



DSCSA Exceptions Job Aid

Targeted how-to guide for EPCIS receivers, such as pharmacies, healthcare, and wholesalers.

To Add and Submit an Exception

1. Select the Work Management network from the **Network** drop-down.
Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.
2. Select **Compliance Exception** from the **Process** drop-down.
3. Click **GO**.
4. Select **Add** in the **DO** menu.
5. In the **General Information** section, enter a summary of the exception.
6. The **Accountable Entity** is your partner that sent you the delivery.
Enter their information in the **Accountable Entity** section.
7. Enter any other details you wish in the **Delivery Information** and **Impacted Products** sections.
8. Click **Save**.
If you are accessing SCWM as a partner rather than an owner, the exception is automatically submitted to the **Accountable Entity**.
If you own SCWM, you review the exception first, before submitting it to the **Accountable Entity**.
9. Click the [Exception ID](#) link in the table to edit the exception you just added.
10. Review the exception information and edit if necessary.

- a. Click  next to each section you wish to update.
 - b. Click  to save your changes.
11. Click the **Submit to Entity** button.



To Review and Comment on a Response

Your partner responded to the exception and set it to **Under Investigation**.

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2. Select **Compliance Exception** from the **Process** drop-down.
3. Click **GO**.
4. Select **Monitor** in the **DO** menu.
5. In the **By Status** dashboard, click the number next to **Under Investigation**.

6. Find the exception in the list.

If you can't find the exception, narrow the search. Click **Show Additional Filters** and **Add Another Filter**.

7. Click the [Exception ID](#) to see all the details of the exception.
8. To view existing responses, scroll past the Add a Response section and click **Comments and Attachments** to expand the section.
9. Enter any comments or attachments you wish in the **Add a Response** section.
10. Click **Submit Comment** to save the updates.




To Close an Exception

When the compliance exception's investigation is complete and you believe there is an acceptable resolution, you can close the exception.

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Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.

2. Select **Compliance Exception** from the **Process** drop-down.
3. Click **GO**.
4. In the **DO** menu, click **Search**.
5. Enter search criteria to filter your search results and click **Apply**.
6. Click  in the row for the compliance exception and select **View Details**.
7. Select **Closed** from the **Status** drop-down.
8. In the Close Exception pop-up window select **Resolution Type**.
9. Select the **Final Root Cause** for the exception.
10. Select the **Disposition Type** to approve or reject the resolution.
11. Enter the **Closing Statement** that describes the resolution of the incident.
12. Click **Close**.