

Saskatchewan Liquor & Gaming Authority

Purchasing and Logistics Supplier Manual

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SLGA Purchasing and Logistics Manual

Contents

- Our Company 3
- Purpose of This Document..... 3
- Section A: PURCHASING PRODUCT 4
 - 1. Conditions of Purchase 4
 - 2. INCO Terms 5
 - 3. Receipt of Purchase Order 5
 - 4. Useful Life of Product 5
 - 5. Invoices 5
- Section B: LABELLING OF PRODUCT 6
 - 6. General Information..... 6
 - 7. Label Requirements for all Products 6
 - 8. SLGA Item Number 9
- Section C: SHIPPING INSTRUCTION 9
 - 9. General Information..... 9
 - 10. Trailers and Inter-Modal Containers 10
 - 11. Loads Shipped in Trailers (Highway Loads) 10
 - 12. Loads Shipped in Inter-Modal Containers 11
 - 13. Product Damage 12
 - 14. Supplier Chargebacks 12
 - 15. Product Disposal 13
- Section D: TRANSPORTATION..... 13
 - 16. Routes..... 13
 - 17. Product Loadings and Chargebacks..... 13
 - 18. Carrier/Forwarder Instructions 14
 - 19. Notification of Shipments..... 14
 - 20. Domestic Transit Times 14
 - 21. Scheduling of Appointments 15
 - 22. Documentation 15
 - 22.1. Advanced Shipping Notice (ASN) 15
 - 22.2. Bills of Lading 15
 - 22.3. Canada Customs Invoice (CCI), or Commercial Invoice 15
 - 22.4. A8A Cargo Control Document or Manifest..... 15
 - 22.5. Other documentation for export from the country of origin 15
 - 23. Contract..... 16
 - 24. Carrier Measurement..... 16
- Appendix A: Glossary..... 17
- Appendix B: Rate Structure for Services and Chargebacks..... 18
- Appendix C: Purchasing and Logistics Contact Information 19

SLGA Purchasing and Logistics Manual

Our Company

The Saskatchewan Liquor and Gaming Authority (SLGA) is responsible for the distribution and regulation of liquor and gaming products across the province, and is committed to promoting social responsibility and public safety in both liquor and gaming activities. Liquor is retailed in Saskatchewan through a mixed public-private system. SLGA owns and operates beverage alcohol retail stores in several communities throughout the province and also partners with privately-owned beverage alcohol retail stores.

SLGA serves the primary role in warehousing and wholesaling alcohol, as well as for regulating the sale and service of alcohol in the province with oversight of establishments that serve and/or retail alcohol.

Mission

SLGA serves Saskatchewan people with excellence, contributing to economic growth through the socially responsible distribution and regulation of liquor and gaming products, directly and with our partners.

Vision

To be the best liquor and gaming distributor and regulator in Canada.

Liquor Wholesale & Distribution Division (LWDD)

A division of SLGA, Liquor Wholesale and Distribution is accountable for the product selection, procurement, and distribution of all products sold in the Saskatchewan market.

LWDD builds and maintains relationships with our customers and business partners to ensure delivery of the right products, at the right price, at the right time to our Retail Store Permittees (RSPs).

Purpose of This Document

The purpose of this document is to:

- Provide a basic understanding of SLGA's standards for purchasing, packaging and transportation.
- Document transparent and objective processes through which beverage alcohol agents/suppliers can provide product to the SLGA.
- Communicate policies and procedures that agents/suppliers must follow when distributing beverage alcohol in Saskatchewan.

SLGA Purchasing and Logistics Manual

Section A: PURCHASING PRODUCT

SLGA purchases various product types for resale including core, conditional, allocation, and special order purchases. In all cases, the purchase is subject to:

1. Conditions of Purchase

- The terms and conditions set out in the “Notice to Purchase” document that is sent to the Supplier and copied to the Agent, and
- The terms and conditions set out in the SLGA Purchase Order terms and conditions agreement

Special terms negotiated between the Business Unit Director and the Supplier/Agent will be referenced in the Notice to Purchase Letter. Some of the general conditions of purchase are described below.

1.1. The Purchase Order

When the conditions of purchase have been met, the SLGA will initiate a Purchase Order to the Supplier, which will outline specific directions for shipping and the shipment arrival date(s) at the SLGA.

Failure to ship within the time stipulated may result in a decision to cancel the Purchase Order.

