

January 5, 2024 Newsletter



Newsletters will now be issued monthly

Please attend upcoming LCBO webinar

As a valued LCO customer, you are required to attend LCBO's upcoming webinar on the new online ordering process and other enhancements being introduced in the coming months. If you didn't receive an email invite, please contact LCO@LCBO.com.

Ordering

Orders can't 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 B2Borders@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?

Store Hours during Holidays

Updates to the policy surrounding operating an LCO on public holidays was addressed during a mandatory online seminar in November of 2022. Subsequent communications appeared in department newsletters and can be reviewed in the current LCBO Convenience Outlet Manual on page 8.

The LCBO does not administer the Retail Business Holidays Act, and so, has no authority to grant permission for operators to open on public holidays nor distribute letters of non-compliance for same. These functions now occur at the municipal level only. The information regarding selling on public holidays is in your manual so that you are aware of the rules and bylaws in Ontario regarding retail beverage alcohol sales during public holidays.

If you are looking for permission to operate on holidays, please speak with your local municipality and/or the Ministry of Public and Business Service Delivery who administer the RBHA. Please note the Manual is available on Doing Business with LCBO.com. See the excerpt from the LCBO Convenience Outlet Manual below:

Selling on Holidays

Under the Retail Business Holidays Act, retail businesses must be closed on the following holidays:

Victoria Day	Labour Day
Good Friday	Thanksgiving
Easter Sunday	Christmas
Canada Day	New Year's Day

• Any other public holiday declared by proclamation of the Lieutenant Governor to be a holiday for the purposes of the Retail Business Holidays Act.

If Operators wish to be open during these holidays, Operators shall be responsible for obtaining approval from their municipality, which may have specific by-laws or holiday closing requirements for retail businesses. It is the Operator's responsibility to retain any letters of approval.

If the Convenience Outlet is located within an unorganized territory or township where there is no municipal organization, Operators are not permitted to sell on the above holidays unless permitted to do so by regulation under the Retail Business Holidays Act. Please direct all holiday-related inquiries to the Ministry of Public and Business Service Delivery.

If planning to sell on a Statutory Holiday, please follow up with your local municipality if there are any bylaws that may prohibit the sale of beverage alcohol on such days. This is not enforced by the LCBO.

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

January is a great time to have a look at your inventory and determine your best sellers and your slow movers. Consider moving slow moving products to eye level. This will help them stand out better on the shelf.

Restocking after the holidays is an important part of servicing your community.

Change your seasonal product displays regularly to keep customers interested and products looking fresh.

Merchandising Tip

Bottles should be organized by product category and be displayed from smallest to largest size format (left to right) This allows for a better shopping experience for customers and can help maximize your sales. Sample planogram can be found in the LCO manual: [LCBO Convenience Outlet Manual FINAL.pdf \(doingbusinesswithlcbo.com\)](#) on page 11

Loss Prevention – Tip of the Month

January is a great time to do a full inventory management of your stock. By watching your inventory through regular stock counts and monitoring discrepancies, you can dramatically decrease theft at your store by identifying high theft items.

Key Dates & Resources

Period 11 ends – January 27, 2024 – enter your Challenge & Refusals

February 19 – Family Day

March 29 – Good Friday

March 31 – Easter Sunday

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)