

**BC CANNABIS** WHOLESALE

# **SHIPPING**

## REQUIREMENTS

## GUIDE

MARCH, 2023



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# Introduction

1.1 Introduction

1.2 Glossary



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## *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**

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Protecting **public health**

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Promoting **safe consumption**

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Eliminating the **illegal cannabis market**

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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

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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>

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## 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.

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**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.

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# Purchasing Requirements

2.1 Product Application and Registration

2.2 Purchase Orders





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## 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](mailto: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](mailto: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 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. 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. **LPs must provide Packaged-on date and THC & CBD levels at time of product offering before LDB will issue a PO.**

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# 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 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 8 months from the receipt date in the LDB DC. Other cannabis categories will be held for a maximum of 12 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
<b>FLOWER</b> <b>PRE-ROLLS</b> <b>EDIBLES</b>	<b>Less than</b> <b>3 months*</b>	<b>8 months</b> <b>from date of receipt</b>
<b>SEEDS</b> <b>BEVERAGES</b> <b>TOPICALS</b> <b>INHALABLE EXTRACTS</b> <b>INGESTIBLE EXTRACTS</b> <b>OTHER CANNABIS CATEGORIES</b>	<b>Less than</b> <b>5 months*</b>	<b>12 months</b> <b>from date of receipt</b>

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

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### 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, and barcodes, the LP must submit a change request form to [Cannabis.Vendor@bcldb.com](mailto: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
- Units per case
- Barcodes
- Product names
- Ingredients
- Product potency
- Brand or LP

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### 3.6 RETURNS

As per the LDB's Supply Contract, the LDB may choose to return products to the LP at their 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;
- has excess or aged inventory;
- has a quantity on hand that is not projected to sell before the return date is reached;
- 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@bclldb.com](mailto:Cannabis.Data@bclldb.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. The LDB may choose to destroy rather than return product to the LP if the product is unfit for shipping or is the result of a customer return to the LDB.

The LP may choose to have returned product destroyed at the LDB's destruction facility rather than shipping back to their facility. The LP must confirm in writing that they will not require return of the product and release it for destruction. Cost of destruction will be billed back to the LP at a rate of \$1.00/kg of gross weight (product and packaging).

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### 3.7 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](mailto: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.

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# 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



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## 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.

Barcode 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.



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## 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.

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### 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.

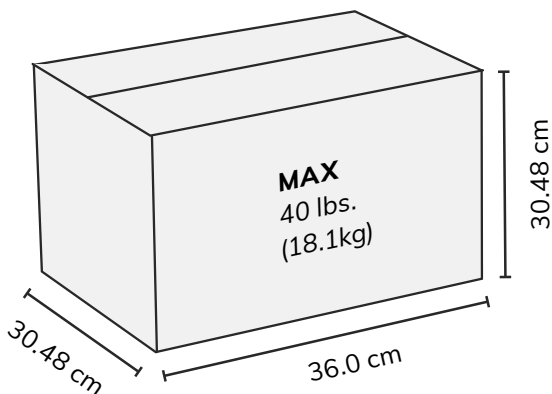
Master cases should not exceed the length of 36.0 cm, width of 30.48 cm, and height of 30.48 cm. Master cases can be no heavier than 40 lbs. (18.1 kg). All master cases must arrive in tamper-evident packaging (e.g. a cardboard case sealed with security tape or glue). **Flats or trays will not be accepted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



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### *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](mailto: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.




<b>Licensed Producer</b> ABC Cannabis		<b>GTIN #</b> 123456789
<b>Product Name</b> Strain Name 3.5g Dried Flower		
<b>Product Category</b> Dried Flower	<b>Unit Size</b> 3.5g	<b>Units Per Case</b> 12
<b>Lot Code</b> ABC-123	<b>Expiry Date*</b> 1-Jan-23	<b>Packaging Date</b> 1-Jan-22
		

\*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 follows:

<b>PACKAGING LEVEL</b>	<b>BARCODE FORMAT</b>	<b>MANDATORY INFORMATION</b> <i>(No expiry/ best before date)</i>	<b>MANDATORY INFORMATION</b> <i>(with an expiry/ best before date)</i>	<b>EXAMPLES</b>
<b>MASTER CASE</b>	<b>GS1 128</b>	(01)GTIN (13)Packaging Date YYMMDD (10)Batch or Lot Number	(01)GTIN (13)Packaging Date YYMMDD (15) – Best Before Date (YYMMDD) / or (17)Expiry Date YYMMDD (10)Batch or Lot Number	
<b>RETAIL SELLING UNIT</b>	<b>GS1 expanded or GS1 expanded stacked</b>	(01)GTIN (13)Packaging Date YYMMDD (10)Batch or Lot Number	(01)GTIN (13)Packaging Date YYMMDD (15) – Best Before Date (YYMMDD) / or (17)Expiry Date YYMMDD (10)Batch or Lot Number	 or 

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## 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

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.

