

Grocery Store Policy and Procedure Manual For Empty Returns



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The responsibilities of a Grocery Store are outlined in the contract between you and The Beer Store. You must adhere to all the requirements set out in your contract as well as this policy and procedure manual. Failure to comply could result in reporting to the Alcohol and Gaming Commission who has the authority to suspend or terminate your authority to sell beer, ready to-drink beverages, cider and wine.

Going forward this manual will refer to The Beer Store as **TBS** and Grocery Store as **Grocer**.

Customer Experience Centre

Hours of Operation:

- Monday to Friday 8am to 8pm
- Saturday and Sunday 9am to 5pm
- Statutory Holidays CLOSED

Phone Number: 1-888-948-2337
Email: customerservice@thebeerstore.ca



**please include your LCBO grocery store number and name on email communications

Ordering Procedures

Online Ordering

All pickup orders must be placed on our Beer for Business online platform at www.beerforbusiness.ca available 24 hours a day, 7 days a week. Log on credentials and access to the ordering guide will be sent to you by our Customer Experience Centre upon new account set up to the email address on file or when you fill out the registration form at www.beerforbusiness.ca.

There is a FAQ on navigating the system accessible at the bottom of the page once logged in.

Phone Ordering

A service fee of \$20 will be applied for all orders placed over the phone via our Customer Experience Centre. This is an optional fee, as our user-friendly online ordering system at www.beerforbusiness.ca remains a free of charge option for placing your orders.

Cut Off Time for Pickup Order

Pickup orders must be received by the cut off time established by your supplying logistics site, which can be found in the "My Account" page when logged in to Beer for Business. You may make changes to a pickup order until the order close time.

Delivery and Billing Documents

There are 4 documents in our ordering and delivery process, if our emails are not reaching you check your junk or spam folder, if they are not there, you may access these documents from www.beerforbusiness.ca document history page for download and printing.

Order Confirmation	<ul style="list-style-type: none"> • we send this email when your pick up order is received • order confirmation lists all supplies ordered
Delivery Note	<ul style="list-style-type: none"> • we send this with the delivery crew • document is a packing slip and only lists the supplies and quantities delivered • receiver will be asked to sign the form to confirm the supplies being delivered
Customer Returns Slip	<ul style="list-style-type: none"> • delivery crew will itemize all of your empty returns at the time of pick up • receiver will be asked to sign the form to confirm the empties being returned • delivery crew does not know the amount owing and will not be calculating the value of your empty returns at time of pick up • administrative team will credit your account within 24 hours of the pick up
Credit Note	<ul style="list-style-type: none"> • we send this email when your returns have been entered at The Beer Store • lists all the empties returned, the value of the return by package, commission and HST (if applicable) and the total amount that will be credited to your account • quantities on the credit note should match the customer return slip left with you at the time of pick up

Empty Pick Ups

Guidelines

- your pickup day will be coordinated with your full goods delivery service for maximum efficiency and is established according to your location
- pickup time is determined by your position on the truck delivery route
- if you request an empty pick up only and/or supply order only not scheduled with your full goods delivery there will be a **\$175 fee** applied to your account
- a scheduled pick up will have an estimated time window, TBS will notify you if the pick up will be significantly earlier or later than the estimated time
- TBS will advise of permanent changes to your pick up day or time no less than 2 weeks prior to its implementation
- empties will be pick up from dock height from within your building, if you require empties to be picked up from ground level there will be a **\$175 fee** applied to your account

Safety

Health and safety is the responsibility of all employees of The Beer Store, no employee will work or act in a manner that could cause injury to themselves, customers or damage to equipment or property.

To ensure a safe working environment for our delivery crew please reference the Safety Requirements – Empty Pick Up Acceptance Area guide included with your welcome package or at www.thebeerstore.ca/grocery-stores/manuals-and-forms.

Empty Returns

Environmental leadership means promoting the recovery, reuse or recycling of all our packaging and encouraging customers to participate in this program as a means of reducing waste.

Grocers are required by their AGCO issued license to **accept and refund** customers for deposits on all beer, wine and spirit containers on which a deposit has been paid in the Province of Ontario. As well, you must accept all related secondary packaging that is returned to TBS with normal empty returns.

