

DSCSA FAQs – Updated December 19, 2022

NEW! Q: Will I be able to notice if a serial number has been tampered with?

A: Yes. The processes that we will put in place to scan each individual product, along with the data sent by the original Manufacturer, will be able to alert AB to any suspicious activity which will lead to us opening a suspect product inquiry.

NEW! Q: Many times, our customers call the DC directly if there is an issue with a shipment. Moving forward, if there is a question about the serial numbers, who can we direct the customer to?

A: All questions, especially serial # related ones, should come through the Secure Supply Chain team at SecureSupplyChain@amerisourcebergen.com. We are trying to centralize all DSCSA and serialization related customer questions and issues within the SSC team, and not have the DCs need to worry about responding to customer calls or reaching out to Manufacturers.

NEW! Q: Will there be DSCSA verifications when we get orders from other ABC locations (i.e. Dropped Shipped)?

A: The industry is currently working through the Drop Ship process and will have a formal process completed and communicated in early 2023.

What is DSCSA?

DSCSA, or Drug Supply Chain Security Act is a law that will go into effect on November 27, 2023, that enhances the unit level tracing capabilities through inbound receiving, outbound sending, and return transaction information at the distribution level for pharmaceuticals. In accordance with this legislation, all prescription product moving through the entire supply chain must be tracked.

Why is it needed?

The legislation was passed to help prevent the introduction of counterfeit pharmaceuticals and enable tracking of product from manufacturer to the patient.

What does it trace?

It traces National Drug Codes (NDCs), container size, transaction date, number of containers, lot number, expiration dates, serial numbers and name and addresses of previous and subsequent owners of the product.

What is AmerisourceBergen doing for DSCSA?

AmerisourceBergen is installing equipment, modifying our support sites, working on new training, execution, and hiring new associates to ensure smooth transitioning ahead of November 23, 2023.

What are the steps I should take as a customer?

This legislation will be important for you when it comes to returns specifically and ensuring your product is correct as you receive shipments.

Will AmerisourceBergen offer any additional information to me?

Yes. As we continue to refine our process to support DSCSA, we will share updates with our customers up until our rollout prior to the mandated November 2023 date.

After November 27, 2023, will customers be able to return product purchased before that date and do not have the new required tracking?

This is still being worked out at the federal level. More guidance is needed from the FDA on how returns will be handled on product purchased before the DSCSA effective date. We will continue to update customers and internal associates as more information becomes available.

Will the GTIN (global trade item number) be added to ABC Order?

This information will be available in the **new DSCSA Report** that will be available in ABC Order in 2023. The timing on this addition is still being determined. AmerisourceBergen is still gathering requirements to support providing enhanced DSCSA reporting in ABC Order and developing a returns solution to support the returns process mandated by DSCSA. Customers also have the option to receive an EPCIS file for all product that is shipped to them, which contains the GTIN.