Receiving and Returns FAQ

Dear McKesson customer,

This is one of seven FAQ documents designed to share information about the Drug Supply Chain Security Act (DSCSA) and a glossary of important terms used in reference to it. If you have additional questions about how DSCSA will impact your business, please contact your McKesson sales team member or Customer Support.

Categorized FAQs available:

- DSCSA Most Frequently Asked Questions
- DSCSA General Overview and FAQ
- FDA Grants Exemptions from Certain DSCSA Requirements
- Receiving and Returns FAQ
- Serialized Transaction Information
- Small Dispenser FAQ
- What Do I Need to Know About GLNs?

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RECEIVING INFORMATION

Q1 *As a dispenser, am I required to scan the products into a McKesson ordering portal and verify receipt to be able to dispense to patients?*

Following U.S. Food and Drug Administration (FDA) guidance, customers must confirm that the physical product received has DSCSA transaction data. The regulation does not define the word "confirm." Customers should establish a standard operating procedure (SOP) as to how they intend to confirm the existence of their DSCSA transaction data. You should follow the process as outlined in your pharmacy SOPs.

Q2 *Are we required to match each product/item we receive with the serialized data?*

The law requires DSCSA in-scope drugs to be traced as they move through the supply chain, and pharmacies should:
- Only accept DSCSA in-scope drugs that are accompanied by DSCSA transaction data. If the trading partner you purchased the drugs from does not provide the DSCSA transaction data, work with them to promptly get it.
- Store the DSCSA transaction data you receive for six years.
- Generate and provide all DSCSA transaction data at or prior to the transaction if you sell a prescription drug to a trading partner. You do not need to provide this information when you dispense a prescription drug to a patient or if you sell to a pharmacy for dispensing for a specific patient need.

Q3 *If a DSCSA in-scope item is missing from a delivery tote but the EPCIS data was sent to us, do we need to send the data back to McKesson?*

If a DSCSA in-scope item is missing from a delivery tote, this should be processed as a serialized shortage. Follow the steps outlined in question eight to process a serialized shortage.

Q4 *How does DSCSA in-scope product appear on invoices?*

DSCSA in-scope product is not indicated on invoices. Some ordering portals will identify DSCSA in-scope product.

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Q5 *Will I be able to scan a tote and receive EPCIS data for all items from the tote label?*

There are multiple options within McKesson Connect and Mobile Companion to set receiving preferences, including receiving at the tote or item level upon scanning the Serialized Shipping Container Code (SSCC). As of Aug. 27, 2025, scanning the SSCC allows you to receive all items in the tote.

The SSCC contains EPCIS data only for DSCSA in-scope products. While totes may include both DSCSA in-scope and out-of-scope items, only DSCSA in-scope items will be reflected in the EPCIS file. This means some items in the tote may not appear in the EPCIS file.

Note: Following FDA guidance, customers should confirm that the physical in-scope product received has DSCSA transaction data. The regulation does not define the word "confirm." Customers should establish an SOP as to how they intend to confirm the existence of their DSCSA transaction data. You should follow the process as outlined in your pharmacy SOPs.

Q6 *When McKesson ships products via UPS or FedEx, can I use the barcode on the packing slip to scan in and receive their products for DSCSA purposes?*

FedEx and UPS shipping labels utilize their own proprietary bar codes and do not contain SSCCs, which would enable you to receive DSCSA data by scanning the tote. A packing label including a McKesson SSCC will be inside the shipping container, and DSCSA product identifier barcodes will be on each unit/product.

Q7 *If an item is omitted from the order and the invoice indicates "DSCSA Data Not Received," will the order ship once data is received or do I need to reorder?*

If a product was omitted and you see this message on your invoice, you should reorder the omitted product if still desired.

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Q8 *How do I process a serialized shortage, overage or mispick?*

For customers using **Customer Center**, please reach out to the Customer Care team to process a serialized shortage, overage or mispick.

For customers using **McKesson Connect** and **Mobile Companion**, following the steps below, you can take advantage of the self-service option to process serialized shortages, overages or mispicks:

- To create a return, select Ordering and Inventory.
- Under Returns, click Create a McK Return.
- Enter the return PO number (if applicable).
- Hit Go.
- If available, scan the item's barcode (with a scanner for **McKesson Connect** or handheld device or phone with **Mobile Companion**) or you can search for the item.
    - o For DSCSA items, scan the 2D barcode.
    - o Note: In the case of a shortage, a barcode will not be available to scan. Shortages should be entered manually in **McKesson Connect or Mobile Companion.**
- Select Return Type.
- Select Invoice to return against (manual entry is an option).
- Item is added to the return order.
    - o DSCSA items will display the serial number captured from the scan.
- Repeat scanning products to add additional items to return order.
- Save changes.
- Submit return order.

