



Information Bulletin

To all agents and suppliers

Update: How to Submit Requests to the Business Relations Assistance Service (SARA)

Since May 31, a new communication module for contacting the Business Relations Assistance Service (SARA) has been available on the SAQ-B2B site. Although the SARA telephone numbers remain in operation, you should now use the [Contact SARA](#) communication module.

Several months into the change, we note that the wrong subjects are sometimes being selected. To properly identify your requests and ensure they are properly prioritized, it is essential that you select the right subject from among the ones shown in the drop-down menus. We have now added clarifications to the [list](#) to help you select the right subject when filling out the form. **We suggest printing the list and keeping it nearby for future reference.**

You can also add text to provide us with additional details about your request, and you can attach supporting documents, if necessary (for example, a label).

Lastly, please include your **complete signature** so the requests are associated with the right partner. By “complete signature,” we mean:

- First name
- Last name
- Supplier/agency name
- Email address, and
- Any other information you deem relevant

Once your request is sent, you will receive a confirmation of receipt with a tracking number. This information will be emailed to you from the address NePasRepondre@service-now.com.

If we require more information from you, we will email a message to you from saq@service-now.com. In such cases, you **must** provide the information to us by replying to the message in which it is requested and not deleting the correspondence history, which is required for following up on the request. **Under no circumstances should you change the email address.**

Once your request is dealt with, you will be notified in a message emailed from the NePasRepondre@service-now.com account. No further action by you is required. Also, note that this is a send-only account that cannot receive email messages.

Please note that, as of **October 15**, only requests submitted through the [Contact SARA](#) communication module will be processed.

We are counting on your usual cooperation.

For more information, please contact
our Business Relations Assistance Service (SARA),
through [Contact SARA](#) or at 514 254-2711.