



Information Bulletin

SAQ Catalogue of offers

To all agents and suppliers

Five new questions:

Q. The quantity of allocated cases is not anymore available for a certain product. What do I have to do with this renewal offer (RO) or spontaneous offer (SO)?

R. You must cancel your renewal request or spontaneous offer, otherwise it remains open.

Note: Any change must be updated in the renewal or spontaneous offer. These changes include the change of price, vintage, available quantity, etc.

Q. Once my specialty product is transferred to the Catalogue of regular products, must I cancel my renewal request in the catalogue?

R. Yes, you must cancel your renewal request.

Q. Where can I find the message concerning the notice of change of my offer?

R. To access your results and the instructions to be followed, please consult the sections *Communication* and *Actions to accomplish* under the *Catalogue of offers* tab. You can also click on the number of your offer and consult the *Status* tab. You will find there all the answers given by the SAQ.

Q. What about the renewal offers for the Signature products?

R. A decision will be taken at the time of each purchase by lot.

Q. Why I don't receive the banking receipt, by email, after the payment?

R. You have just to modify the reception settings if you want to receive the banking receipt by email coming from TD bank. According to your computer, this setting can be changed through your:

- Antivirus software
- Email account supplier (Videotron, Hotmail, Gmail, etc.)
- Anti-spam supplier, e.g. ZeroSpam is the spam filter and blocker supplier for all the e-mails received by the SAQ.



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Here are the answers to the questions that you submitted during the information sessions on the SAQ Catalogue of Offers that were held in December 2009.

Q. What is the difference between a *Search Notification* and a *Call for Tenders*?

R. A **Search Notification** is an announcement that contains specific search criteria for speciality products, with a view to increasing the number of spontaneous offers for a given category or a specific analysis segment.

Your offer will be in effect for one year, and if it is not accepted, it will be made available via the SAQ Catalogue of Offers (status *Submitted*), and may be analyzed again for a different segment.

It is important to note that a spontaneous offer submitted in response to a Search Notification is not associated with this notification, and may be reviewed for another category or analysis segment.

A **Call for Tenders** is an announcement that contains search criteria for a specific product, and is mainly used for regular products.

Your offer will be associated with this Call for Tenders, and cannot be reviewed in connection with another Call for Tenders.

Q. How will I know whether the changes made to the products included in my renewal offer have been accepted?

R. All changes must be submitted via the SAQ Catalogue of Offers using the renewal application. All changes that are accepted will be reflected in your renewal offer (left column on the *Product and Offer* page) within 20 business days, and will be applied to the next order.

The SAQ reserves the right to request items that may be required to complete the review of the offer.

In the event of refusal, you will have the option of amending your renewal offer.

Q. When do you intend to publish a calendar of analysis periods for specialty products?

R. A calendar is now available on the SAQ-B2B online gateway.

Q. Are we able to save the formatting on the *My offer catalogue - Home* page?

R. We will evaluate this option during upcoming improvements.



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Q. Can the agent's contact information be pre-entered in an offer?

R. We will evaluate this option during upcoming improvements.

Q. Is the supplier's Postal Code required in order to submit an offer?

R. Yes. This information is required for all countries.

Q. The information in the *Administration* tab of the SAQ-B2B online gateway is not clear. Where can we make corrections to contact information for suppliers?

R. We will convey this need to our GWS partner in order to determine whether improvements can be made to the online gateway.

However, any changes to contact information for suppliers and agents must be submitted to fournisseur.amm@saq.qc.ca

Q. Do you require the publication month for magazines?

R. The publication month is required in order to verify the ratings or mentions that a product has received.

Q. Can we specify the quantities and available dates for allocations?

R. The quantities and available dates can be specified using the fields provided for this purpose on the *Product* and *Offer* page.

Q. Can we receive the rate for a spontaneous offer as soon as the offer is launched?

R. This information is available as soon as you save your offer.

Q. What is the new process for obtaining a copy of the payment for an offer? In the past, this information was available on a single printable Web page.

R. This information is now available in two locations: the bank receipt and a PDF form. The only details that are not available are the amounts for the GST and PST. These corrections will be made to the Catalogue in the near future.

A bank receipt for each payment is sent to the specified e-mail address when payment is made (see French example below).



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De : SAQ [m.trottier@saq.qc.ca]
À : [REDACTED]
Cc : [REDACTED]
Objet : Reçu pour votre achat

Reçu pour achat en ligne

Date de commande: 1/6/2010 7:01:35 AM
Numéro de commande: AO-135489
Autorisation de banque: [REDACTED]
Total de la commande: 128.75

Nom sur la carte: [REDACTED]
Adresse courriel: [REDACTED]

Facturé à:
Nom: SAQB2B
Adresse ligne 1: 905 Ave De Lormier
Adresse ligne 2:
Ville: Montreal
État/province: QC
Code postal: H2K3V9
Pays: CA

Renseignements sur le marchand:
Nom: SAQ
Adresse: 7501, rue Tellier
Ville: Montréal
État/province: QC
Code postal: H1N3W2
Pays: CA
Numéro de téléphone: (514)864-9119

Other relevant information can be found on the offer form (PDF format).

Creation information			
Submit by :			
Name	:	Username	Submitted Date : 2009/12/04 05:53:20
Payment information :			
Payee name	:	Type of card : AMEX	Payment date : 2009/12/04 05:53:20
Tarif	:	128.75 \$	



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Questions and answers issued on November 27, 2009 following the Information Bulletin about the launch of the SAQ Catalogue of offers.

Q. Under the section *Agent*, the field to enter the email address is too short. Can you please correct the field?

R. Situation corrected.

Q. Can we recopy the coordinates of the agent or enter the agency number in order for the coordinates appear by default?

R. The SAQ Catalogue of offers has the same functionalities than the previous system. This function is not available. We will study this possibility during the future developments.

Q. Do we have the possibility to create a renewal offer from an existing offer?

R. A renewal offer always needs to be created from a new SAQ offer in order to have the latest information concerning the product.

Q. Why do the sections *Notoriety* and *Sustainable Development* not copy when we make a copy from an existing offer?

R. Situation corrected. However, you will need to make sure that all the information is correct before submitting the offer.

Q. Why do the varietal cabernet sauvignon and cabernet franc not appear in the English drop-down menu?

R. Situation corrected.

Q. Why does *Shiraz* appear twice in the English drop-down menu varietal?

R. Situation corrected.



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Q. Why do we need to submit a renewal offer for a continuous supply specialty?

R. A renewal offer for a continuous supply specialty should be submitting because:

- Specialty products will be considered as a whole in the catalogue.
- This offer allows for the follow-up of changes regarding available quantities, vintage, price, etc.
- All changes concerning the type of replenishment will be done through the catalogue.

Note: Since we are in a transition period, a renewal offer for a continuous supply specialty must be submitted before the end of December 2009 in order to insure the replenishment of the product.

Q. Why do you ask so many information concerning the region and the sub-region for a product?

R. This information allows us to obtain more precise details about the product.

Q. Why does the function copy and paste not work in the forms?

R. This located problem is under investigation.

Q. Why the information concerning the *expiry date of the offer* does not appear when we print the renewal offer form?

R. This situation will be corrected soon.

Q. The *Notice of Status Change* does not indicate the submission number of a renewal offer submitted in the previous system. Can you please correct this situation?

R. This situation will be corrected soon.

For more information, please contact our
Service d'Assistance aux Relations d'Affaires
(Business Relations Assistance Service)

by e-mail, at sara@saq.qc.ca, or by phone, at 514-254-2711.