



Supply Chain Conference

Orlando, Florida



April 1 – April 3, 2025



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***Drug Enforcement Administration
Controlled Substances System (CSOS)***

Dunia Nooristani
Acting Unit Chief Information
System



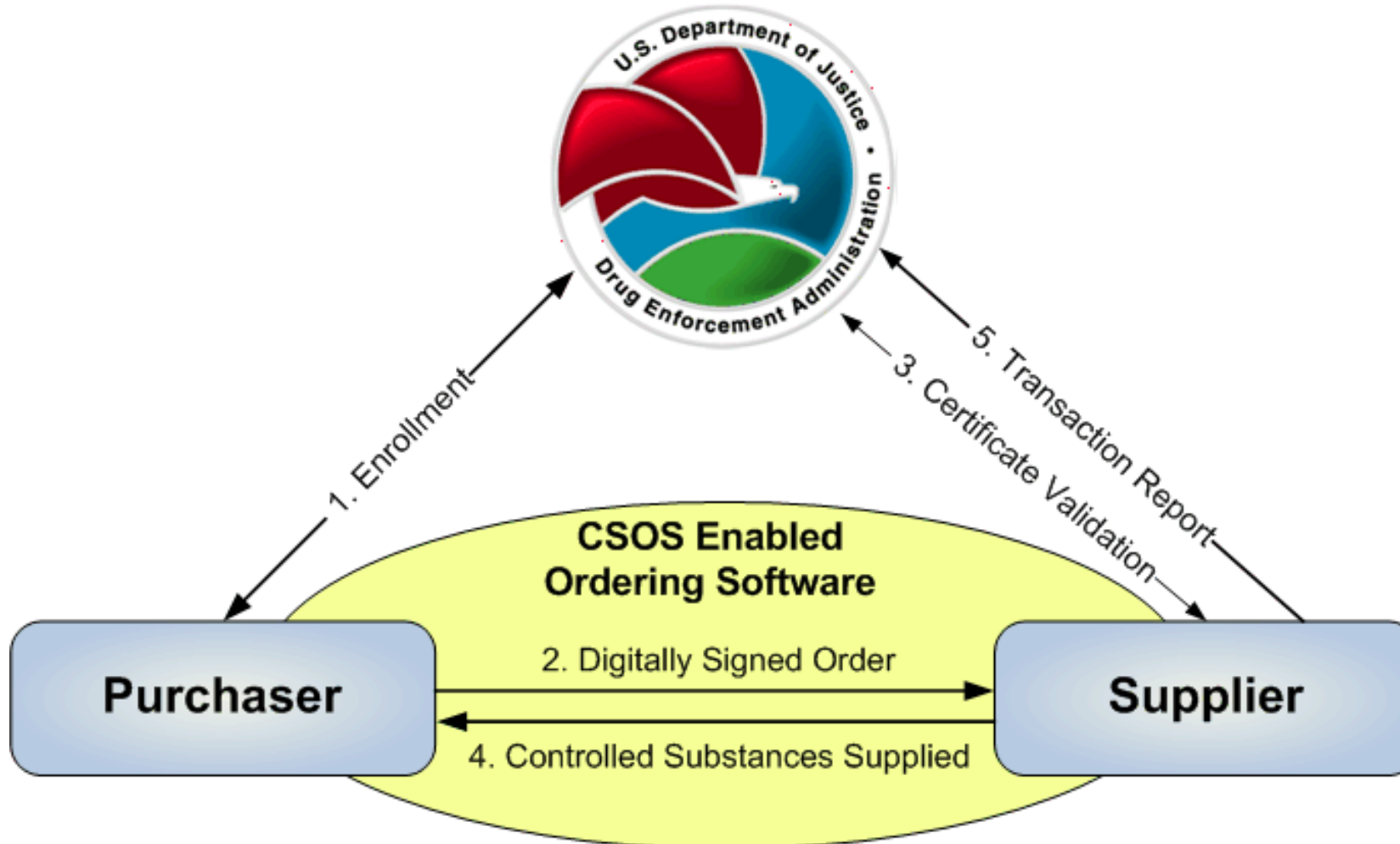
Controlled Substance Ordering System (CSOS)



- DEA's Controlled Substance Ordering System (CSOS) allows for secure electronic transmission of Schedule I-V controlled substance orders.
- A replacement for the DEA Paper 222 Order Form – but may be used in conjunction with the paper order form.
- Using a technology called Public Key Infrastructure (PKI), CSOS requires that each Individual purchaser enroll with DEA to acquire a CSOS digital Certificate.
- Enrollment in CSOS is optional for ordering Controlled Substances.



Controlled Substance Ordering System (CSOS)





What is a CSOS Certificate?

