



Grocery Store X The Beer Store FAQ

This FAQ is aimed to address common questions and provide clarity on the Beer Store's delivery process, requirements and other related information to Grocery Stores.

Please take a few minutes to review the FAQ and do not hesitate to reach out to us at 1-888-948-2337 or customerservice@thebeerstore.ca if you have any delivery or pick up related inquiries for further assistance. Have your LCBO number available to provide to our customer service representatives.

Ordering

1. How do I place an order for delivery from The Beer Store?

Log on to the LCBO Gateway ordering system <https://wholesale.lcbo.com/> for a full product catalogue and to submit your Beer order. For assistance with logging into the LCBO Gateway online ordering system, please contact lcbogateway@lcbo.com.

2. What is my order cutoff time?

Please refer to the cutoff schedule below.

| Delivery Day | Monday/ Saturday | Tuesday | Wednesday | Thursday | Friday |
|-------------------------|---------------------|----------|-----------|----------|---------|
| LCBO Cutoff (9:00am) | Wednesday | Thursday | Friday | Monday | Tuesday |

3. Can I change or cancel an order after it's been placed?

Please contact the LCBO at groceryandconvenience@lcbo.com for all order modifications or cancellations.

Delivery

4. What is the delivery schedule?

At the time of customer set up with the LCBO, grocery customers are assigned a delivery day. This day is static, meaning that all deliveries assigned to a specific day of week will occur on that day. Please contact The Beer Store at 1-888-948-2337 or email customerservice@thebeerstore.ca for more information regarding your delivery schedule.

5. How are deliveries confirmed?

Once your order is released, you should receive an order confirmation through email with a breakdown of items on order for delivery.



6. If I order products that cannot be filled, do we have to reorder them or it will be automatically filled in some targeted timeframe?

There are no back orders. You will need to place a new order with LCBO for any products that you need.

7. What should I do if my delivery is missing items?

Claims must be submitted within 72 hours through the LCBO Gateway Application at <https://wholesale.lcbo.com/>.

8. How do I handle damaged goods in my delivery?

Returns are to be reported through LCBO directly for shipping errors, damaged/unsaleable product or quality issues/recalls. Claims must be submitted within 72 hours through the LCBO Gateway at <https://wholesale.lcbo.com/>. Once approved, LCBO will email the details to The Beer Store to process the return(s) and will be picked up on your next scheduled delivery day.

9. Do I need to be present to accept the delivery?

Yes, a store representative must be present to inspect and sign for the delivery. Ensure that the person accepting the delivery has authority to verify the order and sign the necessary paperwork.

10. What happens if I am not available during the delivery window?

If no one is available during your delivery window, your order will be brought back to our warehouse for cancellation. Please be sure to contact The Beer Store 1-888-948-2337 or customerservice@thebeerstore.ca to update your accurate delivery window.

11. How should I prepare my store for the delivery?

Make sure there is clear access to the delivery area. Ensure that there is adequate space for the order and that any required documentation is ready for signing.

12. How to I return Beer pallets?

Beer pallets are property of The Beer Store and must be returned on your next delivery with The Beer Store.

13. How can I get more information about delivery policies?

Please visit <https://www.thebeerstore.ca/grocery-stores/manuals-and-forms> for a full policy and procedure manual.



Invoicing & Payment

14. How do I report issues with billing or payments?

For any billing or payment discrepancies, contact the LCBO directly groceryandconvenience@lcbo.com.

15. How do I pay for my Beer order?

All payments are to be made to LCBO directly. **No payments should be made to The Beer Store.** You may contact groceryandconvenience@lcbo.com for more information regarding payments.

Handling Empties (Empty Bottle Dealer accounts only)

16. Am I required to take back empty containers and refund deposits?

Grocers will be notified by the LCBO if they are required to process empties and refund deposits under Ontario law and regulations. Exempt grocers may contact The Beer Store about voluntarily becoming an Empty Bottle Dealer.

17. How do I become an Empty Bottle Dealer and is there a cost?

Grocers can reach out to customerservice@thebeerstore.ca to inquire about becoming an Empty Bottle Dealer. There is a one-time onboarding fee of \$1419 (\$209 for required, single use supplies + \$1210 to buy into the pallet, Orbis bin and PECC bin float) that will be charged to grocer. The \$1210 for reusable supplies is refundable if the Empty Bottle Dealer license were ever to be surrendered or revoked in the future.

