch Whisky	21097	750 ml	\$59.95	\$53.98	- 12 +	\$647.76
	Tanqueray Malacca Gin This item is currently out of stock. Please remove this item in the cart.	570093	700 ml	\$33.45	\$30.12	- 6 +	\$180.72
	Courvoisier VS Cognac	1925	750 ml	\$60.95	\$54.87	- 12 +	\$658.44
	Pama Pomegranate Liquor This item is currently out of stock. Please remove this item in the cart.	414	750 ml	\$29.95	\$26.98	- 6 +	\$161.88

EMPTY CART

REMOVE ITEMS WITH ERRORS

PROCEED TO CHECKOUT

RETURN TO SHOP

Once you have removed the item(s) with error(s), click on the 'Proceed to Checkout' button.

Cart Totals	
SUBTOTAL	\$97,022.05
HST	\$11,116.57
BOTTLE DEPOSIT	\$410.00
<b>TOTAL *</b>	<b>\$97,022.05</b>

\*Total excludes delivery charge. Prices subject to change.

EMPTY CART

REMOVE ITEMS WITH ERRORS

PROCEED TO CHECKOUT

You will be required to confirm your delivery date and review your cart again. Once you have confirmed this information select the 'Place Order' button again.

## Checkout

### Shipping Information

LCO TEST USER 55551  
 3021 LAKE SHORE BLVD. E  
 TORONTO Ontario  
 CANADA M5V 1A4

### Delivery Date

2020-11-01 ▾

Your Email Address

### Number of bags required

- One bottle bags  ▾
- Two bottle bags  ▾
- Four bottle bags  ▾

### Your Order

<b>750 mlx12.0</b>		
Stormy Bay Cabernet Sauvignon: <b>750 mlx12.0</b>	665299	\$102.36
<b>SUBTOTAL</b>		\$12,566.79
<b>HST</b>		\$1,429.30
<b>BOTTLE DEPOSIT</b>		\$146.20
<b>TOTAL</b>		\$12,566.79

PLACE ORDER

## Order Confirmation:

Once the order is placed successfully, a message will show on your screen with the Order Number, Selected Delivery Date, Total and HST. This confirms your order has been submitted for processing. The user will also receive an email confirmation for the order details.

# LCBO

*Thank you for your order!*

Your order has been successfully created and a detailed summary is below.

Order Number:	Selected Delivery Date:	Contact E-Mail:	Total:	HST:
30012684	2020-10-06		\$3,647.52	\$415.44

Order Change/Cancel Message:

Please contact a member from the B2B team for further assistance: [B2BOrders@lcbo.com](mailto:B2BOrders@lcbo.com)

## Order Details

**Please make sure an email confirmation is received after the order is successfully placed for reference purpose.**

## Additional Tips for the Ordering website:

### How to Order Paper Bags:

You can order paper bags at the Checkout. Before selecting Place Order, you can select how many bundles of bags you need by selecting the drop-down menu for each size.

## Checkout

### Shipping Information

LCO TEST USER 55551  
3021 LAKE SHORE BLVD. E  
TORONTO Ontario  
CANADA M5V 1A4

### Delivery Date

2020-11-01 ▾

Your Email Address

### Number of bags required

One bottle bags  ▾

Two bottle bags  ▾

Four bottle bags  ▾

### Your Order

## Order History:

By clicking on “Orders History” at the top left of the screen you can view the last 10 orders your location has placed. To view the contents of the orders you can select the “View Order”.

as55551@lcbo.com | LOGOUT

FAVOURITES  
ORDER HISTORY

# LCBO

865   
STORMY BAY CABERNET SAUVIGNON  
FULL CASES: 61

SEARCH

IMPORTED BEER DOMESTIC WINE DOMESTIC BEER IMPORTED SPIRITS DOMESTIC SPIRITS ONTARIO WINE IMPORTED WINE

## Order History

ORDER	DATE	SHIP DATE	SHIP ADDRESS	RETAIL PRICE	DISCOUNT PRICE	ACTIONS
30009216	2020-09-23	2020-10-25	LCO TEST USER 55551 TORONTO ON M5V 1A4	\$107,752.65	\$97,022.05	<a href="#">VIEW ORDER</a> <a href="#">ORDER AGAIN</a>

## Order Again:

To simplify the order process, click on the “Order Again” button. This will automatically add the items from your previous order to your Shopping Cart. You can review the order and add or remove items from the Shopping Cart as necessary. Items are to be ordered in full case quantities. Case quantities will prepopulate for your ease of use. If you add an incorrect case amount the site will indicate what the case quantity should be so you can make the necessary adjustments.

