

Supply Chain Work Management for Direct Supply

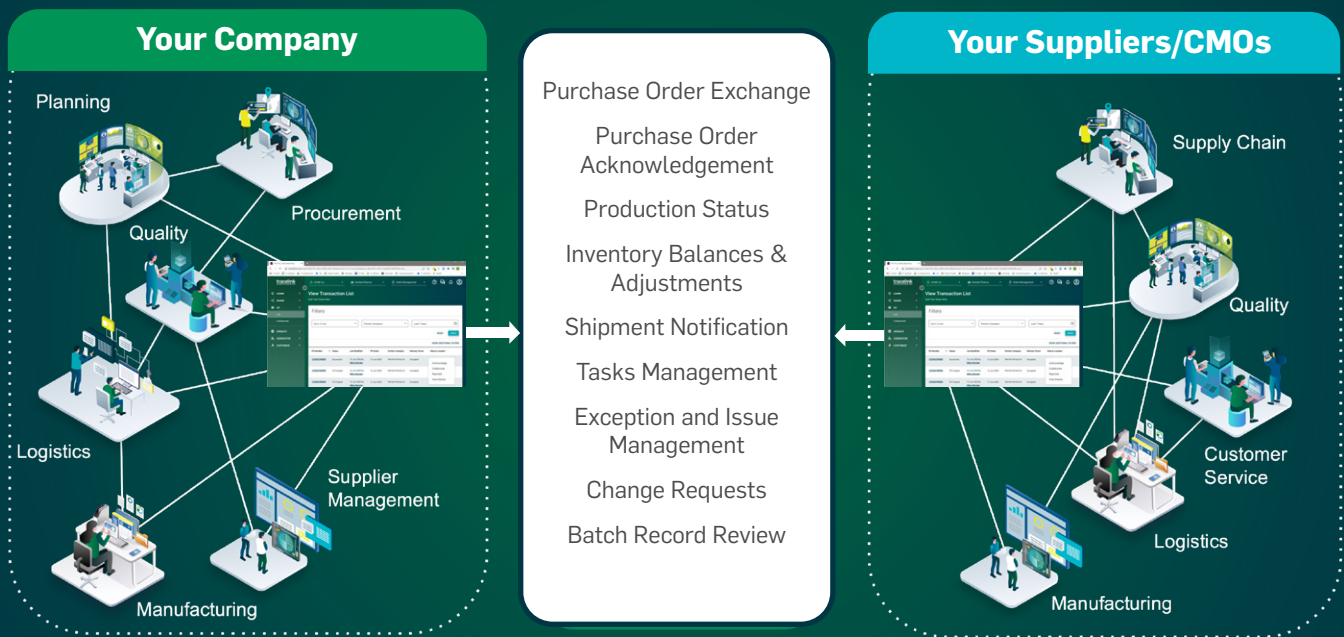
Integrate Once, Interoperate with All Suppliers and CMOs for Complete Purchase Order Orchestration

For procurement, supply chain, and external manufacturing leaders looking to reduce supply chain risk and improve supply chain visibility and execution, integrating and interoperating with suppliers and contract manufacturers remains one of the greatest challenges. The need for more comprehensive B2B data exchange and real-time communication is critical as increasing supply chain volatility has driven more variability in customer orders, date changes, cancellations, and material shortages. Limited integration and inadequate, ad hoc communication in today's "as-is" procurement processes is one of the root causes of inaccurate plans that lead to longer order fulfillment times and reduced on-time, in-full performance. To address these challenges, new capabilities that link people, processes, systems, and enterprises with suppliers are required to improve agility with faster and better decision making.



Integrate with all Suppliers with a Single Link

TraceLink Supply Chain Work Management for Direct Supply is a revolutionary new way to integrate, interoperate, and execute work processes with all suppliers and contract manufacturers. Each company deploys and controls Supply Chain Work Management for Direct Supply within a network of digital supply networks. This is the true power of the Internet of Supply Chains (IoSC). Procurement professionals can engage suppliers to exchange purchase orders, execute changes, monitor status, and resolve material shortages and other issues quickly to keep customer shipments on time.



Supply Chain Work Management for Direct Supply is built and hosted on TraceLink [Opus](#), the Platform for the Internet of Supply Chains (IoSC). Opus links people, processes, systems, and enterprises into a collective information network for intelligent business execution. Supply Chain Work Management enables customers to create digital networks with partners to exchange business process information through secure, configurable links. Supply chain partners integrate to the Opus network once and can then interoperate with all other partners to accelerate cross-company sharing of supply chain data. Supply Chain Work Management is the fastest and easiest path to supply chain digital transformation.