- A CSOS Certificate is the digital equivalent of the identification information contained on a DEA Form-222.
- A CSOS Certificate is a digital identity issued by the DEA's CSOS Certification Authority (CSOS CA).
- Using a technology called PKI, CSOS Certificates are issued to **individuals** and are required for electronic ordering of Schedule I and II controlled substances.



CSOS Enrollment



CSOS
Enrollment





- On December 9, 2024, DEA launched a new, enhanced Controlled Substance Ordering System (CSOS)
- The updated CSOS program allows for the online submission of enrollment applications as well as certificate management (renewals and revocations), through a secure network application portal
- DEA stopped accepting paper applications for CSOS enrollment after January 10, 2025
- As part of this enhanced process, identity verification will occur through the login.gov portal





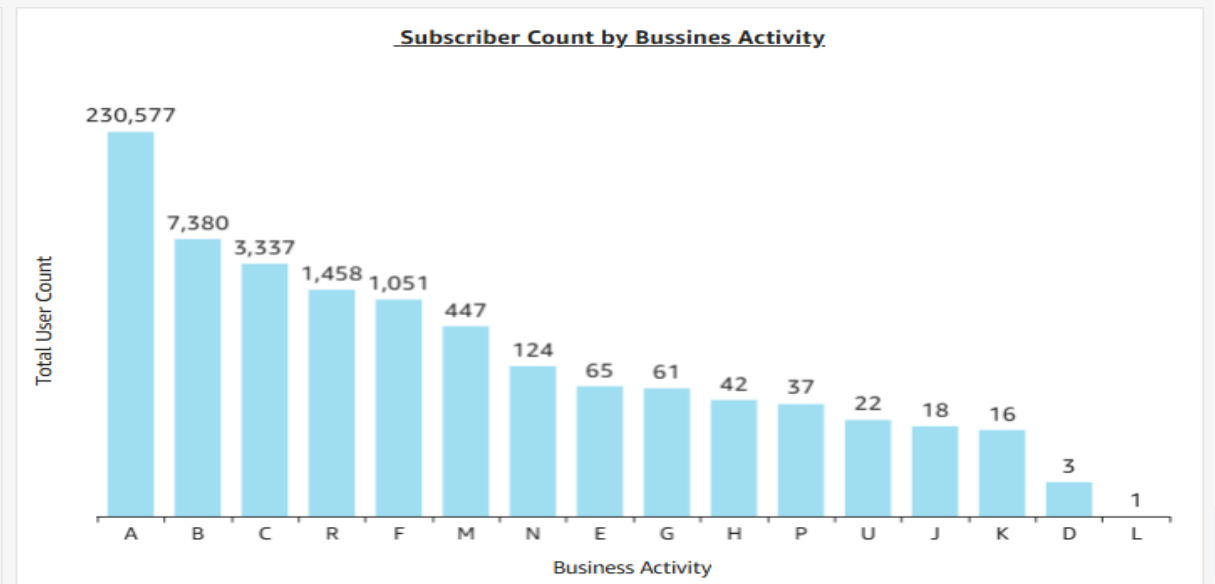
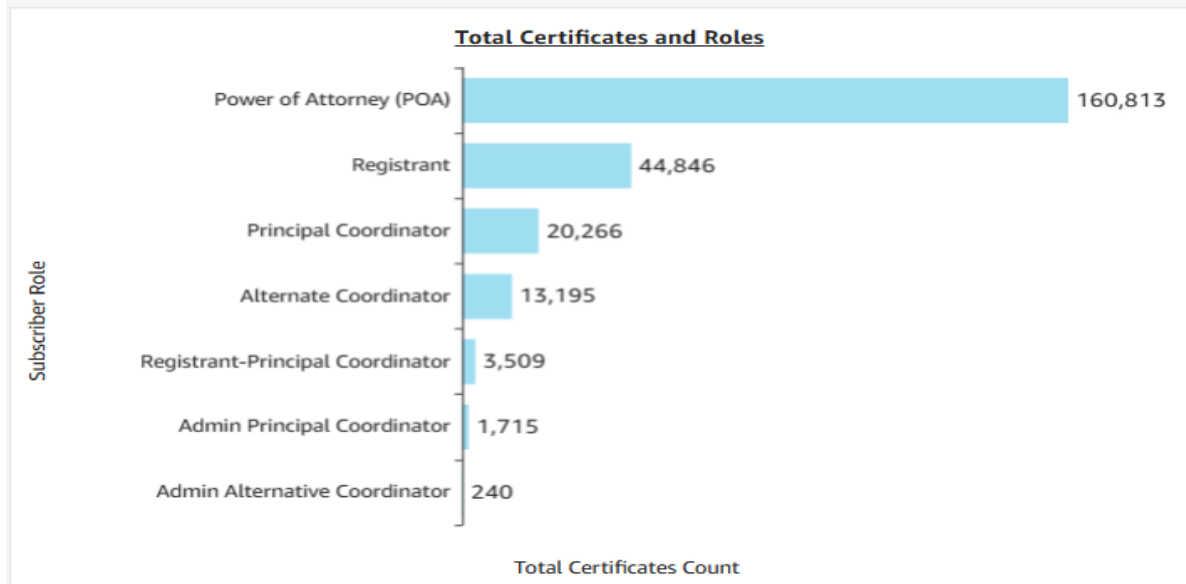
