

Need Assistance?

When to contact Customer CARE:

Our Customer CARE representatives are responsible for assisting you by addressing day-to-day inquiries, such as (but not limited to):

- Order processing
- Stock status*
- Delivery issues
- Logistical inquiries
- Product information*
- Pricing issues
- Tote seal requests
- Dea222 envelope requests

**Real time information can also be found on ABC PassPort*

Customer CARE
1-844-222-2273
M-F 8:00 am - Midnight (EST)
amerisourcebergencustomer
care@amerisourcebergen.com

When to contact Customer Support Systems:

Our Customer Systems Support team is responsible for assisting you by addressing day-to-day inquiries, such as (but not limited to):

- Technical Support Questions (ABC PassPort™, EDI)
 - User Id/password
 - Locked out of the system
 - System not working as user expects
- System outages (planned/unplanned)

Customer Systems Support
1-888-711-5469
M-F 7:00 am -9:00 pm (EST)
amerisourcebergenuserservic
es@amerisourcebergen.com

When to contact Accounts Receivable:

Contact Accounts Receivable for:

- Statement requests/concerns
- Payment questions

Accounts Receivable
1-866-451-9665
8:00 am - 5:00 pm local time

And for more detailed
information, always refer to
your Distribution Center
Reference Manual