



CANNABIS LICENSED PRODUCER OPERATIONAL MANUAL

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1 INTRODUCTION

WELCOME TO THE ALBERTA CANNABIS INDUSTRY

1.1 INTRODUCTORY NOTE

This Operational Manual details the appropriate procedures for interacting with Alberta Gaming, Liquor & Cannabis (AGLC) as a wholesale cannabis reseller and online retailer. In alignment with provincial law, AGLC is the sole wholesaler and online retailer of cannabis products in Alberta, mandated to responsibly supply Alberta's cannabis market.

AGLC is committed to:

- keeping cannabis out of the hands of children and youth
- protecting public health
- promoting safety on roads, in workplaces and in public spaces
- limiting the illegal cannabis market
- continuing to offer choices Albertans can trust

This Operational Manual should be used as a reference for understanding how to work with AGLC to supply cannabis products to Alberta's cannabis market. Following all of the procedures outlined in this document **does not** constitute adherence to the full set of AGLC policies. All cannabis producers licensed by the federal government and operating in Alberta must adhere to federal, provincial and municipal law, policies established by AGLC and the terms of any supply contracts with AGLC. Additional policies that apply to federally licensed cannabis producers and their representatives may be found in the [Cannabis Representative Handbook](#).

Details regarding Alberta's approach to cannabis legalization can be found at alberta.ca/cannabis. For more information regarding the legalization and regulation of cannabis in Canada, please visit canada.ca/cannabis.

1.2 GLOSSARY OF TERMS

Alberta Cannabis Call Centre – The Alberta Cannabis Call Centre is AGLC’s main communications channel for working with wholesale and retail customers as well as addressing questions and comments from Albertans.

Advance Shipping Notice (ASN) – A notice that an LP must send to AGLC’s warehouse to notify of the contents of an inbound shipment. The ASN must be submitted via the [ASN Portal](#).

AGLC – Alberta Gaming, Liquor & Cannabis.

Appointment Request Form (ARF) – A document to request an appointment time for delivering goods to AGLC’s warehouse.

BCMB – Beverage Container Management Board. The BCMB is responsible for regulating Alberta’s beverage container recycling system, and leads the development of policy and programs that enable the recycling of beverage containers in Alberta.

Bill of Lading (BOL) – A hauler or carrier’s contract, which may also act as the receipt of goods transported and delivered to the consignee.

Cannabis – Any part of a cannabis plant, including the phytocannabinoids produced by or found in such a plant, regardless of whether that part has been processed or not.

Cannabis accessories – Accessories that promote the responsible and legal consumption and storage of cannabis.

Cannabis licence – A licence under the *Gaming, Liquor and Cannabis Act* that authorizes the purchase, sale, transport, possession and storage of cannabis.

Cannabis product – A product that contains cannabis.

Cannabis representative – A corporation or individual registered with AGLC who is in the business of representing a cannabis supplier in the sale of the cannabis supplier’s cannabis products.

Cannabis supplier – A person who holds a federal licence that authorizes the person to produce cannabis and cannabis products for commercial purposes or to sell cannabis to AGLC.

Certificate of Analysis (CoA) – Certificate of Analysis is a document issued by the LP that confirms that a regulated product meets its product specification and presents actual numerical results and refers to the lot number, raw material specifications and validated test methods used as per Cannabis Regulations.

Common Carrier – A company that transports goods for any person or company and is responsible for any possible loss of the goods during transport.

Connect Logistics Services (CLS) – The warehouse designated by AGLC to receive inventory and ship on behalf of AGLC.

Electronic Funds Transfer (EFT) – The electronic transfer of money from one bank account to another via computer-based systems.

GLCA – The *Gaming, Liquor and Cannabis Act*.

GLCR – The *Gaming, Liquor and Cannabis Regulation*.

Hazard Analysis & Critical Control Points (HACCP) – A management system in which cannabis product safety is addressed through the analysis and control of biological, chemical and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

Inspector – An Inspector of AGLC, a police officer as defined in the *Police Act* or someone designated by AGLC as an Inspector under the GLCA.

Licensed premises – All areas associated with the operations of the licensee, including, but not limited to:

- Areas cannabis products may be sold; and
- Any storage room, lobby, hallway or other service areas used by the licensee in support of the areas where cannabis products may be sold.

Licensed producer (LP) – A business licensed by the Government of Canada to produce cannabis products. Within the context of this document, the term refers specifically to those licensed to produce non-medical cannabis products.

Licensee – The individual, partnership or corporation holding a retail cannabis store licence.

Minor – A person under the age of 18 years.

Mixed SKU or lot notification – A piece of paper attached to any pallets being delivered to AGLC to notify the receiving crew that the pallet has multiple different SKUs or lots. The notification should be oriented toward the delivery truck's cargo door. Print this form on bright yellow paper.

Online retail – Products sold through an Internet-based store directly to consumers. In the case of this document, online retail refers to AGLC's direct-to-consumer ecommerce experience on AlbertaCannabis.org.

Packing slip – Included with each pallet, this document contains a listing of each Master Case on the pallet and each SKU associated with the packed products.

Preventive Control Plan (PCP) – a written document that demonstrates how hazards to cannabis products are identified and prevented, eliminated or reduced to an acceptable level.

QA – Quality Assurance.

QAP – Quality Assurance Person.s

Qualified Cannabis Worker (QCW) – Any person who is over the age of 18 years, has successfully completed the SellSafe Cannabis Staff Training program, has passed a criminal

records check and has been deemed qualified by AGLC.

SellSafe Cannabis Staff Training – A mandatory social responsibility training program designed to help retail cannabis staff understand what their responsibilities are to their customers. The program also helps workers understand Alberta's cannabis laws and AGLC's policies, so they can follow them.

Stock Keeping Unit (SKU) – A common term for a unique numeric identifier, typically in a database. A specifically assigned product number for each variation of an item. The SKU number represents variations of the item by size, color, type or by any other specific designation to aid in computer ordering and inventory control. (ISM, 2000)

Staff – Any QCW employed by the Cannabis Representative or contracted by the Cannabis Representative or a third party to perform assigned or delegated duties.

Supply Contract – A standard contract between an LP and AGLC to supply the Alberta market with cannabis products through AGLC.

1.3 CANNABIS IN ALBERTA 101

1.3.1 Alberta's Approach to Cannabis¹



MINIMUM AGE

The minimum age for cannabis is aligned with Alberta's legal drinking and smoking age.



SAFEGUARDS FOR SALES

AGLC manages wholesale and distribution. Licensed producers are strictly regulated by the federal government.



BUYING CANNABIS

Privately run cannabis stores sell cannabis and accessories under strict regulations. AGLC operates online sales.



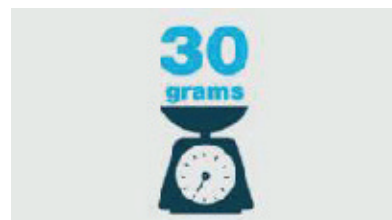
CONSUMING CANNABIS

Smoking and vaping are restricted in areas frequented by kids and in other public places where smoking is prohibited.



GROWING CANNABIS

Albertans can grow up to four plants per household.



POSSESSING CANNABIS

Adults can possess up to 30 grams of legally produced dried cannabis or equivalent in public. Those under 18 can't possess, purchase or use cannabis.



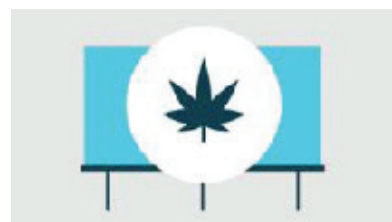
DRUG-IMPAIRED DRIVING

Cannabis consumption is not allowed in vehicles. Penalties are the same as alcohol-impaired driving.



IMPAIRMENT IN WORKPLACES

Alberta reviews all existing regulations and programs to ensure rules continue to address impairment risk.



ADVERTISING AND PACKAGING

Federal restrictions are placed on advertising and promotion of cannabis, particularly to minors.

¹ alberta.ca/cannabis-framework.aspx

1.3.2 Legislation Overview

Pre-empting the legalization of non-medical cannabis in Alberta mandated by federal Bill C-45, the Government of Alberta developed the Alberta Cannabis Framework to establish a vision for cannabis in the province. The purpose of the framework and accompanying legislation is to set the stage for the legal and responsible use of cannabis by Albertans.

Aspects of this framework have been implemented through various pieces of legislation introduced with the legalization of non-medical cannabis, including the *Gaming, Liquor and Cannabis Act* (GLCA) that addresses oversight, distribution and licensing for non-medical cannabis.

1.3.3 The Role of AGLC

The GLCA empowers Alberta Gaming, Liquor & Cannabis to regulate and supply retail cannabis products to Albertans. To this end, AGLC has three roles within the Alberta cannabis market:

Regulator – AGLC regulates the cannabis industry in Alberta and acts as a neutral party in ensuring both licensed, private retailers and AGLC's online retail offering are operating safely, responsibly and in accordance with the law and AGLC policies.

Wholesaler – AGLC is the only source of non-medical cannabis products for private retailers in Alberta, as well as AGLC's online retail service offering. AGLC's wholesale cannabis business purchases cannabis products from select federally Licensed Producers (LPs) around the country. This model of operation has been adopted by AGLC to ensure a steady supply of cannabis products to Albertans at a more stable price point as the cannabis market matures.

