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eSolutions B2B/B2C contact guide

General Customer Service

Contact for order status, orders by email, document requests, or general company inquiries.

customercare@thermofisher.com

B2B/B2C customer service

Contact for troubleshooting (missing ePO/eInvoice, special handling requests, tax issues, website pricing), Punchout Support, eInvoice requests, approval routing, or to report an outage.

csecommerce@thermofisher.com

800.955.6288 Ext. 40500

B2C (website) training and enhancement requests

Contact for website training and requests pertaining to web enhancements.

eSolutions@thermofisher.com

Learn more at **[thermofisher.com/eprocurement](https://www.thermofisher.com/eprocurement)**

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B2B (eBusiness)

B2B connections

Customer eCommerce request for B2B connections, i.e. punchout, electronic orders, electronic invoicing (see territory map)

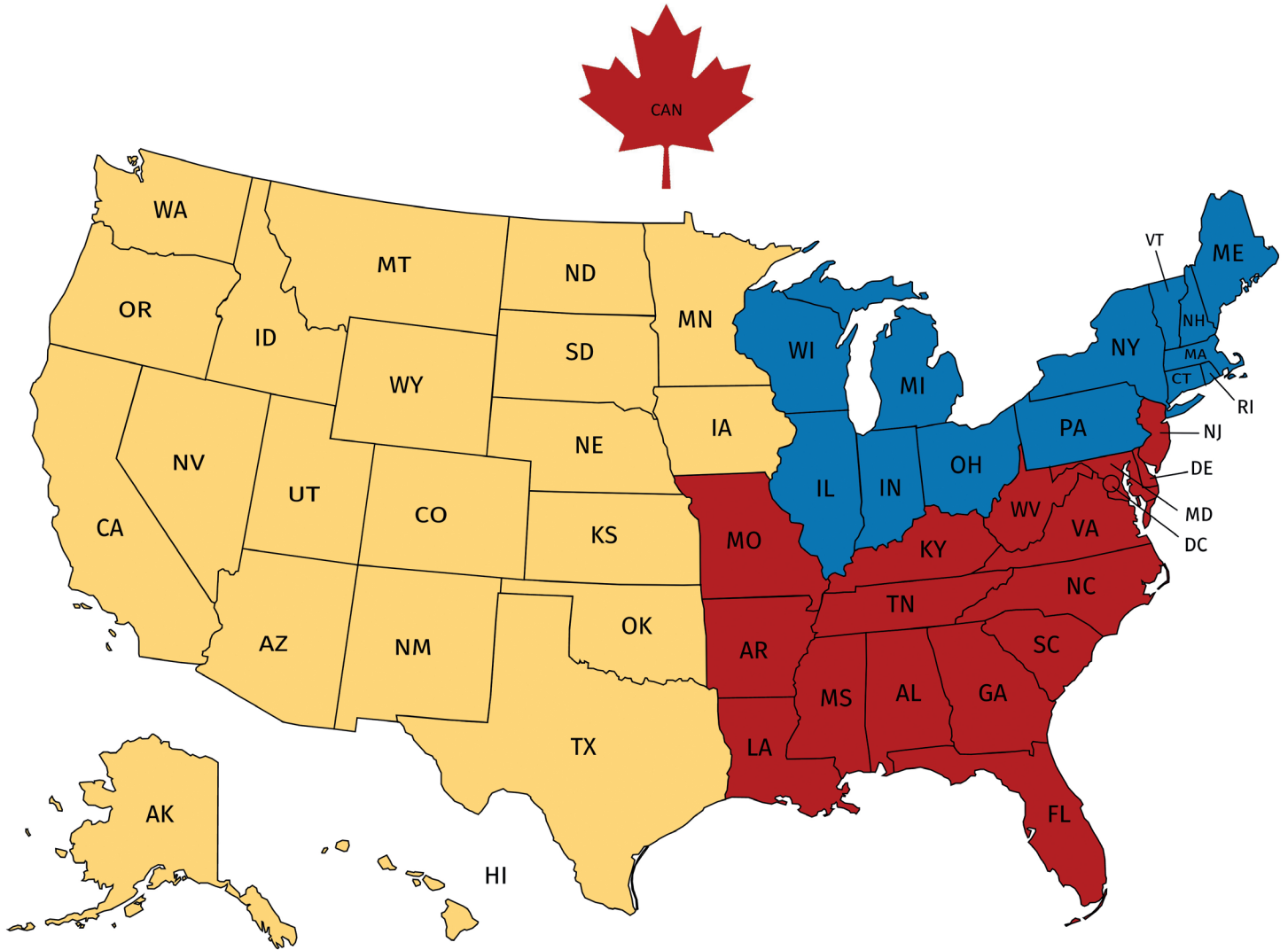
eSolutions@thermofisher.com

Catalogs

Hosted, Proxy, Level II, Live price (see territory map)

Current Catalog Changes and Maintenance

nahostedcatalogs@thermofisher.com



eSolutions Business Development Manager coverage

■ Beth Ilecki ■ Robin Bakke ■ Branden Kowalski

Find out more at: thermofisher.com/eprocurement

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