

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.

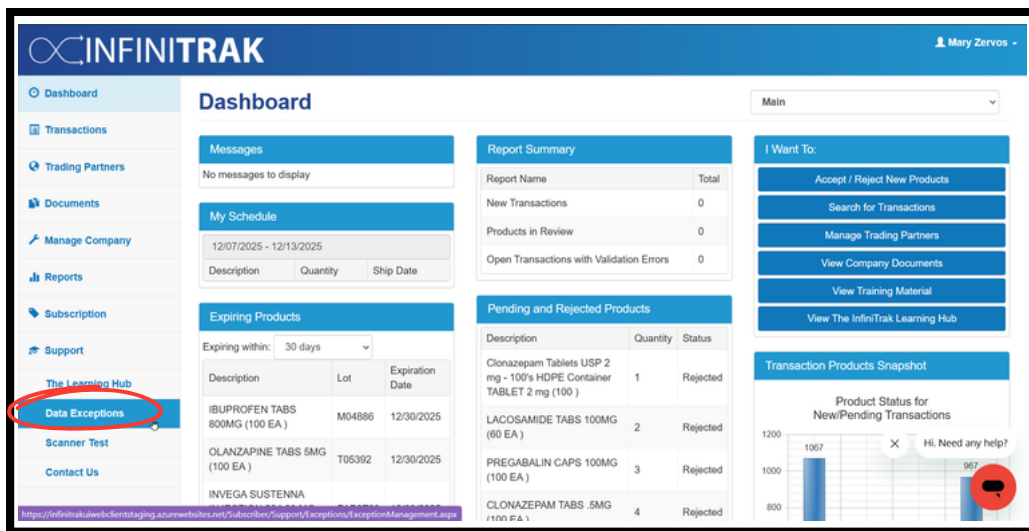
2 Common DSCSA Exceptions

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

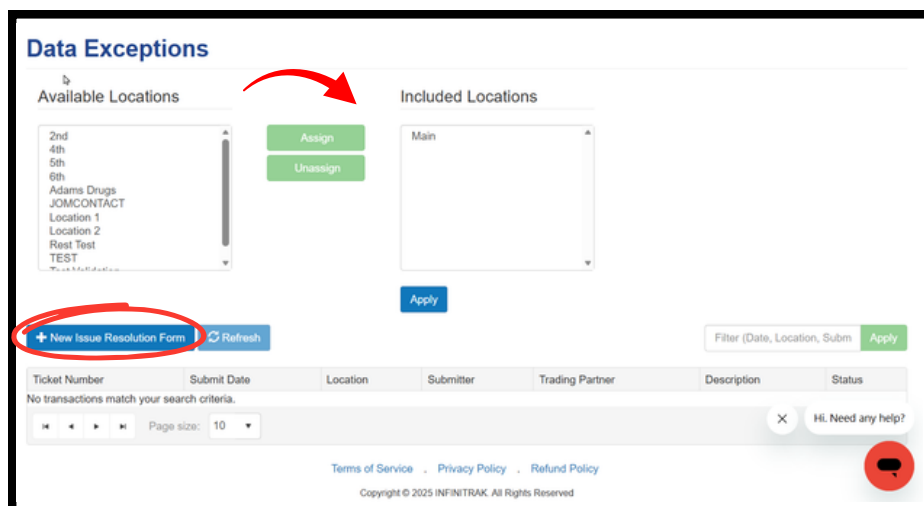
Reporting an Exception

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

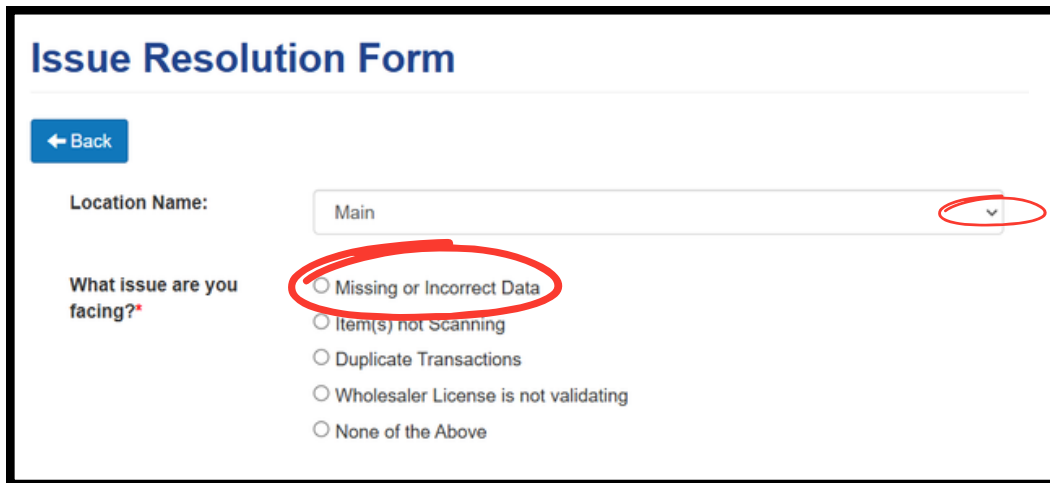
- 1 Select the 'Support' button on the left-hand side of the dashboard. Select 'Data Exceptions'



- 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

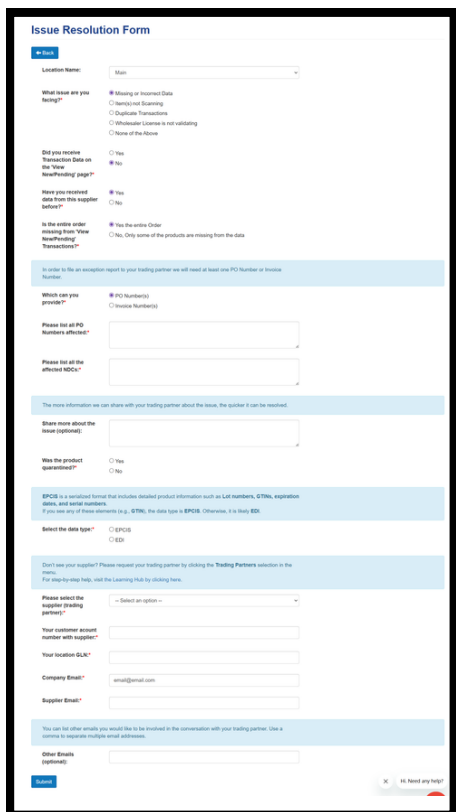
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Location Name: Main

What issue are you facing?*

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

- 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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- ☐ None of the Above

Which message related to the above issue do you see on the transaction page?*

- ☐ Missing or Incorrect Data
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- ☐ Duplicate Transactions
- ☐ Wholesaler License is not validating
- ☐ None of the Above

Share more about the issue (optional):

Was the product questioned? ☐ Yes ☐ No

EPIC is a specialized format that includes detailed product information such as Lot numbers, CTIN, expiration date, and serial numbers. If you see any of these elements (e.g., CTIN), the data type is EPIC. Otherwise, it is likely EDI.

Select the data type*

- ☐ EPIC
- ☐ EDI

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

Please select the supplier (trading partner):

Your customer account number with supplier:

