



To all agents and suppliers

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### Product Availability

Before checking a product's availability with the Service d'Assistance aux Relations d'Affaires (SARA), our business relations assistance service, did you check:

- Whether the order has been received by the SAQ
- If so, what the reception date was?

Irrespective of the product's catalogue and depending on the type of analysis required, the Quality Control Department requires approximately 10 working days from the reception date to analyse the product.

For already stocked **regular products and continuous replenishment specialty products**, the product will be available as soon as the Quality Control Department deems it compliant. However, new regular products or products included in pre-established programs (fast-track, risk management, nursery program, etc.) will be introduced in the scheduled periods.

For **batch order specialty products** in the store network (excluding Signature), here is an overview of the distribution process:

- For a product to be included in a circular letter, the order must have been received and the product deemed compliant by our Quality Control Department.
- The products in a circular letter are selected each week for inclusion in the following week's letter. Our weekly selection is based on several criteria. This is why we are unable to announce the products in advance.
- If the product is intended for a specific event (e.g. banner), it will appear in the circular letter approximately three (3) weeks before the planned date of the event.
- Once stores have submitted their orders, the products will appear on the shelves approximately two (2) weeks after publication of the letter concerned for stores served by the CDM and three (3) weeks after publication for stores served by the CDQ.
- If, after an automatic distribution, cases remain in the warehouse, the product will be listed in a circular letter. The number of cases shown in the letter will be the quantity that remains in the warehouse. If a product is automatically distributed and there are no cases left, it will not be listed in the circular letter.
- Exceptionally, if inventory from a previous order for which a circular letter has been issued remains in the warehouse, the product will be distributed following its approval by the Quality Management Department and without a circular letter.

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