

EPCIS FAQ

Frequently asked questions regarding EPCIS.



WHAT IS EPCIS AND WHY DO WE NEED IT?

EPCIS stands for Electronic Product Code Information Services. EPCIS is a global standard recommended by the FDA to track & trace prescription drugs. EPCIS data is also known as serialized data.

Currently data is being transmitted using EDI, Electronic Data Interchange. This provides a digital copy of the Advanced Shipping Notice (ASN). EDI is not robust enough to send the additional data required for serialization. EPCIS files will have all the required elements for compliance with DSCSA.

HOW WILL THE DATA BE SWITCHED FROM EDI TO EPCIS?

Once suppliers have the capability to send EPCIS data, InfiniTrak works with them to complete testing. Each supplier has their own testing criteria. InfiniTrak receives the test data, reviews the file to ensure all the data elements are present, and then notifies the supplier. Once the test is complete the supplier will notify InfiniTrak when the connection will be moved to production. Once in production, the pharmacy should start receiving EPCIS data.

WHY DO I HAVE DUPLICATE TRANSACTIONS?

You may be receiving both EDI and EPCIS files for the same orders. The industry is not yet receiving serialized data for every product. Receiving the EDI file ensures the pharmacy has all the transaction data required, regardless of if the product is serialized. The suppliers have informed us that the EDI connection will remain active until which time the supplier can provide serialized data for all products and are confident the EPCIS data is transmitting accurately.

WHICH TRANSACTION SHOULD WE ACCEPT?

If the pharmacy is receiving both EDI & EPCIS files from the supplier, we recommend accepting whichever file is the most complete. If all the products are listed on the EPCIS file then accept it and reject the EDI file. If the EPCIS file is missing products, we recommend you accept product based on the EDI file and reject the EPCIS file.

WHY IS THE SUPPLIER'S NAME DIFFERENT ON THE EPCIS TRANSACTIONS?

EPCIS data is transferred by the entity who ships the product. Many suppliers use a third-party shipping service. All EPCIS data is routed using GLNs. Currently the system lists the 'Ship From' entity. The transaction may appear to be from Integrated Commercialization Solutions when the supplier is Incyte. Eventually the system will be upgraded to reflect the supplier's name as well as the shipping entity.

HOW DO I KNOW IF A TRANSACTION IS EPCIS?

EPCIS files have additional information that EDI files do not. For example, an EPCIS file will contain information in the GTIN column on the transaction. EPCIS files will also show a list of serial numbers for each product.

HOW DO WE KNOW WHAT PROGRESS WE ARE MAKING TOWARDS EPCIS?

InfiniTrak will periodically provide the pharmacy with an EPCIS Scorecard. This is a snapshot of the progress between InfiniTrak and your drug suppliers in establishing an interoperable electronic connection for the transfer of the serialized data (EPCIS).

WHY IS THE SCORECARD IMPORTANT?

Knowing the progress your suppliers are making towards full serialization allows the pharmacy to make informed decisions about the supplier. The pharmacy may want to contact the suppliers who have not made any progress towards serialization. The pharmacy may need to consider a different supplier.

REVIEW THE SUPPLIER LIST

Review the list of suppliers. Make sure that all prescription drug suppliers are listed. If the supplier is not listed or you no longer purchase from a supplier on the list and would like them removed, please contact onboarding@infinitrak.us

EDI STATUS COLUMN

Review the EDI Status column. This shows if the pharmacy has a current connection and is sending lot level EDI data. Ideally you want to see VF or C in all the rows to indicate a connection has been established.

EDI STATUS IS 'VF'

The abbreviation VF stands for verified. This means that we have received transaction data from the supplier using the electronic connection. If you are missing any transactions from this supplier, please contact customerservice@infinitrak.us and give them the supplier's name, a current PO and invoice number, and the data of the order.

WHAT DOES 'INP' STAND FOR?

