

# Product Ordering Guide

For Retail Store Permittees



*At the Saskatchewan Liquor & Gaming Authority (SLGA) we strive to meet and exceed our customer's expectations. As one of our valued wholesale customers, we strive to give you best possible service every time you deal with us.*

*This document is intended to provide new and existing wholesale customers with everything they need to know about doing business with SLGA. Our aim is to build a successful long-term relationship with you. The foundation of this relationship is our commitment to anticipate and exceed your expectations.*

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## 1.0 Introduction

In November of 2015, Government announced plans for an expanded private liquor retail system in Saskatchewan. These changes will mean more choice, more convenience and more competitive pricing for Saskatchewan residents.

The implementation date for the new system was October 9, 2016. At this time, all SLGA franchises, off-sale operators, private liquor stores and SLGA liquor stores began operating under the same Retail Store Permit (RSP) and are now referred to as Retail Store Permittees. All RSPs operate under the same set of rules and regulations. These are outlined in the Retail Store Permittee Chapter of the SLGA's existing Commercial Liquor Permittee Manual. The manual can be accessed online at <https://www.slga.com/-/media/slga/files/permits%20and%20licences/commercial%20liquor%20permits/commercial%20liquor%20permittee%20manual.pdf?la=en>.

With the changes, all liquor retailers now pay the same wholesale price for alcohol purchased from SLGA's distribution centre or private beer distributors. Retailers are also subjected to the same rules when it comes to product selection, ability to sell chilled products, ability to establish operating hours, and the ability to set their own prices. This manual outlines the processes for ordering wholesale products from SLGA and authorized private beer distributors.

## 2.0 General Information

### 2.1 Authorized Purchasers

All wholesale purchases, whether made from the SLGA distribution centre, private beer distributor or from another retailer will require the purchaser to quote their Retail Store Permit number. These sales will be made exempt of the Liquor Consumption Tax (LCT). The seller will be required to keep detailed records regarding any sales to other retailers. Similarly, if you are purchasing product exempt of LCT, you will need to quote your RSP number and keep all purchase records.

### 2.2 Authorized Distributors and Resellers

Retail Store permittees may purchase their products directly from the following:

- SLGA's distribution centre;
- Authorized private beer distributors as follows:
  - Brewers Distributors Limited (BDL)
  - Sleemans
  - Minhas
- Other Retail Store Permittees
- Licensed Saskatchewan craft alcohol producers

### 2.3 Products

#### 2.3.1 General List Products

SLGA offers over 2,000 products that are considered core listings and are regularly available from SLGA's distribution centre. These include: wines, spirits, liqueurs, specialty beer and refreshment beverages, and account for approximately 95% of the volume of alcohol products sold in the province (excluding privately distributed beer).

These core listings are regularly available from SLGA and can be ordered following the procedures outlined in section 3.0. The products available are listed in the wholesale price list that is distributed by SLGA every four weeks. This price list will be emailed out to all RSPs when released. A copy of the release dates for the price lists can be viewed in *Appendix 6.1 – Wholesale Price List Release Dates*.

#### 2.3.2 Special Order Products

If the product you are looking for is not listed by SLGA, it may be available by special order through SLGA's special order desk.

To make a request, you require the name of the product, size of product and any other information you may have. SLGA will then contact the supplier to see if the product is available.

Please note there is a one case minimum for products ordered through SLGA's special orders, however suppliers will often require a much higher minimum order quantity. You will be notified if there is a supplier minimum order quantity, and at that time will be given

the option to continue with the order or cancel the request. Delivery times typically range from two to four weeks for domestic products and two to four months for international orders.

The estimated wholesale price will be provided to you before the order is placed however the final wholesale price is calculated once the product arrives and is subject to change from the original estimated wholesale price.

Special order products are not returnable unless the product is defective or faulty.

**Contact SLGA's Special Order Desk:**

Phone: **(306) 787-6558**

Toll-free: **1(877) 298-5559**

Email: [specialorders@slga.gov.sk.ca](mailto:specialorders@slga.gov.sk.ca)

There is no order fee for special order products. When the product arrives at SLGA's distribution centre, it will be processed and added to the RSPs next regular shipment.

### 2.3.3 Privately Distributed Beer

SLGA offers Retail Store Permittees (RSP) the ability to access a wholesale price when ordering beer through SLGA's authorized private beer distributors (BDL, Sleemans and Minhas.) RSPs will be required to set up an account with each of these distributors. The RSP will have to quote their permit number to establish an account. Below is the contact information for each of them. Please note that SLGA does not guarantee orders processed by private beer distributors.

**Brewers Distributors Limited (BDL)**

1-866-352-6088

**Sleemans**

Southern SK - Cory Rondeau 306-515-3711

Northern SK - Gina Bolton 306-281-4626

**Minhas**

1-866-602-7335

### 2.3.4 Craft Alcohol Producers

Retail Store Permittees may purchase product for resale directly from licensed Saskatchewan Craft Alcohol Producers. The wholesale price and delivery of product will be negotiated directly with the craft producer. For a complete list of eligible Saskatchewan Craft Producers, please refer to *Appendix 6.2 – Saskatchewan Licensed Craft Producers*. This list contains the contact information for these producers.

### 2.3.5 Allocations

Provincial allocation refers to product that suppliers have specified will be provided in a limited set quantity.