All liquor purchases by the SLGA will be subject to the terms of the SLGA Purchase Order and these terms may not be changed or overridden. The SLGA reserves the right to make amendments to the standard SLGA Purchase Order, from time to time. All Suppliers are responsible for reading the terms of the SLGA Purchase Order submitted at the time of ordering. All Suppliers are also responsible for providing all necessary shipping documents that are to accompany the order. Please note that each Supplier must indemnify the SLGA for any damages, costs, expenses, etc. which the SLGA suffers as a result of receiving defective product, including defective or non-compliant packaging.

1.2. Product Allocation to Stores

Products purchased by the SLGA may be granted an initial limited store distribution. The distribution may be limited to particular stores or regions.

Suppliers have the ability to allocate their product in whatever manner they deem appropriate, including an exclusive distribution to specific RSPs. If a product is meant for exclusive distribution, it is the responsibility of the Supplier to notify the SLGA Product Management team of any restrictions. Beyond that it will be determined by the SLGA team for how product will be allocated and distributed.

SLGA Purchasing and Logistics Manual

2. INCO Terms

Shipping information on every PO will use the standard INCO terminology - <https://iccwbo.org/resources-for-business/incoterms-rules/incoterms-rules-2010/>

Instructions will include the INCO terms that that purchase order is subject to, along with any shipping information necessary for the Supplier to abide by.

3. Receipt of Purchase Order

SLGA requires an order acknowledgment within 1 business day for a domestic purchase order, and 3 business days for an import purchase order. Supplier should confirm the details of the purchase order, including - SCCs, UPCs, quantities, prices and shipment information.

Any amendments to shipping quantities should be advised a minimum of 48 hours prior to shipment so that adjustments can be made to the purchase order. SLGA reserves the right to cancel the purchase order, in whole or in part, based on any amendments to the original purchase order.

If Supplier does not ship the required quantities, and does not give SLGA 48 hours of notice with which to adjust ordered quantities to ensure that space on the trucks is optimally utilized, SLGA reserves the right to chargeback to the Supplier for the unused space. Chargeback will be based on the percentage of available space on the truck, and the cost of the truck shipment from Supplier to SLGA.

4. Useful Life of Product

All product purchased is expected to have a minimum useful life from the date that it is received in the warehouse. Minimum timeframes from expiration or best before dating, as follows –

- Beer – 3 months
- All other products – 6 months

If a Product uses a bottling date, the SLGA will assume a 1-year useful life and not accept any products with useful life that does not meet the standards above.

Product that does not meet these standards will not be accepted, and will either be shipped back at Supplier's expense or be subject to the warehouse disposal fee noted in Appendix B.

5. Invoices

SLGA pays all Suppliers net-30 days following receipt of inventory in the warehouse. Payment is made based on price quoted on the purchase order and number of received cases in the warehouse.

Payment is initiated by receipt of inventory in the warehouse. SLGA does not pay based on any unique invoice submitted by the Carrier or Supplier.

SLGA Purchasing and Logistics Manual

Section B: LABELLING OF PRODUCT

6. General Information

- 6.1. The minimum labelling information required for beverage alcohol products is summarized in section 7, however depending on the type of product, additional information may be required. The information, contained herein, is provided as a guide only and does not supersede labelling requirements as specified in the following documents:
- The Canadian Food and Drugs Act and Regulations
 - The Canadian Consumer Packaging and Labelling Act and Regulations
 - The CFIA Guide to Food Labelling and Advertising
 - Any other federal regulations pertaining to the labelling of beverages
- 6.2. Single Field of Vision – the Common Name, Net Quantity, Alcoholic Strength and Country of Origin must appear in a single field of vision (not to appear on the top or bottom of the consumer unit).
- 6.3. All labelling information should be orientated so that the print is horizontal to the top and bottom of the label. Information may be positioned vertically provided it is bold and legible.

7. Label Requirements for all Products

7.1. VIGNETTE and PRODUCT BRAND NAME

Are optional but must not be misleading with respect to the nature or origin of the product or imply irresponsible use of the product. In addition, when a vignette denoting the flavor of a product is shown on the label and an artificial flavor is used to provide all or part of this flavor, a bilingual statement indicating that artificial flavor is used must be shown on or adjacent to the vignette.

