



Agency Store Manual

Important Contacts

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Manager, Agency Store Network

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NSLC Service Excellence Centre

All discrepancies and refunds must be made through the NSLC SEC at:

1-800-567-5874 or serviceexcellencecentre@myNSLC.com

Congratulations!

If you're reading this, you are one of a small group of Agency Store operators providing NSLC products across the province.

As an entrepreneur and business owner, your success is important to us. But as the front lines of beverage alcohol in the province, you also have an important responsibility to play. This book is designed to give you a quick snapshot of those responsibilities along with the tools to better serve customers, trouble shoot problems and ensure adherence to the province's rules, regulations and standards.

Should you have any questions, please do not hesitate to reach out to me at any time. We're here to help. Good luck in your venture, and we look forward to working with you.

Best regards,

Karen Skerry

Manager, Agency Store Network
Nova Scotia Liquor Corporation

Operating Standards

Over the years, NSLC customers have come to expect a consistent level of service and product availability that has now been extended to our Agency Store network. As part of your commitment as an Agency store, you are required to maintain adequate tact and courtesy in dealing with customers while enforcing the rules of the Liquor Control Act.

Operating duties include, but are not limited to:

- *Permitting the handling and purchasing of alcohol only to those 19 years of age or older*
- *Ensuring compliance with all NSLC procedures and ID checks for those who appear to be under the age of 30*
- *Maintaining sufficient inventories of all store goods*
- *Ensuring alcohol is displayed independently apart from all other products*
- *Ensuring no alcohol is sold during holidays or any other time prohibited by the Liquor Control Act, the NSLC or any other law of Canada or Nova Scotia*
- *Maintaining a clean safe and sanitary environment with proper public access and displays*
- *Maintaining proper insurance at all times as approved by the NSLC*
- *Complying with all provincial, federal and local laws and regulations*
- *Ensuring adequate and safe parking*
- *Maintaining proper display of your NSLC Agency sign as approved by the NSLC*

Did You Know?

The NSLC provides training to assist you in areas of Product Knowledge, Responsible Retailing and NSLC Code of Conduct. WE ID and Selling Skills. Navigate to the NSLC Learning Centre (<https://mysnslc.sabacloud.com>) to access your learning.

Any Questions?

Please contact learning@myNSLC.com or the Manager – Agency Store Network.

Checking ID and Refusing Service

Proper ID checks are a critical part of your duties as a retailer of beverage alcohol, and your legal obligation as outlined in the Liquor Control Act. Failure to do so could result in penalties including suspension or revoking of your contract.

To ensure that alcohol is sold only to those of legal age, the NSLC has deployed a “We ID” program in which anyone who appears under the age of 30 must be asked for identification. This is a mandatory program deployed across our entire network and plays a critical role in the health and safety of our communities. To ensure proper compliance, all agency stores must participate in ID training at the NSLC’s Learning Centre. Please coordinate with your regional manager on times and locations.

Acceptable forms of ID include:

- *Nova Scotia Driver’s License*
- *Nova Scotia Identification Card*
- *Canadian Passport*
- *Certificate of Indian Status Card*
- *Permanent Resident Card*

Buying for Minors

It is a criminal offense in Nova Scotia to purchase alcohol for minors. Penalties range from fines up to \$1,000 and/or imprisonment. Store employees must refuse service to customers if they suspect they are purchasing alcohol for minors.

Persons under the influence

The Liquor Control Act strictly prohibits the providing of liquor to any person who appears under the influence of alcohol. The enforcement of this relies on the Agent’s powers of common sense and discretion while continuing to provide good customer service. Failure to refuse service to intoxicated individuals could lead to suspension or the revoking of your NSLC contract.

Product Ordering and Payment

Each Agency Store is required to list a minimum of 125 different sku's – all core products (including local brands) selected by the NSLC. Additional products can be special ordered through the NSLC Order Desk.

If you're running low on stock and have an emergency order, contact your Agency Store representative and the NSLC Regional Manager for approval. You can then pick up your order the following day. Please note: Emergency orders are only available *Monday to Thursday* of each week.

Vouchers

Vouchers are redeemable at all NSLC Liquor Stores or Agency stores.

Things to remember:

- *A beer voucher has no monetary value and cannot be exchanged for cash*
- *Vouchers cannot be accepted if previously validated by a cash register or defaced with a vertical line or any other manner*
- *You may substitute brands only if they are the same size and price and are from the same brewery.*

Customer Refunds and Returns

The NSLC is committed to providing a positive experience for our customers no matter where they shop, and we do our best to accommodate return requests. For products that are clearly unsuitable for consumption or defective, a full refund should be granted, even without a receipt. Examples of defective products include caps that leak or won't tighten, are missing labels, contain foreign matter in the product, etc.

For those returning items that are in re-saleable condition (i.e., unopened and in good condition), a receipt is required showing proof of purchase within the past 30 days. Product exchanges require only a valid ID.

