

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 	<p>Please continue to work with your standard point of contact for any of the below DSCSA questions (Customer Service, Account Services, Account Management, etc.)</p>
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 	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"> • Set up connection with EPCIS vendor • Change EPCIS vendor • Request a GLN 	dscsa_customer@amerisourcebergen.com
DSCSA exceptions <ul style="list-style-type: none"> • EPCIS File resend 	dscsa_exceptions@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 	<p>Contact Cencora Customer Service and email Cencora Product Integrity</p> productintegrity@amerisourcebergen.com