



# Supply Chain Conference 2025

## Registration and Business Operations Section (DRR)



**MAY 2025**



**The contents of this document do not have the force and effect of law and are not meant to bind the public or DEA in any way.**

**This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.**

**I have no financial relationship to disclose.**





**“The presentation is for educational purposes. Materials, images, or sounds authored or created by parties other than DEA may be subject to copyright and are used herein in accordance with the fair use provision of Title 17 United States Code Section 107. DEA’s use of these materials does not authorize persons outside of DEA further distribute or use copyrighted materials.”**





# *Registration Program Overview & Updates*

*Michelle McGregor*  
*Acting Unit Chief*





---

## *Topics that will be Covered*

---



# Topics that will be Covered



**Registration and Business  
Operations Section (DRR)**

**Registration Updates**

**Common Problems  
Encountered**

**Common Questions**

**Assistance with  
Registration Matters**





---

*Who is the*  
Registration and Business Operations Section

---





- DRR is responsible for all registration programs and activities managed by the Diversion Control Program.
- DRR provides registration guidance and assistance to the field's 95 Registration Program Specialists (RPS).
- DRR ensures registrant databases are maintained appropriately, conducts quality control and verification of data, and provides management with reports and recommendations regarding registration activities and registrant information for more than two million registrants.





## Units within DRR

- Registration Processing Operations Unit
- Registration Financial and Data Entry Unit
- Registration Customer Response Unit
- Registration Business Unit
- Registration Call Centers
- Controlled Substance Ordering System Unit

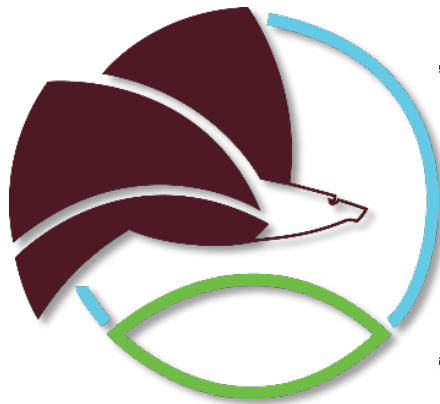
# Registration and Business Operations Section (DRR)



**Total Registrant Population:  
2,176,958**

BUSINESS ACTIVITY	REGISTRANTS
PHARMACY	67939
HOSPITAL/CLINIC	20278
PHYSICIANS	1450204
TEACHING INSTITUTION	247
MANUFACTURING	566
DISTRIBUTOR	643
RESEARCHER (II-IV)	8665
DOG HANDLERS	3009
RESEARCHER (I)	854
ANALYTICAL LAB	1517
IMPORTER	277
EXPORTER	277
REVERSE DISTRIBUTOR	73
MID LEVEL PRACTITIONER (MLP)	619285
NARCOTIC TREATMENT PROGRAM (NTP)	
MAINTENANCE	283
DETOXIFICATION	86
MAINTENANCE/DETOXIFICATION	1789
COMPOUNDER/MAINTENANCE	6
COMPOUNDER/MAINTENANCE/DETOXIFICATION	67
CHEMICAL	
MANUFACTURING	220
IMPORTER	231
DISTRIBUTOR	289
EXPORTER	153
GRAND TOTAL:	2176958





---

## *Registration Updates*

---



# DEA Diversion website

[www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)

- Top Tabs
- Quick Buttons (blue)
- Welcome Buttons
- Scroll down for:
- In the News
- What's New
- Email updates