Empty Pick Up Requests

When you place your empty pickup order on a set day on-line using our Beer for Business website www.beerforbusiness.ca you first order your supplies and then at the time of checkout you will advise how many empties or “footprints” are to be returned.

The footprint count is the number of pallet positions on the truck, a PECC is 1 footprint, two ORBIS bins are 2 footprints and each pallet of empties from 1 case up to an equivalent full pallet is 1 footprint.

Return Requirements

Ontario Deposit Returns (ODR) program covers all wine, spirit, and cooler containers over 100ml sold in Ontario and beer containers over 100ml sold outside the TBS system.

All refillable glass bottles must be kept separate from non-refillable bottles. Non-refillable glass bottles can be co-mingled but sorted into clear and coloured glass bins, including beer, wine, spirit, cider and other alcoholic glass containers accepted for deposit refund through the TBS beer container recovery system. **Containers that are not properly separated will not be accepted by TBS.** If it is found that the containers are not properly separated after pick up TBS may charge a secondary sorting fee and/or debit the handling commissions paid on non-complaint ODRP containers.

When returning containers, they must be segregated by package type and deposit value. This will allow drivers to get an accurate count and apply the proper credit.

All bulk return containers **must** be accompanied by a check-off sheet denoting how many units are in the container. You will find check off sheets for can and comingled ODR/TBS bins at www.thebeerstore.ca/grocery-stores/deposit-returns.

Ahead of pick up you are to place a shipped from label on all ORBIS bins, gaylord liners, PECC liners and clear plastic bags with your Grocer number clearly marked.



Sorting Requirements

If you fail to follow the sorting procedures outlined in this manual and our Empty Return Guide, TBS may charge you a secondary sorting fee and/or debit the handling commissions paid on non-complaint eligible program containers.

On our website you will find a spreadsheet titled [product shelf life](#) which lists all brands supplied by TBS and whether or not the container is refillable or non-refillable www.thebeerstore.ca/grocery-stores/inventory-levels.

You must sort by container type and deposit value unless indicated below:

- | | |
|--|---|
| • glass container – TBS – refillable | must also be separated by type/brand |
| • glass container – ODR/TBS non-refillable | must also be separated into clear and colour |
| • tetra pack - ODR | deposit value sizes can be mixed |
| • bag in box - ODR | bag/bladder needs to be removed and box placed with cardboard |
| • ceramic/porcelain - ODR | deposit value sizes can be mixed |
| • PETs | TBS, ODR and deposit value sizes can be mixed |
| • aluminum/steel container – cans | TBS, ODR and deposit value sizes can be mixed |

Deposit Value

- containers over 100ml and up to 630ml 10¢
- containers more than 630ml 20¢
- cans less than or equal to 1 L 10¢
- cans greater than 1L 20¢

Please note that containers less than or equal to 100ml should be placed in the customer's local blue box recycling program. If these containers are returned to TBS there will be no deposit paid, however TBS will ship to our recycler.

Grocers are not eligible to collect kegs or cylinders and earn a commission rate.

Container Types

Ceramic/Porcelain

Must be kept separate from all other package types returned in a box clearly labelled "CERAMIC."

Aluminum/Steel Container (can)

TBS and ODR aluminum/steel containers (cans) can be commingled and loose (not in bags) within an empty can container (PECC) and liner and placed on a brewer standard pallet with a **maximum 260 dozen cans per bin** (approximately 200 lbs). Please note overfilling causes the sides of the PECC to bow and excess containers will fall out of the bin.

Tetra Pack/Bag in Box/PET

Must be sorted separately by package type and returned using clear plastic bags that clearly state how many containers are in the bag and at what deposit value.

Glass Container – Beer - Refillable

Industry standard bottles (IBS) or private mold bottles (PMB) must be kept separate from non-refillable bottles, IBS can be sorted together regardless of brand in one case while PMB need to be separated by brand in one case. All glass containers are to be returned in the original packaging or TBS knockdown cartons..

Containers are to be palletized using only brewer standard pallets with a **maximum of 12 cases** (24 bottles per case) placed on each row.

Glass Container – ODR and Non-Refillable TBS

Gaylord bins with a liner placed on a pallet are used to return all ODR and non-refillable TBS glass which can be co-mingled but must be sorted into bins containing only clear and coloured bottles. A [check-off sheet](#) must be adhered to the container denoting the number of units by deposit value. Do not overfill the gaylord bin, no cresting,

In emergency cases only where supplies of gaylord bins have run low you may palletize ODR/TBS non-refillable glass. Please reference page 10 [Glass Containers >=630ml](#) for information on this process.

