

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

Purpose

These work instructions are specific to DSCSA Saleable Return Verification Records (These records are not Exceptions) and they will be created and managed in the DSCSA Exceptions Portal because they are DSCSA Regulatory Records.

These step-by-step instructions are required to be used by the DSCSA Verifications team, **on or after Jan. 15th, 2024**. These records must be verified by the Vendors depending on the Record **Communication Type** the Vendor selected at onboarding.

Based on the Communication Type select the correct step:

Communication Type: Email

Vendor Receives a Verification System Automated Email and responds via Email to the **DSCSAVerification** GMB. Proceed to perform the following steps:

1. [Search for a Vendor's Email Response](#)
2. [Print the Email and Save to a PDF File](#)
3. [Find the DSCSA Exception Record in the Portal and Change the Status to Positive Verification](#)
4. [Communicate to the Warehouse](#)
5. [No Email Found from the Vendor](#)
6. [Upload Manual Emails to Status History Notes](#)
7. [Other Vendor Replies](#)

Communication Type: Secure Link

Vendor Verifies the product via a Secure Link on a Secure **DSCSA Exceptions Portal** page. Their response is documented in the record's **Status History**.

Vendors have **4 business days** (Not including US Holidays or Weekends) to reply to the system automated Email before the status changes to **Escalation Needed - Vendor did not respond within timeframe**.

For the records with this Communication Type, proceed to the following steps:

1. [Monitor Record's Status History](#)
2. [Resend Email to Vendor](#)
3. [Use an Alternate Vendor Email Address](#)
4. [Upload Manual Emails to Status History Notes](#)

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

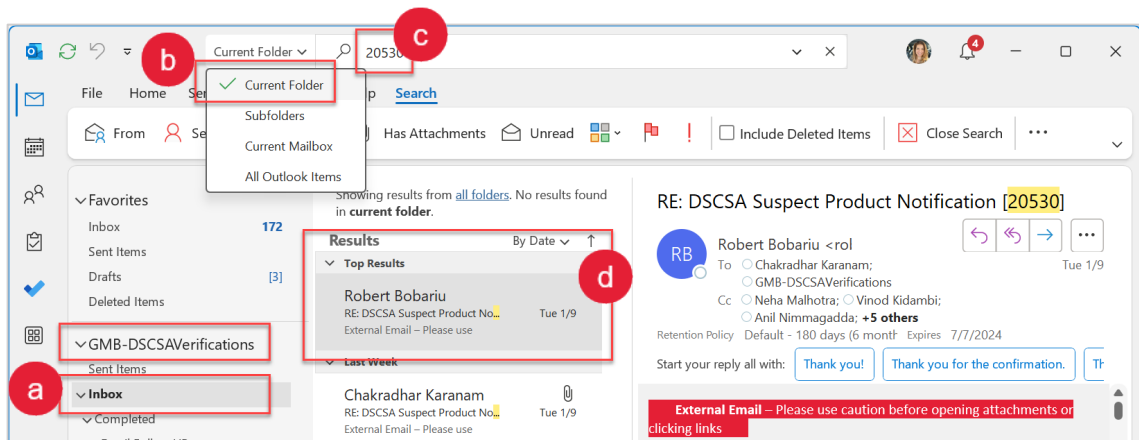
Communication Type: Email

1. Search for a Vendor's Email Response

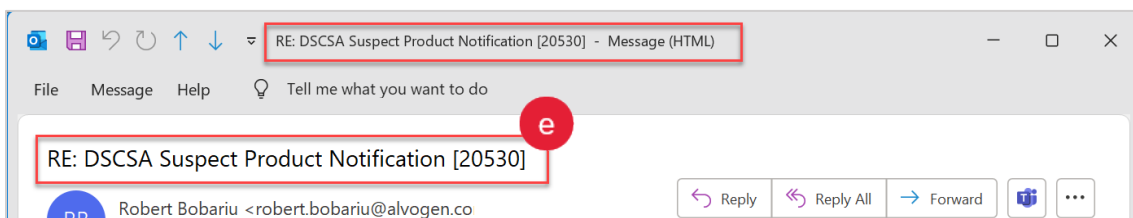
- Open Outlook and locate the **DSCSAVerification** Group Mailbox (GMB) > **Inbox** folder.
- Locate the Search field at the top of the screen and select **Current Folder**.
- Enter the assigned record number in the **Search** field (with a magnifier glass icon) and hit the **Enter** key. One or more Emails may display in the **Results** panel.

If no Email is found proceed to **Step 4**.

- Double-click to open the most recent Email that displays in the **Results** panel.



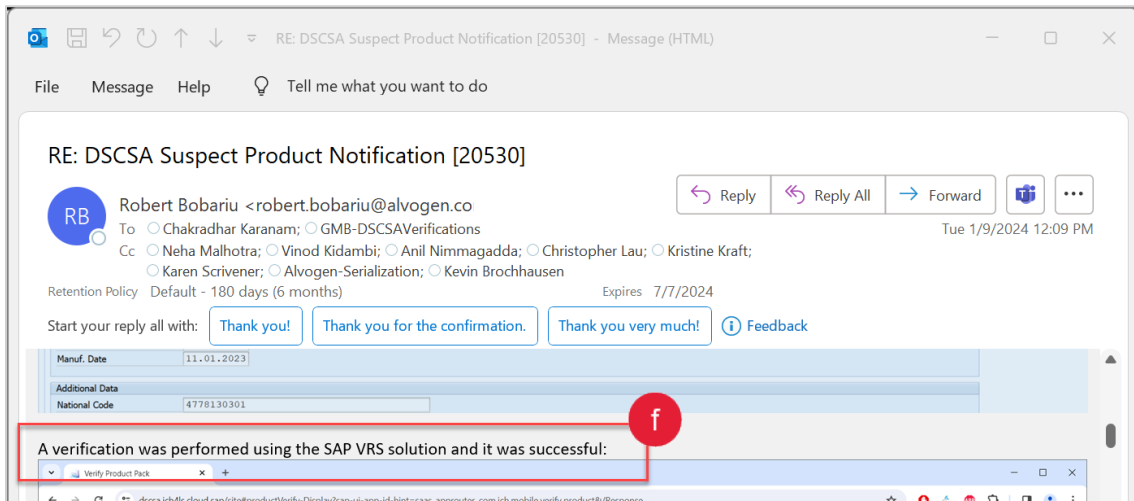
- The Email opened. The Record number displays on the subject line.



DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- f. Read the Vendor's response carefully and identify if they have sent a **Positive Verification**.
For Positive Verifications, Vendor's may use words such as **Successful, Affixed, Imprinted, Valid, Positive**.



Negative responses are very RARE. If a **Negative** response is received, BEFORE changing the status to **Negative Verification**, email a Supervisor for them to escalate or confirm appropriately.

