

LCBO Convenience Outlet Policy and Procedure Manual



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CORE VALUES

The Beer Store operates within the principles of our 5 core values:



Respect

We will build trust with each other.

We operate with a sense of team and promote a culture of Diversity, Equity, Inclusion & Belonging.



Health & Safety

We care about our employees.

We strive to achieve a high standard of Health & Safety to protect all stakeholders.



Excellence

We focus on continuous improvement and performance.

We empower our employees to deliver results while controlling costs.



Customer Experience

We deliver a superior experience at every touchpoint.

We partner with all stakeholders to deliver best in class customer satisfaction.



Sustainability Leadership

We are proud to act as a steward for our communities.

We consider the environment in our actions to support a sustainable future.

Our Customer Service Commitment

As a valued customer of The Beer Store (TBS), you can expect the service levels indicated below as well as throughout this manual.



- ✓ products delivered on time to the right place and in good condition
- ✓ flexibility when unexpected circumstances arise
- ✓ notification in advance if our own circumstances arise
- ✓ our delivery driver will be pleasant, courteous, neat in appearance and wearing a company uniform
- ✓ if the order is incorrect and you require the product, TBS is committed to working with you to find a resolution to satisfy your requirements

Customer Experience Centre

For all delivery related inquiries please contact The Beer Store at:

Phone Number: 1-888-948-2337
Email: customerservice@thebeerstore.ca



****Please include your LCBO Convenience Outlet number and name on email communications****

Hours of Operation:

- Monday to Friday 8am to 8pm
- Saturday and Sunday 9am to 5pm
- Statutory Holidays CLOSED

For all order and payment related inquiries please contact the LCBO at b2bbeer@lcbo.com.

Ordering Procedures for Full Goods

All orders for delivery will be placed through the LCBO online ordering system, please reference your LCBO policy and procedure manual for instructions on how to complete this process.

Full Goods Delivery

Guidelines

- delivery day will be established by your supplying logistics site and is based on your location
- delivery time is determined by your position on the truck and delivery route
- a scheduled delivery will have an estimated delivery window; TBS will contact you if the delivery will be significantly earlier or later than the estimated time

- TBS will advise of permanent changes to your delivery day or time no less than 2 weeks prior to its implementation
- If your delivery day falls on a statutory holiday you will need to double up your order the week before, TBS will communicate these changes at least 2 weeks prior to the statutory holiday
- you may receive an emergency order on unassigned delivery days for a fee
- deliveries that are not on a scheduled delivery day will be scheduled between 7:00am – 9:00pm
- deliveries will be made in the most efficient manner possible to your premise, it will be your responsibility to put the product into storage and to ensure product is rotated in order that the oldest product is sold first with no product being sold past expiry date

Fees

delivery fee – non palletized	\$0.79/case up to \$260 max + HST
delivery fee - palletized	flat fee of \$130 + HST
returns pickup and/or supplies order only	\$175 + HST
emergency delivery – off day	\$175+ HST
phone order for empty pickup and/or supplies	\$20 + HST
Fuel surcharge	variable by month + HST

We add a nominal fuel surcharge to all deliveries. The surcharge rate is calculated on a scale and will vary as fuel prices change using the average price of fuel on a monthly basis as measured by Kalibrate Group. The surcharge will not be affected by order size, location or delivery items. We also waive the fee in cases where we have to revisit your location to correct an order.

Fees are subject to change without notice.

Fee Payment

Beer orders will be paid to the LCBO directly; however the delivery and associated services fee will be paid directly to TBS via our fees portal <https://thebeerstoredelivers.ca> where you will need to complete the payment steps before the order can be released and delivered to you.

Please reference the fee portal guide included with your onboarding package or at www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms.

Please note that all late or emergency orders must be placed on the next available delivery date and LCBO Convenience Outlets are required to contact the Customer Experience Centre before paying any TBS fees.

Delivery and Billing Documents

You will receive three notifications from TBS:

1. Upon release of the order TBS will send acknowledgement notification confirming the delivery date with product and Quantities.
2. A delivery fee invoice will be issued following submission of the full goods order and must be paid in full prior to the release of any orders for delivery.

3. TBS will send a dispatch notification on day of delivery with our driver summarizing product and quantities.

Safety

Health and safety is the responsibility of all employees of The Beer Store, no employee will work or act in a manner that could cause injury to themselves, customers or damage to equipment or property.