Online retailer – AGLC operates a direct-to-consumer ecommerce site for Albertans to purchase cannabis online. AGLC operates [AlbertaCannabis.org](https://albertacannabis.org) as the sole online source for non-medical cannabis in Alberta in order to ensure that appropriate age verification measures are taken, cannabis is secured in transit and that legal cannabis is equitably

available to communities across the province.

Since LPs are licensed and regulated by the federal government, AGLC requires all LPs it does business with to be in good standing with the federal government. AGLC actively checks LPs' licences before each purchase. AGLC regulates LPs as Registered Supplier Representatives and may engage with LPs for the purpose of regulatory investigations and enforcement of AGLC policy. LPs should refer to the [Cannabis Representative Handbook](#) for information on how AGLC policy applies to them as well as the [Gaming, Liquor and Cannabis Regulation](#) and the [Gaming, Liquor and Cannabis Act](#) to ensure they are abiding by provincial law.

2

SELLING TO AGLC

HOW TO SUPPLY CANNABIS PRODUCTS TO THE ALBERTA MARKET

2.1 GENERAL INFORMATION

AGLC purchases cannabis directly from LPs to supply the Alberta market. AGLC is the sole purchaser of non-medical cannabis products in Alberta from LPs across Canada and does so at its own discretion.

Just like any private retailer or private wholesaler, AGLC purchases products on the basis of market demand. AGLC seeks to purchase products that best fulfill a niche in the market from reputable sellers with sustainable operations.

Products AGLC purchases from LPs will be made available for sale both as a wholesale product for Alberta's private retailers and also as a direct-to-consumer product through AGLC's online retail website. Due to shipping requirements, temperature variances, etc., not all products may be available through the online retailer.

AGLC engages with LPs through the use of supply contracts, rather than redetermining the suppliers for every order. This approach is taken to secure a steady supply of high-quality, non-medical cannabis products to the Alberta market.

2.2 MARKETING PRODUCTS IN ALBERTA

2.2.1 AGLC As A Buyer

AGLC purchases cannabis products at its discretion and is not obligated to carry any product or product category. AGLC purchases products it believes will satisfy the Alberta market from vendors it believes will be responsible and reliable partners.

2.2.2 Cannabis Representatives

A Cannabis Representative is a company that markets cannabis products in Alberta. A federally-licensed cannabis supplier must either register its own company as a Cannabis Representative or hire a Cannabis Representative to market cannabis products on its behalf. To market cannabis in Alberta, a Cannabis Representative must register with AGLC. Note that, whether the LP decides to work with a third-party Cannabis Representative or not, the LP itself must also be a registered Cannabis Representative.



**Details available in the
*Cannabis Representative
Handbook***

Additional details regarding the role of Cannabis Representatives and the laws and policies that apply to them may be found in the [Cannabis Representative Handbook](#) available on [aglc.ca](#).

2.2.3 Press Release Approvals

AGLC must review and approve all press releases from its LP vendors related to dealings with AGLC or its business operations. All relevant press releases must be sent to CannabisMerch@aglc.ca for approval by AGLC's Corporate Communications team and Cannabis Chief Operating Officer. AGLC will try to review and respond to press release review requests within five business days, but reviews for controversial, lengthy or complicated materials may take longer.

2.2.4 Complying With Regulation

When marketing products to the Alberta market, ensure that all efforts comply with

federal and provincial legislation, including the following:

- The LP, the LP's employees, subcontractors and agents and its Cannabis Representative are prohibited from directly or indirectly offering or providing anything of value to licensed cannabis retailers in Alberta.
- All Cannabis Representative managers, supervisors and employees that are involved in marketing cannabis products must be QCWs.
- Reasonable steps must be taken to ensure that any advertisement is not viewed by a person under the age of 18.

Additional information regarding the policy and legislation that Cannabis Representatives must follow to operate in Alberta can be found in the [Cannabis Representative Handbook](#), as well as in the [Gaming, Liquor and Cannabis Regulation](#) and the [Gaming, Liquor and Cannabis Act](#).

2.3 STANDARD SUPPLY CONTRACT CONSIDERATIONS

AGLC requires a supply contract to buy cannabis products from a federally licensed cannabis producer. This supply contract guarantees service levels and is used as a means for AGLC to ensure a steady supply of high-quality cannabis products to the Alberta market and the best possible value for Albertans. Supply contracts between AGLC and LPs typically contain the following key terms:

Typical term length – Contracts include a 'term'. The term is the length of the contract, typically initiated for an 18-month duration with options to extend upon mutual agreement of the parties.

Order fulfillment timing – LPs must fulfill orders from AGLC within 30 business days of the receipt of an order, unless otherwise specified. Non-compliance with this term may induce a financial penalty.

Inbound cost recovery – The LP must pay all costs related to completion of inbound delivery, acceptance and quality assurance of any products delivered to AGLC.

BCMB – The LP is required to register all beverage containers with the Beverage Container Management Board (BCMB) for Cannabis Beverage products sold in the province of Alberta.

LPs are required to register their non-refillable beverage containers in the [Beverage Container Registration Portal](#) to obtain their registration codes. LPs will be charged a nominal fee from BCMB for each SKU registered. Beverage listings at AGLC will not be activated until the registration is completed and verified.

Expiry limitation – Products delivered to AGLC must have at least three-quarters of the remaining shelf life upon receiving. Products that arrive with less than three-quarters of the remaining shelf life may be returned or not accepted. Shelf life is defined as the amount of time, in days, that the product remains fit for consumption, measured from when the cannabis product was packaged.

Lowest price guarantee – AGLC is entitled to the lowest price offered for a given product (excluding taxes). If a lower price is offered to a third party, the LP must lower the price offered to AGLC to match that price. This guarantee also applies to temporary promotional pricing. AGLC is entitled to any promotional price for the duration of the promotion. AGLC, at its sole discretion, may invoice the LP for the difference between the purchase price and the promotional price for all goods

remaining in the AGLC supply chain and request payment, or deduct from the next payment. All open purchase orders will also be adjusted to the new price.

Additional fees – LPs will be charged the following fees, which will be deducted from AGLC's payment to the LP:

- Listing Fee: \$1,500 per SKU;
- Public Education Fund Fee: two per cent (2%) of gross shipment amount; and
- Salvage/Damage: two per cent (2%) of gross shipment amount.

Shipping compliance – Any non-compliance with the packaging, labelling and shipping criteria as outlined in the contract will result in a minimum penalty of \$1,000 and increase up to and including the cost to remedy the error. It may also result in the rejection of the shipment. Early or late shipments may not be accepted by AGLC.

Short or delayed shipments are subject to a penalty of up to five per cent (5%) of the cost of the short or delayed portion of the order.

Payment – Upon receiving an invoice referencing the purchase order number, AGLC will pay the LP the purchase price in effect on the date the goods were ordered within 60 days after the invoice date. If payment is made within 15 days after the invoice date, AGLC will receive a two per cent (2%) discount on the order. The invoice cannot be dated before the goods have been accepted by AGLC.

Returns to the LP – Products sold to AGLC may be returned to the LP for any reason, including if the products remain unsold, are deemed unsatisfactory or have a diminished remaining shelf life that negatively impacts resale value. All returns conducted with an LP will be at the expense of the LP. A common carrier must be used for pickup.

Recalls – Under the terms of the supply contract, both AGLC and the LP are obligated to promptly comply with any product recalls issued by either the LP or any applicable governmental authority. LPs must notify AGLC immediately if a recall is declared.

Audits – AGLC may conduct an audit of the LP's financial records and production facilities for the purposes of ensuring compliance with the contract, alongside all operations that fall under the cannabis regulations as a part of product approval, renewal or investigation of issues encountered with products at AGLC. For audits of financial records, AGLC will provide the LP with 30 days advance written notice.

Ethical standards – The LP, upon request by AGLC, will deliver copies of all written ethical standards, conflict of interest policies and codes of conduct established or observed by the LP in its business practices or in relation to its employees, subcontractors or agents. AGLC may choose not to re-sign contracts based on breaches of ethical conduct codes.



Observe the terms of the original contract

The term items highlighted in the list above are illustrative only and do not encompass the full set of terms that will be in a supply contract between an LP and AGLC. LPs should refer to their individual supply contracts to understand their obligations.



3

PRODUCT REGISTRATION

PROVIDING AGLC WITH PRODUCT INFORMATION

3.1 PRODUCT REGISTRATION INTRODUCTION

Following contracting, it will be the responsibility of the LP to provide product information, including digital photographs of product, to AGLC for registration. The \$1,500 listing fee covers expenses associated with validating product information and creating a product page so the product may be purchased by both consumers and retailers through AlbertaCannabis.org.

The contract between an LP and AGLC will stipulate terms and conditions, any additional fees and other considerations. This manual should be used as a reference only. The terms of the individual contract that AGLC has with each LP take precedence over this document.

3.2 PROVIDING PRODUCT REGISTRATION INFORMATION

In order to register a product, LPs are required to provide the following descriptive details for each good for order. The information required may be subject to change at the discretion of AGLC. Any changes made to an already approved and registered product's properties including, but not limited to, labelling, pack-

aging, branding or best before dates will require re-approval by AGLC QA prior to implementation.

The field, description and examples are outlined in the table on the following pages.