18. What are the handling fee rates?

Grocers who enter into The Beer Store's standard Empty Redemption Agreement will receive 2 cents per beer or ODRP container sorted in compliance with TBS guidelines. Grocers who do not have an agreement with The Beer Store will only receive a handling fee on ODRP containers sorted in compliance with the LCBO's Grocery Store Operational Policy.

19. What kind of empties do I collect and return to The Beer Store?

Grocers must accept all containers from both the ODRP system and the TBS container recovery system and must refund deposits in compliance with applicable law and regulations, regardless of whether the Grocery Store Licence holder has an agreement with TBS. Grocery Stores are required to refund deposits on all eligible containers regardless of whether they sell those brands or types of liquor (e.g. wine and spirits are part of the ODRP).

20. Where can I find information on eligible containers and deposit rates?

Refer to the Empty Return Guide for more information regarding eligible containers and deposit amounts.



21. How do I schedule a pickup of empties?

Log in to www.beerforbusiness.ca using your Empty Bottle Dealer account number. This differs from your LCBO-issued grocer license number. Returns can be reported alone under the Returns section or they can be reported alongside a supplies order (see question below), as long as you ensure the date coincides with a delivery order (unless you receive brewer direct deliveries). Even when reporting returns be sure to click submit and obtain your returns order number as confirmation.

Returns will be reported in the amount of footprints (pallet spaces) you will require on the truck, i.e. how many pallets worth of empty cases and/or how many bins you have for return. This is important so we can ensure to leave enough room on the truck for your returns.

22. How do I order supplies?

Log in to www.beerforbusiness.ca using your Empty Bottle Dealer account number. Supplies can be found in the Shop From Catalogue section (scroll down to find "Supplies"). Once added to cart, be sure to review your order and report any returns prior to submitting.

23. Which supplies are available to order and is there a cost?

Pallets, PECC bins and Orbis bins are charged with the initial onboarding and are replenished on an ongoing basis as needed. The rest of the available supplies and costs are as follows:

| Required Supplies | Article # | Cost per Supply | # of units included | Price per unit |
|---|------------------|------------------------|----------------------------|-----------------------|
| Liner Bag Roll (red tint) | 90055 | \$78.13 | 50 | \$1.56 |
| TBS knock down carton bundles | 90023 | \$25.80 | 60 | \$0.43 |
| ODR knockdown carton budle | 90022 | \$19.25 | 25 | \$0.77 |
| Handwrap Box (1 rolls) | 6060 | \$7.11 | 1 | \$7.11 |
| Shipped to Labels Roll (green) | 6033 | \$46.70 | 500 | \$0.09 |
| Roll of twine | 6032 | \$32 | 1 | \$32.00 |
| | | | | |
| Optional Supplies | Article # | Cost per Supply | # of units included | Price per unit |
| Clear bags 26"x36" box | 6030 | \$21.08 | 250 | \$0.08 |
| Clear bags 35"x50" box | 6142 | \$22.58 | 125 | \$0.18 |
| Cardboard Gaylord | 6000 | \$28.81 | 1 | \$28.81 |
| 8 pack Carrier box | 6092 | \$42.61 | 125 | \$0.34 |
| | | | | |
| Optional Service Fees | Price | | | |
| Outside delivery window pick-up request | \$175 | | | |



24. What are my responsibilities as an Empty Bottle Dealer outside of collecting empty containers and providing deposit refund?

1. Grocers must accept returns of all eligible containers and acceptable related packaging at all times during which beverage alcohol is offered for sale.
 - a. Acceptable related packaging refers to the following materials, when returned with eligible containers:
 - plastic wrapping
 - cardboard cases
 - boxboard
 - paper bags
 - plastic rings
 - bottle caps
 - corks
2. Follow the Safety Requirements – Empty Acceptance Area policy.
3. Follow the sorting manual for sorting requirements.
4. Booking your pick-up order, which must coincide with a delivery order unless a brewer direct delivers. Any pick-up outside the delivery window made by The Beer Store will incur an “outside delivery window pick-up” fee.
5. Entering footprints on the return request. This is important as it will determine routing.
 - a. Each “footprint” is a pallet space on the truck, i.e. one pallet worth of empty cases or one full bin.

25. Are there any additional service fees?

There is an optional service fee for a pick-up made outside your regular delivery window, including pick-ups requiring specialized equipment that differs from that on your delivery truck. This fee is \$175.00 + tax.

26. Where do I go if I have further questions?

You can refer to the Empty Return Guide, Sorting Guide and Policy & Procedure Manual. For any additional questions you may reach out to The Beer Store’s Customer Service department at 1-888-948-2337 or customerservice@thebeerstore.ca.