

wholesale

Vancouver t 604.775.0681 **toll free** 1.888.775.0681 **f** 604.252.3470 **e** bcls100@bcliquorstores.com
Victoria t 250.356.2906 **f** 250.356.0491 **e** bcls231@bcliquorstores.com

To: LDB Wholesale Customers
From: Katharine Jowett, Director of Wholesale Business
Date: January 12, 2009
Re: LDB Wholesale Ordering Guideline Now Available

LDB Wholesale is pleased to announce that Ordering Guidelines for all wholesale channels – Licensee Retail Stores, Rural Agency Stores, Wine Stores and Licensee customers, are now available. The increase in wholesale volume over the past five years requires new business processes to be put in place, which will result in more consistent order delivery and pick up scheduling.

For your convenience, the LDB has standardized guidelines for ordering and delivery for all servicing outlets for ease of wholesale customer use. The new guidelines replace various ordering guidelines that were used in the Vancouver and Victoria Wholesale Customer Centres as well as Government Liquor Stores and across wholesale channels.

The guidelines provide new and existing wholesale customers with a guide to information that will ensure an effective business partnership with the LDB. The documents will create a mutually beneficial understanding of the roles and responsibilities of both the LDB and the wholesale customer with regard to the various ordering and delivery processes available to them.

The Liquor Distribution Branch recently implemented a Wholesale Order Management system to provide improvements and new capabilities in order processing. This system provides more accurate and timely reporting regarding product availability, order status, and non-stocked wholesale product back orders for direct delivery customers. All processes streamline wholesale distribution of products, will increase order processing efficiencies and ensure maximum product fulfilment. There are references in the ordering guidelines to many of these reports and forms that are specific to direct delivery wholesale customers. These standardized forms should be used for all wholesale customers, whether the outlet draws from a GLS store or a Wholesale Customer Centre.

Please review the Ordering Guidelines at your earliest convenience. The Ordering Guidelines are also available online at: www.ldbwholesale.com, should you require additional copies. If you have any questions, please call LDB Wholesale at 604-252-3101. The LDB trusts the ordering guidelines will provide clarity around the ordering process in all LDB channels.

Regards,



Katharine Jowett
Director of Wholesale Business
British Columbia Liquor Distribution Branch
2625 Rupert Street
Vancouver, British Columbia V5M 3T5
Tel: (604) 252-3098 Fax: (604) 252-3127
email: katharine.jowett@bcliquorstores.com