FIELD	DESCRIPTION	EXAMPLE
Company Name	Company Name of the LP	Company A
GTIN (14 digits)	Global Trade Item Number, as provided by GSI.	01234567890123
UPC (12 digits) (Optional)	Product Number in the appropriate UPC or EAN format.	012345678901
LP SKU ID	SKU ID.	LPSKU1
PRODUCT COMPOSITION		
Brand Name	Brand name of this SKU.	Brand 1
Product Name	Name given to the product by the LP. The name must meet the requirements of all government laws and regulations. The product name can be the same as the strain name, provided it falls within all regulations. Don't re-include the brand name as part of the product name.	Sensi Star
Long Product Description	Long description of the product. Maximum 1,000 characters, including spaces. Please review Section B in Schedule "D" for a guide on creating product descriptions. Avoid special characters such as TM , & and %.	Sensi Star has a high THC concentration with a unique aroma that sometimes seems sweet. It has a strong taste with a mixture of earthy and citrus flavours.
SKU Description	Brief description of the SKU (e.g., size, strain, product format). Maximum is 34 characters.	Sensi Star 3.5 g dried flower
Merchandising Strategy	Merchandising strategy for this SKU. Options are as follows: <ul style="list-style-type: none"> • Good/Value • Better/Mainstream • Best/Premium 	Good/Value
Format (Sub Category)	Product format of this SKU. Options are as follows: <ul style="list-style-type: none"> • dried flower • milled flower • pre-roll • oil • capsule or soft gel • seeds • vapes • beverages • edibles • topicals • concentrates • extracts 	See examples in Description column

FIELD	DESCRIPTION	EXAMPLE
Type (Sub 2 Category)	Dominant Type of SKU. Options are as follows: <ul style="list-style-type: none"> • Indica • Sativa • Hybrid • Blend • Other 	See examples in Description column
Strain (Sub 3 Category)	Strain name of this SKU. If not a single strain, please leave blank.	Sensi Star
Additional Sub Categories (Sub 4 Category)	Additional sub category of oil. Options are as follows: <ul style="list-style-type: none"> • Hemp Oil • Butane Hash Oil • CO2 Oil • Rick Simpson Oil • CBD Oil • Distillate • Tincture • N/A 	See examples in Description column
BCMB Registration Code	<ul style="list-style-type: none"> • Registration code provided for your beverage container from the BCMB (Beverage Container Management Board) 	3006
THC Content Pre-Fix	Appropriate pre-fix for the THC content of the product. Options are as follows: <ul style="list-style-type: none"> • Less than • Equal to • Range 	Range
THC Content - for Cannabis (Minimum)	If the THC Content Pre-Fix is a range, input the minimum THC content of this SKU (mg/g or mg). If the THC Content Pre-Fix is not a range, input the exact THC content (mg/g or mg) in this column.	200
THC Content - For Cannabis (Maximum)	If the THC Content Pre-Fix is a range, input the maximum THC content of this SKU (mg/g or mg). If the THC Content Pre-Fix is not a range, input the exact THC content (mg/g or mg) in the minimum column.	240
THC Content Unit of Measure	Appropriate unit of measure for the THC content. Options are as follows: <ul style="list-style-type: none"> • mg • mg/g 	mg
CBD Content Pre-Fix	Appropriate pre-fix for the CBD content of the product. Options are as follows: <ul style="list-style-type: none"> • Less than • Equal to • Range 	Range
CBD Content - for Cannabis (Minimum)	If the CBD Content Pre-Fix is a range, input the minimum CBD content of this SKU (mg/g or mg). If the CBD Content Pre-Fix is not a range, input the exact CBD content (mg/g or mg) in this column.	200

FIELD	DESCRIPTION	EXAMPLE
CBD Content - For Cannabis (Maximum)	If the CBD Content Pre-Fix is a range, input the maximum CBD content of this SKU (mg/g or mg). If the CBD Content Pre-Fix is not a range, input the exact CBD content (mg/g or mg) in the minimum column.	240
CBD Content Unit of Measure	Appropriate unit of measure for the CBD content. Options are as follows: <ul style="list-style-type: none"> • mg • mg/g 	mg/g
Country of Origin	Country in which the product was grown/manufactured.	Canada
Country of Origin of Product Label (Optional)	Country of origin of the product as displayed on the product label and in compliance with regulations regarding country of origin identification. For information about regulations, see: https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03169.html .	Made in Canada
Province of Origin	Canadian province or territory in which the product was grown/manufactured.	AB
Region of Product (Optional)	Region in which the product originated (e.g. Niagara, Rocky Mountains, etc.). Note: This information may be used for the promotion of local and craft products.	Rocky Mountains
Growing Method	Most relevant conditions in which the cannabis was grown. Options are as follows: <ul style="list-style-type: none"> • Greenhouse • Warehouse or Specialty Indoor Facility • Outdoor 	Warehouse
Extraction Process	For oils and concentrates, the method by which these products were extracted. Note: "N/A" for dried flower, milled flower, and pre-roll products. Options are as follows: <ul style="list-style-type: none"> • CO2 • Alcohol • Butane • Hexane • Isopropanol • Ethanol • Water • Dry Sieve • Heat • N/A • Other: Input Here 	See examples in Description column

FIELD	DESCRIPTION	EXAMPLE
Shelf Life	Amount of time (in days) that the product remains fit for consumption, measured from when the cannabis was initially packaged. AGLC only accepts products with at least three-quarters of their remaining shelf life. Shelf life greater than 365 days will only be accepted with proper shelf life stability studies approved by AGLC's QA department.	365
TERPENES INFORMATION		
Other Terpenes List	List of other terpenes in the product that are not among the three dominant terpenes.	Alpha/Beta Pinene
Dominant Terpene 1	<p>Most dominant terpene in this product. Options are as follows:</p> <ul style="list-style-type: none"> • Limonene (Citrus) • Myrcene (Earthy/Musky) • Linalool (Floral/Spice) • Alpha Bisabolol (Floral) • Delta 3 Carene (Piney/Earthy) • Borneol (Earthy/Camphor) • Alpha/Beta Pinene (Pine) • Eucalyptol (Spicy) • Terpineol (Pine/Clove) • Caryophyllene (Hoppy) • Camphene (Herbal) • Terpenes Removed 	See examples in Description column
Dominant Terpene 1 Content (%)	Percentage of the dominant terpene 1 in the product as a percentage of overall terpenes.	40%
Dominant Terpene 2	<p>Second most dominant terpene in this product. Options are as follows:</p> <ul style="list-style-type: none"> • Limonene (Citrus) • Myrcene (Earthy/Musky) • Linalool (Floral/Spice) • Alpha Bisabolol (Floral) • Delta 3 Carene (Piney/Earthy) • Borneol (Earthy/Camphor) • Alpha/Beta Pinene (Pine) • Eucalyptol (Spicy) • Terpineol (Pine/Clove) • Caryophyllene (Hoppy) • Camphene (Herbal) • Terpenes Removed 	See examples in Description column
Dominant Terpene 2 Content (%)	Percentage of the dominant terpene 2 in the product as a percentage of overall terpenes.	20%
Dominant Terpene 3	<p>Third most dominant terpene in this product. Options are as follows:</p> <ul style="list-style-type: none"> • Limonene (Citrus) • Myrcene (Earthy/Musky) • Linalool (Floral/Spice) • Alpha Bisabolol (Floral) • Delta 3 Carene (Piney/Earthy) • Borneol (Earthy/Camphor) • Alpha/Beta Pinene (Pine) • Eucalyptol (Spicy) • Terpineol (Pine/Clove) • Caryophyllene (Hoppy) • Camphene (Herbal) • Terpenes Removed 	See examples in Description column

FIELD	DESCRIPTION	EXAMPLE
Dominant Terpene 3 Content (%)	Percentage of the dominant terpene 3 in the product as a percentage of overall terpenes.	15%
Product Consumption Directions/Instructions	Recommended directions for product consumption. Avoid generic, single-word instructions such as “inhale” or “eat”.	When smoking or using a vaporizer, wait for a few minutes between inhalations to gauge the strength of the effects.
Full Ingredients List	Full list of ingredients within the product.	Dried Cannabis
Nutrition Facts Table (NFT)	Must incorporate the energy value of product (i.e. calories) as well as the amounts of the 12 core nutrients and, in some cases, the percent daily value (% DV), on a “per-container” basis. Applicable to edibles/beverages only.	See below for example
Food Allergens:	Please identify if the product contains, may contain, or does not contain (N/A) any allergen type. Allergens can include (but are not limited to) peanuts, tree nuts, milk, eggs, fish, soy, wheat, sulphites, mustard. Please input the full list of allergens. Please separate different allergens with a semicolon (;). Applicable to edibles, beverages and extracts (including vape products).	See examples in Description column

