TRACELINK UNIVERSITY

Product transfer account adjustment requests

A Product Transfer Account Adjustment Request is a formal transaction used in the pharmaceutical supply chain to correct financial discrepancies related to the movement of products between trading partners—typically between wholesalers/distributors and manufacturers. It is most commonly associated with chargeback claims, where a distributor seeks reimbursement for selling a product at a contracted price that is lower than their acquisition cost.

For more information about Product transfer account adjustment requests guidelines, see Product transfer account adjustment request transactions.

Create and submit product transfer account adjustment requests

Perform this task to create and submit new product transfer account adjustment request. Additionally, buyers can begin work on a product transfer account adjustment request and save it for completion at a later time.

Create and submit a new product transfer account adjustment request

Perform this task to create new product transfer account adjustment request and submit them to suppliers.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct roles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Requests.
8. Select the New New button.
9. On the New Product Transfer Account Adjustment Request screen, fill in the following fields:
   a. Request Number field – A unique identifier assigned to a product transfer account adjustment response.
   b. Request Date drop-down – The date on which the response process is initiated.
10. Select the Save Save button.

    The screen refreshes with the saved product transfer account adjustment request in the draft state and with the required sections populated.
11. Select the Edit Edit button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. In the Product Transfer Account Adjustment Request Information section fill in the following fields:

© TraceLink Inc. 2009 - 2025 All Rights Reserved

a. Request Number field – A unique identifier assigned to a product transfer account adjustment request.

   This field auto populates the value entered on the New Product Transfer Account Adjustment Request screen.
b. Request Date field – The date on which the request process is initiated.

   This field auto populates the value entered on the New Product Transfer Account Adjustment Request screen.
c. Date Of Adjustment field – The date on which the account adjustment was made.
d. Adjustment Reference Type drop-down – The code identifying the adjustment type.
e. Currency Entity Code field– The code representing the currency type or entity.
f. Currency Code field – The 3-letter ISO code representing the currency.
g. Action drop-down – A brief description stating the purpose of the transaction.

14. In the Reference Transactions section:
    a. Select the Add + icon and fill in the following fields in Reference Transaction Information section:
       i. Transaction Type drop-down - The type of transaction to reference.
       ii. Transaction Number type-ahead field – The unique identifier of the transaction.

           If the value does not match the available options, the value must be entered manually.
       iii. Transaction Date field - The date of the transaction being referenced.
    b. Select Apply.

       A new reference transaction line is added.
15. In the Customer and Supplier section, fill in the following fields under Supplier group:

© TraceLink Inc. 2009 - 2025 All Rights Reserved

a. Company type-ahead field – The name of the company sending the product transfer account adjustment request. This company is customer of goods. This field pulls from the Owner's company and location master data.

   The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

b. Address 1 field – The address of the particular location.
c. Address 2 field – Any additional address information.
d. Country drop-down – The two-letter country code with country name for this location.
e. State field – The state or region for this location.
f. City field – The city for this location.
g. Postal Code field – The postal code for this location's main address.
h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

16. In the Customer and Supplier section, fill in the following fields under Customer group::

    a. Company type-ahead field – The name of the company receiving the product transfer account adjustment request. This company is supplier of goods. This field pulls from the Owner's company and location master data.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

b. Address 1 field – The address of the particular location.
c. Address 2 field – Any additional address information.
d. Country drop-down – The two-letter country code with country name for this location.
e. State field – The state or region for this location.
f. City field – The city for this location.
g. Postal Code field – The postal code for this location's main address.
h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

17. In the Distributor and Purchasing Group section, fill in the following fields under Distributor group:

a. Company type-ahead field – The name of the distributor party company receiving product transfer account adjustment response. This company is distributor of goods. This field pulls from the Owner's company and location master data.

   The remaining Distributor fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

b. Address 1 field – The address of the particular location.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

c. Address 2 field – Any additional address information.
d. Country drop-down – The two-letter country code with country name for this location.
e. State field – The state or region for this location.
f. City field – The city for this location.
g. Postal Code field – The postal code for this location's main address.
h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

18. In the Distributor and Purchasing Group section, fill in the following fields under Purchasing Group group:

    a. Company type-ahead field – The name of the company sending the product transfer account adjustment request. This company is customer of goods. This field pulls from the Owner's company and location master data.

