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NETWORK FOR GREATER GOOD

# DSCSA Exceptions Job Aid

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

## To Add and Submit an Exception

If you are the Owner of the SCWM Network:

1. Select **My Networks** from the **Main Menu** ⁝⁝⁝.
2. Select the Work Management network from the **Network** drop-down.
3. Select a **Partner** or **All Partners**.
4. Click **GO**.

If you are the Partner of the SCWM Network (your trade partner owns SCWM Compliance Exceptions and your company links to them):

1. Select **Partner Networks** from the **Main Menu** ⁝⁝⁝.
2. Select the Work Management network from the **Network** drop-down.
3. Your company appears in the **Partner** field.
4. Click **GO**.

Continue with this process for both Owners and Partners:

5. In the side menu, select **Compliance Exceptions** > **Add**.
6. In the **General Information** section, enter a summary of the exception.
7. The **Accountable Entity** is your partner that sent you the delivery.

   Enter their information in the **Accountable Entity** section.
8. Enter any other details you wish in the **Delivery Information** and **Impacted Products** sections.
9. 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**.

10. Click the Exception ID link in the table to edit the exception you just added.
11. 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**.

1. In the side menu, click **Compliance Exceptions > Monitor**.
2. In the **By Status** dashboard, click the number next to **Under Investigation**.
3. Find the exception in the list.

   If you can't find the exception, narrow the search. Click **Show Additional Filters** and **Add Another Filter**.
4. Click the Exception ID to see all the details of the exception.
5. To view existing responses, scroll past the Add a Response section and click **Comments and Attachments** to expand the section.
6. Enter any comments or attachments you wish in the **Add a Response** section.
7. 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.

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