



## CUSTOMER PORTAL GUIDE

### ACCESSING THE PORTAL

Any TBS orders placed into the LCBO Gateway must have the TBS delivery fees paid via *The Beer Store Delivers* Customer Portal by the order cutoff time.

Visit <https://thebeerstoredelivers.ca/> and log in with your Customer Number (10-digit Ship-To # from your bill of lading) and the temporary password provided by TBS. Be sure to change your password once logged in.

If you have not been provided credentials for the Portal, please contact [customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca).

**The Beer Store Delivers**

Log in with your customer number and password

Customer Number

Password

**LOG IN**

### VIEWING OUTSTANDING ORDERS

Any orders yet to be released to TBS will be found under the Outstanding Orders section at the top-left of the page along with a breakdown of all charges. Orders can be identified by your purchase order number. Allow orders approximately 15 minutes after placement in the LCBO Gateway to show here.

<b>72881433</b>	<b>\$142.33</b>	<input checked="" type="checkbox"/>
Fuel Surcharge	\$12.33	
Standard Delivery Fee	\$130.00	
Tax	\$18.50	
<b>72881434</b>	<b>\$282.33</b>	<input checked="" type="checkbox"/>
Fuel Surcharge	\$12.33	
Multi week delivery Fee	\$145.00	
Standard Delivery Fee	\$125.00	
Tax	\$36.70	
Outstanding Balance: <b>\$479.86</b>		
<b>PAY NOW</b>		

### MAKING A PAYMENT

From the Outstanding Orders section, check  the order(s) you wish to pay for and click “Pay Now”. You will be directed to the checkout to complete payment via credit card.

<b>72881433</b>	<b>\$142.33</b>	<input checked="" type="checkbox"/>
Fuel Surcharge	\$12.33	
Standard Delivery Fee	\$130.00	
Tax	\$18.50	
Outstanding Balance: <b>\$160.83</b>		
<b>PAY NOW</b>		

## CUSTOMER PORTAL GUIDE

### VIEWING ORDER HISTORY

The Order History section will be found beneath Outstanding Orders and displays the payment status and TBS transaction number. Orders can be searched by purchase order number.

ORDER HISTORY			Enter Purchase Order
PURCHASE ORDER	STATUS	TRANSACTION	
92881434	PAID	10027559	
72881434	UNPAID	10027525	

### VIEWING TRANSACTION HISTORY

The Transaction History is found beside the Order History. Displayed here are all paid transactions with the TBS transaction number, your purchase order number, and amount paid. Press the + button on any transaction to view the original purchase order number and a breakdown of charges.

TRANSACTION HISTORY		
TRANSACTION	TRANSACTION DATE	TOTAL PAID
10027509	Feb 21, 2026	\$542.77 +
10027508	Feb 21, 2026	\$706.62 +
10027507	Feb 21, 2026	\$443.33 +
10027506	Feb 20, 2026	\$160.83 -
<b>72881434</b>		
Fuel Surcharge		\$12.33
Standard Delivery Fee		\$130.00
Tax		\$18.50
<b>Order Total</b>		<b>\$160.83</b>

The Beer Store Customer Experience Centre  
Is available for any questions or concerns. Please contact,  
[customerservice@thebeerstore.ca](mailto:customerservice@thebeerstore.ca) or [1-888-948-2337](tel:1-888-948-2337)