SLGA will notify wholesale customers of products which are available through provincial allocation. Customers will be able to request a quantity of this product, which SLGA will then ship to customers as part of their regular shipments (subject to availability). This notification will be made via email from [skretailers@slga.gov.sk.ca](mailto:skretailers@slga.gov.sk.ca) on Friday mornings at 10:00 AM when SLGA's product circulars are released. The products will be available on a first come first serve basis through response to the email. These products will be added to the RSPs next shipment and billed according to the customers established method of payment. A maximum order quantity may apply.

Allocations will be open to all RSPs for a period specified in the notification. After this period of time has elapsed, the products maximum order quantity will be removed and the remaining product will be available on a first come first serve basis. The orders will be shipped when the one week period is over or when the entire allocation is committed to, whichever comes first. The product will added to the RSPs next regular shipment.

### 2.3.6 Wholesale Price Promotions

Wholesale Price Promotions (WPP) will be made available to all RSPs and will be communicated two weeks prior to their effective date. The list will be released at the same time as the updated wholesale price list, which is published every four weeks.

Wholesale price promotions will be in effect for the pricing period of four weeks. The price paid by the RSP will be **based on the order date**.



## 3.0 Wholesale Ordering from the Distribution Centre

Authorized purchasers may place orders directly from SLGA's Distribution Centre (DC), located in Regina. This section outlines the process for placing orders with the DC.

### 3.1 Distribution Centre Hours of Operation

The SLGA Distribution Centre is located in Regina and will operate 7 days per week (excluding Statutory Holidays).

The SLGA wholesale order desk operating hours will be Monday to Friday from 8:00 am to 4:00 pm. Customers will be able to place phone orders during these hours. Fax and email orders can be submitted seven days a week and will be entered seven days a week.

### 3.2 Ordering Guidelines

SLGA offers RSPs the ability to access a wholesale price when ordering products in full case quantities through the DC. Customers are required to set up a wholesale account with SLGA prior to being able to order.

#### 3.2.1 Opening a Wholesale Account

RSPs that intend to order wholesale from SLGA's distribution centre will have to establish a wholesale account with SLGA. Information required by SLGA will be:

- Delivery address
- Credit Card payment information; or
- A Letter of Credit plus bank account information (if customer elects to sign up for pre-authorized debit)

To establish your wholesale account, please contact an SLGA Account Manager or Account Representative. They can provide you with the forms necessary to establish a payment method and open an e-Bill account.

#### 3.2.2 Placing an Order

**Product ordered from the DC is available in full cases only, as packaged by the manufacturer. Cases will not be broken up for wholesale shipments. The minimum requirement is 5 cases per order.**

To place an order, customers will need to identify the product item number and quantity they wish to order. It is recommended that a product description is also provided to help identify the product in case of keying errors. Only general list products are available for order through the DC. The available products are included in SLGA's wholesale price list that is sent out every four weeks.

Orders must be placed with the order desk prior to the designated order date cut off time. The product will then be picked and shipped out to the RSP. Orders not placed within this time frame may not be shipped until the next scheduled ship date for the RSP. Designated ship dates are discussed further in section 3.2.8. All RSP's will be contacted regarding their

order day and delivery day schedules. The information that will be supplied to the RSP will be as follows:

- Order date and cut off time (which will be 9:00 am the day prior to ship date)
- Delivery date – the day the RSP will receive the product from the DC through the designated carrier (typically 2-3 days after the order date)

In most cases the delivery will occur two days after the order is placed. There are instances where an additional transit day is required due to carrier restrictions.

### **Methods of Ordering**

SLGA offers multiple methods for ordering product:

#### **Online ordering**

Orders can be placed online by establishing an online ordering account. To do this, RSPs can contact their account manager or account representative. Online ordering will be available to RSPs 24/7. RSPs can browse products, create order templates and add items to their shopping cart from this site. Once an order is ready to be placed, it can automatically be submitted via the online site. The order will ship on the next regularly scheduled shipment to the RSP. RSPs can also upload their order through a CSV file. For more details on this or on any questions regarding online ordering or the online ordering portal, please contact your account manager or account representative.

#### **Email ordering**

Orders can be emailed to SLGA's order desk at [orderdesk@slga.gov.sk.ca](mailto:orderdesk@slga.gov.sk.ca). Microsoft Excel is the preferred format for orders. An excel template can be obtained from your account contact or the order desk. A sample of this template can be viewed in *Appendix 6.3 Wholesale Order Template*

#### **Telephone Ordering**

Customers can place telephone orders during the listed operating hours outlined in section 3.1. The Order Desk will take the call, process the order and provide a reference number. Be prepared to provide the Product ID and quantity required. The ordering system accepts all orders in sequence on a first come, first serve basis as they are keyed in by the order entry clerk.

***Order Desk Telephone Number: 1-306-787-8422***

#### **Fax Ordering**

Customers can place orders fax at the number listed below. SLGA requests that customers use the wholesale product order form contained in *Appendix 6.4 – Fax Ordering Template* when faxing their order.

***Fax Ordering Number: 1-306-787-1425***

When an order is placed, the customer will be advised of any invalid Product IDs, out of stocks, or back-ordered products through an emailed copy of a **Confirmation Report**. For a sample of a confirmation report, please refer to *Appendix 6.5.1 Sample Confirmation Report*.

