

January 18, 2019

Dear Supplying Sources and Trade Partners,

In an effort to streamline operations and enhance customer service to our trade partners, we are pleased to announce the introduction of Grocery Operations new phone system and new toll free number.

Grocery Operations

wholesaleservice@lcbo.com
11th Floor,
1 Yonge Street
Toronto, ON
M5E 1E5

The new phone system will have menu options to direct your call to the appropriate customer service representative to serve you. Our new toll free number **1-833-840-6272** will help to better serve our trade partners who are located outside of the GTA. The current Grocery Operations Customer Service number 416-365-5842 will remain the same for local calls.

Effective Monday February 4, 2019 whether you call using the local number or the new toll free number **1-833-840-6272**, you will be prompted with a menu option. The menu has three (3) options and sub-menus:



1. Order or Delivery Status

Example: report a refused delivery; report a shipping error; report an ASN issue

2. Claims, Returns and Product Recall Inquiries

1. To provide status of Claim or Return

Example: product pick-up completed, report no product to pick-up at location; status of an adjustment for a claim, return or product quality complaint

2. Product Recall inquiries

Applicable to store operators only - Direct inquiries to: Quality Services LCBO

3. How to submit a claim or initiate a return

Applicable to store operators only - Refer to: Addendum to LCBO Product Management Policy & Procedures Manual for Wholesale to Authorized Store Operators available at www.lcbowholesaleoperations.com

3. All Other Inquiries

Example: how to contact Grocery Operations; Grocery Operations website www.lcbowholesaleoperations.com inquiries; how to access GMS; GMS forms and queries; how to list an eligible product; grocery product catalogue; updates to contact information

These new features will better service our trade partners in providing more efficient customer service. Should you have any questions please contact wholesaleservice@lcbo.com.

Regards,

Grocery Operations