

# AmerisourceBergen Bi-Weekly Customer Huddle

November 4, 2020

During the call, please submit questions via the Skype window.

Both audio and visuals are available through the Skype Meeting Broadcast link and are accessible via any browser, either PC or mobile.

# Today's Speakers



**Summer Richoux**  
*Vice President,  
Specialty Sales*



**Lesley Langley**  
*Sr. Director, CSS Customer  
Platform Support*

During the call, please submit questions via the Skype Q&A window.

Both audio and visuals are available through the Skype Meeting Broadcast link and are accessible via any browser, either PC or mobile.

# Update on Issues Stemming from November 1, 2020 Technology Enhancements

# Known Issues and Next Steps

## ORDERING IMPACTS:

- **Specialty Item Ordering Issue:** ABC PassPort: We are aware of an issue related to specialty dropship items in which you may receive an Ineligible Product/Manufacturer Discontinued message. Our teams are actively working to fix this issue.
- **Unable to Place Orders:** If you are receiving an “ineligibility block” it is likely tied to the eligibility issue. We are working to resolve this and will provide an update as soon as we are able to.
- ***Please reach out directly to your AmerisourceBergen Sales Rep or Account Experience Liaison for help with placing orders.***
- ***If you do not know your Sales Rep or Account Experience Liaison, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***

# Known Issues and Next Steps (Continued)

## EXTENDED CUSTOMER SERVICE WAIT TIMES:

- Customers are experiencing extended hold times and as a result, we were not able to process our typical order volume.
- ***Please reach out directly to your AmerisourceBergen Sales Rep or Account Experience Liaison for help with placing orders.***
- ***If you do not know your Sales Rep or Account Experience Liaison, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***

# Known Issues and Next Steps (Continued)

## CATALOG UPDATES

- We are experiencing a lag in updates to product catalogs and some items and pricing files are also still being updated.
- ***Please reference your purchase order confirmation for accurate invoice pricing***

## ELIGIBILITY ISSUES

- We have a known issue related to customer eligibility for specialty products. In some cases, customers may receive “not eligible” messages within ABC Order which indicates that eligibility is not correct.
- ***Teams are actively working on resolving the eligibility issues and we will provide an update as soon as we have information to share***

# Known Issues and Next Steps (Continued)

## ABC ORDER ACCESS

- User access to ABC Order and accounts are being worked on as they are identified.
- ***For help with sign-in credentials or for assistance with ABC Order, please call Customer Systems Support at (888) 711-5469***
- > ***Be ready to provide the following information: SAP Account #, Legacy LN #, Email Address, Role Access: Ordering, Reporting, Receiving, Invoices, etc.***

# Teams Working 24/7 to Resolve All Issues

- Our top priority is delivering medications and products so you can continue to care for patients
- While our dedicated teams are working tirelessly to resolve these technical impacts, our Customer Services, Sales, and Account Teams are here to support you and ensure continuity of service.
- We will continue to communicate with you as fixes are implemented.
- In interim, it is important that you provide any and all impacts you are experiencing to your AmerisourceBergen account team.