### 3.2.3 Minimum Order Quantity and Service Fees

A minimum of five (5) full cases is required to place an order for delivery from the SLGA DC. A service fee of \$30 will apply to all regular orders. Emergency and Non-scheduled orders are outlined in section 3.2.12

SLGA will use a RSP's historical sales information to determine a maximum number of weekly shipment(s) based upon their annual case purchases from the DC.

<b>Annual Case Purchases (excluding privately distributed beer)</b>	<b>Maximum Shipments Per Week</b>
1 - 14,999	1
15,000 - 29,999	2
30,000 - 59,999	3
60,000 - 79,999	4
80,000 +	5

### 3.2.4 Changes to an Order

RSP's must phone the SLGA order desk directly in order to change an order. Service fees may apply.

### 3.2.5 Cancelling an Order

RSP's must phone the SLGA order desk directly in order to cancel an order. Orders that have already been picked and are ready for shipment cannot be cancelled.

### 3.2.6 Payment Methods

As outlined in section 3.2.1, customers are required to establish a wholesale account with SLGA prior in order to be eligible to order direct from the DC. Once this account is established, customers have two payment options. These are:

- Credit Card
- Pre Authorized Debit (PAD)

#### **Credit Card Payments**

The credit card information provided to SLGA when setting up the wholesale account will be used to process the payment for product ordered.

Payment by credit card results in a charge to the credit card at the time the order is shipped. If a credit card transaction is declined, the order may not be shipped and the RSP will be contacted by SLGA to collect payment. If the amount remains outstanding, the RSP account will immediately be suspended.

### **Pre-Authorized Debit (PAD)**

This is a pre-authorized electronic debit banking system whereby wholesale customers authorize payment to SLGA. Payment by PAD is due 14 days from date of invoice.

In order for a RSP customer to sign up for PAD, SLGA requires the RSP to submit an application. This application can be obtained from your account contact. SLGA will require a letter of good standing from your financial institution and may also require a bank certified line of credit to be in place. The amount of the line of credit required should be equal to an estimated average of 14 days purchases for the RSP customer rounded up to the nearest \$1,000. The 14 day average is calculated based on past purchasing history in the community the RSP is operating.

SLGA reserves the right to demand an increase to the amount required in the RSP's letter of credit based on the RSP's volumes. If a PAD fails, the RSP will be contacted and a second attempt will be made to draw payment. If the second attempt fails, the RSP account will immediately be suspended.

### **3.2.7 Invoicing and Shipping Documentation**

At the time of order, an order confirmation will be sent out as outlined in *Appendix 6.5.1 – Sample Order Confirmation Report*.

Upon shipment of the product, the order will be billed to the RSP and payment will be initiated according to the established method of payment. A shipment report will be e-mailed to the RSP and it will also be attached to the shipment. This report will match the invoice, which will follow later (usually within 24 hours). Wholesale customers may also sign up for SLGA's e-bill system. To do this, please contact an Account Manager or Account Representative.

A sample of the shipping documents and invoice is contained in *Appendix 6.5.2 Sample Shipment Report* and *Appendix 6.5.3 Sample Invoice* respectively.

### **3.2.8 Shipping Schedule**

A confirmed customer order and delivery schedule will be established by SLGA and communicated to all RSP's. This will include the order date and delivery date for each RSP. The order date will be at 9:00am the day prior to shipment. The delivery day is typically 1-3 days after the order day. SLGA will work with the RSP and respective Carrier to deliver product on the delivery day within specified timeframes but in no way guarantees delivery windows. The Carrier has sole responsibility to notify an RSP as early as possible prior to a delivery if there is any known or anticipated delay to the normal delivery time.

### 3.2.9 Delivery and Unloading of Shipments

Direct delivery service provided by the Distribution Centre will be in accordance with pre-defined shipping schedules. All RSP's will be notified of their scheduled delivery date.

The Carrier shall unload and deliver each shipment as per the requirements of the RSP. The Carrier shall place all shipments in a reasonable location specified by the RSP. Orders will arrive palletized and delivered into a secure holding area in the premises as designated by the customer. Unloaded shipments shall only be placed in areas that are at ground level, unless otherwise agreed upon.

A delivery shall be considered complete when the shipment is unloaded, placed in an appropriate area at the RSP, verified by the RSP personnel receiving the shipment, and the bill of lading (BOL) is signed by the RSP recipient.

Deliveries shall only be made to the address established with SLGA and indicated on the Bill of Lading, unless otherwise instructed by SLGA.

RSPs must ensure that anyone accepting, transporting, or handling beverage alcohol is of the legal age to do so (minimum 19 years old).

Customer pickups at the DC are not allowed.

### 3.2.10 Transportation Claims

When receiving the order from the Carrier, the RSP must set aside any product (cases) that show signs of damage or appear to have been tampered with and inspect them in the presence of the Carrier.

If transit damage is detected, the RSP must note the details on both the RSP's and the Carrier's copies of the Bill of Lading (BOL). Both copies of the BOL must also include the receipt date and signatures of the RSP and the driver.

