



## Placing your First Order with the NSLC

The AGFT will provide NSLC with the details of your liquor license after approval and we will create an NSLC licensee customer account for you.

Your six-digit account number starts with a “5” and is the number you use when you purchase product through the NSLC Service Excellence Team, the Licensee Portal or our retail store network

### Ordering

A graphic for the Service Excellence Centre. It has a purple background on the left with the text 'SERVICE EXCELLENCE CENTRE' written vertically. The right side features a white box with contact information. The background of the graphic is a grayscale image of water ripples.

**HOURS OF OPERATION**

|                   |        |
|-------------------|--------|
| Monday - Saturday | 8 - 6  |
| Sunday            | Closed |

For emergency issues after our regular hours of operation, please call 902-450-HELP (Option 3) to be connected with a Customer Experience Agent.

**CONTACT INFORMATION**

|          |  |
|----------|--|
| Call Us  | 902-450-HELP or 877-247-6752   |
| Email Us | <a href="mailto:serviceexcellencecentre@mynslc.com">serviceexcellencecentre@mynslc.com</a> |
| Fax Us   | 902-450-6161   |

Licensee purchases must be paid for at the time of order. We accept VISA, Master Card and American Express. Going forward you can opt to retain a credit card number on our secured system or set up a pre-authorized debit account (PAP). For more details, please speak with a member of the Service Excellence Team to assist.

Licensee order can be placed through our Service Excellence Team by phone or email, logging into our Licensee Online Portal 24/7, or through an NSLC store (for additional information, please contact the store you are interested in purchasing from and speak with the store manager directly). The Service Excellence Team can also assist with your log in credentials to the Licensee Online Portal.

## Keg Orders

**Please advise the NSLC Service Excellence Team (SET) when you are placing a keg order for the first time.** Your first keg order should be called into the SET so they can assist with the set up details. Going forward, kegs can be ordered through our Licensee Online PORTAL. The breweries in question; Molson, Labatt, Sleeman, Guinness family and Moosehead.

Labatt and Molson require one (1) business day to set up a new customer and all kegs are delivered directly from the respective brewery warehouses to the customer. Delivery of kegs is scheduled by the respective brewery in question Monday to Friday. Delivery times outside of HRM are 2-3 days, depending on your location and delivery schedule. Questions about delivery times should be directed to your specific brewery representative.

**Keg orders must be placed before 1:00pm daily.** *All purchases must be paid for at the time of order.*

## Packaged Beer, Wine & Spirits

All packaged beer, wine and spirit orders can be placed through the NSLC Service Excellence Team (SET) or Wholesale Online Portal. All orders are scheduled to ship, via your carrier service, the next day from our warehouse in Bayer's Lake. All out of town licensee orders will ship to respective NSLC stores via that store order schedule. Please contact your store or SET for further information on this service.

The Service Excellence Team can also assist with the set up of your local carrier delivery service of choice. Licensees are encouraged to shop at any retail store for smaller orders using their unique NSLC customer number. This service is useful for urgency and unexpected purchases. If you need to regularly shop at the NSLC stores, please contact your NSLC Account Manager or the store manager so proper arrangements can be made.

Licensees are only allowed to purchase at **Agency** stores if special arrangements have been made with their NSLC Agency Account Manager and the Agency store in question.