

FAQs

BCLS/WCC Victoria Serviced Hospitality customers without Hospitality Product Catalogue Accounts

Why do I need a Hospitality Product Catalogue Account?

- Wholesale prices will not be listed on shelves at BC Liquor Stores (BCLS). To gain access to wholesale prices starting July 20, 2020, hospitality customers serviced by BCLS and WCC Victoria **must** register for a Hospitality Product Catalogue Account on the LDB Wholesale website <https://wholesale.bcldb.com/hospitality> and then click the link to register.

Do I get wholesale pricing as soon as I get a Hospitality Product Catalogue Account?

- Wholesale prices will become available at point of sale as of July 20, 2020. Until then, all hospitality customers will continue to pay retail price.

Will I still receive wholesale pricing if I don't sign-up for a Hospitality Product Catalogue Account?

- Yes, hospitality customers will receive wholesale prices at point of sale starting July 20, 2020; however, wholesale prices will not be listed on shelves at BC Liquor Stores (BCLS) stores. To gain access to wholesale price lists starting July 20, 2020, hospitality customers serviced by BCLS and WCC Victoria **must** register to the Hospitality Product Catalogue on the LDB Wholesale website <https://wholesale.bcldb.com/hospitality> and then click the link to register.

How do I get a Hospitality Product Catalogue Account?

- Step by step instructions are posted on the LDB Wholesale website at <https://wholesale.bcldb.com/hospitality>
 - Hospitality customers will need to complete all mandatory fields in the registration form and return it by email to wholesalehelp@bcldb.com:
 - It is important to register with a unique email address that is not used for any other LDB account (including Web Store or special event permits)
 - The address provided will be validated against the legal address registered with the LCRB

Why do I have to use a unique email address?

- Our system requires that each account for an LDB service be registered with a unique email address. Thank you for your patience and understanding.

Why can't I use my current email address for the Hospitality Product Catalogue and change the other one?

- Our system requires a unique email address that hasn't been used before for any LDB account. It is recommended that you use a new and unique email address instead of trying to change old account profile settings at this time. Thank you for your patience and understanding.

Why will it take so long to get my account activated?

- We appreciate your patience during this transition period. Given the volume of registrations in a short period of time the processing time to activate accounts is expected to take up to 10 – 15 days.

Can BCLS / WCC Victoria look up a wholesale price for me?

- Wholesale prices will become available starting July 20, 2020. It is strongly recommended that hospitality customers serviced by BC Liquor Stores (BCLS) and WCC Victoria register for a Hospitality Product Catalogue Account on the LDB Wholesale website to easily access the wholesale price list.

Why is the Hospitality Product Catalogue under construction?

- The Hospitality Product Catalogue will temporarily be unavailable until July 20, 2020 while the necessary updates are made to the system to incorporate the hospitality pricing change. From July 20, 2020 through to September 1, 2020, a searchable wholesale price list file will be posted to the Catalogue as an interim measure to assist hospitality customers with their purchasing decisions until the Catalogue resumes its full functionality on September 1, 2020.