TBS deliveries will be made to your premises with one TBS delivery driver, you will provide assistance by supplying an employee who will accept receipt of the product.

To ensure a safe working environment for our delivery driver please reference the Safety Requirements - Delivery Acceptance Area guide included with your onboarding package or at www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms.

Product Information

Brands and Packages Approved for Sale

You may purchase all packages and brands that are included within the LCBO catalogue which have been approved for sale by TBS and inventoried by your supplying logistics site.

Product Guidelines

- beer products will be sold in clean, undamaged containers and packages
- products will not be sold after expiry and must be removed from display to the public to avoid customers purchasing expired beer products
- beer products will be accepted for return according to TBS [product, integrity and full good return policy](#)

Discrepancies

You are responsible for checking the order received and sign as confirmation that the total number of cases specified is correct, you have **72 hours** from delivery to notify the LCBO of any brand/package size errors contained within the total number of cases received.

Shelf Life

Ensuring fresh codes are available for sale is important in providing good customer service. Brewers establish code expiry dates for their products, and it is your responsibility to ensure no product is sold after its code has expired.

You must check codes monthly to ensure that the oldest stock is sold first. Further, you will immediately report any product that has reached expiry to the LCBO for pick up.

Generally, the Brewers follow the system below, the date of production is printed on the case or is evident on individual bottles and cans. The first letter of the code represents the month.

A	January	E	May	J	September
B	February	F	June	K	October
C	March	G	July	L	November
D	April	H	August	M	December

- the letter "I" is not used as it can be confused with the number 1

- next two digits represent the production day within the month – example - A01 denotes January 1
 - next digit represents the year of production – example – 3 = 2023
 - various other digits follow in the code however it is only the letter and the first three digits that apply to the self life
- Shelf life does vary, but 6 months will be used for this illustrative purpose, if the product date coded A01 has a shelf life of six months; the expiry date would then be G01 or July 1.

The product shelf life report lists the specific shelf life for all products carried by TBS, this report is updated on a regular basis and can be found at www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms.

Product Integrity and Full Good Return

Full goods can only be returned to TBS under certain circumstances, to ensure product integrity, all packages sold by your store must be sold in the original container and in pristine condition.

Product is not to be sold in damaged packaging nor is packaging to be repaired using clear tape, staples, etc.

If you wish to return product for any of the reasons listed below, please submit a pickup order through the LCBO's online ordering system so they can add the product to be picked up on your next delivery. Please reference your LCBO policy and procedure manual for steps on how to complete this request.

Damages

TBS will accept for return any product which has been discovered to be damaged within **72 hours** of delivery.

Old Code Return

It is the sole responsibility of your staff to ensure proper stock rotation, product may **not** be sold after code expiration, old code returns will be given empty credit only.

Product Recall

In certain circumstances, TBS may issue a recall notice for a product or code production date, this product shall be removed from your inventory for sale upon notification.

Customer and Product Complaints

Complaints

For unresolved customer complaints or issues between you and your supplying logistics site, please contact our Customer Experience Centre.

Product Exchanges, Returns and Damaged Cases

Under no circumstances is product returned by customers to be placed back in inventory. This includes 'repacks' where damaged, refunded and/or exchanged cases returned by a customer are then repackaged into smaller size packs and resold e.g. when a damaged 24 pack of beer is returned, bottles may not be taken out and placed into a 6 pack for sale to customer or sold as singles.

Advise the LCBO through their online ordering system of these planned returns and your supplying logistics site will pick up on your next delivery. If you do not complete this process our delivery driver will not be able to pick up the product.

Pricing

- all products must be sold to customers in the same selling unit that you purchased from TBS
- please reference your LCBO policy and procedure manual for additional information on pricing

Required Practices and Procedures

LCBO Convenience Outlet Program

The responsibilities of an LCBO Convenience Outlet are outlined in the contract between you and The Beer Store. You must adhere to all the requirements set out in your contract as well as this policy and procedure manual. Failure to comply will be reported to the LCBO and could result in suspension or termination of your contact.

Brewery Vouchers

Any brewery voucher presented by a customer cannot be redeemed by your store, brewery vouchers are only accepted at TBS Retail Stores and Distribution Centres.