7.2. COMMON NAME

The name defined by regulation or by which the beverage is commonly known (i.e. wine, rum, etc.) must appear on the P.D.P. in both English and French. The common name must be shown in type of at least 1.6 mm in height, based on the lowercase letter “o”.

- Spirits – The standard of identity for liqueur in Canada is different from other countries. “Liqueur” can only be used when there is not less than 23% absolute alcohol by volume and the added sweetening agent is in an amount not less than 2.5% of the finished product. Therefore, for liqueurs with less than 23% alc./vol., the common name must be “liquor”.
- Wine – Names of varietals are not acceptable as common names. It is permissible to use an adjective (e.g. Red wine/vin rouge).
- Beer – Section B.02.132 (of Division 2 of Food and Drug Regulations) establishes mandatory common names or qualified common names for various standardized beer products based upon alcohol content.

SLGA Purchasing and Logistics Manual

7.3. NET QUANTITY

The net quantity must be shown in metric units of volume. Quantities less than 1 litre must be shown in millilitres, while larger quantities are shown in litres. The volume must be shown on the P.D.P. (not just embossed into the glass), and shall be clearly and prominently displayed, easily legible and in distinct contrast to other information on the label. The symbols ml and L are considered to be bilingual. Minimum size of numeral varies with surface area of container. The symbols of the net quantity declaration (ml or L) must be shown in type of at least 1.6 mm in height, based on the lowercase letter “o” (note: mL is acceptable).

- Wine – Per Section 36 of the Consumer Packaging and Labelling Regulations, wine may only be sold in Canada in a container the size of which corresponds to a net quantity of product of 50, 100, 200, 250, 375, 500, or 750 millilitres or 1, 1.5, 2, 3, or 4 litres.

7.4. ALCOHOL BY VOLUME DECLARATION

Beverages containing 1.1% or more alcohol must declare the amount of alcohol by volume on the P.D.P., in both English and French. This declaration must be shown as X% alcohol by volume, or be abbreviated to X% alc./vol. Periods must follow both abbreviations. The abbreviated version is considered fully bilingual, and is the preferred format. The minimum type size of 1.6 mm in height based on the lowercase letter “o” is mandatory.

7.5. COUNTRY OF ORIGIN

The country of origin of the product must appear in both French and English on any part of the label, other than that applied to the bottom of the container. The declaration should be stated as “product of (naming the country)” or “(naming the country) wine”. Should be a minimum type height of 1.6 mm based on the lowercase letter “o”.

- Spirits – A country of origin claim is not required for cognac or armagnac.
- Beer – A country of origin declaration is not required on beer. There are special requirements attached to “product of Canada” claims.

7.6. NAME & ADDRESS OF DEALER

The legal name of the manufacturer and the principal place of business is required to be shown in English or French on any part of the label, other than the bottom of the container. Products wholly manufactured outside of Canada bearing a Canadian dealer address must either have the name and address preceded by the words “imported by/importé par”, or have a statement of geographic origin adjacent to the name and address. Must have minimum type size of 1.6 mm in height based on the lowercase letter “o”.

SLGA Purchasing and Logistics Manual

7.7. UPC/ EAN/ GTIN BAR CODES

UPC/ EAN/ GTIN bar codes are required on all consumer units and shipping containers. The UPC number can be located on the front label, the back label, on a sticker, or on the tamper-evident seal (only for certain types of bottles). The UPC number should be placed as close to the bottom of the package as possible, but must not be placed on the bottom of the bottle. The UPC number must be 8, 12, or 13 digits in length. No CSPC or item numbers are permitted.

**All symbols on consumer products must meet the standards for quality of the Electronic Commerce Council of Canada, The Uniform Code Council (U.S.A.) or EAN International.*

Please note that the SLGA requires updates on changes in these numbers, as soon as possible, to ensure warehouse identification can operate without error. Products that are incorrectly labelled will either be shipped back to the Supplier at Supplier's cost, or else subject to a re-labelling fee from the SLGA warehouse as per the rate structure in Appendix B.

7.8. LIST OF INGREDIENTS

Standardized alcoholic beverages are exempt from the requirement to show a list of ingredients on the label. Unstandardized alcoholic beverages require a complete list of ingredients and components appearing in descending order of proportion on a weight basis. Therefore, products such as Sake, cocktails, Pernod, or Aquavit require a list of ingredients. The list of ingredients must be shown in both English and French and must be shown on any part of the label, other than that applied to the bottom of the container. The list of ingredients should be shown in type of at least 1.6 mm in height based on the lowercase letter "o".

