

Best Practices to Receive EPCIS T2 Data from Major Wholesalers



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Get started

Revisions

Date	Revision	Description
01 Sep 2025	01	Initial version

Introduction

The following is the most recent guidance that we received from direct conversations with the major wholesale distributor DSCSA teams regarding the most efficient process to enable the receipt of EPCIS T2 data. We recognize that these processes may be different from what you have been informed in the past. Vendor processes have evolved over time, and to the best of our knowledge, this new information is accurate and complete. If you have any questions about the processes, please contact your vendor representative directly or email case@tracelink.com.

McKesson

 McKesson does not allow third party vendors, like TraceLink, to contact them on behalf of our customers. Customers must contact their McKesson sales representatives with the information below to initiate the process to enable the sending of EPCIS T2 data on the McKesson side.

Process

1. For each location that orders product from McKesson, gather the following data into a spreadsheet (see attached template):
 - a. Location name
 - b. Location address
 - c. Location McKesson account number(s)
 - d. Location GLN(s)
2. Log into the McKesson customer portal and verify that the GLNs in your spreadsheet exactly match the GLNs in the McKesson system.

If they do not match, contact your McKesson representative to have the McKesson system updated.
3. Send an email to your McKesson sales representative indicating that you want to establish an EPCIS T2 link via TraceLink and attach the spreadsheet with the location information from Step 1 above.

Per McKesson, most connections are completed within 2 days of their DSCSA team receiving the request from the sales representative.

4. Once established, check your TraceLink system after your next order to confirm if the EPCIS T2 data was received. See instructions to [Search for Serialization Data](#).

If no data has been received after 2 days, please contact your McKesson representative.

Cardinal Health

 Cardinal Health does not allow third party vendors, like TraceLink, to contact them on behalf of our customers. Customers must contact their Cardinal Health sales representatives with the information below to initiate the process to enable the sending of EPCIS T2 data on the Cardinal Health side.

Process

1. For each location that orders products from Cardinal Health, gather the following data into a spreadsheet (see attached template):
 - a. Location name
 - b. Location address
 - c. Location Cardinal Health account number(s)
 - d. Location GLN(s)
2. Log into the Cardinal Health customer portal and verify that the GLNs in your spreadsheet exactly match the GLNs in the Cardinal Health system.

If they do not match, contact your Cardinal Health representative to have the Cardinal Health system updated.
3. Send an email to your Cardinal Health sales representative indicating that you want to establish an EPCIS T2 link via TraceLink and attach the spreadsheet with the location information from Step 1 above.

Per Cardinal Health, most connections are completed within 2-5 days of their DSCSA team receiving the request from the sales representative.

4. Once established, check your TraceLink system after your next order to confirm if the EPCIS T2 data was received. See instructions to [Search for Serialization Data](#).

If no data has been received after 2 days, please contact your Cardinal Health representative.

Cencora

 Unlike McKesson and Cardinal Health, Cencora does allow TraceLink to submit requests on behalf of our customers.

Process

1. For each location that orders products from Cencora, gather the following data into a spreadsheet (see attached template):
 - a. Location name
 - b. Location address
 - c. Location Cencora account number(s)
 - d. Location GLN(s)
2. Log into the [GS1 Data Hub](#) and verify that your GLNs match what is in the GS1 Data Hub:
 - a. Make sure that you GLNs are configured to be public or published to Cencora.
 - b. If needed, update your GLN information so that the GS1 Data Hub matches what you will send to Cencora.
3. Once the data is gathered and verified, send an email to case@tracelink.com with the spreadsheet and your DSCSA email contact requesting that we contact Cencora on your behalf.

4. TraceLink will enter your information into a Cencora provided Smartsheet and send an email requesting the connection.
We will copy your DSCSA email contact when we make the request.
5. Cencora will complete the configuration in their system and your DSCSA contact email will receive an email with information to login to the SAP ICH portal to confirm your information and register your connection.
TraceLink cannot perform the SAP ICH steps on behalf of our customer.
6. Customer should login to the SAP ICH portal and complete the registration process.
Be sure to select TraceLink as your DSCSA vendor.
Per Cencora, the connection should be established within 2-3 days after the SAP ICH registration.
7. Once established, check your TraceLink system after your next order to confirm if the EPCIS T2 data was received. See instructions to [Search for Serialization Data](#).
If no data has been received after 3 days, please contact your Cencora representative.

 If you have entered your location information into your TraceLink Company Master Data, the TraceLink support team can help you get a spreadsheet started using your Company Master Data. Send an email to case@tracelink.com requesting a Wholesaler Account Sheet.

Best Practices

Here are a few best practices that we have learned from our customers who have successfully started receiving EPCIS T2 data from these vendors:

1. Contact vendor representatives directly.
As mentioned above, McKesson and Cardinal Health will not accept requests from vendors like TraceLink.
2. Persistence is key!

Vendors are receiving a high volume of requests from across the industry, so proactive and consistent follow-up may help ensure your request is prioritized.

3. All three vendors have said that GLN data in the EPCIS T2 connection requests that does not match what they have in their customer systems (McKesson and Cardinal Health) or the GS1 Data Hub (Cencora) is the #1 reason for delays in the process. It is very important that you verify your data before sending it to them. Unfortunately, because these are your customer accounts, TraceLink cannot verify the data for you.

We hope that this information helps enable you to receive data from these major vendors. If you need assistance with any of these processes, please check the [TraceLink Healthcare and Pharmacies Resource Center](#), or send an email to case@tracelink.com and the Support team will assist you.