

March 9, 2021

On-Boarding Model FAQs

How do I get on the waitlist to be on-boarded?

- Vendors with direct delivered SKUs that meet the on-boarding criteria and not yet waitlisted can add their eligible SKUs to the waitlist by downloading and completing the direct delivery waitlist template located in the vendor resource section of the LDB Wholesale website at <https://wholesale.bcldb.com/resources/vendors> and emailing it to ldbagentinfo@bcldb.com.
- Vendors with non-stocked wholesale product (NSWP) with listing codes XPBO and XCBO do not need to add their SKUs to the waitlist. The LDB Wholesale Supply Chain team will contact the vendor directly if there are any eligible SKUs for on-boarding when there is available space in the distribution centres.

I signed up to the waitlist last year. When will I be notified when my product is being evaluated?

- The LDB Wholesale Supply Chain team will start contacting vendors currently on the direct delivered LDB distribution waitlist this month to review their sales forecast and on-boarding criteria. *We appreciate your patience while we rollout the launch as it will take a few weeks to contact all vendors with eligible products.*

How often will opportunities open up to get off the waitlist and into the DC?

- When we launch the on-boarding model this month we will be connecting with the vendors currently on the waitlist to determine if their SKUs meet the minimum sales criteria. Once we complete the initial rollout, the evaluation frequency for on-boarding and off-boarding will be up to three times a year or when there is available space in the distribution centres.

How are the sales figures calculated for the minimum criteria?

- When an eligible SKU (whether NSWP or direct delivered waitlisted) is selected for on-boarding evaluation and consideration, the LDB Wholesale Supply Chain team will contact the vendor to confirm the sales data on file meets the on-boarding criteria and review the projected sales forecast. Calculations will be based on LDB sales history for NSWP and self-reporting sales volume by direct delivered products submitted to the LDB for the past 12 financial periods.

Do I have to sign up each product I want to be distributed through the LDB or do all my SKUs get automatic onboarding privileges once I get one SKU onboard?

- The on-boarding model is SKU-specific and each SKU must meet the minimum sales criteria as noted below:
 - **Wine and spirits: 5 or more cases each week**, for at least 9 periods, out of the most recent 12 financial periods
 - **Beer and refreshment beverages: 25 or more cases each week**, for at least 9 periods, out of the most recent 12 financial periods

Why is the minimum sales criteria different for wine and spirits compared to beer and refreshment beverages?

- The minimum sales criteria is based on the average volume of sales for product categories and the available space in the warehouse. This calculated to 5 cases per week for wine and spirits and 25 cases per week for beer and refreshment beverages.
- Over the past few months, LDB Wholesale engaged with industry to review the new on-boarding / off-boarding model while the LDB distribution centres completed efforts to make space available for new SKUs to be on-boarded.

I have a SKU on the waitlist that is no longer my highest volume product in my inventory. Can I swap the SKU on the waitlist for the higher performing SKU? Or do I lose my spot on the waitlist?

- The on-boarding model is SKU-specific and each SKU needs to be added to the waitlist to be considered for on-boarding. The LDB Wholesale Supply Chain team will review the specifics of the waitlisted SKUs to confirm if they meet the minimum sales criteria and will recommend next steps.

What's the ordering and shipping process once my product is on-boarded?

- To assist vendors in preparing shipments to our warehouses, the LDB has created an Inbound Shipment Handbook that is available in the vendor resource section of the LDB Wholesale website at <https://wholesale.bcldb.com/resources/vendors>. The handbook contains vital guidelines for all vendors, related to inbound shipments entering the LDB warehouses

Will BCLS stores automatically start carrying my product if it's stocked and being distributed by the LDB distribution centres?

- Please note that stocked products at the LDB distribution centres are not automatically carried by BC Liquor Stores.

What happens if there are temporary supply or demand issues that are not in my control while it's on the waitlist? Will that impact my product's standing?

- The LDB Wholesale Supply Chain team will review the specifics of the waitlisted SKUs to confirm if they are meeting the minimum sales criteria and will recommend next steps.

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

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

Can manufacturers such as breweries place orders for customers?

- No, manufacturers, including breweries cannot place orders on Webstore as this is a portal for wholesale customers. To assist customers with the ordering process and guidelines, the Wholesale Customer Centre has created an Order Handbook Guide that is available in the wholesale customer resource section of the LDB Wholesale website at <https://wholesale.bcldb.com/resources/wholesale-customer-centre>

Can I still direct deliver my product to select customers once it's been on-boarded for LDB distribution?

- No. Once a product has been on-boarded for LDB distribution it can no longer be distributed by any other channels.

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.