



## Convenience Store X The Beer Store FAQ

This FAQ is aimed to address common questions and provide clarity on the Beer Store's delivery process, requirements and other related information to Convenience Stores.

Please take a few minutes to review the FAQ and do not hesitate to reach out to us at 1-888-948-2337 or [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) if you have any delivery or pick up related inquiries for further assistance. Have your liquor license number available to provide to our customer service representatives.

### Ordering

#### **1. How do I place an order for delivery from The Beer Store?**

Log on to the LCBO's ordering system <https://lcbo.tangentiacommerce.com/> for a full product catalogue and to submit your Beer order. For assistance with logging into the LCBO GMS online ordering system (Tangentia), please contact [lcbohelp@tangentia.com](mailto:lcbohelp@tangentia.com).

#### **2. What is my order cutoff time?**

Please refer to the cutoff schedule below.

| Delivery Day            | Monday/<br>Saturday | Tuesday  | Wednesday | Thursday | Friday  |
|-------------------------|---------------------|----------|-----------|----------|---------|
| LCBO Cutoff<br>(9:00am) | Wednesday           | Thursday | Friday    | Monday   | Tuesday |

#### **3. Can I change or cancel an order after it's been placed?**

Please contact the LCBO at [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com) for all order modifications or cancellations.

#### **4. Is there a minimum order requirement?**

Yes – there is a minimum order (MOQ) requirement for Beer delivery. The MOQ for delivery is defined as equivalent of 48, 24 format pack size per customer PO. This measure is based on total individual units making a total sum of this threshold value. Example, 48 cases of 24 format = 1,152 individual units, or 30 cases of 24 formats + 36 cases of 12 formats = 1,152 individual units.

Any order below the MOQ will automatically be converted to a pickup order (unless you are a chain store who is setup for delivery only, your order will be canceled if below MOQ) which is to be collected from your designated Beer Store location within 48 hours of order placement. Your designated store will appear on your order confirmation that will be emailed to you upon receipt of order by TBS.

The minimum order calculation is completed and determined on order receipt by TBS and not on confirmed delivery quantity.



The chart below has 3 example orders to illustrate.

| Pack Size Ordered                        | MOQ if Only This Pack Size is Ordered | Example Order # 1                             | Example Order # 2              | Example Order # 3                              |
|------------------------------------------|---------------------------------------|-----------------------------------------------|--------------------------------|------------------------------------------------|
| Singles                                  | 1,152                                 | 624 x single cans<br>(equiv. of 26 x 24)      | 240 x single cans<br>(10)      | 360 x single cans<br>(15)                      |
| 6 Packs                                  | 192                                   | 12 x 6 pack cans<br>(equiv. of 3 x 24)        | 60 x 6 pack bottles<br>(15)    | 48 x 6 pack cans<br>(12)                       |
| 12 Packs                                 | 96                                    | 18 x 12 pack<br>bottles<br>(equiv. of 9 x 24) | 10 x 12 pack<br>bottles<br>(5) | 40 x 12 pack cans<br>(20)                      |
| 24 Packs                                 | 48                                    | 10 x 24 pack cans                             | 20 x 24 pack cans              | 4 x 24 pack bottles<br>4 x 24 pack cans<br>(8) |
| <b>Total<br/>Equivalent 24<br/>Packs</b> |                                       | 48<br>(26 + 3 + 9 + 10)                       | 50<br>(10 + 15 + 5 + 20)       | 55<br>(15 + 12 + 20 + 8)                       |
| <b>Meets MOQ</b>                         |                                       | <b>Meets</b>                                  | <b>Meets</b>                   | <b>Meets</b>                                   |

#### 4. Can I place an order for pickup which is above minimum order (MOQ)?

No - For an order to be set for pickup it must be below MOQ and the store must be flagged for pickups in our system.

#### 5. How can I prevent auto-cancellation of my order below minimum order quantity and allow for pickups?

Contact The Beer Store at 1-888-9482337 or email [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) to request pickup services on your account.

### Delivery

#### 6. What is the delivery schedule?

At the time of customer set up with the LCBO, convenience customers are assigned a delivery day. This day is static, meaning that all deliveries assigned to a specific day of week will occur on that day. Please contact The Beer Store at 1-888-948-2337 or email [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) for more information regarding your delivery schedule.

#### 7. How are deliveries confirmed?

Once your order is released, you should receive an order confirmation through email with a breakdown of items on order for delivery.



**8. If I order products that cannot be filled, do we have to reorder them or it will be automatically filled in some targeted timeframe?**

There are no back orders. You will need to place a new order with LCBO for any products that you need.

**9. What should I do if my delivery is missing items?**

Claims must be submitted within 72 hours through the LCBO B2B Claims Application at <https://b2b-claims.lcbo.com/login>.

**10. How do I handle damaged goods in my delivery?**

Returns are to be reported through LCBO directly for shipping errors, damaged/unsaleable product or quality issues/recalls. Claims must be submitted within 72 hours through the LCBO B2B Claims Application at <https://b2b-claims.lcbo.com/login>. Once approved, LCBO will email the details to The Beer Store to process the return(s) and will be picked up on your next scheduled delivery day.

**11. Do I need to be present to accept the delivery?**

Yes, a store representative must be present to inspect and sign for the delivery. Ensure that the person accepting the delivery has authority to verify the order and sign the necessary paperwork.

**12. What happens if I am not available during the delivery window?**

If no one is available during your delivery window, your order will be brought back to our warehouse for cancellation. Please be sure to contact The Beer Store 1-888-948-2337 or [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) to update your accurate delivery window.

**13. How should I prepare my store for the delivery?**

Make sure there is clear access to the delivery area. Ensure that there is adequate space for the order and that any required documentation is ready for signing.

**14. How to I return Beer pallets?**

Beer pallets are property of The Beer Store and must be returned on your next delivery with The Beer Store.

**15. How can I get more information about delivery policies?**

Please visit [www.thebeerstore.ca](http://www.thebeerstore.ca) for a full policy and procedure manual.



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## Invoicing & Payment

### 16. How do I report issues with billing or payments?

For any billing or payment discrepancies, contact the LCBO directly [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com).

### 17. How do I pay for my Beer order?

All payments are to be made to LCBO directly. **No payments should be made to The Beer Store.** You may contact [groceryandconvenience@lcbo.com](mailto:groceryandconvenience@lcbo.com) for more information regarding payments.