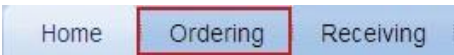




Requesting Backorders

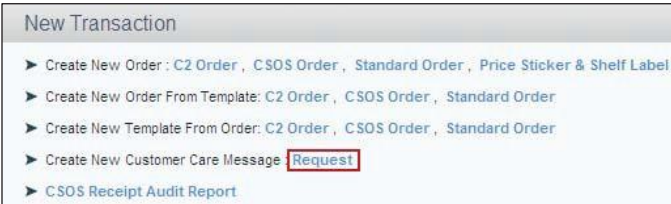
REQUESTING A BACKORDER

STEP 1 - Click the **Ordering** tab.



Note: Backorder requests can also be placed from the Returns and Claims tab.

STEP 2 - Click the **Request** hyperlink next to "Create New Customer Care Message."



STEP 3 - Type a reference number for the request in the **Reference Number** field.



STEP 4 - Select "Back Order Request" from the **Subject** drop down list.



STEP 5 - Enter the ABC 8 or ABC 6 item number, NDC, the item description and the quantity(ies) desired in the **Description** field along with a note indicating you would like to have the item(s) backordered.

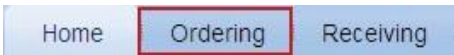
Note: Include a PO number in the description if you would like it associated with the order.

STEP 6 - Click **Submit**.

Note: After the request is submitted, Customer CARE will create a backorder on your behalf.

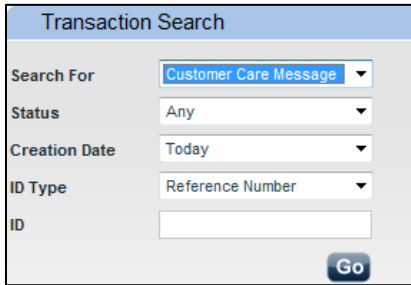
SEARCHING FOR A CUSTOMER CARE REQUEST

STEP 1 - Click the **Ordering** tab.



Note: This search can also be performed from the Returns and Claims tab.

STEP 2 - Under **Transaction Search**, select "Customer Care Message" from the **Search For** drop down list.



STEP 3 - Select the creation timeframe from the **Creation Date** drop down list.

STEP 4 - Select "Reference Number" from the **ID Type** drop down list.

STEP 5 - Click **Go**.

STEP 6 - Click the number of the request you would like to view.

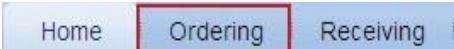


Requesting Backorders

SEARCHING FOR A BACKORDER

Once a backorder has been created by Customer CARE, the backorder can be located in ABC PassPort by using the **Transaction Search**.

STEP 1 - Click the **Ordering** tab.



STEP 2 - Under **Transaction Search**, select "Orders" from the **Search For** drop down list.

Transaction Search	
Search For	Orders
Order Type	Back Order
Status	Any
Creation Date	Last 7 Days
ID Type	PO
ID	<input type="text"/>
<input type="button" value="Go"/>	

STEP 3 - Select "Back Order" from the **Order Type** drop down list.

STEP 4 - Select the creation timeframe from the **Creation Date** drop down list.

STEP 5 - Click .

STEP 6 - Click the order number of the backorder you would like to view.

Note: All backorders expire after 6 months.