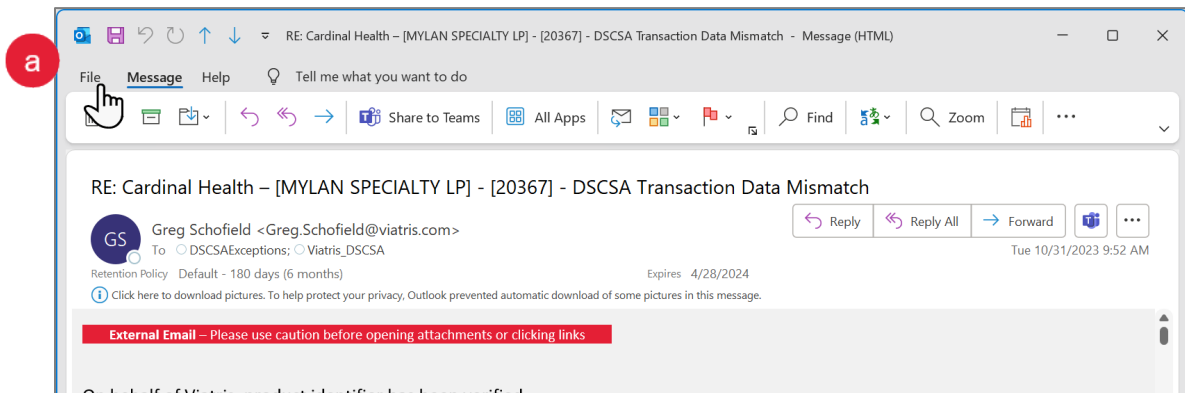
DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

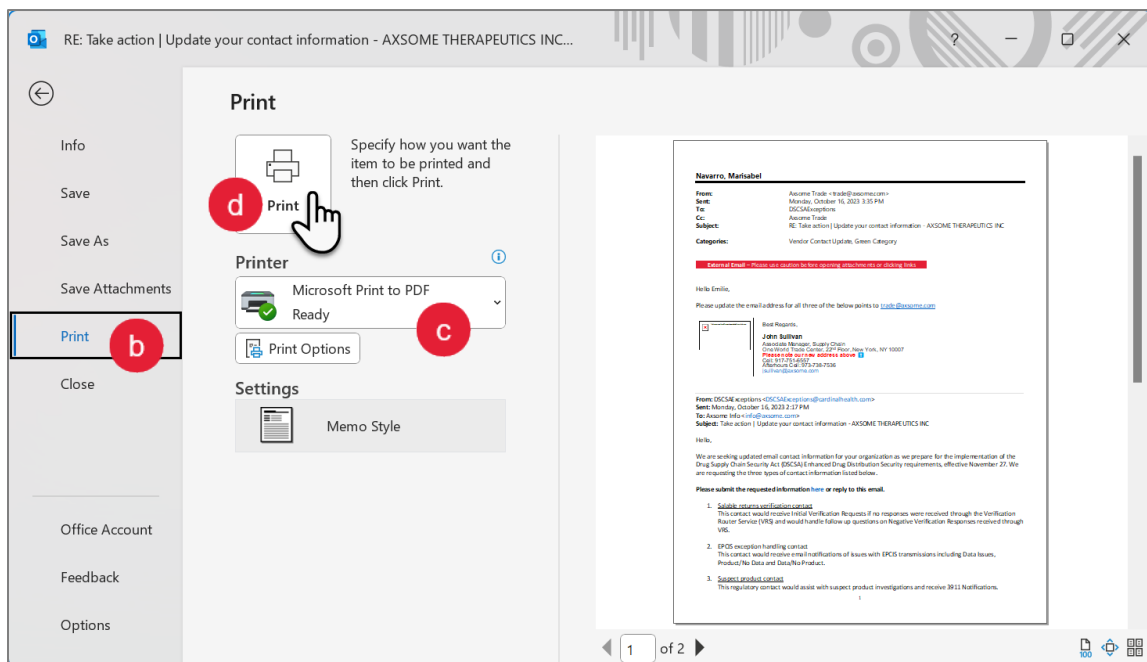
2. Print the Email and Save to a PDF File

Use this step to save all Emails related to a DSCSA record to a PDF file. To keep files organized and stay consistent, create (if it hasn't been done yet) a folder called **Vendor Exceptions ID** with the **Vendor Name** folder inside.

- a. Click **File** at the top left of the opened Email. The menu panel displays.



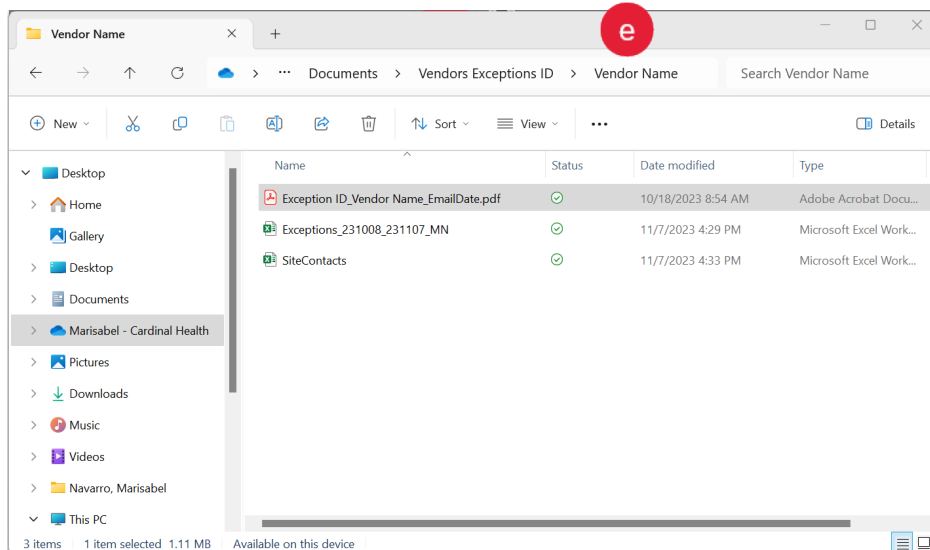
- b. Select **Print** from the left side menu.
- c. Select **Microsoft Print to PDF** as the Printer.
- d. Click the **Print** button. The Save Print Output As window displays.



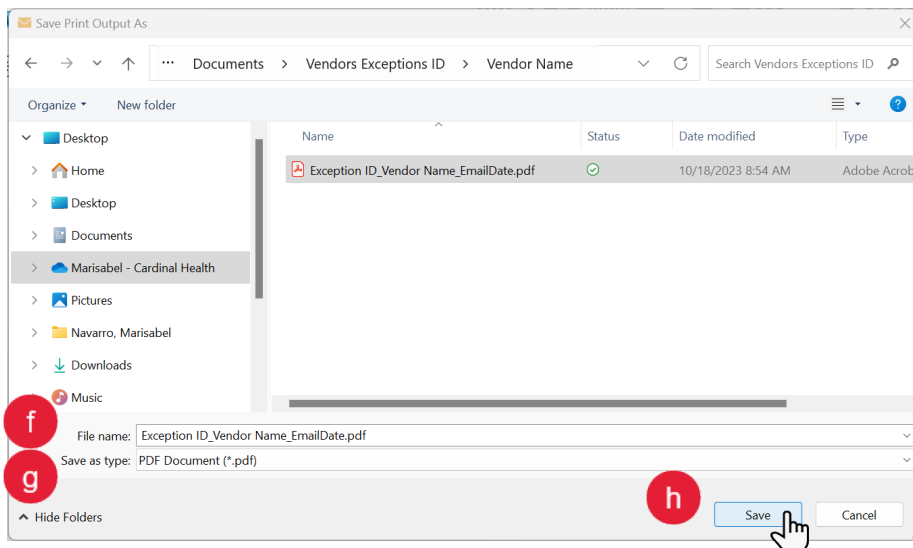
DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- e. Locate the appropriate **Vendor Folder** to save the **PDF** file.