To process a serialized shortage, overage or mispick on **McKesson Connect or Mobile Companion,** customers should be prepared to work with their dedicated Customer Support team and have the following information ready:

- Global Trade Item Number (GTIN)
- Serial number
- McKesson customer account number
- Sold-To and Ship-To GLNs
- Description of the issue (e.g., shortage, overage, mispick)
- Supporting documentation or screenshots, if available

Note: McKesson will request the serial, lot number and expiration date for any overage to investigate whether the product was previously picked and assigned to another customer, allowing for direct follow-up with that customer if necessary.

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RETURNS INFORMATION

Q9 *What do I need to do to return DSCSA in-scope product after Aug. 27, 2025?*

McKesson will only be able to accept returns from the customer it originally sold the specific product identifier to, and all saleable return items must have a readable and scannable product identifier barcode.

For customers using McKesson Connect, to ensure you purchased the product being returned before initiating a return authorization, you can revalidate the serial product identifier number in **McKesson Connect,** which ensures the Sold-To GLN that is returning the product is the Sold-To GLN that has purchased the product.

For customers using **Customer Center**, please reach out to the Customer Care team to process a return.

Q10 *What are the requirements for saleable returns of DSCSA in-scope products?*

DSCSA creates additional obligations on distributors, including McKesson, for saleable returns of DSCSA in-scope products. After the DSCSA serialization compliance date on Aug. 27, 2025, this process will go into effect:

- As a customer, we will ask you to confirm that the serial number of the item being returned was purchased from McKesson.
- McKesson must verify the product identifier of the returned package against the manufacturer's assigned data.
- McKesson must also associate the returned product with its original DSCSA transaction data at the serial product identifier level from McKesson's initial sale to the customer.
- McKesson will not be able to accept any saleable product returns where McKesson cannot verify or associate the product with the original DSCSA transaction data from the initial sale.

Q11 *Can I return overstocked DSCSA in-scope product?*

The DSCSA requires that a purchaser only return DSCSA in-scope product to the immediate trading partner from which they purchased the product. As of Aug. 27, 2025, McKesson distributors are expected to associate the serial number of the returned package with the purchaser's DSCSA transaction information and only accept saleable returns where the serial number of the returned package matches with the purchaser's DSCSA transaction information.

For 340B replenishment programs, only the covered entity and not the contract pharmacy has this return right.

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Q12 *To return saleable DSCSA in-scope product, do both the Sold-To GLN and Ship-To GLN need to match the GLN on the invoice?*

Only the Sold-To GLN needs to match. As part of McKesson's DSCSA association requirements for saleable returns, McKesson must confirm that the Sold-To GLN returning the product is the Sold-To GLN that has purchased the product.

Q13 *Which return types require serial number association?*

- Saleable or shortage:
    - o If the shipped date **or** the invoice date is before Aug. 27, 2025, product identifier association is **not** required.
    - o If the shipped date **or** the invoice date is on or after Aug. 27, 2025, product identifier association is required.
- Nonsaleable returns (outdated, recalled, received defective):
    - o Product identifier association is **not** required.
- Overage keep or received no charge (return):
    - o Product identifier association is required.

Q14 *Will McKesson accept returns of DSCSA in-scope products drop-shipped by the manufacturer or other third-party supplier?*

Drop ship product is nonreturnable to McKesson. Only the selling entity – the manufacturer or other supplier for drop ships – can accept saleable returns.

Q15 *Can McKesson Customer Support assist with a drop ship return to the manufacturer?*

Yes, McKesson can assist with coordinating a return to a manufacturer.

Q16 *Will 340B contract pharmacies be able to return DSCSA in-scope product?*

Effective Aug. 27, 2025, 340B contract pharmacies are no longer eligible to return products purchased by a covered entity from the wholesale distributor. This change is due to the DSCSA requirement of validating saleable returns to the original purchasing party. To support affected customers, McKesson's 340B Solutions team is developing a Virtual Return and Replenishment (VRR) model. For more information, please contact the 340B DSCSA team.