Gift Cards

Any Beer Store gift card presented by a customer cannot be redeemed at your store, gift cards are only accepted at TBS Retail Stores and Distribution Centres.

Social Responsibility

Your employees must enforce the requirements of the *Liquor Licensing and Control Act 2019* as it relates to customers, copies of the Act can be obtained at www.e-laws.gov.on.ca.

For additional information visit the Alcohol and Gaming Commission of Ontario website at www.agco.ca.

Advertising

Advertising – Use of The Beer Store Wordmark

Subject to prior written approval from TBS, “The Beer Store” wordmark and other TBS branding is available for use in your advertising. Prior approval is obtained by contacting marketingdepartment@thebeerstore.ca and submitting a copy of the advertisement for authorization.

At no time, until the prior written approval and consent of TBS, shall you use the TBS wordmark or TBS branding for any type of advertising campaign whether through social media platforms, poster displays, radio ads, TV commercials, or any other type of platform.

Brewer Advertising

All advertising beer products must comply with all the regulations enacted pursuant to the *Liquor Licence Act 2019*. It is your responsibility to ensure that all advertisements fall within the parameters set out in the regulations and in the AGCO Liquor Advertising Guidelines, as may be amended from time to time.

Visit the Alcohol and Gaming Commission of Ontario website at www.agco.ca for further information.

Empty Returns and Supply Orders



Ordering Procedures for Empty Pickups and Supplies

It is recommended that you place your full goods order first with the LCBO to be processed, then complete your empty return order and/or supply order as per the information below.

Online Ordering

All empty pickup/supply orders must be placed on our Beer for Business online platform at www.beerforbusiness.ca available 24 hours a day, 7 days a week. Log on credentials and access to the ordering guide will be sent to you by our Customer Experience Centre upon new account set up to the email address on file or when you fill out the registration form at www.beerforbusiness.ca.

There is also a FAQ on navigating the system accessible at the bottom of the page once logged in.

Phone Ordering

A service fee of \$20 will be applied for all pickup/supply orders placed over the phone via our Customer Experience Centre. This is an optional fee, as our user-friendly online ordering system at www.beerforbusiness.ca remains a free of charge option for placing your orders.

Cut Off Time for Pickup Order

Pickup/supply orders must be received by the cut off time established by your supplying logistics site, which can be found in the 'My Account' page when logged in to Beer for Business. You may make changes to a pickup/supply order until the order cut off time.

Delivery and Billing Documents

There are 4 documents in our ordering and pickup process, if our emails are not reaching you check your junk or spam folder or access these documents from the www.beerforbusiness.ca document history page.

Order Confirmation	• we send this email when your pickup order is received • order confirmation lists all supplies ordered
Bill of Lading	• we send this with the delivery crew • document is a packing slip and only lists the supplies and quantities delivered • receiver will be asked to sign the form to confirm the supplies being delivered
Customer Returns Slip	• delivery crew will itemize all of your empty returns at the time of pick up • receiver will be asked to sign the form to confirm the empties being returned • delivery crew will not know the amount owing and will not be calculating the value of your empty returns at time of pick up • administrative team will credit your account within 24 hours of the pickup
Credit Note	• we send this email when your returns have been entered at TBS • lists all the empties returned, the value of the return by package, commission and HST (if applicable) and the total amount that will be credited to your account • quantities on the credit note should match the customer return slip left with you at the time of pick up

Guidelines

- pickup day will be coordinated with your full goods delivery service for maximum efficiency and is established according to your location
- if you request an empty pickup only and/or supply order only not scheduled with your full goods delivery there will be a **\$175** fee applied to your account

Empty Returns

Environmental leadership means promoting the recovery, reuse or recycling of all our packaging and encouraging customers to participate in this program as a means of reducing waste.

LCBO Convenience Outlets **must accept and refund** customers for deposits on all beer, wine and spirit containers on which a deposit has been paid in the Province of Ontario. As well, LCBO Convenience Outlets must accept all related secondary packaging that is returned to TBS with normal empty returns.

Empty Pick Up Requests

When you place your empty pickup order on a set day online using our Beer for Business website www.beerforbusiness.ca you first order your supplies and then at the time of checkout you will advise how many empties or 'footprints' are to be returned.

The footprint count is the number of pallet positions on the truck, a PECC is 1 footprint, two gaylords are 2 footprints and each pallet of empties from 1 case up to an equivalent full pallet is 1 footprint.