- f. Complete the **File name** field. Name the PDF file following this naming convention: **ExceptionID_VendorName_EmailDate**.
- g. Select PDF Document (*.pdf) for the Save as type: field.
- h. Click **Save**.



DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

3. Find the DSCSA Exception Record in the Portal and Change the Status to Positive Verification

Open the **DSCSA Exception Portal** <https://cardinalhealth-dcsca.eaiti.com/>. The **Exceptions** page/screen is the default screen. Ensure **Business Process** field is set to **All**.

- Click the **Exceptions** tab if starting from any other screen in the portal.
- Click the **Funnel** icon in the **Exceptions** header column to find the assigned **Return Record Number**. By default, this is the first column at the left of the table.
- Start typing the **Return Record Number** inside the drop-down menu's **Search** field until the **Number** displays on the drop-down menu options.
- Click to select the Number checkbox for the assigned record.
- Click **Filter**. The Return record displays as the only row in the table.

Alternatively, click Clear to reset the filter.

The screenshot shows the 'CardinalHealth DSCSA Exceptions Portal' interface. At the top, there are navigation tabs for 'Exceptions', 'Reports', 'Admin', and 'Managed Returns'. Below the navigation, there are filters for 'Business Unit' (set to 'All') and 'Business Process' (set to 'All'). There are also radio buttons for 'Active' and 'Inactive'. A toolbar contains buttons for '+ Add New Exception', 'Refresh', 'Save Grid State', 'Reset Grid State', 'Scan Barcode', and 'Export to Excel'. A search bar is present. The main table has columns: 'Exception...', 'Process', 'Site', 'LPN', 'CIN', 'GTIN', 'Serial Number', 'Lot', 'Exp...', and 'Vendor'. A dropdown menu is open over the 'Exception...' column, showing a search field with '2036' entered and a list of options including '20360', '20361', '20362', '20363', '20364', '20365', '20366', '20367', and '20368'. A 'Filter' button is highlighted at the bottom of the dropdown. A 'Clear' button is also visible. Red circles with letters 'a' through 'e' are overlaid on the image to indicate the steps: 'a' is on the 'Exceptions' tab, 'b' is on the funnel icon, 'c' is on the search field, 'd' is on the '20367' checkbox, and 'e' is on the 'Filter' button.

- Click anywhere over the record and display the details as scrolling down.

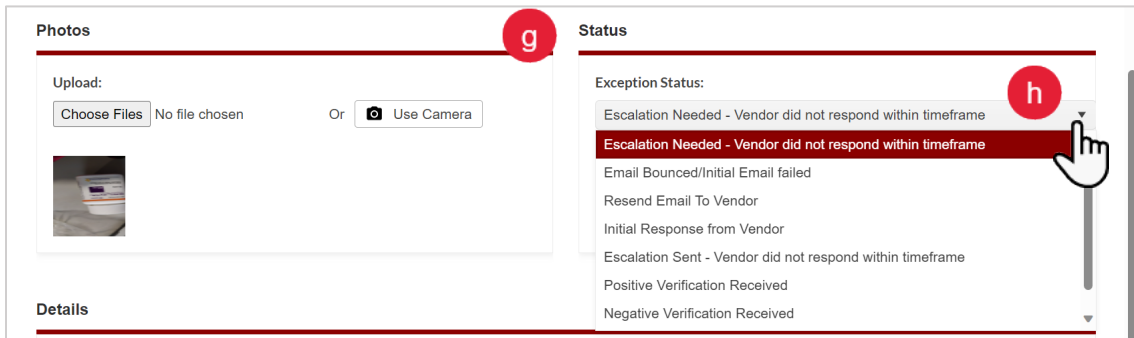
The screenshot shows the 'CardinalHealth DSCSA Exceptions Portal' interface with the 'Business Process' filter set to 'Returns'. The toolbar includes a 'Submit' button. The search bar is empty. The table has columns: 'Exce...', 'Process', 'Site', 'LPN', 'Exception Status', and 'DC Status'. A single record is displayed with the following values: '31771', 'Returns', 'Aurora', '00090002', 'Escalation Needed - Vendor did not respond within timeframe', and an empty 'DC Status' field. A red circle with the letter 'f' is overlaid on the 'Exception Status' column of the record.

Selecting the record will display the record's **Photos**, **Status**, **Details**, and the **Status History**.

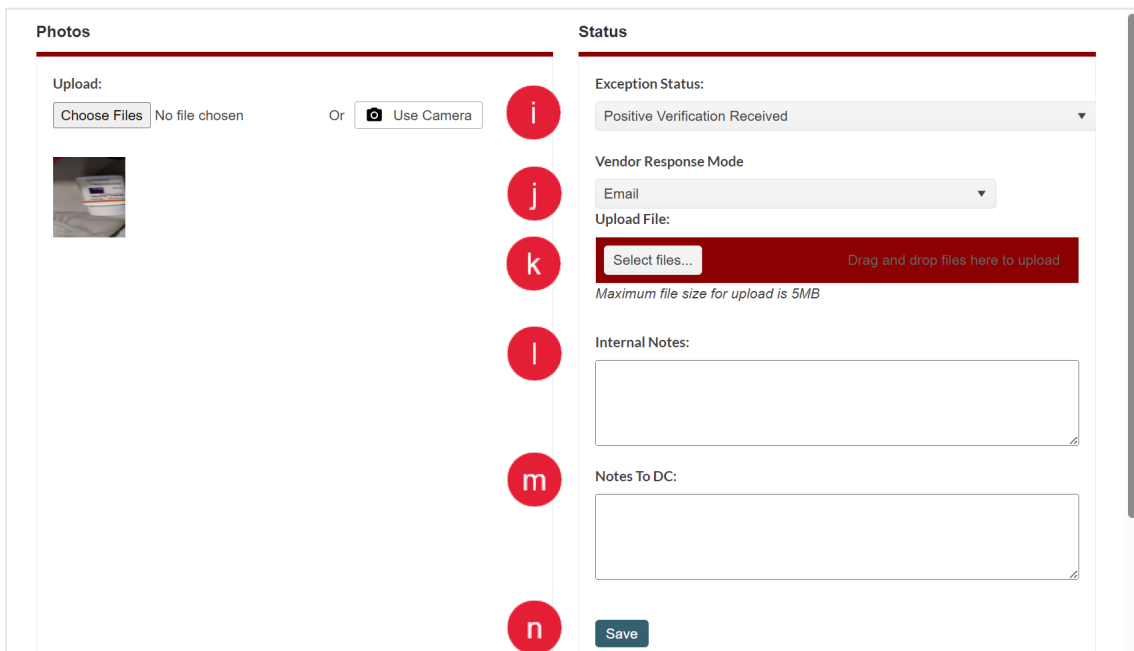
DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- g. Scroll down to the **Status** area.
- h. Click the **Exceptions Status:** drop down menu.



- i. Select **Positive Verification Received**.
Remember: Escalate to Supervisor if a Negative Verification is received.
- j. Select Email for the Vendor Response Mode.
- k. Click **Select files...** to upload the Email the Vendor response (Saved to a PDF file in Step 2 above).
- l. Complete the **Internal Notes**. Enter, [*Vendor's Name Saleable Return Email responded via Email*]
- m. Complete the **Notes to DC**. Enter, [*Close record and handle products according to Vendor's response.*]
- n. Click **Save**.



DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

4. Send Manual Email to the Warehouse

If the Warehouse does not close the record within 2 business days after changing the status to **Positive Verification**, use this Email template to follow up with the warehouse and request them to close the record and handle the product accordingly:

Email Subject Line: Cardinal Health – [Vendor Name] - [Exception ID] - DSCSA Exceptions

Email Body:

Hello [Enter from the record's **Site** column],

We are attempting to close **Exception ID** [Enter from assigned Exception ID]. The record Status has been changed to **Positive Verification Received**, but the record is still open. The DSCSA Exceptions Team cannot change the Exceptions Status.

Kindly, proceed to close the record and handle the quarantine product accordingly.

We appreciate your partnership. Do not hesitate to contact us contact us at DSCSAVerifications@CardinalHealth.com with any DSCSA Exceptions question that you may have.

Thank you,

[Insert Cardinal Health DSCSA Exceptions Team Signature]

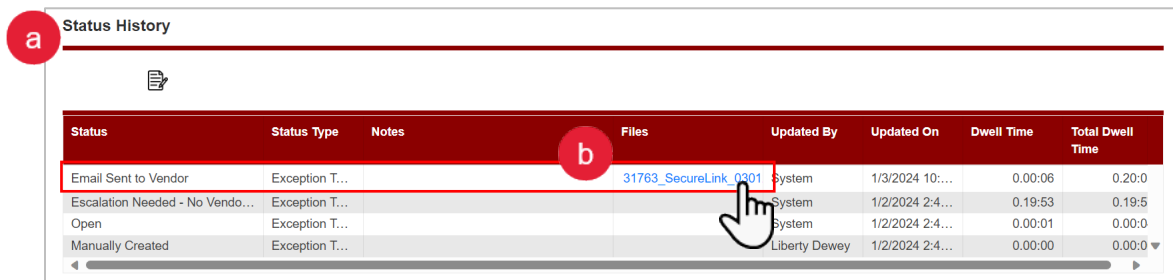
DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

5. Send Follow-Up Manual Email to Vendor

Monitor the record and the GMB **DSCSAVerifications** every day. If after the 4th day of the record's quarantine start date, no Email has been received, follow up with a new Email to the Vendor.

- Go to the record's **Status History**.
- Click to open the automated Email Sent to Vendor (Open the PDF) under the **Files** column.
- Save the PDF on the Vendor's folder to attach it later.



The screenshot shows a 'Status History' table with the following data:

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Email Sent to Vendor	Exception T...		31763_SecureLink_0301	System	1/3/2024 10:...	0.00:06	0.20:0
Escalation Needed - No Vendo...	Exception T...			System	1/2/2024 2:4...	0.19:53	0.19:5
Open	Exception T...			System	1/2/2024 2:4...	0.00:01	0.00:0
Manually Created	Exception T...			Liberty Dewey	1/2/2024 2:4...	0.00:00	0.00:0

Annotation 'a' points to the 'Status History' header. Annotation 'b' points to the 'Files' column, specifically to the link '31763_SecureLink_0301' in the first row.

- Copy and paste the Email template below.

Email Subject Line: Cardinal Health – [Vendor Name] - [Exception ID] - DSCSA Verifications

From:
CARDINAL HEALTH – DSCSA Verification
7000 Cardinal Place
Dublin OH 43017

We haven't heard from you on a DSCSA Product Verification mentioned on the Email attached.

Kindly,

- Confirm if this is your valid Email Address for DSCSA Verification products, if not provide us with the correct Email to communicate and confirm regulatory DSCSA Verification of products received by your company.
- Open the Email attached and Verify the product in question.

For questions regarding this request, contact DSCSAVerifications@CardinalHealth.com.

Kind regards,

[Insert Cardinal Health DSCSA Exceptions Team Signature]

- Attach the PDF from the automated Email sent to Vendor.
- Send Manual Email to Vendor.

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

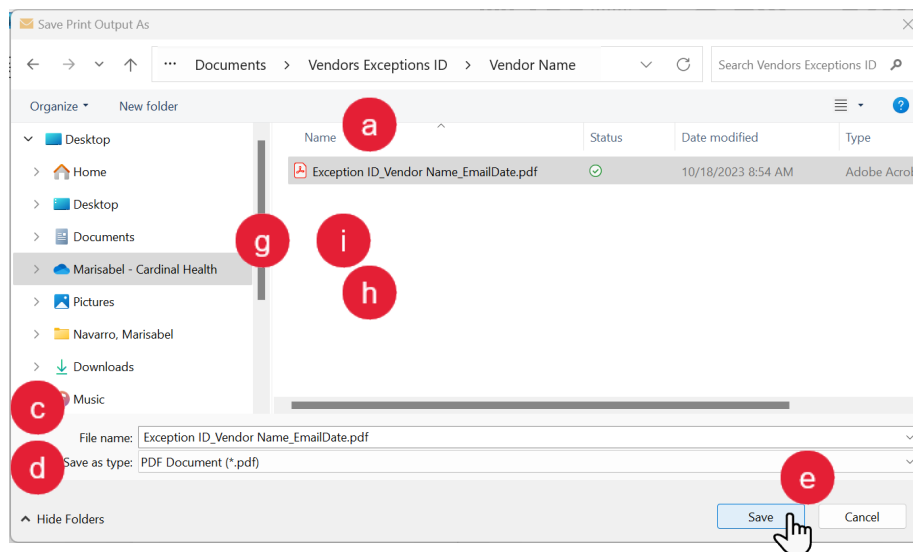
6. Upload Manual Emails to Status History Notes

Whenever a Manual or Follow-up Email is sent to a Vendor or the Warehouse / DC, these Emails must be Print / Save to a PDF File and upload to the **Notes** in the **Status History**. Proceed to the following steps.

- Locate on the DSCSAVerification GMB the Manual Email sent to a Vendor or Warehouse. Work by records assigned and include all the correspondence back and forth between the parties involved. If any email is received after this Email Chain is uploaded repeat the process as an update.
- [Print the Email and Save to a PDF File](#)
- Complete the **File name** field. Name the PDF file following this naming convention: **ExceptionID_VendorName_EmailDate_ManualEmail#**. Add a number to follow the order these Emails were sent and saved.

Depending on the date, this PDF is saved, ensure this Email contains the latest chain of Emails and include all parties.

- Select **PDF Document (*.pdf)** for the **Save as type:** field.
- Click **Save**.



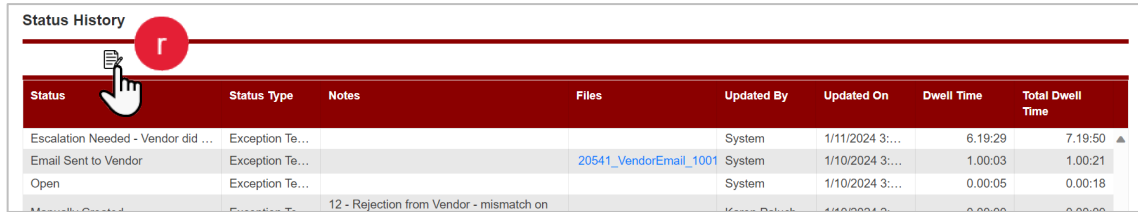
- [Find the DSCSA Exception Record in the Portal and Change the Status to Positive Verification](#)
- Scroll down to the record's **Status History**.