NUTRITION FACTS TABLE (NFT) - BILINGUAL FORMAT

<p>et police de caractères sans serif de largeur standard, sans italique, de couleur noire</p> <ul style="list-style-type: none"> • One single font type / Une seule police de caractères • Type size of at least 6 points and smaller than the type size used for the Health Warning Message / Taille des caractères d'au moins 6 points et plus petite que celle de la mise en garde • 6 point font outset / Début de la police de caractères à 6 points 		
Heading: Bold type / En-tête : caractères gras	Nutrition Facts / Valeur nutritive	Black border that is a solid line of 1 point that has an inset of at least 6 points on all sides / Bordure noire en ligne continue de 1 point qui a un encart d'au moins 6 points sur tous les côtés
Calories: Bold type / Calories : caractères gras	Per container / Par contenant (##) Calories ### % DV* / % VQ*	
Indented nutrients / Éléments nutritifs en retrait	Fat / Lipides ## g ## % Saturated / saturés ## g ## % + Trans / + trans ## g	Value centred against saturated + trans information on left / Valeur centrée par rapport à l'information sur les lipides saturés + trans à gauche
Non-indented nutrients / Éléments nutritifs non en retrait	Carbohydrate / Glucides ## g ## % Fibre / Fibres ## g ## % Sugars / Sucres ## g ## % Protein / Protéines ## g ## % Cholesterol / Cholestérol ### mg ## % Sodium ##### mg ## % Potassium ##### mg ## % Calcium ##### mg ## % Iron / Fer ## mg ## %	Space between number and unit / Un espace entre le nombre et l'unité Space between number and % sign / Un espace entre le nombre et le symbole %
Statement: Permitted, not required to appear in the nutrition facts table / Énoncé : permis, mais ne doit pas obligatoirement apparaître dans le tableau de la valeur nutritive	Not a significant source of (...) / Source négligeable de (...) *DV = Daily Value / *VQ = valeur quotidienne	

FIELD	DESCRIPTION	EXAMPLE
PRODUCT IMAGE		
Colour Description	Colour of the product.	Mossy, green and rust colour
SIZE AND SHIPPING INFORMATION		
Net Content	Weight or volume of the product in the retail package, i.e. the weight in grams for dried flower products, the total volume in mL for all capsules in a container and the total volume in mL for oil bottles.	3.50
Net Content Unit of Measure	Weight or volume relating to the net content unit of measure, e.g. grams or mL. Options are as follows: <ul style="list-style-type: none"> grams mL 	grams
Number of Discrete Units in a Retail Pack	Number of items within each distinct container of the retail pack, i.e. one bottle of 30 capsules would be 30, while one bottle of oil would be one.	1.00
Consumer Item Unit of Measure	Weight or volume relating to the net content unit of measure, e.g. grams or mL. Options are as follows: <ul style="list-style-type: none"> grams mL 	grams
Dried Cannabis Volume Equivalency (grams)	Equivalent quantity in grams of dried cannabis, as outlined by the federal government, for this product.	3.50
Federal Reporting Category	Appropriate federal reporting category for this product. Options are as follows: <ul style="list-style-type: none"> Cannabis Seeds Cannabis Plants Vegetative Dried Cannabis Fresh Cannabis Edible Cannabis Solid Edible Cannabis Non-Solid Extracts Inhaled Extracts Ingested Topicals 	See examples in Description column

FIELD	DESCRIPTION	EXAMPLE
Primary Packaging Height (cm)	Primary packaging refers to the immediate packaging containing the product. Input the base height of the primary packaging in cm (oriented in the manner in which it is intended to be displayed).	10.00
Primary Packaging Length (cm)	Primary packaging refers to the immediate packaging containing the product. Input the length of the primary packaging in cm (oriented in the manner in which it is intended to be displayed).	3.00
Primary Packaging Width (cm)	Primary packaging refers to the immediate packaging containing the product. Input the width of the primary packaging in cm (oriented in the manner in which it is intended to be displayed).	4.00
Primary Packaging Weight (grams)	Primary packaging refers to the immediate packaging containing the product. Input the weight of the primary packaging in grams.	3.5
Secondary Packaging Height (cm)	Secondary packaging is outside the primary packaging. It is the additional package given to a product to protect the primary packaging. Input the height of the secondary packaging in cm.	12.00
Secondary Packaging Length (cm)	Secondary packaging is outside the primary packaging. It is the additional package given to a product to protect the primary packaging. Input the length of the secondary packaging in cm.	4.00
Secondary Packaging Width (cm)	Secondary packaging is outside the primary packaging. It is the additional package given to a product to protect the primary packaging. Input the width of the secondary packaging in cm.	8.00
Secondary Packaging Weight (grams)	Secondary packaging is outside the primary packaging. It is the additional package given to a product to protect the primary packaging. Input the weight of the secondary packaging in grams.	40.00
Master Case GTIN (14 digits) (required)	Master Case is the transportation packaging. Input the GTIN number for the Master Case.	01234567890123

FIELD	DESCRIPTION	EXAMPLE
Master Case Each Quantity	<p>Number of eaches (retail units) in a Master Case, as shipped from the LP to AGLC warehouse. AGLC will accept:</p> <ul style="list-style-type: none"> • 6 - 24 eaches for vapes, dried and milled flower • 6 - 48 eaches for all beverages, pre-rolls, oils, capsules, softgels, concentrates, extracts and topicals • 6 to 108 eaches for edibles 	12
Master Case Height (cm)	Master Case is the transportation packaging. Input the height of the Master Case in cm.	22.5
Master Case Length (cm)	Master Case is the transportation packaging. Input the length of the Master Case in cm.	30.00
Master Case Width (cm)	Master Case is the transportation packaging. Input the width of the Master Case in cm.	25.00
Master Case Weight (kg)	Master Case is the transportation packaging. Input the weight of the Master Case in kg.	0.90
Tier (Ti)	Number of Master Cases per layer of each pallet.	16
Height (Hi)	Number of layers per pallet.	4
Primary External Packaging Material	List of all materials in the external packaging (e.g. glass, cardboard, plastic, etc.). Please use a semicolon (;) to separate materials.	See examples in Description column
Secondary External Packaging Material	List of all materials in secondary packaging (e.g. glass, cardboard, plastic, etc.). Please use a semicolon (;) to separate materials.	See examples in Description column
Freshness Seal Type	<p>Specify the seal type used on the immediate product package to maintain freshness.</p> <ul style="list-style-type: none"> • heat seal • pressure seal • cap liner • induction seal 	See examples in Description column
Hazardous Material	<p>Indication of whether hazardous materials are present in the product. Options are as follows:</p> <ul style="list-style-type: none"> • Yes • No <p>Note that if "Yes", hazmat code and Material Safety Data Sheet (MSDS) must also be supplied with this registration information.</p>	No
Hazmat Code (if applicable)	Four-digit United Nations number associated with each hazardous material.	N/A

FIELD	DESCRIPTION	EXAMPLE
Material Safety Data Sheets (MSDS) (Optional)	URL to the MSDS for this product.	URL
Lead Time	Number of business days required to fulfill the order, from the time the PO is issued to the shipment's arrival at AGLC warehouse (days). The maximum is 30 business days. Penalties may incur for POs not delivered within 30 business days.	20

3.3 PRODUCT DESCRIPTION GUIDELINES

3.3.1 Description Introduction

As an LP, you want to put your best foot forward when it comes to presenting your cannabis products to Alberta.

[AlbertaCannabis.org](https://albertacannabis.org) uses simple and direct language wherever possible, while keeping the tone conversational and engaging. AGLC looks to educate retailers and consumers without sounding like a scientific journal, using language everyone can understand, for both the inexperienced and seasoned consumer. We find about 800 characters is enough to provide a detailed description while avoiding reader fatigue. Descriptions of only a few sentences aren't considered long enough.

A few examples are shown here; for more detail refer to the ***Alberta Cannabis Ecommerce Manual***, available by contacting CannabisCreative@aglc.ca or your Category Manager. AGLC reviews all product descriptions and reserves the right to make edits before they appear online.



Do not use medical claims or reference potential effects in the product description.

AGLC only allows for the statement of non-medical, grounded and factual descriptions of the products that it sells. LPs must not make claims like the following:

"Studies have shown this product to cure glaucoma."

"It will feel like you are on a cloud."

"This product produces a vivid and heady high."

Do not use product descriptions that could appeal to children.

3.3.2 Description Best Practices

DO	DON'T	REASONING
Describe unique, non-medical product attributes, like scent and flavour.	State the obvious or make medical claims.	Call out what makes your product stand out without making unproven claims.
Use full sentences.	Write a novel.	Conversational language draws in consumers, but dragging things out can push them away.
Keep it simple.	Make it too short.	Get to the point quickly, but don't leave out important information consumers need to make a decision.
Describe the product.	Describe the product effects.	AGLC does not supply medical products and avoids describing product effects.

3.3.3 Description Examples

BAD	BETTER	BEST
"Sativa hybrid"	"This strain is a sativa that smells like lemons."	"Lemon Blast is a sativa-dominant hybrid with medium to very strong potency potential. The musky lemon flavour is a little bit sweet and a little bit sour with notable amounts of caryophyllene."
"CBD oil"	"You can use this CBD oil in brownies."	"Extracted from an indica-sativa blend, Hybrid Oil can be used on its own or added to your favourite foods to share."

3.4 QUALITY ASSURANCE REQUIREMENTS

The LP is responsible for providing appropriate QA details to AGLC well before products are scheduled to be listed online.

3.4.1 Dried Flower Products and Seeds Requirements

LPs must provide a copy of the following for the approval or renewal of dried flower products and seeds.