The screenshot shows the DEA Diversion website homepage. At the top, there is a navigation bar with the DEA logo, contact information (DEA.Registration.Help@dea.gov, 1.800.882.9539), and a search icon. Below this is a secondary navigation bar with links: HOME, ABOUT US, REGISTRATION, REPORTING, RESOURCES, and CONTACT US, along with social media icons for Facebook, X, Instagram, and LinkedIn. The main header area features the text "DEA FORMS & APPLICATIONS" in large white letters, followed by "NEED TO REGISTER, REPORT OR SUBMIT A TIP?" and a button that says "OUR FORMS & APPLICATIONS WILL ASSIST YOU". Below the header is a row of four blue buttons: REGISTRATION, FORMS & APPLICATIONS (highlighted with a right arrow), CONTACT US (with a right arrow), and RESOURCES (with a book icon). A pink announcement box contains the text: "Multi-Factor Authentication added to the Registration Validation Toolset (PDF) (February 23, 2024)", "Provide feedback for the website redesign here: [deadiversionwebmaster@dea.gov](mailto:deadiversionwebmaster@dea.gov)", and "Quotas - Final Order: Established Aggregate Production Quotas for Schedule I and II Controlled Substances and Assessment of Annual Needs for the List I Chemicals Ephedrine, Pseudoephedrine, and Phenylpropanolamine for 2024 (PDF)". Below the announcement is a search bar. The "Welcome" section follows, displaying eight tiles with icons and text: "Registration" (Go to Registration >), "Forms & Applications" (Go to Forms >), "Questions & Answers" (Go to Q&A >), "Meetings & Events" (Go to Meetings >), "Guidance Documents Portal" (Go to Portal >), "Drug Disposal" (Go to Disposal >), "Controlled Substance Schedules" (Go to Schedules >), and "Publications & Manuals" (Go to Pubs >).



# DEA Forms & Applications



Registration Applications	Check the status of my application	Request Copy of Application/ Receipt	Request Copy of DEA Certificate	Make Changes to My DEA Registration	Registration for disposal	Registration Validation Toolset	Order Form Request (DEA Form 222)	CSOS
---------------------------	------------------------------------	--------------------------------------	---------------------------------	-------------------------------------	---------------------------	---------------------------------	-----------------------------------	------



Applications must be submitted online via the DEA Diversion website:  
[www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)

Registration Applications, Tools and Resources

- Renewal Applications >
- New Applications >**
- Make Changes to My DEA Registration >
- Check Status of DEA Registration Application >
- Request Copy of DEA Certificate >
- Registration Resources >
- Registration Support >
- Notices >
- Registration Tools >

### New Applications

[Submit Your New Applications HERE! >](#)[Check the Status of My Applications >](#)

**EMAIL ADDRESSES ARE REQUIRED**

Registrants must have a current and active email address listed on their registration in order to receive important information from the DEA, such as registration renewal notices.

**DEA Form 224** – Retail Pharmacy, Hospital/Clinic, Practitioner, Teaching Institution, or Mid-Level Practitioner

**DEA Form 225** – Manufacturer, Distributor, Researcher, Canine Handler, Analytical Laboratory, Importer, Exporter

**DEA Form 363** – Narcotic Treatment Programs

**DEA Form 510** – Domestic Chemical

# DEA Applications - Power of Attorney



A Power of Attorney can be uploaded on DEA Registration applications & modification forms. Refer to **21 CFR § 1301.13(j)** for more information.

A screenshot of a web application interface titled "CSA Registration Online Mgmt Tools: Upload Documents". The interface is divided into several sections. The "Overview" section states: "This page allows you to upload a Power of Attorney document, if applicable." The "Power of Attorney" section contains a paragraph of legal text regarding the signing of applications and a note: "This page allows you to optionally upload a Power of Attorney if applicable as described above." Below this, it says: "If a Power of Attorney is required, please select Power of Attorney in the Document Category selection list below. If this is not applicable, Click the Proceed button below." The "Upload Instructions" section lists three steps: 1. Select the Category of document to be uploaded. 2. Read all additional instructions below the Category Selector. 3. Choose the file(s) you wish to upload using the file selector. Below the instructions is a "Document Category" dropdown menu currently set to "- Select A Category -". Underneath is an "Uploaded Files List" section which currently displays "No files uploaded". At the bottom of the form are three buttons: "Previous", "Proceed", and "Cancel".