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Escalation Needed - Vendor did ...	Exception Te...			System	1/11/2024 3:...	6.19:29	7.19:50

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

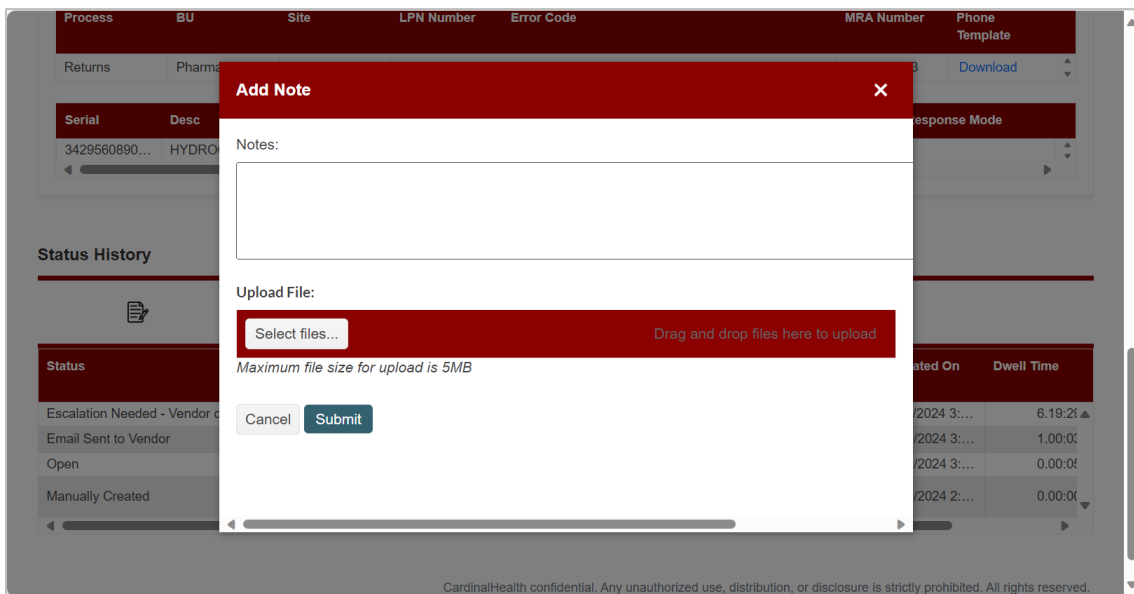
- h. Click the **Note** icon. The **Add Note** pop-up window displays.



Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Escalation Needed - Vendor did ...	Exception Te...			System	1/11/2024 3:...	6:19:29	7:19:50
Email Sent to Vendor	Exception Te...		20541_VendorEmail_1001	System	1/10/2024 3:...	1:00:03	1:00:21
Open	Exception Te...			System	1/10/2024 3:...	0:00:05	0:00:18
Manually Created	Exception Te...	12 - Rejection from Vendor - mismatch on		Kevin B...	1/10/2024 3:...	0:00:00	0:00:00

- i. Complete the **Notes:** section. Be direct to the point and clear. Example: *Email sent to Vendor to verify DSCSA Verification Email Address because Vendor did not respond to automated Email.*

- j. Click the **Select files** button.



Add Note

Notes:

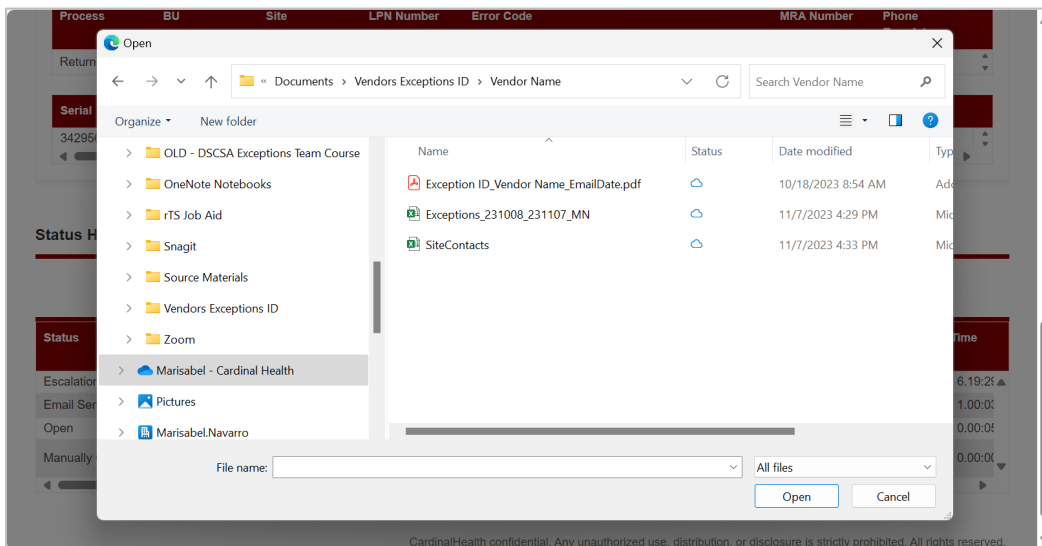
Upload File:

Select files... Drag and drop files here to upload

Maximum file size for upload is 5MB

Cancel Submit

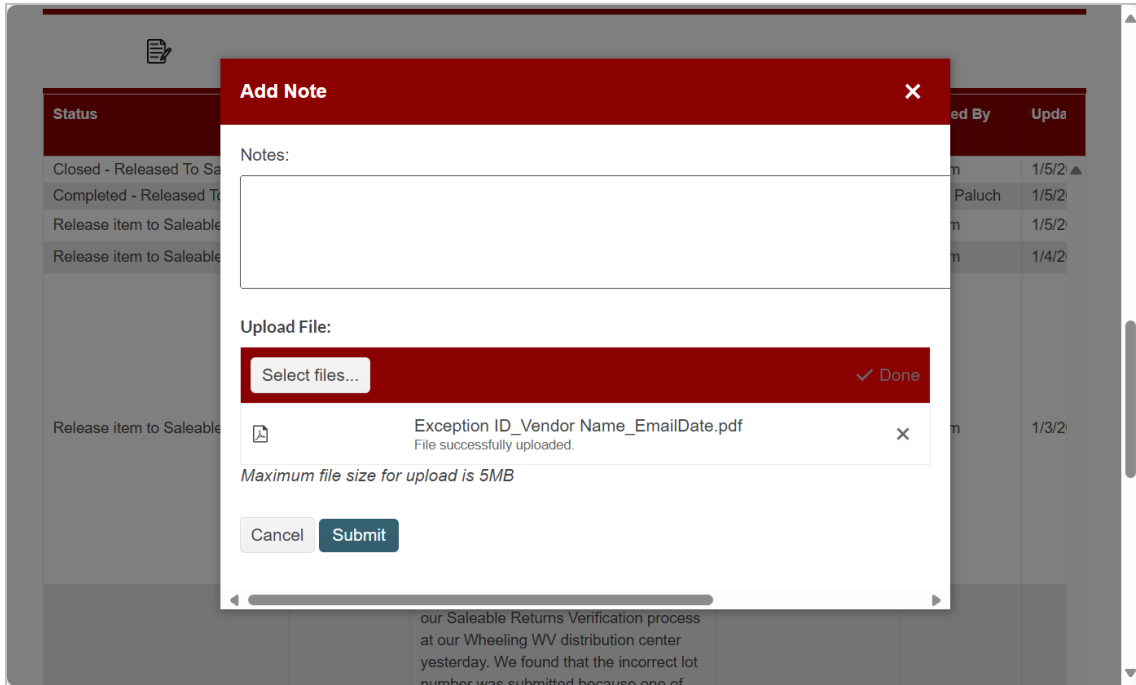
- k. Locate the PDF file, select and click **Open**.



DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- I. Click **Submit** once the file has been successfully uploaded.



- m. The note will let other DSCSA Exceptions Portal users what is the Email for.

Note that there is no information on the columns **Status** or **Status Type** for this manual uploads.

Status History							
Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
		Email sent to Vendor to verify DSCSA Verification Email Address because Vendor did not respond to automated Email.	Exception ID_Vendor Nan	Marisabel N...	1/18/2024 12:...		
Negative Verification Received ...	QRA		31763_QRAEmail_05012	System	1/5/2024 10:...	13.02:03	15.21:26

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

7. Other Vendor Replies

When the Vendor sends:

- A link with their Vendor portal for Cardinal Health to verify the product.
- Requests Cardinal Health to resubmit a verification request.

Forward the record to a supervisor for further escalation. Because these steps are not standard, they will be worked on an individual basis.

Continue to be engaged with the Vendor via Email until any question or concerns have been completely answered and until a Verification Confirmation is obtained.

Monitor for these records once a week and if there is any Email receives upload them to the portal as per [Step 6](#) above.

If there is no Vendor Contact or no response from the vendor proceed with the **Vendor Contact Updates** job aid to obtain a valid working DSCSA Addresses.

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

Communication Type: Secure Link

1. Monitor Record's Status History

Open the **DSCSA Exception Portal** <https://cardinalhealth-dscsa.eaiti.com/>. The **Exceptions** page/screen is the default screen. Ensure **Business Process** field is set to **All**.

- b. Click the **Exceptions** tab if starting from any other screen in the portal.
- c. Click the **Funnel** icon in the **Exceptions** header **column** to find the assigned **Return Record Number**. By default, this is the first column at the left of the table.
- d. Start typing the **Return Record Number** inside the drop-down menu's **Search** field until the **Number** displays on the drop-down menu options.
- e. Click to select the Number checkbox for the assigned record.
- f. Click **Filter**. The Return record displays as the only row in the table.

Alternatively, click Clear to reset the filter.

The screenshot shows the 'CardinalHealth DSCSA Exceptions Portal' interface. At the top, there are navigation tabs for 'Exceptions', 'Reports', 'Admin', and 'Marketplace News'. Below the navigation, there are filters for 'Business Unit' (set to 'All') and 'Business Process' (set to 'All'). There are also radio buttons for 'Active' and 'Inactive'. A search bar is present with a 'Search...' placeholder. Below the search bar, there are several action buttons: '+ Add New Exception', 'Refresh', 'Save Grid State', 'Reset Grid State', 'Scan Barcode', and 'Export to Excel'. The main table has columns: 'Exception Number', 'Process', 'Site', 'LPN', 'CIN', 'GTIN', 'Serial Number', 'Lot', 'Exp...', and 'Vendor'. A search filter is applied to the 'Exception Number' column, showing a dropdown menu with a search field containing '2036'. The dropdown menu lists options from '20360' to '20368', with '20367' selected. A 'Filter' button is visible at the bottom of the dropdown menu. A 'Clear' button is also present. The table shows one row with the exception number 20367 selected. A red circle 'a' is placed over the 'Exceptions' tab, 'b' over the search field, 'c' over the dropdown menu, 'd' over the '20367' checkbox, and 'e' over the 'Filter' button.

- g. Click anywhere over the record and display the details as scrolling down.

The screenshot shows the 'CardinalHealth DSCSA Exceptions Portal' interface with the 'Exceptions' tab selected. The 'Business Process' filter is now set to 'Returns'. The search bar is empty. The main table has columns: 'Exception Number', 'Process', 'Site', 'LPN', 'Exception Status', and 'DC Status'. The first row in the table is selected, showing the exception number 31771, Process Returns, Site Aurora, LPN 00090002, and Exception Status 'Escalation Needed - Vendor did not respond within timeframe'. A red circle 'f' is placed over the selected row.

Selecting the record will display the record's **Photos**, **Status**, **Details**, and the **Status History**.

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- h. Scroll down to the **Status History** area.
- i. If the record displays a **Positive Verification via Secure Link** under the **Status** column, nothing else should be done. The Verification has been completed by the Vendor and the system triggers an automatic Email to the DC .

Status History g

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Release item to Saleable Inve...	DC		31764_DCEmail_030124	System	1/3/2024 12:...	0.05:09	0.05:31
Release item to Saleable Inve...	DC		31764_DCEmail_030124	System	1/3/2024 12:...	0.00:06	0.00:22
Release item to Saleable Inve...	DC		31764_DCEmail_030124	System	1/3/2024 11:...	0.00:06	0.00:16
Release item to Saleable Inve...	DC		31764_DCEmail_030124	System	1/3/2024 11:...	0.00:06	0.00:10
Notified DC Ops - Release its...	Exception T...			System	1/3/2024 11:...	0.00:00	0.00:04
Positive Verification via Secure...	Vendor User		31764_VendorConfirmati	aditya@eaiti...	1/3/2024 11:...	0.00:00	0.00:04
Email Sent to Vendor	Exception T...		31764_SecureLink_0301	System	1/3/2024 11:...	0.00:03	0.00:04
Open	Exception T...			System	1/3/2024 11:...	0.00:00	0.00:01
Manually Created	Exception T...			Aditya Mant...	1/3/2024 11:...	0.00:00	0.00:00

- j. If the record DOES NOT display a **Positive via Secured Link Status** and/or the Vendor responded via email expressing the **Secured link** has expired, proceed to the next step.

Status History

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Time
Escalation Needed - Vendor di...	Exception T...			System	1/3/2024 6:0...	0.01:47	
Email Sent to Vendor	Exception T...		31781_VendorEmail_030	System	1/3/2024 5:5...	0.00:06	
Open	Exception T...			System	1/3/2024 5:5...	0.00:01	
Manually Created	Exception T...			Marisabel N...	1/3/2024 5:5...	0.00:00	

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

2. Resend Email to Vendor

- a. Scroll up to the **Status** area.
- b. Change the **Status** to **Resend Email to Vendor**.

The screenshot shows a web interface with two main sections: 'Photos' on the left and 'Status' on the right. The 'Status' section has a header with a red circle 'a' and a dropdown menu for 'Exception Status' with 'Resend Email To Vendor' selected. A red circle 'b' is placed over the dropdown menu. Below the dropdown is an 'Internal Notes' text area.

- c. Complete the **Internal Notes**. Enter, [*Expired Secured Link for Saleable Return record*]
- d. Complete the **Notes to Vendor**. Enter, [*Kindly, click the Secured Link in the email we are resending. Enter the Secure Code and respond the questions in the form. The Secured Link will expire in 4 days. This form must be completed to verify the product in the email.*]
- e. Click **Save**.

The screenshot shows the same web interface as the previous one, but now the 'Internal Notes' and 'Notes To Vendor' text areas are filled with text. A red circle 'c' is placed over the 'Internal Notes' text area, a red circle 'd' is placed over the 'Notes To Vendor' text area, and a red circle 'e' is placed over the 'Save' button.

- f. Verify the Vendor's DSCSA Verifications correct Email address following the next step.