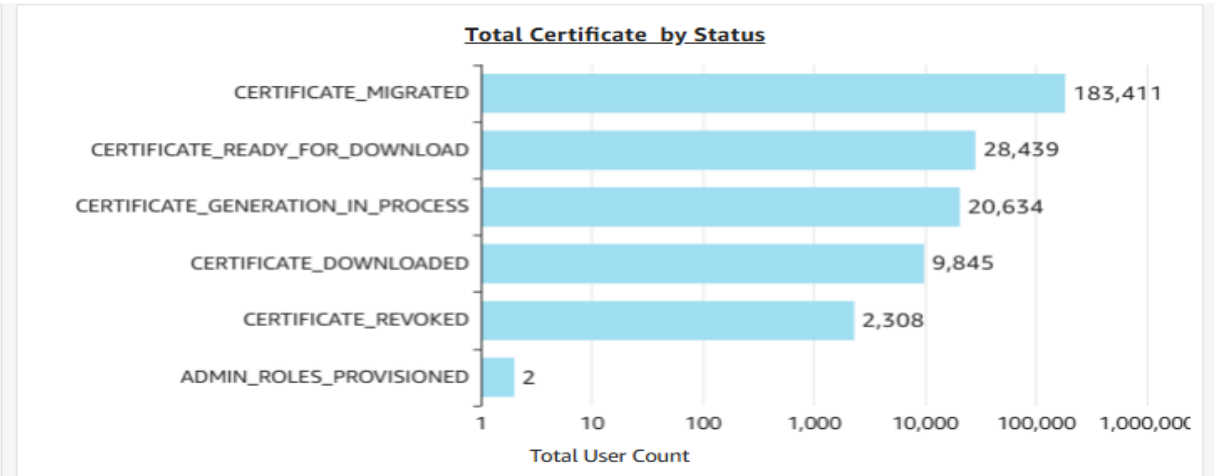
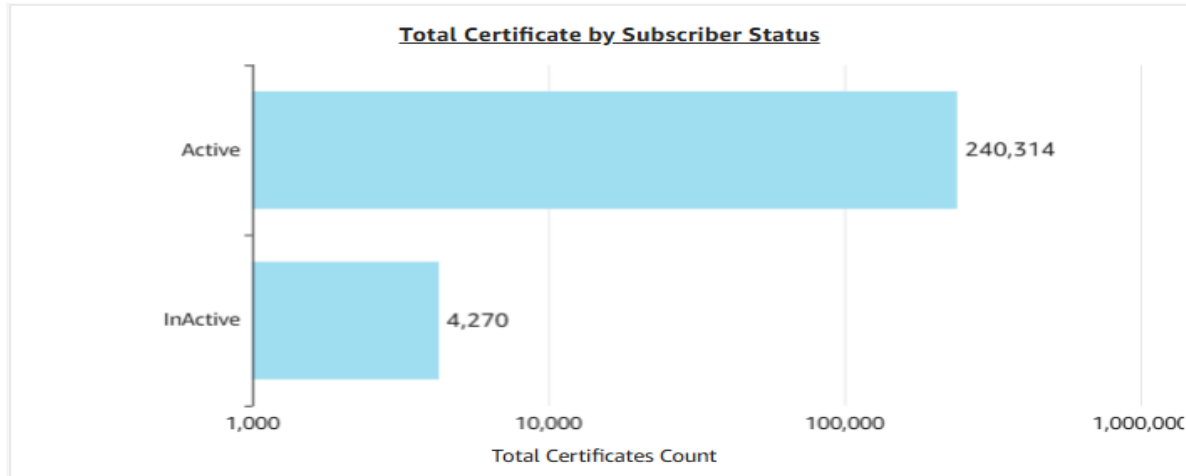
- **Current CSOS subscribers will only need to create an enhanced CSOS account in the portal for the following task requirements:**
 - Approvals** - If you need to approve a new subscriber or certificate renewal.
 - Revocations** - If you are revoking a certificate.
 - Renewals** - If you are renewing a CSOS certificate. It is recommended to create a new account 45 days prior to the certificate expiration date.
- **New registrants choosing to utilize CSOS will be required to create an account on the CSOS portal at <https://www.deaecom.gov>**



Enrollment Status - Online Portal



Since the launch of enhanced CSOS on December 9th, 2024





- CSOS Subscribers are required to create a CSOS online account
- The online account creation requires identity verification and profile creation
- Identity verification is done via Login.gov

Subscribers who already have a Login.gov account would simply have to sign in to their account.