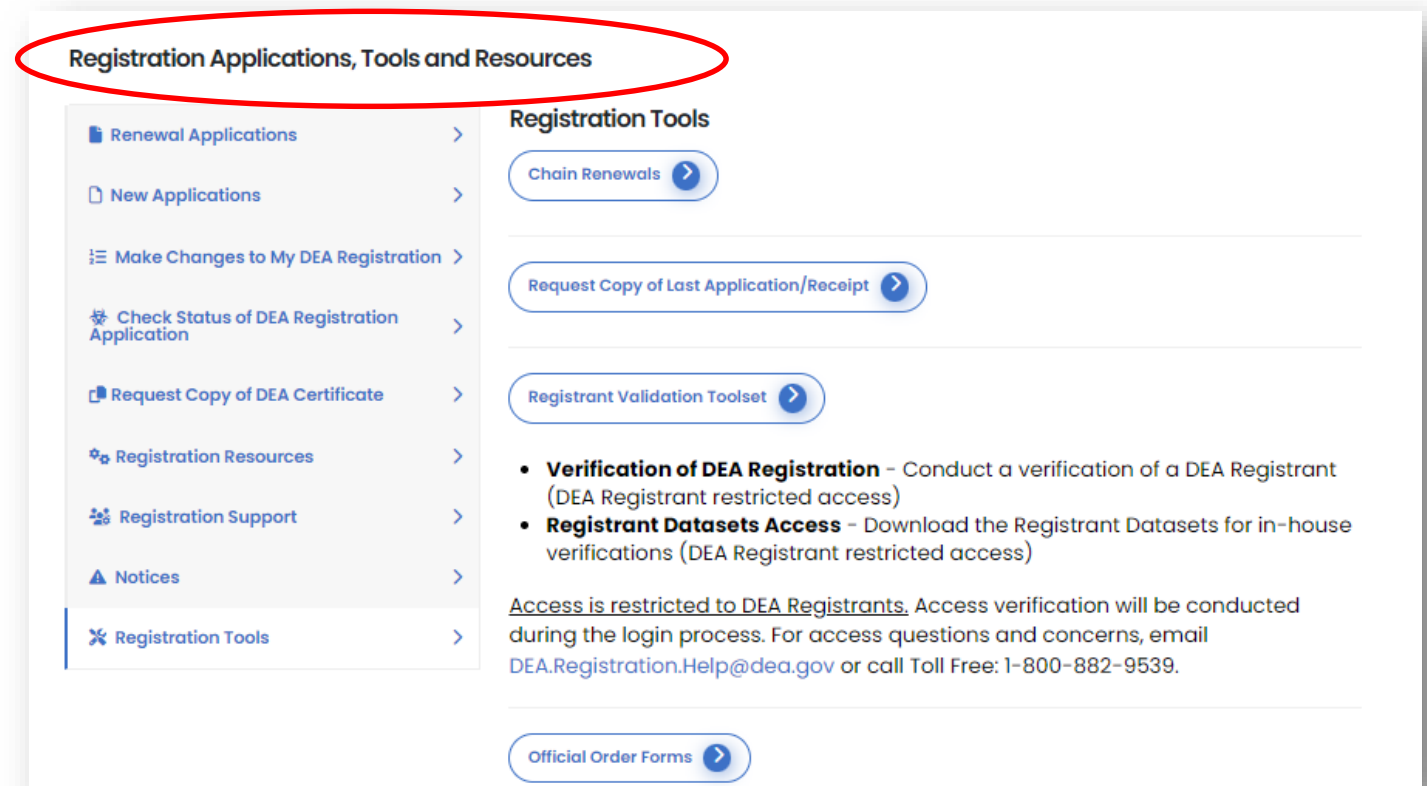
# DEA Certificates and Receipts



We now e-mail application submission receipts and DEA Certificates.

If necessary, you can obtain a copy from our website.

The Registration Call Center can also assist by sending these items to the email on file.



Please note: the submission receipt is a not financial receipt.



---

# ***Security Enhancements***

---





**New security features require you to keep the email address and contact number associated with your registration up to date.**

- If the email address is altered or updated, the formatting will be automatically verified for validity.
- These updated security measures will help assure only those with proper credentials can access your registrant information.





## Security PIN Validation:

This security feature is used to confirm the identity of a caller or emailer.

- We will text the 6-digit security PIN to the cell phone number on file and have the Registrant or Power of Attorney holder recite the PIN back to continue the call.
- If there is no cell phone number on file, a second method is to send the security PIN to the email on file and have it recited back.





## **Multi-Factor Authentication:**

This security feature is necessary for DEA to continue to keep our Registrants' Personally Identifiable Information safe and secure.

- DEA is aware that the implementation of this security measure may present some challenges to the business operations of our Registrant community.
- This security enhancement requires verification of the Registrant's identity through multi-factor authentication when accessing your registration on our website, which also includes accessing the Registrant Validation Toolset.





