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Data Exceptions

A DSCSA Exception is a temporary clerical or operational discrepancy where the electronic transaction data does not accurately align with the corresponding physical product shipment received by an authorized trading partner.

Key Characteristics

- It is typically a data mismatch (e.g., incorrect serial number, wrong quantity, missing file, or delayed file—which covers your "missing data," "data no product," and "error with the data" types).
- The expectation is that the discrepancy must be investigated and resolved promptly, to ensure the product can move into saleable inventory.
- While the product must be quarantined until resolved, the exception does not initially mean the product is illegitimate (counterfeit) but is handled as a clerical error unless the investigation determines otherwise.

3 Common DSCSA Exceptions

1. **Product, No Data** - the product arrived but the electronic transaction is missing or incomplete.
2. **Data, No Product** - the electronic transaction arrived but the physical product is missing or has not arrived.
3. **Data Issue (Misalignment)** - Both the product and the transaction data were received but the information does not match the product.

For more information
customerservice@infinitrak.us
844.463.4641

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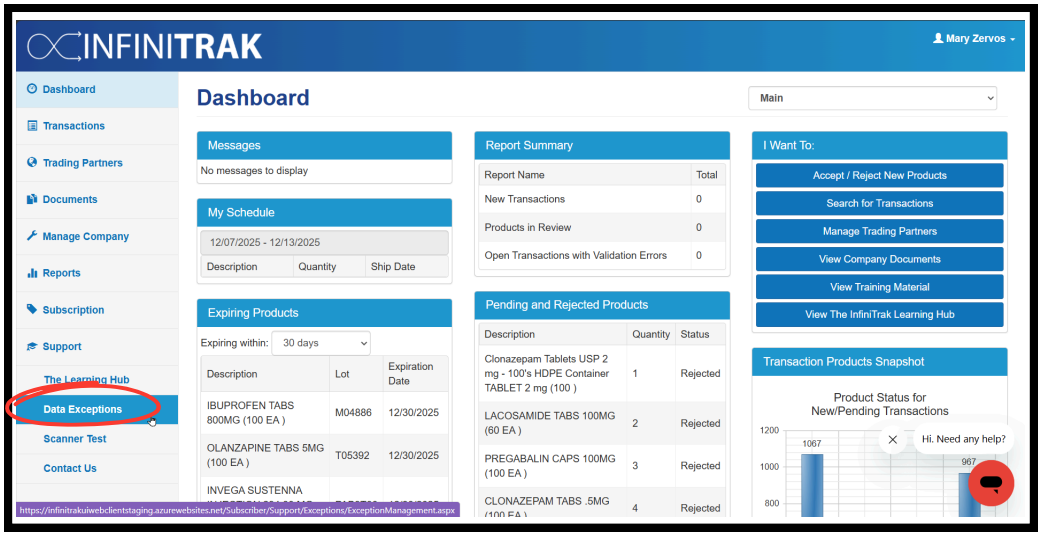
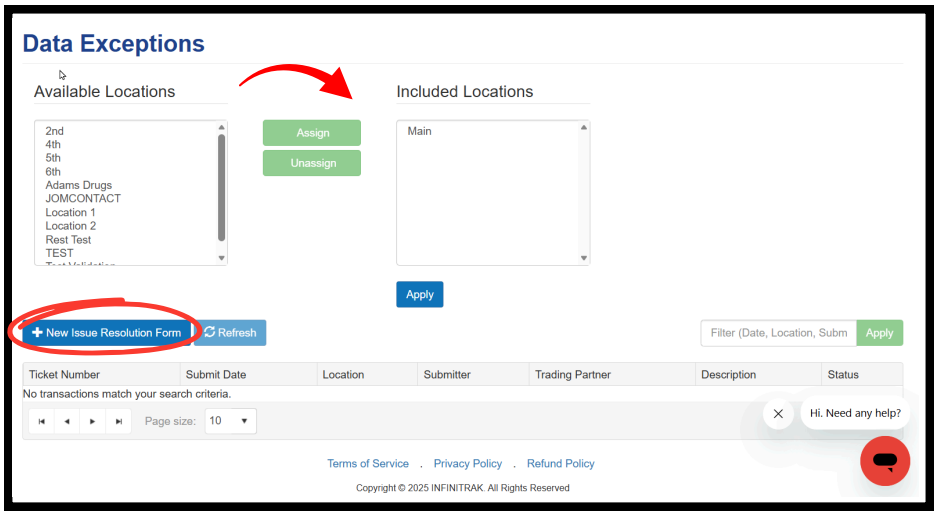
Reporting an Exception

Exceptions can be reported directly from the InfiniTrak dashboard by following these steps:

1. Select the ‘Support’ button on the left-hand side of the dashboard. Select ‘Data Exceptions’



2. Make sure the pharmacy is listed under ‘Included Locations’. If not, select the pharmacy name & then select ‘Assign’ and ‘Apply’. Next, select ‘+New Issue Resolution Form’.



