Drug Enforcement Administration

Suspicious Orders Report System Online

User Manual

Version 1.2
September 17, 2020

Change Control Page

New Version

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Preface

It is the reader's responsibility to ensure they have the latest version of this document. Questions should be directed to the owner of this document or the project manager.

This document was developed by the Office of Information Systems, Diversion IT Section.

Approval

Approval of this document is contingent upon the review of and signatures by the project and program managers and by other government officials specified by the Signature Page.

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1.0 Introduction

Title 21, Code of Federal Regulations (21 CFR), Section 1301.74(b) requires registrants to report suspicious orders of controlled substances. Sellers shall inform DEA when an order(s) from a purchasing registrant is considered suspicious. Suspicious orders include orders of unusual size, orders deviating substantially from a normal pattern, and orders of unusual frequency.

The Suspicious Orders Report System (SORS) Online allows registrants to submit Suspicious Order Reports to DEA via the Internet. Reports of a single order transaction can be individually typed and transmitted to the DEA host webpage as explained in Section 4.1 Add a Transaction. Alternatively, text files containing multiple order transactions can be uploaded as explained in Section 6.0 Upload Report. See Section 6.5 for the file format.

Registrants are able to make edits to submitted transaction records and withdraw transaction records from the database system. An explantion for the change is required, however. Users are able to download their submitted transaction records to PDF files or text string files. SORS Online's filter allows users to search and locate their submitted records efficiently. SORS Online is login protected requiring users to enter a username and password. The system facilitates reporting by both Central SORS Reporters and individual SORS Reporters.

Please note DEA Registration numbers have been redacted.

2.0   Registration/Login/Forgot Password/Change Password/Reports

All of these functions are accessed from the Login Screen.

Click on https://app2.deadiversion.usdoj.gov/arcos-online to open the Login Screen shown below. If this link does not work, follow the instructions in the next paragraph below.

Alternatively, you can go to https://www.deadiversion.usdoj.gov , the DEA Diversion Homepage. Then hover over (do not click) the Registration tab to open a dropdown list and click on SORS. This opens the SORS Homepage which gives an explanation of reporting requirements as well as the clickable link Suspicious Orders Reports System (SORS) to open the Login Screen.

Figure 1: Login Screen

- **Registration:** If you are not an ARCOS Registrant and need to register for SORS, see Section 2.1 Registration.

- **Login:** If you have a SORS registration, see Section 2.3 Login.

- **Forgot Password:** If you have forgotten your password, see Section 2.4 Forgotten Password.

- **Change Password**: If you want to change your password, see Section 2.5 Change Password.

- **Reports:** If you want to manage or add a Report or a transaction, see Section 2.6 Reposts/Transactions.

2.1 Registration

DEA registered individuals and organizations that are required to submit SORS Reports must register in SORS before submitting their first Report.

To register, click on the link SORS Registration (for Non-ARCOS Reporters) on the Login Screen (Figure 1). The data entry form below displays.

Figure 2 - Non-ARCOS SORS Registration Data Entry Form

Enter information as required. Click on **Login**. The figure below displays.

Figure 3 – SORS Reporter Registration Introduction.

Read this form and click in the checkbox to agree. Click on **Proceed.** The screen below displays.

Figure 4 - ARCOS/SORS Online Registration Form

If you are registering to report for multiple DEA Registrations (i.e., a Central Reporter), click on the down arrow to display **Yes**. Go to Section 2.1.2

If you are registering to report for a single DEA Registration go to Section 2.1.1 below.

2.1.1 Registering a single DEA Registration

Enter the required information as shown in the example figure below.

Figure 5 - Registration Form Complete

When the form is complete, click on **Proceed**. The screen below displays.
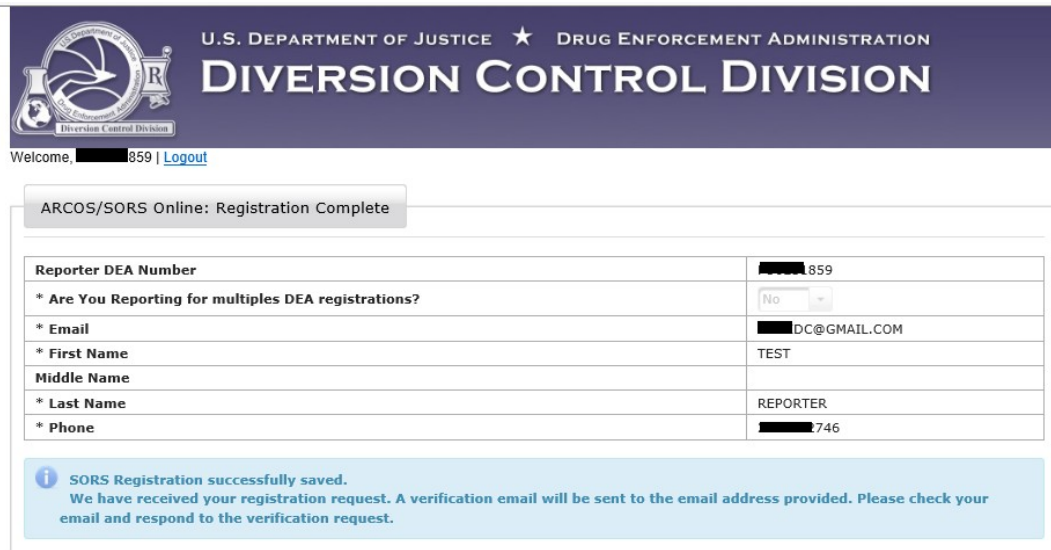
Figure 6 - Review Registration Information.

Review the information displayed. If everything is correct, click on **Confirm**. The screen below displays.

Figure 7 –Registration Complete, Check Your Email.

You will receive an email similar to the one below.

Figure 8 - Registration Approval Email

Click on the link to verify your email address. You will receive an email similar to the one below.

From: <kr8.472@gmail.com>
Date: Thu, Oct 8, 2020 at 4:20 PM
Subject: DEA SORS Registration Approved ████████859
To: <████DC@gmail.com>

Greetings Test Reporter,

Your SORS registration for reporting for DEA Number(s): ████████ 859 has been approved.

You may login at the following link. Your username is: ████████859 and your temporary password is: PeR33reR^ This temporary password will be valid for 10 days, so please login and set your real password as soon as possible.

https://apps2.deadiversiontest.usdoj.gov:443/arcos-online-jboss-test/

Figure 9 – Email with your username and temporary password.

The link will be different but similar. You should click on it to sign in with the temporary password and create a password to use each time you sign in.

This person is the SORS Reporter for this DEA Registration Number and that their Username will be the DEA Registration Number entered in Figure 5.

> Note: This SORS Reporter may add otherindividual users to assist in the SORS Reporting function. See Section 8.1.1 Add User to Single Reporter.

2.1.2 Registering to report for Multiple DEA Registrations

Figure 10 – Registering to report for multiple DEA Registrations.

> **Note:** We will refer to a SORS Reporter that reports for multiple DEA Registrations as a Central Reporter.

With **Yes** displaying in the dropdown box, enter your email address, First Name, Last Name, Phone, number, and a DEA Registration Number for which you will also make Reports.

Click on **Add DEA Number**. Click on **Proceed**. A screen similar to the one below displays.

> **Note:** The Add DEA Number data entry box is too small to display FK, the initial to letters of this DEA Number. In the screen below, only the F displays. The K and the remainder of this DEA Number is redacted.

Figure 11 – A second DEA Registration added.

The second DEA Registration Number added in Figure 10 displays in the box at the bottom right of the screen above.

Add additional DEA Registrations Numbers to this SORS Reporter by repeating this procedure.

Enter the additional DEA Registration Numbers, one at a time, in the box to the left of **Add DEA Number**.

Click on **Add DEA Number** for each one, and click on **Proceed**.

See the screen below.

Figure 12 – Three additional DEA Registration Numbers

The screen above show the initial DEA Registration Number and three additional Registrations.

>   **Note:** If you need to <u>remove one of the additional Registrations</u>, click on it to
>   highlight it. Then click on **Remove DEA Number**.

Figure 13 – Delete a DEA Registration for reporting.

The deleted DEA Registration no longer displays in the Addition DEA Number list.

See the figure below.

Figure 14 – Deleted DEA Number no longer displays.

If the screen displays all the Registrations you want to report for, click on **Proceed**.

A screen similar to the one below displays.

Figure 15- Review Registration Information.

Review the information displayed in the screen above.

If any information in the screen needs to be corrected, click on **Revise**. A screen similar to Figure 12 displays to allow you to make corrections.

If everything is correct, click on **Confirm**. A screen similar to the one below will display.

Figure 16 - SORS Registration successfully saved.

You will receive an email similar to the one below.

Figure 17 - Verify your email address.

Click on the link to verify your email address. The screen below displays.