Subscriber who do not have a Login.gov account would need to provide a State issued ID, SSN, phone number and an email

- CSOS profile creation requires subscribers to setup Multifactor Authentication (MFA)

Subscriber could use email or 3rd party application to receive MFA codes

- CSOS legacy Subscribers who's CSOS certificates are in ACTIVE status will be migrated automatically





Enrollment System - Eliminates the paper applications and notary requirements

- User portal with Self service capabilities
- Digital identity verification via Login.gov
- Automated backend processes for single or bulk requests
 - Enrollment request submission
 - Enrollment approval
 - Subscriber provisioning
- Automated revocation process
 - Self service revocation
 - Revocation by DEA Diversion Control Investigators
 - Revocation by CSOS Registration Authority (RA)
 - Revocation by Registrants and Coordinators
- Automated renewal process

Certificate Authority (CA) - Stays the same as CSOS 1.0





- **Modernized CSOS consists of the following Roles and Certificates assignments**
 - **Registrant** - Signing Certificate
 - **Principle Coordinator** - Signing Certificate
 - **Alternate Coordinator** - Signing Certificate
 - **Power of Attorney (POA)** - Signing Certificate
 - **Administrative Principal Coordinator** - No Certificate required
 - **Administrative Alternate Coordinator** - No Certificate required





- **Modernized CSOS approval hierarchy for the following Roles**
 - **First Registrant** – The first Registrant role is approved by the CSOS Registration Authority team
 - **Additional Registrant** – Approved by the first Registrant
 - **Principle Coordinator** – Approved/Revoked by the Registrant
 - **Alternate Coordinator** – Approved/Revoked by the Registrant
 - **Administrative Principal Coordinator** – Approved/Revoked by the Registrant
 - **Administrative Alternate Coordinator** – Approved/Revoked by the Registrant
 - **Power of Attorney (POA)** – Approved/Revoked by the Registrant. Only Revoked by the Coordinator.

CSOS Registrant Approval



Request Approval Form

The following user has requested a certificate for the below DEA registration(s).

Request ID:
1518

Request Date:
03-13-2025

Requester First Name:
CSOS

Requester Last Name:
POA

Requester Email:
CSOS.POA@EXORSOLUTIONS.COM

Requested Certificate:
Power of Attorney

Registration Number(s):
AB1431181

Requester Comments:

As a Registrant make sure that you have provided POA letter. Select below to indicate POA Letter has been provided before proceeding.

Applicant received POA letter

Approver Comments:

Comments:

Reject Request

CSOS Subscriber Roles & Certificates Cont'd



- **DEA's Registration Authority is responsible for verifying Registrant role for the first Registrant who enrolls in CSOS Portal**

This is done via verifying DEA Registration records through RICS

If RICS records do not match the name of the Registrant on file a follow-up call is made by the Registration Authority team

- **Once the First Registrant is approved by the Registration Authority team any other roles will be approved by the first registrant.**

- **Subscribers can check the status of a CSOS Enrollment, Renewal, Revocation on the portal**

Submitted - All initial verification has been completed, and request has been submitted. Subscriber can cancel a request while in this status.

In Process - Request has been assigned to approver.

Certificate Generation in process - Request has been approved and send to the Certificate Authority team.

Certificate Ready to Download - Certificate has been generated, and Z form has been sent out for retrieval.

Certificate Downloaded - CSOS certificate has been retrieved by the subscriber



DEA.Registration.Help@dea.gov 1.800.882.9539

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Controlled Substance Ordering System (CSOS)

HOME > REGISTRATIONS > CSOS

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External Links



Department of Justice



DEA



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

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)



Welcome to CSOS Login

WARNING

You are accessing U.S. Government information technology and/or information systems which includes:

- (1) this information technology,
- (2) this information system,
- (3) all information technology devices connected to this network, and
- (4) all devices and storage media attached to this information system or to information technology on this network.

This information technology and information system is provided for U.S. Government-authorized use only. Unauthorized or improper use may result in disciplinary action as well as civil and/or criminal penalties. By using this information technology and/or 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 technology and/or information system. At any time, the government may monitor, intercept, search and/or seize data transiting or stored on this information technology and/or information system.
- Any communication transmitted through or data stored on this information technology and/or information system may be disclosed or used for any lawful government purpose.
- Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system.

For further information, see the Department order on Use and Monitoring of DOJ Information Technology, Information Systems, and Access to an Authorized Users' Electronic Information.