The RSP is responsible to complete and submit the required documentation to SLGA within 72 hours after shipment delivery in order to receive credit from SLGA for the damaged inventory. Claims can be emailed to [claims@slga.gov.sk.ca](mailto:claims@slga.gov.sk.ca). Documentation must include:

- Signed copy of the Bill of Lading (BOL) – with all damages noted on the BOL.
- Completed "Transportation Statement of Loss" form. This form is outlined in *Appendix 6.6 – Transportation Claim Form* and is available electronically through your account rep.
- Copy of the Pack List page(s) that indicate the damaged or shorted products shipped.
- A picture of the damaged product
- Any other relevant documentation that the RSP might have

Based on this documentation, SLGA will refund the RSP for all products damaged in transit. The credits will be issued on a monthly basis to the RSP. The RSP is required to retain all damaged product on the premises until SLGA directs its disposal. Products claimed as damaged shall not be sold or consumed.

Carriers are not allowed, under any circumstances, access to salvage rights for any damaged products shipped from the SLGA DC.

The RSP is to contact an Account Manager or Account Representative for any assistance in completing or submitting the required documentation.

For any product damage or shortage issues arising from shipments originating from any direct source other than the SLGA DC (BDL, Sleemans, Minhas), **the RSP must deal directly with the shipper or distributor. SLGA does not manage claims from private beer distributors.**

### 3.2.11 Other Product Claims

SLGA will also reimburse RSPs for other product issues that are not the direct result of an issue with transportation. These items will include the following:

- dry breaks
- missing case(s) (short shipment) or case overages
- picking error (the wrong product has been placed on the order)
- short-filled bottles
- damaged cap or cork
- foreign material

***Please note – SLGA does not issue credits for customer breaks.***

In order to file a product claim, the customer will be required to complete a Product Claim form as outlined in *Appendix 6.7 Product Claim Form*. The claims should be emailed to [claims@slga.gov.sk.ca](mailto:claims@slga.gov.sk.ca) to be processed. SLGA will review the claim for reasonableness and issue a credit for the product if approved. The credits will be issued on a monthly basis to the RSP.

The RSP is required to retain all products that result in a claim on premises until SLGA directs its disposal. Products claimed as damaged shall not be sold or consumed.

### 3.2.12 Non-Scheduled and Emergency Orders

A non-scheduled or emergency order is one which occurs outside of a customer's regularly scheduled delivery date. A customer is required to call customer service directly to place a non-scheduled or emergency order. The service charge for non-scheduled or an emergency order is \$195.

SLGA will make every effort to complete these orders and to get product to the RSP's location if possible. SLGA does not guarantee that these orders will be processed. In the event that the order is not processed the RSP will not be billed for the order.

### 3.2.13 Product Returns Policy

The SLGA considers sales to RSP's to be final upon product leaving the DC. RSP's require authorization from SLGA prior to returning product to the distribution center. Products being returned will only be accepted in full case quantities (unless authorized by SLGA). SLGA will reserve the right to determine acceptance of product as a result of products being classified as defective or faulty.

**Requests for return of product must be submitted to SLGA within 30 days of order delivery. Products being returned as a result of SLGA ordering errors will need to be reported within 72 hours of delivery.**

#### Allowable Product Returns

Any products authorized to be returned to the DC must be in saleable condition and meet the following criteria:

- Purchased from the SLGA DC
- Product remains in original packaging
- Labels are intact
- Seals are intact
- Remains listed at time product is authorized for return to DC
- No visible signs of excess moisture, cold or heat

#### Restocking Fee

Product returned to the DC for reasons other than product recall, order fulfillment error, damaged/defective or stale dated will be subject to a restocking fee.

Rates - Restocking Unit Fee	
Description	Fee/Charge
Restocking Fee	\$3.50 per case

Rates - Restocking Service Fee (in addition to unit fee)	
Description	Fee/Charge
Standard Service Fee	\$165.00 per return

**Note: SLGA reserves the right to change the fees at any time without notice**

SLGA reserves the right to waive or adjust restocking fees for special circumstances. Product purchased from another retail store permittee must be returned to the source of purchase. Product damaged by staff or customers will not be authorized by SLGA to be returned for credit to the SLGA DC.

#### SLGA DC Return Procedures

RSP's must complete and submit a Return Merchandise Authorization (RMA) form via email to SLGA's order desk. The email address is [orderdesk@slga.gov.sk.ca](mailto:orderdesk@slga.gov.sk.ca). The RMA form can be obtained by contacting the order desk or your account rep. SLGA will provide customers with an authorization number and instructions on how to return the product. SLGA will

complete Carrier arrangements for pickup and return. Customers will be responsible for all freight charges. Refunds are based on the original wholesale purchase price paid by the customer. Proof of purchase is required. In most instances, a credit will be issued by SLGA within 30 days of the return of product.

### **3.2.14 CHEP Pallet Return**

The Carrier is responsible for the safe return of all empty pallets used to deliver shipments from the DC. RSP's will be required to return pallets on the carrier, who, in turn, will return them to SLGA.

## **4.0 Pricing Your Products**

There is no set pricing that RSP's need to follow when pricing their product. Retailers may sell product for whatever price they choose. The only exception is that RSP's must sell the product at or above Social Reference Price (SRP). This price is based on the alcohol content and volume of the product and is a social responsibility requirement for all retailers. When selling product to another retailer (RSP or Commercial Permittee), you may sell below the SRP. The SRP only applies to product sold to the end consumer for off-site consumption.

The SRP for all products is published on the wholesale price list. For a summary of the SRP for the most common sizes of products, refer to appendix 6.8 – *Social Reference Pricing Schedule*.