## 4.8 VARIETY PACKS

Variety packs may be registered where the component products are not the same. However, 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, and LDB SKU number is required for variety packs.** All variety packs must have a master lot number incorporated into the Master Case and Retail Selling Unit barcodes. The LP must be able to trace the master lot number back to the individual products within the variety pack as necessary (e.g. in the event of a recall). **Multiple lot numbers for variety packs with various strains will not be accepted.**

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# 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



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## 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](mailto: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 10 parcels will not be accepted.** 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 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

Send completed form to: [RDCLogistics@bcldb.com](mailto: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.  
**7AM-8AM appointments will be given priority.**

HIGHLIGHTED SECTIONS MUST BE COMPLETED IN THE PROPER FORMAT FOR ANY BOOKING REQUEST. DO NOT DELETE/INSERT ANY ROWS AND COLUMNS

RDC reserves the right to DENY requests if a complete & accurate ARF is not submitted three business days prior to the requested time

VENDOR INFORMATION	
Vendor Name	
Address	
SUPPLY CHAIN MANAGEMENT CONTACT	
Name	
Phone	XXX-XXX-XXXX
Email	
REQUESTED DELIVERY IN PALLETS (#OF SKIDS) OR PARCELS (# OF BOXES)	
Date	YYYY-MM-DD
Time	
PO #(s)	
Pallet Qty	
Parcel Qty	
Case count	
TRANSPORTATION INFORMATION	
Carrier Name	
# of Vehicles	
Vehicle Type	
License Plate(s)	
Tracking # (Parcel)	
Dock required	
Seal Managed	
Temp Controlled	
Temp Maintained	

EMERGENCY CONTACTS	
VENDOR	
Name	
Phone	XXX-XXX-XXXX
Email	
CARRIER	
Name	
Phone	XXX-XXX-XXXX
Email	

Please send a copy of the Bill of Lading (BoL) at least 3 Business days before delivery  
 Carrier MUST provide PO Number(s) upon arrival or shipment may be rejected  
 Contact and driver information is critical and must be included



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### 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 DC Logistics Department 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

Date: \_\_\_\_\_ Ship From: \_\_\_\_\_ Bill of Lading Number: 

Ship To: \_\_\_\_\_ Location: \_\_\_\_\_ CARRIER NAME:  
 Trailer Number:  
 Seal Number:  
 Booking Number:  
 Appointment Number:  
 Load Number:  
 SCAC:  
 Product Number:

Ship From: \_\_\_\_\_ Ship To: \_\_\_\_\_

Freight Charge Terms: (Freight charges are prepaid unless marked otherwise)  
 Prepaid  Collected  3rd Party   
 Master Bill of Lading with attached underlying bills of lading.

SPECIAL INSTRUCTIONS: \_\_\_\_\_

Customer Order Information:  
 Customer Order Number: \_\_\_\_\_ # PROD: \_\_\_\_\_ Weight/Qty: \_\_\_\_\_ Pallet / Slip: \_\_\_\_\_ Additional Shipper Information: \_\_\_\_\_

GRAND TOTAL

Handling Unit	Qty	Type	City	Type	Weight/Qty	FOB	Freight Class	Special Handling	U.S. Origin	MPC#	Class
	1	950			179.624						
GRAND TOTAL											

**Shipper Signature** \_\_\_\_\_  By Driver  By Other \_\_\_\_\_

**Receiver Signature** \_\_\_\_\_  By Driver  By Other \_\_\_\_\_

**Seal Number** \_\_\_\_\_

**Carrier Signature (Check Date)** \_\_\_\_\_

**NARROWS MATERIAL EMERGENCY - CALL CARTRUCK 1-800-224-6222 / 1-888-588-3444 PHONE: 613-866-8888**

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	
Item#	LOT#	Cases	Units
123456789	ABC-123	50	600
123456789	ABC-124	25	300
123456888	ABC-888	15	180
Total		90	1080

