BC CANNABIS WHOLESALE

SHIPPING REQUIREMENTS GUIDE



NOVEMBER, 2026

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Introduction

1.1 Introduction

1.2 Glossary



BC Cannabis Operations is a division of the BC Liquor Distribution Branch (LDB). It is the sole distributor of legal, non-medical cannabis in British Columbia.

BC Cannabis Operations runs as a wholesale and online distribution channel, as well as standalone public retail stores. Our mission is to make safe and high-quality cannabis products and information available to all customers through responsible channels.

BC Cannabis Operations is committed to:



Keeping cannabis out of the hands of children and youth



Protecting public health



Promoting safe consumption



Eliminating the illegal cannabis market

BC Cannabis Wholesale Shipping Guidelines detail appropriate procedures for Licensed Producers (LPs) of cannabis making deliveries into the BC Cannabis Operations distribution centre. Adherence to this guide does not constitute full adherence to all cannabis policies. All cannabis LPs licensed by the federal government and operating and/or selling in British Columbia must adhere to federal, provincial, and municipal laws as well as policies established and terms of supply contracts with the LDB.

For the most current and full listing of cannabis federal regulations, please visit:

https://www.canada.ca/en/health-canada/services/drugs-medication/cannabis/laws-regulations.html

For provincial regulations, please visit:

https://alpha.gov.bc.ca/gov/content/safety/public-safety/cannabis

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For information on product registration and supply contract considerations, please visit the supplier webpage for central delivery:

https://www.bcldbcannabisupdates.com/bcldb-cannabis-supplier-information
Password: Cannabissupplier123

The guidelines herein are specific to LPs working within central distribution. These guidelines may not necessarily apply to the Direct Delivery Program.

For information on the BC Direct Delivery program please visit the webpage:
https://www.bcldbcannabisupdates.com/bcldb-cannabis-direct-delivery

1.2 GLOSSARY

Appointment Request Form (ARF) – The document used to request a delivery appointment at the Distribution Centre.

BC Liquor Distribution Branch (LDB) – The branch of government which oversees cannabis distribution in the province of British Columbia (BC).

Bill of Lading (BoL) – A shipping document which serves as a contract between the shipper of goods, the carrier of the shipment, and the consignee. Contains specific details about the shipment and serves as proof of delivery.

Carrier – A business or company contracted to deliver a shipment of goods from the shipper to the consignee.

Certificate of Analysis (COA)– An official document that details the results of a laboratory analysis of a product.

Class – The largest grouping of products that have similar characteristics and functions.

Consignee – The destination of a shipment of goods.

Demand Planner – An LDB employee or group responsible for purchasing product from an LP.

Destruction – The regulated process for rendering inventory that cannot be sold as unusable.

Distribution Centre (DC) – The facility which receives, stores, and ships inventory.

Global Trade Item Number (GTIN) – An identifier for trade items which uses a combination of prefixed identifiers and numbers to convey multiple details about the item. Usually accompanied by a barcode.

GS1 – The international organization which developed the GTIN format and corresponding barcodes.

Less-than-truckload and Full truckload (LTL and FTL) – Shipping terms expressing the amount of space utilized in a trailer by a shipment of freight.

Licensed Producer (LP) – A business that is federally licensed to cultivate, process, and sell cannabis to the LDB.

Lot Number or Lot Code – An identification number assigned to a particular quantity or lot of material from a single manufacturer. A unique lot number is essential in assuring effective traceability throughout the supply chain.

Packing Slip – A document listing all SKUs and quantities contained in a shipment, as well as the PO number associated with that shipment.

Pallet Tag – A document listing all SKUs and quantities contained within an individual pallet.

Purchase Order (PO) – A commercial document generated by the LDB indicating the items, quantity, and price of goods to be supplied by an LP, containing a PO Number for identification. A valid PO is required for all goods being delivered to the LDB.

Return to Vendor (RTV) – The process where goods are returned from the LDB to the LP.

Stock Keeping Unit (SKU) – An individual item of inventory, expressed by a unique SKU Number. A SKU must be unique to the type, size, and attributes of that item.

Purchasing Requirements

2.1 Product Application and Registration

2.2 Inventory Offer

2.3 Full Fulfillment Of Purchase Order Lines

2.4 SKU – Lot Limit Per Delivery

2.5 Purchase Orders



2.1 PRODUCT APPLICATION AND REGISTRATION

Only products selected through the LDB Product Selection process will be authorized for registration and sale in the province of BC. In order to submit a new product application, please download the **LDB New Product Submission Form** from *Additional Resources* on the supplier webpage and send a completed version to Cannabis.Products@bcldb.com for review.

All products and LPs must be registered in LDB systems prior to purchase by the LDB. Contact Cannabis.Vendor@bcldb.com for more information on product and vendor registration. All products must be registered and maintained by the LP with the LDB. Any changes to any product attribute must be made with LDB through our change request form (available on the supplier website).

2.2 INVENTORY OFFER

The Licensed Producer must provide an offer of the available quantities to purchase before LDB will consider issuing a purchase order. Regular weekly offers should be provided in the template that is available on the Central Delivery Supplier Website.

For each product on the inventory offer, LPs must provide: **the packaged-on date, THC & CBD levels, LOT number, accurate available quantities in master cases (that can be delivered in full), and an expected delivery date.**

Consider the following requirements 2.3 and 2.4, when making your inventory offer.

2.3 FULL FULFILLMENT OF PURCHASE ORDER LINES

LDB expects the entire order quantity for a product (SKU) on an order to be fulfilled in one delivery. This assists in maximizing efficiency for receiving and put-away for LDB.

- LPs are expected to deliver the full purchase order line quantity of any particular SKU in one delivery, rather than across multiple deliveries.
- If you cannot fulfill the full amount of the order, contact LDB Demand Planning to adjust the purchase order quantity or the estimated delivery date before shipping.
- Different lines (products) on a purchase order may be delivered on separate deliveries, if all products are not ready to ship on the same date.

2.4 SKU – LOT LIMIT PER DELIVERY

LDB has implemented lot limitations for deliveries, to better manage labour and capacity.