## 5.0 SLGA Contact Information

### SLGA Customer Care Team

<u>Name</u>	<u>Position</u>	<u>Office Phone</u>	<u>Cell Phone</u>	<u>email</u>
Warren Fry	Director, Customer Relations	306-787-5360	306-527-1432	<a href="mailto:wfry@slga.gov.sk.ca">wfry@slga.gov.sk.ca</a>
Tom Gotsoulias	Account Manager	306-787-6234	306-570-6450	<a href="mailto:tgotsoulias@slga.gov.sk.ca">tgotsoulias@slga.gov.sk.ca</a>
Warren Sutherland	Account Manager	306-787-3865	306-537-2565	<a href="mailto:wsutherland@slga.gov.sk.ca">wsutherland@slga.gov.sk.ca</a>
Tara Dujardin	Account Rep	306-787-1397	306-539-5410	<a href="mailto:tdujardin@slga.gov.sk.ca">tdujardin@slga.gov.sk.ca</a>
Jenna Johnson	Account Rep	306-787-5636	306-539-8456	<a href="mailto:jjohnson@slga.gov.sk.ca">jjohnson@slga.gov.sk.ca</a>
Kristen Schab	Order Desk Service Specialist	306-787-8422		<a href="mailto:kschab@slga.gov.sk.ca">kschab@slga.gov.sk.ca</a>
Angela MacFarlane	Order Desk Service Specialist	306-787-8422		<a href="mailto:amacfarlane@slga.gov.sk.ca">amacfarlane@slga.gov.sk.ca</a>

For General SLGA inquiries not related to your wholesale order account you can contact SLGA's main inquiry line at 1-800-667-7565 or 1-306-787-5563.

## **6.0 Appendices**

### **6.1 Wholesale Price List Release Dates & Effective Dates**

**Please contact your account manager or account rep for a price list release dates. The information is also on the online ordering portal.**

## 6.2 Saskatchewan Licensed Craft Producers & Contact Information

The following is a list of current licensed craft producers. Availability of product will vary by producer. Please contact the producers directly for details.

### Microdistilleries

Black Fox Farm and Distillery	Saskatoon	<a href="mailto:hello@blackfoxfarmanddistillery.com">hello@blackfoxfarmanddistillery.com</a>		<a href="http://blackfoxfarmanddistillery.com/">http://blackfoxfarmanddistillery.com/</a>
Errington Lake Distillery	Kindersley			
Last Mountain Distillery	Lumsden	<a href="mailto:info@dillpicklevodka.com">info@dillpicklevodka.com</a>		<a href="http://lastmountaindistillery.com/">http://lastmountaindistillery.com/</a>
LB Distillers	Saskatoon	<a href="mailto:lucky@luckybastard.ca">lucky@luckybastard.ca</a>		<a href="http://luckybastard.ca/">http://luckybastard.ca/</a>
Lost River Distillers	RM of Dundurn			
Radouga Distilleries	Blaine Lake	<a href="mailto:sales@radougadistilleries.com">sales@radougadistilleries.com</a>		<a href="http://radougadistilleries.com/">http://radougadistilleries.com/</a>
Sperling Silver Distillery	Regina			<a href="http://sperlingsilver.com/">http://sperlingsilver.com/</a>
Outlaw Trail Distillery	Regina			

### Cottage Wineries

Crossmount Cider Company	Crossmount			<a href="http://crossmountcidercompany.ca/">http://crossmountcidercompany.ca/</a>
Cypress Hills Winery	Maple Creek	<a href="mailto:cheers@cypresshillswinery.com">cheers@cypresshillswinery.com</a>		<a href="https://cypresshillswinery.com/">https://cypresshillswinery.com/</a>
Forest Fringe Orchards	RM of Garden River	<a href="mailto:webmaster@forestfringewineryandcafe.com">webmaster@forestfringewineryandcafe.com</a>		<a href="http://www.forestfringewineryandcafe.com/">http://www.forestfringewineryandcafe.com/</a>
Living Sky Winery	Perdue	<a href="mailto:info@livingskywinery.com">info@livingskywinery.com</a>		<a href="http://livingskywinery.com/">http://livingskywinery.com/</a>
Over the Hill Orchards	Lumsden			<a href="http://overthehillorchards.ca/">http://overthehillorchards.ca/</a>
Prairie Bee Meadery	Caron	<a href="mailto:info@grandpasgarden.ca">info@grandpasgarden.ca</a>		<a href="http://www.grandpasgarden.ca/">http://www.grandpasgarden.ca/</a>
Riverlot Orchards	St. Louis			<a href="http://www.riverlotorchards.ca/">http://www.riverlotorchards.ca/</a>
Wolf Willow Winery	RM of Rudy	<a href="mailto:info@wolfwillowwinery.ca">info@wolfwillowwinery.ca</a>		<a href="http://www.wolfwillowwinery.ca/">http://www.wolfwillowwinery.ca/</a>

