

SUBMITTING A SOCIETY QUERY

For us to serve you efficiently and provide accurate and timely response, it is imperative to request for relevant information from your end. To ensure you can provide these details to us in first instance, we are requesting 2 critical components of the information to be submitted every time you submit a query to us

1. What information is needed?

	Subject	e.g., Address Change, online access, etc.
Mandatory information	Journal name	e.g., CHEST
	Society name	e.g., JCHS
	Member Name	e.g., XXXX XXXXX
	Member number	e.g., 123456
	Email	e.g., name@abcd.com
Mandatory information + Address change	New Address	1234, XXXX XXXX, XXXX, 1235-345
Mandatory information + Cancellation	Snapshot of Label	
Mandatory information + Missing issues	Contact Number (optional)	98765-12345
	Updated Address	1234, XXXX XXXX, XXXX, 1235-345
	Requested issues	1245/1, 1245/2, etc.
Mandatory information + Online Access	Snapshot of Error	

While submitting your request, if you could use the **query type** from the table listed below and use it in the **subject line**, it would be easier to identify the type of query and prioritise accordingly

2. Whom to contact?

Types of queries	Point of contact
Membership enquiry	Society Point of contact
Address Change	Society Point of contact
Subscription Change	Society Point of contact
Subscription renewal	Society Point of contact
Subscription cancellation	Society Point of contact
Missing issues	Ussocieties@elsevier.com
Online access	Ussocieties@elsevier.com Webform: https://service.elsevier.com/app/contact/supporthub/societies/