

March 9, 2021

Off-Boarding Model FAQs

When does the off-boarding evaluation start for slow-moving products that are currently in the distribution centres?

- As part of the rollout of the off-boarding model in March, the LDB Wholesale Supply Chain team will start contacting vendors with products identified for off-boarding because the SKUs have not been meeting the minimum sales criteria; and will work with the vendor to develop a collaborative off-boarding plan.

My products are currently distributed by LDB. Will the LDB give any warning before a product is off-boarded?

- After the initial launch of the off-boarding model, vendors with SKUs not meeting the minimum sales criteria (5 cases of wine/spirits or 25 cases of beer/refreshment beverage each week) over 4 financial periods will receive an off-boarding warning and the LDB Wholesale Supply Chain team will communicate the off-boarding plan and associated timeline to the vendor. SKUs must maintain the minimum sales criteria for at least 9 financial periods each year. Off-boarding will commence if slow-moving SKUs continue do not meet the criteria over the remaining 5 financial periods.

Does the off-boarded product have to be returned to me or do I have any other options?

- The LDB Wholesale Supply Chain team will collaborate with vendors to develop an off-boarding plan that will move the product as quickly and efficiently as possible.

Will I have to pay the LDB to have my product returned to me?

- Any product returns would follow the regular Return to Vendor Procedure as posted on the Wholesale website.

What if the drop in sales volume was out of my control due to unforeseeable market conditions?

- Vendors with SKUs not meeting the minimum sales criteria (5 cases of wine/spirits or 25 cases of beer/refreshment beverage each week) over 4 financial periods will receive an off-boarding warning and the LDB Wholesale Supply Chain team will communicate the off-boarding plan and associated timeline to the vendor. SKUs must maintain the minimum sales criteria for at least 9 financial periods each year. Off-boarding will commence if slow-moving SKUs continue do not meet the criteria over the remaining 5 financial periods.

How will customers know where to order my product once it's off-boarded?

- It is the responsibility of the vendor to notify customers of any ordering and delivery changes as a result of off-boarding.

Where can I find out more information?

- Details of the on-boarding / off-boarding model are available on the vendor resource page of the Wholesale website at <https://wholesale.bcldb.com/resources/vendors>. If you have any questions that are not answered in the on-boarding / off-boarding section of the vendor resources page please contact ldbvendorhelp@bcldb.com.