# DSCSA: Wholesale distributor FDA deadline, August 27, 2025

The FDA enforcement of DSCSA regulations for wholesale distributors goes into effect on August 27, 2025. Cardinal Health has been working diligently to validate systems and processes to ensure compliance with DSCSA requirements. We are on track for August 27th; however, we acknowledge the possibility of minor issues arising.

## Issue Resolution Process

* If you have issues with missing data or EPCIS file failures, and you ‘ve already contacted your EPCIS solution provider (if you have one) please email us at dscsainfo@cardinalhealth.com or your Metro Medical sales representative with the following details:
	+ Metro Account Number
	+ Metro Account Name
	+ Invoice#
	+ PO#
	+ Sales Order Number
	+ CIN/NDC of missing item(s)
* Customers who are utilizing the **Cardinal Health serialized transaction reports** on MetroMedicalorder.com.

If you input an invoice number and no data is returned or are unable to locate the correct serial number for that invoice, please contact your Metro Medical sales representative with the following details:

* + Metro Account Number
	+ Metro Account Name
	+ Invoice#
	+ PO#
	+ Sales Order Number
	+ CIN/NDC of item(s)

## Items with WEE Status

The FDA has granted a Waiver, Exception and Exemption (WEE) for some DSCSA items. Due to the WEE status of those items, serialized data is not required to be exchanged until the WEE end date for each item. Cardinal Health is providing this information to customers via the Global Trade Item Number (GTIN) report found on MetroMedicalorder.com. Please use this report to understand why serialized data may not be present on your DSCSA transaction reports run from the web portal or your EPCIS files.

**Returns:** Please continue to contact customer service for overages and shortages.

Customer Service contact information:

800-768-2002, CustomerSVC@CardinalHealth.com

Monday – Friday, 7 a.m. – 7 p.m. CT