- LPs should deliver no more than three (3) lots per SKU on any single delivery if the ordered quantity is 500 cases or under.

- LPs should deliver no more than four (4) lots per SKU on any single delivery if the ordered quantity is more than 500 cases.

Example of Requirements
PO contains 3 products,
SKU A, SKU B, and SKU C as follows:

Line 1 – SKU A – 75 cases ordered
Line 2 – SKU B – 300 cases ordered
Line 3 – SKU C – 600 cases ordered

Line 1 – SKU A should be delivered in full (75 cases) with not more than 3 lots on delivery X.
Line 2 – SKU B should be delivered in full (300 cases) with not more than 3 lots on delivery Y.
Line 3 – SKU C should be delivered in full (600 cases) with not more than 4 lots on delivery Z.

Delivery X, Y, and Z could be on the same date or on separate dates.

If the PO line is not shipped in full, then the PO line will be adjusted to the receipt quantity and the outstanding quantity on the PO line will be cancelled.

In the above example if 70 cases of SKU A were delivered on delivery X then the PO line 1 would be considered short shipped by 5 cases and the PO line 1 would be closed with 70 cases.

LDB will reject the delivery of the 5 outstanding cases for SKU A if the LP ships it on a subsequent delivery.

2.5 PURCHASE ORDERS (PO)

The LDB is the sole wholesaler of cannabis for the province of BC. LDB Demand Planners will issue POs with expected delivery dates directly to the LP. The LDB Demand Planning team will only place orders for products after receiving confirmation of available inventory. Orders will be placed and products will be distributed to retailers by the LDB at the Master Case Level. Any variance between the shipped quantity and PO quantity must be communicated to the LDB Demand Planner before the time of shipping by the LP. **Products delivered without the proper paperwork and a valid PO will be rejected and returned to the LP.** All deliveries require an appointment, which can be made by contacting the LDB Logistics team.

Inventory Requirements

3.1 COA, Potency, and Lot Codes

3.2 Product Freshness

3.3 Shelf Life

3.4 Temperature Sensitive Items

3.5 Changes to Inventory

3.6 Returns

3.7 Destruction

3.8 Recalls



3.1 COA, POTENCY, AND LOT CODES

A COA demonstrates that the product has been tested and complies with federal standards. A COA is required for each lot and SKU. A COA must be made available at the request of the LDB. If a COA cannot be supplied for a product it will be rejected and returned to the LP. Potency must be specific to lot and batch and must match the COA. **Lot codes must be unique to each batch and cannot be reused.**

3.2 PRODUCT FRESHNESS

Flower, Pre-roll, and Edible products must be delivered to the LDB DC within 3 months or less from the packaging date. Other Cannabis categories must be delivered within 5 months or less from the packaging date.

Inventory of Flower, Pre-roll, and Edible categories will be held for a maximum of 6 months from the receipt date in the LDB DC. Other cannabis categories will be held for a maximum of 9 months from the receipt date in the LDB DC. Inventory will be put on hold and returned to the LP once the storage timelines are reached.

SUB-CATEGORY	DELIVER BY	RETURN DATE BASED UPON SALEABILITY
FLOWER **PRE-ROLLS (Regular and Infused)** **EDIBLES**	**Less than** 3 months*	6 months **from date of receipt**
SEEDS **BEVERAGES** **TOPICALS** **INHALABLE EXTRACTS (Excluding Infused Pre-Rolls)** **INGESTIBLE EXTRACTS** **OTHER CANNABIS CATEGORIES**	**Less than** 5 months*	9 months **from date of receipt**

**Any products exceeding the age limit at time of delivery must be pre-approved by the LDB Demand Planner.*

3.3 SHELF LIFE

Cannabis products must have a minimum estimated shelf life of 6 months in order to be carried by the LDB. An estimated shelf-life will be required for all products prior to registration. Products with a Best Before Date or Expiry Date printed on the label must be delivered to the LDB with at least 6 months remaining until the stated Best Before or Expiry.

3.4 TEMPERATURE SENSITIVE ITEMS

Cannabis products must be shelf stable and must not require refrigeration, heating, or special handling. Certain classes of products may be stored in a temperature-controlled area of the DC and shipped to retailers using temperature-controlled vehicles.

Where applicable, the LP must declare the maximum and minimum temperature ranges at the time of registration or product submission. If the maximum and minimum ranges change, it is the LP's responsibility to inform LDB Cannabis Operations.

The LP is responsible for delivering products within the specified temperature range. For deliveries containing temperature-sensitive products, the recommended temperature is 18°C inside the delivery vehicle. Temperature inside the delivery vehicle and product will be measured and recorded at the time of delivery. Product that is delivered outside of specified temperature range will be recorded and may be subject to return if quality issues arise. Products identified as benefiting from temperature control by LDB are maintained between 18-22°C while in LDB control.

3.5 CHANGES TO INVENTORY

For any change to a product's registered attributes, labels, barcodes, and images, the LP must submit a change request form to Cannabis.Vendor@bcldb.com. The change request must be reviewed and approved by the LDB, before the LP ships the product. This includes, but is not limited to, changes to:

- Case dimensions
- Unit dimensions
- Case and unit weights
- Units per case
- Barcodes
- Product names
- Ingredients
- Product potency
- Brand or LP
- Packaging types
- Product images

Note: Any temporary changes to case dimensions (e.g. run out of box sizes) must be approved by the RDC Inventory Department prior to shipment. Send approval requests to: RDCLogistics@bcldb.com.

3.6 RETURNS

As per the LDB's Supply Contract, the LDB may choose to return products to the LP at our discretion, and, in instances where the product

- arrives spoiled, stale-dated, or otherwise unfit for sale;
- is improperly labelled or packaged;
- has a missing, incorrect, or damaged excise stamp;
- quality is deemed not acceptable;
- is not as described or registered, or is otherwise out of agreed specifications;
- displays a barcode that does not scan;
- is subject to a recall;
- is considered by LDB to be excess or slow-moving inventory;
- has exceeded the standard age thresholds specified by LDB;
- was not shipped according to a valid PO; or
- has been returned from retailers and/or consumers deeming it defective.