Order Discrepancies

We have a new process for order and shortage discrepancies:

- *All discrepancies must be sent to the NSLC Service Excellence Centre.*
- *NSLC discrepancies must be made within 24 hours; Labatt's with 72 hours.*
- *Labatt's shipments must be checked for discrepancies in pallets and article quantities while the Armour Driver is present, and all discrepancies or truck breakage must be noted on the Bill of Lading showing Article and Quantity and signed by the Armour Driver.*
- *Failure to have the Driver sign for discrepancies or breakage will result in a refusal for any and all claims.*
- *In the event the Armour Driver refuses to remain while the shipment is being checked, have the Driver sign off that he didn't wait on the BOL.*

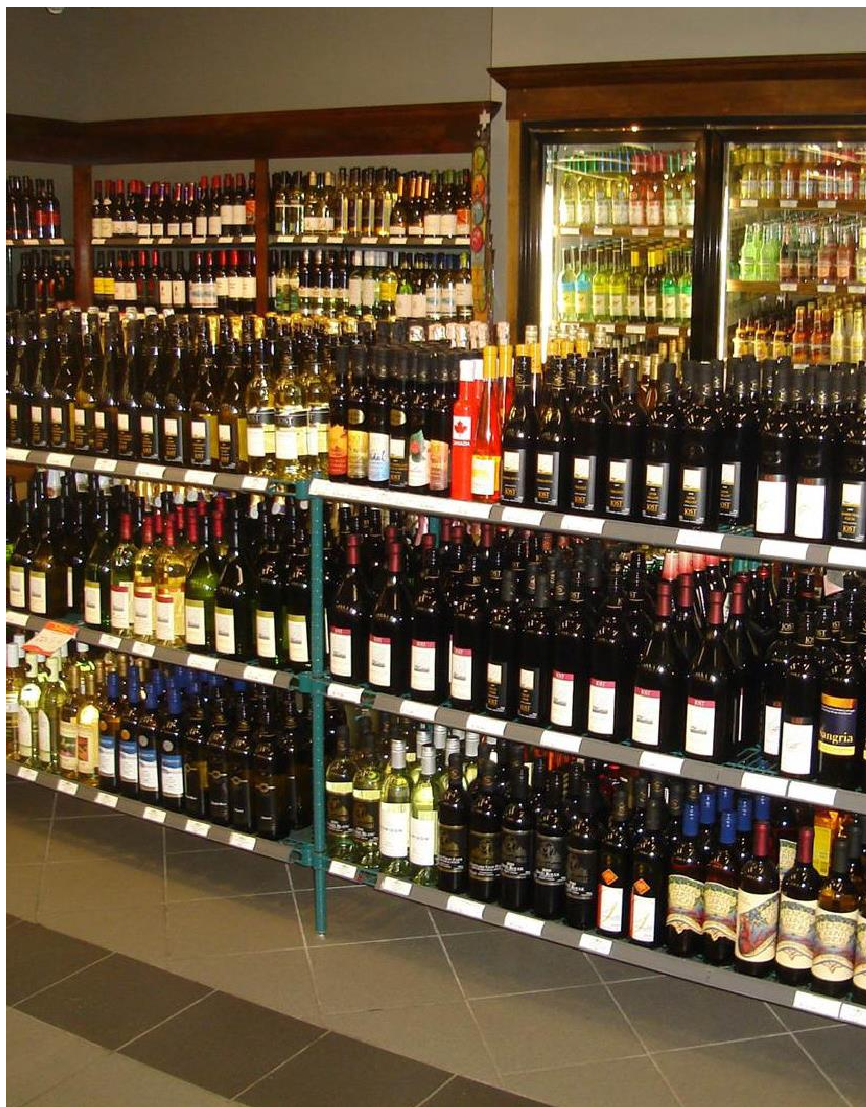
Refunds

The Service Excellence Team will start the credit/refund process upon receiving the discrepancy information. If you'd like the shorted product to be shipped to your store (or the extra product to be returned to the warehouse), please let your assigned Team Member know when you report the discrepancy. Just fax or email a copy of the Driver-signed BOL with the discrepancies noted to the order desk, and c.c. Agency Store Network Manager Karen Skerry at Karen.Skerry@mynslc.com.

Please note:

- *Agency Stores who order from the NSLC Distribution Centre (DC) will continue to order by email, fax, and or phone as per assigned day and time (prior to 10:00 a.m.).*
- *Agency Stores that place their order with the local NSLC store are to follow their regular ordering and pick-up schedules.*

Please continue submitting monthly manufacturers and truck breakage logs to your NSLC REPRESENTATIVE. The representative will forward the approved breakage logs to your assigned NSLC Service Excellence Team Representative to commence the refund process. ***Delivery damage adjustments requested after THREE (3) business days after delivery will be denied.***



Maintaining Presentation Standards

Each store must have a portion of its premises dedicated exclusively to the display and sale of liquor. The area must be designed in such a way as to be restricted from access by store customers during the times when the sale of liquor is prohibited. Because each store is different, the NSLC will determine on a case-by-case basis whether the retail area is suitable under the terms of the agreement.

Remember.

Keeping Our Communities Safe is our Top Priority.

*You can and **must** refuse service for any of the following reasons:*

- *Failure to produce valid ID for anyone who appears under 30*
 - *Suspicion the customer is purchasing for a minor*
 - *The customer appears intoxicated*





Latest update February 2021.