## Multi-Factor Authentication – Validation Token:

The screenshot shows the official website of the U.S. Department of Justice, Drug Enforcement Administration, Diversion Control Division. The header features the department's seal and the text "U.S. DEPARTMENT OF JUSTICE ★ DRUG ENFORCEMENT ADMINISTRATION" and "DIVERSION CONTROL DIVISION". Below the header, a welcome message is followed by a "Logout ALL Sessions" link and contact information. A light blue box highlights the section "CSA Registration Online Applications: Multi-factor Authentication". The main content area contains a message about requesting a security code and a "Send Token" button.

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

Welcome, [REDACTED] | [Logout ALL Sessions](#) Need Help? Email Us: DEA.Registration.Help@dea.gov Call Us Toll Free: 1-800-882-9539

CSA Registration Online Applications: Multi-factor Authentication

As a measure of additional security, please request a code to be sent to your point of contact email address you have provided in your most recent registration application or update, and verify that code below.

[Send Token](#)



## Validation Token Email:

DEA Registration Account Login: Validation Token

**From:** [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov)

to me

Dear Applicant,

Your validation token [Generated at May 12, 2023 03:19:31 PM EDT] for login to your DEA CSA Registration account is

3AV5JF3D

This token will expire at May 12, 2023 03:20:31 PM EDT, so please enter it on the validation page as soon as possible. If you did not request this token, please contact:

Call us toll free: 1-800-882-9539 or Email us: [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov)



If you find yourself locked out of our online applications and tools, you may wait until the temporary lock is removed or contact the Registration Helpdesk.

CSA Registration Online Applications: Multi-factor Authentication

For security reasons, your account is currently locked.

This lock is temporary. You will be able to log in again at: May 12, 2023 03:23:57 PM EDT

For Help, please contact us at: **Email:** DEA.Registration.Help@dea.gov -or- **Call Us Toll Free:** 1-800-882-9539

Refresh



Registration Validation Toolset on [www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)

- **Verification of DEA Registration** - Conduct a verification of a DEA Registrant (DEA Registrant restricted access)
- **Registrant Datasets Access** - Download the Registrant Datasets for in-house verifications (DEA Registrant restricted access)

Access verification will be conducted during the login process (MFA Token). For access questions and concerns, email [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov) or call: 1-800-882-9539.

Registrant Validation Toolset



# Registrant Datasets Access (RDA)



Access to the DEA Controlled Substances Act Registration Information Database, and the dataset contained within, is limited to those registered with, or by request to, the Drug Enforcement Administration in order to comply with Federal, State, and local, Statutes and Rules.

This includes those that provide credentialing or verification services to the Pharmaceutical and Healthcare industry.

## **Please note:**

- **Access must be applied for annually**
- **RDA access requires a login & password**
- **To obtain an application or submit the completed form and any supporting documentation e-mail [DEA.CSARDA@dea.gov](mailto:DEA.CSARDA@dea.gov)**

Be advised that the unauthorized distribution, reverse engineering, re-engineering, profit from the sale, the incorporation in a software system or package for distribution, or the use for marketing and/or targeting, are strictly forbidden and not allowed uses of the dataset from the Controlled Substances Act Registration Information Database.



# Registrant Datasets Access (RDA)



Full access users can conduct a primary source registration verification of a DEA registrant, and/or download the dataset files that can then be used in a self-designed system. The information provided is updated nightly and is provided at no cost.

- **If approved**, an email will be sent to your email with your temporary password. Note: your email will be the Login.
- The RDA is not accessible through our website.
- You can have each team member request their own account.

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

By accessing this information system, you understand and consent to the following:

You are accessing a U.S. Government information system, which includes: this computer, this computer network, all computers connected to this network, and all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communications transmitted through or data stored on this information system. At any time, the government may monitor, intercept, search and/or seize data transiting or stored on this information system. Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.

**Registrant Datasets Access Login**

Email Address\*

Password

Please note: there is a option to **reset password** on the login page



---

## *Common Problems Encountered*

---

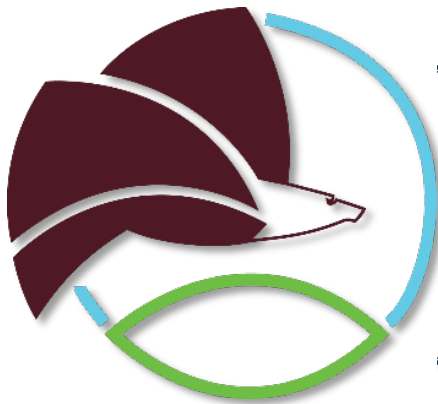


# Common Problems Encountered



- **The applicant does not have appropriate state authority, prior to applying.**
- **The applicant assumes their first registration period will be a full 12 or 36 months.**
- **Failure to notify DEA of an email change.**
- **Failure to notify DEA of an address change.**
- **Failure to update state licensure expiration dates.**
- **Failure to upload a POA.**





---

## *Common Questions*

---





An **electronic notification** is sent to a registrant **60** days from expiration date and then additional renewal notifications are sent 45 days, 30 days, 15 days, and then lastly, at 5 days from expiration.

