

March 9, 2024 Newsletter



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.

Municipal Bylaws for Statutory Holidays

If planning to sell on **Good Friday**, **Easter Sunday** and/or **Easter Monday**, 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.

Ordering

Easter Holiday Schedule

An email with your holiday ordering schedule will be sent out by LCO@lcbo.com in the next couple of days. It must be followed as late orders will not be accommodated during this time. It is recommended that you build your inventory prior to the holiday.

Inventory Availability - **Coming Soon**

We are building the 2024 Ready to Drink Innovations catalogue. This will be shared with all LCO operators in April.

As we approach our busy spring/summer season **late orders can't be accommodated**.

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.

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.

Review all comments that are left in the claim application.

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

Store Hours -

Please inform convenienceoutlets@lcbo.com of any changes to your store hours for the spring/summer season. All LCO store decals should also be updated to reflect this change.

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

The spring season is a great time to review your store inventory. If you have any slow movers, place the products on a shelf that is at customer eye level. This will help create more exposure and sales. You can also build a mini display within your designated LCO area to help push out the product.

Merchandising Tip

It's always great to keep the store fresh by changing your displays. Use your 4X4 seasonal displays to showcase products for St. Patrick's Day which is celebrated on March 17, 2024.

Loss Prevention – Tip of the Month

Train your staff to greet every customer and offer attentive service. Providing excellent customer service not only boosts sales but also helps prevent theft.

Key Dates & Resources

Period 13 ends – March 31, 2024 – enter your Challenge & Refusals

March 17 – St Patrick's Day

March 29 – Good Friday

March 31 – Easter Sunday

April 1 – Easter Monday

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)