



## Troubleshooting DSCSA Compliance Exceptions



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## Troubleshooting DSCSA Compliance Exceptions for Dispensers

It's likely that during day-to-day operations, something could go wrong. What happens when the physical doesn't match the digital?

In February of 2023, the Partnership for DSCSA Governance (PDG), the Healthcare Distribution Alliance (HDA), and GS1 US jointly hosted a two-day workshop for industry stakeholders. They identified 3 main areas of possible exceptions:

- **Product, No Data:** A trading partner receives product but does not have complete or accurate data.
- **Data, No Product:** A trading partner receives data but does not receive all or some portion of the associated product.
- **Data Issue:** Data misalignment comes from other challenges, such as incomplete/inaccurate master data or barcoding issues.

Source: <https://dscsagovernance.org/wp-content/uploads/2023/03/Exception-Handling-Workshop-Report-.pdf>

We'll take a look at one scenario from each of these categories and how to use correction tools in TraceLink.

### **Scenario 1: Product, No Data**

You received 20 packages, but the data only shows Transaction Information (TI) for 10 packages.

**How do you fix it?** Your partner can either manually create a shipment for the second 10 packages with a new delivery number. Or, you can void the receipt in Serialized Operations Manager and ask your partner to void their shipment, correct the error, and resend the shipment. Collaborate with your partner to make sure you are both in agreement. See *Voiding Receipts on page 5*.

**Watch the video:** [How to Receive Serialized Products \(includes voiding receipts\)](#)

## Scenario 2: Data, No Product

You purchase 20 packages, your partner sent 20 packages, but the transaction information reflects 22 packages.

**How do you fix it?** In this case, you have a couple of options. The most important part of this is coordinating with your partner so you are both clear on how you will fix the data.

- **Option 1:** Void the receipt. Ask your partner to void their shipment, correct the data, and resend the shipment.
- **Option 2:** Your partner informs you of the two serial numbers that are in error. They update the serial number status of the serial numbers in question to “Commissioned – Available” instead of “Commissioned – Shipped” in their system. You update the serial number status of those two serial numbers to "Decommissioned." See *Update a Serial Number's Status* on page 6.

**Watch the video:** [How to Update the Status of Serialized Products](#)

## Scenario 3: Data Issue

The lot number in the Transaction Information data is 446215 and the encoded lot number is A446215.

**How do you fix the data?** Inform your partner of the problem. Void the receipt. Your partner must void the shipment, update the lot information for the serial number (change it to the encoded lot number), then resend the shipment.

## Reference Topics

### Voiding Receipts

Sometimes, problems such as shipping errors or damage to goods can be discovered after you have received a delivery. In this case, you can void a receipt in SOM.

#### Void Receipts

##### To void a Receipt:

1. In Serialized Operations Manager, click **Inbound Movement** and click the [View Receipts](#) link.
2. Set the **Status** to **Submitted**.
3. Enter additional search criteria as necessary to locate the Receipt.
4. Click the [Delivery Number](#) link for the delivery you wish to void.
5. Click **Void Receipt** at the bottom of the screen.

This brings you to the Void Receipt screen.

6. Enter the Void Information:

Field	Description
Reason*	Specify the reason you are voiding the receipt from the drop down list.
Transaction Date	Defaults to the current date.
Description	Optionally enter a description of the void.
Order Cancelled?*	Specify whether or not the order is being cancelled.  If you mark the void as <b>Yes - order was cancelled</b> , the delivery status will become <b>Voided - Cancelled</b> and cannot be corrected.  If you mark the void as <b>No - order was not cancelled</b> , the delivery status will become <b>Voided - Not Corrected</b> . You can correct the shipment.

7. Click **Submit**.

A confirmation message appears stating that the void action cannot be undone.

8. Click **Confirm** to complete the action.



### Update a Serial Number's Status

**Important:** In general, you use the Update Serial Number Status page for data repair only. When you update serial number status on this page, Serialized Operations Manager updates the data in the repository but, in most cases, does not trigger compliance reporting. However, there are some events that will trigger certain compliance reports. For example, if you change the status of an item to Under Investigation or Available, certain European Union Compliance reports might be triggered.

1. In Serialized Operations Manager, click **Status Update** and select the [Update Serial Number Status](#) link.
2. On the top right of the SOM window, set **Show Data From** to the manufacturing site that provisioned the serial number you're updating.
3. From the **Serial Number Status** menu, select the status to which you're updating the serial number.
4. If you set the **Serial Number Status** to **Commissioned** or **Registered**, set the **Item Status** to the state of its associated item: Available, Blocked, Pending Receipt, Picked, Received, Shipped, or Under Investigation.
5. If you set the **Serial Number Status** to **Commissioned**, **Decommissioned**, **Destroyed**, or **Registered**, you may select a **Reason Code** from the drop-down list.

**Note:** It is recommended that if a product is stolen, withdrawn, or misplaced, you decommission the serial number rather than destroy the product since there is no confirmation that the product has actually been destroyed.

6. For **Update Type**, select one of the following:

- Select **Product Status Update** if you're updating the status as a standard operation.
  - Select **Modifying Product Incorrect Status** if you're replacing an incorrect status.
7. Optionally, enter a **Reason Description**.
  8. In the **Serial Numbers** section of the page, enter the serial numbers to be updated using one of these methods:
    - Type a serial number in the text box. If typing in multiple serial numbers, place each number in its own row. Please note that you can receive a partial shipment by entering the received child serial numbers and using the **Automatically disaggregate serial numbers** check box.
    - Select **Scan Serial Numbers** and scan an item's barcode. You can scan up to 30,000 characters.
    - Select **Upload Serial Numbers from File** and click **Choose File**. Each serial number in the file must be on its own row. Files can be as large as 50 MB.
  9. Click **Submit**.