- For bulk manufacturers and importers of schedules 1 & 2, a **letter** is sent 120 days prior to expiration date.
- If a renewal application is **not** submitted by the expiration date, the registration status changes from Active to Expired.
- If a renewal application **is not received** within 30 days of the expiration date, the expired DEA number will be retired.

Renewals can be completed online at: [www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)

Please note: email accuracy is important.



# DEA Applications & Drug Codes



When completing an application with drug codes:

- The application will indicate when drug codes are needed.
- In order to continue with the application, Drug Codes must be entered for each required schedule.

Diversion Control Division

Welcome, New Applicant | [Logout](#) [All Sessions](#) | Need Help? Email Us: [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov) Call Us Toll Free: 1-800-882-9539

CSA Registration Online Mgmt Tools: Select Drug Codes

Please select all applicable drug codes. All schedules below must have drug codes entered. Schedules not shown do not require drug codes to be entered.

Bulk Manufacturer (Synthesizer/Extractor) applicants MUST also select the "Bulk" selection box next to all Schedule I and II controlled substances they plan to "Manufacture in Bulk", and must have at least one bulk selection.

More details regarding drug/chemical schedules can be found in 21 CFR 1308.

Sort by Code

Available Codes			
	Name	Code	Bulk?
<input type="checkbox"/>	ALPHAPRODINE	9010	<input type="checkbox"/>
<input type="checkbox"/>	ANILERIDINE	9020	<input type="checkbox"/>
<input type="checkbox"/>	COCAINE	9041	<input type="checkbox"/>
<input type="checkbox"/>	CODEINE	9050	<input type="checkbox"/>
<input type="checkbox"/>	DEXTROPROPOXYPHENE, BULK (NON-DOSAGE)FORMS	9273	<input type="checkbox"/>
<input type="checkbox"/>	DIPHENOXYLATE	9170	<input type="checkbox"/>
<input type="checkbox"/>	ETHYLMORPHINE	9190	<input type="checkbox"/>
<input type="checkbox"/>	ETORPHINE HCL	9059	<input type="checkbox"/>
<input type="checkbox"/>	HYDROCODONE	9193	<input type="checkbox"/>
<input type="checkbox"/>	HYDROMORPHINE	9150	<input type="checkbox"/>
<input type="checkbox"/>	LEVO-ALPHACETYLMETHADOL (LAAM)	9648	<input type="checkbox"/>
<input type="checkbox"/>	LEVORPHANOL	9220	<input type="checkbox"/>
<input type="checkbox"/>	MEPERIDINE	9230	<input type="checkbox"/>
<input type="checkbox"/>	METHADONE	9250	<input type="checkbox"/>
<input type="checkbox"/>	MORPHINE	9300	<input type="checkbox"/>
<input type="checkbox"/>	OPIUM EXTRACTS	9610	<input type="checkbox"/>
<input type="checkbox"/>	OPIUM FLUID EXTRACT	9620	<input type="checkbox"/>
<input type="checkbox"/>	OPIUM POPPY / POPPY STRAW	9650	<input type="checkbox"/>
<input type="checkbox"/>	OPIUM TINCTURE	9630	<input type="checkbox"/>

Add -->

--> Remove

Selected Codes			
	Name	Code	Bulk?
No Codes Entered			

In order to continue, Drug Codes must be entered for each of the Schedules listed above.

