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.
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.

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 Go.

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

Note: All backorders expire after 6 months.