



Instructions for Registering with the Wholesale Customer Centre and Ordering through the Web Store

Join the Wholesale Customer Centre in Vancouver

The Wholesale Customer Centre (WCC) is the LDB's convenient, direct-delivery and order pick-up wholesale service. Customers can place orders online, by email or phone.

To join, please contact a WCC customer service representative today at 604-775-0681 and complete an application form OR fill out the application form on the LDB wholesale website at www.ldbwholesale.com. The WCC will provide an order date and delivery or pick-up time.

Benefits to Ordering through the Wholesale Customer Centre

1. Customers will receive an Order Submission Report, 90 minutes after placing an order detailing any out-of-stock products accompanied by an invoice estimate;
2. Shortly after the order has been assembled, customers will receive an Invoice Report outlining the total number of products shipped and the final invoice total;
3. Customer Service Representatives are standing by 24 hours, Monday through Friday to answer questions and help with ordering and shipping.

Benefits of Ordering through Web Store

A customer favourite! It's a simple, interactive and secure way of placing an order. Web Store customers have the benefit of:

1. Ordering any time, day or night and placing multiple orders through the week which consolidate into one delivery;
2. Ordering up to two hours before the warehouse release time and securing inventory immediately upon placing an order;
3. Searching the entire LDB product catalogue and creating shopping lists that can be saved for future use;
4. Reducing data entry by uploading orders via an electronic file and using the 24/7 self-service report option to retrieve past invoices;
5. Assigning a unique ID to each employee responsible for placing product orders;
6. Participating in a free web-based training session delivered by a WCC customer service representative to learn how to use Web Store.

Begin Ordering Online

To begin, LRS and RAS customers must first become a customer of the WCC, register for a business BCeID account and obtain a user name and password using the instructions below. **If you already have a business BCeID account and have a user name and password**, please refer to step 2.

1. Register for a business BCeID account and obtain a user name and password by going to www.bceid.ca, click Register at the bottom of the page and follow the instructions.
2. Submit your BCeID user name to the WCC by calling: 604-775-0681; at this time a WCC customer service representative will schedule your free web-based training session on Web Store.
3. Participate in scheduled web-based training session.
4. Begin ordering online. Visit www.ldbwholesale.com.



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What is BCeID?

BCeID allows secure access to online Provincial Government sites and services. To use Web Store, customers are required to obtain a business BCeID account and user name and password.

If you are having problems registering, logging on, or have any other questions about BCeID, you can call or email the BCeID Help Desk. An agent is available to assist you, 8:30AM to 5:00PM Pacific Time, 9:30AM to 6:00PM Mountain Time, Monday to Friday excluding statutory holidays.

Website: www.bceid.ca

Email: BCeID@gov.bc.ca

BCeID: toll free: 1-888-356-2741/ within Lower Mainland: 604 660-2355

Please note: if you do not have a BCeID account, the registration process may take a few weeks. We encourage you to begin your BCeID registration process as soon as possible.

Alternate Order Methods

Email: wholesaleorders@bcldb.com / Telephone: 604-775-0681

Ordering Privately Distributed Beer

For privately distributed beer, please contact the brewery or third party distributor directly. A sample of privately distributed breweries and distributors are as follows. Please visit www.ldbwholesale.com for a more comprehensive list of privately distributed breweries and distributors.

- Brewers Distributor Ltd.
- ContainerWorld
- Driftwood Brewing
- Granville Island Brewing
- Okanagan Springs
- Pacific Western
- Russell Brewing

A selection of packaged beer products are sold and distributed by the LDB, please refer to the list of products on the Resources page of www.ldbwholesale.com and place your order with the WCC.

Ordering Privately Distributed Domestic Wine

British Columbia wineries that currently privately distribute to wholesale customers will continue to do so as of April 1, 2015.