1. Product Specification Sheet
2. Sample of Certificate of Analysis
3. Lot Number Explanation
4. Storage and Handling Information
5. Recall Plan & Recall Contacts
6. Customer Complaints Program
7. Shelf Life Study (if available)

Additional Requirements:

1. Physical sample and electronic copy of label
2. Physical sample and electronic copy of packaging

3.4.2 Vapes Requirements

LPs must provide a copy of the following for the approval or renewal of vape products and accessories.

1. Product Specification Sheet
2. Sample of Certificate of Analysis
3. Lot Number Explanation
4. Storage and Handling Information
5. Identification and Analysis of Hazards - Prevention, Elimination and Reduction of Hazards (PCP, HACCP plan etc.)
6. Recall Plan and Recall Contacts
7. Declaration of Allergens and Allergen Management Program (if applicable)
8. Customer Complaints Program
9. Shelf Life Study (if available)
10. Product Manual/Troubleshooting Guide

Applicable to Products Containing a Pre-Installed Battery

11. UL8139 certificate or equivalent for vapes
12. CSA-E62133 certificate or equivalent for lithium batteries
13. Safety Data Sheet (SDS)

Additional Requirements:

1. Physical sample and electronic copy of label
2. Physical sample and electronic copy of packaging

Declaration of Leachability and Hazardous Materials

1. Does your product contain leachable materials [Bisphenol A (BPA), phthalates and styrene from plastic polymers]? If yes, please provide documentation to demonstrate that materials are within tolerance.
2. Does your product contain added ingredients such as triacetin, phytol, polyethylene glycol (peg 400), propylene glycol (pg), medium chain triglycerides (mct), vegetable glycerin (vg)? If yes, please provide documentation to demonstrate that above constituents are within safe limits for inhalation.
3. Does your product use a heating element made of nickel chromium alloy? If yes, please provide documentation to demonstrate that above constituents are safe for human use. If no, please declare heating element properties.

3.4.3 Topicals Requirements

LPs must provide a copy of the following for the approval or renewal of topical products.

- | | |
|--------------------------------------|------------------------------------|
| 1. Product Specification Sheet | 5. Recall Plan & Recall Contacts |
| 2. Sample of Certificate of Analysis | 6. Customer Complaints Program |
| 3. Lot Number Explanation | 7. Shelf Life Study (if available) |
| 4. Storage and Handling Information | |

Additional Requirements:

1. Physical sample and electronic copy of label
2. Physical sample and electronic copy of packaging

3.4.4 Extracts Requirements

LPs must provide a copy of the following for the approval or renewal of topical products.

- | | |
|---|---|
| 1. Product Specification Sheet | 6. Recall Plan and Recall Contacts |
| 2. Sample of Certificate of Analysis | 7. Declaration of Allergens and Allergen Management Program (if applicable) |
| 3. Lot Number Explanation | 8. Customer Complaints Program |
| 4. Storage and Handling Information | 9. Shelf Life Study (if available) |
| 5. Identification and Analysis of Hazards - Prevention, Elimination and Reduction of Hazards (PCP, HACCP plan etc.) | |

Additional Requirements:

1. Physical sample and electronic copy of label
2. Physical sample and electronic copy of packaging

Declaration of Hazardous Additives

1. Does your product contain added ingredients such as triacetin, phytol, polyethylene glycol (peg 400), propylene glycol (pg), medium chain triglycerides (mct), vegetable glycerin (vg)? If yes, please provide documentation or proceed with aerosol testing to demonstrate that above constituents are within safe limits for inhalation.

3.4.5 Edibles and Beverages Requirements

As new products or product categories come online, a Supplier Assessment Questionnaire with detailed questions is sent to LPs and must be completed. This questionnaire specifies:

1. **Supplier details, including:**

- supplier name and address
- supplier telephone and fax numbers and email address
- manufacturing site address (if different from supplier address)
- QAP name, telephone number and email address

2. **Product details, including:**

- site location
- product name
- SKU number
- product type

3. **Accreditation details, including:**

- date of last Health Canada audit
- accreditation received/audit result
- third-party accreditation/audit details (if any)
- accreditation received/audit result

4. **Quality Assurance Questionnaire**, covering questions pertaining to food safety, sanitation procedures, manufacturing processes, worker hygiene and illness practices, pest control, cross-contamination risks, recall and customer complaint processes, allergens and allergen control, inspections, calibration and internal audits. Detailed questions are outlined in the Supplier Assessment Questionnaire.

5. **Supporting documentation, including:**

- PCP, HACCP or Food Safety Plan (List of hazards with controls)
- Sample of Certificate of Analysis
- Product specification sheet (with storage and handling information)
- Lot Number Explanation
- Recall Plan (with recall contact information)
- Allergen Management Program
- Customer Complaints Program
- Glass and Brittle Plastic Policy
- Sample of packaging (with label)

6. **Allergen Checklist**, determining the presence of common allergens in the product, in other products manufactured on the same line and/or present in the same manufacturing facility.

7. **Declaration, including:**

- signature
- printed name
- position
- date

3.5 PRODUCT IMAGE REQUIREMENTS

The LP is responsible for providing appropriate product images to AGLC well before products are scheduled to be listed online. There are a number of specifications that ensure all product images are compatible with AlbertaCannabis.org.

These include general, consistent specifications for all images supplied, such as:

- width and height dimensions, in pixels
- image resolution, in dpi
- clearance and white space included in each image
- file format
- file naming convention
- removal of specific THC and CBC label amounts and units of measure when/if visible in images
- upload and contact method

There are also specific product image requirements for each product subcategory supplied, for example, canned beverages versus pre-rolls, versus chocolate bars, etc.

For detailed image requirements, refer to the ***Alberta Cannabis Ecommerce Manual***, available by contacting CannabisCreative@aglc.ca or your Category Manager.

All images are subject to review and approval by AGLC. Note that images are a requirement of product listing; **purchase order delays may be incurred if approved images are not supplied in a timely fashion; products without images may also be subject to temporary delisting at AGLC's discretion.**

AGLC reserves the right to use these images for use outside AlbertaCannabis.org.

4

PACKAGING, LABELLING & SHIPPING PREPARING AND SENDING YOUR PRODUCT TO THE AGLC WAREHOUSE

4.1 PACKING, LABELLING & SHIPPING INTRODUCTION

This section of the document provides LPs with the information necessary to prepare a delivery of goods for the Alberta marketplace.

For AGLC to accept goods from an LP, the packing, labelling and shipping guidelines in this manual must be adhered to. AGLC may choose to cease purchasing from an LP, refuse a shipment or impose a penalty if an LP does not comply.

Barcodes and packaging samples must be sent to AGLC for review and approval prior to the first shipment of the product. Any questions related to these guidelines should be directed to the Category Manager or CannabisMerch@aglc.ca.



Ensure all regulations are followed.

This document only outlines AGLC's labelling, packaging and shipping requirements. LPs must comply with all laws stipulated by the federal government, including the [Consumer Packaging and Labelling Act](#) and the [Cannabis Act](#).

4.2 LABELLING REQUIREMENTS

4.2.1 Certificate of Analysis of Goods

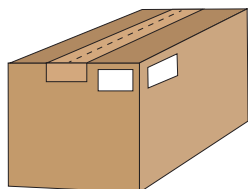
A Certificate of Analysis of Goods is required for each lot. This certificate demonstrates the products being delivered conform to federal standards.

The Certificate of Analysis must be emailed to CertificateofAnalysis@aglc.ca and attached to the ASN Portal at least 48 hours before the arrival date of the product. The date of analysis must not be older than six months from the packaging date. The certificates must be in the form of an attached file with the title of the file formatted as [AGLC SKU#, PRODUCT NAME, LOT #]. LPs must retain the Certificates of Analysis and produce them upon request of AGLC within 48 hours.

AGLC may test the goods to ensure they meet the specifications set out in the Certificate of Analysis as provided by the LP. If the Certificate of Analysis varies from the test results, AGLC may return the goods to the LP.

4.2.2 Master Case Labelling Requirements

Each Master Case must have both a human-readable label and a barcode that scans with standard equipment. Master Cases must be sealed with security tape (not adhesive or clear tape) to reduce shipping losses, tampering or product adulteration.



- Labels must be on two sides that are adjacent and the barcode must be a minimum size of 9 cm (3.5") by 2 cm (3/4").
- Human-readable labels shall include the following categories printed in wording: Licensed Producer, GTIN, Product Name, Product Category, Units per Master Case, Lot #, AGLC SKU #, Packaged On Date. Only one lot number is permitted per complete Master Case. The human-readable label should have font no smaller than size 10.
- The barcode must conform to the GSI-128 format.
- The barcode must lay flat and not wrap around the corners of the Master Case.

All multi-packs must have a unique master lot number incorporated to the unit case. The LP must be able to trace the multiple strains within the multi-pack back to the master lot number.