7.9. DECLARATION OF FOOD ALLERGEN, GLUTEN SOURCES AND SULPHITES

Enhanced labelling requirements for food allergen, gluten sources and sulphites came into effect August 4, 2012. Companies may start using the new requirements to prepare new food labels prior to that date. Despite the exemption from declaring a list of ingredients for standardized alcoholic beverages, if added allergens, gluten sources and sulphites at level of 10 ppm or more are present in a product, they must be declared.

- Spirits – An allergen declaration is required if any ingredients are allergenic. Most allergens may be declared within an ingredient list or as a "contains" statement. Liqueurs are the most likely standardized spirit to contain an allergenic ingredient. The ingredient list format is recommended for liqueurs.
- Wine – A sulphite declaration is required for wines when sulphites have been added to wines and are present at levels of 10 ppm or greater. Declaration of an allergenic fining agent (e.g. Fish (isinglass), egg (albumen), milk (casein)) is only required if the allergen source is present in the finished product. Flavoured wines and vermouths may have other allergenic ingredients which would require declaration in this statement.

SLGA Purchasing and Logistics Manual

The new allergen labelling regulations will apply to all non-vintage wines and to wines with a year date of 2012 and later, but not to vintage wines with a year date of 2011 and earlier.

- **Beer** – An ingredient list is not required on beer, but if one is present, it must meet the requirements for allergen warnings. Allergen warnings are optional on beer pending a review by Health Canada. If a “contains” statement is used, it must identify all allergenic components, including residues of fining agents. The statement must also follow immediately after the ingredient list, if one is present.

7.10. PRODUCT DATE CODING

SLGA requires that all Beer, Bag-in-a-Box, Liqueur and Refreshment beverage products be clearly marked with a product date code, either in the form of a Production Date or Best Before date.

8. SLGA Item Number

All products brought in by the SLGA will be assigned a unique Item number for internal usage. This number is not to appear on the pallets, cases, bottles, or any other product markings. The number will be utilized in discussions between the SLGA and the Supplier/Agent.

Section C: SHIPPING INSTRUCTION

9. General Information

- 9.1. Shipping container design specifications apply to the containers in which consumer units are packaged for shipment. This includes both cartons and trays.
- 9.2. All products purchased by the SLGA must be packaged in accordance with the requirements set out in this document. Non-compliance may result in rejection of shipments, levying of a non-compliance penalty to recover additional operating expenses or corrective rework to bring packaging into compliance. All non-compliance penalties and rework charges are debited against the Supplier’s corporate account and deducted from payment.
- 9.3. Shipping container materials must be recyclable. The use of non-essential, extraneous materials for aesthetic or other non-functional purposes that do not affect the structural design of the shipping container are not permitted.
- 9.4. There are two types of shipping containers – cartons and trays. Individual glass bottles, P.E.T., Tetra Pak packaging, Bag-in-Box packages or alternative packaging such as Flexi-packs must be shipped in cartons. Cans or glass bottles packaged in multi-pack consumer units may be shipped in cartons or trays.

SLGA Purchasing and Logistics Manual

- 9.5. The maximum case weight for shipping containers is 18.9 kg or 41.6 lbs. Shipping containers found to be in excess of this weight will be assessed a non-compliance penalty and/or may be dismantled and re-packed to be brought into compliance, as per the rate structure detailed in Appendix B. Non-compliance penalties and re-work charges are debited against the Supplier's corporate account and deducted from payment.
- 9.6. There are no minimum or maximum shipping container dimensions, as long as the product is within the acceptable weight requirements outlined in Section 9.5.

10. Trailers and Inter-Modal Containers

- 10.1. Trailers are un-powered vehicles with chassis and axle assemblies that are pulled by powered vehicles travelling by roadway.
- 10.2. Inter-Modal Containers are containers without a chassis that can be loaded and sealed intact and shipped using multiple modes of transportation – e.g. rail, ocean vessel, and truck.
- 10.3. Finished pre-package products originating from countries within Continental North America must be shipped on CPC or equivalent hardwood pallets in accordance with all requirements detailed in Section 10.
- 10.4. Finished pre-package products originating from countries outside Continental North America shall be shipped in inter-modal containers in accordance with all requirements detailed in Section 11.

