



Brewers Distributor Ltd.

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BDL.ca

September 5th, 2025

RE: BDL Beer For Business System Restored – On Premise and Liquor Retail Store Customers

Dear Valued Customers,

We are pleased to inform you that our SAP System is back online. We greatly appreciate your patience and understanding throughout this outage. While we resume back to normal operations please take note of the following updates as we transition back to the online system.

Key Updates:

- **Beer For Business** website is online, www.beerforbusiness.ca with full product catalogue now available. You can now place orders through Beer For Business website.
- **Delivery Orders Placed During the Outage (August 26th, 2025 @ 2:30PM PST – September 4th at 3pm PST):**
 - For delivery orders submitted via email or phone, these will continue to be processed and scheduled for delivery as soon as possible.
 - Please note, no order confirmations were issued for these orders.
 - Invoicing will be issued for all orders picked and shipped.
 - As we gradually return to normal business operations, deliveries may occur outside of regular scheduled days.
- **Any delivery orders processed after September 4th at 3pm PST:**
 - Delivery order confirmations will be emailed as the order is entered and processed into our SAP System. Please allow 24 hours for the order confirmations to come through.
 - All orders will be placed for their next scheduled delivery day, however as we gradually return to normal business operations, deliveries may occur outside of regular scheduled days.

We're grateful for your continued support and partnership throughout this recovery. Our team remains committed to delivering the reliable service you expect from us.

If you have any questions or concerns, our Customer Experience Centre is available at 1-800-661-2337, or by email at bdl@bdl.ca

Thank you,
Customer Experience Centre Team
Brewers Distributor Ltd.