Licensed Producer XYZ Cannabis		GTIN 09501101530003
Product Name Sensi Star 3.5g Dried Flower or Sensi Star 2 x 0.5g Pre-Rolls		
Product Category Dried Flower	Unit Size 3.5g	Units per Case 24
Lot # AB-123	SKU AGLC SKU #	Packaged On Date July 4, 2019
 (01) 0 9501101 53000 3 (13) 190704 (10) AB-123 Print Barcode Here with Human Readable Below Expanded GTIN Format Only		

*** If you are entering a "Ship to", do not include the AGLC address. ***

BARCODES

The barcode on each Master Case must follow the GSI-128 barcode format, as defined as:

MASTER CASE BARCODE FORMAT



MASTER CASE BARCODE SPECIFICATION

Application Identifier: 01

Description: GTIN barcode format PCCMMMMIIIIID (e.g., "19501101530000"), as defined as:

- **P** = Package indicator; possible values include:
 - **1-8** = Differentiates different standard each quantities of the same item within the Master Case
 - **0 or 9** = Not acceptable for AGLC cannabis products
- **CC** = UPC prefix
- **MMMMM** = Manufacturer code
- **IIIIII** = Item identification number
- **D** = GTIN barcode check digit

Data Type: Numeric

Maximum Length: 14 digits (no variable length)

PACKAGED-ON DATE

Application Identifier: 13

Description: Packaged On Date "190704"

Data Type: Numeric (in YYMMDD format)

Maximum Length: 6 digits (no variable length)

LOT NUMBER

For GSI lot number information, our warehouse system will only accept up to 15 characters for this field. Lot number must be unique to each production lot and cannot be reused.

Application Identifier: 10

Description: Lot number "AB123"

Data Type: Any valid character (letters and/or numbers)

Maximum Length: Variable length permitted between 1 and 15 characters



No need to register barcodes with GSI

Though AGLC stipulates that barcodes must be in the GSI format, the barcodes do not need to be registered with GSI.

4.2.3 Retail Unit Labelling Requirements

Each retail unit must have both a human-readable label and a barcode. Either UPC-A, Expanded Databar or GTIN Data Stack is accepted by AGLC for retail units.

Note: UPC-A will only be accepted as long as Data Bar Stacked is also present. As of February 26, 2021, Data Bar expanded or Stacked will be mandatory and UPC-A will be optional.

- The human-readable label must include: an expiry date or statement (mandatory), packaged-on date and lot number. UPC number is optional. The human-readable label should have font no smaller than size 8.
- Barcodes on curved retail units, such as bottles of oil, must be printed in a manner that minimizes curvature. For example, a barcode on a cylindrical bottle of oil should be oriented vertically so the barcode is as flat as possible. This guideline is to improve the readability of the barcode for electronic scanners. Barcodes on an extreme curvature will not reliably scan and will be deemed non-compliant. Barcodes must be a sufficient size to scan with standard equipment.



Barcodes must conform to the UPC format as defined as:

RETAIL UNIT BARCODE FORMAT (1)

SAMPLE UPC-A BARCODE

Note: UPC-A will only be accepted as long as Data Bar Stacked is also present.



UPC-A BARCODE SPECIFICATION

UPC Code Format L-MMMMMIIIII-D, defined as:

- L = Lead Digit (values 0-1, 6-9)
- MMMMM = Manufacturer code
- IIIII = Item identification number
- D = UPC-A check digit

Human-readable barcode, lot number and packaged-on date must be included on the label.

RETAIL UNIT BARCODE FORMAT (2)

SAMPLE DATABAR EXPANDED



SAMPLE GTIN DATA STACK



GTIN DATABAR, 2, 3 or 4 STACK

Item identifier must be GTIN (Global Trade Item No., as provided by GSI). GTIN barcode must be on a separate line from packaged-on date and lot number values code format in order to enable scanning of GTIN by itself.

GTIN bar code format:

01GGGGGGGGGGGGGGGG, where:

- 01 = Application identifier denoting that next 14 digits are a GTIN number.
- GGGGGGGGGGGGGG = 14 digit GTIN no.

(continued)

(continued)

Packaged on date format: 13YYMMDD, where:

- **13** = Application identifier denoting that next 6 digits (maximum no. of digits) are the packaged on date.
- **YYMMDD** = Packaged on date, e.g. 190916, indicates a packaged on date of September 16, 2019.

Lot number format:

10LLLLLLLLLLLLLLLLLLLL, where:

- **10** = Application identifier denoting the next string of characters is the lot number
- **LLLLLLLLLLLLLLLLLLLL** = Lot number value, can be letters or numbers, up to a 15 character maximum.

GTIN data stacks may have either 2, 3 or 4 stacks.

4.2.4 Packaging Slip & Mixed SKU, Lot Notification and Packaged On Date

Packing slip – A packing slip that contains a list of each SKU and quantity must be included with each pallet.

One packing slip per pallet is required for the products shipping on that pallet. Master BOLs or combined packing slips on pallets are not acceptable and will result in non-compliance.

Mixed SKU or lot notification form –

Pallets with multiple SKUs or lots must have an attached 8" x 10" bright yellow coloured paper indicating "Mixed SKU Pallet" or "Mixed Lot Pallet". A Master Case cannot contain units from multiple lots and packaged on dates. The notification should be faced towards the trailer exit.

4.2.5 Fragile SKUs

Edibles, extracts, topicals and vape products are not only subject to temperature sensitivity, but may also be damaged during transport unless properly packed, stored and handled. Any SKUs noted as fragile are required to apply a fragile sticker to the side of the Master Case per SKU.



- One (1) 3" x 5" red fragile sticker on the side of the Master Case. If a Master Case is too small to hold this sticker, fragile tape will be allowed.
- Mixed Pallets – fragile and non-fragile items are allowed to be palletized together, keeping layers separate as per normal shipping requirements for mixed SKU pallets as specified in section 4.2.4.
- If a product is required to remain up-right, LPs must include a "this side up" flag on the Master Case.

4.2.6 Temperature Monitoring

Edibles and other temperature-sensitive cannabis products are shelf-stable at room temperature, but not below 0°C or higher than room temperature. Temperature-sensitive products need to be stored and distributed in a temperature-controlled environment to maintain their quality and food safety.

Transportation Temperature Monitoring Program - Participation in the Temperature Monitoring Program (TMS) is a requirement for LPs and AGLC's warehouse for all inbound products that fall under temperature-sensitive products.

The roles of the TMS are as follows:

- LP is responsible for acquiring calibrated TempTale4 units and placing them within shipments.
- AGLC's warehouse is responsible for review and storage of the TempTale4 data and reporting any non-conformance within the terms provided by AGLC.

- AGLC is responsible for determining temperature range and breach terms for all products to be accepted by AGLC's warehouse, investigation of reported non-conformance and determining retention of data.

Inbound TMS requirements

Prior to a shipment being sent to AGLC's warehouse, calibrated and pre-conditioned TempTale4 units must be placed within the shipment to ensure temperature is accurately captured.

The inside temperature of a trailer is recommended to be set at 18°C.

Placement of the TempTale4 units must be on a yellow fluorescent paper affixed to the top of the pallet to ensure visibility.

- **Full truck load:** In the back, mid and front of the trailer
- **Half load:** In the back and front of the shipment
- **Three or less pallets:** A single TempTale4 on a single pallet

Prior to the shipment being accepted, the shipped TempTale4 units will be collected by AGLC's warehouse and the data will be analyzed. Data will be extracted in pdf/Excel format.

Temperature data will be filed with the receiving package and provided to AGLC via email.

In the event of receiving product outside of specific temperature ranges, AGLC's warehouse will place product(s) on hold and contact AGLC QA. The product(s) will be inspected and the decision to accept or reject the product(s) will be determined based on the results of the inspection.

AGLC QA will notify the LP in the event of a temperature breach, as well as the results of the inspection.

Required TempTale units that are missing at the time of the shipment's arrival are considered a range breach for that shipment.

Any range breach within the terms provided to AGLC will result in a halt of the shipment and receiving process. AGLC QA will investigate the breach and will communicate its findings to the LP.

In the case of destruction being ordered by AGLC, the shipment will be handled within our facilities in compliance with AGLC's quarantine and destruction processes.

Note: range breaches are subject to refusal of the entire load and non-compliance fines.

Please contact our warehouse at CannabisReceiving@dhl.com to set up return of TempTales (applicable to multi-use TempTales only).

Product Type	Acceptable Temperature Range (°C)	
	Min Temp	Max Temp
Distillate Liquid	5	22
Iced Tea	5	22
Sparkling Beverages	5	22
Sodas	5	22
Distillate Powder	5	22
Gum	5	22
Hard Candy	5	22
Kit	5	22
Oral Strips	5	22
Pet Edibles	5	22
Salty Snacks	5	22
Brownies	10	22
Soft Chews	10	22

Product Type	Acceptable Temperature Range (°C)	
	Min Temp	Max Temp
Chocolates	10	22
Cookies	10	22
Cannabis Extracts*		
Cannabis Topicals*		

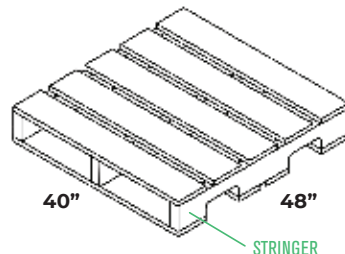
* Temperature range as defined by licensed producer

4.3 PACKING PRODUCTS FOR SHIPMENT TO AGLC

Products must be packed in Master Cases that do not exceed the maximum size of 25.4cm (10") width x 30.48cm (12") length x 22.86cm (9") height. Minimum dimensions for a Master Case are 12.7cm (3.75") width x 9.53cm (3.75") length x 9.53cm (3.75") height.

Inner packaging is not permitted. A Master Case needs to contain retail unit packages only and all retail units in a Master Case must be from the same lot.

