

# ABC Order CSOS Certificate Application Process Help Packet

*This packet contains the following sections to assist you in applying for and acquiring a CSOS certificate from the DEA:*

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- [Definition of Roles](#)
- [Application Process Tips](#)
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# CSOS Application Information/Tracking Form

DEA Website Address	<b>www.deaecom.gov</b>
Pharmacy DEA License Number	
Pharmacy Name on DEA License (Must match exactly)	
Pharmacy Address on DEA License	
Registrant Name on DEA License (Must match exactly)	
CSOS Coordinator - Name/Email/Phone	
Alternate CSOS Coordinator - Name/Email/Phone (Optional)	
Number of Power of Attorney Letters Needed (for Coordinator if not Registrant and each Power of Attorney applicant)	
First Power of Attorney CSOS Signer - Name/Email/Phone	
Second Power of Attorney CSOS Signer - Name/Email/Phone	
Application Process - Start Date	
DEA Website AGREEMENT Documents Printed(optional)/Agreed to	
Date Applications were Notarized	
Date Applications were sent by Certified U.S. Mail	
The date Confirmation Email was received from DEA	
The date CSOS Certificate Retrieval Email was received	
The date CSOS Certificate Retrieval secure envelope was received	
The date CSOS Certificates were retrieved from DEA Website	
Date of the first CSOS Order placed in ABC Order	
Date the first CSOS receiving was completed in ABC Order	
Date Pharmacy DEA License expires	



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# Definition of Roles

## REGISTRANT

- The Registrant is the individual who signed or has the authority to sign the current DEA License application (paper DEA License).
- The Registrant applicants should only enroll in the CSOS program if the applicant signs controlled substance orders or is to be the administrator/coordinator for his/her associated DEA registration numbers.
- The Registrant will need to complete the Power of Attorney for a signing certificate if he/she will be submitting CSOS orders.
- The Registrant can fulfill Coordinator role or assign to another, but one must be designated.
  - Be sure to complete these lines on application.
  - Fill in the applicant's name if the Registrant will fulfill the role of Coordinator.

## COORDINATOR

- At least one Coordinator must be designated (Principle Coordinator).
  - Alternate Coordinator can also be designated.
  - Only two Coordinators per DEA Registration.
- The Coordinator is the primary CSOS contact with regards to CSOS Certificate applications, renewals and revocations for the DEA Registration(s) identified on the application.
  - The Coordinator is responsible for verifying the identity and applicability of all other individuals enrolling as CSOS Power of Attorney for the associated DEA Registration Number(s).
- The Coordinator must have Power of Attorney letter from Registrant if the Coordinator requires ability to sign for C2 orders.
- The Coordinator does not have to request signing rights. Coordinator can fulfill the administrative role.
- The Administrator certificate can be used to digitally sign email correspondence with the DEA.

## POWER OF ATTORNEY

- The Power of Attorney application must be accompanied by a Power of Attorney letter from the Registrant.
  - Sample Power of Attorney letter is available on the DEA CSOS website.
- The Power of Attorney application must be signed by the applicant and Coordinator. The Power of Attorney application does not require notarization.
- If the Power of Attorney application is submitted with a Registrant or Coordinator application, place on bottom and add note to process in order of submission.

## Application Process Tips

- The applicant must read the online agreements. When signing the application, the applicant is attesting to having read and agreed to the rules and responsibilities.
- Applications that are required to be notarized must be signed in the presence of the notary and must be signed in blue or black ink only.
- All application fields must be populated.

**Note:** Please use an "X" if the applicant does not have middle initial. If the applicant does not have any addendums, please use "0".

- The email address must be a personal email account.
- The DEA License number and facility name must exactly match the paper license. If inconsistent, application will be denied or delayed.
- The business address is that of the Coordinator (if different from Registrant's physical address). All physical correspondence will be sent to this address.
- Emails received from regauth@DEAecom.gov should be "allowed" and not considered junk email.

# Process for Registrant Requesting CSOS Signing Certificate

\*\*\* **REMINDER:** The Registrant only needs to complete if signing/submitted CSOS Orders.

Registrant must have:

- A copy of the Pharmacy's DEA License to submit with the application.
- A copy of two forms of ID to submit with the application.
- A valid email address.
- The information to complete Form 251 completely and correctly (see below).

DEA-251 (01/10)		<b>CSOS DEA Registrant Certificate Application</b>		Approved OMB NO.1117-0038	
This application must be completed by the individual who signed the most recent application for DEA Registration (DEA Registrant) or the individual authorized to sign the most recent DEA Registration application. Read instructions before completing. ALL FIELDS ARE REQUIRED.					
<b>Section 1 – Applicant Information</b>					
Applicant Last Name					
1					
Applicant First Name					
2					
MI	Applicant SSN Number			Applicant Bus. Phone	
3	4			5	
Applicant E-Mail Address					
6					
DEA Registration No.	DEA Registrant Name				
7	8				
Security Code (e.g. Mother's Maiden Name) Letters only. Remember this code to ensure proper identification when you call the Support Desk.					No. of Addendums
9					10
Applicant Business Address					
11					
City	State	Zip			
CSOS Coordinator Last Name (Required - enter either CSOS DEA Registrant applicant or form DEA-252 must be submitted by individual named below)					
12					
CSOS Coordinator First Name (Required - enter either CSOS DEA Registrant applicant or form DEA-252 must be submitted by individual named below)					

