

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.

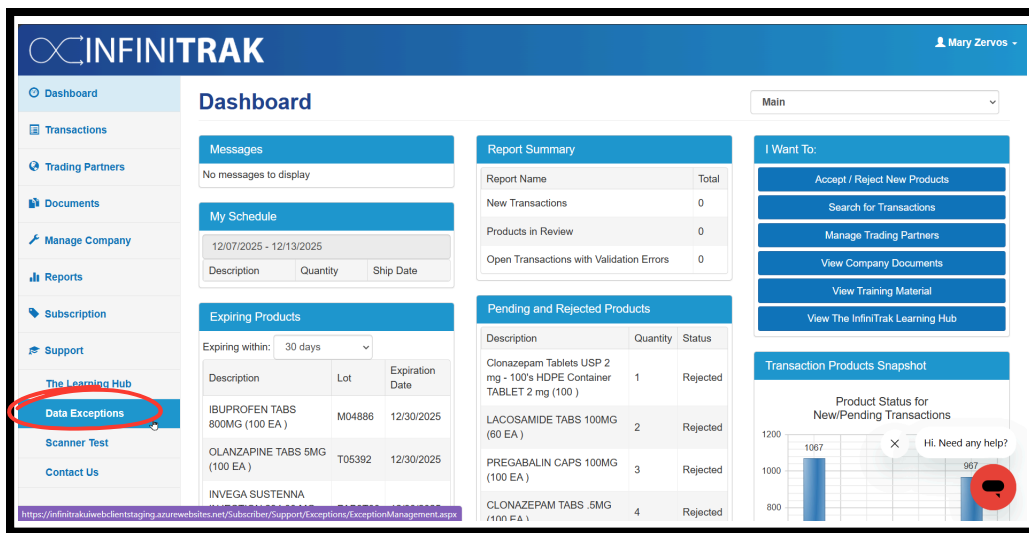
3 Common DSCSA Exceptions

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.

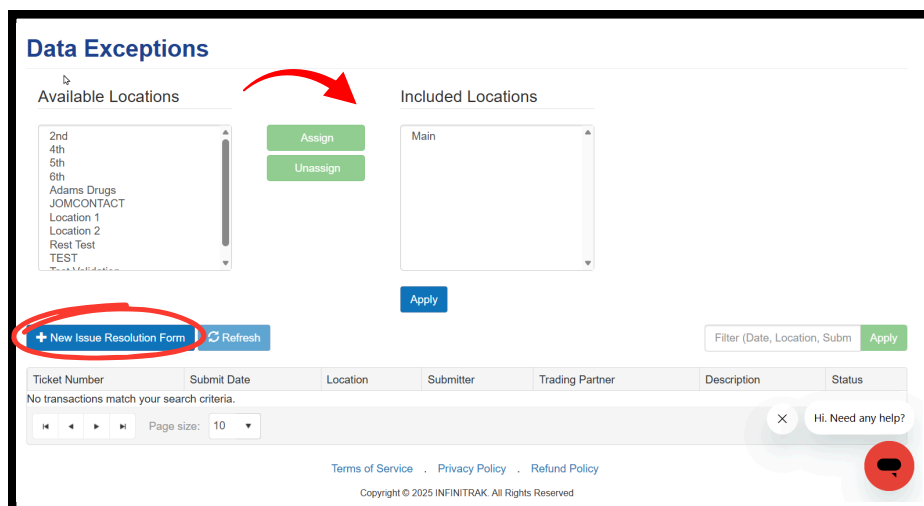
Reporting an Exception

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'.



- 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'.

Issue Resolution Form

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Location Name:

What issue are you facing?*

- ☒ Missing or Incorrect Data
- ☐ Item(s) not Scanning
- ☐ Duplicate Transactions
- ☐ Wholesaler License is not validating
- ☐ None of the Above

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

Issue Resolution Form

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Location Name:

What issue are you facing?*

- ☒ Missing or Incorrect Data
- ☐ Item(s) not Scanning
- ☐ Duplicate Transactions
- ☐ Wholesaler License is not validating
- ☐ None of the Above

Do you receive Transaction Data on the 'View New/Existing' page?*

Yes ☒ No ☐

Have you received data from this supplier before?*

Yes ☒ No ☐

Is the entire order missing from 'View New/Existing' Transactions?*

Yes ☒ No ☐ No, Only some of the products are missing from the data

In order to file an exception report to your trading partner we will need at least one PO Number or Invoice Number.

Which can you provide?*

☒ PO Number(s) ☐ Invoice Number(s)

Please list all PO Numbers affected:

Please list all the affected EDC's:

The more information we share with your trading partner about the issue, the quicker it can be resolved.

Share more about the issue (optional):

Was the product questioned?*

Yes ☐ No ☒

EPDS is a standardized format that includes detailed product information such as Lot numbers, GTIN, expiration date, and other attributes. If you enter any of these elements (e.g., GTIN), the data type is EPDS. Otherwise, it is Item EDC.

Select the data type:*

☐ EPDS ☒ EDC

Don't see your supplier? Please request your trading partner by clicking the Trading Partners selection in the main menu. For more step-by-step help, visit the Learning Hub by clicking here.

