



Hospitality Handbook



BCLIQUOR

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Introduction

Welcome to BCLIQUOR (BCL)!

At BCL we are committed to providing you with great customer service. Our vision of service, relationships, and results guides everything we do, with a focus on improving the customer experience and supporting our stakeholders.

During the ordering process, the BCL team is committed to:

- ✓ Providing support for any questions or concerns
- ✓ Entering orders and requests in a timely manner
- ✓ Informing you of any stock outs or order issues in a timely manner

Over the following pages, there is detailed information on:

- ✓ Ordering Types
- ✓ Process
- ✓ Timelines and Fulfillment
- ✓ Customer Service
- ✓ Returns

We hope that this handbook equips you with the tools and information needed to purchase from BCL and remains a valuable reference as your business needs evolve and change.

If you have additional inquiries that are not included in this booklet, please contact your servicing BCL and the team will be pleased to assist you. We look forward to serving you soon!

BCL Team

Before You Order

Selecting the right BCLIQUOR location

There are nearly 200 BCLIQUOR (BCL) stores throughout the province to serve our customers. We recognize that each hospitality customer has unique business needs and each BCL also has a unique product capacity and ordering schedule that is influenced by its location, store capacity, and volume of hospitality orders.

Before placing your first order with a new BCL location, please review the next section on “Order Types” and reach out to the location you are interested in to discuss your ordering needs.

- If that BCL location cannot meet your needs, the store team will be able to assist you in identifying another location in your area that may be a better fit.
- You can find a full list of our stores and their contact information here:
bcliquorstores.com/store/locator

Before Your First Order – Support Documents

Review the **Before Your Place Your First Order** checklist available in the appendix of this handbook.

Order Types

There are three different order types to service hospitality customers:

- 1) Weekly orders
- 2) Ad hoc orders
- 3) Shop in store

Consider your ordering needs and review each of the three order types on the next page to see which order type(s) best match your business needs.

You may find your business needs may change throughout the year and require one, two, or all three order types depending on the season.

As your needs evolve over time, please reach out to your servicing BCL to chat about how you can update your order type(s) as needed.

Order Types



Weekly Orders



Ad Hoc Orders



Shop in Store

Summary

- Require 4 or more cases of products each week
- Have a set day and time for orders and pickups

- Order products only as needed – no weekly order requirement
- Order products for Special Events

- Shop off the shelf
- Mostly in-store single bottle picks
- Best for purchases of less than 3 cases (per visit) of product

Order Size

- Regularly orders 4 or more cases per week
- Places orders every week

- 3 or more cases of BCL stocked product and/or wholesale product as needed
- OR**
- As needed for events

- Shop off shelves in store as needed
- Partial cases

Timeline

Requires at least 72 hours lead time for BCL stocked product
For more information on order timelines see [Order Timelines and Fulfilment](#)

No lead time

Benefit

- Highest order fulfilment rate
- **Added convenience:** orders are picked and assembled for you
- **Consistency:** same order submission/pickup day weekly

** Please note your weekly order submission deadline will be determined by your weekly pickup day.*

- **Provides flexibility** to order specialty products as needed (for example, for special events)
- **Order only as needed:** does not require weekly order schedule

- **Most flexibility** with no lead time and you can make on-demand purchases
- Best option for businesses that:
 - Need less than 3 cases per week
 - Require less than 1 case of product
- Ideal for mid-week top ups

**Please note [wholesale product](#) is not available to shop in store. To receive a wholesale product, please place an ad hoc order or a weekly order.*



Overview: Order Process for Weekly & Ad Hoc Orders

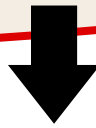


Submit Order

- ✓ Via email
- ✓ By 9:30 a.m.

Third-Party Wholesale Products

- ✓ Have longer lead times for fulfilment
- ✓ Will be added to your orders as it arrives at your local BCL



Receive Order Confirmation

- ✓ Via email



Order Assembled

- Cases and bottles picked
- Order checked by staff
- Order ready for pickup



Payment & Pickup

Please see the [Payment Section](#) for additional information.

1. You, or your authorized carrier, pick up your order from your assigned BCL on your assigned pickup day.

2. Verify your products received against receipt.



Order Timelines and Fulfilment

Before placing your first order with your a BCL location, please contact the BCL store team and **ensure you are aware of that location's Hospitality order timelines.**

At all BCL stores, orders must be placed via email **at least** three days (72 hours) prior to your desired pickup date.

- The order submission deadline is 9:30 a.m. each day.
- If you do not have three business days before you require your order, please [shop in store.](#)

Order timelines and fulfilment are also influenced by:

- Your BCL's order and delivery schedule
- Your BCL's product assortment
 - *i.e. Does this location carry the products you're ordering?*
- Type of products you are ordering
 - *I.e. Third-Party Wholesale Products*
- Warehouse of origin
 - *I.e. Third-party vs BC Liquor Distribution Branch (LDB)*

Why 9:30 a.m.?