Figure 18 – Registration approval

Your registration will be evaluated. If approved you will receive an email similar to Figure 10 with login instructions including your username and temporary password

> Note: This SORS Central Reporter may add individual users to assist in the SORS Reporting function. iSee Section 8.1.2 Add a User to a Central Reporter.

2.2 Users and Roles

SORS Reporters may add users to assist in the SORS Reporting Function at their organization.

All users will have either an Admin Role or a User Role. SORS Reporters will automatically have the Admin Role. When a SORS Reporters add users, they will assign each user an Admin Role or a User Role. See Section 8.1 for the procedure to add users.

An Admin can make Reports and add users at their organization. An Admin will assign these additional users an Admin Role or a User Role. Those with a User Role will only be able to make Reports.

2.3 Login/Main Menu

To open the Login Page, see Section 2.0

U.S. DEPARTMENT OF JUSTICE ★ DRUG ENFORCEMENT ADMINISTRATION
DIVERSION CONTROL DIVISION

Login

ARCOS/SORS Online Reporting:
Login

Login Information

User:

Password:

Login

SORS Registration (for Non-ARCOS Reporters)

Forgot Password (SORS Non-ARCOS Reporters)

Figure 19 - Login Page

Enter your username and password. When you click on **Login**, the Main Menu will display below.

Figure 20: SORS Main Menu for a SORS Reporter and or a user assigned the Admin Role.

> **Note:** **T**he User Role will not have the **Manage Users** function on its Main Menu below.
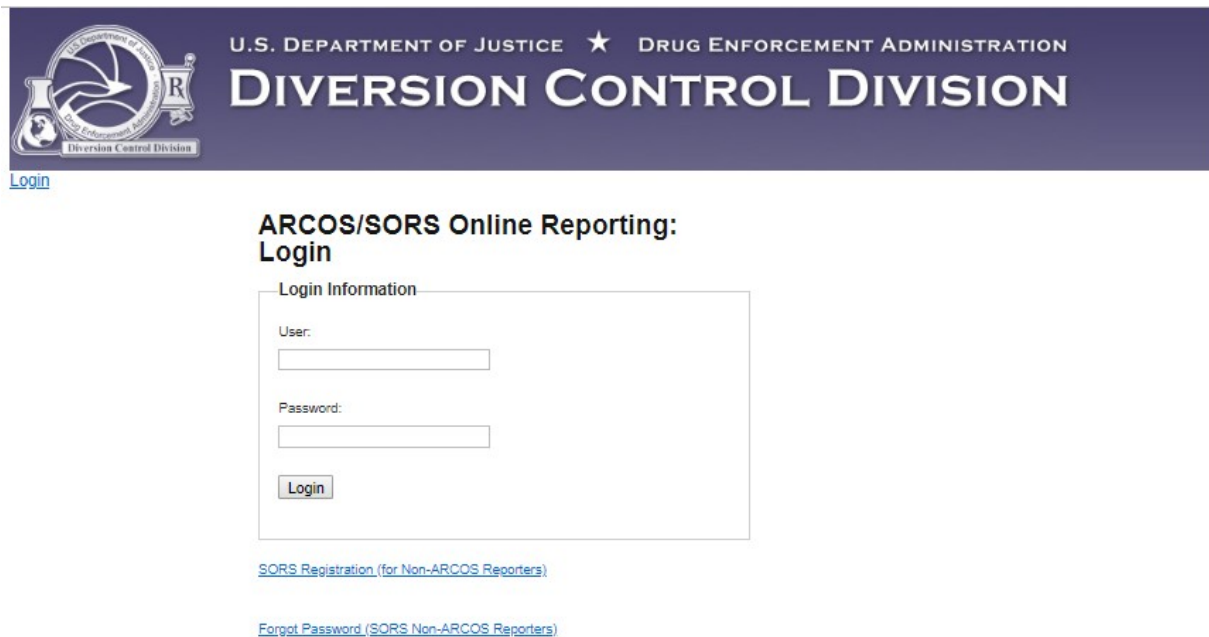
Figure 21 - SORS Main Menu for the User Role

- Click on Manage SORS Transactions, and the Manage SORS Transactions Screen will display. See Section 4.0 Manage Individual Transactions.
- Click on Upload and Manage SORS Report Files, and the Upload SORS Report Screen will display. See Section 6.0 Upload Report Files
- Click on Manage Users and the Manage Users Screen will display. See Section 8.0 Manage Users.

2.4 Forgotten Password

If you have forgotten your password, click on the Forgot Password (SORS Non-ARCOS Reports) link on the Login page below.

Figure 22 - Login Page

The SORS Password Recovery Page displays below.

Figure 23 - SORS Password Recovery

Enter the required information. You will receive an email with the title: ARCOS/SORS Reset Password Notice. It will contain text with a link similar to the one below to reset your password.

Figure 24 - Reset Password Email

Click on the link. A change password screen will display to allow you to set a new password.

Click on **Proceed** and a screen with a banner confirming successful password reset will display.

2.5 Change Password

On the Main Menu once you have logged in, click on the Change Password link. (Figure 20 or Figure 21) The Change Password Screen displays below.
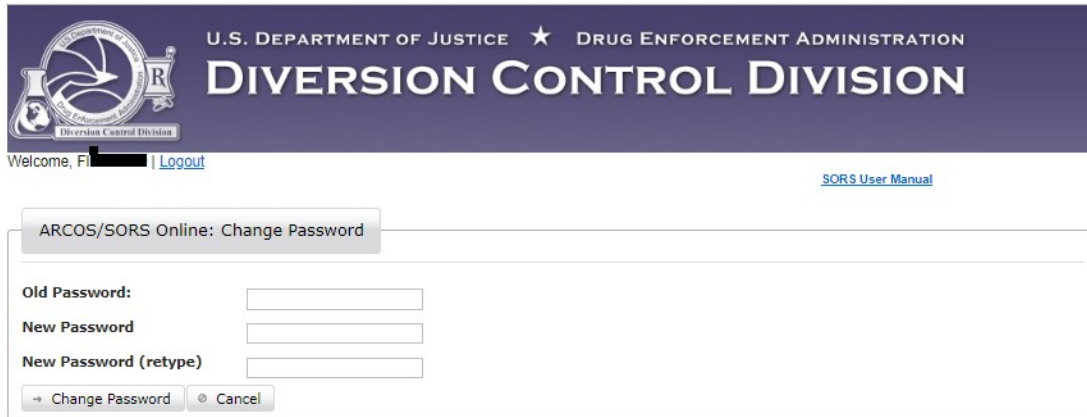
Figure 25 – Change Password Screen

Enter your old password and then the new password and retype it. Click on **Change Password**.

The screen below will display.
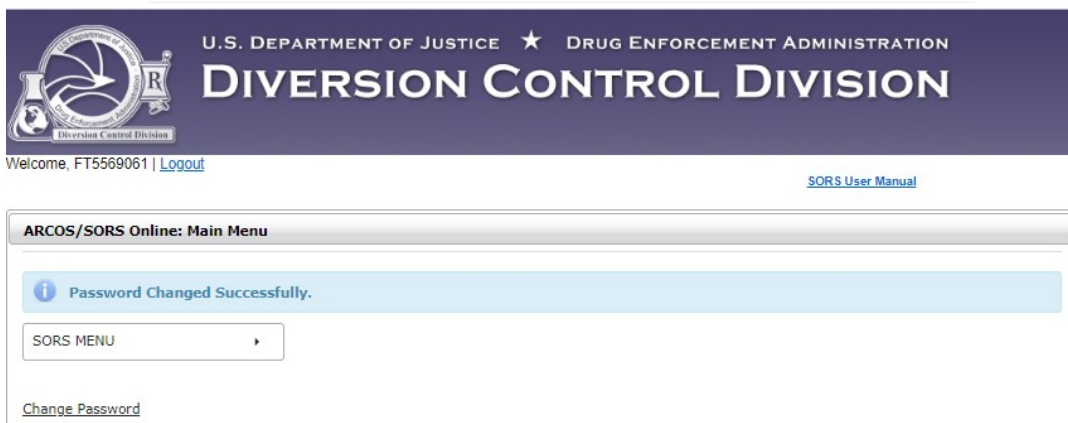
Figure 26 - Password Changed

2.6 Reports/Transactions

A transaction will contain information about the transfer of a single controlled substance between two DEA Registrants. See Section 4.0 Manage Individual Transactions

Section 4.1 explains how to report a transaction.

Section 4.2 explains how to amend a reported transaction.

Section 4.3 explains how to with withdraw a reported transaction.

> **Note:** A reason is required when amending or withdrawing a transactiont.

A Report will contain the details of multiple transactions.

3.0 Transaction Filters

The SORS Online application has a filter capability to allow you to sort through a large volume of transaction records to efficiently find a specific record. This section details the different filtering options.

