



## Unable to Reach Members FAQs

Tamika C - 2019-02-18 - Manage Services

### **Why does ASI verify contact information every time we call in?**

ASI® strives to maintain correct and current contact information for all ASI Members.

### **How can I verify and update my contact information?**

You may update your ASI Profile by accessing the [ASI Account Manager](#).

To obtain your ASI Account Manager login, please contact our ASI Member Support team at (800) 546-1350, option 1 or email [customerservice@asicentral.com](mailto:customerservice@asicentral.com) Monday through Friday from 8 am to 8 pm ET. For security purposes, the ASI Account Manager login will be emailed to the Primary Contact of the member profile.

### **If I update my contact information, how long does it take to update in the system?**

New contact information can take about 24-48 hours to be updated in our system.

### **Does ASI send an email blast out to our members with our new contact information?**

ASI does not send an email blast to our members for contact information updates. Suppliers can view distributors' contact information via ASI Connect and distributors can view suppliers' contact information via ESP.

### **I am a distributor trying to contact a supplier and their phone is not working?**

Please report this to our ASI Member Support team at (800) 546-1350, option1 or email [customerservice@asicentral.com](mailto:customerservice@asicentral.com). Member Support will take the following steps to secure the most up to date contact information for the supplier:

- Once Member Support receives a response from the supplier, the distributor is contacted immediately with the updated information
- If there is no response from the supplier within 24 hours, a more extensive investigation of the supplier contact information will be conducted

### **What if I am in an area that had a weather event/natural disaster (Hurricane, Snow Storm, Fire, etc.) and am unreachable at this time?**

Please contact our ASI Member Support team at (800) 546-1350, option 1 or email [customerservice@asicentral.com](mailto:customerservice@asicentral.com) Monday through Friday, from 8 am to 8 pm ET.