The order deadline is determined by the submission deadline for submitting orders to our warehouse. BCL stores must submit their orders to the warehouse by 10:00 a.m.

The table below outlines the order timeline and fulfilment attributes by product type.

	Product Type	Order Timeline	Quantity	Description
	BCL Stocked Product <i>Commonly referred to as Listed Product</i>	Minimum 72 hours	Ordered/sold by selling unit or by case	This product is part of the assortment for your specific BCL location. Assortment can vary by location.
WHOLESALE PRODUCT	LDB Warehouse Stocked Wholesale Product <i>Previously referred to as Stocked SPEC product</i>	Minimum 72 hours	Ordered/sold by case only	This product is not part of the store's assortment but is stocked at LDB warehouses.
	Third-Party Wholesale Product <i>Previously referred to as NSW (Non-Stocked Wholesale Product)</i>	On average arrives in 10 business days Additional information re: ordering on the next page	Ordered/sold by case only	This product is not part of any BCL's assortment and is not stocked at LDB warehouses. Product is ordered from third-party warehouses (not belonging to the LDB).



Third-Party Wholesale Product: Avoiding Redundant Orders

If you are ordering [Third-Party Wholesale Products](#), please note these products require extra lead time.

To avoid redundant orders, we ask that you do NOT reorder products unless you would like additional quantities.

Please note the following ordering guidelines:

- Once an order has been placed, consider Third-Party Wholesale Products are **on order** unless you hear otherwise.
- If you place a subsequent order for Third-Party Wholesale Products before your previous order arrives in-store, then multiple cases will be on order for you.
- You will be expected to purchase all products ordered once they arrive.
- If the Third-Party Wholesale Product does not arrive 30 days after placing the order, the product may not be available and the order will be cancelled.
- Cancelled orders can be re-ordered once the product becomes available again.

If you would like to know the status of a SKU that has been ordered but hasn't arrived yet, please reach out to your BCL store team for assistance.

Limited Product

BCL Product Limits

The LDB works to ensure all BCL stores are consistently well-stocked to meet the needs of all customers. However, there are instances where product may be out of stock or in high demand, in which case, BCL stores may have limited access to these products.

There will rarely be limits placed on the quantity of products you can order. When stock is limited, BCL stores may be required to impose quantity limits on these products for all BCL customers (hospitality and retail).

In these rare instances where there are limits, the limits will be listed on the product page on the [BCLIQUOR store website \(bcliquorstores.com\)](https://bcliquorstores.com). Customers will also be informed of bottle limits at the time of order submission in their Order Confirmation email.

Special Release Products

BCL hosts multiple special events throughout the year, most notably the Bordeaux and Spirit Releases. For any release event, products may have quantity limits, and wholesale pricing is restricted for the first seven days of the release.

Any restrictions on wholesale pricing availability or quantity limits for Special Release products can be found on the relevant Special Release landing page on the [BCLIQUOR store website \(bcliquorstores.com\)](https://bcliquorstores.com).



Submitting Your Order Via Email

Before you email your order to your BCL store team, please ensure the following:

- ✓ Your order is being placed **at least three business days (72 hours)** prior to your desired pickup date.
- ✓ You are submitting your order before 9:30 a.m.

Recommended: Please use the BCL Product Order Form to submit your order (see example to the right).

- This form will help you provide all the required information listed below.
- If you are interested in using this form, please ask your servicing BCL store for a copy or download a copy from the BCL website.

The form is titled 'BCL Product Order Form'. It includes fields for 'Licensee Name', 'Order Date', 'Contact Name', and 'Phone Number'. Below these is a table with columns for 'Product Description', 'Quantity', and 'Price'. A red banner across the middle of the table reads 'NON STOCKED WHOLESALE PRODUCT'. At the bottom, there is a section for 'Comments' and a footer with the BCL logo and website information.

Your order email must include the following:

- ✓ **LICENSEE NAME AND LICENSEE NUMBER**
- ✓ **ORDER DATE AND PICKUP DATE**
- ✓ **CONTACT NAME, EMAIL, PHONE NUMBER**
- ✓ **SKUS**
 - A SKU is required.
 - Product SKUs can be found in the [Hospitality Product Catalogue](#) (on the LDB Wholesale website) or on the BCL website.
- ✓ **PRODUCT DESCRIPTION**
 - Product descriptions can be found in the Hospitality Product Catalogue, or on the BCL website.
- ✓ **QUANTITY**

Getting Your Quantities Correct:

Products can be ordered either in **selling units** or **by the case**.

