

## 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

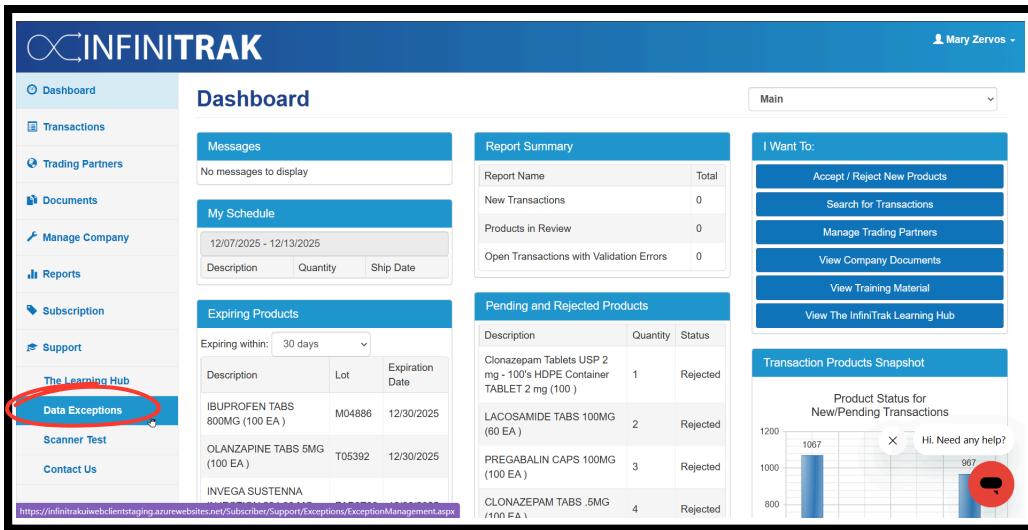
[customerservice@infinitrak.us](mailto:customerservice@infinitrak.us) 

844.463.4641 

# Reporting an Exception

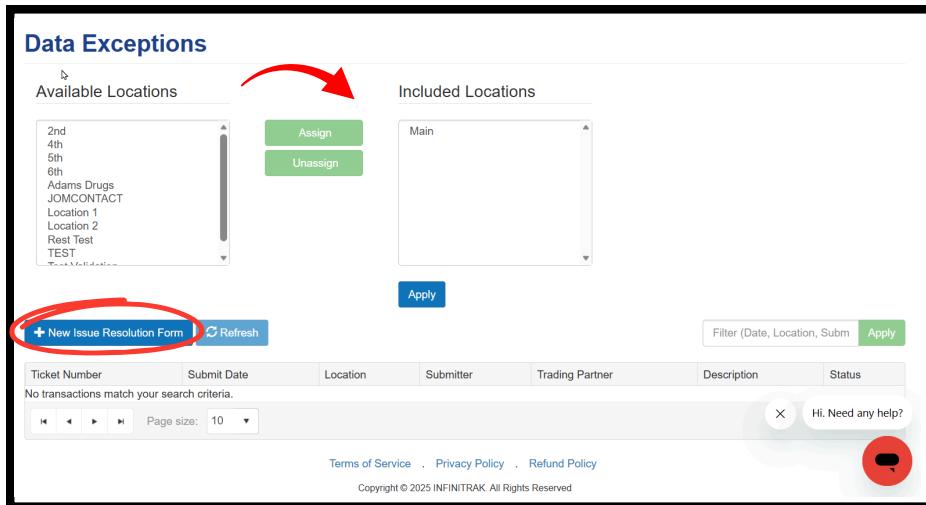
Exceptions can be reported directly from the InfiniTrak dashboard by following these steps:

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



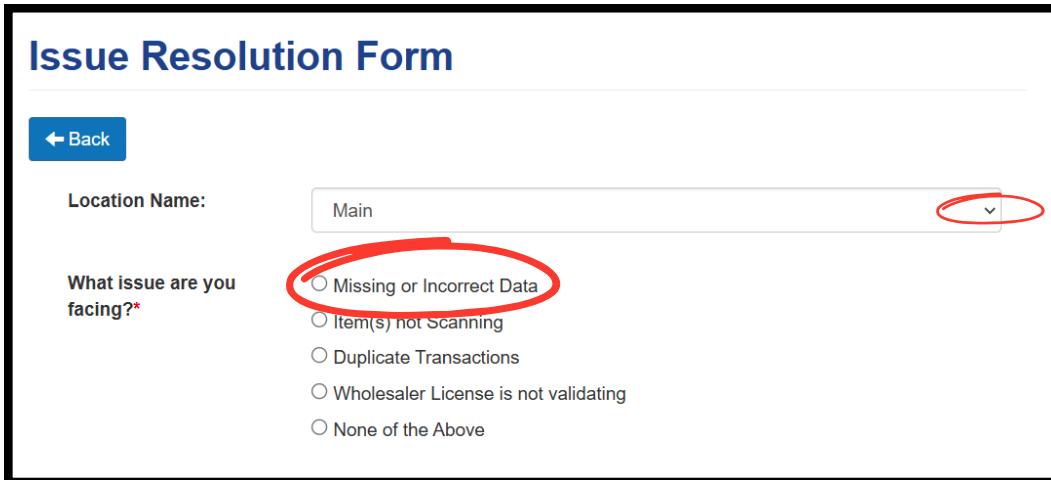
The screenshot shows the InfiniTrak dashboard with a sidebar on the left containing various menu items. The 'Data Exceptions' button is highlighted with a red circle. The main content area displays several sections: 'Messages' (No messages to display), 'My Schedule' (12/07/2025 - 12/13/2025), 'Expiring Products' (listing products like IBUPROFEN TABS 800MG, OLANZAPINE TABS 5MG, and INVEGA SUSTENNA with their respective descriptions, lots, and expiration dates), 'Report Summary' (New Transactions: 0, Products in Review: 0, Open Transactions with Validation Errors: 0), 'Pending and Rejected Products' (listing products like Clonazepam Tablets USP 2 mg, LACOSAMIDE TABS 100MG, PREGABALIN CAPS 100MG, and CLONAZEPAM TABS .5MG with their descriptions, quantities, and statuses), 'I Want To' (Accept / Reject New Products, Search for Transactions, Manage Trading Partners, View Company Documents, View Training Material, View The InfiniTrak Learning Hub), and 'Transaction Products Snapshot' (a bar chart showing product status for new/pending transactions with values 1067, 967, and 800).

- 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'.



The screenshot shows the 'Data Exceptions' page. On the left, there is a list of 'Available Locations' (2nd, 4th, 5th, 6th, Adams Drugs, JOMCONTACT, Location 1, Location 2, Rest Test, TEST) with 'Assign' and 'Unassign' buttons. A red arrow points from the 'Available Locations' list to the 'Included Locations' list (Main). Below these lists is a button '+ New Issue Resolution Form' highlighted with a red circle. The main content area shows a table with columns: Ticket Number, Submit Date, Location, Submitter, Trading Partner, Description, and Status. A message at the bottom states 'No transactions match your search criteria.' The bottom right corner features a red speech bubble icon.

- 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**

**Location Name:** Main

**What issue are you facing?\***

Missing or Incorrect Data (circled in red)