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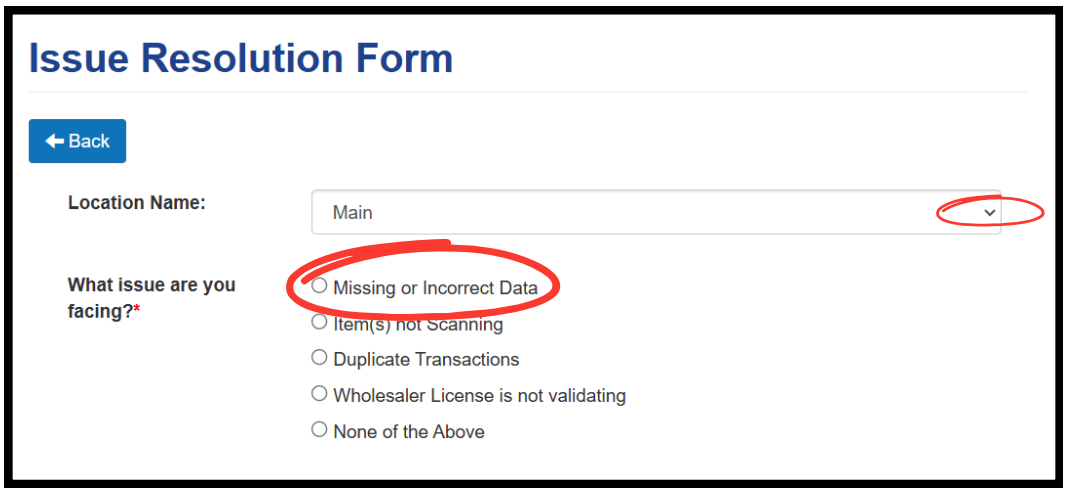
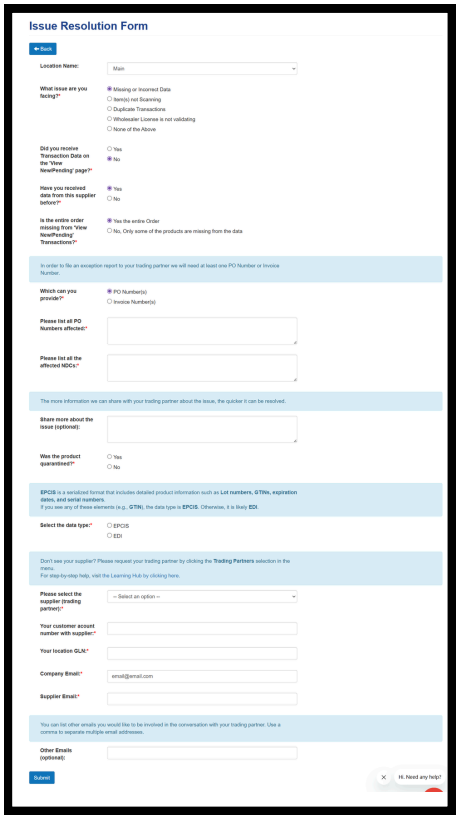
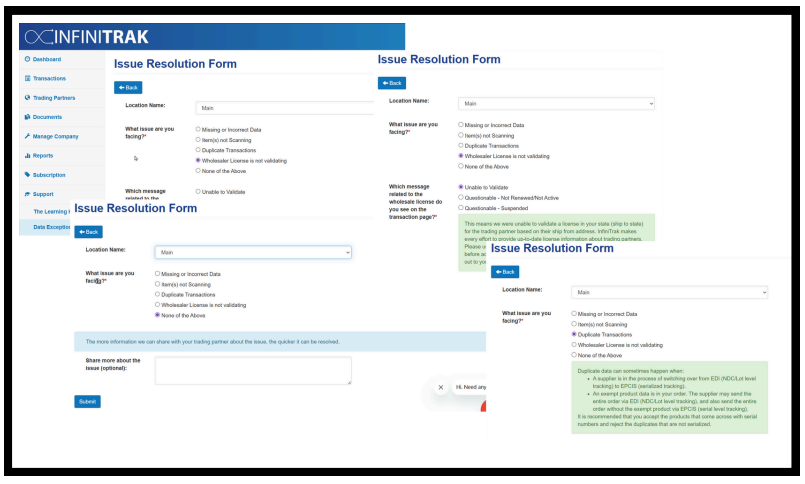
3. If you have more than 1 location, select the location that is reporting the exception.