Return Requirements

Ontario Deposit Returns (ODR) program covers all wine, spirit, and cooler containers over 100ml sold in Ontario and beer containers over 100ml sold outside TBS system.

All refillable glass bottles must be kept separate from non-refillable bottles. Non-refillable glass bottles can be co-mingled but sorted into clear and coloured glass bins, including beer, wine, spirit, cider and other alcoholic glass containers accepted for deposit refund through the TBS beer container recovery system.

Containers that are not properly separated will not be accepted by TBS. If it is found that the containers are not properly separated after pickup TBS may charge a secondary sorting fee and/or debit the handling commissions paid on non-complaint ODRP containers.

When returning containers, they must be segregated by package type and deposit value. This will allow drivers to get an accurate count and apply the proper credit.

All bulk return containers **must** be accompanied by a check off sheet denoting how many units are in the container. You will find check off sheets for can and co-mingled ODR/TBS bins at www.thebeerstore.ca/lcbo-convenience-outlet/deposit-returns.

Ahead of pickup you are to place a shipped from label on all gaylord liners, PECC liners and clear plastic bags with your LCBO Convenience Outlet number clearly marked.

BEER STORE
Logistics

SHIPPED FROM : _____

DATE: _____

Sorting Requirements

On our website www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms you will find a spreadsheet titled Product Shelf Life which lists all brands supplied by TBS and whether or not the container is refillable or non-refillable.

You must sort by container type and deposit value unless indicated below:

- | | |
|--|---|
| • glass container – TBS – refillable | must also be separated by type/brand |
| • glass container – ODR/TBS non-refillable | must also be separated into clear and colour |
| • tetra pack - ODR | deposit value sizes can be mixed |
| • bag in box - ODR | bag/bladder needs to be removed and box placed with cardboard |
| • ceramic/porcelain - ODR | deposit value sizes can be mixed |
| • PETs | TBS and ODR and deposit sizes can be mixed |
| • aluminum/steel container – cans | TBS, ODR and deposit sizes can be mixed |

Deposit Value

- | | |
|---|------|
| • containers over 100ml and up to 630ml | 10¢ |
| • containers more than 630ml | 20¢ |
| • cans less than or equal to 1 L | 10¢ |
| • cans greater than 1L | 20¢ |
| • cylinders less than 30L | \$20 |
| • kegs greater than or equal to 30L | \$50 |

Please note that containers less than or equal to 100ml should be placed in the customer's local blue box recycling program. If these containers are returned to TBS there will be no deposit paid, however TBS will ship to our recycler.

On our website www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms you will find the Kegs Accepted for Deposit form which shows you what kegs/cylinders are to be accepted and the deposit value.

Container Types

Ceramic/Porcelain

Must be kept separate from all other package types returned in a box clearly labelled "CERAMIC."

Aluminum/Steel Container (can)

TBS and ODR aluminum/steel containers (cans) can be commingled and loose (not in bags) within an empty can container (PECC) and liner and placed on a brewer standard pallet with a **maximum of 260 dozen per bin** (approximately 200lbs). Please note over filling causes the sides of the PECC to bow and excess containers will fall out of the bins.

Tetra Pack/Bag in Box/PET

Must be sorted separately by package type and returned using clear plastic bags that clearly state how many containers are in the bag.

Where volume warrants a gaylord bin and liner with a check off sheet adhered to the container denoting the number of units within may be used.

Glass Container – Beer - Refillable

Industry standard bottles (ISB) or private mold bottles (PMB) must be kept separate from non-refillable bottles; ISB can be sorted together regardless of brand in one case while PMB need to be separated by brand in one case. All glass containers are to be returned in the original packaging or TBS knockdown cartons.

Containers are to be palletized using only brewer standard pallets with a **maximum of 12 cases** (24 bottles per case) placed on each row.

Glass Container – ODR and Non-Refillable TBS

Gaylord bins are used to return all ODR and non-refillable TBS glass which can be co-mingled but must be sorted into bins containing only clear and coloured bottles. A [check off sheet](#) must be adhered to the container denoting the number of units by deposit value. Do not overfill the gaylord bins, no crestring.

