

Overview



This new AmerisourceBergen Customer Portal combines the corporate and customer online sites into a single, easy-to-use source of information for corporate and investor visitors, as well as our valued pharmacy customers and associates. Everything you ever wanted to know about AmerisourceBergen, its subsidiaries, solutions, strategic partnerships, programs and services, corporate policies and officers, and other valuable information is accessible through this portal.

Locating relevant information is now a snap! Our new portal incorporates a sophisticated self-selection strategy to assist current and potential customers with identifying where they fit in our business. Advanced search capability and lead routing logic ensures you find the solutions that fit your business needs and that your communication requests are routed to the correct associate or department for processing.

All customers now have a single point of entry to their eBusiness tools. The applications you have grown accustomed to remain the same. This new design gives you the added benefit of having all the information you need and access to your applications in one convenient place. Why AmerisourceBergen?... "Because it's all right here."

Log On/Off

New User Registration

New users may be existing AmerisourceBergen customers who are not currently signed up for any online services or non-AmerisourceBergen customers wanting to establish a business relationship.

- 1 Click [new user registration](#). The New User Registration window displays.

New User Registration

I am currently an AmerisourceBergen Customer.

Please Enter Your Customer Number:


I am NOT a current AmerisourceBergen Customer.
(But I am interested in becoming one.)

- 2 For **AmerisourceBergen customers**, select the appropriate button, select your Division from the drop-down menu and enter your account number. Click **Submit** to complete the registration process and an AmerisourceBergen representative will contact you.

For **non-AmerisourceBergen customers**, select the appropriate button and click **Submit**. The New User Registration window appears. Complete your user information form and click the **Click Once to Register** button. Your request will be forwarded to the appropriate AmerisourceBergen representative for processing.

User Login

Existing users are AmerisourceBergen customers who are currently using one or more online programs (e.g., iECHO, Catalog & Order Entry, Physical Inventory, etc.) and already have a valid user name and password.

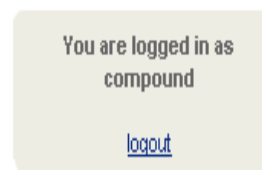
- 1 Type your user name and password in the login box and click **Submit** () or press **ENTER**. A **My Applications** page displays listing your available services.
- 2 Click any of your applications to open them.

Note With the new Customer Portal, your applications haven't changed, only the look and the way you access them is different. You may continue to use them in the same way as before.

Log Off

Click [Logout](#) in the upper left corner of your page. The portal closes and the logon screen displays.

Note This area also displays the user name that you are logged in under.

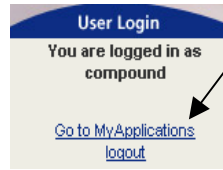


Navigation

Getting around the portal site is easy and quick. Use the following navigation tools to move from one area to another. Whenever your cursor turns into a pointer, it indicates a link to additional information, and often pops up a box with explanatory text.

MyApplications QRC's My Profile Survey

Blue text with a Submit button (👉) indicates a jump to additional information about that topic



Click here to return to your My Applications page.

This link is available from all pages on the Customer Portal site after you are logged in.

Home | Contact Us | Help/FAQs | Site Map | Terms & Conditions | Privacy Policy | Download Adobe® Reader®

This footer navigation, located at the bottom of every screen, is always visible. Click any of these topics to display information. You do not have to be logged on to view these categories; and visitors can access any of these information-rich listings.

Home > Help/FAQs > FAQs - Customer

The path indicator at the left of your screen lets you know where you are at all times. In the above example, the user clicked on **Help/FAQ** which appears at the bottom of every screen, and then clicked on **Customer FAQs**. This path indicator keeps you from getting lost. You can always click on **Home** or the **AmerisourceBergen logo** to return to the Home page.

Click any selection on this top navigation bar to display information.

Investors | Suppliers | News & Events | Careers | Contact Us | About Us | Search

Stock & Investor Info. & SEC Filings

Supplier Services, Program, Policies, & App. Forms

Newsletters Events, HIPAA Information & Health Links

Company Culture, Employee Benefits & Job Posting

Contact Info for Various Depts. and Services

Company Focus, History, Mission, and Related Resources

Provides both simple-keyword and advanced search options

Market Segmentation

Retail Pharmacies

AmerisourceBergen offers several programs to help you build your business. It's all right here – your pharmacy – the center of the community and the focus of our business.

Health Systems

AmerisourceBergen provides a comprehensive suite of patient safety offerings, from industry's leading barcode point-of-care systems, to automation packaging and medication error solutions.

Alternate Care

For more than 50 years, AmerisourceBergen has had the pleasure of collaborating with leaders in Sub Acute and Long Term Care pharmacy for pharmaceutical services and product distribution.

How To Get Help

The new AmerisourceBergen portal site is designed to be user-friendly and easy to navigate. If you have questions or problems that are not addressed in this reference card, utilize the following online resources or contact the appropriate technical support lines as listed below.

Help/FAQ – Provides answers to the most frequently asked questions about AmerisourceBergen.

Site Map – Outlines a snapshot of what is contained within the AmerisourceBergen Customer Portal.

General Help and Information

To locate the Regional Customer Systems Support in your area, click on **Contact Us**, and then on the **Help Desk Directory**.