Secondary Packaging

- plastic wrapping
- cardboard cases
- boxboard
- paper bags
- plastic rings
- bottle caps
- corks

Secondary packaging will be accepted for pick up at no charge to you and no deposit value credit given. All secondary packaging should be placed in separate bags.

If volume warrants you may return cardboard cases in a PECC bin, a plastic liner is not required to return cardboard.

Case Piling and Palletizing

TBS refillable glass containers are to be palletized for return, ODR/TBS non-refillable glass containers should only be palletized when your supply of gaylords have run low. The mixing of 10¢ containers and 20¢ containers in cartons on the same row is not permitted, with the exception of the top row of a return pallet. Clear ODR/TBS non-refillable bottles, colour ODR/TBS non-refillable bottles and refillable bottles must all be returned on separate pallets.

Glass Containers < 630ml

A maximum of 12 cases (24 bottles per case) can be placed on each row, use the guide below for proper placement of cases. Only brewer standard pallets are to be utilized and the row piling pattern must be alternated as depicted to ensure stability.

- two 12-pack original cartons can be used in place of one 24-pack case, 12-pack cartons are not to be placed in trays, nor are they to be placed in trays with 6-packs, nor are they to be placed in a 24-pack original carton with 12 loose bottles
- 6-packs (in original cartons) can be placed in trays to create a full case. Do not mix 6-pack cases and loose bottles or place 6-pack cartons in a 24-pack original carton
- only place fully enclosed original carton 24-pack containers on the 4 corners of each row (i.e. no knock downs, 12-packs, or 6-packs in trays)
- to palletize other industry case sizes use table L-2 below for proper placement
- **palletized empty bottles <630ml must be either tied with twine on the 4th and top row or the entire pallet must be shrink wrapped**

Piling Pattern (</=630ml)

1	4	6	
2		7	
3	5	8	
9	10	11	12

Row Alternate

9	10	11	12
3	5	8	
2		7	
1	4	6	

Table L-2: Cases of containers < 630 ml

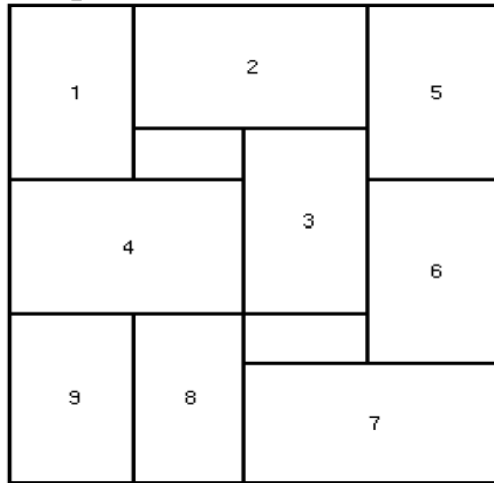
24	24	24	24	24	28	28	28	24
24	24		24		24	24	24	24
24	24	24	24	24	12	12	12	24
24	24	24	24	24	24	24	24	24
28	28		28		24	24	24	24
28	28		28		15	6	15	24
28	28		28		28	28	28	24
28	28		28		28	28	28	24
18	18	18	18	24	24	24	24	24
18	18	18	18	24	20	28		24
18	18	18	18	24	24	24	24	24
12	12	12	12	24	24	24	24	24
20	20	20	24	24	15	15	15	15
20	20	20	24	24	6	6	6	6
20	20	20	24	24	12	12	12	24
24	24	24	24	24	24	24	24	24
15	15	15	15	24	18	18	18	18
15	15	15	15	24	24		24	
15	15	15	15	24	24	24	24	24
24	24	24	24	24	24	24	24	24