Weekly reporting of your product sales velocity, DC inventory on hand, in-stock, and age of inventory (from time of DC receipt) is available to LPs. We encourage LPs to regularly review this information and take necessary steps before issues are flagged by LDB. If you have questions related to accessing the reports for your own products, please contact: Cannabis.Data@bcldb.com

The LDB will make reasonable efforts to rectify any issue before initiating a return with an LP, but LPs are obliged to accept and refund any returns from the LDB. The LP will be responsible for any return related costs, including return shipping from retailers and consumers to the DC, inspection costs or packing costs, and return shipping from the DC to the LP or their agent. A common carrier must be used for all returns.

3.7 DESTRUCTION

The LDB may choose to destroy rather than return product to the LP if the product is unfit for shipping, it is a defective product eligible for refund under the Wholesale Customer Returns Policy, or the LP has not picked up the goods within 14 days of receiving a return notice from LDB.

In addition, LDB may offer destruction services to a Licensed Producer as an alternative to the physical return of goods.

The following product types are not eligible for destruction: beverages, batteries, and vapes with batteries (disposable vape pens, all-in-one vapes).

The LP may choose to have product destroyed by authorising the LDB to release the product to a destruction facility rather than shipping back to their facility. The Richmond Distribution Center (RDC) uses a third-party company to destroy cannabis products and it's packaging at the request of the LP.

In order to participate, the LP must acknowledge that they will not require return of the product or any official proof of destruction (ie. destruction certificate) from the LDB.

The destruction charges for this service is as follows:

- Goods under 10 kg of gross weight (product and packaging) are destroyed with no additional fee to the LP.
- Goods over 10 kg of gross weight are destroyed at a fixed charge of $100 plus $3.00/kg for each kg of product.

Examples of Destruction Fees

7 kg gross weight will be destroyed with no destruction fee. (plus product cost)

11 kg gross weight will cost $100 + ($3 X 11) = $133. (plus product cost)

25 kg gross weight will cost $100 + ($3 X 25) = $175. (plus product cost)

3.8 RECALLS

Recalls may be initiated by any of the following organizations:

- Health Canada
- The LP

Recalls may be initiated for products that are damaged, faulty, dangerous, or discovered to not comply with federal or provincial laws.

Recalls may also be initiated for products that do not meet the respective internal quality or consistency standards of the LP or the LDB.

The execution of the recall will be the responsibility of the LP. The LDB will aid in the recall by facilitating returns from retailers and customers. The LDB will provide reasonable assistance to preserve both public health and safety, and a high standard of product quality within the B.C. marketplace.

The LP must notify the LDB in writing as soon as Health Canada is informed of a voluntary recall. Recall announcements must be communicated to the LDB by contacting the LDB Customer Experience team (Cannabis.CustomerExperience@bcldb.com) at the earliest opportunity. In the event of a recall, the LP must ensure they adhere to federal and provincial recall guidelines and legislations. LPs are obligated to promptly comply with any product recalls issued by any applicable governmental authority. The LP will be responsible for all reasonable costs associated with product recalls.

Packaging and Labelling Requirements

4.1 Introduction

4.2 Retail Unit Standards

4.3 Master Case Standards

4.4 Master Case Label

4.5 Barcode Standards

4.6 Cannabis Accessory Products

4.7 Multi-packs

4.8 Variety Packs



4.1 INTRODUCTION

This section refers to specific requirements of BC Cannabis Operations. In addition to the details listed below, LPs must ensure that all labels adhere to the requirements of the Consumer Packaging and Labelling Act and the Cannabis Act, as well as any Health Canada standards.

Barcodes samples must be sent to the LDB for review and approval prior to the first shipment of the product. The sample provided is a digital copy, allowing for testing under ideal conditions. However, a barcode that may fail in arrival to the DC due to

- poor print quality due to compression, low ink, or contact with the label with the ink is still drying;
- placement of the barcode on a curved or uneven surface;
- damage to the label; or
- insufficient size of the label.

Product delivered without an approved barcode may be rejected and returned to the LP.

4.2 RETAIL UNIT STANDARDS

Overview

Each retail selling unit must be pre-packaged, sealed, and labelled prior to delivery into the DC. Retail selling units must meet federal packaging and labelling requirements. All cannabis products must be analyzed for quality and potency prior to arriving in the facility. A COA must be available for each lot, upon request by LDB. Retail selling units must be packaged in smell-resistant packaging. Retail selling unit labels must contain human-readable data as well as scannable barcodes according to GS1 standards.

Barcodes

All barcodes must meet the standards specified in Section 4.5. Barcodes that do not scan upon delivery may be rejected and returned to the LP.

Barcodes must be oriented on the retail unit in such a way that they will scan easily. For example, curved containers such as bottles and cans must be vertical to minimize the curvature and allow for easy scanning. Barcodes cannot be obstructed from view by lids or other elements of the container. Barcodes must be large enough to be scanned with standard RF equipment. Barcodes that cannot be scanned with LDB equipment will be rejected and returned to the LP.

Excise stamp

For products containing THC, all retail selling units must have a British Columbia excise stamp over the seal of the product. The excise stamp must be oriented in such a way that the product cannot be opened without breaking the excise stamp. THC products with no excise stamp or products with improperly placed excise stamps will be rejected and returned to the LP.

Lot code

The packaging date should be specific to the lot code. Lot codes should not have multiple packaging dates more than one month apart. Product of the same lot with packaging dates more than one month apart may be rejected and returned to the LP.

Potency

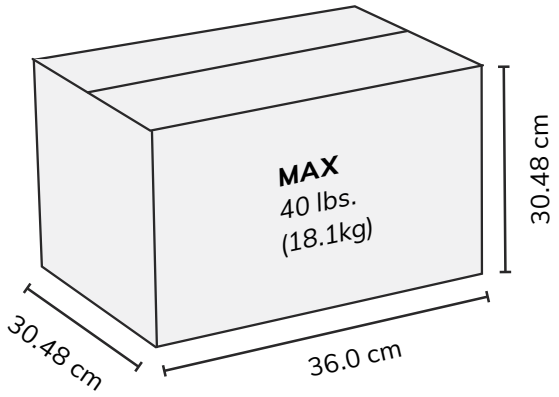
Potency must be specific to lot and batch and must match the COA. Potency must be printed on the retail selling unit in human-readable format. Actual potency found to be different than the registered potency range will be rejected and returned to the LP.

