FAQ

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Multienterprise Information Network Tower FAQs

General

What are solutions?

TraceLink apps are extended through **solutions**, which pull together assets that define how the app looks and functions when users interact with it (i.e. the app's data model, pages workflows, roles, and policies). Solutions available through the Marketplace Catalog can be saved and configured to meet a company's specific use cases and business needs.

What solutions are available for Multienterprise Process Link?

The **Multienterprise Information Network Tower** solution allows companies to exchange notices for commercial activities that involve a change of ownership (e.g. shipments and invoices) while maintaining the data integrity and security of their system of record.

For companies operating in Brazil, the **Multienterprise Information Network Tower** solution allows them to exchange serialized notices for commercial activities that involve a change of ownership (e.g. shipments) while maintaining

the data integrity and security of their serialized system of record (e.g. trade partners initiating serial number status updates that might trigger compliance reports, which could not be repaired in the TraceLink system). At this time, serialized sales shipment notices only are supported. These notices allow companies to comply with the recommendation of Brazil's ANVISA Law No. 13.410/2016.

How are Brazil shipment notices triggered?

If the Owner is sending the shipment to a Partner:

1. The Owner sends a sales shipment through Serialized Operations Manager with a Distribution Type of Sale - In Country and a Ship To Country of Brazil.

2. Brazil Compliance generates a Shipment report (if the appropriate event trigger is enabled). For more information about additional event trigger conditions that must be met for the report to generate, see the ***Brazil Compliance Help Center***.

3. Multienterprise Process Link generates a shipment notice (if the appropriate event trigger is enabled) and sends the Multienterprise Process Link Serialized Shipment Notice - Brazil message to the receiving Partner.

If a Partner is sending the shipment to the Owner:

1. The Partner sends a Multienterprise Process Link Serialized Shipment Notice - Brazil message.

2. TraceLink processes the Multienterprise Process Link message and creates a corresponding sales shipment in Serialized Operations Manager.

Which events are captured in the audit trail?

The following Multienterprise Process Link events are captured in the Track & Trace Services audit trail:

functionalArea	businessObjectType	action	Description
Info Exchange	Transaction - Multienterprise Process Connect - Serialized Shipment Notice - Brazil Inbound	Create	Captures when the company sends a Serialized Shipment Notice - Brazil Inbound message type in Multienterprise Process Connect, using EPCIS v1.2 or ANVISA format.
Info Exchange	Transaction - Multienterprise Process Connect - Serialized Shipment Notice - Brazil	Create	Captures when the company sends a Serialized Shipment Notice - Brazil message type in Multienterprise Process Connect, using EPCIS v1.2 or ANVISA format.

Roles

What roles can be assigned to Multienterprise Process Link users?

Search asynchronous transactions

The following roles are available for users to search for and view the asynchronous messages for all business and serialization transactions exchanged using Multienterprise Information Network Tower and Multienterprise Process Link between Owners and their Partners across all orchestrations:

- All Transactions - Owner - Admin – Allows users from Owner companies to search for and view the asynchronous messages for all business and serialization transactions exchanged using Multienterprise Information Network Tower and Multienterprise Process Link.

- All Transactions - Partner - Admin – Allows users from Partner companies to search for and view the asynchronous messages for all business and serialization transactions exchanged using Multienterprise Information Network Tower and Multienterprise Process Link.

One of these roles must be assigned to a user for them to access the Search Business Transactions and Search Serialization Transactions screens.

Manufacturing

The manufacturing orchestration involves the coordinated and seamless execution of business processes across business objects related to planning and production activities. The manufacturing orchestration uses digitalization to streamline make-to-order/make-to-stock (produce), procure-to-pay (procurement) and order-to-cash (sales) processes, ensuring effective communication and collaboration between supply chain partners.

The following roles are available for the manufacturing orchestration:

- Manufacturing - Customer is the Owner of Multienterprise Process Link.
    - Manufacturing-Customer - Expanded – Allows users to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
    - Manufacturing-Customer - Standard – Allows users to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.
    - Manufacturing - Customer - Reports and Dashboards - Allows users view-only access to customer reports and dashboards.

- Manufacturing -- Supplier is the Partner.
    - Manufacturing- Supplier – Partner Expanded – Allows users from Partner companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
    - Manufacturing-Supplier – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

    - Manufacturing - Supplier - Reports and Dashboards - Allows users view-only access to supplier reports and dashboards.

- Manufacturing - Supplier is the Owner of Multienterprise Process Link.

- Manufacturing-Supplier - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
- Manufacturing-Supplier - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.

  - Manufacturing - Supplier - Reports and Dashboards - Allows users view-only access to supplier reports and dashboards.

- Manufacturing -- Customer is the Partner.
  - Manufacturing-Customer – Partner Expanded – Allows users from Partner companies who are acting as buyer in the supply chain to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Manufacturing-Customer– Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.
  - Manufacturing - Customer - Reports and Dashboards - Allows users view-only access to customer reports and dashboards.
- Manufacturing Customer Reports
  - Manufacturing - Customer - Reports and Dashboards - Allows users view-only access to customer reports and dashboards.