IMPORTED BEER   DOMESTIC WINE   DOMESTIC BEER   IMPORTED SPIRITS   DOMESTIC SPIRITS   ONTARIO WINE   IMPORTED WINE

## Order History

ORDER	DATE	SHIP DATE	SHIP ADDRESS	RETAIL PRICE	DISCOUNT PRICE	ACTIONS
30009216	2020-09-23	2020-10-25	LCO TEST USER 55551 TORONTO ON M5V 1A4	\$107,752.65	\$97,022.05	<div data-bbox="1247 632 1464 688" data-label="Text"><a href="#">VIEW ORDER</a></div> <div data-bbox="1247 695 1464 745" data-label="Text"><a href="#">ORDER AGAIN</a></div>

### Adding Items to Favourites:

You can build your own selection of Favourites. This is a way to provide easy access to frequently ordered items.



IMPORTED BEER   DOMESTIC WINE   DOMESTIC BEER   IMPORTED SPIRITS   DOMESTIC SPIRITS   ONTARIO WINE   IMPORTED WINE

To add to your Favourites list, type an item in the search field. Once the item is displayed click on the "Heart" button on the far right when the "Heart" turned into solid than the item has been added to the Favourites list.



### Heineken

6 x 330 mL bottle | LCBO#: 18



### Heineken

6 x 330 mL bottle | LCBO#: 18



When you are looking for more information about a product click on the item in the catalogue. Additional information such as units per case, size, basic price, etc. are available.

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## PRODUCT DETAILS

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**Selling Increment:** 12  
**Units per case:** 12  
**Unit of measure:** mL  
**Item Size:** 750 mL bottle  
**Basic Price:** \$17.68  
**Bottle Deposit:** \$0.20  
**Item Discount amount:** \$1.75  
**Item HST amount:** \$2.04  
**Alcohol/Vol:** 13.5%  
**Made In:** Tuscany, Italy  
**By:** Ruffino S.R.L.  
**Sugar Content:** 6 g/L  
**Sweetness Descriptor:** D - Dry  
**Style:** Medium-bodied & Fruity  
**Varietal:** Sangiovese

### Questions or Concerns:

If you have any questions or concerns about your order please contact a member from the B2B Team for further assistance [b2borders@lcbo.com](mailto:b2borders@lcbo.com).

## IMPORTANT INFORMATION REGARDING PRICING ON YOUR ORDER

The day you submit your order is the price you pay for the product.

Example:

- Monday – Smirnoff Vodka 750mL retail price \$29.50
- Friday – Smirnoff Vodka 750mL retail price \$31.50

Example of How Pricing Works:

If order is submitted into the system on Monday you would pay \$29.50.

If order is submitted into the system on Friday you would pay \$31.50.

## How to Receive Your Order and How to Report Any Missing or Damaged Product

Your delivery will be palletized at the time of delivery. The invoice will show the number of cases delivered and you will sign for the order with the driver. **You have 24 hours to make any of the following claims:**

- Actual number of cases received compared to the number quoted on your invoice
- Any breakers incurred at the time of delivery
- Any items that you received by mistake (called Mis-picks).

Mis-Picks are identified as follows: On the shipping label attached to the case, you will see the following information.

Item # and your LCBO Store Name.



The Item number that is located on the product may not align with the product indicated. For example, you order Smirnoff Vodka #67, the label is correct, but the actual product is a cooler.

You may also have received product by mistake that is not for your location. The label would not have the same Order Number.

- When submitting the form for your return you must provide the LCBO#, the product name and size, quantity of product being returned and the last invoice # to which you purchased this product.

**LCO staff or Customer breakers will not be accepted for return.**



Email to: [b2breturns@lcbo.com](mailto:b2breturns@lcbo.com)

## LCBO Convenience Store Returns REQUEST FOR PICK UP FORM

LCO #    Your Assigned #

LCO NAME: Business Name



CSPC #	QTY	PRODUCT, SIZE & REASON	INVOICE#
<b>Example 1</b>			
67	1	SMIRNOFF 750ML product is missing a label	30000000

- **Stockpiling of returns will not be accepted.** Your returns must be called in within **24 hours** of your delivery.
- Recall products must be reported immediately upon notification for shelf removal. Please quote the recall # when requesting pick up of this product.
- A Return Request Form (Agencies/LCOs) must be sent **within 24 hours of delivery.**
- Once your account has been credited. The return has been approved and the breakers can be discarded.
- Please continue to note if the damage occurred due to driver error and mark it on the invoice if damage is at time of delivery.