4.3 MASTER CASE STANDARDS

Master cases must be delivered in a format that can be distributed to resellers without breakdown by the LDB. **Inner packs will not be accepted.** The number of retail units per master case must match the case configuration specified on the LDB PO and registered with the LDB.

Master cases should not exceed the length of 36.0 cm, width of 30.48 cm, and height of 30.48 cm. Master cases can be no heavier than 40 lbs. (18.1 kg). All master cases must arrive in tamper-evident packaging (e.g. a cardboard case sealed with security tape or glue). **Flats or trays will not be accepted as master cases.** Master cases must contain only one SKU and only one lot number per case.

Beverages cannot ship loose and must be contained within a master case.



All master cases must include two labels, one on the front and one on the side.

Master case labels must contain human-readable data, as well as scannable barcodes. Human-readable label must include:

- LP
- Product name
- Product category
- GTIN (or SCC - accessories only)
- Retail Unit size or weight
- Retail Units per case
- Lot number
- Packaged-on date
- LDB SKU number (preferred)

Barcodes

All barcodes must meet the standards specified in Section 4.5. Barcodes that do not scan upon delivery may be rejected and returned to the LP. Barcodes must be oriented in such a way that they will scan easily. For example, barcodes must lay flat on the master case and not wrap around corners. Barcodes must be large enough to be scanned with standard RF equipment. Barcodes that cannot be scanned with LDB equipment may be rejected and returned to the LP.

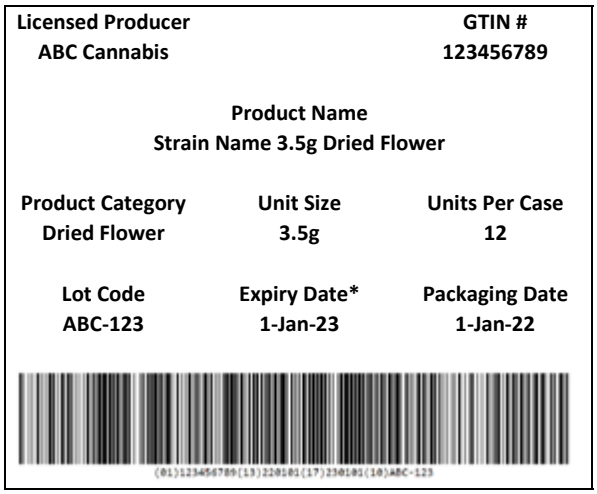
The LP is responsible for registering products and maintaining the integrity of product information with the LDB.

Acceptable shipping case configuration ranges

Case configurations are determined at the time of product approval and registration. Only one case configuration per product is allowable. Changes to case configurations generally require the introduction of a new SKU. You must submit a change request for a change to case configuration to Cannabis.Vendor@bcldb.com for review and approval before shipping a new case configuration.

4.4 MASTER CASE LABEL

Below is an example of a case label that will meet the minimum requirements for receipt into the DC.



*Expiry and Best Before Date only where applicable.

4.5 BARCODE STANDARDS

Each Master Case must have a barcode that scans with standard equipment. All cannabis products must have the GTIN, Packaged-on Date, and the Lot or Batch Number incorporated in the Master Cases and Retail Selling Units GS1 barcodes.

All LPs must register cannabis products with GS1 to secure their barcode symbology and use the following format for Master Cases and Retail Selling Units, providing each package level with a unique barcode. The product size variants will also need their own barcodes (e.g. 1g vs. 7g). The chosen Cannabis GS1 Barcode Symbology is as specified on page 18.

IMPORTANT NOTICE

LDB will only accept the GS1 barcode formats specified below for cannabis products. Please note the required format for the case and the various options for the retail unit.

If you are changing the barcode format on any products, digital barcode samples must be sent to Cannabis.Vendor@bcldb.com for testing and approval before shipping any inventory to the LDB. Please include the BCLDB SKU numbers for the products in your email.

PACKAGING LEVEL	ACCEPTABLE BARCODE FORMAT	MANDATORY INFORMATION
MASTER CASE	**GS1 128**	(01)GTIN (13)Packaging Date YYMMDD (10)Batch or Lot Number
RETAIL SELLING UNIT	**GS1 expanded** **or** **GS1 expanded stacked** **or** **GS1 DataMatrix**	(01)GTIN (13)Packaging Date YYMMDD (10)Batch or Lot Number

BARCODE EXAMPLES

MASTER CASE



RETAIL SELLING UNIT

GS1 DataMatrix



(01)00068780000108
(13)220705
(10)A52D

GS1 DataBar Expanded Stacked



GS1 DataBar Expanded



4.6 CANNABIS ACCESSORY PRODUCTS

Cannabis Accessories can either register product through GS1 and use the format below or keep their existing barcodes, provided they are legitimate, functional, and non-conflicting with any other sellable item(s) globally. If the barcode is conflicting or illegitimate, the product will not be registered.

Option 1: For Accessories with GS1 barcodes

- **Retail Selling Unit** – Any GS1 Databar, UPC-A/E, EAN-13 & EAN-8;
- **Master Case** – GS1-128 or Interleaved 2 of 5, UPC OR EAN.

Option 2: For the Accessories without GS1 barcodes

- **Consumer Items** - UPC A, UPC E, EAN13, EAN8, or GS1 Databar (GTIN ONLY)

4.7 MULTI-PACKS (All Components Same)

For a multi-pack to be registered, all component products must be the same. A unique barcode, GTIN, and LDB SKU Number is required for multi-packs vs. the individual units if sold separately.

If the multipack contains multiple lot numbers for the component items, a unique master lot number must be used in the barcode of the case and retail selling unit. The LP must be able to trace the master lot number back to the individual products within the multi-pack as necessary (e.g. in the event of a recall).

If multiple packaging dates are assigned to the inner component products, the barcode on the case and retail selling unit must utilize the oldest packaging date of the inner components.