11. Loads Shipped in Trailers (Highway Loads)

- 11.1. Mandatory for all Continental North American products.
- 11.2. **Must** be shipped on CPC or equivalent hardwood pallets, e.g. CHEP, TBS, EURO, 48"x40". SLGA preference is that the shipments arrive on CHEP 4-way stringer-style wooden pallets.
- 11.3. Pallets must be free of quality defects and meet the following additional criteria –
 - Have a minimum safe maximum load rating of 2,800 lbs.
 - Have a minimum Lateral Collapse Resistance Rating of Excellent.
 - Deck boards must have a minimum 80% deck coverage.
 - Deck board gaps cannot exceed 2 inches.
 - Stringers must be a minimum of 2 and ¾ inches thick.
 - Pallet Base Style: 121.92 cm x 101.6 cm (48" x 40"), Height = 14.3 cm (5.625")

SLGA Purchasing and Logistics Manual

11.4. Pallet base dimensions and maximum weight with product:

- Maximum Overhang* – Length: 1.27 cm (0.5”) on each end
- Maximum Overhang* – Width: 1.27 cm (0.5”) on each side
- Maximum Pallet Height (including pallet): 162.5 cm (64”)
- Maximum Pallet Weight (including pallet): 1,329 kg (2,930.4 lbs.)

**No overhang permitted for non-weight bearing selling unit SKU's, e.g. Tetra Pak/Flexi pack or Bag-in-a-box*

11.5. SLGA expects each unique product to be shipped on its own pallet, as long as the total number of cases being shipped equates at least one layer of a pallet configuration. These partial pallets can be stacked on one another as long as they are done in such a way as to not compromise the integrity of any of the product below, so smaller loads should be put on top. Any unique products that do not have a minimum of one layer ordered can be combined into a single pallet, but must be placed on the top of the pallet to allow for easy access.

11.6. At a minimum, the top-tier must be tied or poly-strapped. Non weight-bearing selling units, e.g. Bag-in-a-box products, require at a minimum the top two tiers to be tied or poly strapped. Tie ropes or poly-straps must be applied before pallets are stretch or shrink wrapped.

11.7. Suppliers are expected to ensure that pallets are properly prepared so that cases do not fall over during transit. SLGA's preference is for the pallets to be shrink-wrapped with a minimum of 2-3 layers of wrapping per pallet.

11.8. Pallets shall be loaded into trailers in a manner that balances the load weight across the length and width of the trailer, e.g. staggered.

11.9. Pallets shall be loaded into trailers in a manner that will prevent load shifting during transit. If required, air bags, restraining bars or other mechanical means may be used to stabilize the pallets.

12. Loads Shipped in Inter-Modal Containers

12.1. Finished pre-package products originating from countries outside Continental North America shall be shipped in 'bulk' loaded inter-modal containers, in accordance with all requirements detailed in this section.

12.2. Bulk loaded containers are containers with product loaded directly on the container floor, either by hand or by mechanical means.

12.3. Individual SKUs must be loaded in a contiguous manner when multiple SKUs are loaded within the same container. SKUs must be separated from one another across the width of the container. It is permissible to load multiple SKUs in a contiguous manner, however, placing the same SKU in different locations through the container or inter-mixing different SKUs is not permitted.

SLGA Purchasing and Logistics Manual

- 12.4. Load stability must be maintained using interlocking piling patterns or mechanical devices, including: air bags, or restraining bars.
- 12.5. Containers must be loaded up to the face of the container doors. If order quantities do not permit this, the load must be adequately secured to prevent shifting.
- 12.6. Shipping containers (cases) shall be loaded into inter-modal containers in a manner that balances the load weight across the length and width of the inter-modal container, e.g. staggered.
- 12.7. Shipping Containers must be loaded so that the consumer units packaged inside are orientated in an optimum position to ensure stability. For example, shipping containers with selling units packaged in a vertical position must be loaded so that the selling units are orientated in an upright position and shipping containers with selling units packaged in a horizontal position must be loaded so the selling units remain lying on their sides.
- 12.8. All loads must have a minimum 12” (30.48 cm) clear of the top of the container.
- 12.9. Individual palletized cubes loaded directly onto the floor of the container, with slip sheets or pallets removed, may be stretch or shrink wrapped to help stabilize the load during transit. Stretch or shrink wrap materials must be recyclable. Corner boards or other similar mechanical devices are prohibited.
- 12.10. Palletized cubes shall be loaded into containers in a manner that balances the load weight across the length and width of the container, e.g. staggered.
- 12.11. Palletized cubes shall be loaded into containers in a manner that will prevent load shifting during transit. If required, air bags, restraining bars or other mechanical means may be used to stabilize the pallets.

