

LCBO COVID-19 FAQ

UPDATED November 17 2020

Contents

Product Samples	2
Product Calls (NISS).....	2
Promotions.....	3
Vintages Events.....	3
In-store Tastings Program.....	3
Supply Chain.....	3
New Product Releases	4
Direct-to-store Delivery	4
Vintages Shop Online.....	4
Retail Stores	5

Product Samples

Q – Can we still drop off NISS Product Call Tasting (Submission) Samples?

NISS Submission tastings are currently on hold. Please do not deliver any submission samples to the office. We will update when we are able to restart tastings and will continue to update the NISS deadlines schedule to reflect the continued delay.

Q – I have a new product approved. Can I deliver my Initial lab samples?

For *some* new product purchases, we will be waiving the requirement for initial lab testing. Your category team will advise if a sample is required. Please confirm with them prior to delivery. Should your initial lab be waived, suppliers will need to take appropriate measures to ensure the final product is compliant.

Q - Should I still drop off my NISS paperwork for Direct Buys?

The category team will advise if they require a hard copy or an email of any Direct Buy paperwork.

Q - What is the status of NISS Label and Shipping Container Examinations?

Electronic NISS label reviews and Shipping Container Examinations will continue as usual.

Q – I have a new Direct-to-store Delivery product. Can I deliver my final lab sample?

We will continue to process direct delivery final lab samples. Please work with your category team for directions on how to deliver.

Product Calls (NISS)

Q - Will cancelled tasting dates still occur or be re-scheduled?

New and revised deadlines will be posted on this trade site when the tasting dates have been rescheduled. Please check back regularly.

Q - What happens to the samples I've sent? What if samples deteriorate due to improper storage?

Previously received samples are currently being stored in secure and proper conditions. If you are concerned about the freshness of a particular product you can contact the appropriate Category/Product Manager once the tasting date has been rescheduled.

Promotions

Q - Can we make changes to approved promotions to help manage available inventory?

We understand that suppliers may be reviewing future promotional plans to make adjustments as a response to the current COVID-19 pandemic. Suppliers are permitted to make promotional adjustments aligned to the promotional calendar and inventory lead time deadlines. Please contact the appropriate Category Manager with any requests for promotional changes to obtain approval. In accordance with normal process, requests for any inventory adjustments for approved programs with open purchase orders should be made through WebPO. These will be assessed and amended as required.

Vintages Events

Q – What is the status of future Vintages Events?

We are not currently booking future events. A communication will be sent and posted when this program resumes.

In-store Tastings Program

Q - When will the tasting program be re-started?

We will provide an update when will be re-starting in-store tastings and will provide a revised deadline calendar.

Q - Can we still apply for tastings in future periods?

No, please do not apply for future periods at this time.

Supply Chain

Q - Does inventory want to increase existing purchase orders because my supplier is still shipping?

LCBO has rolled out a contingency plan which includes additional ordering. The suppliers should review their new orders in WebPO regularly. Requests for amendments to open POs can be made through WebPO in accordance with the normal process. These will be assessed and amended as required.

Q - How will supplier shipping delays be communicated?

Shipping delays will be communicated through WebPO.

Q - Can you tell me what changes (if any) are expected to affect PO frequency, size, scheduled receive dates, etc.? We may wish to inform suppliers and prepare them to be ready with potentially larger orders, and earlier shipment.

The LCBO is reviewing stock requirements daily; the size and frequency of purchase orders may change on case-by-case basis. LCBO continues to follow the lead time, however if the vendor is able to ship early please indicate this through WebPO and a follow up email to the inventory leader.

New Product Releases

Q – Are new product releases still being processed and sent to stores?

Yes, currently there are no restrictions on releases of new products.

Direct-to-store Delivery

Q - Are stores still accepting direct delivery orders from local craft breweries, cideries, distilleries and wineries?

Yes, Direct Delivery suppliers can continue to communicate orders through the Direct Delivery Vendor Portal (DDVP). Suppliers not registered in DDVP can continue to call in and email the stores to place orders. Please review our store closure list [here](#) for daily updated information on temporary closures, reduced operating schedules and stores that have re-opened.

Vintages Shop Online

Q - Will programs and products continue to be available for customers making purchases on Vintages Shop Online?

Yes, Classics and Special Offers will continue to be available for customers to purchase on Thursdays until further notice.

Q - Are customers still able to pick up their Vintages Shop Online orders at LCBO stores?

Customers can pick up their orders at LCBO stores during reduced hours of operation. The 30-day pick up policy is being waived for customers who are unable to pick up their orders.

Q - What impact are store closures having on deliveries of Vintages Shop Online orders to Retail stores for pick up?

Monday deliveries have been halted, and we are monitoring closures daily to ensure Vintages Shop Online orders reach their correct destination within the standard timelines. Customers also have the option of selecting to ship their orders to alternative stores.

Q - How is COVID 19 affecting the supply chain for Vintages Shop Online products?

The Toronto Warehouse is picking and shipping VSO orders daily. When we receive news of late or suspended shipping, we are rescheduling the launch of those products to a later date.

Q - I have a pre-order for an upcoming release which I would like to submit. Will pre-orders still be approved by the Category?

Pre-orders for Vintages Shop Online products will continue to be reviewed and approved by Category. As usual, the deadline for submitting your pre-orders to Category is 10 days prior to the program release (i.e. Classics, Special Offers).

Retail Stores

Q - Will store delists be handled differently during this time?

No, stores will continue to review their assortments and add/delist as required.

Q - How do I know which stores are open and closed?

We will post daily updates [here](#). Our store search on LCBO.com will also be updated daily.