

# Total Issue Resolution

## Customer Care

1-844-222-2273

Fax 888-292-9774

**After Hours**

**1-877-639-6390**

Hours of Operation M-F: 8:00 AM-Midnight (EST)

Emergency Order Needs (patient critical ) DC closed, after hours call (877) 639-6390 to speak to a national point of contact for immediate assistance.

Email: [amerisourcebergencustomercare@amerisourcebergen.com](mailto:amerisourcebergencustomercare@amerisourcebergen.com)

*\*Please Do Not Email or Fax Emergency Orders*

- Contracts - Deliveries - Drop Ship/Emergency Orders – Pricing Issues - Invoice/Sticker Issues - Product Availability - Returns

## Passport

## User Services

(888) 711-5469

Hours of Operation M-F: 7:00AM-11:00PM (EST)

Weekends 8:30 AM – 8:00 PM (EST)

Email: [amerisourcebergenuserservices@amerisourcebergen.com](mailto:amerisourcebergenuserservices@amerisourcebergen.com)

*\*Please Utilize the Email Address for Non-urgent Issues Only*

- Echo - PassPort - Handhelds - Computers - Printers  
- Training - EDI Interface Requests

## Accounts Receivable Support

(866) 451-9655

Hours of Operation: 8:00AM-5:00PM (EST)

Fax Number: (888)292-8502

## Statement and Payment Questions

*\*Please Contact Customer Care for Any Pricing Issues*

## Sales Executive

Christine  
Carson

[ccarson@amerisourcebergen.com](mailto:ccarson@amerisourcebergen.com)

Cell: 704-813-6842

Fax: (845-483-1520)

## ASD

(800) 837-5403

Hours of Operation Mon-Thurs: 8:00AM-7:30PM (EST)

Friday: 8:00AM-7:00PM (EST)

*\*ASD is also Available 24/7, 365 for Emergency Orders*

Email: [ASD.customerservice@ASDhealthcare.com](mailto:ASD.customerservice@ASDhealthcare.com)

## Plasma Derivatives and Specialty Needs

- Anti-Hemophilia Factors - IVIG - Hyper-Immunes  
- Albumin - Influenza Vaccine - & Other Specialty Pharm.