



# Information Bulletin

To all agents and suppliers

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## REMINDER

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

We thank you for using the [Contact SARA](#) communication module to contact the Business Relations Assistance Service (SARA).

Please note that it is **IMPORTANT** to choose the right subject from among the ones shown in the drop-down menus.

The list of subjects will be found in the SARA section of the SAQ-B2B.com home page. We have added clarifications to help you select the right subject when filling out the form. **We suggest printing the subject list and keeping it nearby for future reference.**

On the same form, you can add a message providing us with details about your request (e.g. for an SAQ product code). You can also attach supporting documents (e.g. a label) if necessary. Lastly, be sure to include your **complete signature** (including the supplier or agency name).

After you submit your form, you will receive a confirmation of receipt with a tracking number. This will be emailed to you from the address [NePasRepondre@service-now.com](mailto:NePasRepondre@service-now.com).

If we require more information from you, we will send you an email message from [saq@service-now.com](mailto:saq@service-now.com). In such cases, when providing the information to us, you **must** do so 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 as we understand it has been dealt with, you will be notified in a message emailed from the [NePasRepondre@service-now.com](mailto: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, with the exception of special requests (e.g. returning a file), only requests submitted through the [Contact SARA](#) communication module will be processed.

For urgent requests (access to the B2B and PromoPunch sites, current calls for tenders or a change of vintage in a request for required items), you can always contact us directly by telephone at 514 254-2711.

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.