



## Drug Supply Chain Security Act

November 27th, 2025 – DSCSA holiday season support

Dear Valued Supplier Partner,

As we approach the end of year holiday season, we would like to stress the importance of staffing appropriately to support DCSCA exception handling and resolution. Last year, there was a noticeable spike in exceptions including missing or incomplete TI/TS data around the holiday season. With the exemption period now expired, this situation without timely resolution will cause your product to be quarantined or in some cases, the shipment to be refused. Our distribution network will continue normal operations to service our mutual customers except we will be closed on the following days:

November 27th (Thanksgiving)

December 25th (Christmas)

January 1st (New Years)

**At a minimum, please establish appropriate staffing to support exception handling during and after your scheduled deliveries so we can avoid disruption in the supply chain.**

**Please note the following mailboxes should be contacted for specific purposes stated:**

Supplier DCSCA exceptions: [dscsa\\_exceptions@cencora.com](mailto:dscsa_exceptions@cencora.com)

Official DSCSA Tracing Requests: [dscsatracingrequests@cencora.com](mailto:dscsatracingrequests@cencora.com)

Suspect Product Investigations: [ProductIntegrity@amerisourcebergen.com](mailto:ProductIntegrity@amerisourcebergen.com)

EPCIS set up changes: [epcis.support@amerisourcebergen.com](mailto:epcis.support@amerisourcebergen.com)

Master Data changes: [mdmdepartment@amerisourcebergen.com](mailto:mdmdepartment@amerisourcebergen.com)

We wish you a joyful holiday season and look forward to our continued partnership.

**Jan Pallone**

President, Strategic Global Sourcing  
Cencora, Inc.

**Matt Sample**

SVP, Manufacturing, Quality & Replenishment  
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For additional questions or concerns, please email  
[SecureSupplyChain@AmerisourceBergen.com](mailto:SecureSupplyChain@AmerisourceBergen.com)