13. Product Damage

Supplier is responsible to ensure that pallet is packed in such a way that product on the bottom of the pallet is able to sustain the weight of the product above it. Damage to product as a result of the way the pallet is assembled from the Supplier will be the responsibility of the Supplier, and any damaged product will be removed from SLGA's Purchase Order.

Liability for product damage shifts to the Carrier when the product has been loaded onto the Carrier trailer. An exception to this is for any loads that are loaded onto a Carrier's trailer without the supervision of the driver. In those instances, any damage that is deemed to be a result of improper loading of product will be billed back to the Supplier.

14. Supplier Chargebacks

Suppliers will be charged back for any issues with product that requires it to be re-packaged, re-labelled, re-palletized, or disposed of, as per Appendix B, if deemed to be the fault of the Supplier.

SLGA Purchasing and Logistics Manual

15. Product Disposal

In the event that product needs to be disposed of, there are 3 options that are available for either Suppliers or Carriers –

- A. SLGA disposes of product themselves (as per Appendix B fee structure)
- B. Product is returned to Supplier to either salvage or dispose of at their discretion
- C. Supplier/Carrier to arrange 3rd party destruction of product at a location within the Regina area. An SLGA employee must be present for the entirety of the destruction, and will be billed out at an hourly rate for the hours necessary for the destruction to be completed. The hourly billable rate for SLGA employees is provided in Appendix B.

Any destruction of product that is not done by SLGA must be done in accordance with the following guidelines –

- Must be done in an environmentally-friendly manner
- Must adhere to municipal guidelines
- Must be completed by individuals that are a minimum of 19 years of age

Section D: TRANSPORTATION

16. Routes

Carriers have been provided routes based on SLGA Transportation RFP 17-001 from 2016. Contracts are for three years plus two option years, with the initial term ending August 31, 2019. This contract provides the Carrier with first right of refusal for pickups. If Carrier is unable to fulfill the transportation request, SLGA reserves the right to contract another Carrier for that particular shipment.

17. Product Loadings and Chargebacks

Carriers are expected to be accountable for their loads, including the quality of the product that is being loaded onto their trucks. The following is expected for any loads that are being shipped to SLGA –

- 17.1. Quantity of product is consistent with documentation received from SLGA regarding the pickup;
- 17.2. Product is inspected as it is being loaded to ensure that it is not leaking or already broken;
- 17.3. Product is loaded in such a manner as to prevent, or minimize, the shifting of pallets during transit that may lead to broken or damaged product;
- 17.4. Product must be maintained at a minimum of +5 degrees Celsius at all times.

SLGA Purchasing and Logistics Manual

Product received at the SLGA warehouse that has fallen over, broken, or is leaking may be determined to be the fault of the carrier, at which point a claim may be submitted to recoup the costs of the product along with any other fees or costs associated with the damaged product. A chargeback may be issued to the Carrier if the product is to be re-palletized or destroyed, as per Appendix B fee structure. Product disposal, if necessary, will follow the guidelines outlined in Section 15 of this document.

18. Carrier/Forwarder Instructions

For any transportation costs borne by the SLGA, Suppliers are expected to adhere to instructions around which companies the SLGA will be using for shipping, consolidating, or de-stuffing.

Any issues around the transportation or logistics carriers can be raised with the SLGA Manager of Purchasing and Logistics.

19. Notification of Shipments

The SLGA Purchasing team will advise Carriers of purchases that have been placed with Suppliers. This notification will include the following details –

- 19.1. SCC of Item
- 19.2. Case Quantity
- 19.3. Item Description
- 19.4. Size Description
- 19.5. Units per Case
- 19.6. Case Weight (Pounds)
- 19.7. Total Weight (Pounds)
- 19.8. Number of pallets

Negotiation of any pickups will be the responsibility of the Supplier and Carrier.

20. Domestic Transit Times

Carriers are expected to meet the following domestic transit times –

- 20.1. BC Interior – 3 days
- 20.2. BC Coastal and Lower Mainland – 4 days
- 20.3. Alberta – 1 day
- 20.4. Manitoba – 1 day
- 20.5. Ontario – 5 days
- 20.6. Quebec – 5 days

Delivery times from the United States are expected between 3 and 10 days, depending on the distance and size of load.