Please select the supplier (trading partner):

Your customer account number with supplier:

Your location GUN:

Company Email:

Supplier Email:

You can list other emails you would like to be involved in the conversation with your trading partner. Use a comma to separate multiple email addresses.

Other Emails (optional):

[Submit](#) [Hi, Need any help?](#)

Issue Resolution Form

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Location Name:

What issue are you facing?*

- ☒ Missing or Incorrect Data
- ☐ Item(s) not Scanning
- ☐ Duplicate Transactions
- ☐ Wholesaler License is not validating
- ☐ None of the Above

Which message would you like to receive?*

☒ Unable to Validate ☐ Questionable - Suspended

What message would you like to receive?*

☒ Unable to Validate ☐ Questionable - Not Reviewed/Not Active

The more information we share with your trading partner about the issue, the quicker it can be resolved.

Share more about the issue (optional):

[Submit](#) [Hi, Need any help?](#)

Issue Resolution Form

The more information we share with your trading partner about the issue, the quicker it can be resolved.

Share more about the issue (optional):

[Submit](#) [Hi, Need any help?](#)

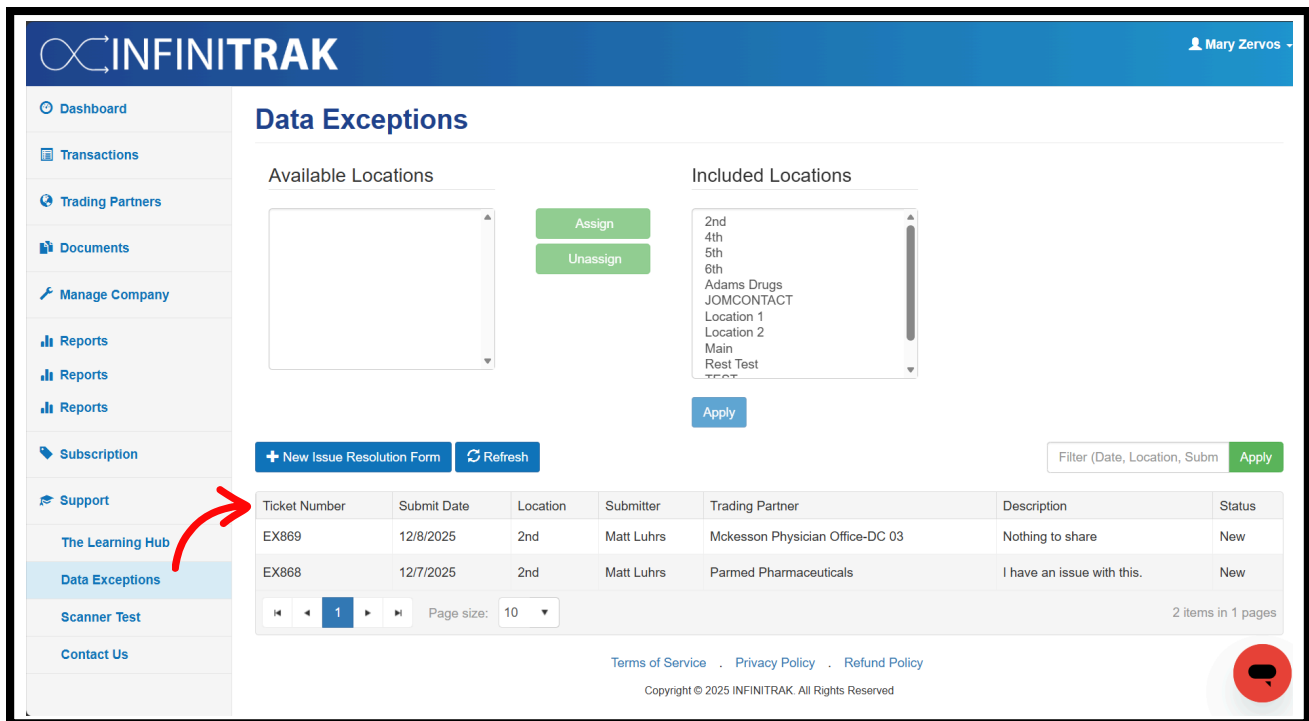
Issue Resolution Form

The more information we share with your trading partner about the issue, the quicker it can be resolved.

Share more about the issue (optional):

[Submit](#) [Hi, Need any help?](#)

- 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.



INFINITRAK Mary Zervos

Data Exceptions

Available Locations: [Empty List]

Included Locations: 2nd, 4th, 5th, 6th, Adams Drugs, JOMCONTACT, Location 1, Location 2, Main, Rest Test, TEST

Buttons: Assign, Unassign, Apply

Filter (Date, Location, Subm) Apply

| Ticket Number | Submit Date | Location | Submitter | Trading Partner | Description | Status |
|---------------|-------------|----------|------------|---------------------------------|----------------------------|--------|
| EX869 | 12/8/2025 | 2nd | Matt Luhrs | Mckesson Physician Office-DC 03 | Nothing to share | New |
| EX868 | 12/7/2025 | 2nd | Matt Luhrs | Parmed Pharmaceuticals | I have an issue with this. | New |

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