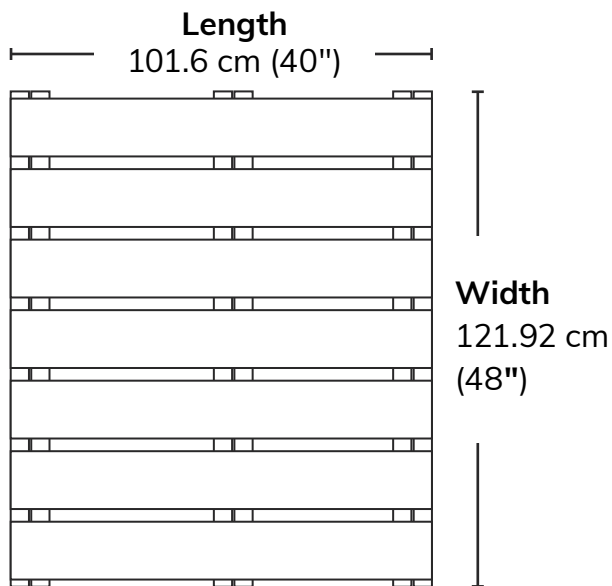
**Pallet 1 of 3**

### 5.3 PALLET STANDARDS

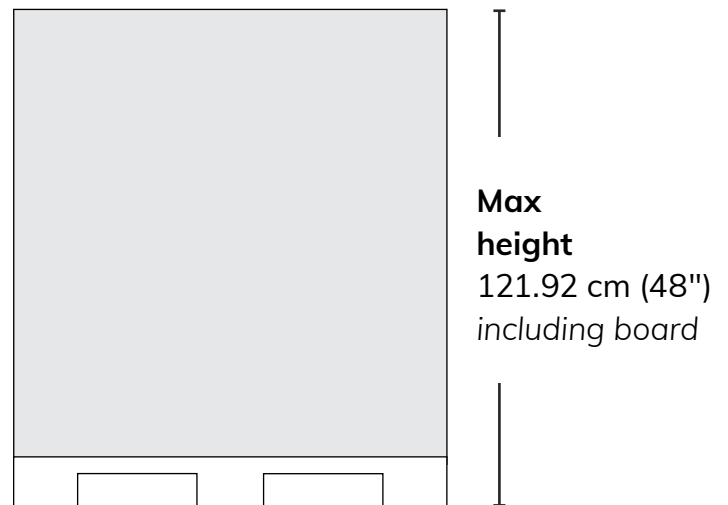
Pallets delivered to the LDB must be one-way pallets. Pallets delivered to the DC must be in good condition with no damage to the boards or stringers. Pallets must be made of wood. Hardwood pallets such as CHEP and PECO are acceptable. **Plastic pallets will not be accepted.** Pallets are considered one-way and become the property of LDB upon delivery. **LDB does not participate in any pallet return programs.**

- **Dimensions:** Length 101.6 cm (40"), Width 121.92cm (48"), and a maximum height of 121.92 cm (48") including the board. **Oversized or extended pallets will not be accepted.**

Top view of bare pallet



Side view of pallet



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### 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.

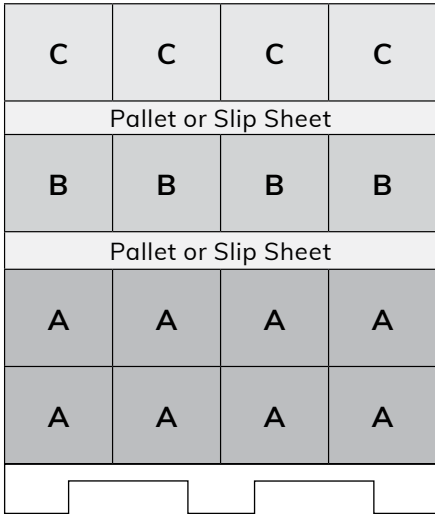
### 5.3.2 Mixed Pallets

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. Heaviest products must be on the bottom of the pallet with lighter items above. Largest quantities must be on the bottom of the pallet with smaller quantities above.

Like SKUs and LOTs must be grouped together with a clear indication of where one product ends and another begins. Products must not be mixed throughout the pallet.

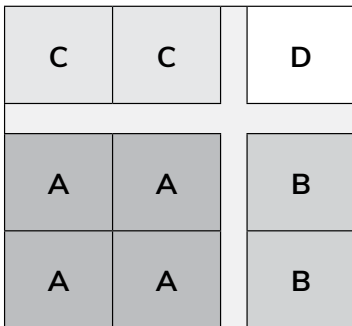
Examples of **proper** mixed pallet builds:

**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**

A	B	A	C	A	A	A	A
B	A	C	B	A	A	A	A
C	A	A	B	A	A	A	A
B	B	C	C	A	A	A	A
A	B	A	C	B	B	C	C

**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**

C	A	A
B	D	C
A	B	A

**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 #
- Item #, 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 one 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	
Item#	LOT#	Cases	Units
123456789	ABC-123	50	600
123456789	ABC-124	25	300
123458888	ABC-888	15	180
<b>Total</b>		<b>90</b>	<b>1080</b>
<b>Pallet 1 of 3</b>			

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# 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:

<b>CRITERIA</b>	<b>DESCRIPTION</b>
<b>ON TIME</b>	Arriving within 30 mins of the delivery appointment.
<b>IN FULL</b>	Delivering the exact quantity that is booked in the appointment request.
<b>APPOINTMENT CHANGES</b>	The number of changes made to the appointment after approval.
<b>RECEIVING EXCEPTIONS</b>	Any issues which caused a delay in the receiving process.
<b>RTV PICKUP</b>	The speed and responsiveness of picking up returns.
<b>LOT/SKU CONSOLIDATION</b>	Keeping like items together for each of receipt.

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# | Contacts



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## 7 CONTACTS

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

# I **BC CANNABIS** WHOLESAL

