



# Brewers Distributor Ltd.

## Driver Customer Service FAQ

### Ordering

#### How do I register for online ordering?

Orders are placed through MBLL's Customer Self Service (CSS) system directly.

If you require a CSS username and password, email [accounting@mbll.ca](mailto:accounting@mbll.ca).

For further online ordering support, please reach out to MBLL's Liquor Contact Centre at 204-474-5500 or [LiquorContactCentre@mbll.ca](mailto:LiquorContactCentre@mbll.ca).

#### How can I order supplies?

All available supplies can be placed with your regular order in CSS.

#### How do I get more product sent out ASAP?

*This type of request is subject to approval.*

1. Place an order via CSS.
2. Reach out to BDL Customer Service at 1-800-661-2337 or [bdl@bdl.ca](mailto:bdl@bdl.ca) to request an emergency delivery. Please provide the order number as well as the delivery date being requested.

#### Do you carry X product?

All available products can be found in the CSS catalogue.

### Delivery

#### How do I return empties?

Empties will be taken upon delivery, however if you require a pickup of empties without a delivery please call BDL Customer Service at 1-800-661-2337 to arrange.

#### How do I return full/partial goods?

Brewer rep must provide authorization unless the product is the result of a BDL shipping error or is immediately sent back with the driver upon delivery.

If you need a pickup of full/partial goods without a delivery please call BDL Customer Service at 1-800-661-2337.

#### How do I report an error with my order?

Report any order discrepancies to BDL Customer Service at 1-800-661-2337 or [bdl@bdl.ca](mailto:bdl@bdl.ca) within 48 hours of delivery.

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**Why are you late/  
early?**

We apologize for not meeting your delivery time window. All load delays are communicated to customers using the contact details on file. If you didn't receive this message, please reach out to our Customer Contact Centre to report your concerns.

Email: [bdl@bdl.ca](mailto:bdl@bdl.ca)  
Phone: 1-800-661-2337  
Beer For Business Account Request Form:  
[www.beerforbusiness.ca](http://www.beerforbusiness.ca)

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**Payment**

**Payment Inquiries**

Contact the MBLL Liquor Contact Centre at 204-474-5500 or [LiquorContactCentre@mbll.ca](mailto:LiquorContactCentre@mbll.ca)

**How do I get a copy of  
my invoice?**

Contact the MBLL Liquor Contact Centre at 204-474-5500 or [LiquorContactCentre@mbll.ca](mailto:LiquorContactCentre@mbll.ca)

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**Customer Service**

**How do I change my  
contact details on file?  
(Phone Numbers and  
Email Address)**

- Contact BDL Customer Service at 1-800-661-2337 or [bdl@bdl.ca](mailto:bdl@bdl.ca) to report any change of contact information.

**How do I change my  
delivery day and/or  
time window?**

*This type of request is  
subject to approval.*

- Contact BDL Customer Service at 1-800-661-2337 or [bdl@bdl.ca](mailto:bdl@bdl.ca) with requested day and/or time window.

**How do I provide  
feedback?**

Provide full details of your comments or concerns.

Email: [bdl@bdl.ca](mailto:bdl@bdl.ca)  
Phone: 1-800-661-2337

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*Rate My Delivery*

**Customer Contact Centre | Brewers Distributor Ltd.**

**T 1-800-661-2337**

**[bdl@bdl.ca](mailto:bdl@bdl.ca)**

**BDL.ca**