On the SORS Main Menu , click on Manage SORS Transactions.
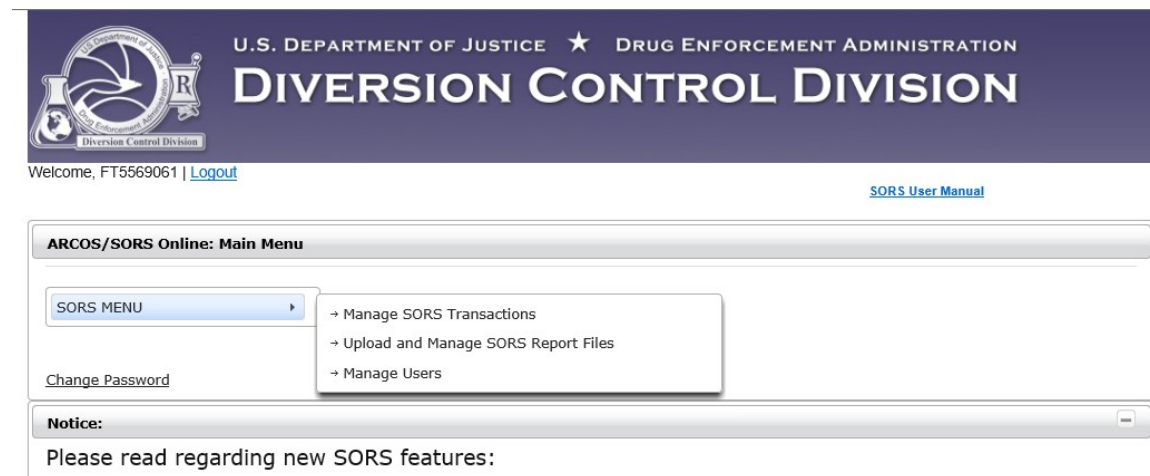
Figure 27 – SORS Main Menu

The Manage SORS Transaction Screen displays below.

Figure 28 - Manage SORS Transactions Screen

The filtering capability is accessed on the Manage SORS Transactions Page above. The use of the filters is described below. Filtering operates the same for all users.

Note: Only those transactions reported by you (a SORS Reporter) or by users you added to the system (see Section 8.1 Add User) will display. In the above example, only one transaction has been reported.

3.1 Dates

Transaction information can be filtered by dates.

Figure 29: Filter Dates

1. Click on the **Start Trans. Date** field. A calendar and time tool will display.
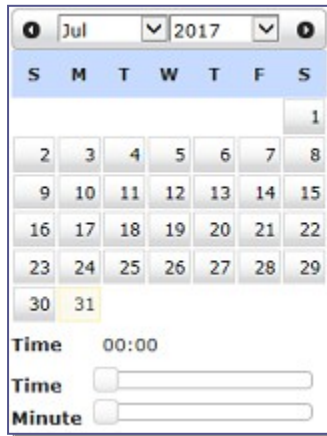
Figure 30: Calendar Tool

2. Navigate to the start month using the dropdowns. Click on the start date. The date will populate the field. Repeat for the **End Trans. Date** field.

3. If necessary for the start or end date, click on the **Time** bar, and scroll to adjust the hour filter to the specific time or time range to search.

4. If necessary for the start or end date, click on the **Minute** bar, and scroll to adjust the minutes filter to the specific time or time range to search.

5. Click on **Refresh**. Those transactions within the date/time range you entered will display, one transaction per row.

- If you enter a date in the **Start Trans. Date** field and leave the **End Trans. Date** field blank and click **Refresh**, all transactions from the **Start Trans. Date** to the most recent transaction will display.

- If you leave the **Start Trans. Date** field blank and enter a date in the **End Trans. Date** field and click **Refresh**, all transactions from the earliest transaction until the **End Trans. Date** will display.

- Clear both date fields, click on **Refresh**, and all entered transactions will display.

3.2 Column Heading Filters

The blank fields beneath a column heading is used to filter transaction records.

Type an NDC in its blank field, and all transaction records with that NDC will display on a screen similar to the one below.

Figure 31: Column Search Field Example

Type an Assoc. Reg. number in its blank field, and all transaction records with that Assoc. Reg. number will display.

If you know the Transaction ID you can enter it in the TransID field. That transaction will display as a single line.

> **Note:**

3.3 Wild Cards

3.4 Column Arrows

Click the ⇕ (arrows symbol) within a column heading to rearrange the order of the data within the column. The first time you click on ⇕ the lowest value in that column will appear at the top. Click on ⇕ again and the highest value in that column will appear at the top. Additional clicking on the ⇕ will toggle the display of information between the two states.

3.5 Show Errors

Transaction data that are uploaded may display errors. Errors can be filtered by clicking in the **Show Errors Only** checkbox. Only transactions with errors will display.

4.0   Manage Individual Transactions

On the SORS Main Menu, click on Manage SORS Transactions.

Figure 32 – SORS Main Menu

The Manage SORS Transaction Screen displays below.

All previously submitted transactions will display below or on following pages.

Figure 33 - Manage SORS Transactions Page

Each row displays the basic information of a transaction.

> **Note:** Only those transactions reported by you (a SORS Reporter) or by users you added to the system (see Section 8.1 Add User) will display.

The Manage SORS Transaction Page allows you to access the following transaction activities:

1. Add an individual transaction
2. Edit an individual transaction
3. Withdraw an individual transaction

4.1 Add a Transaction

On the SORS Main Menu (Figure 32), click on Manage SORS Transactions.

The Manage SORS Transaction Screen displays.   (Figure 33 above)

Click on **Add Transaction**. Transaction fields will display.

Figure 34: Transaction Fields Display

1. Enter transaction information into the blank fields. If an NDC number is not in the system, you will see an option appear to add a temporary NDC number entry.
    See Section 7.1 for more information about new NDCs.

Click the Help icon for additional guidance.

2. Click on **Submit Transaction**.   A confirmation message will display and the transaction will be added to the system.

An alert with correction information will display if an adjustment(s) needs to be made to the data.

3. Additional transactions may be added to the Report by clicking **Add Transaction** on the Manage SORS Transactions Page. (Figure 33)

4. Click on **Back** to return to the Manage SORS Transactions page. The newly submitted transaction line item will display.

Note: When entering another transaction, the "=" symbol can be entered in a field(s) to repeat a value(s) from the previous transaction. Furthermore, entering "=" in the first (5-digit) field of the NDC Number will fill in the entire NDC number field.

Once a transaction is created (and hasn't been withdrawn), it will remain in the system, available to be filtered and viewed. See Section 3.0, for filter information.

4.2 Edit a Transaction

On the SORS Main Menu (Figure 33), click on **Manage SORS Transactions**.

The Manage SORS Transaction Screen displays below.

SORS Online allows you to make edits to transactions.

Figure 35: Manage SORS Transactions Page

Click on **Edit** above for the preferred transaction. The requested transaction page will display.

Figure 36: Report Available for Edits

1. Make necessary edit(s) to the selected transaction.

2. Provide an explanation for the change(s) in the available field. This is required.

3. Click the **Submit Edit** button. A message will confirm the submission.

4.3 Withdraw Transaction

A Report transaction that was entered can be withdrawn from the Report.

On the SORS Main Menu (Figure 20 or Figure 21), click on Manage SORS Transactions.

The Manage SORS Transaction Screen displays. (Figure 35)

1. On the SORS Transaction screen, click on **Withdraw** for the desired Report. The requested transaction page will display below.

Figure 37: Withdraw a Transaction

2. Enter the required explanation in the Explanation for change field . This is required.

3. Click on **Withdraw Transaction**. The transaction will be withdrawn with the opportunity to be reinstated by clicking on **Restore**.

5.0 Download Reports

Figure 38 – Manage SORS Transactions Page

5.1 Download to PDF

Reports can be downloaded to PDF files.

1. On the Manage SORS Transactions page (above), click on the <u>Download To PDF</u> link.

2. The popup below displays at the bottom of your screen
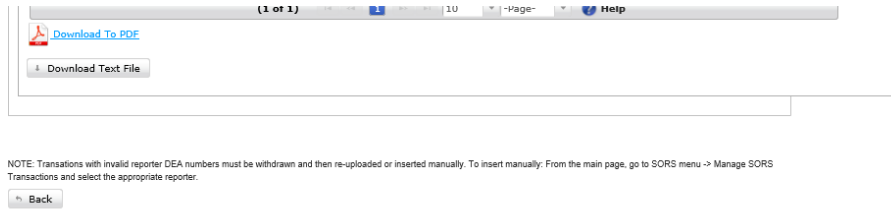
Figure 39 – Download to PDF popup

3. Click on the down arrow next to **<u>Save</u>**.

4. The popup below displays.
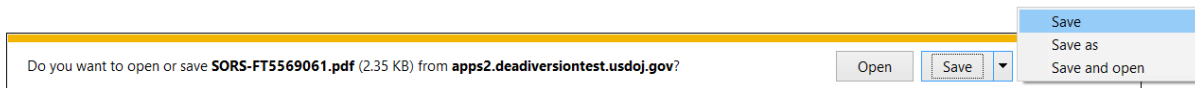
Figure 40 – Save PDF popup

5. In the popup above, click on **Save** to save the file name shown to the download file or click on **Save as** to allow you to rename the file and or specify where the file is to be saved.