4. Next, ‘What issue are you facing?’ Select the one that best describes the issue. For example, if the pharmacy received product but no transaction data, select ‘Missing or Incorrect Data’.



5. Each answer will generate a new question, action step, or additional information which can be used to resolve the issue.





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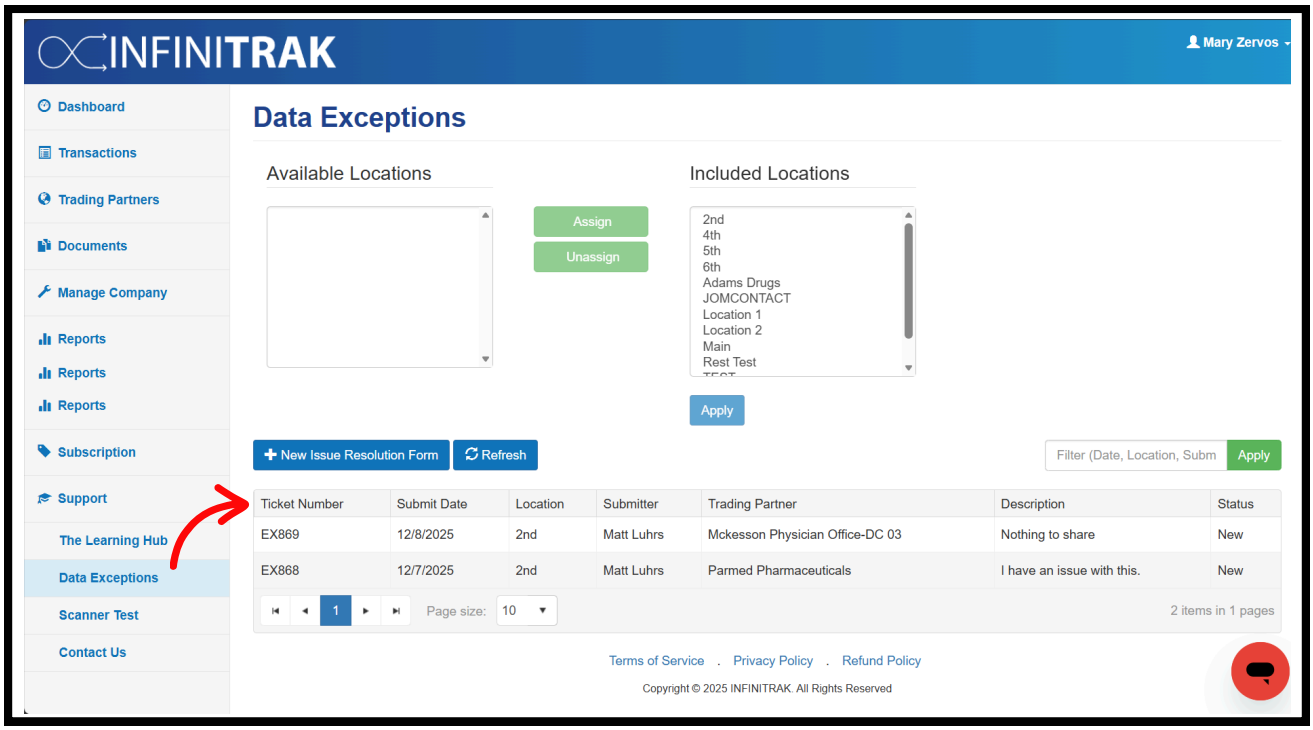
6 Once you have completed the questions, select ‘Submit’. The exception will be sent to the trading partner to resolve. The pharmacy will receive an email confirmation. You can also monitor the progress of the exception from the Data Exceptions hub.



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