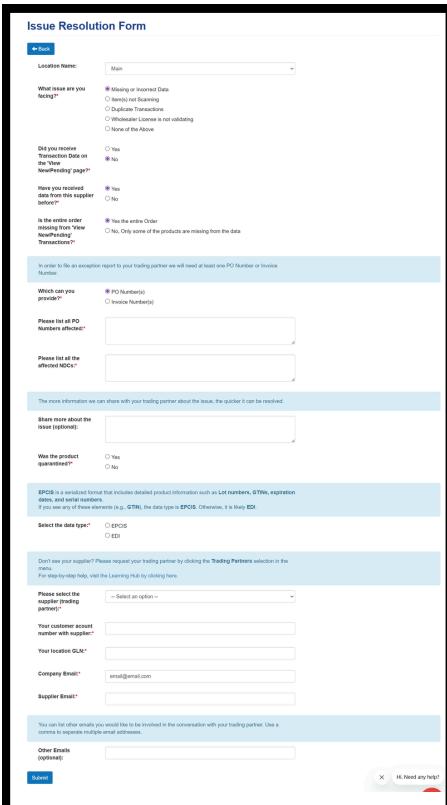
Item(s) not Scanning

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**

**Location Name:** Main

**What issue are you facing?\***

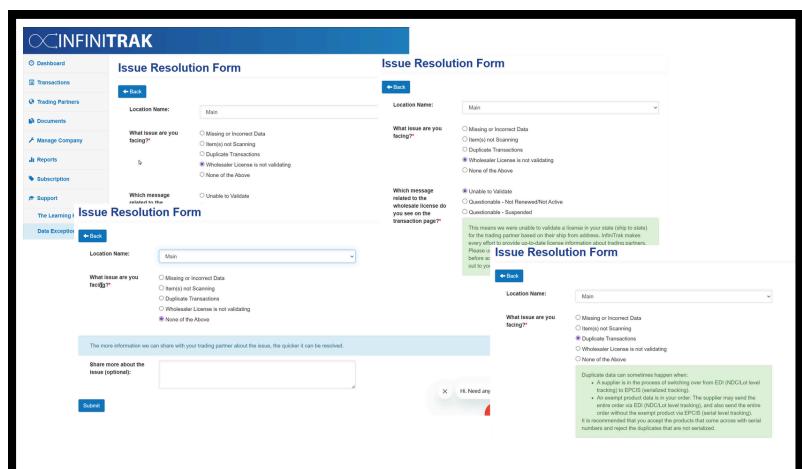
Missing or Incorrect Data

Item(s) not Scanning

Duplicate Transactions

Wholesaler License is not validating

None of the Above



**Issue Resolution Form**

**Location Name:** Main

**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 related to the transaction page?\***

Unable to Validate

**Which message relates to the wholesaler license do you see on the transaction page?\***

Unable to Validate

Qualifiable - Not Renewed/Not Active

Qualifiable - Suspended

**What can you do to resolve the issue?**

**Issue Resolution Form**

**Location Name:** Main

**What issue are you facing?\***

Missing or Incorrect Data

Item(s) not Scanning

Duplicate Transactions

Wholesaler License is not validating

None of the Above

**Issue Resolution Form**

**Location Name:** Main

**What issue are you facing?\***

Missing or Incorrect Data

Item(s) not Scanning

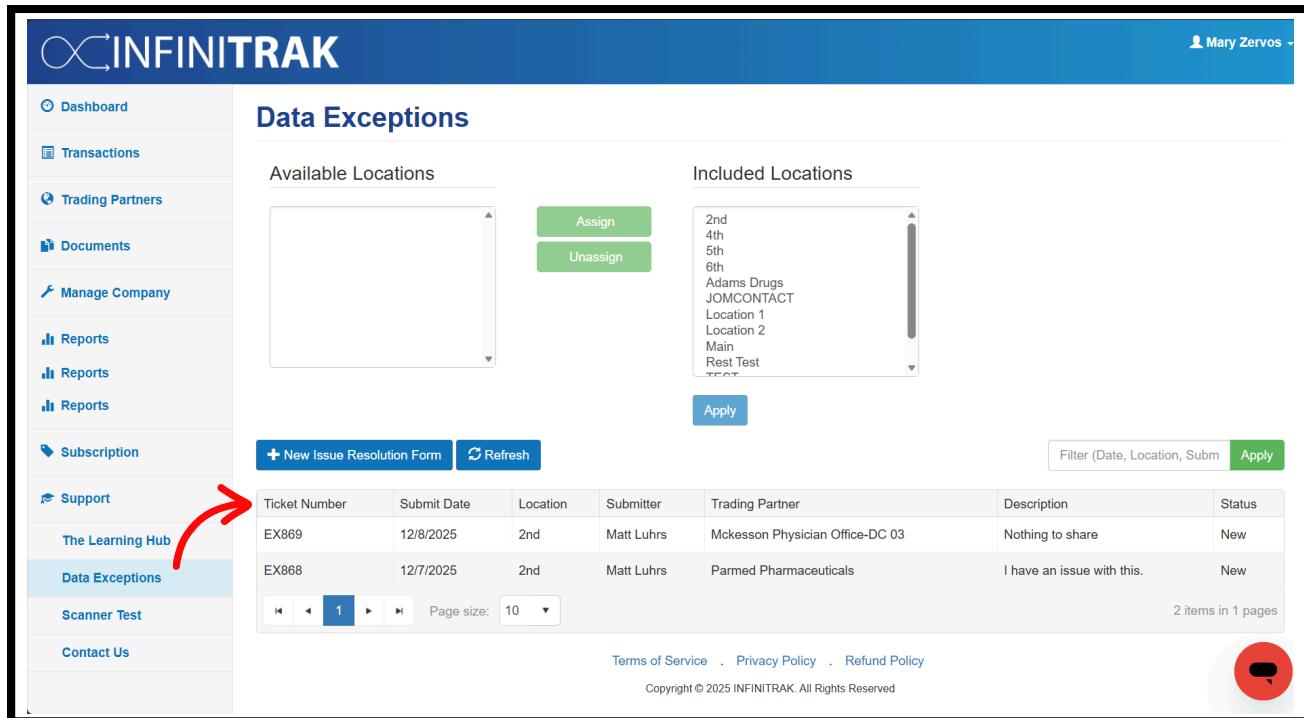
Duplicate Transactions

Wholesaler License is not validating

None of the Above

For more information  
**customerservice@infinitrak.us**   
**844.463.4641** 

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.



**Data Exceptions**

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