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Last Name</li> <li>2. First Name</li> <li>3. Middle Name Initial, if you do not have one put an "X" in the box.</li> <li>4. Social Security Number.</li> <li>5. Business Phone Number.</li> <li>6. This should be a personal e-mail address that only you have access to.</li> <li>7. This is your DEA License number.</li> <li>8. Type the name of your facility as it appears on your DEA License.</li> </ol> | <ol style="list-style-type: none"> <li>9. This can be a word or name, does not have to be mother's maiden name, but can only be letters, NO numbers.</li> <li>10. If you are not applying for certificates for more than one location, place a "0" in the box.</li> <li>11. The address of the location you are requesting certificates for.</li> <li>12. If you are appointing yourself as the Coordinator then put your last name &amp; first name, if not, place the last &amp; first name of the person you are appointing as coordinator.</li> </ol> |
|---|---|

# Process for Registrant Requesting CSOS Signing Certificate (Continued)

## Steps:

1. Navigate to the DEA website and click on **Enroll in CSOS**. Follow instructions to retrieve Form 251. You will need to view/print (optional)/agree to the Registrant Agreement, Subscriber Agreement and the Private Policy before you can retrieve the form.
  - These are the rules you are agreeing to follow to perform electronic C2 ordering. Every person who will be using CSOS should be familiar with the rules and expectations governing this process.
2. Complete Form 251 from the DEA website, print the form, check for any errors (if found, fix and reprint before moving on)...you cannot save this form with data filled out; however, you can save a copy of the blank form to your hard drive.
3. If more than one DEA License, complete Form 254 (the Addendum), located below Form 251 on the DEA website.
4. If you are appointing a CSOS Coordinator other than yourself, you will need to complete/have him/her complete Form 252 (See Process for CSOS Coordinator).
5. A Power of Attorney Letter will need to be created for the Coordinator if the Coordinator is to be someone other than yourself.
6. If you are the CSOS Coordinator as well, collect all pertinent forms, including any Power of Attorney forms needed for others and collate all paperwork with Form 251 on top. Bind paperwork with a note on top asking for the pack to be processed together. (Form 251 and Form 252 need to be processed before all Form 253s.)
7. If someone else is CSOS Coordinator he/she would do the collection/submission. You may wish to keep a complete copy of everything you are sending in for your records.
8. Mail the packet to the DEA using CERTIFIED U.S. MAIL. Make a note of the tracking number.
9. You will receive an email notification from the DEA that your application has been processed.
10. When you receive the email (Access Code) and secure envelope (Access Code Password), contact ABC Customer Systems Support if you need assistance downloading your CSOS certificate. They will also assist you with placing your first CSOS order.
11. If you are CSOS Coordinator, distribute paper documents to the Power of Attorney when you receive them.

# Process for CSOS Coordinator or Alternate CSOS Coordinator

## Registrant must have:

- A copy of the Pharmacy's DEA License to submit with the application.
- A copy of two forms of ID to submit with the application.
- A valid email address.
- For CSOS signing certificate only: A Power of Attorney document from the Registrant.
- The information to complete Form 252 completely and correctly (see below).

Form DEA-252 (01/10) Approved OMB  
NO.1117-0038

### CSOS Principal Coordinator/Alternate Coordinator Certificate Application

This application is for individuals applying to serve the role of CSOS Principal Coordinator or CSOS Alternate Coordinator. Applicants who hold a valid Power of Attorney (POA) to obtain and sign Schedules I and/or II controlled substance orders for the DEA Registrant(s) identified will receive a CSOS Signing Certificate. Read instructions before completing. ALL FIELDS ARE REQUIRED.

#### Section 1 – Applicant Information

Applicant Last Name			
1			
Applicant First Name			
2			
MI	Applicant SSN Number	Applicant Bus. Phone	
3	4	5	
Applicant E-Mail Address			
6			
DEA Registration No.	DEA Registrant Name		
7	8		
Security Code (e.g. Mother's Maiden Name) Letters only. Remember this code to ensure proper identification when you call the Support Desk.			No. of Addendums
9			10
Applicant Business Address			
11			
City	State	Zip	

### Section 1

1. Last Name
2. First Name
3. Middle Name Initial, if you do not have one put an "X" in the box.
4. Social Security Number.
5. Business Telephone Number.
6. This should be an e-mail address that only you have access to.
7. This is your DEA License number.
8. Type in the name of your facility as it appears on your DEA License.
9. This can be a word or name, does not have to be mother's maiden name, but can only be letters, NO numbers.
10. If you are not applying for certificates for more than one location, place a "0" in the box.
11. The address of the location you are requesting certificates.

