



**LIQUOR
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Online Ordering FAQ

Q: Can all wholesale customers order online?

A: Yes. As long as you are a customer of the Wholesale Customer Centre.

Q: How does my licence begin ordering online?

A: Apply for a business BCeID and fill out our registration form.

Q: Can I obtain a business BCeID user id and password before I begin my registration with the Wholesale Customer Centre?

A: Yes, if your licence meets the eligibility requirements you may obtain a business BCeID user id and password prior to submitting a Web Store registration to the LDB Wholesale Customer Centre.

Q: Why is the LDB Web Store using BCeID?

A: BCeID allows your company secure access to online government sites and services. To apply to become an LDB Wholesale Web Store customer, customers are asked to obtain a business BCeID user id and password. You can sign into BC Government sites using your BCeID and password so you don't have to remember a different login ids and passwords at every website. For example: you can renew your BC liquor license, notify public sector agencies regarding a business address change, and register an employee for protection coverage with WorkSafe BC - all with your BCeID.

Q: I have misplaced or would like to change my BCeID user id and password.

A: You have three options, access BCeID and click the logon button on the top right hand corner. On next screen you can click on the 'Forgot your user ID or password' button and follow the instructions. Alternatively, you can call BCeID directly at 604-660-2355 (toll free 1-888-356-2741) or e-mail bceid@gov.bc.ca.

Q: Can I set up multiple users within my company to place online orders?

A: Yes, a business can establish accounts for its employees or delegates. BCeID accounts for employees of a business are issued by a Business Account Manager (Primary BCeID User). Once you obtain the additional BCeID, you must give this user access to the LDB Web Store using the "Add or Change users" link provided on the Web Store home page. In addition, download the "Add or Change Users" handbook.

Q: Does each Web Store user in my company need a BCeID to place online orders with the LDB Wholesale Web Store?

A: Yes. Sharing of BCeIDs and passwords is not recommended.



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Q: I would like to permit a third party to place liquor orders on my behalf using Web Store. Is this possible?

A: Yes. A business can establish accounts for its employees or delegates (e.g. third party companies). BCeID accounts for employees of a business or delegates are issued by a Business Accounts Manager (aka the Primary BCeID user). Primary BCeID users can add secondary users by logging into their BCeID account and adding additional users, then you must give this user access to the LDB Web Store using the "Add or Change Users" link provided on the Web Store home page.

Q: Who in my organization can add or change Web Store users?

A: To create a business BCeID, you must be an authorized representative of a business. The following proof of identity is required.

- 1)** Proof of the unique identity of the business (legal name, operating name, address etc) via an authoritative source (example: Corporate Registry, OneStop Business Registry, or Business Number).
- 2)** Proof that the person registering the business is a principal of the company or authorized by the principal.

Once the business BCeID is created (aka Primary BCeID), the Primary User may issue or change accounts for its employees or delegates.

Q: Why do I have to submit my BCeID user id to the Wholesale Customer Centre as part of the Web Store application process?

A: Submitting your BCeID user id to the LDB Wholesale Customer Centre will allow your business to be linked to your license number in our system. Please wait for confirmation that this link has been established and set-up by the LDB Wholesale Customer Centre before you begin ordering on line.

Q: How can I contact the Wholesale Customer Centre?

A: Phone: 604-775-0681 or Toll Free 1-888-775-0681

E-mail: wholesalehelp@bcldb.com