5.2 Download Text File

Reports can be downloaded to text files.

1. On the Manage SORS Transactions page (Figure 38), click on **Download Text File**.

2. The popup below displays at the bottom of your screen
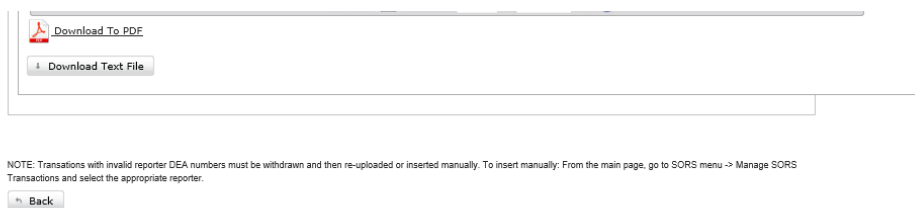
Figure 41 – Download to Text File popup

3. Click on the down arrow next to **<u>Save</u>**.

4. The popup below displays.

Do you want to open or save **SORS-FT5569061-FT5569061.txt** from **apps2.deadiversiontest.usdoj.gov**? [Open] [Save] [▾]

| Save |
| Save as |
| Save and open |
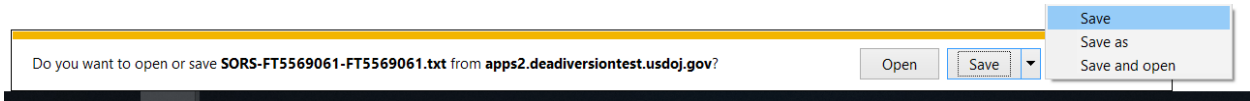
Figure 42 – Save as Text File popup

5. In the popup above, click on **Save** to save the file name shown to the download file or click on **Save as** to allow you to rename the file and or specify where the file is to be saved.

6.0 Upload Report Files

Report Files contain information about multiple transactions.

The files must be .txt files and must follow the format explained in Section 6.5 below.

Figure 43: Upload SORS Report Files Options on the Main Menu

1. Click on **Upload and Manage SORS Report Files** on the Main Menu. The Upload SORS Report page will display below.

Note: DEA Registration numbers are redacted.

Figure 44: Upload SORS Report

2. Click on **Choose**. A screen will open to allow you to navigate to the desired file.
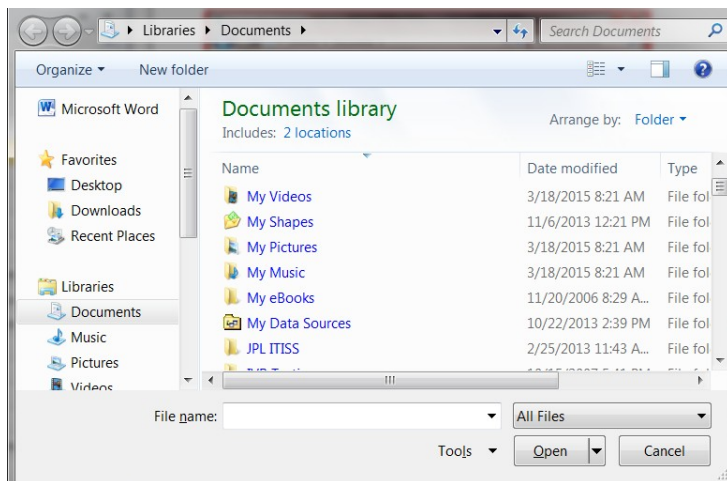
Figure 45: Choose File

3. Click to select the file. The file name will display in the "File name" field.

4. Click on **Open**. The system will upload the selected file. The name of the file will now display below **Choose**.

Figure 46 – Validate File

5. The next step is to click on **Validate File** to check it for errors.

Figure 47 - Submit File

6. If no errors are found, **Validate File** will change to **Submit File**. Click on this button to proceed. A screen similar to the one below will display.

Note: If there are errors, a screen similar to that in Section 6.4 below displays.

Figure 48 - File Uploaded

6.1 Download Error Report

Click on **Download Error Report** in the figure above. A text file similar to the one below will display. As there are no errors, in this case the Report acts as a transmittal receipt.

DATE: 10/24/19   DEPARTMENT OF JUSTICE

            DRUG ENFORCEMENT ADMINISTRATION

        SORS   ERROR REPORT

        SORS TRANSACTIONS PROCESSING

        FI5XXXXX0

File: FI5XXXXX0-seed-2200-~SORS~_delimmited.txt

Uploaded: Thursday, October 17, 2019 - 5:34PM

   TOTAL INPUT RECORDS = 2001

   TOTAL ERROR RECORDS = 0

            Input Data | Error Codes

6.2 View/Edit

Click on **View/Edit** in Figure 48. A screen similar to the one below displays.
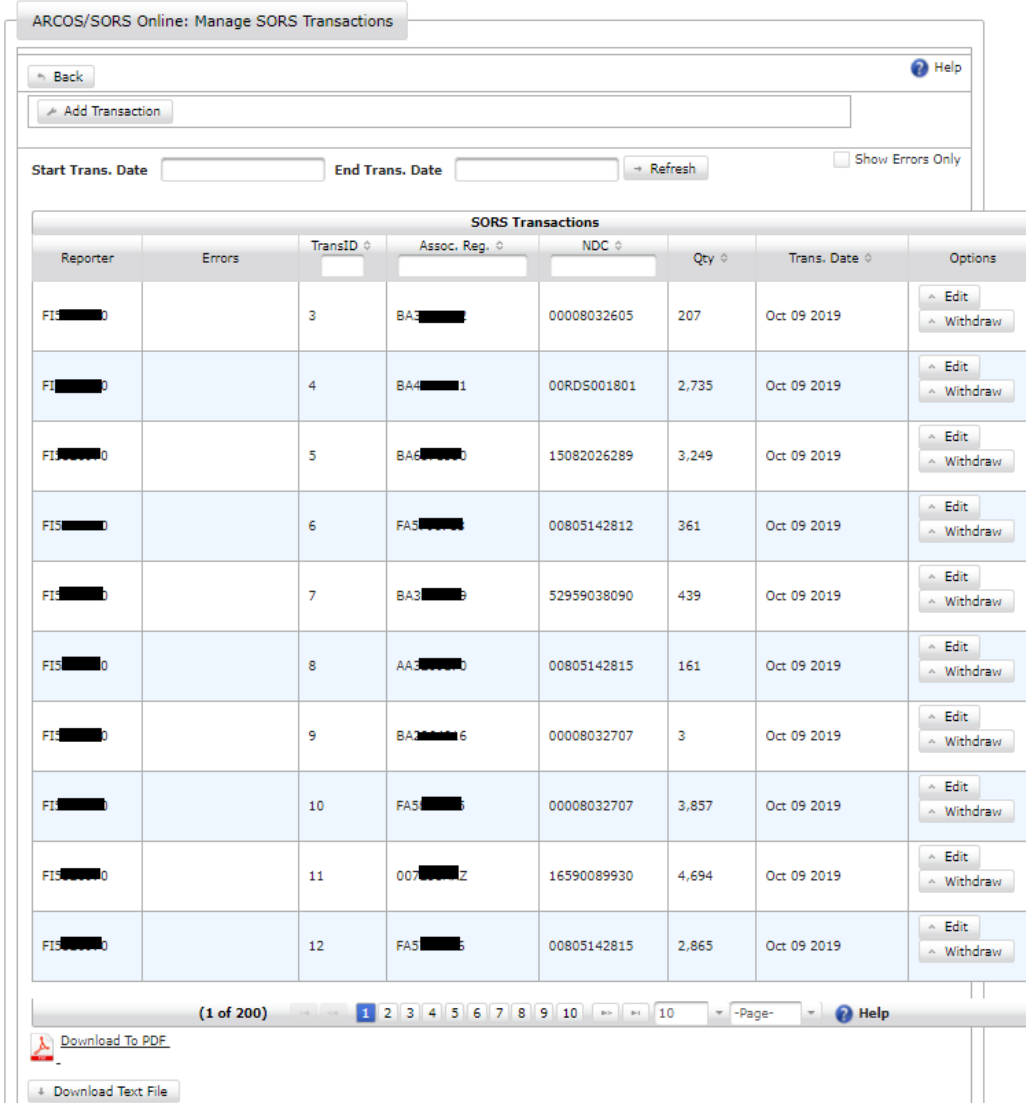
Figure 49 - Manage SORS Transactions

The SORS Online application has a filter capability to allow you to sort through a large volume of transaction records to efficiently find a specific record. (See Section 3.0)

Click on the **Edit** button for a transaction. A screen similar to the one below displays.