Login

Instructions: Select a login method to continue

SIGN IN

SIGN UP

Having trouble logging in? Contact CSOS Service Desk at 1-877-DEA-ECOM (1-877-332-3266) or csosupport@deaecom.gov for assistance.

SIGN IN INSTRUCTIONS

SIGN UP INSTRUCTIONS

PASSWORD RESET INSTRUCTIONS

CSOS System Authentication and Approval Workflow



- **Authentication and Single Sign-On (SSO)**



- Multifactor Authentication for CSOS Login
 - Subscribers are required to log in to the CSOS system using multifactor authentication (MFA) to enhance security.
- Single Sign-On (SSO)
 - Once authenticated, subscribers can navigate seamlessly between the CSOS enrollment system and the CSOS approval system using Single Sign-On (SSO).
 - SSO allows users to access multiple related systems without needing to log in separately to each one, improving user experience and efficiency.

- **Automated Approval Task Assignment**

- POA Certificate Requests
 - Power of Attorney (POA) requests for a new certificate or renewal of an existing certificate are automatically assigned to a Registrant.
 - The Registrant is responsible for reviewing and approving or rejecting the requests.

- **Approval Timeframe**

- Registrants have 10 days to approve or reject the POA requests.
- If the Registrant does not act within 10 days, the request is automatically escalated to another Registrant, if available in the system.

- **Automatic Escalation Process**

- If no additional Registrant is available in the system, the POA requests are assigned to the DEA Registrant Authority (RA)





What the applicant will receive:

- The applicant will receive a pair of activation notices for each certificate issued.
- An E-mail activation notice will be sent for each certificate, which will contain an Access Code unique to that certificate.
- A postal mailed activation notice will be sent for each certificate, which will contain an Access Code Password unique to that certificate as well as information for logging in to DEA's secure certificate retrieval Web site
- The codes must be entered on the DEA E-Commerce Web site in order to retrieve the digital certificate.
- <https://www.deaecom.gov/retrieve.html>



CSOS Certificate Retrieval



- DEA strongly recommends using
 - Firefox (versions 15-57, 60 and above)**
- Once your CSOS Certificate is ready to be retrieved (downloaded):
- E-mail activation notice from **CSOS2@deaecom.gov**. one notice will be sent for each Certificate that you have been issued This notice will contain an Access Code, which you will need to retrieve your Certificate.
- An accompanying postal mail activation notice will be sent on the same day as your E-mail(s).
- Activating your certificate must be done within **60 days** of the date printed on your postal mailed activation notice.
- The E-mail and postal mailed activation notices may be matched using either the **DEA Registration number** or **Certificate Serial Number**.
- Use the information in your **postal mail activation notice** along with the **Access Code from the accompanying E-mail** to retrieve your Certificate from the DEA E-Commerce Website.





- The owner of the certificate is required to review the following policy information, and click **I Accept** to indicate that he/she understands and agrees to comply with the stated policy.

The screenshot displays the CSOS Certificate Retrieval web site. The main heading is "CSOS Certificate Retrieval". On the left, there is a navigation menu with "Policy Agreement" highlighted. The main content area is titled "Welcome to the CSOS Certificate Retrieval Web site" and contains the following text:

You are about to retrieve your personal digital certificate, which allows you to digitally sign (approve) electronic orders for controlled substances.

Please note that this certificate is a **personal on-line identity** and therefore it must be protected, as required by the CSOS Subscriber Agreement that you accepted when enrolling in the CSOS Program.

To protect your digital certificate and your identity, **federal law requires** that:

- the certificate be retrieved and used **only** by its owner, who is the individual listed on the activation notices sent by DEA;
- the certificate's password, which is **created by the owner** during retrieval, must be set **only** by the certificate's owner without any other individual having knowledge of the password.
No one, including your **wholesaler, co-workers, family, company, or DEA** is authorized to know your password. Also, please note that this password is not provided by DEA.

Failure to abide by the CSOS Subscriber Agreement and the Code of Federal Regulations will result in DEA **revoking** (denying) your ability to place electronic orders.

At the bottom of the main content area, there are two buttons: "I Accept" and "Decline".

On the right side of the page, there is a "Retrieval Assistance" section with the text "Policy documents available for review:" and two links: "Subscriber Agreement" and "Registrant Agreement".

CSOS Certificate Retrieval – Web Site Login



IMPORTANT INFORMATION ON ACTIVATING YOUR CSOS CERTIFICATE

Combine this information with the access code you received via E-Mail for this DEA Registration Number. Please retain this document for future management of your certificate.