       The remaining Purchasing Group fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

    b. Address 1 field – The address of the particular location.
    c. Address 2 field – Any additional address information.
    d. Country drop-down – The two-letter country code with country name for this location.
    e. State field – The state or region for this location.
    f. City field – The city for this location.
    g. Postal Code field – The postal code for this location's main address.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

19. In the Line Items section:
    a. Select the Add + icon and fill in the following fields in Line Item Information section:
        i. Supplier Contract Number field - A unique identifier assigned to a formal agreement between a supplier (or manufacturer) and a customer, distributor, or group purchasing organization.
        ii. Contract Status Code field – The code to indicate the current status or state of a contract.
        iii. Previous Transaction Identifier field – A unique identifier referencing an earlier transaction related to the current submission.
        iv. Letter Number field – A reference number assigned to a formal communication or correspondence related to the transaction.
        v. Letter Date field – Date the formal communication related to the transaction was issued.
        vi. Letters Description field – A brief summary or explanation of the formal letter or written communication associated with the transaction.
        vii. Address Type drop-down – Indicates how the address is used in the transaction, for example, as a billing, shipping, or administrative address.
        viii. Company field – The business name associated with the partner company or specific location.
        ix. Address 1 field – The address of the particular location.
        x. Address 2 field – Any additional address information.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

xi. Country drop-down – The two-letter country code with country name for this location.
xii. State field – The state or region for this location.
xiii. City field – The city for this location.
xiv. Postal Code field – The postal code for this location's main address.
xv. Company ID Type drop-down – The type of identifier used to uniquely identify a company.
xvi. Company ID Value field – The unique identifier assigned to the business partner, based on the specified identifier type
xvii. Line Notes field – Additional information about the line item being added.

b. Select Apply.

   A new line item information is added.

c. Select a line item information line row and then select the branch icon and fill in the following fields under Product and Pricing Information section:

   i. Purchase Order Number field - Purchase order number associated with this transaction.
   ii. Purchase Order Date field – Date of the purchase order associated with this transaction.
   iii. Transaction Reference Type drop-down – Transaction reference type for general reference data that is not a transaction document identifier.
   iv. Transaction Reference Identifier field – Transaction reference identifier value as defined by enumerations in transaction Reference Type.
   v. Description field – Identifier or description defined by qualifier code in transaction reference identifier. HDA usage description: This element can contain any optional notes or comments pertaining to an original or resubmitted line on a chargeback.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

vi. Transaction Reference Date field – Transaction reference identifier value as defined by enumerations in transaction Reference Type.
vii. Product Code Type drop-down – Code to qualify product identifier type.
viii. Product Code Value field – The unique value that identifies the product based on the specified product code type.
ix. Sales Quantity Value field – The quantity of product required for planning.
x. Sales Quantity Unit Of Measure drop-down – Code indicating the unit of measure or basis for product quantity.
xi. Extended Transaction Reference Description field – Code identifying the agency assigning the code values, X12 pass throughIf the value does not match the available options, the value must be entered manually.
xii. Extended Transaction Reference Date field - Purchase order number associated with this transaction.
xiii. Select Apply.

    A new product and pricing information line is added.

d. Select a product and pricing information line row and then select the branch icon and fill in the following fields under Product Information section:
    i. Transaction Reference Type drop-down – The reference information for identifiers that are related to transaction documents.
    ii. Transaction Reference Identifier field – The transaction reference identifier value as defined by enumerations in Transaction Reference Type.
    iii. Adjustment Amount field – Total rebate amount included in the chargeback claim.
    iv. Adjustment Unit Of Measure drop-down – The unit of measure used for the product in the adjustment record.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

v. Item Unit Price field – The unit price of the product.
vi. Unit Price Type Code drop-down – The code indicating the type or category of unit price. The valid values are Price according to the contract and Wholesale price.

e. Select Apply.

   A new product information line is added.

20. In the Chargeback Request Claim Amount section, fill in the following fields:
    i. Pricing Type drop-down - The method or structure used to determine the price of a product or service.
    ii. Pricing Amount field– The monetary value assigned to a specific pricing condition for a product or service.
    iii. Is Credit Or Debit? switch - Indicates whether the transaction reflects a credit or a debit adjustment.
21. In the Notes section, select the Add + icon to enter any additional comments or instructions.
22. To submit the product transfer account adjustment request:

    To save the product transfer account adjustment request in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save Save button in the draft state.

    a. Select the Move To button at the top of the screen.

       The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

    b. Select the Save Save button.

       The product transfer account adjustment request is submitted.

Tips

- Select the Add + icon, to add a new line item, where available.
- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where available.
- New product transfer account adjustment requests can also be created by selecting the New + New button on the Product Transfer Account Adjustment Requests Details screen for an existing product transfer account adjustment request.