When ordering by **selling units**, please be specific to avoid ordering/charging errors.

- For Example: If you would like to order 24 cans of a specific beer, you must indicate pack size (i.e. 6 pack, 24 pack, singles etc.)

Once your order is submitted, the BCL team will send you a confirmation email.

BCL will enter your order as submitted.

To avoid errors or delays with your order, please ensure your order is accurate and confirm product descriptions, SKUs, and quantities prior to submission.



Order Pickup & Payment

Due to limited warehouse space in our stores, BCL requests Hospitality customers (or third-party carriers) to promptly collect all ordered product.

If your BCL store has provided a specific pickup window, please ensure your order is picked up within that window.

If your BCL store has *not* designated a specific pickup window for your order, please ensure your order is picked up before 4:00 p.m.

Failure to collect ordered product may result in a temporary restriction on further order placement until the pending product is picked up.

Why 4:00 p.m.?

Picking up your order before 4:00 p.m. ensures that a member of our team will be available to facilitate your order pickup without delay.

Using a Third-Party Carrier for Order Pickup

You may arrange a third-party carrier as needed.

- You are responsible for directly communicating your business needs and any changes in order/pickup schedules to your third-party carrier.
- Collaborate with your BCL store team and your third-party carrier if there are any questions regarding missing, shorted, or damaged product.

Please note that BCL stores do not offer any shipping or delivery services of any kind.

Payment

The following means of payment are accepted at BCL for Hospitality customer transactions:

Payment Type	Description
Cash	<ul style="list-style-type: none">• In amounts totalling no more than \$10,000 CAD.• International currency is <u>not accepted</u> for Hospitality customer payment.
Pre-authorized payment (PAP) (also known as pre-authorized debit (PAD))	<ul style="list-style-type: none">• Pre-authorized electronic debit banking system where customers authorize payment to pre-authorized vendors, such as the LDB.• A Letter of Credit /Guarantee is required. <p><i>For further information on either the PAP Process or Letters of Credit/Guarantee, please contact the LDB Finance Department at ldbap@bcldb.com.</i></p>
Payment cards	Card-present transactions (credit and debit cards with tap, chip and pin, swipe)
Card Not-Present Transactions (also known as "MOTO")	<ul style="list-style-type: none">• Payment made in store with a non-present payment card.<ul style="list-style-type: none">○ These payments are completed via phone or in person.○ The person requesting the card-not-present payment must be listed on Authorized Signers List.• If the BCL team is unable to verify the purchaser, the sale cannot proceed.• An up-to-date Authorized Signers List is required.
Bank drafts	Accepted ONLY for transactions of \$5,000 CAD or more and with the approval of the Regional Manager and Finance Director. To request payment by bank draft, please contact your local BCL.

Pricing and Promotions

Please be aware that the price of your product will reflect the price available on the date of **purchase** and not the price available upon order placement.

The Hospitality Product Catalogue and the Hospitality Pricing Calendar is available on the LDB Wholesale website: <https://wholesale.bcldb.com/hospitality>.

If you have any questions about a current price promotion, please reach out to your BCL store team.

Gift With Purchase

Products purchased at Hospitality/Wholesale pricing are not eligible for gift or free with purchase items.

In-Pack and On-Pack Items

Hospitality/Wholesale customers can purchase items with an in-pack/on-pack.

In pack and on pack items are subject to deposit fees.

Non-Alcoholic Product

As of May 16, 2025, LDB Wholesale Operations ceased carrying and distributing non-alcoholic products.

All non-alcoholic products in BCL are available for sale at the current retail price at the time of purchase to all customers – hospitality and retail.

Customer Service

We are committed to providing the highest level of service and strive to address concerns in a timely and professional manner. If you believe that something in your order is incorrect, or you have any concerns about your recent order, please reach out to your BCL store team within **one week (seven days)** of collecting your order.

For escalated support, please contact your BCL location and speak with the Store Manager. If they are unavailable at the time of your call, please leave your name, licensee number, phone number, and your preferred availability for a call back.

To ensure the best possible experience, we ask for all customers and BCL team members to make a mutual commitment to:

- ✓ Communicate respectfully in a professional manner.
- ✓ Clearly and accurately communicate issues as they arise.
- ✓ Act with integrity and honesty when we encounter challenges.

Returns

BCL offers returns in the event of a **product defect**, **permanent business closure**, or a **Seasonal Operation Claim**.

Products that are ordered in error or excess and/or slow-moving inventory are *not* eligible for returns. Please ensure you are reviewing your orders in detail before submission to avoid errors.

If you are returning products in multiple case quantities, you must arrange a date and time with your designated BCL to complete the return.

Defective Products

If you believe you have received a defective product or have been informed of a defective product by an Agent, please reach out to your BCL store team to inquire about the returns process.