DEA Diversion E-Commerce Support

E-Mail: csosupport@DEAecom.gov

Phone: 1-877-DEA-ECOM (1-877-332-3266)

Name: John Smith
E-Mail address: John.Smith@Internet.com
CSOS Account Number: 0000
Certificate Serial Number: R00002005001
CA Thumbprint (SHA-1): FEF F1A8 F348 4ABD A146 F64R 5760 21C7 AAAR 43AF

Step 1 – Locate your E-Mail containing this same DEA Registration Number

DEA Registration Number: **XX1234567**

Step 2 – Use this information to log in to the DEA E-Commerce Certificate Retrieval Web page

Web site Address: <Web site Address>
Web site Username: <Web site Username>
Web site Password: <Web site Password>

Step 3 – Use this Access Code Password, along with the Access Code from your E-Mail to activate your certificate

Access Code Password: <Access Code Password>

Successful CSOS Certificate Retrieval



- CSOS Certificate has been created and installed on the computer. At this point, the user can contact their wholesaler or software vendor or retrieve additional certificates.





- Do not disclose the **Certificate's password** to anyone.
- Activate CSOS Certificates on the computer that will be used for electronic ordering of controlled substances.
- Certificates may be transferred to other computers.
- To place an electronic order, the certificate will need to be present on the ordering computer.
- Use only **Firefox browsers**.
- Only the **owner** of the certificate may retrieve it.
- Certificates may only be retrieved **once**.





- The Subscriber (certificate owner) are notified of Certificate expiration via **E-mail 45 days prior to the expiration date.**
- The subscriber's E-mail is a **notification** with a **link** to the CSOS portal.
- Certificates may be renewed electronically up to **two times**. After two electronic renewals, the applicant must go through Login.gov for identity verification.





- A CSOS Signing Certificate is associated with a DEA Registration.
- The **certificate is set to expire when the current DEA Registration expires** (based on the Registration's expiration date at the time of certificate issuance).





- Revocation is the process of invalidating a CSOS Certificate before its expiration date.
- Revoked certificates are permanently added to the CSOS CA's Certificate Revocation List (CRL). Since suppliers are required to check this list to verify the validity of each Certificate, revoked certificates will not pass validation.





- **Common reasons for revocation include:**
- **Termination of the subscriber's employment**
- **Changes in subscriber information**
 - Legal name change
 - Change of E-mail address
- **Changes in DEA Registration information**
 - Registration number changed or no longer used
 - Change of authorized schedules
 - Change of address or registration name
- **Policy violations**
- **Private key compromise** (i.e. theft and/or unauthorized usage)





- Certificates may be revoked by the following individuals:
 - The subscriber (i.e., owner of the certificate)
 - Registrant can revoke Coordinators and POAs
 - Coordinator can revoke POAs
 - Diversion Investigator can revoke during an investigation
 - Registration Authority can revoke

