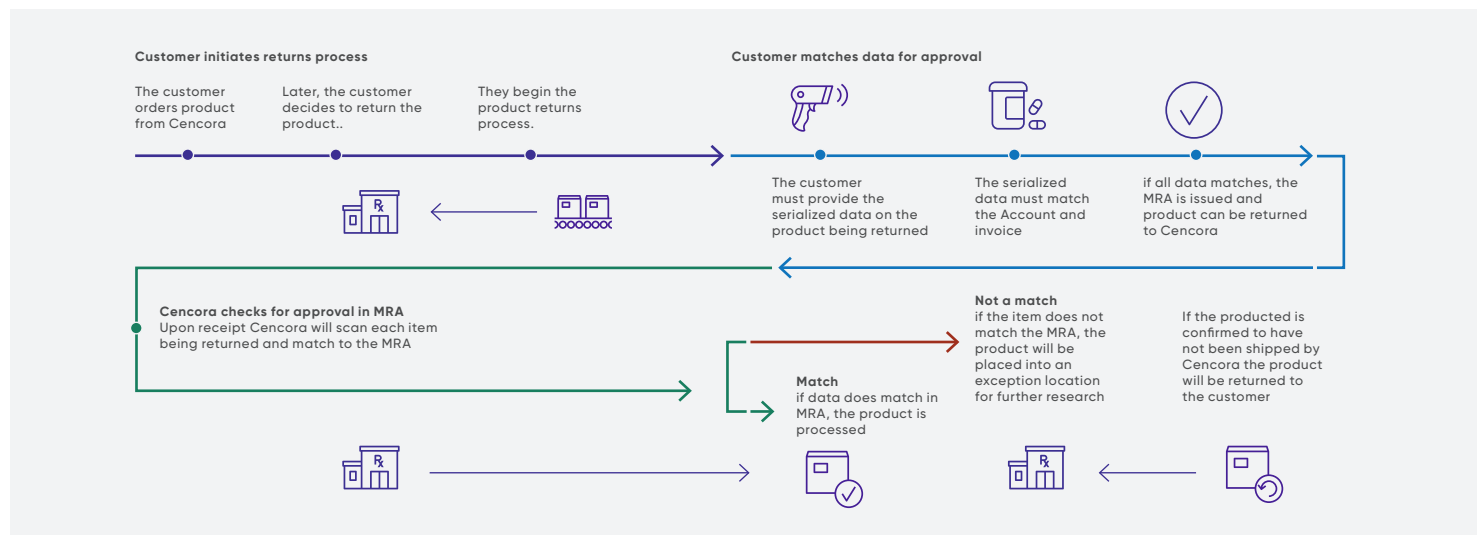


Understanding the new DSCSA returns process

On August 27, 2025, the new Drug Supply Chain Security Act (DSCSA) requirements will add a step in the returns process as distributors will only be able to accept returns 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. The new returns process will still be implemented in August, regardless of any waivers or exemptions for small dispensers.

What the new returns process looks like:



Key changes to the returns process

- 01 Distributor-Specific Returns:** Distributors will only accept returns for products originally purchased through them. Returns from other distributors will not be accepted.
- 02 Standardized Numerical Identifier (SNI):** All saleable returns 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 new requirements rely on Global Location Number (GLN) and Electronic Product Code Information Services (EPCIS) standards to trace the movement of products from manufacturers to distributors and dispensers. This ensures that returned products are traced back through the original supply chain.
- 04 Serialized Data Matching:** During the return 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:** Customers 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 customer's network, they may need to return to the original shipment location before initiating a return. Matching account and invoice data are still required.