



To all agents and suppliers

Updating Supplier and Agency Contact Information

All changes to a supplier's or agency's contact information must be emailed to fournisseur.amm@saq.qc.ca. The message must include:

- The SAQ's supplier or agency number (if not available, please write a SAQ product code)
- The supplier or agency name
- The new contact information.

By "contact information," we mean:

- The physical address of the parent company, warehouse* or administrative offices
- The name of the contact person, depending on the type of contact:
 - a) **General contact – Merchandising:** the name of the resource person who appears on all communications between your company and the SAQ.
 - b) **Executive contact:** the name of the chairperson or chief executive of the company.
 - c) **Quality Control contact:** the name of the contact person who makes decisions regarding the laboratory and product quality management.
- Email address
- Telephone number
- Fax number, if applicable.

*Change of address of the warehouse

When a request to change the address for a warehouse is sent after an order has been issued, you should allow two to four weeks for processing for the following reasons:

- Required in-house approval
- Creation of a new SAQ number
- Creation of new links between the product, the supplier and our databases.

Banking information

The supplier must fill out the [Banking Information form](#) and email it to the Supplier Accounting Department at comptabilitefournisseurs@saq.qc.ca. The address of the banking institution must be in the same country in which the warehouse is located. No payment can be made in another country.

For more information, please contact
the **Service d'Assistance aux Relations d'Affaires (SARA)**,
our business relations assistance service,
at sara@saq.qc.ca or 514 254-2711.