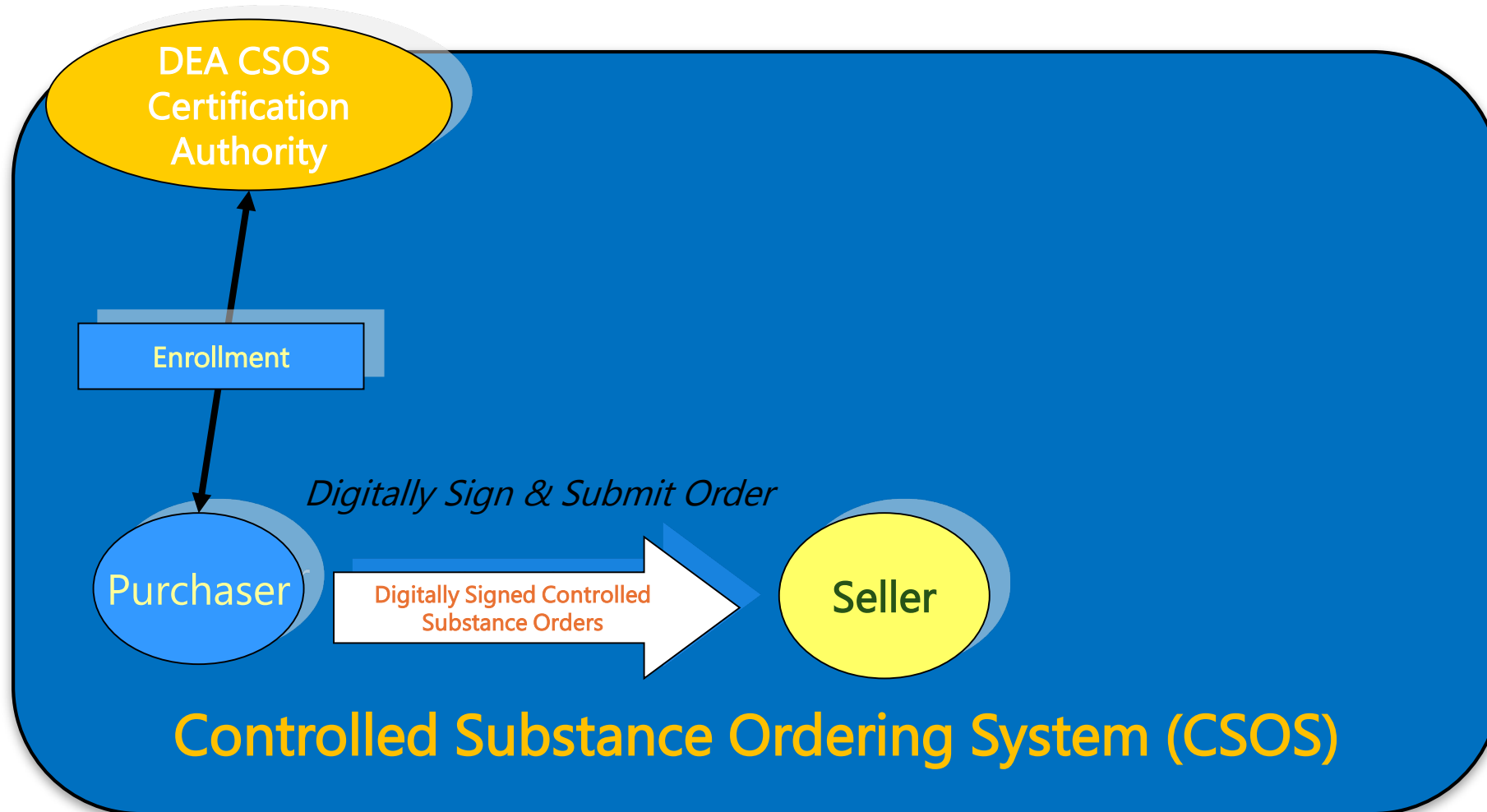




Ordering Process



CSOS Ordering Process





CSOS Ordering – Establish a Supplier



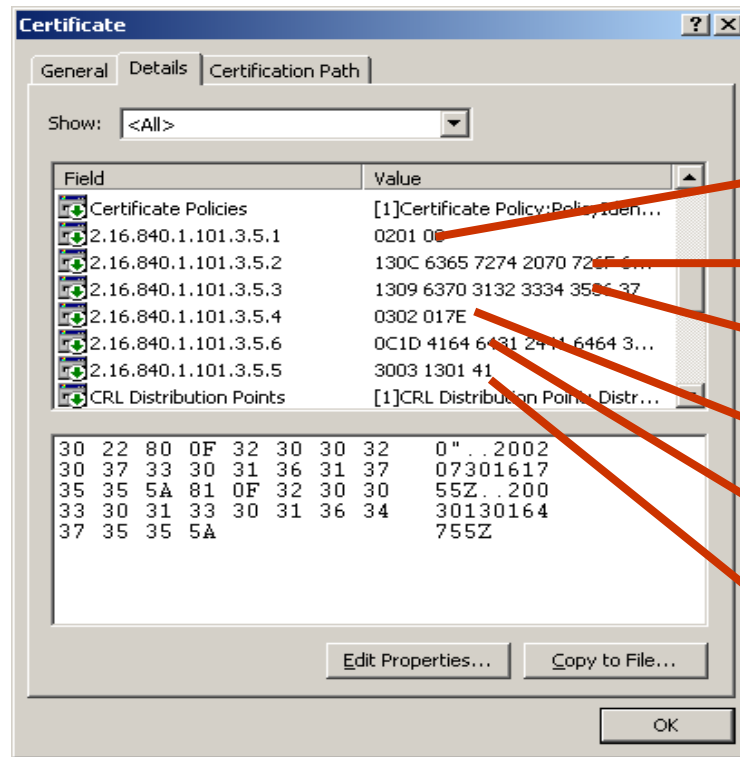


- **Electronic Orders**
- Transmitting a Purchase Order





Microsoft Certificate Viewer



DEA Extension Information

OID Value	Extension Name	Value
Id-DEA.1	Certificate Version Number	00
Id-DEA.2	Registrant Name	"Acme Drug"
Id-DEA.7	Hashed Registrant Number	160 bit value
Id-DEA.4	Schedules	7E=01111110
Id-DEA.6	Postal Address	Add1\$Add2\$Add3 \$City\$State\$Zip
Id-DEA.5	BcRole	A