Glass Containers >=630ml

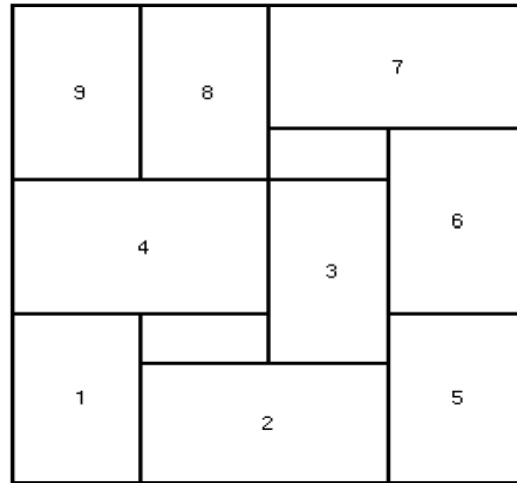
*only to be used for ODR/TBS non-refillable if your supply of gaylords has run low

A maximum of 9 cases (12 bottles per case) can be placed on each row, use the guide below for proper placement of cases. Only Brewer standard pallets are to be utilized and the row piling pattern must be alternated as depicted to ensure stability.

Piling Pattern (>630ml)



Row Alternate

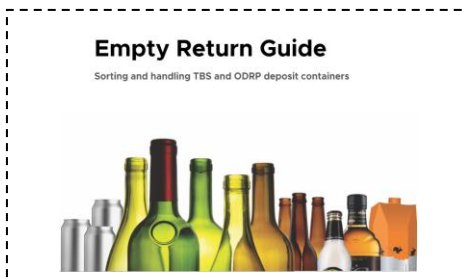


- two 6-pack cartons can be used in place of 12-pack case
- **palletized empty bottles >630ml must be tied on every row or the entire pallet must be shrink wrapped**
- when piling cartons with various heights on a single row, attention must be taken to ensure pallet stability when additional rows are added. When possible, place these cartons on top pallet rows to ensure stability

Pallet Construction

The chart below lists maximum pallet heights by various row combinations. Pallets of returns must not exceed the heights listed below:


Possible Pallet Scenarios	Rows per Pallet		Pallet Height (inches)
	less than or equal to 630ml	greater than 630ml	
1	7	0	68.75
2	6	1	72.50
3	5	2	76.25
4	3	3	70.75
5	2	4	74.50
6	0	5	69.00



For additional information on empty returns please reference our **Empty Return Guide** found on our website at www.thebeerstore.ca/grocery-stores/deposit-returns

Supplies

TBS has supplies that you may require for empty sortation. If you need these, you can place an order for them to be delivered on your next pick up day. Costs will be debited against your TBS account.

Description	Shipping Size		Description	Shipping Size	
TBS brewer standard pallet	1 each		gaylord	1 each	
PECC can bin	1 each		PECC can bin liner	1 each	
clear bags 26" x 36" clear bags 35" x 50	250/case 125/case		shipped from label	500/roll	
knockdown ODR (12)	25/bundle		Knockdown TBS (24)	60/bundle	
twine	1 roll/box		shrink wrap	1 roll	

Mandatory Initial Supplies

Upon startup of taking back empties TBS will supply you with the following package of supplies. Reuseable supplies, which are pallets, gaylords, PECCs and liners are at no cost, all other supplies will have a cost associated with them and will be invoiced.

Supply	Amount Supplied
TBS brewer standard pallet	6
gaylord	2
PECC can bin	2
PECC can bin liner (red)	4
TBS knockdowns	1 bundle
ODR knockdowns	1 bundle
twine	1 roll
shrink wrap	1 roll
shipped from label	1 roll

Defective or Damaged Bins

Damaged or defective bins may include rips or tears and should be removed from service, labelled and sent back to your supplying logistics site for recycling. TBS will replace damaged/defective bins at no cost to you.

In the event a defective/damaged bin is assembled and filled with recyclables the bin must be secured in plastic wrap and identified as defective before transport with mobile equipment.

Required Practices and Procedures

Hours of Service

You must post signage in a clear, unobstructed and visible area to the public that your location accepts eligible program container returns and also include hours of operation for accepting returns.

Inspections

TBS is entitled at any time to inspect any location or work site which the services are being provided and make suggestions or recommendations regarding performance of service. We can also at any time immediately stop the performance of any services that we believe to be unsatisfactory or unsafe.

TBS may report any such unsatisfactory or unsafe services to the AGCO, LCBO and/or Ministry of Finance.

Updates

For updates to our policy and procedure manual or other material please visit www.thebeerstore.ca/grocery-stores/manuals-and-forms.