- Manufacturing Supplier Reports

  - Manufacturing - Supplier - Reports and Dashboards - Allows users view-only access to supplier reports and dashboards.

Logistics

The logistics orchestration involves the coordinated and seamless execution of business processes across business objects related to warehousing, fulfillment, and distribution activities. It uses digitalization to streamline order-to-cash (sales/fulfillment) processes, ensuring effective communication and collaboration between supply chain partners.

The following roles are available for the logistics orchestration:

- Logistics -- Client is the Owner of Multienterprise Process Link.
  - Logistics-Client - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Logistics-Client - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.
- Logistics -- Provider is the Partner.
  - Logistics-Provider – Partner Expanded – Allows users from Partner companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.

  - Logistics-Provider – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

- Logistics - Provider is the Owner of Multienterprise Process Link.
  - Logistics-Provider - Expanded –Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Logistics-Provider - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.

- Logistics -- Client is the Partner.
  - Logistics-Client - Partner Expanded – Allows users from Partner companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Logistics-Client - Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

Commerce

The commerce orchestration involves the coordinated and seamless execution of business processes across business objects related to procurement and sales activities. The commerce orchestration uses digitalization to streamline procure-to-pay (procurement) and order-to-cash (sales) processes, ensuring effective communication and collaboration between supply chain partners.

The following roles are available for the commerce orchestration:

- Commerce - Customer is the Owner of Multienterprise Process Link.
  - Commerce-Customer - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Commerce-Customer - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.

- Commerce -- Supplier is the Partner.

  - Commerce- Supplier – Partner Expanded – Allows users from Partner companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Commerce-Supplier – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role

enables access to essential information for monitoring purposes only.

- Commerce - Supplier is the Owner of Multienterprise Process Link.

  - Commerce-Supplier - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Commerce-Supplier - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only

- Commerce -- Customer is the Partner.
  - Commerce-Customer – Partner Expanded – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.
  - Commerce-Customer – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

Transportation

The transportation orchestration involves the coordinated and seamless execution of business processes across business objects related to distribution or transportation activities. It uses digitalization to streamline transportation processes, ensuring effective communication and collaboration between supply chain partners.

The following roles are available for the transportation orchestration:

- Transportation-Carrier is the Owner of Multienterprise Process Link.
  - Transportation-Carrier - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  - Transportation-Carrier - Standard – Allows users from companies to

search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only.

- Transportation -- Shipper is the Partner .

  ○ Transportation-Shipper – Partner Expanded – Allows users from Partner companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  ○ Transportation-Shipper – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

- Transportation - Shipper is the Owner of Multienterprise Process Link

  ○ Transportation-Shipper - Expanded – Allows users from companies to create, draft, submit, delete, search for, view, troubleshoot, and resubmit failed messages.
  ○ Transportation-Shipper - Standard – Allows users from companies to search for and view customer-related data. This role enables Owners to provide users access to essential information for monitoring purposes only

- Transportation -- Carrier is the Partner
  ○ Transportation-Carrier – Partner Expanded – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.
  ○ Transportation-Carrier – Partner Standard – Allows users from Partner companies to search for and view customer-related data. This role enables access to essential information for monitoring purposes only.

How do roles provide users with access?

Roles group a set of permissions for specific actions (either in the UI or via API),

side menu items, and data within an app. The solution applied to the app or its network determines which roles are available. Administrators assign users to roles when they assign users to an app, its network, or its Links.

Owners assign specific roles to Links, which allow their Partners to assign those roles to the Partner users with access to the Link.

How do I add or edit roles?

Companies must own Opus Solution Environment (OSE) to add or edit roles. If your company owns OSE and you also have the Company Solution Developer role assigned, you can add new roles to a Company Solution or edit existing roles by navigating to OSE and selecting Roles in the side menu. See the Opus Solution Environment Help Center for more information. If your company does not own OSE, then contact TraceLink Support for more information.

Opus Platform

What are the password requirements for TraceLink SSO?

Passwords must be a minimum of 8 characters, must *not* be your email, and must include at least one:

- Numerical digit
- Lowercase letter
- Uppercase letter
- Special character

If your company was enabled on the Opus Platform from Track & Trace Services, the following password settings from Track & Trace Services apply:

- Number of previous passwords that cannot be reused.
- Number of login attempts allowed before the account is locked.
- Number of days until the password expires.

If your company was *not* originally enabled on Track & Trace Services, the following default settings apply to TraceLink SSO:

- The previous 6 passwords cannot be reused.
- 5 login attempts are allowed before the account is locked.
- Passwords expire in 30 days.

Which browsers does the Opus Platform support?

The Opus Platform supports the following web browsers:

- **Google Chrome**: Versions 57, 68, 74, or above
- **Microsoft Edge**: Version 80 or above
- **Microsoft Edge (Legacy)**: Versions 16, 17, and 18
- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

The Opus Platform supports the following mobile browsers:

- **Google Chrome Mobile**: Version 80.0 or above
- **Android Web View**: Version 80.0 or above
- **iOS Safari**: Version 13.1 or above

Related Content

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This topic answers some frequently asked questions about OPUS Solution Environment (OSE).

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