Figure 50 - Edit Uploaded Transaction.

Make the necessary edits. Then click on the **Submit Edit** button. The transaction will redisplay in a screen similar to Figure 49, but its location on the screen may change.

6.3 Withdraw a Transaction

Click on the **Withdraw** button in Figure 49 and the screen below displays.

Figure 51 - Withdraw a Transaction

Carefully review the data displayed above to confirm this is the transaction you want to withdraw. If you confirm the desired transaction, click on the **Withdraw Transaction** button.

Figure 49 will redisplay with the **Edit** and **Withdraw** buttons replaced with a **Restore** button. Again, the transaction my display on screen in a different location.

6.4 Report with Errors

If errors are detected when uploading a SORS Report file (see Section 6.0), a screen similar to the one below displays.

Figure 52 -SORS Report with errors (top)

	1|OTHER|Exp 4 is not Longer	
1779	E52: Order form number has not been correctly entered. : [XXXXXXXXX]	FI5█████0|S||00008032707|00004168||FA3█ ████7|XXXXXXXXX|10092019|||0000001778| SIZE|Exp 4 is not Longer
1782	S05: SORS: Duplicate Reason. Only one reason of each type may be provided.	FI5█████0|S||00805142812|00004444||BA8█ ████7|987654321|10092019|||0000001781| SIZE|Exp 3 is not Long|OTHER|Exp 3 is not Long|SIZE|Exp 4 is not Longer
2002	The uploaded file has too many errors to enumerate. Some errors may not be shown in this message. Total Lines processed: 2,002 Total Errors: 162	

Download Report Errors 📄

ARCOS/SORS Online: Uploaded SORS Reports

⟳ Refresh

Filename	Upload Date	Lines Proc.	Status	Action
FI5████0-seed-2200-~SORS~_delimmited.txt	10-17-2019 05:34:35 PM	2000	REPORT ACCEPTED	View/Edit Download Error Report

(1 of 1) |◄ ◄ 1 ►► ►| 10 ▼ -Page- ▼ ❓ Help

Figure 53 - SORS Report with errors (bottom)

Clicking the Download Error Report button will download a PDF of the screen above showing errors.

6.5 Formatting of Transactions for SORS Online File Uploads

SORS pipe delimited text file format with reasons

Filename:

Must contain "~SORS~" in the file name not including the double quotes

Header Format:

Column	Element	Example	Required	Notes
0	Data Type	SORS	Y	Always SORS
1	Reporter DEA No	AA1234567	Y	Must be a reporter associated with the user uploading the file
2	Report Date	03212019	Y	MMDDYYYY

Example

SORS|AA1234567|03212019

Transaction Format:

Column	Element	Example	Required	Notes
0	Reporting Registrant DEA No	AA1234567	Y	
1	Trans Code	S	Y	Always S
2	Action Indicator			Always Empty
3	NDC Number	12345121234	Y	
4	Quantity	1256	Y	Must be greater than 0, maximum 8 digits, no commas
5	Unit Code	1		Arcos Allowed Unit Code, NDC dependent. Unit Codes below.
6	Buyer DEA No	AA9876543	Y	
7	DEA Order Form No	123456789	Y*	Required for schedule 1, 2, 2n drugs

Column	Element	Example	Required	Notes
8	Transaction Date	09272019	Y	MMDDYYYY
9	Correction Number	W1234567		For correcting errors
10	Strength	1000		Must be four digits, left pad with 0. Percentage. Implied decimal after third digit, e.g. 1000 = 100.0%, 0074 = 7.4%
11	Transaction ID	123456		Maximum 10 digits
12	First REASON Code	1	Y	Reason Codes are below. Must be a valid reason code
13	First REASON Explanation	Explanation of why this order is suspicious for this reason code	Y	Explanation limited to 200 characters
14	Second REASON Code	3		Optional
15	Second REASON Explanation	Explanation of why this order is suspicious for this reason code	Y*	Required if reason code given Explanation limited to 200 characters
16	Third REASON Code	4		Optional
17	Third REASON Explanation	Simple explanation of why this order is suspicious for reason code given	Y*	Required if reason code given Explanation limited to 200 characters
18	Fourth REASON Code	2		Optional
19	Fourth REASON Explanation	Simple explanation of why this order is suspicious for reason code given	Y*	Required if reason code given Explanation limited to 200 characters

Examples

AA1234567|S||52959038090|00002440||004978IEZ|X12345678|09272019|||0000000008|1|Explanation 1 goes here

FB0987644|S||52959038090|00001546||BA8220991|123456789|09272019|||0000000030|3|Explanation 1 |2|Explanation 2 |1|Explanation 3 |4|Explanation 4 goes here

Note: Unit and Reason Codes listed on next page.

Unit Codes

CODE	DESCRIPTION
1	MICROGRAM
2	MILLIGRAMS
3	GRAMS
4	KILOGRAMS
5	MILLILITERS
6	LITERS
D	DOZEN
K	THOUSANDS

Reason Codes

CODE	DESCRIPTION
1	LARGE ORDER SIZE
2	UNUSUAL ORDER FREQUENCY
3	UNUSUAL ORDER PATTERN
4	OTHER REASON

7.0 Additional Information

7.1 New NDCs

If you enter an NDC in a transaction that the system does not recognize, you will be prompted to have it added to the system as a temporary NDC. The temporary NDC will be verified by DEA. Although transactions with temporary NDC entries will be accepted, they will generate errors which must be corrected if the NDC has not been accepted by the ARCOS system at the time the Report is submitted.

The screenshot below displays the **Add NDC** button that appears when an NDC Number is entered and is not recognized by SORS Online.

Figure 54: Add NDC Button

1. Click **Add NDC** to request that the new NDC be added to the system. The Add NDC Form page will display below.
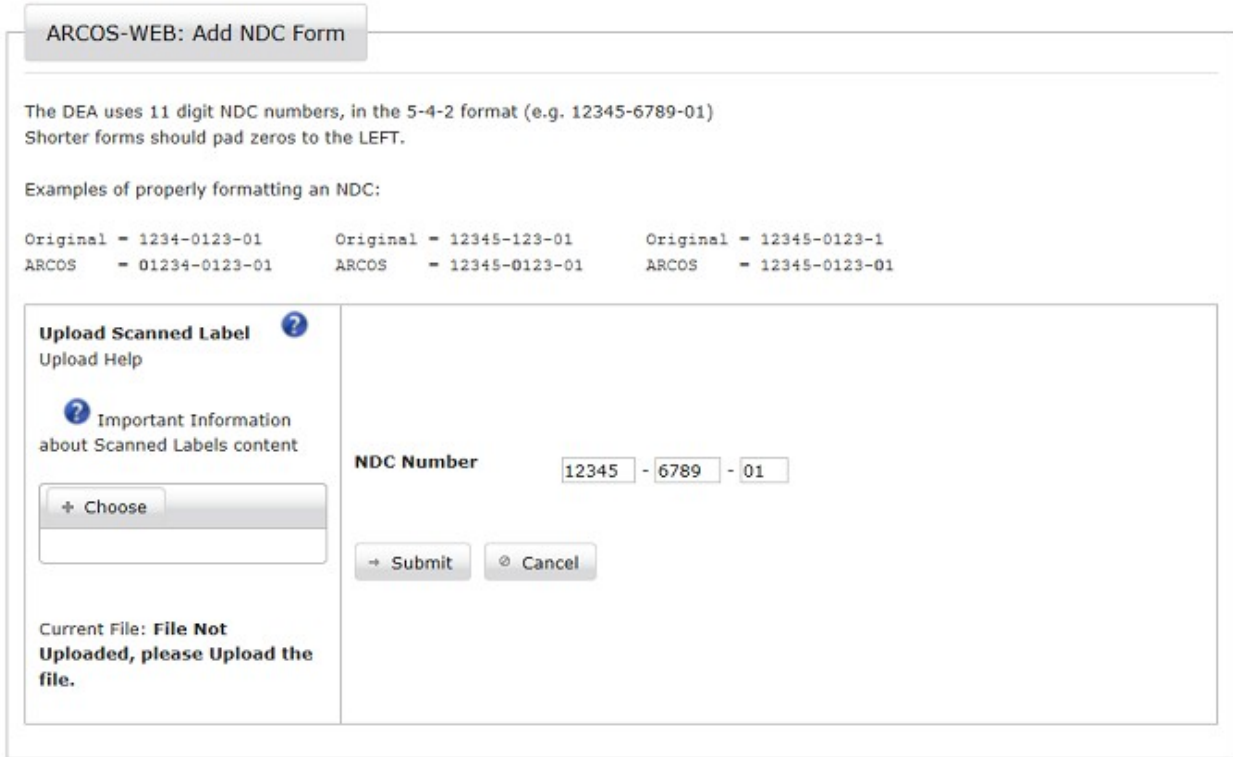
Figure 55: Add NDC Form

