



**UPCOMING CHANGES TO
DQSA REQUIREMENTS
FREQUENTLY ASKED QUESTIONS**



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What is this solution called?

Cervey Tracker (previously known as Cervey TrackIT)

Are you replacing TrackIT?

Cervey TrackIT has been rebranded as Cervey Tracker. However, the website and functionality is still the same.

Will this still come through Cervey Tracker?

Yes, any updates or modifications to new or existing users will go through the Cervey Tracker support team.

Is there a website?

Yes, there is a website. If you use M&D as your primary wholesaler, you can access the program directly through the M&D web portal. If you do not use M&D, you can access the program here: <https://www.dqsatrackit.com/>.

Is this a paid service for any pharmacy can use?

Yes, this product is a paid service and is licensed to each pharmacy that uses it. If you have any questions, please contact us.

Do we have to register and use a sign on and password?

Yes, you will need a username and password to log in to the website.

Do we automatically have access to this on M&D or do we need access approval?

For any account that uses M&D as their primary wholesaler and is licensed with Cervey Tracker, you will automatically have access to these pages on Cervey's Tracker software. If you have any questions or issues, please [reach out to Cervey](#).

How do we obtain a GLN?

Reach out to your GPO to see if they have you registered. If they do not, you can go to [GS1's website](#) to register. If you have questions, please [reach out to Cervey](#) so we can assist you.

Will the GLN number from our primary wholesaler be the same for all smaller suppliers including sterile compounders who supply items such as prefilled sterile product?

Yes, your GLN is a global location number. It will be used among all distributors and suppliers. Each physical location will have one unique GLN.

Do we provide the GLN number to secondary vendors?

Yes, you will provide your GLN to anyone that you receive product from.

How do I setup so a transfer from an out of network facility to populate automatically?

If the other facility uses [Cervey's Tracker software](#), reach out to Cervey and we will handle the setup process.

Will these updates change how recalls are sent to customers?

[Cervey's Tracker software](#) will be able to notify your facility on recalls for affected product that you received from manufacturers and distributors. At such point, all manufacturers and distributors achieve full serialization, you will be able to use [Cervey's Tracker](#) for all your recall tracking and needs.

How do I verify data?

For serialization verification, you can do this through the software by checking automatically received electronic data. For any questions around this, please reach out.

Will we be required to scan every product we receive?

No, you are not required to scan in medication for any vendor that is sending data electronically. Cervey

What is the process for expired medications through a reverse distributor?

For expired medications that are sent to a reverse distributor for destruction, you do not need to document that in the DSCSA software. The manufacturer can decommission the serialized product that is no longer valid in supply chain. However,

Cervey Tracker does provide tools already to document any reverse-distributor transfers should the need arise due to finalized guidance from the FDA.

What are the requirements for meds that go into EMS boxes that are filled by multiple sites in a geographical area?

The requirements for EMS boxes will depend on whether your hospital or facility owns the ambulance service that is handling the EMS boxed product. If you own the ambulance service, then you do not need track the EMS boxed product in the software. If you do not own the ambulance service, then you can easily track the transfer of the medication from your facility to an EMS box for compliance. For any setup or guidance, please [reach to Cervey](#) and we'd be glad to assist.

Are EMS services exempted from all this?

For DSCSA, our interpretation is that EMS services are generally exempt. For any questions about specific scenarios, please reach out and we can provide additional guidance.

For Patient Assistance Program (PAP) deliveries, we receive tons of packages packing slips daily. Do we capture this information using this new feature?

PAP medications can be tracked in the software. Medication that is patient specific is exempt. However, if you want to track these drugs, you can receive these into the software manually.

What will be the process for M&D returns?

The current process for M&D returns is to go to the returns section on the M&D web portal and complete the return on the invoice that the product is a part of. You do not need to complete or input a return on the Cervey Tracker side.

How does the process change if we borrow or loan items to another facility?

The process for borrows and loans to another facility, or between hospitals within a network, does not change. The transaction will still need to be tracked within the software. However, with serialization, the process will be easier with the use of scanning technology.

Do we need to buy any additional software or service to maintain DSCSA compliance?

For anything related to DSCSA, you do not need to purchase another product. Cervey's Tracker provides full compliance. If you have additional questions, please reach out.

We have used INMAR with drug outdate returns, and they use RXTransparent. Does Cervey Tracker interface with, replace, or compete with that?

Cervey's Tracker application efficiently covers all DSCSA compliance. You will not need another solution.

What changes will we see in our current M&D portal for the EPCIS vs. EDI data?

The Morris & Dickson web-portal will display DSCSA information, with view and download capabilities for any trace requests.

On the Cervey Tracker Portal, which is integrated into the M&D web portal, we will show EPCIS file exchange history. We will include EPCIS data in addition to EDI that is still being received.

If manufacturers are also reporting to EPCIS for direct purchases, will that automatically be included in our data?

Yes, this will automatically be included in the data.

Will there be a need for customers to continue to seek EDI set-ups once EPCIS starts?

No, customers will not need to seek out any new EDI setups once EPCIS starts.

Does Cervey have any sample policies or best practices for specific workflows pharmacies should employ by November?

Yes, depending on the scenario, we can provide a template for best practices. Please reach out for any questions about your specific scenario and we can provide documentation.

Will Cervey provide additional update/webinar on this matter?

Yes, Cervey will continue to put on webinars throughout the year and we will notify our customers of any changes.