Digitally Orchestrate the Entire Purchase Order Process to Reduce Supply Chain Risk

Supply Chain Work Management for Direct Supply enables full digitalization of the purchase order process by linking siloed enterprise systems to exchange purchase orders, purchase order acknowledgements, production status, shipment notifications, inventory status, and a virtually unlimited number of supporting business processes in real time. Data exchange and multienterprise business processes are supported through three modes of integration between ERP and suppliers via the Opus digital network—all of which leverage the platform’s proven *Integrate Once, Interoperate with Everyone™* approach:

- 1. Full B2B Data Exchange:** Purchase orders and updates are communicated interoperably between your and suppliers’ ERP systems through the Opus network.
- 2. Hybrid B2B Exchange:** Purchase orders and updates are communicated from your ERP to the Opus network using asynchronous messaging or API integration, and manually reviewed and updated by suppliers through a single user interface that remains interoperable across their customers.
- 3. Multienterprise Processes:** Engage with all suppliers on an interoperable basis through the Supply Chain Work Management user experience to resolve purchase order issues, execute changes, review documents, and manage other multienterprise procurement processes.

Once the purchase order is in the Opus network, Supply Chain Work Management provides full visibility to the purchase order and projected delivery status, and links people to support interoperable procurement processes, enabling real-time resolution of capacity problems, shortages, quality problems, production issues, or any other disruption that might cause the purchase order to be late.

KEY DIGITAL PURCHASE ORDER PROCESSES

- ✓ **Purchase orders and purchase order acknowledgements** to agree and confirm acceptance of the purchase order, line items, quantities, and due dates.
- ✓ **Collaborate on purchase order and line item planning** with in-context discussion trail and activity change history.
- ✓ **Attach key documents** such as bill of materials, packaging artwork, engineering drawings, etc.
- ✓ **Production status** to stay up to date on external manufacturing progress with updates against key milestones.
- ✓ **Shared inventory visibility** to improve planning and collaboration with partners using an inventory balances report that provides inventory levels for raw materials, components, work-in-progress, and finished goods with lot and status information.
- ✓ **Receive inventory adjustments** including material issued to and consumed by production with material codes, lot number, quantity, location, date, and cross reference to PO and line item.
- ✓ **Receive shipment notification** when product is shipped by the supplier, identifying product, lot, quantity, purchase order reference, ship to location, and delivery date.

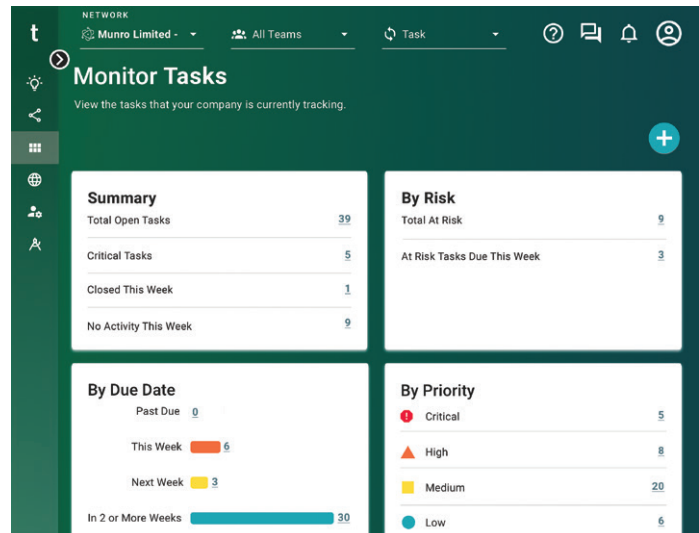
Digitalizing All Processes with Direct Suppliers

Orchestrating direct supply processes with suppliers requires many other supporting processes beyond the exchange of the purchase order. Supply Chain Work Management provides purpose-built processes for Incident Management, Task Management, Batch Record Review, and Change Requests to support the many multienterprise processes that must be executed between buyers, suppliers, and external manufacturing staff. The Task Management capability supports the creation of an unlimited number of cross-functional and multi-company processes. Subtasks can be assigned to employees across multiple companies including tier-2 suppliers—all while maintaining process control and security based on powerful roles-based access controls set by the process owner.

High-performance supplier management requires well-choreographed execution between your company and your supply partners to ensure on-time delivery performance and reduce supply chain risk. Some examples of Supply Chain Work Management capabilities include:

- **Create and assign tasks** for buyers and suppliers to coordinate delivery dates for purchase orders impacted by supply disruptions and track the due dates of these processes.
- **Collaboratively manage supplier incidents** such as late orders, damaged goods, out-of-spec receipts, and missing documentation.
- **Use incident history and a task-driven continuous improvement process** to make permanent improvements to eliminate recurring problems.
- **Review and approve quality batch records** for specific production lots to ensure compliance with regulatory requirements.
- **Enable supplier input of change requests** with full tracking of the execution and approval processes.
- **Real-time dashboards** enable executives at each company to monitor processes and issues by due date, criticality, and workflow status to better manage supply chain risk by assigning additional resources to processes and issue resolutions that are falling behind.

