



Changes to the Flow-Through program

What you need to know

Starting this fall, we're improving the way Licensed Producers engage with Flow-Through to get products to you faster, where possible. Specifically, we're providing more opportunities and tools for Licensed Producers to manage their own inventory.

To better serve you and ensure you have the information needed on these changes, we are also making enhancements to the B2B Portal. A detailed training video is available on the Wholesale Learn site to demonstrate these enhancements, and details can be found below.

Key Highlights

We're introducing multi-tier delivery options to get Flow-Through products to the OCS faster and, where possible, to you faster.

Licensed Producers can choose between two delivery options when delivering Flow-Through orders to the OCS Distribution Centre (DC).

- With Tier 1: Expedited Inbound Delivery, the Licensed Producer will ship Flow-Through orders faster to the DC for processing.
- With Tier 2: Standard Inbound Delivery, the Licensed Producer will keep the current standard fulfillment period to the DC as they do now.

Licensed Producers will determine the delivery tier for each of their own Flow-Through SKUs, including new products, based on how quickly they can deliver products to the DC.



How these changes impact you:

There's no action required from retailers. Additionally, you will be able to see the estimated delivery date of each item when browsing in the B2B Portal. However, it's important to consider the following:

- Stocked and Flow-Through (Tier 1 and Tier 2) orders will have separate sales order numbers, and therefore separate order confirmations, ASNs and invoices. Account statements will remain unchanged.
- Items ordered may have different lead times, resulting in multiple delivery dates. **Review delivery dates and plan accordingly to ensure you have funds available at the time of payment capture for each shipment.**
- Starting October 7, the additional Flow-Through order window will be available every Monday from 1 p.m. to 4 p.m., a reduction of one hour. This means sales orders will reach Licensed Producers sooner, enabling them to deliver their Tier 1 products faster. **Regardless, the additional order window continues to offer shorter delivery lead times for most retailers.**

To support your inventory and payment planning, we're updating the B2B Portal with new tools to enhance your experience.

- ✓ Estimated delivery dates will be visible for the full ordering cycle (Tuesday – Monday) when browsing on the B2B Portal.
- ✓ Products can be sorted by Estimated Delivery Date on the View All Products Page.
- ✓ During checkout, items in your Cart will be separated based on SKU lead times and when products are expected to be delivered.

To help minimize short shipments to you, Licensed Producers will be able to update their available Flow-Through inventory more frequently during the order cycle, ensuring inventory more accurately reflects actual availability.

Licensed Producers will not be able to update remaining Flow-Through inventory during the order window or make any changes to inventory that has already been ordered by retailers.

Flow-Through inventory will continue to be allocated daily on the first week of a product's launch and cannot be reduced by the Licensed Producer during this time.



Q&A

Can I see which delivery tier(s) a Licensed Producer has chosen?

No, however you will be able to see the estimated delivery date of an item while browsing on the B2B Portal.

Why are there different estimated delivery dates for different products or sizes of the same brand/vendor?

Under the new tiered delivery options, Licensed Producers may determine if they can deliver Flow-Through SKUs within the Tier 1 delivery requirements, which is two days to the DC. If not, they may continue to deliver product under the standard (Tier 2) delivery requirements, which is seven days to the DC.

The Licensed Producer must be able to prepare the Purchase Order and deliver within the required timelines for all Flow-Through SKUs.

Will Advanced Shipping Notices (ASN) be separated?

Yes. Replenishment and Flow-Through (Tier 1 and Tier 2) orders will have separate sales order numbers, and therefore separate order confirmations, ASNs, and invoices. Account statements will remain unchanged.

Does this mean I'll receive deliveries outside of my regular delivery day?

No. You will still receive all deliveries on your assigned delivery day.

Will Licensed Producers be able to update and cancel inventory for an order that has already been placed?

No. Licensed Producers will only be able to update inventory for non-committed inventory at any given time during an order week.

The OCS will continue to monitor in-stock performance throughout the week.

Will Licensed Producers be required to select a delivery tier?

No. If a Licensed Producer chooses not to select a tier, Tier 2: Standard Inbound Delivery will be automatically assigned. This is the current Flow-Through lead time requirement that Licensed Producers and Retailers are used to now.

Can Licensed Producers switch delivery tiers of a SKU mid Flow-Through cycle?

No. Licensed Producers are committed to an item's delivery tier for an order cycle once the deadline has passed. Any updates will be reflected in the next order cycle.

Do Licensed Producers need to choose the same delivery tier for all SKUs in their assortment?

No. Licensed Producers can select a different delivery tier for each SKU in their assortment. Once they select a delivery tier, it cannot be changed until the beginning of the next order cycle.

Why is the additional order window being reduced by one hour?

To expedite sales orders to Licensed Producers, the Additional Flow-Through Order window will now be available on Mondays from 1:00 – 4:00 p.m. (previously 1:00 – 5:00 p.m.). This change is effective October 7.

By ordering during the additional Flow-Through order window, you may benefit from faster lead times.