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Q17 *If a DSCSA in-scope product return is unable to be processed and is returned to my pharmacy, are there new explanation codes?*

If your returned product is unable to be processed, an explanation letter that includes the explanation code will be included with the returned product. Below is a list of reasons your return may be unable to be processed:

- Returns without physical, digital or McKesson Connect attestations
- Return of unsolicited, noncontrolled substance, controlled room-temperature product that is not on a return authorization (RA)
- Return quantity greater than RA or wrong product returned
- Stickered or damaged product returned as saleable, including patient label or sticker covering product identifier barcodes
- Does not meet the product dating requirements

Please note: Unsolicited or unassociated controlled room temperature product will be returned to you. If a returned product requires cold chain storage or is a controlled substance, it will be processed as an unsaleable return and the product will be destroyed. Additionally, product(s) may only be returned by the purchasing party. This impacts 340B products, as only the covered entity that purchased the product may receive returned credit for 340B replenishment purchases.

For questions regarding DSCSA, reach out to McKesson Customer Support or contact us via email.

- For our Community Pharmacy & Health Mart, Health Systems, Large Retail and National Accounts Government customers, please contact your Customer Support team at 855.625.6285 or email PharmaCustomerSupport_ContactUs@McKesson.com.
- For MPB-specific questions, please contact your MPB Customer Service team at 877.625.2566 or email MPB@mckesson.com.
- For Specialty Provider and The US Oncology Network-related questions, please contact your Provider Solutions Customer Care team at 800.482.6700 or email MSH.CustomerCare-MSPL@McKesson.com.

What do I do if I do not receive a response on an inquiry?
Please allow 24 hours for a reply to any inquiry sent to one of the DSCSA mailboxes. If you do not receive a follow-up, please contact Customer Support directly via your toll-free number.

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DSCSA Acronym List and Definitions

ACRONYM	TERM	DEFINITION
ATTP	Advanced Track and Trace Pharmaceuticals	A global repository called ATTP will store serialization data from McKesson and will allow searching, downloading and printing upon request. Customers may use the portal link to manage DSCSA transaction data during the six years of record retention period.
DSCSA	Drug Supply Chain Security Act	Among other things, establishes requirements for electronic product tracing and verification of prescription pharmaceuticals at the package level in the U.S. drug supply chain from manufacturer to dispensers.
DSR	Digital Serialized Repository	A system with data from manufacturers.
EPCIS	Electronic Product Code Information Services	EPCIS is the standard for creating, capturing and storing information to trace and track DSCSA in-scope products through the supply chain.
GCP	Global Company Prefix	A licensed number of four to twelve digits issued by GS1 member organization to a user company to entitle that user company to create any of the GS1 identification keys (GTIN, GLN, SSCC, etc.).
GLN	Global Location Number	A GLN, or Global Location Number, is a unique identifier that lets businesses know who is involved in transactions and where things are located throughout the supply chain.
GPO	Group Purchasing Organization	A GPO is an entity that helps healthcare providers and practices realize efficiencies and savings by aggregating purchasing volumes to negotiate discounts with manufacturers, distributors and other vendors.
GS1	Global Standards 1	GS1 standard identifiers provide a common language and help to create seamless work processes that allow businesses to identify, capture and globally share information.
GTIN	Global Trade Identification Number	Products are identified by a Global Trade Identification Number. The GTIN can be used to identify types of products at any packaging level.
NDC #	National Drug Code #	A unique, three-segment numeric identifier assigned to each medication listed under Section 510 of the U.S. Federal Food, Drug and Cosmetic Act. The first segment of the NDC identifies the labeler (i.e., the company that manufactures or distributes the drug).
RA	Return Authorization	Permission by McKesson to allow the customer to return a product to us. Products cannot be returned without a return authorization.
Serialization	Serialization	Serialization is the practice of generating a unique identifier for pharmaceutical products and printing the code on the label or packaging prior to distribution.
sGTIN	Serialized Global Trade Identifier Number	A serialized Global Trade Identification Number. It is a combination of a Global Trade Item Number (GTIN) plus a serial number.
sGLN	Serialized Global Location Number	The GLN and sGLN both point to the same GS1-issued GLN, but sGLN has decimals in the middle of it and the GLN is a straight 13-digit string of integers.
SSCC	Serialized Shipping Container Code	A barcode used as universal identifier for freight across the supply chain. SSCC barcodes are unique labels that identify a freight item or logistics unit (pallet, container, etc.) to provide important delivery information including contents, destination and other handling criteria.
UAT	User Acceptance Testing	Testing conducted to determine if the requirements of a specification or design are met.

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