For example, if the inner component products are a mix of products packaged on January 15, 2025 and February 2, 2025, then the packaging date within the barcode of the retail selling unit and case should be January 15, 2025 (250115).

4.8 VARIETY PACKS (Different Components)

Where permitted under regulations and if operationally feasible for LDB, variety packs may be registered with component products that are not the same.

A single THC/CBD potency band that covers the minimum and maximum potency range for all products within the variety pack is required. If the component products of the variety pack change, the product must be registered under a new SKU. Different consumer sizes, product categories, and/or container types are not permitted. A unique barcode, GTIN, LDB SKU Number, and lot number is required for variety packs.

If the multipack contains multiple lot numbers for the component items, a unique master lot number must be used in the barcode of the case and retail selling unit. The LP must be able to trace the master lot number back to the individual products within the multi-pack as necessary (e.g. in the event of a recall).

If multiple packaging dates are assigned to the inner component products, the barcode on the case and retail selling unit must utilize the oldest packaging date of the inner components. For example, if the inner component products are a mix of products packaged on January 15, 2025 and February 2, 2025, then the packaging date within the barcode of the retail selling unit and case should be January 15, 2025 (250115).

Delivery Requirements

5.1 Delivery Appointments
- 5.1.1 LTL Delivery Appointments
- 5.1.2 Courier Delivery Appointments
- 5.1.3 RTV Pickup Appointments

5.2 Delivery Paperwork

5.3 Pallet Standards
- 5.3.1 Pallet Build
- 5.3.2 Mixed Pallets

5.4 Pallet Labels



5.1 DELIVERY APPOINTMENTS

An appointment is required for all deliveries into the DC. Deliveries without appointments will not be accepted. All appointment requests must be made through the ARF which is available on the Supplier Webpage for Central Delivery (sample on following page). ARFs must be filled out completely. Incomplete ARFs will not be processed.

ARFs must be sent by email to: RDClogistics@bcldb.com

ARFs must contain only valid LDB POs. POs will be validated prior to approval of appointment. Multiple POs can be included in one ARF. All POs listed on the ARF must arrive in the same delivery. Multiple trailers require a specific ARF for each load. Pallet QTY is the total number of pallets being delivered per load. All LTL/FTL deliveries must be made on pallets. See details below.

Parcel quantity

Parcel QTY is only for shipments by courier. **Courier shipments of more than 100 cases (up to 10 parcels) will not be accepted. Note weight restrictions of no more than 40 lbs/parcel.** See details below.

Case count

Case count is the total cases being delivered on all POs. Accuracy of this count is critical for resource planning in the DC. LP's will be graded on the accuracy of the case count. Case counts outside of acceptable variance may be rejected and returned to the LP.

Carrier information

Carrier information must reflect the final delivery into the DC. Carriers, drivers, and vehicles not listed in the ARF may be refused. Requested Delivery Date and Time is only a request. Actual Delivery Date and Time will be confirmed by the DC Logistics Department.

Request window

Appointment request may only be made within a two-week window. Requests beyond two weeks will not be approved. Appointment requests must be made at least three business days prior to requested delivery date. Appointments must be approved prior to delivery. Shipments are subject to the approved delivery date and time. Shipments in transit must meet the approved delivery date and time. Changes, updates, and cancellations to the appointment must be made a **minimum** of two business days prior to the approved appointment.

Arrival

Deliveries must arrive within 30 minutes of the scheduled appointment time to be considered on time. Early deliveries may not be admitted until the appointment time. Late deliveries may be refused and rescheduled.

Below is an example of the ARF, available on the Wholesale Vendor Website.

BCLDB RDC PO Inbound Appointment Request Form V5.6

Send completed form as an attachment to: **RDCLogistics@bcldb.com**

Please note: any delivery to the RDC requires a confirmed appointment from the BCLDB Logistics Department. In the absence of a valid appointment and authorization, BCLDB reserves the right to reject the delivery.
HIGHLIGHTED SECTIONS **MUST** BE COMPLETED IN THE **PROPER FORMAT** FOR ANY BOOKING REQUEST.
DO NOT DELETE/INSERT ANY ROWS AND COLUMNS ***
Emergency Contacts Infomation is critical and must be included ***
RDC reserves the right to DENY requests if a complete & accurate ARF is not submitted a minimum of **3 business days** prior to the requested appointment

Delivery Date Requested	Delivery Time Requested	Vendor Name	PO #(s)	Pallet or Parcel Qty	Case Count	Last Mile Carrier	Temperature Control Required
	SELECT TIME						SELECT YES/NO
	↑ Use the drop down list. It will appear when you click in the cell. If delivering Parcel, use 'COURIER'		↑ If delivering multiple POs, separate with **semi-colon** (e.g. 50003394; 50003642; 50008764). Input will wrap	↑ Enter Pallet Count if shipping LTL. Enter Parcel Count if shipping Courier	↑ Wholesale Carton (Master Case) Count - not number of retail units	↑ This is the carrier who will actually park at the RDC dock to make the delivery. It may or may not be the Carrier of Record as recorded bottom left	↑ Use the drop down list. It will appear when you click in the cell.

↑ Date Format is YYYY-MM-DD. For example, for June 25, 2024 input 2024-06-25

Vendor Information	
Vendor Name:	
Address, City, Prov:	← Do not insert additional rows. Put complete address on this line. Do not use ENTER key. Text will wrap
Supply Chain Management Contact	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom
Emergency Contacts	
Vendor	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom
Carrier	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom

PDFs of the Bill of Lading AND packing slips MUST be emailed to RDCLogistics@bcldb.com a minimum of 48 hours before delivery
Carrier MUST provide PO Number(s) upon arrival or shipment may be rejected

Below is an example of the RTV ARF,

BCLDB RDC RTV Pickup Appointment Request Form V5.0

Send completed form as an attachment to: **RDCLogistics@bcldb.com**

Please note: a pickup from the RDC requires a confirmed appointment from the BCLDB Logistics Department. In the absence of a valid appointment and authorization, BCLDB reserves the right to reject the pickup.
HIGHLIGHTED SECTIONS **MUST** BE COMPLETED IN THE **PROPER FORMAT** FOR ANY BOOKING REQUEST.
DO NOT DELETE/INSERT ANY ROWS AND COLUMNS ***
Emergency Contacts Infomation is critical and must be included ***
RDC reserves the right to DENY requests if a complete & accurate ARF is not submitted a minimum of **3 business days** prior to the requested appointment