- Master Cases may be delivered on pallets that meet the following conditions:
- Pallets must be acceptable for elevated storage in racking. Hardwood pallets like CHEP are acceptable.
- Pallets must be capable of being double-stacked.
- Pallets must be 120cm x 100cm (48"x40"), two-way or four-way and have stringers (see illustration)



- Pallets must be secured with cardboard

corners placed vertically on the edges.

- Pallet must be in good repair and not damaged in any way.
- Pallets are considered one way and will not be returned.
- Whenever possible, partially loaded pallets should be avoided and a single SKU should be loaded per pallet.
- When building the pallet, the number of Master Cases per layer must remain consistent.
- Maximum height of each pallet should not exceed 142.24cm (56") including product (127cm or 50") and pallet (15.24 cm or 6").

Plastic pallets are not accepted.

4.4 SHIPPING TO AGLC WAREHOUSE

4.4.1 The Shipping Process

The shipping process is defined by the steps below, starting with receiving a Purchase Order (PO) from AGLC and finishing once the product has been delivered to AGLC's warehouse via common carrier.

- 1. Submit Stock Status Form** – The LP must complete the [Stock Status Form](#) to indicate which products and quantities are available for purchase. The form must be completed in full and emailed to the designated Merchandising Planner.
- 2. Receive PO** – When AGLC is ready to place an order for product from the LP, AGLC will send the LP a PO. The PO will describe the products being purchased, the order quantity, the order date, an approximate delivery date, the PO close date and any other relevant details. AGLC will only ever place orders for registered products.
- 3. Prepare order** – After the PO is received, the LP should prepare the order to align

with the requested delivery timeframe. Include TempTales for any product that requires temperature monitoring. LPs have 30 business days to fulfill and deliver an order to AGLC, but are requested to attempt to meet the approximate requested delivery date, even if it is sooner than 30 business days. Orders may be fulfilled in multiple shipments.

4. **Create Advance Shipping Notice (ASN)** – Before shipping the order to AGLC, the LP must create an ASN. The ASN alerts AGLC's warehouse to the details of the inbound shipment. The ASN is created using the ASN Portal. See **Section 4.4.2 Advance Shipping Notice** for additional details.
5. **Book a delivery appointment** – In order for AGLC to receive an order from an LP, a receiving time slot must be booked. To book a time slot, the LP (or in many cases the LP's carrier) must complete an Appointment Request Form (ARF). See **Section 4.4.3 Appointment Booking** for details about this form and the process of submitting it.
6. **Wait for the booking appointment** – After the ARF is received, the LP must wait for confirmation of their scheduled booking appointment before making the delivery. Typically, there are at least two business days between the appointment date and the appointment request.
7. **Arrive AGLC warehouse** – When the scheduled appointment date and time arrives, the LP (or carrier) must deliver the goods within 15 minutes of their appointment. AGLC will accommodate late or early shipments with notice, so long as they do not compromise other scheduled deliveries. Unauthorized late or early deliveries are subject to penalties. Late or early appointments will be reviewed by AGLC's warehouse to determine if the loads can be accepted. Early appointments may have to wait until

the scheduled appointment time. Late appointments may be refused and re-booked to a different day.

8. **Deliver the products** – At the warehouse, AGLC will unload the products from the delivery vehicle. AGLC can inspect up to ten per cent of the cases of each SKU for accuracy. Should any discrepancies be found, a secondary inspection will be conducted on the remaining 90 per cent. The LP will be responsible for inspection costs incurred during the secondary inspection. The delivery driver will remain in the vehicle or waiting lounge until receiving notice that the load is resolved.
9. **Sign the BOL** – Once delivery has been made, a member of the warehouse team and the delivery driver must both sign the Bill of Lading to confirm delivery has been completed. Any apparent damage to the goods should be acknowledged by both the driver and the warehouse team and noted on the BOL before it's signed. The driver must stay at the warehouse facility until the shipment has been verified. No drop loads will be accepted.

4.4.2 Advance Shipping Notice (ASN)

All product arriving at AGLC's warehouse must be on an open PO with AGLC.

An ASN is a required document containing information on products and quantities that are being shipped to the warehouse in a single shipment. An ASN may be an entire PO or a portion of a PO if the PO will be filled in multiple shipments. ASNs cannot be split over multiple deliveries i.e. multiple containers/trailers. All ASNs must match the actual shipment in product and quantity. Products that arrive without a valid ASN will incur non-compliance fees.

Providing correct information on the ASN is a critical part of the receiving process. Time slots are designated during the load booking based on the characteristics of the ASNs

associated with the load. For instance, if a load has many SKUs in smaller quantities, a longer period for receiving will be scheduled. If the entire load is one SKU, generally this type of load is processed more quickly so a shorter period for receiving is scheduled.

If a load arrives with inaccurate advance shipment information, it may cause delays for other loads scheduled. Inaccurate ASNs will incur non-compliance fees. The freight carrier must have a copy of the ASN that matches the one provided to AGLC. Non-compliance will result in delays of offloading and may result in the load being refused. An ASN or an ARF number are acceptable means of gaining access to the facility; a PO number is not sufficient.

Allow two business days (unless otherwise approved by AGLC) for the ASN registration process to be completed prior to sending an Appointment Request Form (ARF) asking for an appointment with the warehouse. All ASN's must be booked via the online ASN Portal. ASN's cannot be revised after a delivery appointment has been confirmed.

The ASN Portal can be accessed at CannabisConnect.com. Each licensed producer will need a user name(s) and password. To obtain access to the portal, send your LP name, user name, phone number and email address to CannabisCS@connect-logistics.com. User names will be issued for licensed producers registered with the AGLC. If you are a subsidiary please include the main licensed producer and your affiliation. Once registered, LP's will need to create ASN's based on the shipment being sent to AGLC's warehouse. The information provided in the portal must be accurate to the physical shipment to avoid delays and penalties.

When creating the ASN the user will be asked to add the CoA for the product being shipped.

Once the ASN is issued the user can complete an Appointment Request Form and send it to CannabisReceiving@connect-logistics.com to

request a delivery appointment.

Questions regarding the ASN Portal can be sent to CannabisInventory@connect-logistics.com.

4.4.3 Appointment Booking

After creating the ASN, LPs (or their carrier) should send an Appointment Request Form (ARF) to book a delivery appointment. The ARF is provided to all LPs as part of their onboarding and can also be requested by emailing CannabisReceiving@connect-logistics.com or CannabisMerch@aglc.ca. All appointment bookings must be coordinated with AGLC's third-party logistics provider. Email the ARF to CannabisReceiving@connect-logistics.com.

Booking hours of operation are listed below:

- **Monday – Friday** - 7:30 a.m. to 3:30 p.m.
- **Saturday and Sunday** - Closed
- **Stat Holidays** - Closed

The LP (or carrier) must deliver the goods within 15 minutes of their scheduled appointment. AGLC will only accommodate late or early shipments so long as they do not compromise other scheduled deliveries. Late or early deliveries are subject to penalties or fees.

4.4.4 Other Shipping Rules

LPs must adhere to the additional shipping rules outlined in the table below or they may be subject to penalties or additional charges.

ADDITIONAL SHIPPING REQUIREMENTS	
NO COMBINING BILL OF LADING (BOL)	All ASNs must be contained by their own separate BOL. No combining of BOLs is allowed.
SHIPMENT DOCUMENTS	<p>The following documents must be included with the shipment:</p> <ul style="list-style-type: none">• Bill of Lading• Individual Packing Slip per pallet• Mixed SKU or LOT notification (on pallets) <p>Documents must contain correct information. Failure to submit all documents will result in receiving and clearance delays and/or additional charges. Additionally, the freight forwarder/carrier should have a copy of the ASN that matches the one received by AGLC.</p>
TEMPERATURE CONTROL	Temperature-sensitive products arriving outside of tolerance range will be subject to further inspection and possible rejection of shipment. Additionally, if a load arrives damaged (e.g. frozen, melted, etc.), it will not be off-loaded pending authorization. Products shipped via common carrier are still required to ship using temperature controls.
UNHYGIENIC SHIPMENTS	Loads with vermin/insects or in an unhygienic state will not be received. Ensure shipments meet all entry requirements for wood packaging material into Canada under CFIA policy directive D-98-08. Inbound shipments must comply with requirements listed in Good Production Practices (GPP). Additionally, if a load arrives significantly damaged it will not be off-loaded pending authorization (e.g. shifted, frozen, etc.).
DELAY OF RECEIVING	Any product that cannot be received, for instance product waiting for insurance inspection, will be held for a maximum of 10 business days and subject to storage fees. Product may also be held while QA processes are completed.
PROOF OF DELIVERY	AGLC will only sign for product after the load is verified and any exceptions noted.

4.5 NON-COMPLIANCE

Any non-compliance with packaging and shipping requirements will result in a minimum penalty of \$1,000 and increase up to and including the cost to remedy the error, and/or rejection of the product.

Non-compliance includes the following:

Non-compliant labelling – Product must be labelled in accordance with federal requirements and AGLC labelling requirements as specified in **Section 4.2 Labelling Requirements**.

No CoA – Product received without Certificate of Analysis 48 hours prior to cannabis delivery to warehouse is subject to a fine and/or shipment rejection as per Inbound Product Compliance.

Out of specifications – Product quality parameters which are out of agreed specification can result in shipment rejection.

Arrival time – Shipments must arrive at pre-determined times. Late arrivals (greater than 15 minutes) may not be accepted.