INP stands for In Progress. Our team is actively working with this supplier to get a connection established on behalf of the pharmacy. If a connection is not established by the designated Go Live date for the pharmacy, we may ask you to reach out to your sales representative to assist.

WHAT SHOULD I DO IF THE EDI STATUS IS 'EPCIS'

The status EPCIS means that the supplier is setting up or has completed an EPCIS connection for serialized data. The suppliers may not have been equipped to send EDI data but is ready for EPCIS and serialized data transfers. Verify that you are receiving serialized data from these suppliers, if not please contact customerservice@infinitrak.us

THE EDI STATUS IS 'OPEN' OR 'NEW'; SHOULD I DO ANYTHING?

If a connection is listed as 'Open' or 'New' our implementation team could use your assistance. Please contact your sales representative and ask them to work with InfiniTrak to establish an electronic connection for track & trace purposes. Please cc our implementation team or have the supplier contact us at onboarding@infinitrak.us

WHY ARE SOME SUPPLIERS LISTED AS 'M'

Suppliers who are not able to establish an electronic connection are marked in the system as Manual Only. This means the supplier is not sending electronic data via the InfiniTrak connection. You will need to manually input this data into the account for it to be searchable. Many suppliers that were manual are now capable of sending EPCIS data. If your supplier is not showing any progress towards serialization, we recommend you contact them to see what their plan is for serialization.

WHAT IS MD?

MD stands for master data. The pharmacy's GLN and location demographics are part of the master data that is required for all EPCIS connections. All pharmacies must have a GLN to establish an EPCIS connection. Some suppliers assigned GLNs to their customers. This information can be found in the 'ship to' information on your invoice.

Please note your pharmacy may have multiple GLNs. The GSI partnership that assigned GLNs to customers created multiples which they are currently in the process of fixing. Furthermore, if you purchased a GLN for the pharmacy, that may not reflect on the invoice.

To locate the GLN in your InfiniTrak platform, go to 'Manage Company'; select 'Locations and Employees'; at the top, in the 'Location' section, open the location and view the GLN. If the GLN does not match what you have on file, please notify customerservice@infinitrak.us

MD REQUESTED AND MD SENT

When a supplier requests the pharmacies master data, we note the date on the scorecard. We also note the date that we sent the master data to the supplier.

The dates may not be filled in for many reasons. If you have data in the columns following MD Requested & MD Sent, then you can ignore these columns. If everything is blank, then you should contact your sales representative and inquire about their plans for serialization.

EPCIS TESTING

The Scorecard has two columns representing testing. Some suppliers require testing every connection while others have a set criterion for testing that once achieved allows all other connections to move to production. This means you may have no data for testing yet see dates in the columns following indicating live production data.

PRODUCTION EPCIS

The Scorecard has two columns indicating production EPCIS, live data. Once a supplier has established a connection and complete any necessary testing, the connection is moved into production. This means the account can now receive live EPCIS data.

Some suppliers move all connections to production at once while others move individual customers or groups to production in stages. There are also a few suppliers that are still completing their EPCIS builds that may be promoting connections to production, but they are not ready yet to start sending data. This should be indicated in the EPCIS Notes

RECEIVING EPCIS DATA

Once an account starts receiving serialized EPCIS data, we note the date of the first transaction in the 'Actively Rec EPCIS' column. This means the connection has been established and the pharmacy is receiving serialized data.

PROMOTED BUT NO DATA

If the Scorecard shows the supplier has promoted the connection to production, you should receive EPCIS data. If a connection is complete but the supplier is not ready yet, a note will be left in the 'EPCIS' notes.

There are also situations where the supplier has serialized data for some products but not all. In cases like this, you may receive incomplete EPCIS files. You should review the account to ensure you received EDI lot level data for those products not listed on the EPCIS file. If you have any questions, please contact customerservice@infinitrak.us

MORE QUESTIONS?

If you have additional questions about the EPCIS Scorecard or your account, please contact customerservice@infinitrak.us, call 844-463-4641, or use the 'Support' button on your InfiniTrak dashboard.