Case Piling and Palletizing

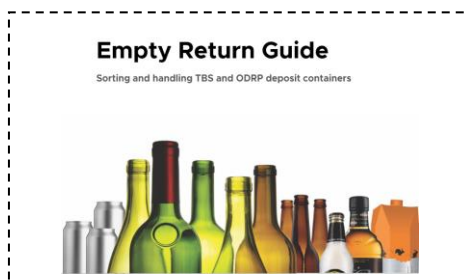
TBS refillable glass containers are to be palletized for return, ODR/TBS non-refillable glass containers should only be palletized when your supply of gaylord bins have run low. The mixing of 10¢ containers and 20¢ containers in cartons on the same row is not permitted, with the exception of the top row of a return pallet. Clear ODR/TBS non-refillable bottles, colour ODR/TBS non-refillable bottles and refillable bottles must all be returned on separate pallets.

Secondary Packaging

- plastic wrapping
- cardboard cases
- boxboard
- paper bags
- plastic rings
- bottle caps
- corks

Secondary packaging will be accepted for pick up at no charge to you and no deposit value credit given. All secondary packaging should be placed in separate bags.

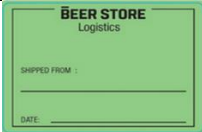
If volume warrants, you may return cardboard cases in a PECC bin. A plastic liner is not required to return cardboard.



For additional information on empty returns please reference our **Empty Return Guide** included in your welcome package or you can find it on our website at www.thebeerstore.ca/lcbo-convenience-outlet/deposit-returns

Supplies

TBS has supplies that are available to you for empty sortation, you can place an order for them to be delivered on your next delivery day. Costs will be debited against your account.

Description	Shipping Size		Description	Shipping Size	
Clear bags 26" x 36" Clear bags 35" x 50"	250/case 125/case		PECC can bin liner (red tint)	1 each	
Gaylord	1 each		Shipped from label	500/roll	
Knockdown – ODR (12)	25/bundle		Shrink wrap	1 each	
Knockdown – TBS (24)	60/bundle		TBS pallet	1 each	
PECC can bin	1 each		Twine	1 roll/box	

Mandatory Initial Supplies

Upon startup of taking back empties TBS will supply you with the following package of supplies. Reuseable supplies, which are pallets, gaylords, PECCs and liners are at no cost, all other supplies will have a cost associated with them and will be invoiced.

Supply	Amount Supplied
TBS brewer standard pallet	6
gaylord	2
PECC can bin	2
PECC can bin liner (red)	4
TBS knockdowns	1 bundle
ODR knockdowns	1 bundle
twine	1 roll
shrink wrap	1 roll
shipped from label	1 roll

Defective or Damaged Bins

Damaged or defective bins may include rips or tears and should be removed from service, labelled and sent back to your supplying logistics site for recycling. TBS will replace damaged/defective bins at no cost to you.

In the event a defective/damaged bin is assembled and filled with recyclables the bin must be secured in plastic wrap and identified as defective before transport with mobile equipment.

Payment for Empty Returns

You will be paid the deposit value for all empty eligible program containers that are returned to TBS and a commission of **20%** per eligible container and \$2.00 flat rate per keg/cylinder. If you provide an HST number then HST will be paid on the total commission value. All commission payments will be directly deposited to your account.

Signage – Empty Container Dealer

- upon start up, you will receive one interior and one exterior sign
- additional signs are available at a cost
- ensure signage is maintained in good condition and viewable to customers
- any signage, whether interior or exterior should not have its view obstructed from the public
- you are responsible for replacing damaged signage
- additional signage you are considering must first be approved by TBS for both content and graphic design
- signage not approved or use of the TBS wordmark in any form of advertising or signage that does not meet TBS standards must be removed upon request at your expense

For all questions regarding signage please email logistics@thebeerstore.ca

Hours of Empty Return Operation

You must post signage in a clear, unobstructed and visible area to the public that your location accepts eligible program container returns and also include hours of operation for accepting returns.

Please reference your policy manual supplied by the LCBO for any further requirements regarding hours of operation.

Empty Return Locator Website

We have an empty return locator on our TBS website www.thebeerstore.ca/where-to-return-empties where customers can visit and search the closest return site to their location. Please ensure your hours are kept updated by sending an email to tbs_stewardship@thebeerstore.ca advising of any changes.

Updates

For updates to our LCBO Convenience Outlet Policy and Procedure manual or other material please visit www.thebeerstore.ca/lcbo-convenience-outlet/manuals-and-forms.