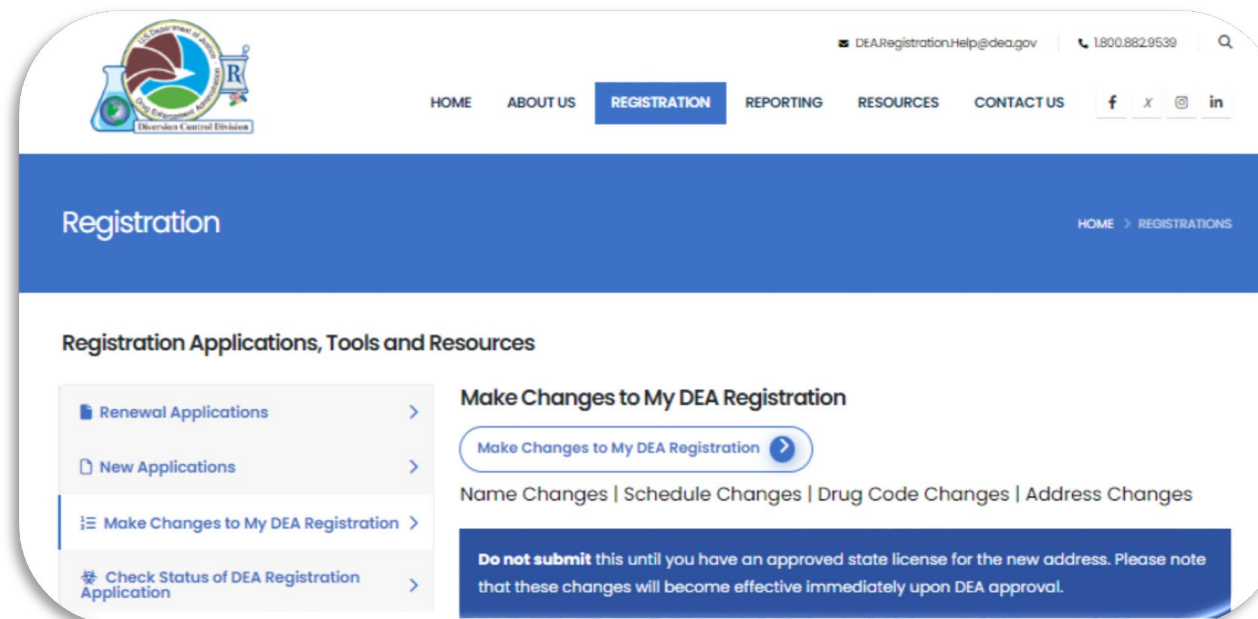
# When can I modify my DEA registration?



## 21 CFR § 1301.51(a) - Modification in Registration

“Any registrant may apply to modify his/her registration to authorize the handling of additional controlled substances or to change his/her name or address by submitting a written request to the Registration Unit, Drug Enforcement Administration...

Additionally, such a request may be submitted on-line at [www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov).”





## Controlled Substance Ordering System:

CSOS allows for secure electronic controlled substances orders without the supporting paper DEA Form 222.

### **21 CFR § 1311.30(e) - Requirements for Storage and Usage**

“The certificate holder must report the loss, theft, or compromise of the private key or the password, via a revocation request, to the Certification Authority within 24 hours of substantiation of the loss, theft, or compromise”...

### **21 CFR § 1311.40(a) - Renewal of certificates**

“A CSOS certificate holder must generate a new key pair and obtain a new CSOS digital certificate when the registrant's DEA registration expires or whenever the information on which the certificate is based changes”...



# Controlled Substance Ordering System (CSOS)



Support staff members are available  
Monday through Friday,  
from 8:30 AM through 5:50 PM (EST).  
1-877-DEA-ECOM (1-877-332-3266)

**[www.DEAecom.gov](http://www.DEAecom.gov)**

## Controlled Substance Ordering System (CSOS)

HOME > REGISTRATIONS > CSOS

### Navigation

- > Home
- > About CSOS
- > Policies
  - > CSOS Final Rule
  - > Certificate Policy
  - > PKI Cert and CRL Profile
  - > Subscriber Agreement
  - > Privacy Policy
- > Enroll in CSOS
- > Certificate Management
- > CSOS Reporting
- > Developer Utilities
- > Contact Support

### News & Updates

#### Virtual Training Sessions


- CSOS Enhancements—Letter to Registrants (December 9, 2024)
- CSOS Enhancements—Letter to Registrants (November 12, 2024)
- CSOS Enhancements—Letter to Practitioners (October 16, 2024)
- CSOS Enhancements—Letter to all other registrants (October 15, 2024)

DEA's Controlled Substance Ordering System (CSOS) is designed to provide services to DEA-registered pharmaceutical drug manufacturers, distributors, pharmacies, hospitals, and others to transmit customers' orders electronically.


Virtual training sessions on the CSOS are available in January 2025.

[FAQ: Secure Hashing Algorithm \(SHA\) Transition](#)


#### CSOS Questions & Answers



For Purchasers







For Suppliers



For Developers

### External Links

-   
Department of Justice
-   
DEA
-   
Office of Diversion Control
-   
FirstGov.gov Web Portal

### For Purchasers

CSOS allows for secure electronic transmission of Schedule I-V controlled substance orders without the supporting paper Form 222.

- Enroll in CSOS
- Learn about CSOS
- Activate/Retrieve your certificate(s)
- Transfer certificate(s) to another computer
- Learn about electronic ordering
- Renew certificate(s)
- Revoke certificate(s)
- Report a security concern

[1] Microsoft Knowledgebase Article: <http://support.microsoft.com/kb/968730>

[2] Hotfix for Windows Server 2003 and Windows XP: <http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnum=968730&kbln=en-us>



---

## *Assistance with Registration Matters*

---



# Assistance with Registration Matters



The Registration Program Specialists (RPS) are stationed around the country and serve as DEA's liaison with the medical community, the public, potential and current registrants, and numerous governmental personnel.

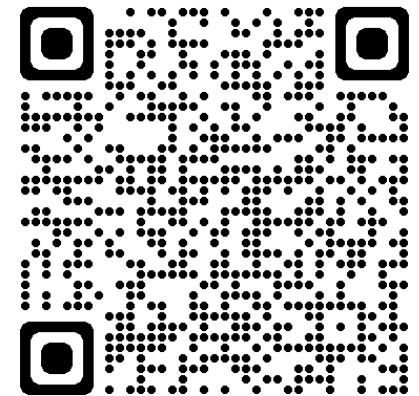
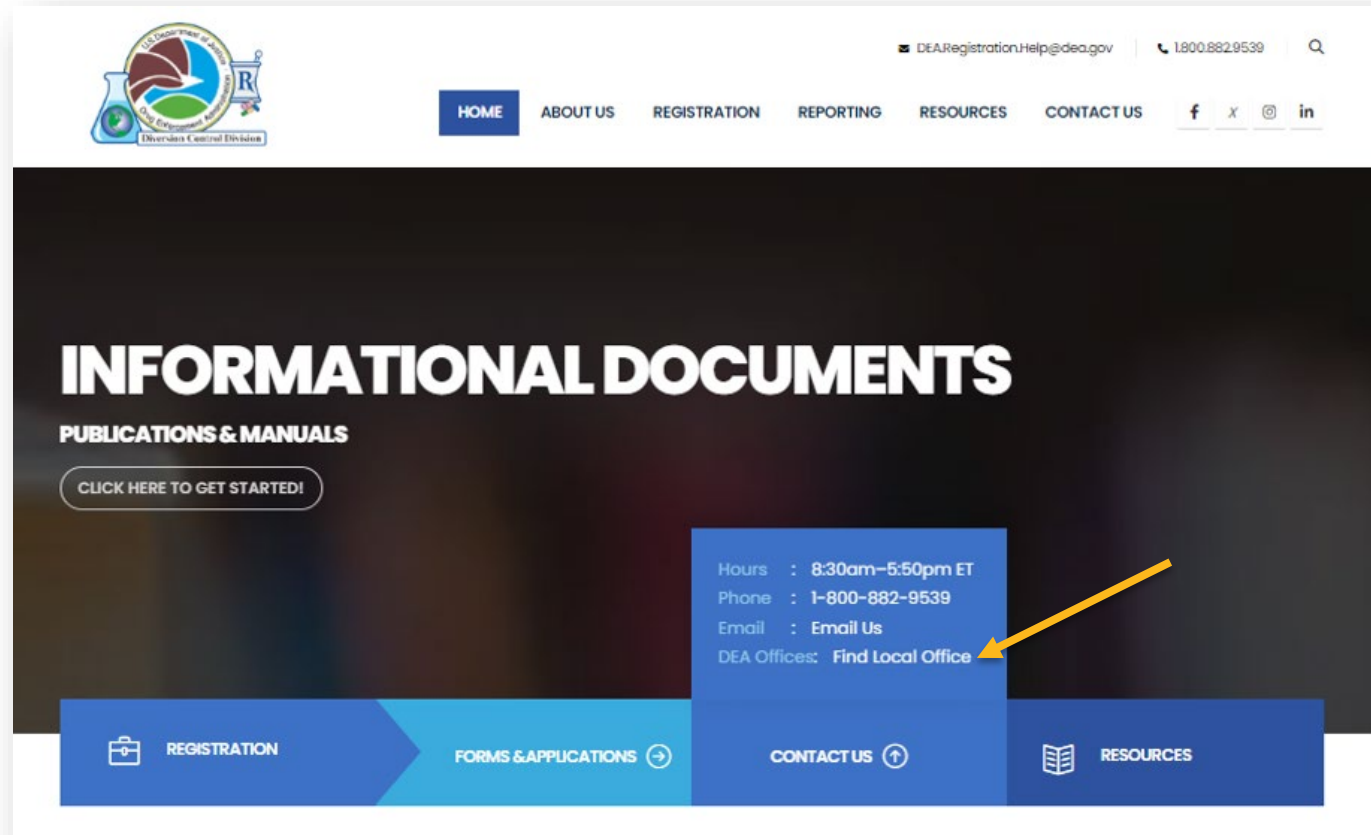
- Independently manage the registration program, for the field division.
- Examine registration transactions and rejects those not in compliance with agency standards and other applicable laws, rules, and regulations.
- Conduct presentations and training sessions on DEA's Registration Program and process to the registrant community.



# Assistance with Registration Matters



If you need any assistance with a registration matter, please use one of the following:



You can find your local Registration Specialist by visiting [www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)  
**Contact us – Find Local Office**



DEA Headquarters  
Diversion Control Division  
Registration and Business Operations Section (DRR)

**The Registration Call Center**  
handles calls and emails from  
those seeking Registration  
and CSOS assistance:

**1-800-882-9539**

**Email Us: [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov)**



[HOME](#)[ABOUT US](#)[REGISTRATION](#)[REPORTING](#)[RESOURCES](#)[CONTACT US](#)[f](#)[x](#)[@](#)[in](#)

## Contact Diversion Control Division

The mission of DEA's Diversion Control Division is to prevent, detect, and investigate the diversion of controlled pharmaceuticals and listed chemicals from legitimate sources while ensuring an adequate and uninterrupted supply for legitimate medical, commercial, and scientific needs.

### Program Contacts

[REGISTRATION CALL CENTER / DIVERSION SERVICE CENTER](#)[DIVERSION WEBSITE ASSISTANCE HELP DESK](#)[ELECTRONIC PRESCRIPTIONS FOR CONTROLLED SUBSTANCES](#)[REGULATORY SECTION](#)[DRUG & CHEMICAL EVALUATION SECTION](#)[LIAISON SECTION](#)[POLICY SECTION](#)[PHARMACEUTICAL INVESTIGATIONS SECTION](#)[CHEMICAL INVESTIGATIONS SECTION](#)[UN REPORTING AND QUOTA SECTION](#)

### REGISTRATION CALL CENTER / DIVERSION SERVICE CENTER

ARCOS Reporting, CSA, Registration Applications, Changes to Name, Address, and/or Schedules, Fee Exempt, CMEA, Data-Waived Physicians, Mid-Level Practitioners

1-800-882-9539 or [DEA.Registration.Help@dea.gov](mailto:DEA.Registration.Help@dea.gov)

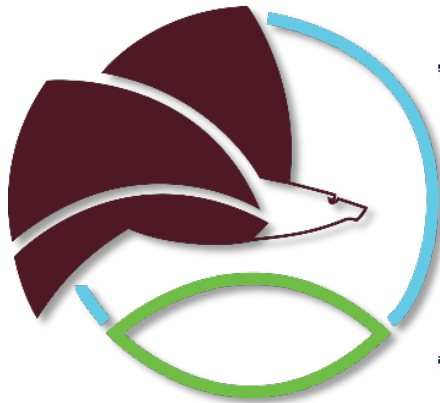
To better serve your needs, please include the following information:

**Subject Line:**

Brief Description Title (i.e., Address Changes, CMEA, Renewal Applications, New Applications, etc.)

**Body:**

Describe the reason for your email. Include your contact information.



---

***Thank You!***

---

Michelle McGregor, Acting Unit Chief  
Registration Support and Business Operations Section (DRR)  
Contact information: [Michelle.S.McGregor@DEA.gov](mailto:Michelle.S.McGregor@DEA.gov) or 571-324-8635