Carriers are to notify SLGA of any known or anticipated delays.

SLGA Purchasing and Logistics Manual

21. Scheduling of Appointments

Carriers are to contact the SLGA to schedule appointment times a minimum of one day in advance of shipment arriving at the DC.

22. Documentation

22.1. Advanced Shipping Notice (ASN)

An ASN should be issued for all shipments advising the SLGA of planned shipments and expected arrival dates. This documentation should include details of the upcoming shipment, including SLGA purchase order numbers and case counts.

The ASN should be sent to inboundfreight@slga.gov.sk.ca

22.2. Bills of Lading

The Carrier must ensure that all Bills of Lading indicate the total number of cases, total weight, and SLGA purchase order numbers (POs). This will be the Proof of Delivery (POD) document used by SLGA.

The Carrier must sign for a total piece count, not total pallets, on all Bills of Lading. The driver must obtain the total piece count in these instances, and mark the total number of cases on the Bill of Lading. If a supplier does not permit the counting of freight or monitoring of the loading of trailers, the Bills of Lading must be signed and notated with Shipper's Load and Count.

22.3. Canada Customs Invoice (CCI), or Commercial Invoice

A CCI is required by Canadian Customs officials to verify the value, quantity and nature of the shipment. A CCI is required on all export shipments passing through Customs en route to Canada.

The CCI is sent directly to CBSA, but a copy should be sent to the SLGA Customs team.

22.4. A8A Cargo Control Document or Manifest

An A8A is required 3 to 4 business days in advance of a shipment arriving at Customs. That

22.5. Other documentation for export from the country of origin

Carrier and/or Supplier are responsible for any other documentation required on behalf of the country of export for properly exporting product to Canada.

SLGA Purchasing and Logistics Manual

23. Contract

All other terms and conditions are as per the signed contract between SLGA and the Carrier/Forwarder. In the event there is a discrepancy between this manual and the contract, the contract terms and conditions will prevail.

24. Carrier Measurement

Carriers will be evaluated based on the following criteria –

- 24.1. Fleet availability
- 24.2. Accuracy of shipments and invoices
- 24.3. On-time pickups and deliveries
- 24.4. Instances of product damage attributed to shipping
- 24.5. Responsiveness to requests from SLGA and Suppliers
- 24.6. Ease of doing business

Based on evaluated criteria, SLGA reserves the right to remove Carriers from specific routes.

SLGA Purchasing and Logistics Manual

Appendix A: Glossary

CALJ – Canadian Association of Liquor Jurisdictions

CFIA – Canadian Food Inspection Agency

CPC – Canadian Pallet Council

DC – Distribution Centre

EAN – European Article Number

GTIN – Global Trade Item Number

Incoterms – Refers to the rules established by the International Chamber of Commerce for commercial trade terms

PDP – Principal Display Panel

P.E.T. – Polyethylene Terephthalate

SCC – Shipping Container Code

SKU – Stock Keeping Unit

SLGA – Saskatchewan Liquor and Gaming Authority

UPC – Universal Product Code

SLGA Purchasing and Logistics Manual

Appendix B: Rate Structure for Services and Chargebacks

SERVICE	FEE
Disposal of Product*	\$500 per pallet, or \$10.00 per case, plus credit for product
Re-labelling of Product (Case)	\$2.00 per case
Re-labelling of Product (Bottle)	\$3.00 per bottle
Re-packaging of Product**	\$5.00 per case (end product)
Re-palletizing of Cases	\$2.00 per case
Returns of Product	Cost of product plus shipping
Unallocated Carrier Space	Cost of the percentage of unallocated truck space
Hourly Rate	\$50.00 per hour

*Maximum of one (1) pallet for disposal. The SLGA is prohibited from dumping large volumes into the City of Regina's waste water system.

**Supplier to provide all materials.

Alternate Option: Supplier is welcome to attend to the Distribution Centre to complete any of the above tasks.

SLGA Purchasing and Logistics Manual

Appendix C: Purchasing and Logistics Contact Information

General contact information for the teams:

- Special Orders: specialorders@slga.gov.sk.ca
- Purchasing: productpurchasing@slga.gov.sk.ca
- Inbound Freight: inboundfreight@slga.gov.sk.ca
- Customs: customs@slga.gov.sk.ca

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