For a completed return, please provide the following:

1. Return request form
2. Clear photo of the damaged items
3. Customer Complaint (if required)

The LCBO reserve the final discretion on any return request submitted.

Below are a few examples of how to complete the returns form. Once this has been completed email the returns department at [B2BReturns@lcbo.com](mailto:B2BReturns@lcbo.com). If there are any questions regarding your request a Customer Service Representative will contact you.

Email to: [b2breturns@lcbo.com](mailto:b2breturns@lcbo.com)

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<b>Example 1</b>			
67	1	SMIRNOFF 750ML product is missing a label	30000000
<b>Example 2</b>			
211185	1	Rockstar 473ML Quality alert # 1028	30000001
<b>Example 3</b>			
338855	12	Bodacious 750ML charged but did not received	30000002
<b>Example 4</b>			
67	12	Label says # 67, but the actual product is Chianti Ruffino	30000003

**Product Recall Returns**

It is important that at no time are you to destroy product if you expect a refund. A returns form must be completed and sent via email to [B2BReturns@lcbo.com](mailto:B2BReturns@lcbo.com) quoting the QA # , the product and quantity. If lot codes are part of the Product Recall, you indicate the lot # in the description.

See example 2 above. This is how you would submit the request to our Returns Department.

We will pick up the product on our next delivery (Unless otherwise instructed).

### **Returns Process for Non-Saleable Items**

For “Regular Customers”, the following unopened products can be returned, however they are to be processed in the same manner as Product Quality Complaints and NOT PLACED back on the shelf for resale (SOP returns exempted – see below):

- All PET containers (including spirits, ready to drink, coolers, wine and liqueurs) • Cream based Liquors (list available below)
- Beer
- Tetra Paks and Flexipack containers
- Wine in Box (Bag in a Box) containers

All other sealed products may be returned that are in saleable condition and placed on the shelf.

To return affected items you must complete the (LCB 2457) Convenience Outlet/Retail Store Customer Product Quality Complaint Form for **Non-Saleable items** and submitted by email to [B2BReturn@lco.com](mailto:B2BReturn@lco.com). The customer information and signature must be valid. See process below.

### **Each product must be fully examined to ensure the products are authentic and in saleable condition.**

- Validate that the tamper-evident seal is intact and that it has not been breached.
- Ensure that the fill level of each product is correct, i.e. No severe under filling
- Inspect the bottom of each product for any evidence of tampering, e.g., deformities in the plastic/metal, discoloration, melted plastic, scoring or scratches or excess residue.
- Inspect the side walls of each product for signs of wrinkles or creases.
- Where possible, check the liquid to ensure the colour and clarity are consistent for the product type, e.g., not cloudy and no visible sediment.
- Check the label to ensure it matches the product correctly.
- Check the product for authenticity, e.g., bottle shaped, size, colour, and bar code are all correct.

### **If you suspect tampering, decline the return.**

All product returns and exchanges require the customer name, address and telephone number and must have the customer signature to acknowledge receipt of the refund. Valid photo identification

must be requested (but NEVER recorded) to verify the customer's information. **If identification is not presented, then a refund/exchange cannot be processed.**

**Send the following to the Returns Department:**

- Complete the Product Quality Complaint form "NON-SALEABLE PRODUCT RETURN"
- Ensure the customer information and signature has been completed.
- Complete the Returns Request Form as per below and email the completed form to the Returns Department at [B2Breturns@lcbo.com](mailto:B2Breturns@lcbo.com).
- **You must email BOTH the returns form and the Customer Product Return form to our office the day the return was done.**

