

**Please Read & Note Changes Implemented on May 14<sup>th</sup>, 2018**

The following are changes to **Vendor Relations** for AWG/VMC and new requirements for submission of vendor inquiries, backup, recounts, disputes, etc. Please read carefully and completely for information.

AWG/VMC implemented a new online system for vendor requests. Vendor Relations E-Mail has been **shut down** as of **May 14<sup>th</sup>, 2018**. Instructions for submitting inquiries to our new solution are available on [www.awgconnect.com](http://www.awgconnect.com) under Contact Us – Vendor Relations.

As of Monday May 14<sup>th</sup>, 2018 vendors will be **required** to submit the request types below online:

\*Payment Status of Open Invoices

*(Includes: Copies of check stubs no longer available on [www.awgconnect.com](http://www.awgconnect.com) as well as how to apply a check/payment)*

\*Backup Documentation

*(If you currently have a copy of the AWG invoice, please describe what additional information you need in the 'Additional Information' field on the case request.)*

\*BOL/POD Copies

\*Warehouse Recounts

\*Disputing a Deduction / Repayment Requests / Balance Dues

\*Case Status *(Note: Only cases submitted on the new system can have a status requested via this request type)*

It is **very** important that vendors submit their inquiries as accurately as possible as this will ensure a more timely review/research and resolution.

**\*\*Please Note: If you have not inquired through VR email or by submitting a specific case through [www.awgconnect.com](http://www.awgconnect.com) since 01/01/2018, then please submit any unresolved cases through this new process starting May 14<sup>th</sup>, 2018.**

You can locate the system by going to: [www.awgconnect.com](http://www.awgconnect.com)

Once logged in you can access the form via the AP Inquiry screen or the Deduction Inquiry screen by clicking on "**Submit Request to Vendor Relations**".

*(You will need to have a login to access the form. If you do not already have a login ID, please request one online via [www.awgconnect.com](http://www.awgconnect.com) under "Request Access")*

**Please note how to request for other common inquiries:**

Contact, E-Mail, Address or Duns # changes – Please submit to your Merchandising Contact

EFT Requests - Please submit to your Merchandising Contact

Credits due AWG/VMC – Please E-Mail: [vendorar@awginc.com](mailto:vendorar@awginc.com)

Central Bill questions/inquiries – Please E-Mail: [centralbilling@awginc.com](mailto:centralbilling@awginc.com)

Carrier Inquiries – Please E-Mail: [CarrierRelations@awginc.com](mailto:CarrierRelations@awginc.com)

Thank you for your cooperation and patience as we work to streamline our processes.

Vendor Relations Department  
Associated Wholesale Grocers, Inc.