DSCSA Exceptions Team SOP

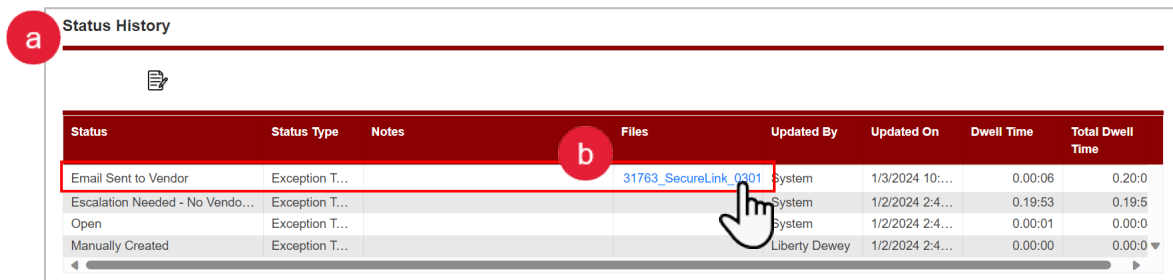
Saleable Returns Verification Current Process

3. Use Alternate Vendor Email

If no Secure Link Verification continues to be missing from the record's **Status History**, follow the next steps. These steps can be followed even right after resending the Email to Vendor in [Step 2](#) but using an alternate Email for the Vendor.

The purpose of this step is to confirm that we have a valid Email Address for DSCSA Verification products or to obtain the correct Email to communicate and confirm regulatory DSCSA Verification of products received by your company.

- Go to the record's **Status History**.
- Click to open the automated Email Sent to Vendor (Open the PDF) under the **Files** column.
- Save the PDF on the Vendor's folder to attach it later.



The screenshot shows a 'Status History' table with the following data:

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Email Sent to Vendor	Exception T...		31763_SecureLink_0301	System	1/3/2024 10:...	0.00:06	0.20:0
Escalation Needed - No Vendo...	Exception T...			System	1/2/2024 2:4...	0.19:53	0.19:5
Open	Exception T...			System	1/2/2024 2:4...	0.00:01	0.00:0
Manually Created	Exception T...			Liberty Dewey	1/2/2024 2:4...	0.00:00	0.00:0

Annotation 'a' points to the 'Status History' header. Annotation 'b' points to the 'Files' column of the first row.

- Copy and paste the Email template below.

Email Subject Line: Cardinal Health – [Vendor Name] - [Exception ID] - DSCSA Verifications

From:
CARDINAL HEALTH – DSCSA Verification
7000 Cardinal Place
Dublin OH 43017

We haven't heard from you on a DSCSA Product Verification mentioned on the Email attached.

Kindly,

- Confirm if this is your valid Email Address for DSCSA Verification products, if not provide us with the correct Email to communicate and confirm regulatory DSCSA Verification of products received by your company.
- Open the Email attached and Verify the product in question.

For questions regarding this request, contact DSCSAVerifications@CardinalHealth.com.

Kind regards,

[Insert Cardinal Health DSCSA Exceptions Team Signature]

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

4. Upload Manual Emails to Status History Notes

Whenever a Manual or Follow-up Email is sent to a Vendor or to the Warehouse / DC, these Emails must be Print / Save to a PDF File and upload to the **Notes** in the **Status History**. Proceed to the following steps.

- e. Locate on the DSCSAVerification GMB the Manual Email sent to a Vendor or Warehouse. Work by records assigned and include all the correspondence back and forth between the parties involved. If any email is received after this Email Chain is uploaded repeat the process as an update.

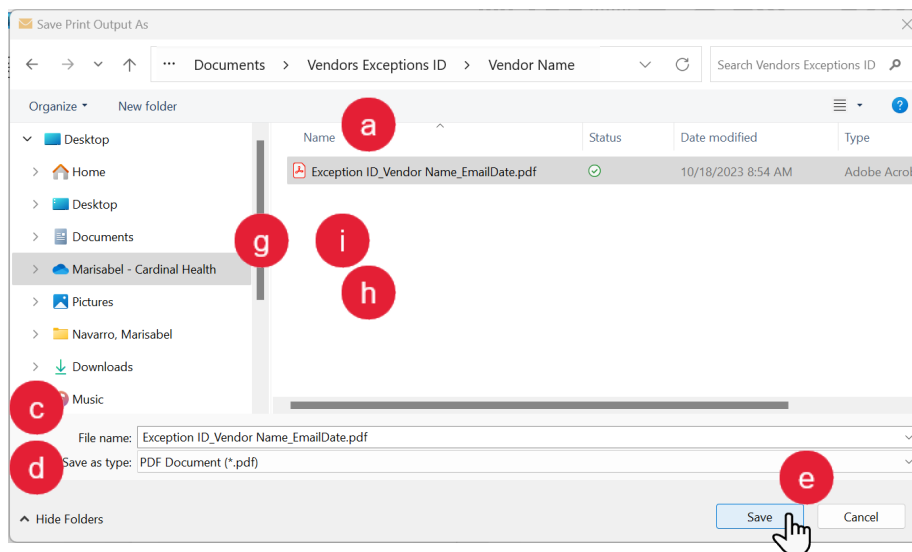
- f. [Print the Email and Save to a PDF File](#)

- g. Complete the **File name** field. Name the PDF file following this naming convention: **ExceptionID_VendorName_EmailDate_ManualEmail#**. Add a number to follow the order these Emails were sent and saved.

Depending on the date, this PDF is saved, ensure this Email contains the latest chain of Emails and include all parties.

- h. Select **PDF Document (*.pdf)** for the **Save as type:** field.

- i. Click **Save**.



- j. [Find the DSCSA Exception Record in the Portal and Change the Status to Positive Verification](#)

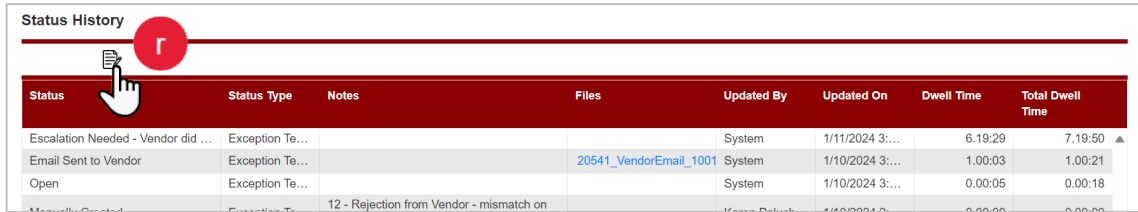
- k. Scroll down to the record's **Status History**.