CSOS Electronic Order (Example)



```
csos8501.txt - Notepad
File Edit Format View Help
ISA*00*                *00*                *ZZ*PURCHASER      *ZZ*SUPPLIER
*030128*0647*U*00400*000002120*0*P*|~
GS*PO*177667227*8006670959*20030128*06474500*2120*X*004010~
ST*850*0001~
BEG*00*SA*581020016**20030128~
REF*D1*03X123456~
FOB*PP~
CSH*N~
DTM*002*20030205~
N1*SU*BAXTER ACC*11*CD1234567~
N1*ST*ANY DISTRIBUTOR*11*AB1234567~
N3*1234 ANY STREET~
N4*ANYTOWN USA**1*12345~
REF*72*2,3,4,5~
REF*BE*F~
PO1*1*28*CT***N4*10019017580~
PID*F***MORPHINE SULFATE INJ 1MG/ML~
PO4*4*25*UN~
PO1*2*15*CA***N4*10019017868~
PID*F***MORPHINE SULFATE INJ 10MG/ML 1ML AMPUL~
PO4*4*25*UN~
PO1*3*8*CT***N4*10019017963~
PID*F***MORPHINE SULFATE INJ 15MG/ML 20ML MDV~
PO4*25*1*UN~
PO1*4*4*CA*645**N4*10019018265~
PID*F***MORPHINE SULFATE INJ 2MG/ML 1ML TUBEX SYR~
PO4*10*10*UN~
CTT*4*55~
SE*26*0001~
GE*1*2120~
IEA*1*000002120~
```

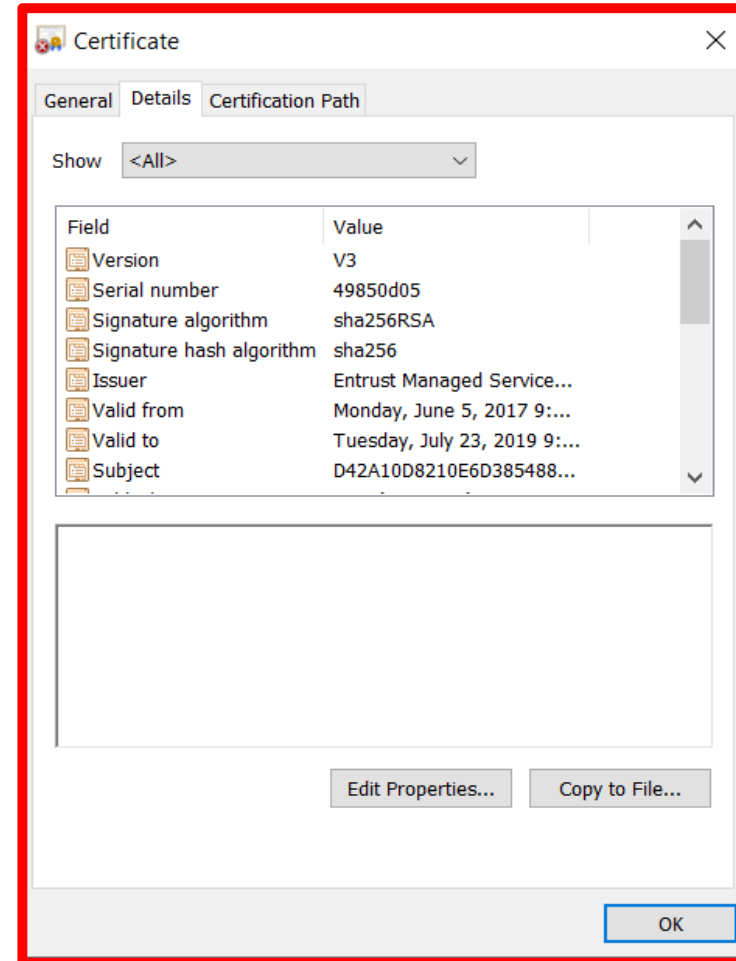
Business Activity Code

Registrant Information

Order Line Elements



- Once downloaded, the certificate is stored in the browser on the user's computer



Contact Information



DEA.Registration.Help@dea.gov 1.800.882.9539

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DEA Diversion E-Commerce Support

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External Links



Department of Justice



DEA

Contact Information

Self Help:

www.DEAecom.gov has a number of on-line resources to assist CSOS customers with program enrollment and certificate retrieval. Additionally, many frequently asked questions have been answered on our Q & A's page.

- [On-line customer support resources](#)
- [Answers to frequently asked questions](#)

E-mail:

[Online Support Request Form](#)

Phone:

1-877-DEA-ECOM (1-877-332-3266) toll free

Our support staff is available 8:30 AM through 5:50 PM (Eastern Time) Monday through Friday.

Postal Mail:

Standard mail (preferred):

Drug Enforcement Administration
Sterling Park Technology Center/CSOS
8701 Morrissette Drive
Springfield, VA 22152

Overnight or express mail only:

Drug Enforcement Administration
Sterling Park Technology Center/CSOS
8701 Morrissette Drive
Springfield, VA 22152

Use the overnight/express mail address for all UPS, FedEx, DHL, and Priority Mail USPS packages.





Thank You!

Dunia Nooristani

Acting Unit Chief Information
System

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