



OPERATIONAL UPDATES

LCBO B2B Claims Application

Please ensure you enter the correct PO and SKU numbers into every claim. This helps ensure the correct financial adjustments are completed in a timely manner. Job aids illustrating the location of important information on shipping paperwork, such as the location of PO and SKU numbers can be found on our website.

Website: <https://www.lcbowholesaleoperations.com/grocers.html>

LCBO Return Claims

Please ensure you print two copies of your return authorization confirmation, and have the driver sign both copies. Keep one signed copy for your store as confirmation of the pick up. Once the product has been picked up, please send a picture of the signed return authorization confirmation to Grocery Operations at: lcbogroceryoperations@lcbo.com

Invoice & Payment Reminders

All invoices must be paid in accordance with payment terms. Bi-weekly emails are auto-generated from LCBO Accounts Receivable, providing a list of overdue invoices. These invoices must be reviewed and actioned immediately. Overdue invoices may be subject to your account being placed on hold, meaning no further orders will be processed until payment is received.

Sales Reports

Please send your weekly sales reports to lcbogroceryoperations@lcbo.com no later than Tuesdays at 12pm. By not submitting the weekly sales report on time, this may result in missed LTO credits.