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Escalation Needed - Vendor did ...	Exception Te...			System	1/11/2024 3:...	6.19:29	7.19:50

DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

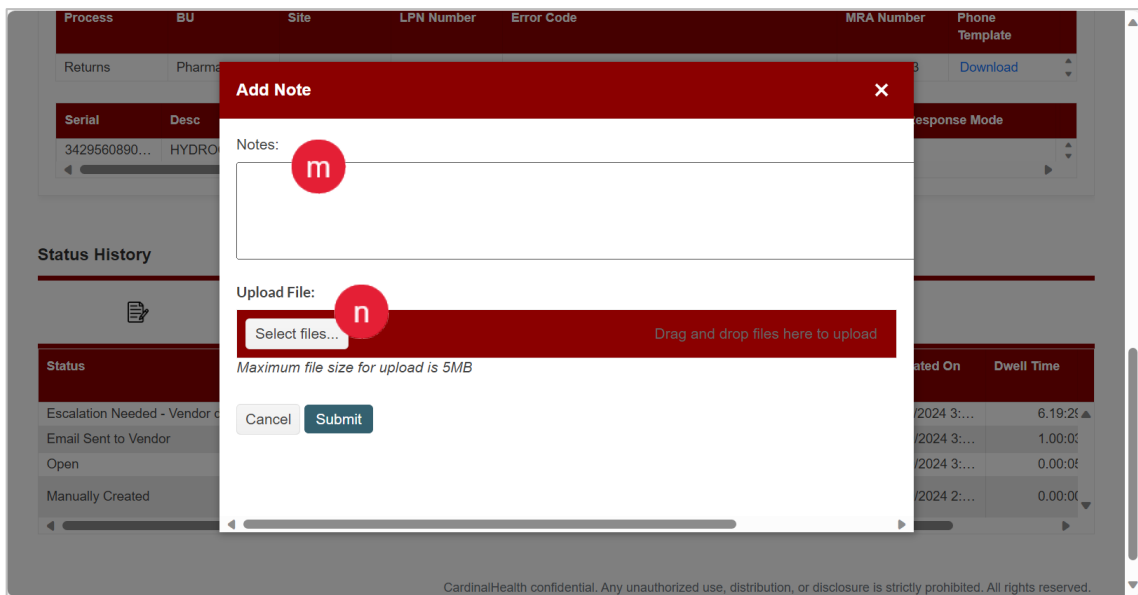
- l. Click the **Note** icon. The **Add Note** pop-up window displays.



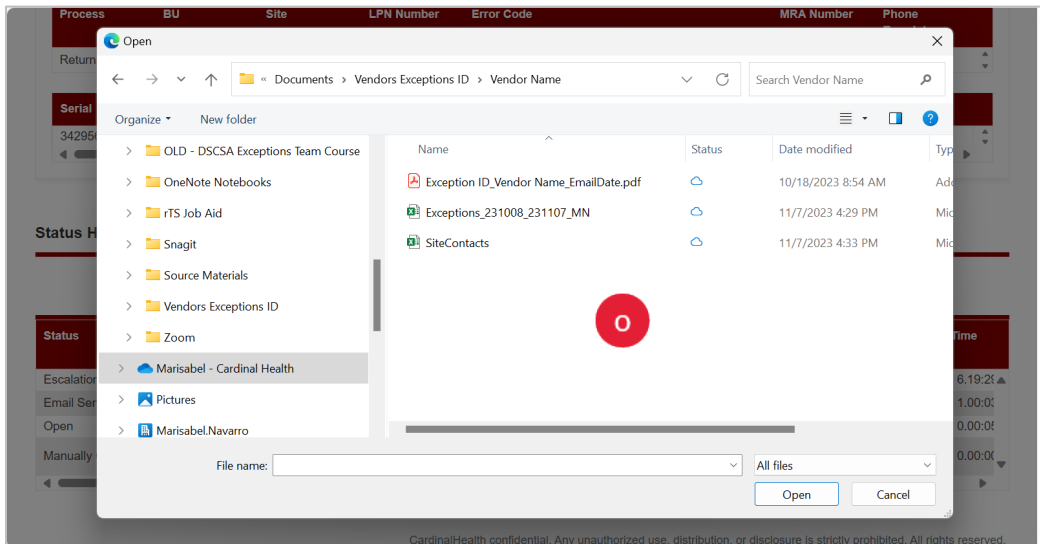
Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
Escalation Needed - Vendor did ...	Exception Te...			System	1/11/2024 3:...	6:19:29	7:19:50
Email Sent to Vendor	Exception Te...		20541_VendorEmail_1001	System	1/10/2024 3:...	1:00:03	1:00:21
Open	Exception Te...			System	1/10/2024 3:...	0:00:05	0:00:18
Manually Created	Exception Te...	12 - Rejection from Vendor - mismatch on		Kevin DeLuca	1/10/2024 3:...	0:00:00	0:00:00

- m. Complete the **Notes:** section. Be direct to the point and clear. Example: *Email sent to Vendor to verify DSCSA Verification Email Address because Vendor did not respond to automated Email.*

- n. Click the **Select files** button.



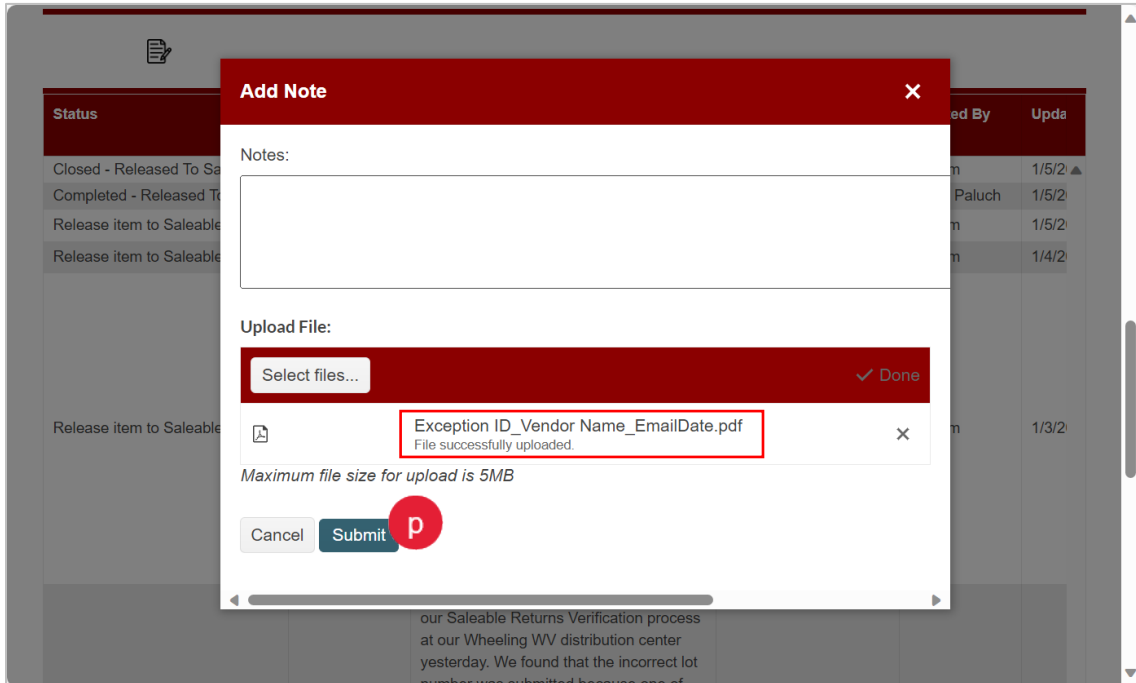
- o. Locate the PDF file, select and click **Open**.



DSCSA Exceptions Team SOP

Saleable Returns Verification Current Process

- p. Click **Submit** once the file has been successfully uploaded.



- q. The note will let other **DSCSA Exceptions Portal** users that there has been additional (manual) communication on this record, and it will serve as documentation for FDA Audit purposes.

Note that there is no information on the columns **Status** or **Status Type** for this manual uploads. Only Notes and the link to the PDF File.

Status	Status Type	Notes	Files	Updated By	Updated On	Dwell Time	Total Dwell Time
		Email sent to Vendor to verify DSCSA Verification Email Address because Vendor did not respond to automated Email.	Exception ID_Vendor Name_EmailDate.pdf	Marisabel N...	1/18/2024 12:...		
Negative Verification Received ...	QRA		31763_QRAEmail_05012	System	1/5/2024 10:...	13.02:03	15.21:26