Date Requested	Time Requested	Vendor Name	RTV / PO #(s)	Pallet or Parcel Qty	Case Count	Last Mile Carrier
	SELECT TIME					
↑ Date Format is YYYY-MM-DD. For example, for June 25, 2024 input 2024-06-25	↑ Use the drop down list. It will appear when you click in the cell. If delivering Parcel, use 'COURIER'			↑ Enter Pallet Count if shipping LTL. Enter Parcel Count if shipping Courier	↑ Wholesale Carton (Master Case) Count - not number of retail units	↑ This is the carrier who will actually park at the RDC dock to pick up the RTV. It may or may not be the Carrier of Record as recorded bottom left

Vendor Information	
Vendor Name:	
Address:	← Do not insert additional rows. Put complete address on this line. Do not use ENTER key. Text will wrap
Supply Chain Management Contact	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom
Emergency Contacts	
Vendor	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom
Carrier	
Name:	
Phone:	← Phone format is XXX-XXX-XXXX
Email:	← Email format is name@company.dom

Please send a copy of the Bill of Lading (BoL) at least 24 hours before delivery.
Carrier MUST provide RTV / PO Number(s) upon arrival or shipment may be rejected

The requirement for submission of BOL and e-packing slips with ARF or as soon as available: minimum of when product leaves facility.

5.1.1 LTL Delivery Appointments

When requesting a delivery appointment, you may request a date and the LDB will determine and communicate the delivery time on the confirmed delivery date. The delivery time will be determined by the LDB. Accurate case quantities and associated POs must be provided for each appointment at the time of booking.

5.1.2 Courier Delivery Appointments

Before shipping the product by courier, you must book an appointment with the DC to determine the date of the delivery. A delivery time will not be assigned for courier deliveries; however, the delivery must arrive on the scheduled date. You must provide the DC with the courier tracking number after the LDB-appointment date has been scheduled. **Any courier deliveries made outside of this process may not be accepted.**

5.1.3 RTV Pickup Appointments

The Wholesale Demand Team will advise the LP when an RTV is ready for pickup at the DC. They will provide:

- The RTV number
- The master case quantity
- The pallet or shipping carton quantity

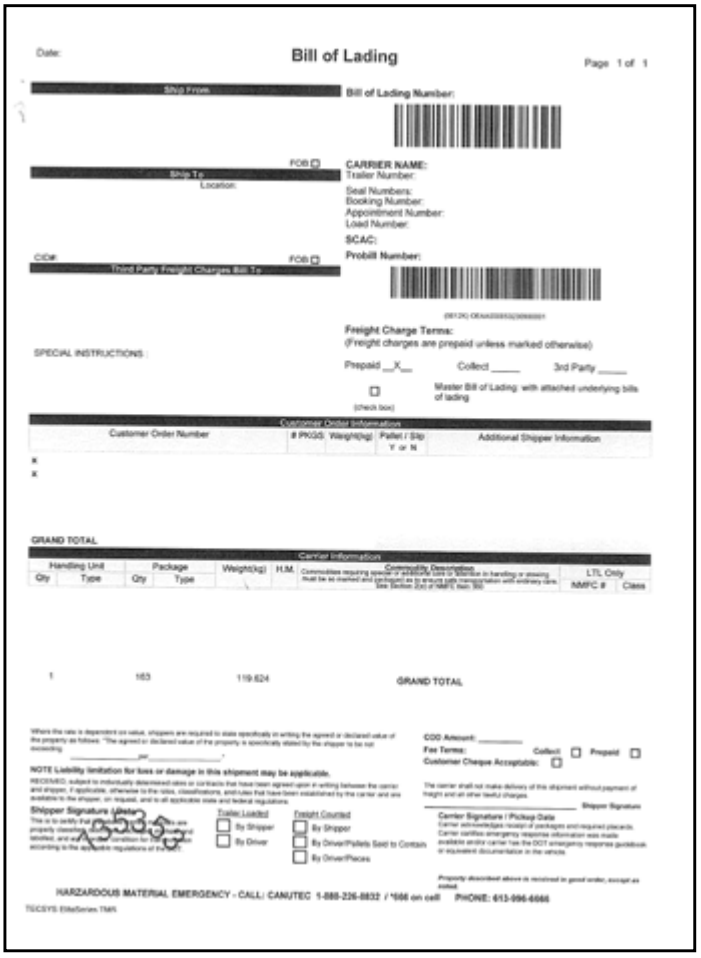
The LP must submit a complete ARF including carrier information to request a pickup date. DC Logistics Department will confirm the date and time of the pickup. If possible, this pickup appointment will coincide with a delivery appointment. Otherwise, a separate pickup appointment will be scheduled. The carrier must provide the RTV number and LP name upon arrival at the DC or the RTV cannot be released. **Carriers who arrive without a pre-approved appointment will not be accepted.**

5.2 DELIVERY PAPERWORK

The following is a list of required documentation that must accompany each delivery. **Deliveries that do not contain each of the documents below will not be accepted.**

- Bill of Lading (BoL)
- Master Packing List
- Individual Packing List or Pallet Tag (per pallet or courier parcel)

Bill of Lading example



Bill of Lading

Page 1 of 1

Bill of Lading Number:

CARRIER NAME:

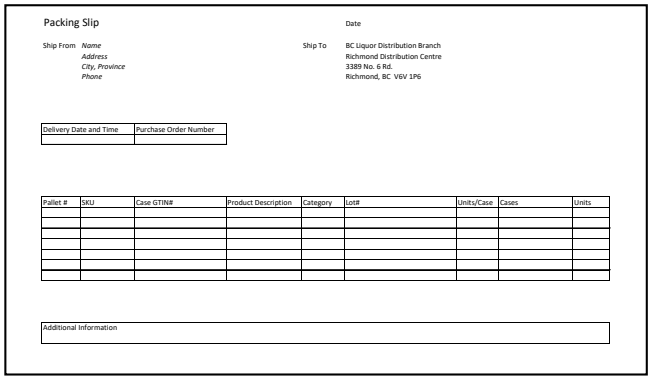
Freight Charge Terms:
(Freight charges are prepaid unless marked otherwise)

