It is ABC Supply’s goal to continue serving you as long as we can do so safely and are permitted to operate. Should we have to pause or modify our service in any market, we will do our best to notify you as quickly as possible. During the current environment we need to react quickly to changing situations market by market and sometimes location to location.

We have created these FAQs to provide you with additional information. If you need current information for a specific ABC Supply location, it is best for you to contact that branch directly.

**Order Placement and Delivery Services**

**Q:** Is ABC Supply open?

**A:** Yes, we’re open. We’re continuing to take orders over the phone or via fax, text, email or myABCsupply, and some of our ABC Supply branch showrooms are open for in-person service. Please call your branch for hours of operation and availability.

We’re also continuing our delivery service. If you are in a market where this is not possible, your ABC Supply location will communicate how we’ll proceed. If you prefer to pick up your order, please call your ABC Supply location in advance to discuss pickup options. Your ABC Supply location’s hours can be found [here](#).

**Q:** Can I place an order in person or stop by an ABC Supply location?

**A:** Our customers have several different options when ordering – by phone or via fax, text, email or myABCsupply. Some of our ABC Supply branch showrooms are open to customers as well, but we ask that you contact your local branch for hours of operation and availability.

If your local ABC Supply branch is accepting in-person orders, we are following the CDC and Health Department guidelines for business in each jurisdiction – social distancing is encouraged with appropriate instructional signage throughout for your convenience.

**Q:** If I fax, text, email or order by other electronic means, how can I make sure ABC received my order?

**A:** We will continue to communicate the receipt of your orders like we always have. Additionally, you can view all of your open and completed ABC Supply orders and delivery information at myABCsupply.

**Q:** How do I sign up for myABCsupply?

**A:** You can sign up for myABCsupply [here](#). Once you have your account, you can access it through myABCsupply.com or via the ABC Supply mobile app.

**Q:** Does ABC Supply anticipate any material shortage due to COVID-19?

**A:** We are not anticipating any major material shortages at this time. We remain in close communication with our manufacturing partners and will do our best to share local updates if we expect any delays.

**Q:** Will ABC Supply continue to make jobsite deliveries while COVID-19 restrictions are in place?

**A:** Yes, we are continuing our delivery service. If you are in a market where this is not possible, your ABC Supply location will communicate with you on how to proceed. We have asked our associates to practice social distancing on your jobsites as well.
Q: Can I arrange for a limited-interaction yard pickup at an ABC Supply location?
A: Please contact your ABC Supply location to discuss pickup options. You can find the branch’s contact information here.

Q: Is a signature required when I pick up materials or when materials are delivered to my jobsite?
A: At this time, no signatures are needed for pickup or delivery.

Q: What is the best way to communicate with my ABC Supply contacts?
A: Our associates remain committed to supporting your business and are happy to speak with you on the phone, by text or via email. We’d like to limit face-to-face interactions as much as possible during this time.

Q: How can I get help with a bid or other service that ABC Supply offers?
A: If you need help, please don’t hesitate to give us a call or reach out via email. We will continue to provide the expertise and support you need.

Q: How are material returns handled while COVID-19 restrictions are in place?
A: We’ll continue to take returns. Please contact your ABC Supply location for additional details.

Invoice Payment

Q: How do I make a payment for an ABC Supply statement or invoice?
A: Our preference is to receive payment through myABCsupply, e-checks or mailed checks. More information about each of these processes can be found here. If you have additional payment questions, please contact your ABC Supply location.

Contractor General Operations

Q: Does ABC Supply offer financing?
A: We have financing options available for both our contractors and their customers. Contractors can learn more about applying for a line of credit here. We offer in-home financing through GreenSky.

Q: Does the state I do business in consider my product/services to be an essential business during the COVID-19 national emergency?
A: The National Roofing Contractors Association (NRCA) created a page for guidance on essential workers, businesses and critical infrastructure. You can also see a state-by-state tracker of coronavirus construction limits here.

Q: What tools and resources does ABC Supply offer to help me promote and manage my business during COVID-19?
A: We offer a number of tools and resources, including:

- **MyABCsupply**: An easy-to-use tool that lets you confirm order details, check the status of your deliveries, manage your account, view statements, pay invoices and find your nearest ABC Supply location.

- **ABC Connect**: This online program integrates ABC Supply’s products and pricing with leading industry software like EagleView and Accut lynx to help you easily build estimates and place orders. You can also use Pictureit, a virtual exterior remodeling tool that allows you to create renderings of homes, to shorten the decision time and close the sale.

- **Freedom Programs**: Designed to free up your time, this collection of marketing resources includes customized direct mail, website templates, in-home financing and more.

- **Customer Financial Services**: Contractors can get convenient access to lines of credit and terms.