

<b>Main Subject</b>	<b>Secondary Subject</b>	<b>Description</b>
Access	Private Order / SAQ.COM	Information about access to the Private Order or SAQ.COM websites
Access	Creation of new access - supplier's account	Request to create a new B2B supplier account
Access	PromoPunch	Create or reset a PromoPunch account (for agencies only)
Access	Reset - agency's account	Reset access to SAQ-B2B for an agency account (sent directly to the team responsible for this type of account)
Access	Reset - supplier's account	Reset the password for a supplier account, irrespective if access is for the supplier or agency
Access	SAQ-B2B Agency	Information about accessing SAQ-B2B from an agency account (sent directly to the team responsible for this type of account)
Access	SAQ-B2B Supplier	Information about accessing SAQ-B2B from a supplier account, irrespective if access is for the supplier or agency
Order	Invoice	Follow-up on an invoice
Order	Shipping instructions	Shipping instructions not yet received
Order	Modification	Changes to an order
Order	Follow up	Follow-up on an order more than 10 business days before the planned date of receipt
Order	Other	Any other subject not mentioned above
Form	Call for tenders	Assistance with the call-for-tenders product offer form (AO)
Form	Meeting request	Request for a meeting request form
Form	Spontaneous offer	Assistance with the spontaneous product offer form (OS)
Form	Power of attorney	Assistance with the Notice of Appointment and Limited Revocable Power of Attorney form
Form	Renewal	Assistance with the product renewal offer form (RC)
Form	Other forms : Excel, CE-REX, NAFTA, etc.	Other types of form
InfoCom	Subscription	Information about an existing or new subscription (sent directly to the team responsible for distributing marketing information)
InfoCom	Report	Information or explanation regarding the InfoCom report (sent directly to the team responsible for distributing marketing information)
InfoCom	Information	Information about the subscription to InfoCom sent directly to the team responsible for distributing marketing information)
Modification	Agent or supplier	Request to change the agent or supplier for a product
Modification	UVC change	Request to change the case pack (sales units per case)
Modification	Contact or address	Request to update an agent's or supplier's contact information
Modification	Banking information	Request to update banking information
Modification	Labelling / seal / medal	Request to analyze a new label/labelling or approve a seal or medal
Modification	Vintage / UPC-EAN13 / SCC-EAN14	Request o update a vintage or bar codes
Modification	Price / Currency	Request to change a purchase price paid to suppliers or the currency
Modification	Other	Any other subject not listed above

Policy / Procedure	Agent / supplier modification	Assistance with the procedure for changing an agent or supplier
Policy / Procedure	Vintage and bar codes modification	Assistance with the procedure for having bar codes (CUP/EAN13 and/or CSS/EAN14) and vintage changed
Policy / Procedure	Labelling modification	Assistance with the procedure for having labelling changed
Policy / Procedure	Becoming an agent / a supplier	Assistance with the procedure for becoming an agency or beverage alcohol supplier
Policy / Procedure	SAQ.com product's photo	Assistance with the procedure for changing the product photo on SAQ.com
Policy / Procedure	Sampling Policy	Additional questions regarding the Sampling Policy
Policy / Procedure	Other	Any other subject not listed above
Product	Description / Wrong information	Request to change the product description or other product information
Product	Availability / Inventory	Request to check the warehouse inventory or data received from InfoCom
Product	Introduction / Withdrawal	Questions regarding the introduction or withdrawal of a product
Product	Invitation / Call for tenders	Question regarding an invitation or call for tenders that has expired or is currently under way
Product	Renewal offer	Question regarding a renewal offer
Product	Product status	Question regarding the status of a product or a product offer
Product	Other	Any other subject not listed above
PromoPunch	Promotion cancellation	Request to cancel a promotion (include the number of the promotion to be cancelled)
PromoPunch	Credit request	Request for a credit
PromoPunch	Information	Request for information about published notices or promotions
PromoPunch	Other	Any other subject not listed above, except PromoPunch access (see above)
Partner's meeting	Presence cancellation	Cancellation of attendance following an invitation to a business partners meeting
Partner's meeting	Presence confirmation	Confirmation of attendance following an invitation to a business partners meeting
Partner's meeting	Information	Information on any type of business partners meeting: request for an appointment, Blitz, etc.
SAQ.com	Product' page information	Add, delete or request a change to a product's SAQ.com information page
SAQ.com	Product missing on the site	Why is a product not on the website or not available for online ordering?
SAQ.com	Visual	Question regarding the visuals for a product
SAQ-B2B	Catalogue of offers AO/OS/RC	Assistance with the product offer, spontaneous offer, call for tenders or renewal offer form
SAQ-B2B	Support	Assistance with the SAQ-B2B.com portal
SAQ-B2B	Other	Any other subject not listed above
Various	Contact information	Seeking contact information for SAQ employees
Various	Private order	Information about private orders
Various	Customs document (DAE/DAA)	Question about various importation-related documents
Various	SAQ Agence	Question about the SAQ Agence banner
Various	SAQ Alimentation (DA)	Question about the SAQ Alimentation (authorized distributor) banner
Various	SAQ Dépôt	Question about the SAQ Dépôt banner
Various	SAQ Restauration	Question about the SAQ Restauration banner
Various	Other	Any other subject not listed in any of the above subjects