Submit a draft product transfer account adjustment request

Complete and submit a saved product transfer account adjustment request in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.
   Partners must have the correct roles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Requests.
8. Select the Filter Filter button to find product transfer account

© TraceLink Inc. 2009 - 2025 All Rights Reserved

adjustment request in Draft state.

9. Select the Request Number link in the results table.
10. Select the Edit Edit button.
11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Confirm the product transfer account adjustment request details and select the Edit icon associated with that line item to modify the fields if required.
13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.
14. Select the Save Save button.

    The product transfer account adjustment request is submitted.

Tips

- Select the product transfer account adjustment request number row and then select the Delete icon on the top of the Search Product Transfer Account Adjustment Request screen, to delete a product transfer account adjustment request in a draft state.

A deleted transaction cannot be retrieved.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

Search and view product transfer account adjustment requests

Search for and view product transfer account adjustment requests

Perform this task to search for and view the details of the product transfer account adjustment requests sent by suppliers and received by customers. Viewing the details of a product transfer account adjustment request enables suppliers or customers to quickly access product transfer account adjustment request information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer or Commerce - Supplier from the left menu.
   Partners must have the correct roles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Requests.
8. Select the Filter Filter button.
9. In the Filters panel, fill in one or more of the following fields to filter the results:
   a. Request Number field – A unique identifier assigned to a product transfer account adjustment request.
      This field auto populates the value entered on the New Product Transfer Account Adjustment Request screen.
   b. Request Date field – The date on which the request process is initiated

© TraceLink Inc. 2009 - 2025 All Rights Reserved

c. State drop-down – The state of the product transfer account adjustment request:
    - Draft – The transaction is in the draft state.
    - Submit – The transaction has been created.
    - Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
    - Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
    - Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
    - Sending –The application sends out business transactions to the buyer or supplier.
    - Sent – The transaction is successfully completed and shared with the receiving party.

d. Supplier type-ahead – Displays only if the menu item is Sent Product Transfer Account Adjustment Requests The name of the company the product transfer account adjustment request was sent to.
   If the name of the company is not present in the Owners master data then the company's name must be entered manually.

e. Customer type-ahead – Displays only if the menu item is Received Product Transfer Account Adjustment Requests The name of the company the product transfer account adjustment request was received from.
   If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

f. Date Of Adjustment field – The date on which the account adjustment was made.

g. Last Modified drop-down – The period of time in which the product

© TraceLink Inc. 2009 - 2025 All Rights Reserved

transfer account adjustment request was last updated:

- Today – The transaction was modified within the last few hours.
- Yesterday – The transaction was updated within the past 24 hours.
- Last Week – The transaction was modified in the last 7 days.
- Last Month – The transaction was modified in the last 30 days.
- Last 3 Months – The transaction was modified in the last 90 days.
- Last 6 Months – The transaction was modified in the last 180 days.
- Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of product transfer account adjustment requests displays based on the filter results.

11. Select the link for the product transfer account adjustment request from the results table.

    The View Product Transfer Account Adjustment Requests screen displays.

12. To view all fields for each line item, select the View icon on the Product Transfer Account Adjustment Requests Details screen.

Reprocess and resubmit product transfer account adjustment requests

Reprocess product transfer account adjustment requests

After the product transfer account adjustment request is submitted, the user might encounter an error and the processed status will be set to Paused With Error. Use the following procedure to resolve any error messages encountered while submitting a product transfer account adjustment request.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.
   Partners must have the correct roles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Requests.
8. Select the Filter Filter button to find product transfer account adjustment requests in Processing, Processed, Preparing to Send, or Sending state.
9. Select Request Number link in the results table.
10. View the following fields for error in the Transaction Information section:
    - Process Status - Displays the status of the submitted transaction.
    - Last Transaction Error - Displays the error message.
11. Select the Edit Edit button..
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. Select the Save Save button.
    The product transfer account adjustment requests request is moved from Processing state to Sending state indicating that the product transfer account adjustment request is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

Resubmit product transfer account adjustment requests

If a transaction is successfully sent to a partner but an issue occurs on the partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct roles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Requests.
8. Select a Request Number in Sent state.
9. Select the Edit Edit button.

   The state of the product transfer account adjustment request is automatically moved to Sending state.
10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.
11. Select the Save Save button.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

The product transfer account adjustment request is submitted.

The statues of the product transfer account adjustment request moves to Sent state.

Related Content

Modify your account

Modify your profile, define app settings, and enable inbox messages and notifications.
View More

Switch companies or environments

The OPUS Ensemble user experience allows you to switch between companies or environments that you have access to with the same user account (identified by an email) without logging into a separate URL.
View More

Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved