

Cannabis Retailer Operations Manual

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1. Introduction

Welcome To The Alberta Cannabis Industry

1.1 Introductory Note

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

AGLC is committed to:

- Keeping cannabis out of the hands of children and youth
- Protecting public health
- Promoting safety on roads, in workplaces and public spaces limiting the illegal cannabis market
- Continuing to offer choices Albertans can trust

This manual should be used as a reference for understanding how to interact with AGLC's-controlled cannabis supply chain to supply and manage the inventory of a private cannabis retail store.

Following the procedures outlined in this document does not constitute adherence to the complete set of AGLC policies. All retailers licensed by AGLC must adhere to AGLC policies established by provincial law in the *Gaming, Liquor and Cannabis Act*. AGLC policies that apply to retailers are described in the **Retail Cannabis Store Handbook** available on aglc.ca.



Online or third-party criminal records checks will not be accepted, except for Edmonton Police Service (EPS) or Calgary Police Service (CPS). Check aglc.ca often for updates to this document.

This document evolves and changes as the cannabis industry in Alberta grows and matures. Be sure to check aglc.ca often to ensure that you are using the latest version.

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

- **3PL** – Third-party logistics provider
- **Alberta Cannabis Call Centre** – The Alberta Cannabis Call Centre is AGLC’s main communications channel for working with retailers, as well as addressing questions and comments from Albertans.
- **AGLC** – Alberta Gaming, Liquor & Cannabis
- **Bill of Lading (BOL)** – A hauler or carrier’s contract, which may also act as the receipt of goods transported and delivered to the retailer.
- **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, 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 or organization who holds a federal licence that authorizes the person to produce cannabis and cannabis products for commercial purposes or to sell cannabis to AGLC.
- **Chain store or corporate store** – A group of retail stores licensed under the same legal entity.
- **Common carrier** – A business that provides merchandise transportation services to the general public in compliance with all applicable laws and regulations governing commercial transportation in Alberta. Examples of businesses that would be considered common carriers include, but are not necessarily limited to, national courier companies, postal services, and shipping companies. Examples of businesses that would not meet the definition of common carrier include restaurants, flower shops and other businesses providing delivery of their own products and services, as well as specialized businesses that focus on a specific industry, like food delivery and/or passenger transportation.
- **Electronic Funds Transfer (EFT)** – The electronic transfer of money from one bank account to another via computer-based systems.
- **Franchise** – Retailers with a common operating name, but each store has an individual ownership structure.
- **GLCA** – *Gaming, Liquor and Cannabis Act*
- **GLCR** – Gaming, Liquor and Cannabis Regulation
- **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
 - any storage room, lobby, hallway, or other service areas used by the retailer in support of the areas where cannabis products may be sold

- **Licensed producer (LP)** – A business licensed by the Canadian Federal Government to produce cannabis products. Within the context of this document, the term refers specifically to those licensed to produce recreational cannabis products.
- **Master case** – Large box or carton that contains multiple cases. A Master Case is typically used to allow multiple cases of cannabis products to be shipped together.
- **Qualified Cannabis Worker (QCW)** – Any person who is 18 years of age or older, has successfully completed the SellSafe Cannabis Staff Training program, has passed a criminal record’s check and has been deemed qualified by AGLC to work in the cannabis industry.
- **Retailer** – A business holding a cannabis licence to retail cannabis products in Alberta.
- **Retail store** – A distinct entity with a street address and unique license number.
- **SellSafe Cannabis Staff Training** – A mandatory social responsibility training program designed to help retail cannabis staff understand their responsibilities to their customers. The program also helps workers understand and follow Alberta’s cannabis laws and AGLC’s policies.
- **Staff** – Any QCW employed by the retailer, contracted by the retailer or a third party working in the cannabis industry to perform assigned or delegated duties.
- **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, colour, type or by any other specific designation to aid in computer ordering and inventory control.
- **Allocation Process** – An allocation process is to ensure equitable product access each week. All retailers have the same opportunity to receive products through this process.

1.3 The Role of AGLC

The *Gaming, Liquor and Cannabis Act* (GLCA) empowers AGLC to regulate and supply retail cannabis products to Albertans. To this end, AGLC has two roles within the Alberta cannabis market:

- **Regulator** – AGLC regulates the cannabis industry in Alberta and acts as a neutral party in ensuring that both private retailers and their online retail offering operate safely, responsibly and in accordance with the law and AGLC policies.
- **Wholesaler** – AGLC is the only source of recreational cannabis products for private retailers in Alberta. AGLC purchases cannabis products from select federally licensed 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.

Retailers should refer to the **Retail Cannabis Store Handbook** for information on how Alberta’s legislation applies to them, as well as the *Gaming, Liquor and Cannabis Act* and the **Gaming, Liquor and Cannabis Regulation** to ensure that they are abiding by provincial law.

2. Requirements For Retail Staff

Ensure You And Your Employees Are Ready To Work

2.1 General Information

Alberta's cannabis industry has many requirements for people looking to gain employment. To work in Alberta's cannabis industry, you must be an AGLC approved QCW by completing the following:

- **SellSafe Cannabis Training:** Please complete and submit to AGLC (further information below) - You must have SellSafe certification before applying to AGLC to be a Qualified Cannabis Worker.
- **QCW application:** Please complete and submit to AGLC (further information below)



NOTE: All QCW applications must include a current criminal records check provided by local city police or local RCMP detachment

2.2 SMART SellSafe Cannabis Staff Training

Licensed cannabis store employees require SellSafe certification to understand how to responsibly sell legal, recreational cannabis.

SellSafe is an online certification program, offered through AGLC's Smart Training Program on our [website](#).

You are required to have this certification to work full or part-time in a licensed retail cannabis store as a:

- premises owner, manager, supervisor, retailer, or cashier
- security staff person (directly employed or contracted by the licensee)
- direct supervisor or employee of a company contracted to provide security

2.3 Apply To Be A Qualified Cannabis Worker

You must meet QCW requirements if you are, or intend to be, a:

- retail cannabis worker (someone who works in a retail cannabis store, including contracted security and security supervisors)
- retail cannabis licensee (the cannabis store licensee who manages, supervises, or works in the store)

Download and complete the QCW application found [here](#). If you are a first-time applicant, include the following documents with your application:

1. Identification:

- those born in Canada, provide a copy of one of the following: birth certificate, Canadian passport, government issued Indian Status Card, Alberta Identification Card, or driver's licence.
- those born outside of Canada, provide a copy of one of the following immigration documents: Canadian passport, Permanent Resident Card, landed immigration document, current Work/Study Permit or official Canadian Citizenship Certificate (front and back).

2. A criminal record's check from local city police or local RCMP detachment (dated within three months of issue).

AGLC does not cover the cost of criminal records checks.

2.4 Renew Your Certifications

Qualifications remain valid for five years, and it is the applicant's responsibility to renew them two months before expiry. SellSafe certification is active for five years, expiring on the anniversary of processing, and must be renewed before expiration.

You must renew SellSafe certification prior to renewing your QCW qualification.

To renew your QCW qualifications, submit:

- completed Application for Qualified Cannabis Worker
- original criminal records check obtained from a local city police or local RCMP (dated within three months of issue).

You are not required to re-submit identification when applying for renewal.



NOTE: Expiry date of QCW on a Work/Study Permit will match the expiry date of the applicant's current Work/Study Permit. Applicants are required to submit a new Work/Study Permit at time of renewal and may be required to complete the full renewal process. Contact the **Registrations Unit at 1-800-272-8876**, prior to expiry, if you have any questions regarding the renewal process.

To avoid disruption of qualification, remind staff that the combined SellSafe and QCW process can take up to six weeks. This process is dependent on how quickly the course is completed, the time it takes to obtain a criminal record check, plus the time it takes AGLC to process the QCW application.

3. PURCHASING & RETURNS

Buying Cannabis Inventory From AGLC

3.1 General Information

To enable Alberta's retailers to order wholesale cannabis products to their locations efficiently, AGLC has established Retail.AlbertaCannabis.org as the province's point of sale. All order requests are placed using the process outlined in **Section 3.4 Purchasing from AGLC**.

Note: Wholesale purchases can only be made through a retailer account. Once an order request is placed, it may not be altered, redirected, or cancelled. Please ensure that your order request information is accurate before submission.

AGLC does not accept returns for wholesale cannabis products except in the case of shipping error, faulty products or in the case of a recall.

AGLC does not take orders for cannabis products over the phone. However, inquiries regarding how to place an order, order status, or other purchase or return-related questions may be directed to the Alberta Cannabis Call Centre at 1-(855)-436-5677 or albertacannabis@aglc.ca.

3.2 Alberta Cannabis Account

3.2.1 Account Overview

The setup of a retailer account is required to purchase wholesale cannabis product to stock a private cannabis retail store.

AGLC recommends limiting access to account information to key staff members only, such as Purchasing Managers and/or Category Managers.

3.2.2 Account Setup

When a retailer is licensed, they will receive instructions on how to set up an Alberta Cannabis account. If a retailer is having trouble with their account, they should contact the Alberta Cannabis Call Centre at 1-(855)-436-5677 or albertacannabis@aglc.ca

3.3 AGLC's Product Assortment

AGLC's assortment of cannabis products is constantly shifting as the Canadian cannabis market evolves and matures. AGLC only wholesales cannabis products that are grown and produced in Canada as per Canada's **Cannabis Act** and strives to provide retailers with a diverse assortment of high-quality products.

The following products are available:

FLOWER

- dried flower – Cannabis plant matter that has been dried and is ready to be smoked or vaporized
- pre-rolls – Milled flower that has been packed into a rolling paper to form a joint that is ready to smoke
- milled flower – Dried flower that has been ground into a coarse powder making it easier to roll into a joint
- seeds – Cannabis plant seeds that may be used for home growing

EDIBLES

- edibles – Products containing cannabis intended to be consumed in the same manner as food (i.e., ingested by eating). Examples include chocolates, baked goods, hard candies, soft chews etc.
- beverages – Products containing cannabis intended to be consumed similarly to drinks. Current offerings include flavored waters, teas, sparkling sodas etc.
- beverages non-liquid – non-liquid products containing cannabis intended to be consumed with liquids such as tea bags, hot chocolate, distillate powder, etc.

CONCENTRATES AND EXTRACTS

Products that are produced using extraction methods or by synthesizing phytocannabinoids and include:

- capsules, soft gels and oral sprays - products containing cannabis oils that are swallowed to provide consistent and simple dosing of cannabis
- concentrates - higher-potency products and are available along with hash, resins, rosin, and shatter
- vapes - allow for the inhalation of vape-specific cannabis extracts, including disposable vape pens, vape cartridges and vape kits
- oils – cannabis extract mixed with carrier oils.
- kief and hashish - mechanical extraction of cannabis trichomes from fresh or dried cannabis by sifting, beating, rubbing, and other mechanical actions produce cannabis extracts
- infused pre-rolls – pre-rolls with added concentrates

TOPICALS

- lotions, balms, bath oils - products include cannabis as an ingredient and are intended to be used on external body surfaces (i.e. skin, hair and nails)

This product list is subject to change as AGLC expands its lineup of cannabis products and new cannabis products become available.



NOTE: Retailers should not use images from Retail.AlbertaCannabis.org for their ecommerce sites. Please contact the LP to provide accurate and up-to-date images.

3.4 Purchasing from AGLC

AGLC manages inventory levels through an allocation process to encourage equitable product access. To purchase cannabis products from AGLC, retailers can access Retail.AlbertaCannabis.org. Detailed user instructions can be found [here](#).

This website allows retailers to purchase inventory for their stores via shopping cart, much like any other ecommerce site. It can also generate a weekly order request form for download to place order requests by uploading a spreadsheet if preferred.

1. **Log in to Retail.AlbertaCannabis.org** – The retailer licence number is used to log in, along with a password. First-time retailers will be asked to use the “Forgot Your Password” functionality to set a new password.

2. **Select Products** – The inventory on the website (and in the downloadable order request form) is unique every week and contains a complete product catalogue of the weekly inventory available. Each product’s desired quantity is entered into the cart by shopping on the site or uploading a CSV file.

Submit order request – After reviewing the cart to confirm that all information is correct, retailers must submit the online order request by Monday, 11 a.m. No exceptions will be granted in the case of a missed deadline.



ORDER REQUESTS ARE FINAL AND UNALTERABLE AFTER SUBMISSION

Be aware that once an order request is submitted it may not be changed and that returns are not accepted by AGLC for wholesale products that are not faulty. The retailer is responsible for ensuring the contents of an order request are correct before submission.

- All order requests can be submitted online between Thursdays at 2 p.m. (when the weekly inventory update takes place) and closes Mondays at 11 a.m. sharp. These order requests are then allocated and finalized.
- When product demand exceeds supply, the allocation process ensures that all retailers have the same opportunity to receive high-demand/low-supply products.



RECEIVE ORDER REQUEST CONFIRMATION EMAIL

When an order request is successfully submitted, retailers will receive an email confirming it has been received.

3. **Order allocation complete** – Once the automatic allocation process is done, another email will be sent by the end of the day on Monday informing retailers of their allocation. This email shows what was requested, what was allocated and the final order total. **This email also serves as the order invoice.**



RECEIVE ORDER CONFIRMATION EMAIL

Once the allocation is complete, an email will be sent with the final allocated order and the total owing.

4. **Make Payment** –The total amount displayed on that email includes the shipping charges for that week’s order. Payment must be provided via one of the methods outlined in **Section 6.1 Payment Methods.**



RECEIVE PAYMENT CONFIRMATION EMAIL

If the payment is successfully made, an email will be sent confirming that payment is complete.

- If the payment method selected is pre-authorized debit (PAD), funds are withdrawn on Wednesday. If payment is not received due to insufficient funds, it could result in shipping delays or missed order cycles.
 - If the payment method selected is Bill Payment, payment must be received by two business days before the scheduled delivery date. However, as bank payment processing can take up to three business days, AGLC recommends paying for orders as soon as the invoice is received.
 - If the payment is received on time, Thursday (Bill Pay) and Friday (Bill Pay and PAD) delivery retailers can get their orders delivered the same week.
 - If the payment method selected is a certified cheque, draft, or bank money order, payment must be received by AGLC two business days (by noon) before the scheduled delivery.
 - Payment must be made using the selected method of payment.
 - Payments must be made per licence number for each order and cannot be paid together as a lump sum.
5. **Once payment is received**, the order will be shipped based on the assigned delivery day. For on-time delivery, payment must be received two business days before this assigned delivery day; otherwise, delivery will be delayed to the next delivery cycle, subject to payment.
6. **Receive delivery** – The retail location must meet the requirements outlined in **Section 4.4 Delivery Requirements & Reporting Shipping Errors** of this document in preparation for delivery. Once the shipment arrives, be sure to count the number of Master Cases received and note the number along with any apparent damage to the master cases on the BOL. Once the shipment has been accepted, a retail employee and the delivery driver must sign the BOL.

3.5 Product Returns & Claims

Cannabis purchases from AGLC are final sale. AGLC only accepts returns for the following reasons:

- **Faulty products** – A cannabis product delivered to the retailer is defective. Examples of faulty products include empty containers, THC/CBD levels that vary from the provided range and products with compromised packaging making them unfit for sale or underweight products.
- **Recalled products** – The retailer has products that are the subject of a recall.
- **Shipping errors** – The retailer has received a quantity or type of product that does not match their order or has received visibly damaged cases of product.

Note: Retailer excess stock cannot be returned. Stock that has expired or aged after delivery cannot be returned.

Section 3.7 – Product Recalls covers the product recall process. **Section 4.4 Delivery Requirements & Reporting Shipping Errors** covers the unique requirements for making a product return claim after product delivery.

The return process is as follows:

1. **Identify the need for a return** – A retailer may identify that the product they have been shipped can be returned based on any of the following reasons:

FAULTY PRODUCTS

- mold or foreign matter is present
- the packaging of the product is compromised to make the product unsafe or unsaleable, e.g., leaking container
- the product was delivered in an unsaleable state due to a defect or abnormality, e.g., incorrect excise stamp
- a sealed container is empty or missing discrete units
- THC/CBD levels vary from the provided range
- vaping device malfunction
- adverse effect
- underweight products

Note: Health Canada regulations allow for a ten per cent variance in net weight displayed on the label of dried/fresh cannabis products containing more than zero but not more than two grams of cannabis and a five per cent variance in net weight displayed on the label containing more than two grams of dried/fresh cannabis. For more information, refer to **Health Canada’s Tolerance Limits for the Net Weight and Volume Declared on Cannabis Product Labelling**.

RECALLED PRODUCTS

- the retailer has received a message from AGLC indicating that the product has been recalled
- AGLC has indicated on its website the product is the subject of a recall
- Health Canada has indicated that the product is the subject of a recall

SHIPPING ERRORS

- master case appears to be damaged at the time of receiving delivery and this damage was recorded on the signed BOL
- cases that are found to be damaged upon inspection after receiving the delivery
- additional case was received or received case count does not match ordered quantity
- a picking error resulted in the wrong product case being delivered to the retailer

Note: All cases must be inspected by retailer upon receiving delivery and all shipping errors must be reported to AGLC within **48 hours** of receiving the products. Retailers are obligated to inform AGLC if they receive incorrect amounts of product or additional product(s). Failing to act on shipping errors that result in an over-delivery of product may result in the revocation of the retailer’s cannabis licence.

After a product has been identified for a return, the retailer should document any evidence that the product is applicable for return. Pictures should be taken as evidence whenever relevant. Before proceeding to initiate RMA claim, the retailer should understand the quantities of each SKU they submit for a return.

2. Initiate an RMA claim

To create a return request, email albertacannabis@aglc.ca with the subject line “AGLC Cannabis Return Request” and provide the following:

- store name
- cannabis license number
- order number (associated with each product)
- product name
- product SKU number
- lot number (associated with each product)
- quantity (in units)
- reason for return
- evidence for the return when requested by AGLC in the following scenarios: missing units, empty containers, or damaged products. Example of evidence: pictures, sales receipts etc.

The list of required information when submitting an RMA request can also be found on retail.albertacannabis.org under **Submit A Return Request**.

Please save the product until you receive an email with the details on the next step.

3. Receive Return Merchandise Authorization (RMA)

If AGLC determines that the claim for a return is valid, an RMA number will be generated and emailed to the retailer. AGLC will determine and inform the retailer, via the same email, whether the product is to be sent back to the AGLC warehouse.

If the RMA is not required to be shipped back to the AGLC warehouse, perform only Step 4. If the RMA is required to be shipped to the AGLC warehouse, skip to Step 5.

Note: AGLC reserves the right to request any product to be returned to the AGLC warehouse.

4. If product return is not required

AGLC will advise the retailer when product doesn't need to be returned to AGLC, and a refund will be initiated. The retailer is responsible for the safe destruction of products as per Government of Alberta's **Cannabis Waste Management - Fact Sheet**, AGLC's **Retail Cannabis Store Handbook** and Cannabis waste disposal options as outlined below.

WASTE CATEGORY	EXAMPLES	WASTE DISPOSAL OPTION
Hazardous Cannabis Waste	Cannabis vape pens with internal lithium-ion batteries, disposable equipment with cannabis and/or hazardous chemical solvents, etc.	Hazardous waste treatment facility Hazardous facilities Alberta.ca
Non-hazardous Cannabis Waste	Cannabis dried flowers, edibles, beverages, oil etc. <i>(Cannabis waste is made unusable and unrecognizable by mixing the cannabis with non-hazardous waste material such as cat litter, sand, plastic waste or sawdust prior to disposal.)</i>	Class II landfill Landfills Alberta.ca

The retailer must log destroyed product details, including the RMA number to in-store destruction log as per Section 4.12 Destruction of Cannabis Products of [Retail Cannabis Store Handbook](#). Here is AGLC’s recommended template for in-store destruction log; [Retail Destruction Form](#). AGLC Inspectors will review the destruction records during their visits to cannabis retailers or as needed.

5. If product needs to be returned to AGLC

AGLC must receive returns within 60 days of RMA creation. Retailers will only be refunded after the return is received and inspected in the AGLC warehouse.

Retailers must fill out the **BOL** form, as per instructions, and make four copies.

- Attach one completed copy to the outside of the box
- Place one copy inside the box
- Give one copy for the driver to sign and take
- Make one copy for the driver to sign and retain for the store’s records.

The BOL must include the returned products' details (RMA number, SKU number, quantities, etc.) and products must be secured in a sealed box.

Note: If you have more than one box, ensure a copy of your BOL has been attached to the outside and placed on the inside of each box. Carriers are not permitted to pick up a return unless there is a copy of the BOL on the outside of each box.

6. Return the product

Once your items are ready for return, Connect Logistics Services (CLS) will pick up the products as early as the next delivery date. AGLC will cover the cost of return shipping. Please note that a return must be created and authorized by AGLC before sending the product back. **If AGLC receives a return without an RMA number or incorrect product is returned, the products will be destroyed, and a refund will not be issued.**

Details regarding return shipping are covered in [Section 4.4 Delivery Requirements & Reporting Shipping Errors](#).

Note: If a warehouse return is required, the retailer is responsible for sending products back. AGLC will only issue a refund if the products are received.

7. Await inspection/refund

Once the returned products arrive at the AGLC warehouse, AGLC will investigate to ensure that the return claim is accurate and that all the claimed products are returned. If the inspection reveals that the claim was incorrect or returned products did not match the RMA, the products will be destroyed, and a refund will not be issued. An email notification will be provided in case of rejection. If the return is accepted, retailers will be notified via email, and a refund will be issued.

Note: A product subject to a recall must be returned to the AGLC warehouse.

For details on refund payments see **Section 6.3 Refund Payments**. Refunds are issued by EFT, which is setup during the finance onboarding process.

3.6 Returns from your Customers

Retailers may choose to accept returns from their customers if they are dissatisfied with a product. If it is a faulty product a return receipt is required from the customer for the return. However, AGLC will not provide refunds to retailers for returns that are not due to a shipping error, faulty or recalled products. Furthermore, retailers cannot resell returned cannabis products. Customer returns to a retailer must either be returned to AGLC, if they have been recalled or are faulty, or be destroyed as per product destruction procedures outlined in the **Retail Cannabis Store Handbook**.

Retailers must accept returns from customers for recalled products if they have previously carried that product. A retailer is not obligated to accept a return of a recalled product if they have never carried the product. AGLC will provide refunds for recalled products regardless of the amount of product remaining or the package condition.

AGLC will investigate any claims that a product is faulty and issue refunds at its discretion.

3.7 Product Recalls

Recalls are issued for products that are unsafe for consumption, faulty, or discovered to not follow federal or provincial laws, regulations, policies, or standards. AGLC will issue a Product Recall Notice via email providing specific information of the recalled products. Recalls will also be posted on aglc.ca and Retail.AlbertaCannabis.org. It is the responsibility of all cannabis retailers in Alberta to monitor the appropriate information channels along with their own inventory to comply with all recall instructions from AGLC.

Upon the announcement of a recall, retailers are obligated to remove the recalled product from active inventory and clearly mark the products as 'Do Not Sell – Recalled Product.'

Retailers must post any recall notices issued by AGLC prominently in all licensed premises for a minimum of 30 days even if the retailer does not carry the affected product.

Additional recall instructions will be issued with the recall announcement, whether communicated by email or by website posting. Retailers are obligated to follow all recall instructions shared by AGLC.

Retailers must maintain a log of all recalled cannabis products. This log may be part of the retailer's Point-of-Sale (POS) system. This log will include:

- recall notice date
- number of products removed from inventory

- number of unopened products returned by customers
- number of opened products returned by customers
- product SKU
- product Lot number
- disposition of product

Retailers must accept returns for all recalled products they have previously carried, if the customer has the product packaging, and any amount of the product remains. Retailers must provide the manufacturer's suggested retail price (MSRP) refund for recalled products, whether the customer has a receipt or not, and regardless of the condition of the packaging or the remaining product. Retailers must provide refunds on recalled products only if they have previously carried that product. Retailers can encourage customers to return the product to the original store where it was purchased to get their full refund.

Retailers must handle recalled product as directed by AGLC, which may include returning it to the warehouse for a refund. To initiate a return request, refer to **Submit A Return Request** on Alberta Cannabis website. Retailers will receive a refund based on wholesale cost of the recalled products in their inventory. Retailers will be refunded at MSRP on recalled products that customers have returned. Retailers may refund their customers the total price the customers paid, but AGLC will only refund the MSRP. If the customer's receipt lists a purchase price lower than the MSRP, the retailer only needs to refund the lower purchase price.

Retailers must follow all federal and provincial laws related to handling unsafe products, including all policies and regulations outlined in the **Retail Cannabis Store Handbook** and any instructions Health Canada provides.

3.8 Product Transfers & Store Closures

3.8.1 Product Transfers

Stores with common ownership can transfer product between locations.

Retail stores licensed under separate legal entities (i.e., independent retailers or franchise locations) can **only transfer products through sales transactions**. A licensee may sell to, or purchase cannabis products from, another licensee. Price and quantities are negotiable between the licensees. A common carrier must be used to transport product between stores. Arranging the common carrier will be the licensee's responsibility.

Federal Compliance Reporting requirements state that retailers that transfer or receive cannabis products must report the transfer as outlined on AGLC's **Cannabis Portal**.

Transferred products cannot be returned to AGLC (unless there is a recall as per Section 5.3 of the **Retail Cannabis Store Handbook**).

3.8.2 Store Closures

As outlined in Section 95.1(1) of the GLCA, a licensee selling or permanently closing its premises may, upon approval of AGLC, sell its remaining cannabis product to another licensee.

Products sold due to store closure cannot be returned to AGLC (unless there is a recall as per Section 5.3 of the **Retail Cannabis Store Handbook**).

It is the responsibility of any closing store to submit final Federal Compliance Reporting with a zero balance and indicate the final location of inventory. Licensees must keep a record of all cannabis purchases and transfers (i.e., invoices and receipts) to prove the source of all cannabis in the licensed premises for at least six years.

For more details on AGLC's product transfer and store closure policy, see **Section 5.5 Cannabis Purchase and Returns** in the **Retail Cannabis Store Handbook**. Please contact inspections.mailbox@aglc.ca for more information.

4. Shipping And Receiving

How Our Products Get To Your Cannabis Retail Store

4.1 General Information

AGLC charges a flat shipping rate per delivery around the province to ensure businesses located near AGLC's operations do not receive a financial or logistical advantage.

Please be aware that AGLC's network of carriers provides all shipping, and self-pick up the use of other third-party shipping providers is not permitted. This policy is in place to ensure the safe, secure, and appropriately tracked delivery of cannabis. Also, cannabis products cannot be shipped to retailers with cancelled or suspended cannabis licenses. In the event of permanent store closure, please refer to the **Retail Cannabis Store Handbook**.

This section of the document outlines how Alberta cannabis products are packed and shipped, and the requirements retailers must meet to receive a wholesale order.

4.2 Delivery Costs

AGLC uses a postage stamp delivery rate across the province and the centralized Alberta Cannabis Call Centre. This means that the shipping fee will be consistent across Alberta regardless of a store's location.

Rates are reviewed regularly and may be adjusted at any time. Delivery fees are applied to each order. Multiple orders placed during the same delivery window will each incur a delivery charge and will be delivered together. The Alberta Cannabis Call Centre handles all questions or concerns with delivery. Should the need arise, a retailer can contact call centre, and they will manage communications with all parties if required, including the carrier.

Retailers unable to accept their order on the scheduled delivery day will incur overnight storage charges in addition to the second delivery charge.

4.3 Delivery Timing

Retailers will be assigned one delivery day per week with deliveries occurring being 8 a.m. – 6 p.m. Alberta Cannabis Call Centre will notify retailers of their delivery day; please note AGLC does not guarantee the delivery timetable. To maximize the likelihood the delivery timetable is kept, AGLC must receive payments for orders at least two full business days before the scheduled delivery day. Any payment delays will result in delayed deliveries. Please consider that bank processing times can take up to three business days.

AGLC recommends paying order invoices as soon as they are received to ensure an efficient delivery process.

Note: AGLC only packs and ships orders after payment for the order is complete. Only one order is allowed in a single order cycle and an order cannot be revised or cancelled after it is submitted. Retailers must account for the payment processing time of their chosen payment method when considering the payment deadlines.

4.4 Delivery Requirements & Reporting Shipping Errors

AGLC's Master Case shipping process:

- AGLC's network of carriers will assemble smaller cases of product from a retailer's order into Master Cases
- Master Cases will be transported to the retailer on a pallet
- Master Cases will be dropped off in the receiving area; if a proper receiving area is not available, the Master Cases will be delivered outside of the closest accessible entrance point; please note that the driver needs to maintain line of sight to the truck and will not bring the delivery into the store

Master Case Images



It is the retailer's responsibility to ensure a staff member is available to receive the shipment of products and they follow the reception requirements demonstrated in the following table.

Note: Retailers may request to CLS for reprinting of any of the delivery-related documents for claims or record keeping.

RETAILER RESPONSIBILITIES



Retailer Responsibilities When Accepting Delivery

The retailer should ensure someone is present to receive deliveries. Failure to do so may result in missed deliveries and re-delivery fees. Before accepting an order, the retailer must verify their name and address to confirm the accuracy of the delivery. The retailer must either accept all orders or decline them if delivered incorrectly.

Record the precise number of intact Master Cases on the BOL, including any cases that show signs of damage, tampering, or lack of sealing. Record only the Master Case quantity, not the contents.

In case of any error, such as damage, tampering, or an incorrect number of Master Cases in the order form, the retailer is still required to accept the order.

However, the retailer should note the discrepancy on the BOL for record keeping. Both the retailer and the driver must sign the BOL.



Retailer Responsibilities After Accepting Delivery

Retailers must ensure the Master Cases are stored in a secured and separate area from regular stock and visible under a video camera.

Master Cases are required to be opened and product cases counted under a video camera. After each Master Case has been emptied, clearly show the empty Master Case to the camera. Failure to complete these steps will nullify and void any related product delivery shortage claims.

Identify any shipping errors (See **Section 3.5 Product Returns & Claims**).

Retailers must call the Alberta Cannabis Call Centre within **48 hours** after receiving the shipment to file a claim for shipping errors. Clearly indicate to the customer service representative that a claim is being made for one or more of the following:

- Breakage – Master cases damaged at the time of receiving delivery or cases damaged upon inspection after receiving delivery
- Overage – Excess or surplus products were delivered
- Shortage - Less products were delivered
- Picking error - Incorrect product was delivered

Refer to **Section 3.5 Product Returns & Claims** for any claims due to faulty product or recall and how to submit a return.

All evidence of damaged goods must be maintained for a minimum of 60 days after receiving a claim, this includes pictures of damage, if applicable. AGLC will investigate shipping errors and pictures may be requested as part of investigation.







Flatten, store, and prepare empty Master Cases for return to CLS via the carrier on your next delivery



Delaying The Delivery

Retailers are NOT permitted to delay the driver to conduct a case-by-case inventory check. Any discrepancy at case level can be reported within 48 hours of delivery.

The accuracy of the actual products received are the responsibility of AGLC and not the delivery provider.

	<p>Receiving Area</p> <p>The receiving area should be accessible for pallet drop delivery.</p>
	<p>Incentives</p> <p>Offering delivery personnel incentives, of any kind, for additional delivery services is strictly prohibited.</p> <p>All incidents should be reported to the Alberta Cannabis Call Centre immediately.</p>
	<p>Broken Receiving Equipment</p> <p>The Alberta Cannabis Call Centre must be notified before the order is delivered if the forklift, dock leveler or scissor lift is out of order or repairs are needed to your offloading area. A second delivery charge will be added to the next order if delivery cannot be completed on the first attempt.</p>
	<p>Snow Removal</p> <p>It is the responsibility of the retailer to ensure their dock area is free of snow and ice before the arrival of the delivery. The driver will not deliver the order if snow and ice have not been removed from the offloading area. A second delivery charge will be added to the next order if the delivery cannot be completed on the first attempt.</p>
	<p>Pallet Returns</p> <p>The retailer must retain all pallets received from a delivery and return them to the carrier during the next delivery. Pallets are to be returned in the same condition they were received. Retailers must ensure that all pallets received from an AGLC delivery are separated from all other pallets, stacked, and ready for pick up at the designated 'Receiving Area.' A charge of \$10 per wood pallet or \$70 per plastic pallet may be applied to cover the costs of the pallets not returned, at the discretion of AGLC.</p>
	<p>Be Cautious</p> <p>Master Cases placed on pallets may shift in transit, causing pallet instability, even though the pallet and Master Cases have been tightly shrink-wrapped before shipping. The protective shrink-wrap should be removed carefully, layer by layer, to avoid damaging the product.</p>

5. Tracking & Reporting

Tracking Inventory To Align With Reporting And Record-Keeping Standards

5.1 General Information

As part of federal cannabis legislation, AGLC is required to track the movement of cannabis throughout the supply chain in Alberta. To meet this requirement, Alberta's cannabis retailers must report inventory, sales, and employment statistics to AGLC by the 10th of each month.

Beyond the data mandated by Health Canada and Statistics Canada, AGLC employs the information for audits and inspections. Teaming up with various federal entities, the analysis of this data is instrumental in identifying the transfer of cannabis from legal to illegal markets and vice versa. Alberta cannabis retailers use the **Cannabis Portal** to submit monthly reports.

5.2 Inventory & Point of Sale Systems

In accordance with the *Gaming, Liquor and Cannabis Act*, cannabis retailers must maintain a system that tracks their cannabis inventory perpetually and includes POS tracking. In addition, this system must supply accurate inventory counts (among other required capabilities outlined in the GLCA) and all of the requirements detailed in the **Federal Compliance Reporting (FCR) Technical Specification Document**, available at the **Cannabis Portal**.

Retailers should be aware of the following considerations:

- Retailers should utilize an electronic inventory system that can meet the requirements detailed in the Federal Compliance Reporting Technical Specification Document to produce the data necessary to complete the Cannabis Retailer Monthly Federal Compliance Report form.
- Retailers must utilize or reference the SKUs used by AGLC. The format of AGLC SKUs is as follows: CNB-#####. Alberta cannabis retailers must report transactional data, as detailed in the **Federal Compliance Reporting Technical Specification Document**, on a per-SKU basis.
- Retailers must have at least one employee assigned to fulfilling the activities associated with federal compliance reporting as detailed in the Federal Compliance Reporting – Instruction Guide, which can be found on the **Cannabis Portal** or the federal compliance reporting page.
- AGLC inspectors are empowered to request and/or copy a retailer's records during an inspection; failure to provide requested records violates the GLCA.

5.3 Inspections

Inspectors may request any inventory tracking, in-store destruction log or reporting data at any time.

Note: Retailers may receive product samples from cannabis representatives. Records of all samples must be retained for six years and are subject to AGLC review upon request. For details see Section 6.3 Prohibited Inducements and Benefits of **Retail Cannabis Store Handbook**.

For more details related to inspections and AGLC regulatory policy, see the **Retail Cannabis Store Handbook**.

5.4 Monthly Reporting

5.4.1 Overview

As part of Bill C-45, the Canadian Federal Government has empowered Health Canada and Statistics Canada to task AGLC with gathering information related to the movement of cannabis throughout the Alberta supply chain. To comply with reporting requirements, retailers must submit monthly reports detailing inventory, sales, transactions (e.g., returns, destructions) and employment statistics.

Federal, provincial governments and AGLC will use this data to make data-driven policy, business, and legislative decisions. Additionally, this data will be used by AGLC to aid investigations and audits.

Each month, retailers must fill out the Cannabis Retailer Monthly **Federal Compliance Report template** and upload a completed document to the Federal Compliance Reporting page in the **Cannabis Portal**.

5.4.2 Cadence

Retailers must submit their monthly sales and inventory data before 11:59 p.m. on the tenth day of every calendar month. Each report will correspond to the outputs of the prior month (e.g., a retailer will submit a report for June before the tenth calendar day of July).

5.4.3 Format

The uploaded report must use the Cannabis Retailer Monthly Federal Compliance Report - Template, which can be downloaded from the **Cannabis Portal**.

Retailers must complete the report as per the instructions provided within the Federal Compliance Reporting Technical Specification Document; the portal will not accept any deviation from those requirements and may be subject to penalties if not submitted before the deadline.

5.4.4 Content

The data fields for the monthly report can be found on the federal compliance reporting page, within the **Cannabis Portal**, and the Cannabis Retailer Monthly Federal Compliance Report - Template available from the **Cannabis Portal**. The following information is required:

1. **Finished inventory** – the value and quantity of sales, returns, transfer, lost/theft, destructions and purchased inventory and opening inventory for each AGLC SKU that the retailer has possessed within the given calendar month being reported.
2. **Business statistics** – Input directly on the federal compliance reporting page, within the online **Cannabis Portal**, employment figures related to staffing for
 - a. management
 - b. administrative
 - c. sales
 - d. other

Definitions of these data requirements can be found within **Federal Compliance Reporting Technical Specification Document**. AGLC may contact retailers to resolve irregularities, including above/below unit, closing, and sold unit value, etc.

5.4.5 Product Transfers & Store Closures

For details on reporting a transfer of product between stores within a chain, or product transfer after a store closure, see **Section 3.8.1 Product Transfers** and **Section 3.8.2 Store Closures**.

5.4.6 Penalties for Non-Compliance

Reports not completed or submitted by the due date, have incorrect data, or are improperly formatted, may be subject to administrative sanctions from AGLC, as detailed in the **Federal Compliance Reporting Technical Specification Document**.

6. Payments

Financial Transactions With AGLC

6.1 Payment Methods

AGLC requires payment for orders placed before the shipment of goods. Payment may be made through one of the following three methods:

- bill payment
- pre-authorized debit (PAD)
- certified cheque, draft, or bank money order

Payments must be made per licence number and for each order. Payments for multiple license numbers and/or orders cannot be combined into a single payment.

Retailers must pay for their orders using their selected method of payment. Once the payment is received and confirmed by AGLC, the goods ordered will be released for shipment. See **Section 4.3 Delivery Timing** for details on how payment timing impacts delivery timing.

For on-time delivery, payment must be received by AGLC two business days before the scheduled delivery day.

6.1.1 Bill Payment

The bill payment method allows the retailer to submit payments for cannabis orders at participating financial institutions through online banking, telephone banking or physical branch.

6.1.2 Pre-authorized Debit

The PAD payment method requires an agreement to be signed between AGLC and the retailer, which allows AGLC to withdraw funds for an order from a bank account designated by the retailer. This form is available [here](#).

If AGLC is unable to withdraw funds from the bank account for any reason (e.g., due to insufficient funds), the retailer will be charged a Non-Sufficient Funds (NSF) fee:

- first incident - \$25
- second incident - \$50
- afterwards - \$100/incident

In addition, **Retailer account** will be suspended; pausing the retailer's ability to order additional cannabis products until payment is received in full for the unpaid order. It is the retailer's responsibility to ensure their account is accessible and has sufficient funds.

Multiple incidents of failed payments may result in the cancellation of the retailer's cannabis licence.

PAD payments are not guaranteed funds and retailers may be required to provide either a Letter of Credit (LOC) from their financial institution or provide a cash security deposit (CSD). AGLC will use a credit evaluation to determine the total amounts required for the LOC or the CSD.

6.1.3 Certified Cheque, Draft, Money Order

Once the order is placed, the retailer must provide AGLC with a certified cheque, draft, or bank money order before the shipment of the goods.

6.2 Payment Setup

The retailer must complete a **Cannabis Retailer Order Payment Selection** form to select or change a payment method.

Selection of the payment method can only be processed by AGLC and cannot be altered by the retailer through their account on **Retail.AlbertaCannabis.org**.

6.3 Refund Payments

If a refund is required, AGLC will issue such payments via Electronic Funds Transfer (EFT) directly into the retailer's bank account.

Each retailer must complete the **EFT Request Form** to enable refunds. Ensure the 'Other' box at the top of the form is selected and add the comment 'Cannabis Retailer' in the line next to the box.

AGLC will not issue refunds for amounts lower than five dollars.

6.4 Payment Related Enquiries

If retailers have any questions regarding received or outstanding payments or payment-related processes, inquiries can be forwarded to **cannabisrevenue@aglc.ca**.

7. Contacts

How To Reach AGLC

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

ALBERTA CANNABIS CALL CENTRE

Phone: 1 (855) 436-5677

Hours: See our [website](#) for hours of operation

Email: albertacannabis@aglc.ca