Frequently used multienterprise processes can be quickly digitalized using predefined task templates that are easily customized to meet different needs. Tasks can be defined for forecast collaboration, supplier onboarding, alternate vendor selection, and many other processes. In today's difficult labor market, gaps in the labor force can be bridged with multienterprise tasks by engaging with subject matter experts at supply chain partner organizations. When used in combination with [Opus Solution Designer](#), a no-code solution customization tool for business users, Supply Chain Work Management can be personalized to meet the unique requirements of any business processes while maintaining network and information interoperability with supply chain partners.



MULTIENTERPRISE PROCESS



Exception Management

Connect planners and suppliers in real time to support rapid exception resolution. All suppliers are connected to a common digital network platform for real-time communication with visibility into shared data and aligned priorities. Provides visibility to managers, planners, and supply chain partners to unresolved exceptions, critical and high-priority exceptions, past due exceptions, and suppliers with open exceptions.



New Product Launch/Phase 3 Commercialization

Coordinate the multi-function processes required to move a product from phase 3 clinical trials to approved commercial distribution. This is a complex process executed via a series of task templates and is specifically designed for smaller, early-stage pharma companies as they often lack the structured processes of more mature pharma organizations. New product launch task templates can be modified for each country-specific launch.



Forecast Collaboration

Sharing forecasts with suppliers is a best practice to ensure on-time delivery of critical materials, components, and finished goods. A task template for supplier forecast collaboration includes steps for procurement, planning, manufacturing, carrier, and the supplier. The template can be quickly customized for each supplier relationship. Having all parties in the collaboration process ensures improved supplier OTIF.



Supplier Onboarding

Once a supplier is selected, a number of tasks need to be completed to verify location addresses, emails, payment information, SOPs, updates to systems, training, etc. A task was created to define and monitor the multiple activities involved in the onboarding process to capture all the data, system updates, and documents. The supplier is an active participant in the process. As a result, data accuracy is improved and onboarding time reduced.



Alternative Supplier Development

Collaboration among various internal teams (R&D, manufacturing, quality, and procurement) for evaluation and selection of the appropriate alternate supplier. A task template enables you to define and monitor the multiple activities involved in the evaluation process and capture of all comments and documents. Dashboards and structured workflows enable team members to define and monitor the progress, completion, etc. A single repository tracks all the initiatives undertaken across products, teams, and suppliers with an audit trail of the activities. Supplier selection time was reduced and superior vendors were selected.



Incident Management

Organizations use Incident Management for reporting, tracking, root cause analysis, and resolution of all problems and issues that occur across the end-to-end supply chain. All issues are captured in the Incident Management solution, and companies and their supply chain partners have one source of shared truth as they work collaboratively to resolve incidents. Organizations that use the Incident Management solution for supply chain issue management have achieved up to a 65% reduction in time to resolve supply chain issues and as much as a 35% reduction in the total number of supply chain issues.



Tech Transfer

Tech Transfer is the process of moving manufacturing operations from one contract manufacturing site to another, or moving a Phase 3 drug from a clinical trials manufacturing site to a full-scale production site. This is a complex process managed through a series of task templates.

Core Benefits

Everyone gets value from Supply Chain Work Management



BUYERS

- Purchase order confirmations and order change times are reduced from days and weeks to minutes and hours.
- Improve the accuracy of purchasing data including lead times and bills of materials.
- Task management adds structure to multienterprise supplier processes.
- Supplier and application training onboarding is provided by TraceLink.



SUPPLIERS

- Gain instant visibility to customer purchase orders and changes.
- Improve data accuracy including lead times and requested delivery dates.
- No integration costs and achieve real-time collaboration with customers.
- Online reporting of incidents and purchase orders issues sent directly to the buyer.



EXTERNAL MANUFACTURING

- Assign and track supplier change requests across teams of subject matter experts to ensure proper execution.
- Manage incidents reported by contract manufacturers and internal teams.
- Track, review, and approve batch records online with a full audit trail.
- Cross-company process, issue, and exception resolution times are reduced by as much as 65%.



IT

- Access the highly scalable Opus network with more than 286K validated, authenticated members executing millions of track-and-trace transactions across healthcare and life sciences industries.
- Link to all suppliers with a single integration from ERP to the Opus Network and greatly reduce costs for supplier integration.
- Solution Designer enables business users to make changes to TraceLink solutions reducing IT backlog.
- Access to collective intelligence and intelligent business execution capabilities that support Digital Recalls and Product Availability Intelligence to reduce drug shortages.



EXECUTIVES

- Monitor all processes across internal and external teams with easy-to-use dashboards.
- Reduce supply chain risk with improved visibility and communication between suppliers and contract manufacturers.
- Improve key performance indicators including:
 - Order cycle time
 - Order fill rates
 - Manufacturing throughput
 - Cash-to-cash cycle times
 - Schedule attainment
 - Inventory turnover



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