# Process for CSOS Coordinator or Alternate CSOS Coordinator (Continued)

## Section 2 - Applicant Classification

- |  |  |
|--|--|
| 1. Are you applying as Principal Coordinator <input type="checkbox"/>  | Alternate Coordinator <input type="checkbox"/> |
| 2. Do you also wish to obtain a CSOS Signing Certificate for signing controlled substance orders for the identified DEA Registrant(s)? |  |
| Yes <input type="checkbox"/>   | No <input type="checkbox"/>                    |

## Section 2

1. Select if you are the Principle or Alternate Coordinator.
2. Select "Yes" or "No" if you need digital certificates to sign for CSOS orders.

## Steps:

1. Navigate to the DEA website and click on **Enroll in CSOS**. Follow instructions to retrieve Form 252. You will need to view/print (optional)/agree to the Registrant Agreement, Subscriber Agreement and the Private Policy before you can retrieve the form.
  - o These are the rules you are agreeing to follow to perform electronic C2 ordering. Every person who will be using CSOS should be familiar with the rules and expectations governing this process.
2. Complete Form 252 from the DEA website, print the form and check for any errors (if found, fix and reprint before moving on). You cannot save this form with data filled out; however, you can save a copy of the blank form to your hard drive.
3. If you will be accessing more than one DEA License – complete a Form 254 (the Addendum). This form is located below Form 252 on the DEA website.
4. Have the document notarized and signed by the Registrant if requesting a signing certificate.
5. If you are the CSOS Coordinator, collect all pertinent forms/copies including any Power of Attorney forms needed for others and collate all paperwork with any Registrant Form 251 and Coordinator Form 252 on top. Bind paperwork together with a note on top asking that this pack of forms be processed together (Form 251 and Form 252 will need to be processed before all Form 253s).
6. Mail the packet to the DEA using CERTIFIED U.S. MAIL. Make a note of the tracking number. You may want to copy documents first.
7. Wait for notification from the DEA that your application has been processed.
8. When you receive the email (Access Codes) and secure envelope (Access Code Password), contact ABC Customer Systems Support if you need assistance downloading your CSOS certificate and placing your CSOS order.



# Process for Power of Attorney CSOS Signers

## Registrant must have:

- A copy of the Pharmacy's DEA License to submit with the application.
- A copy of two forms of ID to submit with the application.
- A valid email address that ONLY Registrant has authority/ability to access.
- The name of the CSOS Coordinator for the Pharmacy.
- The information to complete Form 253 completely and correctly (see below).

Form DEA-253 (01/10) Approved OMB  
NO.1117-0038

### CSOS Power Of Attorney Certificate Application

This application is for individuals who hold valid Power of Attorney to obtain and sign Schedules I and/or II controlled substance orders for the DEA Registrant(s) identified. Prior to submitting this application either a CSOS DEA Registrant Certificate Application (form DEA-251) or the CSOS Principal Coordinator/ Alternate Coordinator Certificate Application (form DEA-252) must have been submitted for the DEA Registrant(s) identified. Read instructions before completing. ALL FIELDS ARE REQUIRED.

#### Section 1 – Applicant Information

Applicant Last Name			
1			
Applicant First Name			
2			
MI	Applicant SSN Number	Applicant Bus. Phone	
3	4	5	
Applicant E-Mail Address			
6			
DEA Registration No.	DEA Registrant Name		
7	8		
Security Code (e.g. Mother's Maiden Name) <i>Letters only. Remember this code to ensure proper identification when you call the Support Desk.</i>			No. of Addendums
9			10

1. Last Name
2. First Name
3. Middle Initial, if you do not have one put an "X" in the box.
4. Social Security Number.
5. Business Phone Number.
6. This should be an e-mail address that only you have access to.
7. This is your DEA License number.
8. Type in the name of your facility as it appears on your DEA License.
9. This can be a word or name, does not have to be mother's maiden name, but can only be letters, NO numbers.
10. If you are not applying for certificates for more than one location, place a "0" in the box.

# Process for Power of Attorney CSOS Signers (Continued)

## Steps:

1. Navigate to the DEA website and click on **Enroll in CSOS**. Follow instructions to retrieve Form 253. You will need to view/print (optional)/agree to the Subscriber Agreement and the Private Policy before you can retrieve the form.
  - These are the rules you are agreeing to follow to perform electronic C2 ordering. Every person who will be using CSOS should be familiar with the rules and expectations governing this process.
2. Complete Form 253 from the DEA website, print the form and check for any errors (if found, fix and reprint before moving on). You cannot save this form with data filled out; however, you can save a copy of the blank form to your hard drive.
3. If more than one DEA License, complete Form 254 (the Addendum). This form is located below Form 253 on the DEA web page.
4. Provide your completed paperwork to the CSOS Coordinator or Registrant of your Pharmacy. You may wish to keep a completed copy for your records.
5. The CSOS Coordinator will mail the packet to the DEA using CERTIFIED U.S. MAIL.
6. Wait for notification from the DEA that your application has been processed.
7. When you receive the email (Access Code) and secure envelope (Access Code Password), contact ABC Customer Systems Support if you need assistance downloading your CSOS certificate and placing your first CSOS order.

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