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U.S. Pharmacy Chooses MINT to Double Efficiency of Sourcing Staff

A specialty pharmacy chose TraceLink to digitalize manual ordering and returns, reducing supplier coordination workload by 50% and to better ensure reliable delivery of critical medications amid rising patient demand, specialty service growth, and leadership goals to improve margin expansion.



Manual ordering and returns labor consumed more than 2,200 hours annually—making it difficult to scale operations. A lack of shipment visibility further consumed staff time by forcing them to chase updates on critical medication shipments, reducing the time available for other value-added tasks.

By integrating once with the TraceLink network, the pharmacy will be able to exchange business transactions with over 90% of suppliers, automate the exchange of POs, invoices, ASNs, and RMAs, and improve supplier coordination to ensure reliable delivery of time-sensitive medications.

Target KPIs:

- 50% fewer supplier coordination hours

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- 90%+ suppliers onboarding
- $0 to onboard suppliers

Key Challenges:

- Manual ordering and returns labor consumed 2,200+ unnecessary staff hours annually
- Product returns processed via email delayed reimbursement credits, reducing cash flow
- Staff forced to chase shipment updates over the phone, diverting time from patient care

MINT orchestrates procure-to-pay workflows to enable automated ordering and returns, ensuring the reliable delivery of time-sensitive medications.

Download the OPUS Orchestration Journey to learn more.

OPUS Orchestration JourneyMINT for CommerceSupply Chain VisibilityProcurement
Contact us to learn more about digitalizing your procure-to-pay processes!
Fill out the form to contact us now.

Thank you for contacting us! We'll be in touch shortly.

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