

Specialty distribution support contacts

Online ordering

To place a new order or track existing orders, please access your ABC Order account. For assistance with your account or to request ABC Order access, call **888.711.5469** or email customersystemssupport@amerisourcebergen.com.

General support

Support	Hours (CT)	Support areas	Phone	Fax	Email
Customer Service	Mon–Thurs 7 am–6:30 pm Fri 7 am–6 pm	Orders, product returns, availability, delivery updates	800.746.6273	800.547.9413	service@asdhealthcare.com
Emergency orders	24/7/365 after regular hours	Emergency orders	800.746.6273	Not available	Not available
Customer Systems Support	Mon–Fri 6 am–10 pm Sat–Sun 7:30 am–7 pm	Technical support questions around ordering platforms	888.711.5469	Not available	customersystemssupport@amerisourcebergen.com
Flu returns support	Mon–Thurs 7 am–6:30 pm Fri 7 am–6 pm	Flu product returns	800.746.6273	800.547.9413	flureturns@amerisourcebergen.com
Account setup support	Mon–Fri 8 am–6 pm	Account set up, regulatory paperwork, licensing, general account questions	800.746.6273	Not available	asdaccountsetup@amerisourcebergen.com
Accounts Receivable	Mon–Thurs 7 am–6:30 pm Fri 7 am–6 pm	Payment inquiries, invoice requests, updating invoice delivery, and balance notifications	877.654.7808	Not available	accountreceivables@amerisourcebergen.com

Sales support

For the product categories listed below, please use the specific contacts provided. For other sales support, call **800.746.6273** or email service@asdhealthcare.com.

Product	Hours (CT)	Support areas	Phone	Fax	Email
Flu	Mon–Thurs 7 am–6:30 pm Fri 7 am–6 pm	Orders, product availability, delivery updates	866.281.4FLU (4358)	800.547.9413	flu@amerisourcebergen.com
Renal	Mon–Fri 8:30 am–5:30 pm	Sales inquiries, leads, prospects, and product availability	800.746.6273	800.337.6436	renalsales@amerisourcebergen.com
Women's Health	Mon–Thurs 7 am–6:30 pm Fri 8:30 am–6 pm	Sales inquiries, leads, prospects, and product availability	800.292.9653	630.277.9220	whsales@amerisourcebergen.com
Product Consignment	Mon–Fri 7 am–6 pm	Consignment product orders, product availability, delivery updates, IT customer support	877.428.2499	Not available	abconsignment@amerisourcebergen.com