

For inquires or resolution for the topics listed below, please engage the supporting resource if unable to resolve using supporting tools.



PHONE
1-877-627-1627



EMAIL
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WEB
learn.ocswholesale.ca



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PRODUCTS & PURCHASING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information	OCS Wholesale Licensed Retailer's Handbook	OCS District Sales Manager		
Products from OCS	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal	OCS District Sales Manager		
Wholesale Pricing	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal	OCS District Sales Manager		
Making Purchases	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide	OCS District Sales Manager		
How to Place an Order Confirming an Order Emergency Orders	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide	OCS Customer Care		
Insurance Requirements	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		
QUALITY ASSURANCE				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
Submitting Product Quality Complaints to OCS	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		

RETURNS				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
Product Return Policy	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care	 	
Return Credits	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide	OCS Customer Care		
Returning Products: Damages or Shipping Errors	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		
PRODUCT RECALLS				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information Licensed Retailer Responsibilities	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care	 	
SHIPPING & RECEIVING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information Cost of Delivery Delivery Windows Timing of Deliveries Accepting Deliveries	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide	OCS Customer Care	 	
Return Shipping	OCS Wholesale Licensed Retailer's Handbook	OCS Customer Care		
PAYMENTS & PROCESSING				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information	OCS Wholesale Licensed Retailer's Handbook OCS B2B Portal OCS B2B Portal Guide	OCS Customer Care	 	
B2B PORTAL				
TOPIC	SUPPORT TOOL	SUPPORTING RESOURCE	METHOD OF CONTACT	
			URGENT	NON-URGENT
General Information Account Set Up	OCS B2B Portal Guide	OCS Customer Care	 	
Ordering Products	OCS B2B Portal Guide	OCS Customer Care		
Account Maintenance	OCS B2B Portal Guide	OCS Customer Care		