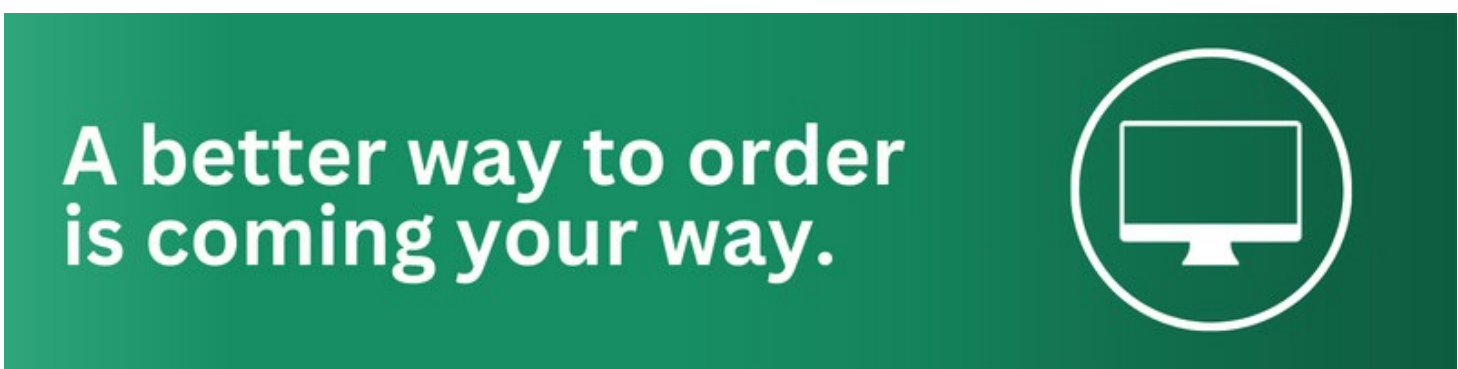


May 3, 2024 Newsletter



We are pleased to share that our new online ordering platform is scheduled for launch on May 27, 2024. Over the last few months, we have been creating a new eCommerce site to enhance the way LCBO Convenience Outlets (LCOs) do business with the LCBO.

In follow-up to our earlier webinar on the new online ordering process, and related to changes to improve your experience, LCOs are required to attend a site demonstration of the new site. During the site demo, we will provide practical guidance on how to log in to the site, manage your account, complete an order, and take advantage of the new site features.

For more information about the changes, including Frequently Asked Questions, visit doingbusinesswithlcbo.com/LCO

If you have not received the invitation to the webinar via email, please contact your client service coordinator or email us at lco@lcbo.com.

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 and AODA compliant.

2. Employee Training Form LCB2404

Keeping a current employee list readily available is important. Ensure that the list is signed and dated by a member from convenience outlets. If your form is not signed, please email ConvenienceOutlets@lcbo.com

3. Responsible Service Program Signage

The Responsible Service Program signage must be posted – 8.5x11 poster and 5 – 4x6 cards. Complete this form [LCO Signage Request Form.pdf](#) and email ConvenienceOutlets@lcbo.com if you are missing this signage.



Updated contact information for LCBO

The following email addresses have now been deactivated:

- B2borders@lcbo.com
- B2bpayments@lcbo.com
- B2breturns@lcbo.com

To ensure your inquiry is promptly addressed, kindly redirect all B2B order-related emails to our new email address: lco@lcbo.com

Ordering

Victoria Day 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.

Holiday Gifting

Due to the success of the holiday gifting program, we are taking a proactive approach this year to ensure Operators have a chance to select and pre order.

For those that have not responded, the holiday gifting form identifying the products you wish to preorder must be submitted by Sunday May 5, 2024. Order forms will not be accepted after this date.

This preorder commitment will be shipped in October with your regular order and charged at that time.

Inventory Availability

The 2024 Ready to Drink Innovations have been added to the Spring/Summer catalog. An updated catalogue for the Spring/Summer can be found here: [LCBO B2B Orders | Doing Business with LCBO](#)

As we approach our busy spring/summer season **late orders cannot 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?

Municipal Bylaws for Statutory Holidays

If planning to sell on Victoria Day 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.

Pricing

Limited Time Offers (LTO's) and sale prices are captured on the day you place your order.

Updated pricing can be found here: [Wholesale Pricing | LCBO Convenience Outlets Agency Operators | Doing Business with 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.

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.

Lexmark

Did you know that you can print all of your price changes in list format? Use the Print Manifest feature in Lexmark.

- Click the square next to the batch. Print manifest feature will appear.
- All price updates will appear in list format making it easier to update pricing in your POS system.

Batch Name	Type	Copies	Starting Date	Expiration Date	Print Status
<input type="checkbox"/> Item Changes - 07-12-23	Item Change	1	07/12/2023	07/19/2023	✓
<input type="checkbox"/> Item Changes - 07-11-23	Item Change	1	07/11/2023	07/18/2023	✓
<input type="checkbox"/> LTO - 07-17-23 - 08-13-23	LTO	61	07/17/2023	08/13/2023	✓
<input type="checkbox"/> Regular Price Changes - 07-17-23	Reg Price Change	120	07/10/2023	07/24/2023	●
<input type="checkbox"/> Item Changes - 07-08-23	Item Change	2	07/08/2023	07/15/2023	✓
<input type="checkbox"/> Regular Price Changes - 07-10-23	Reg Price Change	1	07/07/2023	07/17/2023	✓
<input type="checkbox"/> Regular Price Changes - 07-10-23	Reg Price Change	1	07/03/2023	07/17/2023	✓
<input checked="" type="checkbox"/> LTO - 06-19-23 - 07-16-23	LTO	75	06/19/2023	07/16/2023	✓
<input type="checkbox"/> Store Inventory	Store Inventory	500	12/02/2021	12/31/9999	●

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

It is important that the 3 days that empties are accepted at your location is displayed.

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

Stock Rotation

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.

Challenge and Refusal

Stores will get busier during the Spring/Summer months. 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 \(doingbusinesswithlcbo.com\)](https://doingbusinesswithlcbo.com)

Best Practices

Its best to keep all overstock product in a back storage area. This keeps the LCO section neat and prevents customers from opening packs and boxes without permission.

Merchandising Tip

Cross-Merchandising with your LCO section: Pair complementary products together such as cocktail mixers with spirits. This can encourage customers to explore new combinations and increase their purchase value.

Loss Prevention – Tip of the Month

Conduct regular audits of your beverage alcohol sales records, inventory levels, and transactions to identify any irregularities or discrepancies.

Key Dates & Resources

Period 2 ends – May 25, 2024 – enter your Challenge & Refusals

May 12 – Mother's Day

May 20 – Victoria Day

June 16 – Father's Day

[Fiscal calendar link](#)

[Price Change](#)

[CSC Audit Form](#)

[Doing Business with LCBO](#)