# LCBO Agency/Retail Store Customer Product Return Form

Agency Store No. [ ]		Location [ ]						
Phone No. [ ]		Date [ ]						
LCBO Supplying Store#		Date Received						
LCBO No. [ ]	Product Description (One Only)	Vintage Year/Lot No. [ ]	No. of Units [ ]	Retail Price per Unit [ ]	Total Retail Value [ ]			
Reason for Return <input type="checkbox"/> Saleable <input type="checkbox"/> Non-Saleable <input type="checkbox"/> Customer Complaint <input type="checkbox"/> Product Recall/QA Alert # _____								
Customer Info: Customer's Name [ ]			For Refund Purposes Only					
Customer's Address [ ]			_____					
City/Village [ ]			Customer's Signature					
Postal Code [ ]		Apt. [ ]	Business Phone No. [ ]		E-mail Address [ ]			
Home Phone No. [ ]		Emergency After Hours Contact: 647-339-1043						
Reason for Complaint: (check all that apply and add comments as applicable)								
<b>Health Concern</b> <input type="checkbox"/> stomach cramps <input type="checkbox"/> vomiting <input type="checkbox"/> diarrhea <input type="checkbox"/> asthma <input type="checkbox"/> allergic reaction <input type="checkbox"/> food sensitivity <input type="checkbox"/> other (comments) _____  <input type="checkbox"/> customer requests an investigation <input type="checkbox"/> medical treatment required <input type="checkbox"/> hospitalization required	<b>Personal Injury</b> <input type="checkbox"/> lacerations <input type="checkbox"/> contusions <input type="checkbox"/> other (comments) _____	<b>Property Damage</b> <input type="checkbox"/> residence/home <input type="checkbox"/> vehicle <input type="checkbox"/> recreational vehicle <input type="checkbox"/> other (comments) _____	<b>Additional Reason Descriptors:</b> <table border="0"> <tr> <td> <b>Appearance</b>  <input type="checkbox"/> not typical  <input type="checkbox"/> off colour  <input type="checkbox"/> cloudy/hazy  <input type="checkbox"/> gaseous/bubbly  <input type="checkbox"/> lacks effervescent  <input type="checkbox"/> other (comments) _____                 </td> <td> <b>Aroma &amp; Flavour &amp; Taste</b>  <input type="checkbox"/> not typical  <input type="checkbox"/> oxidized/maderized  <input type="checkbox"/> vinegary  <input type="checkbox"/> sulphury  <input type="checkbox"/> chemical/medicinal  <input type="checkbox"/> corky/musty  <input type="checkbox"/> tart or acidic  <input type="checkbox"/> bitter/astringent  <input type="checkbox"/> other (comments) _____                 </td> <td> <b>Faulty Packaging</b>  <input type="checkbox"/> packaging leaked  <input type="checkbox"/> loose cap or seal  <input type="checkbox"/> dry or crumbled cork  <input type="checkbox"/> faulty screw cap  <input type="checkbox"/> defective packaging  <input type="checkbox"/> contains foreign matter  <input type="checkbox"/> other (comments) _____                 </td> </tr> </table>			<b>Appearance</b> <input type="checkbox"/> not typical <input type="checkbox"/> off colour <input type="checkbox"/> cloudy/hazy <input type="checkbox"/> gaseous/bubbly <input type="checkbox"/> lacks effervescent <input type="checkbox"/> other (comments) _____	<b>Aroma &amp; Flavour &amp; Taste</b> <input type="checkbox"/> not typical <input type="checkbox"/> oxidized/maderized <input type="checkbox"/> vinegary <input type="checkbox"/> sulphury <input type="checkbox"/> chemical/medicinal <input type="checkbox"/> corky/musty <input type="checkbox"/> tart or acidic <input type="checkbox"/> bitter/astringent <input type="checkbox"/> other (comments) _____	<b>Faulty Packaging</b> <input type="checkbox"/> packaging leaked <input type="checkbox"/> loose cap or seal <input type="checkbox"/> dry or crumbled cork <input type="checkbox"/> faulty screw cap <input type="checkbox"/> defective packaging <input type="checkbox"/> contains foreign matter <input type="checkbox"/> other (comments) _____
<b>Appearance</b> <input type="checkbox"/> not typical <input type="checkbox"/> off colour <input type="checkbox"/> cloudy/hazy <input type="checkbox"/> gaseous/bubbly <input type="checkbox"/> lacks effervescent <input type="checkbox"/> other (comments) _____	<b>Aroma &amp; Flavour &amp; Taste</b> <input type="checkbox"/> not typical <input type="checkbox"/> oxidized/maderized <input type="checkbox"/> vinegary <input type="checkbox"/> sulphury <input type="checkbox"/> chemical/medicinal <input type="checkbox"/> corky/musty <input type="checkbox"/> tart or acidic <input type="checkbox"/> bitter/astringent <input type="checkbox"/> other (comments) _____	<b>Faulty Packaging</b> <input type="checkbox"/> packaging leaked <input type="checkbox"/> loose cap or seal <input type="checkbox"/> dry or crumbled cork <input type="checkbox"/> faulty screw cap <input type="checkbox"/> defective packaging <input type="checkbox"/> contains foreign matter <input type="checkbox"/> other (comments) _____						
Note: All reports of alleged illness, allergic reaction, personal injury, property damage, hospitalization, medical care, or health & safety issue, e.g. the presence of glass particles, or product tampering must be reported to the Quality Services Department Immediately. Complainants claiming illness or allergic reaction must be given the "Notice to Customer - Complaints Concerning Illness", handout (LCB 1605).								
Comments: [ ]								
_____ Agency Store Operator Signature								

