

Who to contact

Key reminders

For questions or assistance, please contact us through your designated Cencora team – Customer Service, Account Services, Account Management, etc.

You can log into ABC Order to complete any of the following:

- Returns processing
- Claims processing – Shortage/Overage/Mis-ship
- Pull a list of DSCSA Exempt items from ABC Central
- Pull a DSCSA Report
- View Training videos on the new DSCSA features

Support area	Contact information
Customer Service <ul style="list-style-type: none">• Returns processing issues• Claims (Shortage/Overage/Mis-ship) processing• EPCIS File issue – didn't receive EPCIS file, discrepancy in the file, etc.• Issue with Barcode scan or Serial # – unable to scan 2D barcode AND human readable barcode information is not legible• DSCSA Report – Audit• Update a GLN• Need to validate GTIN on Item/Case (WAG only)<ul style="list-style-type: none">– Material Master	Please continue to work with your standard point of contact for any of the below DSCSA questions (Customer Service, Account Services, Account Management, etc.)
Customer Systems Support <ul style="list-style-type: none">• Training on the new Returns/Claims process in ABC Order• Technical issues while processing Return/Claim in ABC Order• Issues with running DSCSA Report• DSCSA Report – Audit• Set up connection with EPCIS vendor• Change EPCIS vendor	customersystemssupport@amerisourcebergen.com
Secure Supply Chain <ul style="list-style-type: none">• General Non-Critical DSCSA Questions	securesupplychain@amerisourcebergen.com
DSCSA <ul style="list-style-type: none">• Account Maintenance	cidm@amerisourcebergen.com
<ul style="list-style-type: none">• Suspect or Illegitimate Product<ul style="list-style-type: none">– Site must follow their suspect or illegitimate product investigation process	Contact Cencora Customer Service and email Cencora Product Integrity productintegrity@amerisourcebergen.com