Prepaid __X__ Collect _____ 3rd Party _____

Master Bill of Lading: with attached underlying bills of lading

GRAND TOTAL

Master Packing List example



Packing Slip

Date

Ship From *Name*
Address
City, Province
Phone

Ship To BC Liquor Distribution Branch
Richmond Distribution Centre
3389 No. 6 Rd.
Richmond, BC V6V 1P6

Delivery Date and Time	Purchase Order Number

Pallet #	SKU	Case GTIN#	Product Description	Category	Lot#	Units/Case	Cases	Units

Additional Information

Pallet tag example

Licensed Producer		ABC Cannabis	
PO#		50009999	
BC SKU#	LOT #	Cases	Units
123456789	ABC-123	50	600
123456789	ABC-124	25	300
123458888	ABC-888	15	180
Total		90	1080
Pallet 1 of 3			

5.3 PALLET STANDARDS

Pallets delivered to the LDB become the property of the LDB upon receipt. The LDB does not participate in any pallet return programs. Pallets delivered to the RDC must be in good condition, free from damage to boards or stringers. Only wooden pallets are accepted. **Plastic pallets and hardwood pallets, including CHEP or PECO, are not permitted.**

- **Dimensions:** Length 101.6 cm (40”), Width 121.92cm (48”), and a maximum height of 182.88 cm (72”) including the board. Individual boxes on pallet must not exceed 48” in height. **Oversized or extended pallets will not be accepted.**

A maximum height of 48” for the same SKU/ lot combination. For shipping purposes you may ship a pallet as tall as 72” but there must be a cardboard divider or slip sheet at or below the 48” mark.

5.3 PALLET STANDARDS

Accepted

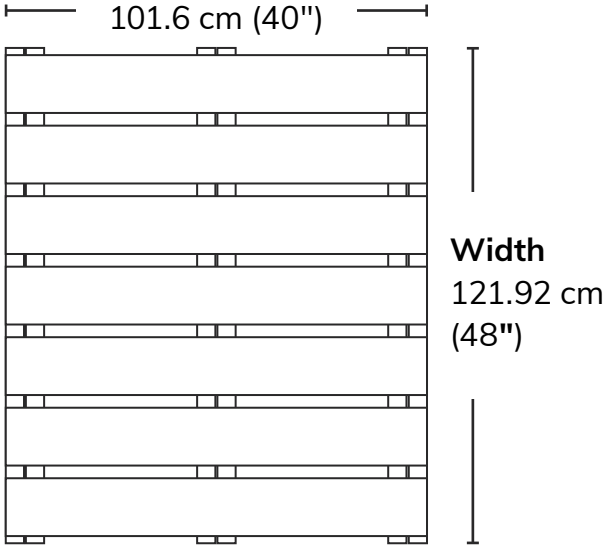


Not accepted

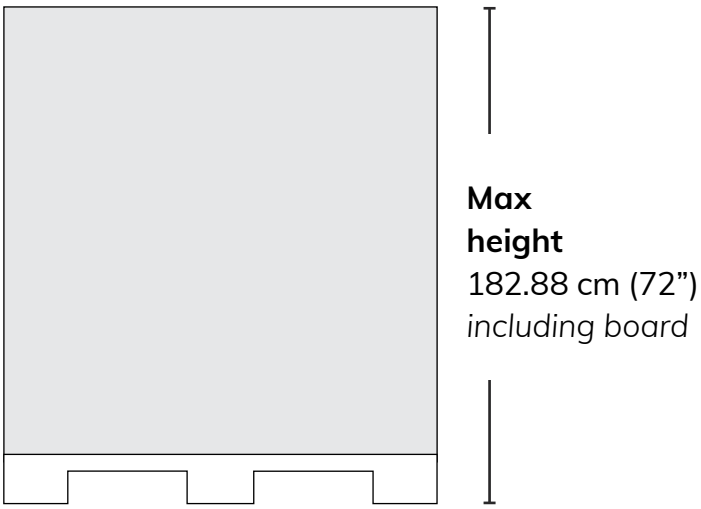




Top view of bare pallet



Side view of pallet



5.3.1 Pallet Build

It is the responsibility of the LP to ensure safe delivery of product to the DC. **Shifted loads and damaged product will not be accepted.** Pallets must be secured with either clear stretch wrap or other fastening system. **Black or coloured stretch wrap will not be accepted.** Pallets may be double-stacked or have layers separated by additional pallets to achieve greater space utilization, as long as product does not become damaged in transit. Overhang on the sides of the pallets is not allowed. Corner boards and additional packaging should be used as necessary to secure the load.

Packing slips or pallet tag must be used on each pallet to identify SKUs, LOTs, and POs within. Shipments that contain multiple POs with partial pallets of the same SKU and LOT should be consolidated together onto one pallet. Case labels must face out and be visible.

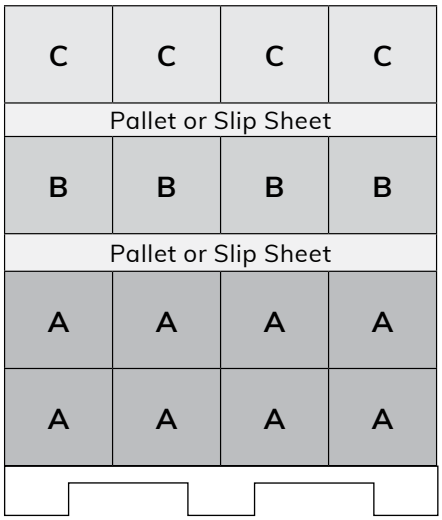
5.3.2 Mixed Pallets

Mixed pallets must be identified with a label. Products must be separated by a slip sheet or divider indicating changes in SKUs, LOTs, and POs. Largest quantities must be on the bottom of the pallet with smaller quantities above. Beverages should be on separate pallets to minimize the risk of damage to other products.