2. A PDF of a scanned NDC label <u>or</u> a PDF that provides product information must be uploaded. Click the **Choose** button. A screen will open allowing you to navigate to the PDF.
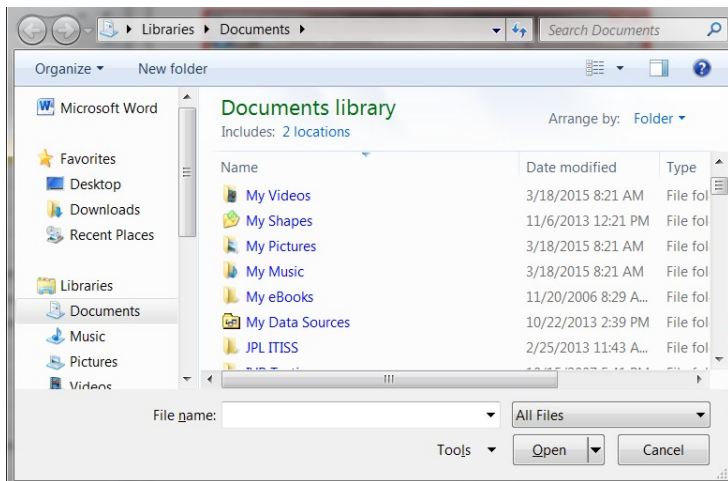

Figure 56: Navigate to PDF

Figure 57 below displays guidance in uploading a PDF scanned label for the new NDC.

If a scan of the label for the new NDC is not possible, Figure 58 provides guidance of the alternative PDF.
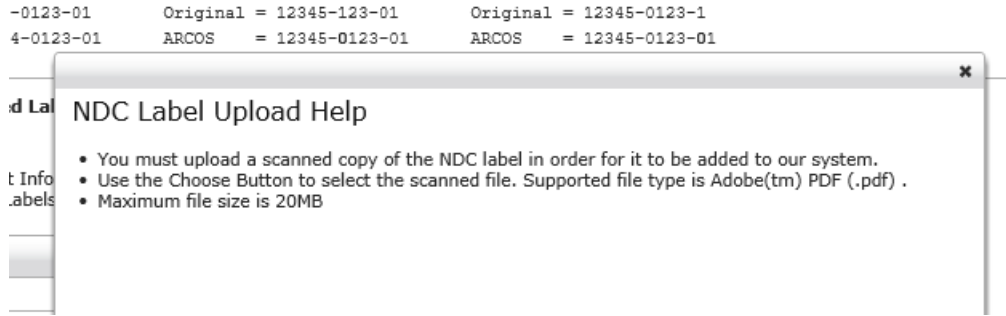
```
-0123-01        Original = 12345-123-01      Original = 12345-0123-1
4-0123-01       ARCOS    = 12345-0123-01     ARCOS    = 12345-0123-01
```

NDC Label Upload Help

- You must upload a scanned copy of the NDC label in order for it to be added to our system.
- Use the Choose Button to select the scanned file. Supported file type is Adobe(tm) PDF (.pdf) .
- Maximum file size is 20MB

Figure 57 – NDC Label Upload Help

Welcome, FT5569061 | Logout

Scanned Label Help

- Please provide a scanned commercial label in .PDF format

- -OR- Please provide(in a .PDF file) the following product information from the Manufacturer if a commercial label is not available

  - Generic or Brand Name
  - Controlled Substance and Other Active Ingredients
  - Concentration or Strength
  - Dosage Form
  - Package Size

  Example #1:
  - Generic
  - Oxycodone HCl w/ Acetaminophen
  - 10mg / 325mg
  - Tablet
  - x100

  Example #2:
  - Roxicet
  - Oxycodone HCl w/ Acetaminophen
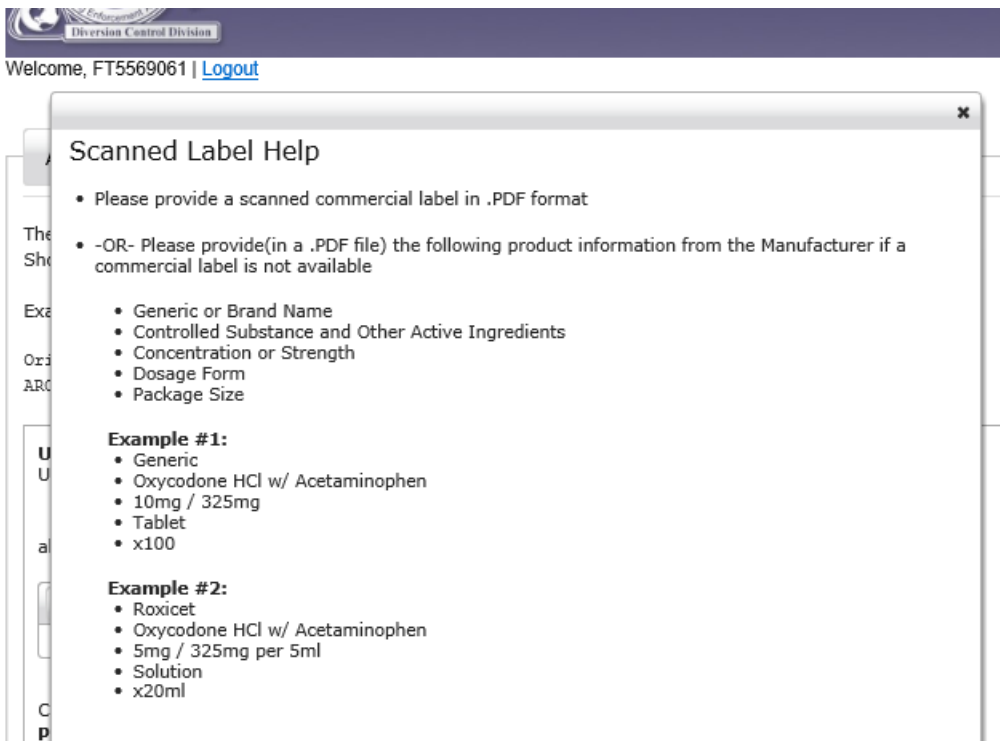 - 5mg / 325mg per 5ml
  - Solution
  - x20ml

Figure 58 – Format of a file uploaded in lieu of a NDC label.

4. Locate and click on the PDF file. .

5. Click the **Open** button. A successful file upload message will display.

   File(s) uploaded successfully.

6. Click **Submit** to send the drug information to DEA. A successful NDC entry message will display.

Figure 59: NDC Confirmation

7. Complete the transaction fields and click the **Submit Transaction** button. See Section 4.1 for more information.

7.2 Central Reporter

Central Reporters that manage multiple registrant accounts can submit and manage transaction information through SORS Online. A Central Reporter account with SORS Online is required. See Section 2.1.2.

1. Log in to SORS Online as described in Section 2.3. The Main Menu page will display.

2. Click the SORS Menu option. Two options will display.
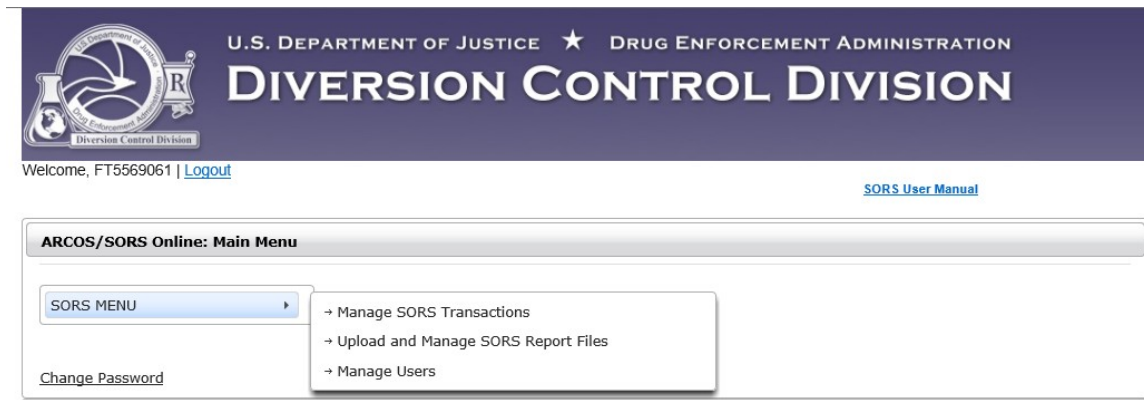
Figure 60: SORS Menu Options

3. Select **Manage SORS Transactions**. Each registrant account that the Central Reporter is responsible for will display.

Select User	
WW2323232	✎ Manage SORS Transactions
WW4545454	✎ Manage SORS Transactions
WW6767676	✎ Manage SORS Transactions

↩ Back

Figure 61: Registrant Accounts for Central Reporter

4. Click **Manage SORS Transactions** of the preferred registrant. The transaction page for that registrant will display.