### HANDLING INSTRUCTIONS FOR BOTTLES AND PRODUCT RETURN FORMS: Prepare complaint form and distribute as follows:

- 1) Agency Store Instructions: – Provide customer an immediate refund.
  - 2) Provide Original copy of this form to your LCBO Supplying Store along with affected product. Do NOT retain a copy at the Agency Store
  - 3) LCBO Supplying Store Instructions  
Receive product from agency store, provide refund or replacement product.
  - 4) For customer complaints/product recall/non-saleable products Retain original form with the product until it is destroyed by the Manager and another Retail employee. Manager and other employee must sign and date the form. The signed form must then be sent or scanned to Quality Services. Do NOT retain a copy on file at LCBO Retail store.
- OR -
- (b) If the product, at the discretion of the Manager or designate and with PRIOR APPROVAL from Quality Services, is to be investigated, send BOTH the product and the original form to Quality Services. Do NOT retain a copy on file at LCBO Retail store.

The information on this form is collected under the authority of the Liquor Control Act, Sec. 3(1), R.S.O. 1990, CL 15 for the purpose of processing a Product Return. Should you have any questions regarding the collection and/or use of this information, you may contact the Manager, Freedom of Information and Privacy Office, LCBO, 55 Lake Shore Blvd. East, Toronto M5E 1A4 (Tel. 416 594-2422).

### Exception – SOP Customer Returns

SOP Customers may return sealed products that are in saleable condition provided:

- **The product being returned is accompanied by the original receipt**
- **The return is made within 30 days of purchase**

**Note:** SOP customers may return saleable products of PET, cream-based liquors, beer, tetra pak, flexipack and Bag in the Box.

**Every product returned by a customer, as part of a Refund or Exchange must be thoroughly examined by two employees to ensure the product is authentic and in saleable condition prior to being returned to your inventory.**

**Southern Agency Stores** will be assigned an online profile with the Beer Store and are not required to submit forms.

### How to Request Bin Tags

When you order a new item or you find you're missing a bin tag send an email to [B2Borders@lcbo.com](mailto:B2Borders@lcbo.com) with the following information.

- LCO Store Number
- Product Number for the Item
- When you're expecting your next delivery



We will print the tags and they will be sent along with your next delivery.

The LCBO will provide shelf labels (bin tags) in a courier mailbag.

**Please acknowledge that you have read and understood this information package by signing below. Scan this and send a signed copy to [B2Borders@lcbo.com](mailto:B2Borders@lcbo.com).**

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LCBO Convenience Operator

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Date

LCO# 933220

The B2B Client Service Team would like to better services our Agency/LCO and have implemented some new communication channels

For orders inquiry including delivery, please email to:

[B2Borders@lcbo.com](mailto:B2Borders@lcbo.com)

For invoicing and payment inquiry including VersaPay, please email to:

[B2Bpayments@lcbo.com](mailto:B2Bpayments@lcbo.com)

For return request including missing items and damage on delivery, please email to:

[B2Breturns@lcbo.com](mailto:B2Breturns@lcbo.com)

For our department, please call:

905-949-3533 For Ordering Website:

<https://convenienceoutlets.lcbo.com>

For VersaPay:

<https://secure.versapay.com/>

[secure.versapay.com/mobile](https://secure.versapay.com/mobile)

IT Service Desk:

416-864-2550