Like SKUs and LOTs must be grouped together with a clear indication of where one product ends and another begins. Multiple PO's may be included on the same pallet, but lines must be delivered in full. Products must not be mixed throughout the pallet (see instructions below).

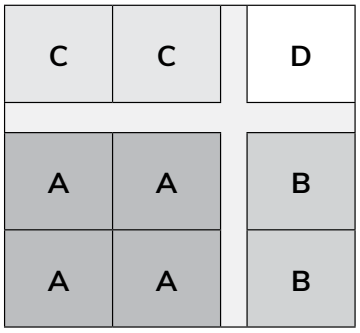
Examples of **proper** mixed pallet builds:

Side view of pallet



Where SKUs and LOTs quantities are in even layers, products are grouped together for efficient breakdown and receipt. Product A has the largest quantity and is located on the bottom layer. Product B and C are separated by a divider and grouped together on the second and third layer.

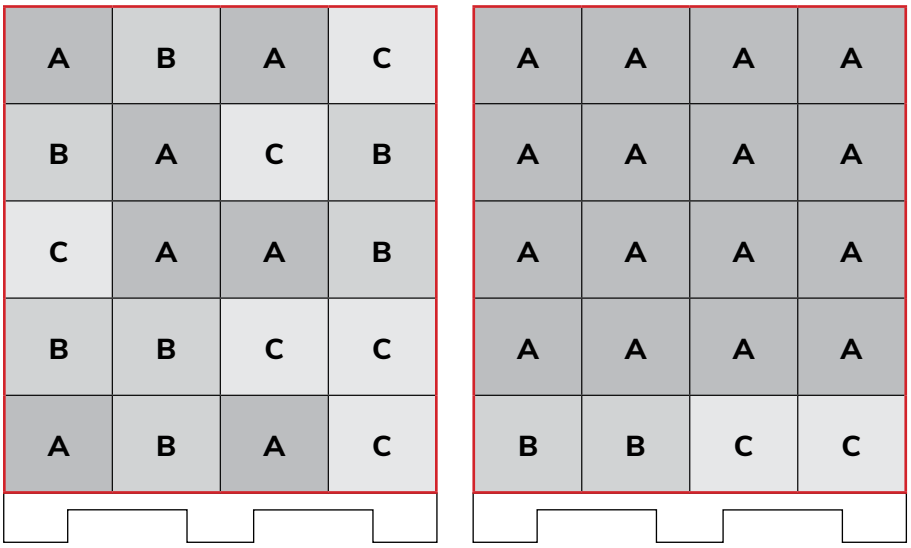
Top view of pallet



Where even layers are not possible, products are grouped together for efficient breakdown and receipt. Dividers or markings are used to indicate changes in SKU and LOT.

Examples of **improper** mixed pallet builds:

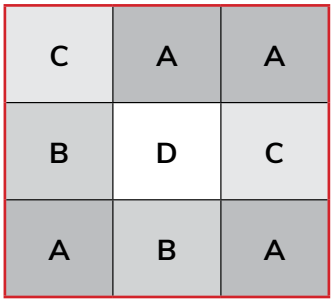
Side view of pallet



Pallet concerns:

- Products are scattered throughout the layers.
- Larger quantities are stacked on top of smaller quantities.
- There is no clear delineation between different SKUs and LOTs.
- These pallet must be fully broken down to be counted and received.

Top view of pallet



Pallet concerns:

- Products are scattered within the layer.
- There is no clear delineation between different SKUs and LOTs.

Refer to **Vendor Performance** section for more details.

5.4 PALLET LABELS

A packing slip or pallet tag must be displayed on each pallet to identify SKUs, LOTs, and POs within. A pallet tag must be included for **each PO on the pallet.** Pallet tags must include the following information:

- Consignee (BC Cannabis)
- Supplier Name
- PO #
- BC SKU #, LOT #, Cases, Units
- Pallet Counts

"Fragile" labels must be included on all pallets containing fragile items. Labels must be clearly visible on the pallet as it's being unloaded. Labels must be attached to at least two sides of the pallet. Labels must include "This Side Up" indication.

"Mixed Pallet" labels must be included on all pallets containing more than on SKU and LOT. Labels must be clearly visible on the pallet as it's being unloaded. Labels must be attached to at least two sides of the pallet.

Pallet tag example

Licensed Producer		ABC Cannabis	
PO#		50009999	
BC SKU#	LOT #	Cases	Units
123456789	ABC 123	50	600
123456789	ABC-124	25	300
123458888	ABC-888	15	180
Total		90	1080
Pallet 1 of 3			

Vendor Performance

6.1 LP Scorecard



6.1 LP SCORECARD

The LDB monitors vendors on their delivery performance over time. The performance will be communicated to the LP periodically in the form of an LP Scorecard. This is an opportunity to address any performance issues and provide suggestions for improvements.
LPs will be graded on the following criteria:

CRITERIA	DESCRIPTION
ON TIME	Arriving within 30 mins of the delivery appointment.
IN FULL	Delivering the exact quantity that is booked in the appointment request.
APPOINTMENT CHANGES	The number of changes made to the appointment after approval.
RECEIVING EXCEPTIONS	Any issues which caused a delay in the receiving process.
RTV PICKUP	The speed and responsiveness of picking up returns. It is expected that the LP will provide confirmation of destruction or pick up the goods within 7 days of the return request from LDB.
LOT/SKU CONSOLIDATION	Keeping like items together for each of receipt.
LOT CONTROL	3 lots/SKU per delivery acceptable. 4 lots/ SKU is allowable if the delivery is more than 500 cases of a particular SKU.

Contacts



7 CONTACTS

SUBJECT	EMAIL
Product and vendor registration and updates	Cannabis.Vendor@bcldb.com
PO requests and revisions	Cannabis.Demand@bcldb.com
Delivery/returns appointment booking	RDClogistics@bcldb.com
Price change requests	Cannabis.Pricing@bcldb.com
Product listing applications for central delivery	Cannabis.Products@bcldb.com
Product recalls	Cannabis.CustomerExperience@bcldb.com

BC CANNABIS WHOLESALE



NOVEMBER, 2026