

## FREQUENTLY ASKED QUESTIONS

### Private Ordering

#### Q1. How do I place a private order?

A1. Information for obtaining an approximate price of a non-listed product, and placing a Private Order is outlined on the LCBO Website [www.LCBO.com](http://www.LCBO.com). Choose 'Products' and then 'Private Ordering.'

The Private Ordering 'Guidelines' pamphlet is a step by step description of the process for ordering product. This pamphlet explains the necessary forms that must be completed, as well as the official paperwork that must be presented before an order can be processed.

#### Q2. What is the role of a Licensed Agent Representative?

A2. Agents or 'Licensed Representatives' (LR) for a foreign manufacturer must be registered with the AGCO (Alcohol and Gaming Commission of Ontario), 416-326-0450, [www.agco.on.ca](http://www.agco.on.ca).

As an Agent Representative it is of utmost importance that you are fully aware of the AGCO rules and regulations surrounding the marketing of alcoholic beverages in Ontario.

Trade Resources Online is a useful tool to explore if you are a licensed representative for a foreign manufacturer. Please read the material listed under 'Overview', "Establishing a Relationship'.

#### Q3. How does an Agent place orders for their customer?

A3. Orders are deposit based and customers are pre-determined. An Agent submits fully completed orders (as described in the Guidelines pamphlet) on behalf of customers. Each order form must be signed by the customer. Non-licensed customer must also sign a lab waiver if their order is less than 5 cases of product. Each customer will receive a 'deposit receipt' confirming the product(s) ordered and the deposit received on their behalf.

#### Q4. What are the shipping arrangements?

A4. The LCBO is the importer of record for all alcohol based beverages entering Ontario. The LCBO Customs and Traffic Department arranges all movement of freight into the province. The supplier will be advised which freight forwarder to contact to arrange shipment to a consolidation point or for pickup, depending on the agreed terms of shipment with the agent/supplier.

The Private Ordering staff will process the order, fax/email and mail the completed purchase order to the manufacturer/supplier. The purchase order will give specific shipping instructions to the supplier as well as information regarding the marking of cases and the required paperwork which must be submitted to the freight forwarder.

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Q5. How will I know when the order is ready to be picked up for the customer?

A5. When the order is received and ready for pickup a notice is sent to the agent as well as all of the customers advising the cost of the order and instructions for obtaining the order. Prior to the receipt of the product into Ontario, the agent will determine with their customer who will be responsible for the removal of the product from the Private Ordering warehouse in the allotted time. If it is determined that the agent will pickup the order on behalf of the customer, the agent must deliver the order to the customer within a 24 hour period.

Q6. What if the customer no longer wants the order?

A6. In rare cases a customer may 'change their mind' and not want to purchase the order after arrival into Ontario. The customer will forfeit the initial deposit, and the agent must submit a new signed customer order form.

Q7. How does the supplier get paid?

A7. If the product is deemed acceptable according to Quality Control standards, the supplier will be paid 30 days after receipt of the order into the Private Ordering warehouse.

Q8. How is the Quality of a product determined?

A8. The LCBO does lab testing on all products entering Ontario. If the product does not pass the standards, the product will not be released.

Q9. Who is responsible for the lab testing fees?

A9. The LCBO will deduct \$155.00 from the supplier payment for each product tested. If the product is spirit based the fee is \$135.00. If the supplier has been 'pre-paid' by the agent, the agent is then responsible for the payment of the lab fees.

Q10. What if the product does not pass the lab test?

A10. The LCBO will not pay the supplier and the agent/supplier must determine if the product will be destroyed or returned (at supplier/agent expense) to the supplier. There are fees related to each of these processes.