No purchase order – Product that is not on a PO will not be accepted.

Incorrect ASN or no ASN - Product delivered does not match the ASN, or product not registered on the ASN will not be accepted.

Split ASN – A single ASN may not be split across multiple shipments. Splitting an ASN may result in delays, penalties or an undeliverable load.

Unregistered product – Product without a SKU registration will not be accepted.

No booking – Product that arrives without a valid appointment will not be accepted.

Invalid shelf life – Product that arrives with less than three-quarters of its remaining shelf-life may be returned or not accepted.

Non-compliant deliveries may be rejected and returned to the LP.

Product Pack Changes - In case of any change to a product's packaging and labelling (including any changes to ingredients that may be changed on the label), the LP must inform AGLC QA and their Category Manager before implementation.

No Individual Packing Slip - Pallets shipped without a packing slip denoting that pallet's content.

Rebookings - Appointments rescheduled with less than 48 hours notice.

4.6 VALUE-ADD SERVICES

AGLC's third-party logistics provider (3PL) offers a number of Value-Add Services (VAS) that the LP may optionally use. VAS pricing is quoted and agreed upon between AGLC's 3PL and the LP. The table to the right summarizes some VAS offered.

Email CannabisCS@aglc.ca to inquire about VAS.

4.7 HEALTH CANADA CONSUMER INFORMATION SHEET

All retail consumers must receive a copy of [Health Canada's Information Sheet](#) with each purchase. AGLC's logistics provider has taken on this responsibility on behalf of LPs by shipping it to each retailer on their initial order and upon request from retailers. AGLC does not require LPs to include it with their shipments.

VALUE-ADD SERVICES	
Service	Service Details
Labelling	Master Case or product unit labelling or barcoding
Kitting/Secondary packaging/ On-packing	Any secondary packaging services, including Master Case size changes, Master Case reconfiguration, promotional packaging, Master Case inserts, etc.
Reporting	Custom reports requested by the LP to service AGLC
Product destruction	LP requested product destructions
First In First Out (FIFO) maintenance	Special requests to ship out of FIFO
Product inspections	Requested product inspections or required audits
Other services upon request	LPs may request other services in order to fit their business needs



5 PRODUCT RETURNS & RECALLS

EXPECTATIONS REGARDING CANNABIS RETURNS TO THE LP

5.1 PRODUCT RETURNS

As per AGLC's Supply Contract, AGLC may choose to return products to the LP at their discretion. Some reasons that AGLC may choose to initiate a return with an LP are as follows:

- The product arrives spoiled, stale-dated or otherwise unfit for sale.
- The product is improperly labelled or packaged. This includes excise stamps not sticking to the product (example oil bottles).
- The product is not as described in the supply contract or is out of agreed specifications.
- The product is subject to a recall.
- The product is projected to expire before it will be sold.
- Faulty products are returned from retailers or customers.

AGLC will make reasonable efforts to rectify any issue before initiating a return with an LP, but LPs are obliged to accept and refund any returns from AGLC. The LP will be responsible for any return related costs, including any shipping costs, inspection costs or packing costs. The LP will also be responsible for any reimbursement of MSRP for recalled products that are returned at retail locations by customers.

AGLC may choose to destroy rather than return product to the LP if the product is unfit for repackaging or is the result of a non-commercial customer return to AGLC.

A common carrier must be used for all returns.

In the event of a customer complaint, AGLC will contact the LP. The LP must investigate the root cause of the complaint and provide a Corrective and Preventative Actions (CAPA) report within the given time frame.

5.2 PRODUCT RECALLS

Recalls may be initiated by any of the following organizations:

- Health Canada
- AGLC
- The LP

Recalls must be initiated for products that are damaged, faulty, dangerous or discovered to not be in compliance with federal or provincial laws.

Recalls may also be initiated for safe products that are in alignment with federal and provincial laws, but do not meet the respective internal quality or consistency standards of the LP or AGLC.

The execution of the recall will be the responsibility of the LP. AGLC will aid in the recall by facilitating returns from retailers and customers, posting notices, providing oversight and otherwise providing reasonable assistance to preserve both public health

and safety and a high standard of product quality within the Alberta marketplace.

The LP must notify AGLC in writing as soon as Health Canada is informed of a voluntary recall. Recall announcements must be communicated to AGLC by contacting the Cannabis Quality Assurance Manager and your Category Manager at the soonest opportunity. In the event of a recall, the LP must ensure they adhere to federal and provincial recall guidelines and legislation. Additionally, LPs must follow any policies stipulated in the [*Cannabis Representative Handbook*](#) available on aglc.ca.

LPs are obligated to promptly comply with any product recalls issued by any applicable governmental authority.

The LP will be responsible for all reasonable costs associated with product recalls, unless a product recall is caused by any act or omission of AGLC.



6 PAYMENTS

FINANCIAL TRANSACTIONS WITH AGLC

6.1 PAYMENT SET-UP

In order to receive payments from AGLC, each LP must complete the Electronic Fund Transfer (EFT) Request Form. This form can be found [here](#).

Instructions are included on the form. Please ensure that you select the “Cannabis LP” box at the top of the form.

A completed EFT Request Form provides AGLC with the banking information required to deposit payments (via EFT) directly into the specified bank account.

6.2 INVOICING AGLC

Once the goods are accepted at AGLC’s warehouse, related invoice(s) should be forwarded to ap@aglc.ca for processing and payment.

Each invoice must include the following:

- Quantity, purchase price and CNB number of goods shipped (referred to as ‘the order’).
- Deduction for the Public Education Fund fee (as specified in the Supply Contract).
- Deduction for the salvage/damage fee (as specified in the Supply Contract).
- The PO number and ASN that it is related to.

A sample invoice is provided for your reference.

ABC Company
123 Street
Edmonton, Alberta
X0X 0X0
 Phone:

INVOICE

INVOICE #
 DATE:

TO:
 Attn: Accounts Payable
 Alberta Gaming, Liquor & Cannabis Commission (AGLC)
 50 Corriveau Avenue
 St. Albert, AB T8N 3T5
 780-447-8600

P.O. NUMBER	P.O. DATE	SHIP DATE	ASN #	BUYER	TERMS
MUST PROVIDE			MUST PROVIDE		2% 15 Days/Net 60

AGLC CNB #	SKU QUANTITY	ITEM NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
MUST PROVIDE	9,000	Licensed Producer's Product Number	CNB Item Description	\$10.52	\$94,680.00
MUST PROVIDE	1,000	Licensed Producer's Product Number	CNB Item Description	\$15.50	\$15,500.00

SUBTOTAL	\$110,180.00
LESS PUBLIC EDUCATION FUND FEE (2% SUBTOTAL)	-2,203.60
LESS SALVAGE/DAMAGE FEE (2% SUBTOTAL)	-2,203.60
TOTAL DUE (\$)	\$105,772.80

Payment for the invoice will be issued within 60 days of the invoice date. The invoice date is the date a correct and complete invoice is received by AGLC. If AGLC chooses to pay the invoice within 15 days of the invoice date, a two per cent discount will be applied to the total amount of the order at the time of the payment.

Normally, payments at AGLC are processed on a weekly basis. A remittance notice (including detailed list of invoices) for upcoming payments will be emailed on Thursdays to the email address provided on the EFT Request Form, with payment posted into the LP's bank account on Friday. However, if required by AGLC, payments might be processed on an 'off-cycle' basis, i.e. any day during the week.

6.3 CREDIT ADJUSTMENTS FOR PENALTIES OR FEES

If applicable, AGLC will issue invoices to an LP related to applicable fees and/or penalties. These credits are stipulated in the Supply Contract and include the following:

- Listing fees for registering product SKUs with AGLC
- Fees/penalties for non-compliant shipments

If credit invoices are issued, AGLC will provide the LP with a copy of an invoice detailing these credits. Credit invoices will be emailed to the email address specified on the EFT Request Form (completed by the LP with banking information).

Unless specifically requested to do so by AGLC, please do not process payments to AGLC for these credit invoices. AGLC, at its sole discretion, may choose to invoice the LP and request payment, or deduct from the next payment.

The total of any outstanding credits on the account will be included in the payment posted into the LP's bank account, as discussed in **Section 6.2 Invoicing AGLC**, i.e. the payment amount will include LP invoices, net of AGLC credit invoices.

The summary of the credits will also be included on the remittance notice.

6.4 TAXES

As specified in the supply contract, the "purchase price" represents the landed cost to AGLC for goods and must include all applicable federal and provincial taxes.

AGLC is not subject to the Goods and Services Tax (GST) or the Harmonized Sales Tax (HST).

6.5 PAYMENT RELATED INQUIRIES

If you have any questions regarding received/outstanding payments or any payment related processes, please forward your inquiries to ap@aglc.ca.



7 **CONTACT** HOW TO REACH AGLC

The Alberta Cannabis Call Centre is AGLC's main communications channel for working with wholesale and retail customers as well as addressing questions and comments from Albertans.

ALBERTA CANNABIS CALL CENTRE

Phone (Toll Free):

1 (855) 436-5677

Monday to Friday and Statutory Holidays:

8 a.m. to 8 p.m. - Closed Christmas Day

Saturday and Sunday:

8 a.m. to 4:30 p.m.

Email:

albertacannabis@aglc.ca