### Microbreweries

9 Mile Legacy Brewing	Saskatoon	<a href="mailto:hello@9milelegacy.com">hello@9milelegacy.com</a>		<a href="http://9milelegacy.com/">http://9milelegacy.com/</a>
Black Bridge Brewery	Swift Current	<a href="mailto:info.blackbridge@sasktel.net">info.blackbridge@sasktel.net</a>		<a href="http://www.blackbridgebrewery.ca/">http://www.blackbridgebrewery.ca/</a>
Churchill Brewing Company	Saskatoon	<a href="mailto:info@churchillbrewing.com">info@churchillbrewing.com</a>		<a href="http://www.churchillbrewing.com/">http://www.churchillbrewing.com/</a>
District Brewing Co	Regina			<a href="http://districtbrewing.ca/">http://districtbrewing.ca/</a>
Malty National Brewing Corp	Regina	<a href="mailto:maltynational@gmail.com">maltynational@gmail.com</a>		<a href="http://www.maltynational.com/">http://www.maltynational.com/</a>
Nokomis Craft Ales	Nokomis	<a href="mailto:beer@nokomiscraftales.com">beer@nokomiscraftales.com</a>		<a href="http://nokomiscraftales.com/">http://nokomiscraftales.com/</a>
Paddock Wood Brewery	Saskatoon	<a href="mailto:office@paddockwood.com">office@paddockwood.com</a>		<a href="http://www.paddockwood.com/">http://www.paddockwood.com/</a>
Prairie Sun Brewery	Saskatoon			<a href="http://www.prairiesun.ca/">http://www.prairiesun.ca/</a>
Rebellion Brewing Company	Regina	<a href="mailto:paul.chicoine@rebellionbrewing.ca">paul.chicoine@rebellionbrewing.ca</a>		<a href="https://rebellionbrewing.ca/">https://rebellionbrewing.ca/</a>

## 6.3 Wholesale Order Template

### Excel Order Template

SLGA has an excel template that RSPs can use to submit their order to SLGA. They do not have to use this template, however if they are emailing their orders in excel, the following information is required:

1. RSP Name and RSP Number
2. Product Item ID number
3. Quantity (number of cases or flats)
4. Description (this is recommended)

Below is an illustration of what the excel template looks like. You are not required to use this template, however if using excel you need to have separate fields for Item#, Quantity and Description.

Saskatchewan Liquor and Gaming Authority		<b>RETAIL STORE PERMITTEE PRODUCT ORDER FORM</b> <i>* For General List products ordered from SLGA's Distribution Centre</i>		
1				
2	Order Date	<i>enter date</i>		
3	Customer Name	<i>enter customer name</i>		
4	Location	<i>enter City, Town, etc</i>		
5	RSP Number	<i>enter retail store permittee # (RSP#)</i>		
6	Contact Name	<i>enter contact name</i>		
7	e-mail address	<i>enter email address</i>		
8	Phone	<i>enter telephone number</i>		
9				
10	LINE #	PRODUCT ITEM #	QUANTITY	PRODUCT DESCRIPTION
11	1			
12	2			
13	3			
14	4			
15	5			
16	6			

## 6.4 Fax Order Template

The following two pages illustrate the fax ordering template that can be used by the RSP when faxing their order in to SLGA's order desk. For a copy of the template, please contact your Account representative or the order desk directly.

## RETAIL STORE PERMITTEE PRODUCT ORDER FORM

*\* For General List products ordered from SLGA's Distribution Centre*

Order Date	
Customer Name	
Location	
RSP Number	
Contact Name	
e-mail address	
Phone	

***Please Fax this form to SLGA's order desk at 1-306-787-1425***

LINE #	PRODUCT ITEM #	QUANTITY	PRODUCT DESCRIPTION
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
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## 6.5.1 Sample Order Confirmation Report

Sold To:  
address



## Order Confirmation

Ship To:  
address

City:  
City, Province  
Canada  
Telephone:  
Fax:

Order: 49908  
Order Date: 2016/08/30  
Customer P/O:  
Ship Via: JAY'S MOVING & STGE. LTD.  
Order Contact:

Request Date: 2016/09/01  
Est. Ship Date: 2016/09/01  
Order Type: REG1  
Memo:

Item	Description	Item Size	UOM	UPC	UPC Status	Order Quantity	Alloc Quantity	Base Price	Retail Price	Amount
4506	HIRAM WALKER SPECIAL OLD.	1140ml	CS12	089540104003	Listed - Available	1	1	31.12 UNIT	35.99 UNIT	\$ 373.44
4608	WISER'S SPECIAL BLEND	1140ml	CS8	048415345293	Listed - Available	1	1	32.40 UNIT	37.66 UNIT	\$ 259.20
4183	SMIRNOFF RED	1750ml	CS6	776103000284	Listed - Available	1	1	49.37 UNIT	56.98 UNIT	\$ 296.22
4566	WILD VINES BLACKBERRY MERLOT	750ml	CS12	085000002728	Listed - Available	1	1	7.17 UNIT	8.45 UNIT	\$ 86.04
3219	MIKE'S HARD LEMONADE	1320ml	CS6	779469283346	Listed - Available	1	1	9.55 PK4	11.79 PK4	\$ 57.30
24067	SNAPPLE SPIKED RASPBERRY TEA VODKA	458ml	CS24	076183002629	Listed - Available	1	1	2.51 UNIT	2.99 UNIT	\$ 60.24
4609	WISER'S SPECIAL BLEND	1750ml	CS6	048415345286	Listed - Available	2	2	46.57 UNIT	53.76 UNIT	\$ 558.84
1770	CAPTAIN MORGAN SPICED	1140ml	CS8	087000151109	Listed - Available	1	2	38.77 UNIT	44.99 UNIT	\$ 620.32
15126	SMIRNOFF RED	1140ml	CS12	082000743149	Listed - Available	2	2	32.65 UNIT	37.74 UNIT	\$ 783.60
3345	MOTT'S CLAMATO CAESAR ORIGINAL	1420ml	CS6	065912006823	Listed - Available	2	2	9.82 PK4	12.09 PK4	\$ 117.84
14660	PALM BAY STRAWBERRY PINEAPPLE	2130ml	CS4	779469002442	Listed - Available	2	2	11.63 PK6	13.97 PK6	\$ 93.04
7376	PILSNER URQUELL (CZECH REPUBLIC)	1980ml	CS4	8594404000015	Listed - Available	5	5	13.73 PK6	16.99 PK6	\$ 274.60
<b>Total Value</b>									<b>\$ 3,580.68</b>	
<b>Total Cases</b>									<b>21</b>	



