

February 2, 2024 Newsletter



Newsletters will now be issued monthly

Communication Regarding Online Ordering Platform

Upcoming online ordering processes: Information and resources

If you missed the recent LCBO webinar about new online ordering processes being introduced in the coming months, please visit doingbusinesswithLCBO.com/lco for a webinar recording and FAQs. Stay tuned for an invite to a website demonstration.

Updated contact information for LCBO

To make it easier to do business with the LCBO, you will now only need to use one, easy-to-remember email to communicate with the LCBO: lco@lcbo.com. The previous email addresses b2borders@lcbo.com, b2bpayments@lcbo.com and b2breturns@lcbo.com will be decommissioned over the coming months.

Ordering

Family day is February 19, 2024. You would have received an email about order time/deliveries if this holiday effects your business. If you have questions, please email lco@lcbo.com for more information.

As a reminder Superbowl Sunday (February 11th, 2024) and/ Valentine's Day (February 14th 2024) are fast approaching. Consider ordering up on top selling items and showcasing them to increase sales.

Orders cannot be modified once it has been submitted. Double check your orders and cart total before submitting.

Please ensure that there are sufficient funds in your account prior to placing your order.

Check case quantities to ensure **a 30-case minimum** has been reached before submitting.

Once an order is placed, it can't be changed. Look over your order before submitting and make sure that the **correct delivery date is given.**

Relay any delivery issues to lco@lcbo.com as they happen so that we can make all efforts to improve experiences for all stores.

Winter Weather

Inclement weather conditions may affect deliveries.

Clearing the snow at back entrances is mandatory for safer deliveries.

Did You Know?

Returns

B2B Claim Application

All claims must be submitted within 48 hours of receipt of your order.

Damaged Product - Breakers

Damaged product received upon delivery should not be sent back with the driver. Each operator is requested to keep the product, take pictures of the damages and input claims into the online claims application within 48 hours of receipt. Pictures of the damage should clearly be shown in pictures.

It is necessary to add the last page of your order invoice for all claims.

Customer Complaints

When submitting a customer complaint on the B2B Claims application, ensure that you have filled out the form in full and receive the customer's signature.

Reminders

Empty Bottle Returns

All locations must accept empty bottle returns. The green bin containers can be requested directly from The Beer Store.

It's important to continually rotate your stock on the shelves. Remember to check expiry dates on all cans and especially cream liquors. If you require a guide on how to check for expiry dates, click here [LCBO Code Dates](#). The information is also on Doing Business with LCBO website.

Audits

- 1. Accessibility** – Block piling in retail areas complies with health and safety standards (does not exceed 6ft tall). Aisles in all areas where the customer has access are the minimum width of 3 feet to allow for safe customer navigation.
- 2. Employee Training Form LCB2404** - Keeping a current employee list readily available is important. Ensure that the list has a signature of the owner/manager, dated, and validated by a member from convenience outlets. If your form is not validated, please email ConvenienceOutlets@lcbo.com
- 3. Non-Saleable Items** – It is important that all staff are familiar with the non-saleable policy. If you have any questions regarding **Saleable** and **Non-Saleable products**, refer to the WorkDay training or click here [Saleable/Non-Saleable Products](#).

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.

Challenge and Refusal

It's important that you continue to follow the standard practice of checking for valid ID's. This must also be documented in your Challenge and Refusal App. Here is a link to the Challenge and Refusal Manual that contains a link to download the application: [LCO Challenge & Refusal-Support Documentation \(doingbusinesswithlcbo.com\)](#)

You cannot ask for a Heath Card however if someone shows a valid photo Heath Card this can be accepted.

Best Practices

Bintags must be printed using the Lexmark system. It is required that Operators check Lexmark every day to identify any changes/updates to price. This will ensure proper pricing of LCBO and maintain consistency throughout all LCO's.

You can download the lcbo.com app and use the scanner function on your cell phone.

Merchandising Tip

Merchandise enough products on the shelf to maintain a "Ready for Business" look between deliveries is best practice.

1. Each facing should always be at least 2 items deep
2. Products should always be faced up to the front of the shelf (i.e., front label facing out).
3. Products and shelving should always be kept clean.

Loss Prevention – Tip of the Month

Greeting customers as they are entering the store is not only great customer service but can also help deter theft.

Key Dates & Resources

Period 12 ends – February 24, 2024 – enter your Challenge & Refusals

February 11 – Superbowl Sunday

February 14 – Valentine's Day

February 19 – Family Day

March 29 – Good Friday

March 31 – Easter Sunday

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)