



DSCSA | Important Updates and Support

Cardinal Health is committed to helping you meet DSCSA requirements following the November 27th FDA deadline. We appreciate your efforts in maintaining supply chain integrity and patient safety.

Please read the information below carefully to ensure you follow the correct escalation path, which will help us identify root cause and resolve your issues more efficiently.

Serialized Data Issue Resolution

- **Important Note:** Before escalating, please **re-check** to confirm files are truly missing, as many are simply delayed. Implementing a process to re-check for file arrival can significantly expedite the resolution process.
- If a drug is in quarantine due to missing serialized data or files, **please use the Cardinal Health web portal reports (Order Express, Vantus™ HQ, and Weblink) to verify if the data has been sent.** If the data appears in these reports, it confirms the data was sent, and the product can be released from quarantine. For more details, refer to the DSCSA Reporting Resources section of this communication.
- **GTIN Report (Order Express, Vantus™ HQ and Weblink):** Access this informational report, updated weekly, to identify products that will not have serialized data. These items will be excluded either because they are exempt from DSCSA requirements or have a Waiver, Exception, Exemption (WEE) status.
- **For Order Express or Vantus™ HQ serialized web portal report users:** If you identify missing or incorrect serialized data, please contact Customer Service. If historical serialized data is missing in Looker (Order Express/Vantus reporting) prior to 9/13/2025, contact Customer Service to have an IT Ticket submitted.
- **Important Note:** For *all serialized data issues*, please provide the following details for efficient resolution:
 - A PDF / copy of the invoice plus the CIN/NDC of the missing item(s)
 - Or**
 - Cardinal Account Number
 - Cardinal Account Name
 - Invoice#
 - PO#
 - Delivery Order (DO)#
 - CIN/NDC of missing item(s)



Issue Resolution Paths

Scenario	Example Scenarios	Path to Resolution	Result
Physical Overage	Customer ordered 6, invoiced for 6, received data for 6 but received extra product.	Contact Customer Service	Return Extra Product
Physical Shortage	Customer ordered 6, invoiced for 6, received data for 6 but received 5 products.	Contact Customer Service	Credit
Mismatch Serial #	Serial number on physical product doesn't match SN on serialized reports. Potential mispick/shipping error.	Contact Customer Service	Return Product with incorrect serial number
Virtual Exceptions			
Missing Complete EPCIS File	Ordered 6, invoiced for 6, customer received 6 products but no EPCIS data is sent.	<p>If files have <i>never</i> been received, work with your Cardinal Health representative and solution provider to validate GLN is set up correctly.</p> <p>If EPCIS connection is correct, email dscsainfo@cardinalhealth.com with these details:</p> <ul style="list-style-type: none"> • A PDF/copy of the invoice plus CIN/NDC of missing items(s) or • Cardinal Account Number • Cardinal Account Name • PO/Invoice# • Delivery Order (DO)# • CIN/NDC of missing items(s) 	Return Product
Missing Partial EPCIS Data	Ordered 6, invoiced for 6, customer physically received 6, EPCIS data sent for 6, but <ul style="list-style-type: none"> • Data is missing 2 serial numbers 	<p>Check the GTIN report for items that are EXEMPT from DSCSA or have a WEE status and therefore wouldn't be sending serialized data.</p> <p>Contact Customer Service</p>	Return product that has missing data



DSCSA Reminders:

GLN

To prevent potential data transmission failures and ensure compliance, it is imperative that your GLN precisely matches the GLN registered with your EPCIS solution provider and all pharmaceutical suppliers (e.g., wholesalers, direct purchase partners).

ACTION: Please review the GLNs listed under your customer information on recent invoices. Should you identify any discrepancies or require assistance, please contact your Cardinal Health account representative or email dscsainfo@cardinalhealth.com. When contacting us, please include your customer number and all relevant GLNs for efficient resolution.

EPCIS / Serialized Data

To ensure data accuracy and compliance, regularly review your serialized reports. These reports which are available on Order Express, Vantus™ HQ, Weblink or your third-party EPCIS provider's platform help you:

- Validate product information.
- Identify missing or incorrect data.
- Detect product overages or shortages.

EPCIS Provider Setup & Support: Confirm with your EPCIS provider that all connections and accounts are correctly configured. If you encounter any data-related issues, please contact your third-party EPCIS provider directly.

Dropship EPCIS Files

The availability of dropship EPCIS data from manufacturers is limited and depends on their direct participation in the program. If a manufacturer does not send EPCIS files through Cardinal Health, customers seeking this data have two options:

- Access the data directly through the manufacturer's portal.
- Receive EPCIS files directly from the manufacturers with whom they have an established connection.

Note: If a manufacturer transmits dropship files to Cardinal Health, we will forward these files to our customers who are already set up to receive EPCIS data from us.

- If you aren't receiving data from a vendor who says they are sending it to us, please confirm your GLNs.
- We currently cannot send 340B dropship files to contract pharmacies; they can only be sent to the covered entity. This is an industry-wide limitation.
- All discrepancies, errors, or missing data must be addressed directly with the manufacturer.



Critical and Life Saving Items

Recognizing the critical importance of patient access to lifesaving products, Cardinal Health is developing a solution to manage exceptions, ensuring these essential items remain available when patients need them the most. Further details regarding this process will be communicated once it is finalized.

Resources

Customer Service contact information:

800-926-3161, Pharma-CustomerService@cardinalhealth.com

Monday – Friday, 7 a.m. – 11 p.m. ET

DSCSA Reporting Resources:

- [Order Express](#) > Reports > Track and Trace (Serialized Products)
 - Vantus™ HQ > Reports > DSCSA Serialized Transaction Data Report
 - Weblink > Tools > Track and Trace
- * **Please note:** Customer Service and the DSCSAinfo mailbox cannot access DSCSA Track & Trace reports or EPCIS files.

DSCSA Return Resources:

- [Order Express](#) > Help Guide > DSCSA **All DSCSA returns, reports and 2D barcode scanning resources have been added to Order Express.*
- [Vantus™ HQ DSCSA Resources](#)
- Weblink > Help > Return Instructions

If you have additional questions, please contact your Cardinal Health representative or email dscsainfo@cardinalhealth.com.