## 6.5.2 Sample Shipment Confirmation Report

Sold To:

Regina, SK, S4R 3C3  
CA

Ship To:

Regina, SK, S4R 3C3  
CA

## Shipment Confirmation

Head Office  
2500 Victoria Ave  
Regina, SK  
Canada

Telephone:  
Fax:

Invoice: **54705**  
Order: 50449  
PPS: **55730**  
Customer P/O:  
Ship Via: GREF'S DELIVERY (1979) LTD.

Date: 09/14/2016  
Due Date: 09/14/2016  
Ship Date: 09/14/2016  
Order Type: REG  
Terms: Not Applicable by SLGA

Item	Description UOM	UPC	UPC Status	Ordered	Shipped	Difference	Wholesale Base Price
1223	BAILEYS IRISH CREAM CS6	5011013100095	Listed - Available	1	1	0	34.28 UNIT
1205	BACARDI SUPERIOR CS6	620213015204	Listed - Available	1	1	0	41.34 UNIT
4183	SMIRNOFF RED CS6	776103000284	Listed - Available	1	1	0	41.62 UNIT
4600	J.P. WISER'S DELUXE CS8	048415345224	Listed - Available	1	1	0	34.43 UNIT
4608	WISER'S SPECIAL BLEND CS8	048415345293	Listed - Available	1	1	0	27.32 UNIT

**Total Cases**

5

## 6.5.3 Sample Invoice



# INVOICE

Invoice No: INV-171831  
 Invoice Date: 2016-09-20  
 Page: Page 1 of 2

Remit To:  
 Saskatchewan Liquor & Gaming  
 10th Floor, 2500 Victoria Ave.  
 Regina SK S4P3M3

Customer No: #  
 Payment Terms: N14  
 Due Date: 2016-10-04

**NAME AND  
 ADDRESS**

We appreciate your business. For billing questions, please call 306/787-0264

Order No	Ord/Exp Date	Item #	Description	Size	QTY	UOM	Base Price	Discount	Net Amount
ORD51496	09/16/2016	7209	MOOSEHEAD LAGER	5325ml	6	EA	26.45	(24.24)	134.46
ORD51496	09/16/2016	7344	MOOSEHEAD LIGHT	5325ml	6	EA	26.45	(24.24)	134.46
ORD51496	09/16/2016	19760	OKANAGAN PREMIUM CRISP APPLE C	2130ml	1	CS	46.56	(7.12)	39.44
ORD51496	09/16/2016	6735	SMIRNOFF ICE	1320ml	1	CS	57.30	(8.76)	48.54
ORD51496	09/16/2016	20667	JACK DANIELS WATERMELON BERRY	1776ml	1	CS	53.40	(8.16)	45.24
ORD51496	09/16/2016	3285	MISSION RIDGE CASK SELECT DRY	4000ml	1	CS	121.72	(18.64)	103.08
ORD51496	09/16/2016	2347	POLAR ICE VODKA	1750ml	1	CS	294.06	(44.94)	249.12
ORD51496	09/16/2016	1245	BANFF ICE VODKA	1750ml	1	CS	279.36	(42.72)	236.64
ORD51496	09/16/2016	2343	POLAR ICE VODKA	375ml	1	CS	299.52	(45.60)	253.92
ORD51496	09/16/2016	3091	McGUINNESS RED TASSEL	750ml	1	CS	252.00	(38.52)	213.48
ORD51496	09/16/2016	5475	FORTY CREEK PREMIUM BARREL SEL	750ml	1	CS	263.88	(40.32)	223.56
ORD51496	09/16/2016	4607	WISER'S SPECIAL BLEND	750ml	1	CS	264.00	(40.32)	223.68
ORD51496	09/16/2016	4608	WISER'S SPECIAL BLEND	1140ml	1	CS	259.20	(39.60)	219.60
ORD51496	09/16/2016	4679	GOLDEN WEDDING	1140ml	1	CS	247.76	(37.84)	209.92
ORD51496	09/16/2016	3112	1878	750ml	1	CS	252.00	(38.52)	213.48

Subtotal: ORD51496 2,548.62

GST: 128.74

Deposit: 46.00

AMOUNT DUE: 2,723.36 CAD

## 6.6 Transportation Claim Form

This is a sample form. Please contact your account rep to get a form that can be completed on your computer (pdf fillable form).

Item #	Product Description	Size	Quantity (Units)	Reason Code 1-Transit Break 2-Transit Short	Remarks

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Terms and Conditions:**  
 All fields on this form must be completed. Accompanied with the form, the RSP will need to provide:  
 - A copy of the signed bill of lading;  
 - A copy of the packing list indicating products ordered;  
 - A picture of the damaged items

The claim must be submitted to SLGA within 72 hours to [claims@slga.gov.sk.ca](mailto:claims@slga.gov.sk.ca). Damaged product must be held by the RSP until SLGA directs its disposal.  
 Products claimed as damaged shall not be sold or consumed.

