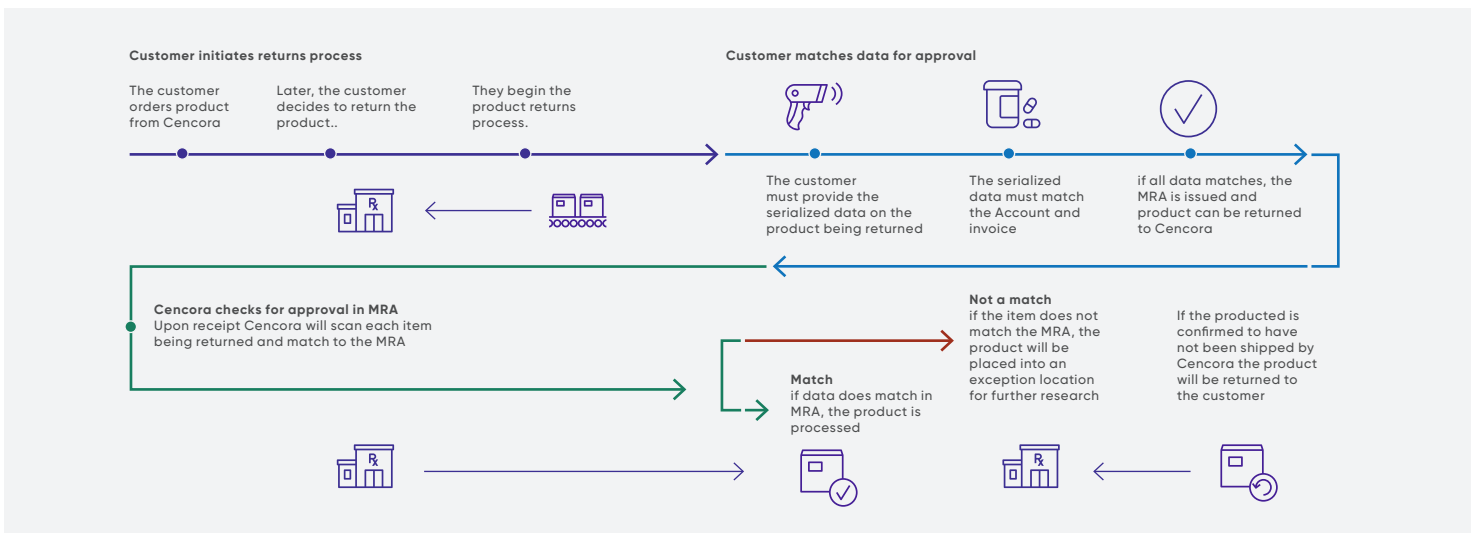


Understanding the updated DSCSA returns and claims process

Since August 27, 2025, the new Drug Supply Chain Security Act (DSCSA) requirements will add a step in the returns and claims process as distributors will only be able to accept returns and claims purchased through that distributor originally. These changes aim to enhance the traceability of products throughout the supply chain to establish patient safety and product integrity. As part of DSCSA compliance, serialized product data—including the Global Trade Item Number (GTIN) and Serial Number—must now be matched against an invoice for shipments dated August 27, 2025, or later when submitting returns and claims requests. Additionally, all claims must include GTIN and serial number details for the associated products. The updated returns and claims process is implemented, regardless of any waivers or exemptions for small dispensers.

What the updated returns and claims process looks like:



Summary of steps for DSCSA returns and claims

1. Log in to Your **ABC Order** Account
Navigate to the **Support Services** tab.
Click the **General Return** or **Claims** button under options.

For General Return:

2. At the top of the screen, search by **Product Number** or **Description**
3. To Add Product to the Return:
 - a. Select an Invoice from the list presented OR
 - b. Search by
 - i. Invoice #
 - ii. Lot #
 - iii. GTIN and SN
 - iv. Scan 2D Barcode
4. Select **Saleable** or **Non-Saleable** for product(s) to return
5. If Saleable, select the **GTIN and SN** to be returned
6. Submit Your Return

For Claims:

2. At the top of the screen, select the **Add Line Item** button
3. Select an option that best describes the product claim:
 - a. Shortage
 - b. Overage
 - c. Incorrect Product
 - d. Damaged
 - e. Shortdated
4. Enter product number or description
 - a. For a Shortage
 - i. Answer the Shortage questions
 - ii. Select Invoice
 - iii. Identify and Select GTIN/SN that is missing
 - b. For an Overage
 - i. Enter the GTIN and SN for the overage item
5. Submit your Claim

Key changes to the returns and claims process

- 01 Distributor-Specific Returns:** Distributors will only accept returns and claims for products originally purchased through them. Returns from other distributors will not be accepted.
- 02 Standardized Numerical Identifier (SNI):** All saleable returns and claims will require the submission of an SNI. Customers can enter this number manually into the ABC Order system or use a 2D scanner for quick entry.
- 03 Tracking and Tracing:** The DSCSA requirements rely on Global Location Number (GLN) and the DSCSA report in ABC Order or the Electronic Product Code Information Services (EPCIS) standards to trace the movement of products from manufacturers to distributors and dispensers. This sees that returned products are traced back through the original supply chain.
- 04 Serialized Data Matching:** During the return or claim process, the serialized data of the product must match the account and invoice of the original shipment. If the data does not match, the return will be denied.
- 05 No Bulk Returns:** Dispensers can no longer return bulk products purchased from multiple wholesalers. Each product return must be processed individually, matched against its original purchase invoice.
- 06 Internal Transfers:** If products are moved between locations within a your network, you may need to return to the original shipment location before initiating a return. Matching account and invoice data are still required.