Please ensure the defective product has at least one-third of its contents remaining, and you have the original corresponding receipt.

Product Defects

Examples of product defects include:

- Mold inside or outside the container
- Damaged corks, seals or caps (including faulted wine)
- Fermentation in the container
- Incorrect labelling
- Foreign particles in the container
- Unit(s) missing from the case (short case)

The product must be returned within 90 days of purchase with the original purchase receipt.

Expiry Date/Best Before Date

- A product that is shipped with a shelf life less than 45 days due to the expiry or best before date indicated on the product, can be returned as a defective product.

The product must be returned within 30 days of purchase with the original purchase receipt.

Product Recalls

- Information and customer instructions will be received by your supplying BCL. These instructions will also apply to any recalled product that is returned by a Hospitality customer.



Permanent Business Closure

Products returned to the customer's servicing BCL due to a permanent business closure must adhere to the following guidelines:

- All products must be returned within one year of the purchase date.
- All products being returned must have a corresponding original purchase receipt.
- A copy of a letter provided by the Liquor and Cannabis Regulation Branch that confirms the licence status as dormant or cancelled must be submitted to the BCL store.
- Perishable products must be returned 45 days prior to the best before/expiry date indicated on the selling unit or case with the original purchase receipt.
- Products must not have evidence of deterioration.
- All products must be in saleable condition.
- In cases where the product is subject to legal bankruptcy or seizure, only the legal owner of the product is eligible to return it. Evidence of bankruptcy or legal seizure, such as court documents, is required before the return claim is reviewed.
- **Returns over \$2,500 will be subject to a 10% restocking fee**

Seasonal Operation Claim

Product may be returned to the customer's servicing BCL due to a seasonal business closure, under the following guidelines:

- All products must be returned within 90 days of the purchase date.
- All products being returned must have a corresponding original purchase receipt.
- Perishable products must be returned 45 days prior to the best before/expiry date indicated on the unit with the original purchase receipt.
- Products must not have evidence of deterioration.
- All products must be in salable condition.
- **Returns over \$2,500 will be subject to a 10% restocking fee**

Upon inspection, the BCL store will determine if the products are saleable prior to issuing a refund.

APPENDIX

New Customers: Before You Order Checklist

BEFORE CONTACTING YOUR PREFERRED BCLIQUOR (BCL) LOCATION:

- ☐ Ensure the Liquor Licence for your establishment is active.
 - Liquor Licences are managed by the Liquor and Cannabis Regulation Branch (LCRB).
 - For support: www.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing
- Phone:** 1-866-209-2111 | **Email:** LCRBLiquor@gov.bc.ca
- ☐ Sign up for and use the Hospitality Product Catalogue on the LDB Wholesale Operations website to find product information and pricing: www.wholesale.bcldb.com/index.php/resources/hospitality
 - Download the registration form and submit it to wholesalehelp@bcldb.com.
 - Review the videos and FAQs to learn how to use the catalogue and price lists at www.wholesale.bcldb.com/index.php/resources/hospitality
- ☐ Create a list of liquor products you want to serve at your establishment.
- ☐ Set up your authorized signers list for authorized purchasers.
 - You can update your business information authorized signers by completing the [Hospitality Update Form](#) found on www.wholesale.bcldb.com/index.php/resources/hospitality.
- ☐ Read through the BCLIQUOR Hospitality Handbook.
- ☐ Set up a third-party carrier for pickups (if required).

STORE SET UP

- ☐ Contact your preferred BCL location and:
 - ☐ Share key contact information with the store.
 - This will be the name of the person who will be placing orders and/or main point of contact for payment.
 - Read your on-boarding email from your BCL location.
 - ☐ Confirm with your BCL location that your:
 - PST number is active in our systems.
 - Licence number is active in our systems.
 - Licence information is up to date
 - ☐ Plan your first order and pickup.
 - New businesses: Your first orders may be larger than the orders you will place on an ongoing basis. Based on your business needs, determine if you prefer to have one large order or multiple smaller orders.
- ☐ Contact your BCL store with questions or concerns if any arise during this process.

WHEN CONTACTING YOUR PREFERRED BCL LOCATION *(only applicable to customer's placing weekly orders)*

- ☐ Set up a weekly pickup day.
- ☐ Determine your order deadline.
- ☐ Determine your preferred payment method and your preferred pickup method (in person or third-party carrier).

THIRD-PARTY CARRIERS *(only applicable to those business that use a third-party carrier)*

- ☐ Communicate the first expected pickup to your third-party carrier as required.
- ☐ Communicate any changes to your order delivery schedule to your third-party carrier.
- ☐ Ensure your third-party carrier is aware of any details required for payment.