**Do not return damaged product to SLGA's Distribution Centre**

**SLGA Use Only**

Approved By: \_\_\_\_\_ Notified By: \_\_\_\_\_  
 Date: \_\_\_\_\_ Date: \_\_\_\_\_

## 6.7 Product Claim Form

This is a sample form. Please contact your account rep to get a form that can be completed on your computer (pdf fillable form).

Item #	Product Description	Size	Quantity (Units)	Reason Code <small>(see below for codes)</small>	Remarks

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Reason codes:**

1 - dry breaks	5 - short filled bottles	9 - product recall
2 - missing case(s) - short shipment	6 - damaged cap or cork	10 - OTHER (please explain in remarks)
3 - case overages	7 - damaged packaging (unavailable)	
4 - picking error (wrong product on the order)	8 - foreign material in product	

**Terms and Conditions:**  
 All fields on the form must be completed.  
 A picture of the product(s) must be submitted with the claim.  
 All product must be held by the RSP until SLGA directs its disposal. SLGA reserves the right to inspect the product.  
 Products that are claimed may not be sold or consumed.

**Do not return damaged product to SLGA's Distribution Centre**

**SLGA Use Only**

Approved By: \_\_\_\_\_ Notified By: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

## 6.8 Social Reference Price Schedule

All retail sales in the province, including sales made to special occasion permittees, must be priced in compliance with SLGA's Social Reference Prices (SRP). SRP indexes minimum retail prices according to product category, size and alcohol content as shown in the following tables. All prices include GST, LCT and refundable deposit where applicable.

Note: SRP does not apply to kegs or to business to business sales. For example, sales made to commercial permittees, retail stores or for the purpose of conducting in store samples may be lower than the listed SRP.

The SRP for all products is published in the price list that is sent out every four weeks. Below are a number of tables that outline the SRP for the most common sizes of product.

### a) Spirits, Liqueur, Brandy and Cognac Products:

SELLING UNIT SIZE (mL)	ALCOHOL CONTENT				
	<=22.9%	23% to <=34.9%	35% to <=44.9%	45% to <=54.9%	> 55%
1750	\$30.80	\$40.35	\$53.75	\$67.30	\$80.70
1140	\$20.50	\$26.85	\$35.75	\$44.75	\$53.65
1000	\$18.00	\$23.55	\$31.35	\$39.25	\$47.10
750	\$13.90	\$18.20	\$24.25	\$30.35	\$36.40
375	\$7.85	\$10.30	\$13.70	\$17.15	\$20.55

*Prices shown include GST, LCT and Refundable Deposit.*

### b) Cocktail Products:

SELLING UNIT SIZE (mL)	ALCOHOL CONTENT				
	<=7%	>7% to <=13.7%	>13.7% to <=22.9%	>22.9% to <=34.9%	> 35%
2046	\$11.00	\$15.70	\$26.70	\$47.15	\$62.85
1420	\$7.65	\$10.90	\$18.55	\$32.75	\$43.60
1140	\$6.25	\$8.90	\$15.20	\$26.85	\$35.75
750	\$4.25	\$6.05	\$10.30	\$18.20	\$24.25

*Prices shown include GST, LCT and Refundable Deposit.*

### c) Cider and Cooler Products:

SELLING UNIT SIZE (mL)	ALCOHOL CONTENT	
	<=5.99%	> 6%
2130	\$9.25	\$10.90
2000	\$8.95	\$10.55
1420	\$6.35	\$7.50
1320	\$5.90	\$6.95
473	\$2.30	\$2.70

**d) Wine Products:**

SELLING UNIT SIZE (mL)	ALCOHOL CONTENT	
	<=5.99%	> 6%
4000	\$33.90	\$45.85
3000	\$26.40	\$35.70
2000	\$18.00	\$24.35
1500	\$14.45	\$19.55
1000	\$10.20	\$13.75
750	\$7.95	\$10.70

*Prices shown include GST, LCT and Refundable Deposit.*

**d) Beer Products:**

SELLING UNIT SIZE (mL)	ALCOHOL CONTENT			
	<=6.5%	>6.5% to <=7.5%	>7.5% to <=8.5%	>8.5%
10650 (30 cans)	\$45.00	\$57.35	\$65.40	\$70.60
8520 (24 cans)	\$36.00	\$45.90	\$52.30	\$56.45
8184 (24 bottles)	\$34.60	\$44.10	\$50.25	\$54.25
6390 (18 cans)	\$28.40	\$36.25	\$41.30	\$44.60
6138 (18 bottles)	\$27.30	\$34.80	\$39.70	\$42.80
5325 (15 cans)	\$23.70	\$30.20	\$34.40	\$37.15
4260 (12 cans)	\$18.95	\$24.15	\$27.55	\$29.70
4092 (12 bottles)	\$18.20	\$23.20	\$26.45	\$28.55
2130 (6 cans)	\$10.05	\$12.80	\$14.60	\$15.75
2046 (6 bottles)	\$9.65	\$12.30	\$14.00	\$15.15

*Prices shown include GST, LCT and Refundable Deposit.*