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How Digitalizing the Invoicing Process Increases Cash Flow and Strengthens Customer Relationships

By Dan Walles, Vice President of Product Marketing, TraceLink

Manual invoicing is holding life sciences and healthcare manufacturers back.

For many manufacturers, invoices are still sent as PDFs or spreadsheets via email attachments. Finance and commercial operations teams spend hours gathering data across purchase orders, shipment records, and contracts just to generate a single invoice. Reconciling mismatched quantities, pricing discrepancies, and contract discounts is a manual, error-prone process. The consequences are significant:

- Slow invoicing drives unpredictable cash flow and longer Days Sales Outstanding (DSO) cycles.
- Finance teams are buried in low-value work instead of focusing on strategic initiatives.
- Errors and mismatches lead to disputes and strained customer relationships.
- Audit preparation is slow and painful, with key data scattered across ERP systems, email inboxes, and spreadsheets.

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These challenges don’t just create inefficiency; they directly and negatively affect working capital and customer satisfaction. Solving these challenges requires a digitalized, integrated invoicing process that links order, shipment, and pricing data across all trading partners.

The Shift to Digitalized Invoicing

Now imagine a different experience: invoices generated automatically based on what was ordered, confirmed, and shipped—delivered in any format required by your customers, whether EDI, XML, or structured email attachments. Discrepancies are caught before the invoice is sent, payment status can be quickly determined, and audit trails are complete and defensible.

This transformation is possible with **MINT for Commerce**, which enables manufacturers to digitalize invoicing across all trading partners through the TraceLink network. With our B2N Integrate-Once™ model, you link to TraceLink one time and can immediately exchange invoices with every customer—without the cost and burden of building custom, point-to-point IT integrations."

Instead of treating invoicing as an isolated function, TraceLink enables manufacturers to quickly reconcile order, shipment, and financial data at scale across all customers—regardless of their technical sophistication or digital maturity.

How Digitalized Invoicing Elevates Finance Teams

For a finance team used to manually reconciling emails and spreadsheets, the shift to MINT for Commerce is a game changer.

Once the invoice is generated, it is digitally sent to the wholesaler or dispenser in the format that they want to receive, as a B2B transaction, email attachment or downloadable through a user interface. The wholesaler or dispenser will process

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the invoice for payment and send the corresponding payment remittance advice back to the manufacturer. Based on this information, MINT can quickly reconcile the amount paid against what was ordered, what was committed, and what was shipped. This process can occur for every single customer because the solution manages the exchange of information from any wholesaler or dispenser regardless of their digital maturity. The result is that:

- Cash flow stabilizes as payments arrive faster and predictably, reducing DSO.
- Disputes decline sharply, easing relationship strain and boosting customer satisfaction.
- Audit readiness improves because every related document—POs, acknowledgements, ASNs, and invoices—is linked and accessible.
- Finance leadership gains visibility, with dashboards offering real-time insight into pending, paid, or short-paid invoices, enabling sharper forecasting and more confident decision-making.

This isn't just about efficiency. It's about freeing finance from manual tasks to focus on strategic management of cash flow and working capital.

The TraceLink Network Advantage

Where other solutions stop at automating individual invoice workflows, TraceLink delivers something fundamentally different: a network advantage. Through the life sciences industry's largest digital supply network, manufacturers gain immediate access to link with every customer.

With B2N Integrate-Once™, you standardize once and scale everywhere—avoiding the hidden costs of one-off integrations. And because invoicing is part of a linked ecosystem of order, shipment, and payment data, you're not just sending invoices—you're orchestrating your financial interactions with every trading partner.

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That network effect builds trust, reduces friction, and creates agility that standalone automation tools can't match.

What You Get with MINT for Commerce

At its core, MINT for Commerce delivers a digitalized, integrated invoicing process that accelerates cash flow and strengthens relationships. But the real value is in how it equips finance and operations teams with the right tools to transform the order-to-cash cycle. For example:

- **Integrated data connections:** Order, shipment, and pricing data flow seamlessly from your ERP and supply systems into each invoice.
- **Automated invoice generation:** Invoices are created and delivered automatically, based on orders and shipping confirmations.
- **Flexible delivery formats:** Whether your customers need EDI, XML, structured attachments or a simple user interface, you meet every requirement without building new integrations.
- **Linked documentation:** POs, acknowledgements, ASNs, and invoices are all connected, ensuring completeness and audit readiness.
- **Real-time visibility:** Dashboards give finance leaders a reliable view of payments, disputes, and reconciliation metrics.

Together, these capabilities eliminate manual work, reduce disputes, and provide the financial clarity needed to act with confidence.

From Back-Office Burden to Strategic Growth Lever

Manual invoicing wastes time and can decrease customer satisfaction. By digitalizing the invoicing, and larger order-to-cash process, life sciences manufacturers accelerate payments, unlock working capital, and empower finance teams to focus on strategic capital management.

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Invoicing no longer needs to be a source of delay and dispute. With TraceLink, it becomes a foundation for stronger customer relationships, agile cash management, and resilient financial performance.

Are you ready to improve cash flow and reduce reconciliation pain? **Schedule a meeting with our team** to see how MINT for Commerce can help you digitalize invoicing and orchestrate the entire order-to-cash process.

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Meet with TraceLink to learn more about MINT for Commerce.
Fill out the form to schedule a meeting now.

Thank you! We will contact you soon!

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