5. At this point, the Central Reporter section within SORS Online operates like an individual registrant. Follow the previous sections of this User Manual for guidance as necessary.

8.0 Manage Users

This section is only applicable to SORS Reporters or those individuals having an Admin Role. All persons with the SORS Admin role can perform any of the functions described in this section..

Only a user with the SORS Admin Role will see **Manage Users** option on the Main Menu below

Figure 62 - Main Menu for Admin Role

Clicking **Manage User** on the Main Menu will display the Manage Users Page. The first time an organization registers for SORS, only the SORS Reporter, who registered in Section 2.1 will display in the Manage Users Page as shown below.
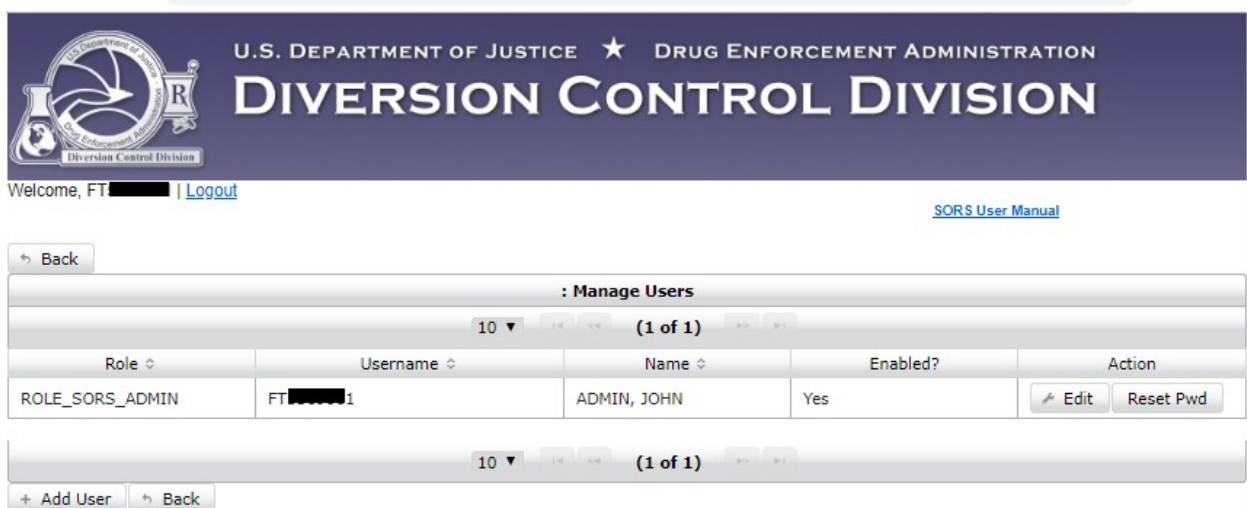
Figure 63 - Initial Manage Users Page

8.1 Add User

The SORS Reporter may add users to assist with making Reports for their organization.

To add a user, click on **+ Add User** in the Manage Users Page above.

- If you report for a single registrant, go to Section 8.1.1 below.

- If you are a Central Reporter and report for multiple DEA Registrants,

8.1.1 Add User to Single Reporter

The blank form below displays.

> **Note:** As shown below, the role of SORS User or SORS Admin is assigned on the Add/Edit User Form. Also, the term "Individual" may be used to describe an action applicable to both roles.

Figure 64 – New User Add/Edit User Form

In this form the Admin clicks on either **ROLE_SORS_USER** or **ROLE-SORS_ADMIN** to assign the role. Also, the Admin will click in the **Yes** radio button to enable the Individual. If the Admin clicks in the **No** ratio button, the Individual will not be enabled. See Section 8.3 Adding a Not Enabled User.

Below is an example of adding a new Admin User.

Figure 65 - Example New Admin

Having a second Admin user provides a backup capability if the other admin is not available.

Click on **Proceed** and the screen below displays.

Figure 66 - Review User Information

Review the information displayed above. If everything is correct, click on **Confirm**. The screen below displays.

If anything above needs to be changed, click on Revise. A screen similar to Figure 65 to enable editing.

Figure 67 - New Admin User Displays

8.1.2 Add a User to a Central Reporter

Note that Central Report XXNNNN859 is registered to report for six additional DEA Registrants.

Figure 68 – Add/Edit User Form for Central Reporter XXNNNN859.

Figure 69 – Add user with authorization to report for two DEA Registrants

In this example, Central Report XXNNNN859 is adding the new user Tom Jones, with reporting authority limited to the two highlighted DEA Registrants. The new user is assigned the User Role. The new user could be assigned the Admin Role.

Click on **Proceed**. A screen similar to the one below displays.

Figure 70 – Review User

Review the information displayed above. If accurate click on **Confirm**.

A screen similar to the one below displays.

8.2 Edit User

In this section, we use the edit function to correct an Admin user's last name. A single letter last name, although registered, will not function properly.

Click on Edit for sors2a@yahoo.com

Figure 71 - Add/Edit User Form

In this example we use the Add/Edit User Form to edit the user. We correct/edit the last name from "A" to "Adm." Then, click on **Proceed**.

Figure 72 - Review User Screen Displays New Last Name

Click on **Confirm** to record the edit.

Note: The Username cannot be changed.

Figure 73 - Successful update

The above screen confirms the edit.

8.3 Adding a Not Enabled User

There are some issues when making add a user that is not enabled.

If you complete the process as in Section 8.2 to add a User (or Admin) you will get a screen similar to the one below.

Figure 74 - User Added as Not Active

If you this User tries to login, the screen below will display.

Figure 75 – Not Enabled Login Problem

The User (or Admin) must be enabled to get a password. See the next section below.

8.4 Enable Not Enabled User

Click on Edit for the Not Enabled User in the Manage Users Screen below.

Figure 76 - User is Not Enabled

Click on **Edit** for the Not Enabled User in the Manage Users Screen above. The Add/Edit User Form for this user display.
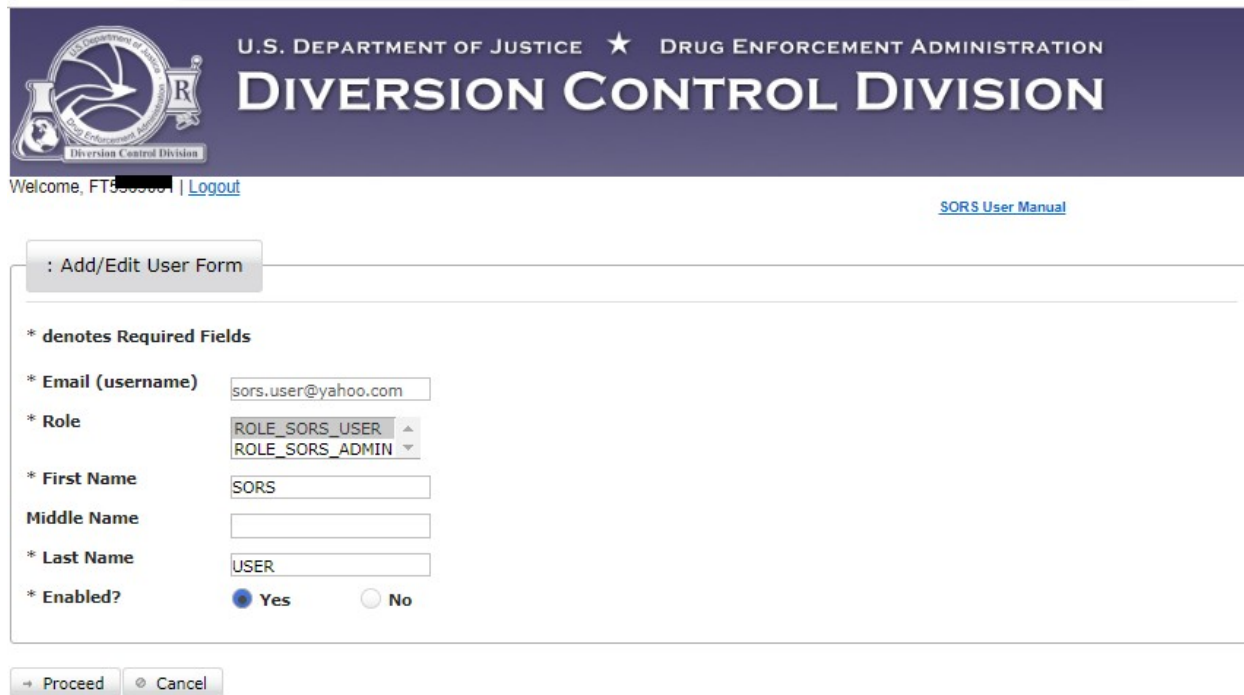
Figure 77 - Not Enabled User

Figure 78 - Yes Enabled Clicked

Click in the Yes radio button so it displays as above. Click on **Proceed**. The screen below displays.

Figure 79 - Review User Screen for Enabled User

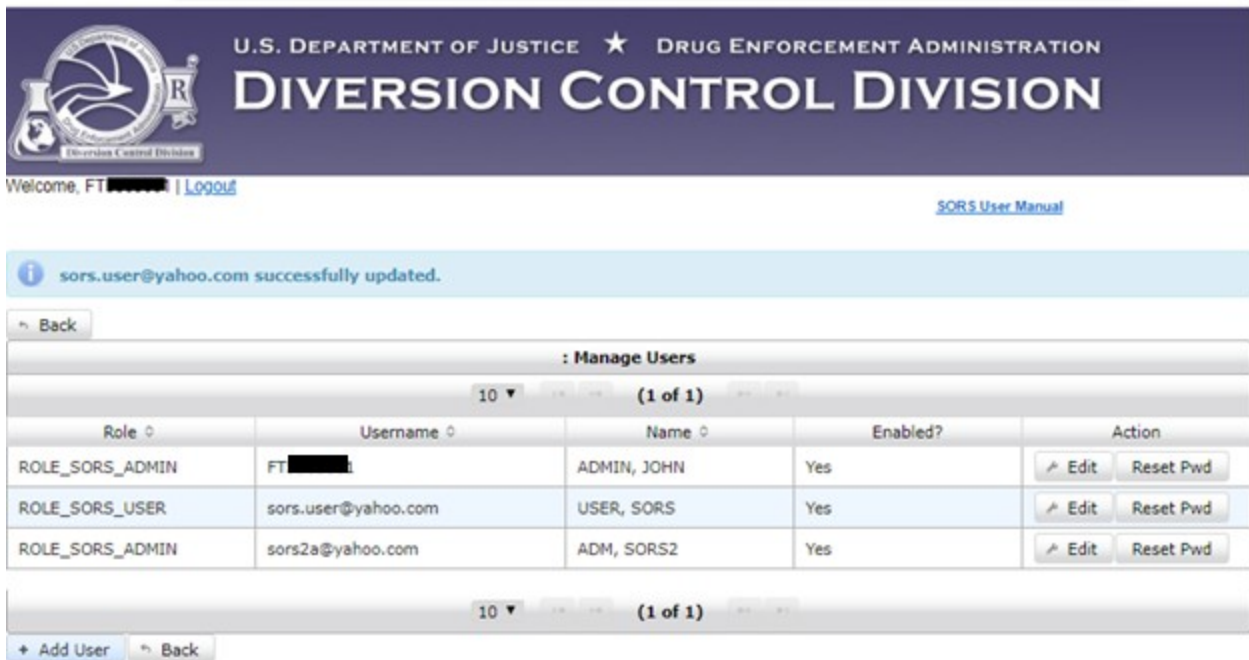Click on **Confirm** to save the User as enabled. The Screen below displays.

Figure 80 - User Displays as Enabled.

The previously not enabled User displays as enabled above.

8.5 Reset Password

An Admin can reset any user's password. In this example we will reset the password of the user sors.user@yahoo.com.

Figure 81 - Manage Users Page.
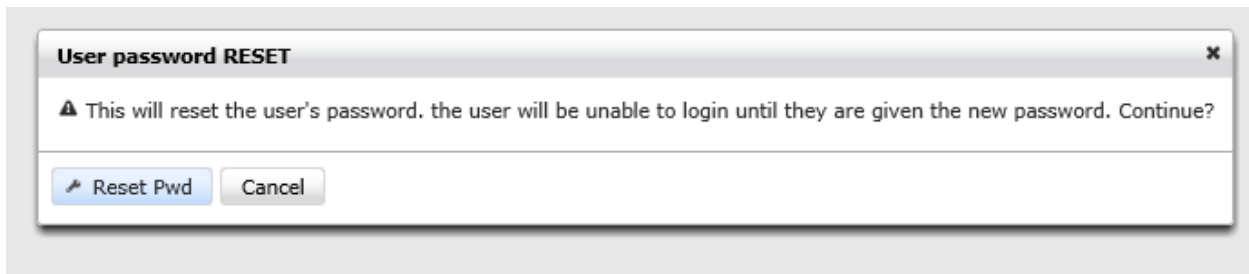
Click on **Reset Pwd** for this user. This popup displays.

Figure 82 - Reset Password Popup

Click on **Reset Pwd**. Note the banner in the screen below.

Figure 83 - Password Successfully Reset

Record the temporary password and give it to the affected user.

This user will open the Login Page and enter the username and temporary password as shown below.
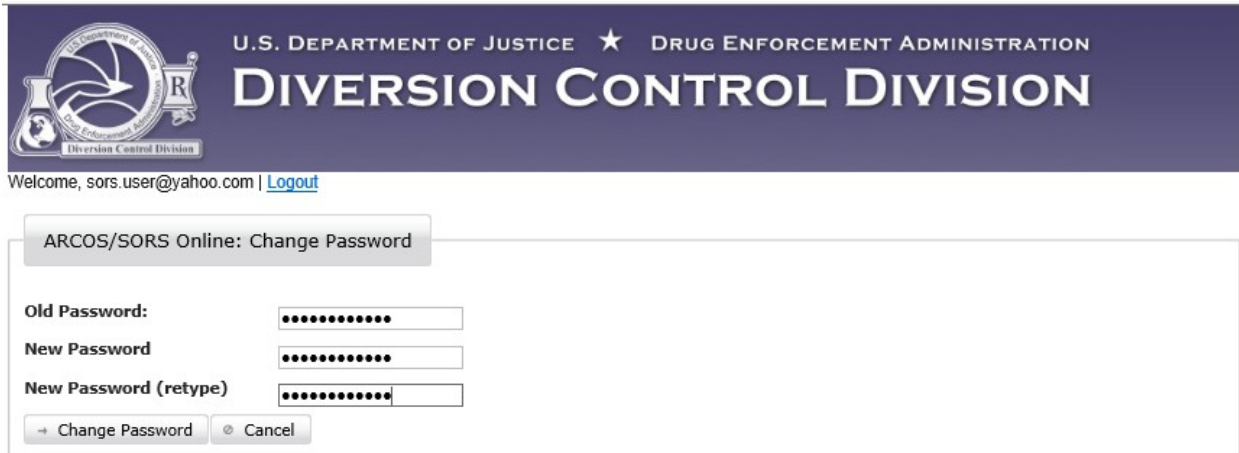
Figure 84 - Login Page with Temporary Password.
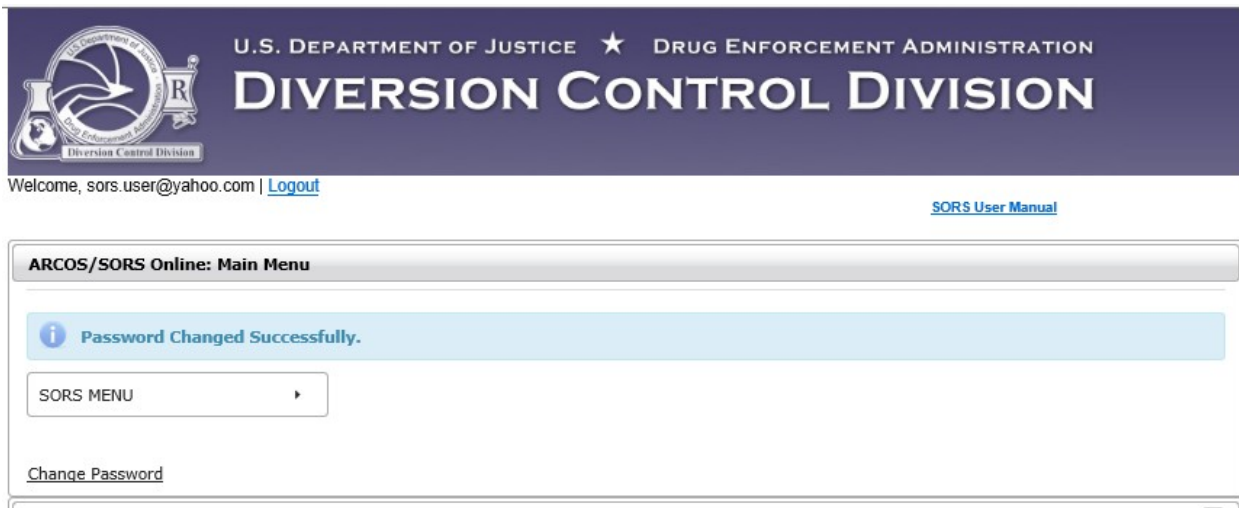
This user clicks on **Login** and the Change Password Page.

Figure 85 - Change Password

The user enters the old password, the new password, repeats the new password, and then click on **Change Password**.

Figure 86 - Main Menu with Banner

The banner notes that the password was successfully changed.