Warehousing for Open Listings FAQ

LCBO

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General

Q. What is the difference between the Supplying Source Program and the Warehousing for Open Listings Program? How do agents participate in the Supplying Source Program?

The Supplying Source Program enables eligible manufacturers to receive online orders from the LCBO, and to fulfill and deliver them directly to wholesale customers. These are known as 'supplying sources'. Supplying sources include domestic manufacturers, authorized agents, and The Beer Store (TBS).

If an agent would like to participate in the Supplying Source Program, they must first be authorized under the Warehousing for Open Listings Program. Under this Program, agents of import products will be able to work to with the LCBO to import approved products and warehouse the products with an authorized third-party logistics company.

For questions about the Supplying Source program and open product calls, please refer to this FAQ.

Q. What is the difference between the Warehousing for Open Listings Program and the existing Consignment Program?

The Warehousing for Open Listings Program authorizes eligible third-party logistics companies and agents to enable the import, warehousing and dropshipping of eligible import products that are not listed in LCBO retail or handled through LCBO's warehouses. Approved products will be listed in the applicable LCBO wholesale catalogue(s) (grocery, convenience, hospitality, LCOs, duty free), but will be warehoused and delivered (dropshipped) to wholesale customers by authorized agents and the 3PL they work with.

The Consignment Program enables hospitality licensees to access unique products which are not generally available through the LCBO network. Agents work with the LCBO to bring products to a designated LCBO warehouse where they are picked up by an agent on behalf of a customer.

Please note that a product cannot be listed in the Import Wholesale Product call for Open Listings and available through the Consignment Program at the same time.

Suppliers

Q. I am a supplier of import products. How do I participate in the Warehousing for Open Listings Program?

You will first need to appoint an Agent to represent your products. The Agent must hold an AGCO-issued Licence to Represent a Manufacturer. Your Agent will then need to become authorized to participate in the Warehousing for Open Listings Program. Once the Agent is authorized, they will be eligible to participate in the Supplying Source Program and submit your products for the Import Wholesale Product Call.

Visit the Warehousing Program on Doing Business with LCBO for more information.

Q. I am a supplier of domestic (out-of-province) products. Do I need to participate in the Warehousing for Open Listings Program to be a Supplying Source?

No, domestic manufacturers can register to participate in the Supplying Source Program directly if they have the ability to fulfill and deliver products to wholesale customers within 14 days, as outlined in the Service Level Agreement (SLA). If you need to warehouse your product in Ontario to meet this requirement, you can work with a third-party logistics company that has been authorized under the Warehousing for Open Listings Program. A list of authorized third-party logistics companies will be maintained on DoingBusinesswithLCBO.com

Q. I am an Ontario supplier. Do I need to participate in the Warehousing for Open Listings Program?

No, Ontario suppliers can register to participate in the Supplying Source Program directly. Ontario suppliers may warehouse product according to the terms of their AGCO licence.

Agents

Q. I am an Ontario Agent. Can I participate in the Supplying Source Program without being authorized under the Warehousing for Open Listings Program?

No, agents representing import products must be authorized before they can register as a Supplying Source. This is to ensure that eligible import products are approved by the LCBO and the necessary authorization is in place to warehouse the product before it is ordered and imported into Ontario.

Once you are authorized, LCBO's Wholesale Services team will be in touch with you to register you as a Supplying Source. As part of this process, you will be required to sign a Service Level Agreement (SLA). The SLA with LCBO sets out the terms for dropshipping orders to LCBO's wholesale customers.

Visit Dropshipping and Supplying Sources on DoingBusinesswithLCBO.com for more information on the Supplying Source Program.

Q. Can I submit products for the wholesale open call for import products without being authorized?

No, you must first be authorized before you can participate in the wholesale open call. You will submit a product list as part of your application, including the authorized location where these will be stored. You will be able to submit products from your approved product list once you have been authorized under the Warehousing for Open Listings Program and registered as a Supplying Source. This ensures that only eligible products are submitted, and that a warehousing plan is in place for imported inventory.

Q. I am an agent with my own warehousing facilities. Can I use these to store product under the Warehousing for Open Listings Program?

If you are an agent with your own warehousing facilities, you can apply for authorizations for both the warehouse (using the warehousing authorization application) and as an agent. Your warehouse must be authorized in order for you to use it under this Program.

Q. Can I represent more than one import supplier?

Yes, there is no limit to the number of import products you can represent, from a number of different suppliers. You must submit a Supplier Appointment of Agent Form for every supplier you represent with a list of products. Please note that each product can only be represented by one agent.

Q. Can I apply my own fees?

Any delivery fees must be applied in accordance with the terms of your Service Level Agreement (SLA). LCBO wholesale pricing applies to all sales to wholesale customers and Agents must not add a mark-up of any form to products.

Learn more about Wholesale Pricing and delivery related service fees.

Q. Do I need an AGCO Licence?

Yes, you must have a Licence to Represent a Manufacturer, issued by the AGCO. You will be asked for your licence number as part of your application.

Q. What kind of agreement do I need to have with a third-party logistics company?

You must have an agreement with every authorized third-party logistics company you wish to work with in order to warehouse and deliver product to wholesale customers. These agreements may contain your own commercial terms, and authorized agents are

responsible for all warehousing and logistics costs and ensuring order fulfillment meets the requirements of the Supplying Source SLA.

Q. How do I know which products are eligible?

Product eligibility requirements can be found in the LCBO Wholesale Supply and Delivery Procedures Manual. The Import Wholesale Product Call is only open to products which are not currently listed and continuously available with the LCBO (LCBO Retail or LCBO-supplied to wholesale customers). This means that products identifiably similar to SKUs currently listed and continuously available, but in a different size or packaging configuration, are not eligible products.

Q. How do I import the products I represent?

Once you are authorized and registered as a Supplying Source, you can submit your products to the open call for import products. Once the listings are approved, you will be able to request that the LCBO import specified quantities of product. LCBO is the importer of record and will coordinate all inbound logistics with its carriers. Imported product will be delivered to the authorized location identified in your authorization. Please refer to your authorization for further details.

Q. Will I be charged an import fee by the LCBO?

LCBO adds the inbound freight when calculating the wholesale price. In the case where a product is imported, but is not sold to a wholesale customer for any reason, you will be required to reimburse the LCBO for the inbound freight costs. More information on the importation process will be provided as product moves through the listing process.

Third-party logistics companies

Q. Can I work with more than one agent to provide warehousing and delivery services?

Yes, there is no limit to the number of agents you can work with. You must have an agreement with each agent, and the agent must submit evidence of that agreement in the form of a signed letter as part of their application.

You are also permitted to work directly with domestic, out-of-province suppliers.

Q. Can I participate in the Supplying Source Program?

No, only suppliers and authorized agents can participate in the Supplying Source Program. You may provide warehousing and delivery services to an authorized agent for products ordered and delivered under the Supplying Source Program.

Q. Can I apply my own fees?

You may have your own commercial relationship with authorized agents and domestic suppliers. However, you may not apply your own fees on orders delivered to wholesale customers. The Supplying Source (either the authorized agent or domestic supplier) may apply delivery related service fees in accordance with the terms of their Service Level Agreement. You must also not add a mark-up of any form to products.

Q. I operate more than one warehouse, can I have them all listed as authorized warehouses?

If you have multiple eligible warehouses that you would like to be authorized, please include the details as part of your application, including the address and Excise Warehouse Licence or Customs Bonded Warehouses Licence number.

Note that agents must include the exact location where each product will be stored in their product list and LCBO will only deliver imported product to that location.