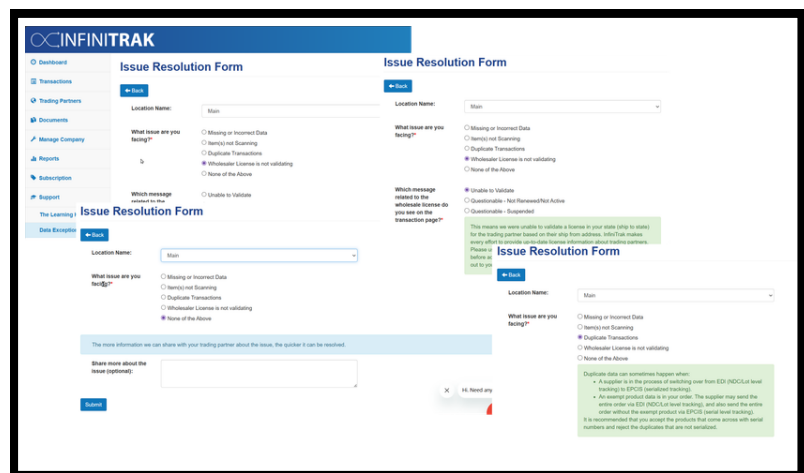
Your location GLN:

Company Email:

Supplier Email:

Other Emails (optional):

[Submit](#)



INFINITRAK

Issue Resolution Form

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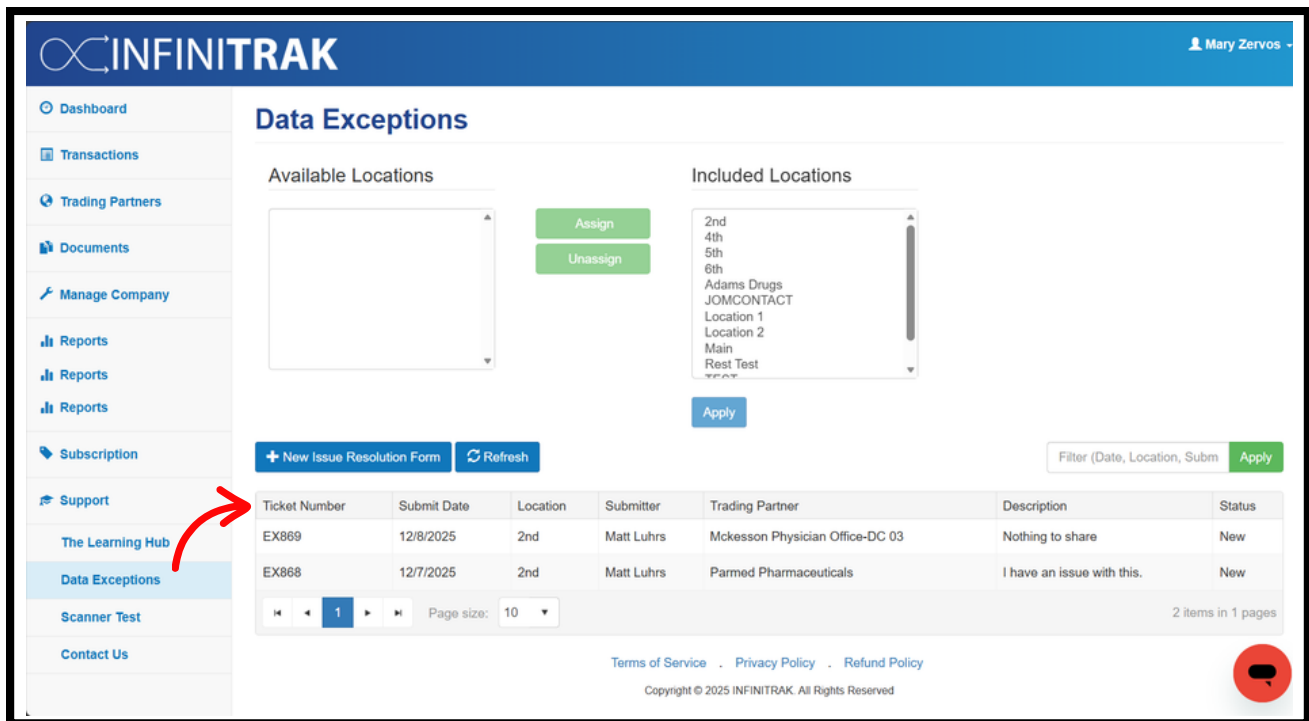
Supplier Email:

Other Emails (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 box]

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

Page size: 10 2 items in 1 pages

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