TRACELINK UNIVERSITY

View, search, and download B2B messages

Owners and their Partners search for and view serialized messages such as Purchase Orders (POs), purchase order acknowledgments, Advanced Ship Notices (ASNs), and Invoices that are exchanged with Partners asynchronously. This functionality enables users to troubleshoot message issues by downloading message input, output, and canonical files.

Search B2B messages

Search for messages sent asynchronously, or submitted in the UI, to view their status, troubleshoot any issues with a message by downloading the input or output files, and reprocess outbound messages that failed to deliver to the recipient.

Search messages

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. Fill in one or more of the following fields to filter the results:

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- Last Processed date drop-down – The date that the message was processed last.

- Status drop-down – The status of the message:
  - All (default)
  - Inbound Processing – TraceLink received a message from the sending party and it is currently processing, prior to its map-in success or failure. This step takes place before validation.
  - Inbound Processing Error – An error occurred while TraceLink was validating the structure and business logic of the sending party's message.
  - Inbound Processed – TraceLink received a message successfully from the sending party.
  - Outbound Processing – The message is in the process of being sent from TraceLink and delivered to the recipient.
  - Delivery Failed – The outbound conversion and delivery from TraceLink to the message recipient failed.
  - Outbound Pending Retry – The initial outbound conversion and delivery from TraceLink to the message recipient failed and the message is currently in queue to be reprocessed.
  - Outbound Processed – TraceLink has successfully sent the message to the recipient party.

- Partner drop-down – The Partner company associated with the message.

7. Select Show Additional Filters and fill in one or more of the following fields to further filter the results:

   Select Add Additional Filter to include additional filter fields.

   - Keyword field– The terms that must be included in the message in one of the following elements:

     All Message Types

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        - Message type
        - Message type ID value
        - Associated company and location information:
            - Name
            - Address
            - Contact information
            - Company or location identifier type
            - Company or location identifier value
        - Item code and product names:
            - Product code value
            - Product name
            - Product description
            - Generic product name
        - Delivery terms code
        - Delivery terms description
    - Message Type drop-down – The type of message being communicated between companies:
        - Advance Ship Notice – A message from the supplier to the buyer notifying them of a pending delivery.
        - Batch Creation – A message from the Contract Manufacturing Organizations to their Marketing Authorization Holder informing them about specific batches of product they produced.
        - Forecast Plan – A message from the buyer to the supplier containing advanced notice about the buyer's anticipated product quantity needs for an upcoming period of time.
        - Forecast Plan Response – A message from the supplier to the buyer communicating the supplier's ability to meet the buyers' anticipated product quantity needs for an upcoming period of time.
        - Inventory Balance – A message from a supplier's remote or third-party warehouse to the supplier or a buyer containing information

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about their available and upcoming inventory.

- Inventory Update – A message from a supplier's remote or third-party warehouse to the supplier containing information about changes in inventory quantity or status.
- Invoice – A message from the supplier to the buyer requesting payment for manufactured or packaged pharmaceutical products that were purchased.
- Price Sales Catalog – A message from the supplier to the buyer containing current pricing, promotions, discounts, and terms of sale for available products.
- Purchase Order – A message from the buyer to the supplier containing a request to purchase manufactured or packaged pharmaceutical products.
- Purchase Order Acknowledgment – A message from the supplier to the buyer confirming that the supplier received the request to purchase finished goods, including data from the vendor order created by the receipt of the PO and any adjustments the supplier made to the items in the PO.
- Remittance Advice – A message from the buyer to the supplier containing confirmation of the invoice number, payment amount, and payment date for one or more invoices.
- Serialized Shipment Notice – A message from the supplier to the buyer containing the commission, aggregation, and shipment information for a sales shipment.
- Warehouse Shipping Order – A message from the supplier to the supplier's remote or third-party warehouse containing a request to send purchased product to a buyer’s location.
- Warehouse Shipping Advice – A message from the supplier's remote or third-party warehouse to the supplier confirming that the purchased product has been shipped to the buyer’s location.

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        - Warehouse Stock Transfer Shipment Advice – A message from a supplier's remote or third-party warehouse to another remote or third-party warehouse containing notice that the product they are transferring has been shipped from their warehouse location to the receiving warehouse.
        - Warehouse Stock Transfer Receipt Advice – A message from a supplier's remote or third-party warehouse to another remote or third-party warehouse confirming that the product they transferred has been successfully received.
    - File Name – The name of the input or output file associated with the message.

8. Select Apply.

   The filtered results display in the table.

Download a message's input or output file

Download a message's input or output file to investigate any issues with the message, recording keeping, or compliance purposes.

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. SelectFilter to find the message.
7. Select the Input File or Output File link in the row for the message.

   The selected XML file for the message is downloaded.

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Reprocess a failed message

Reprocess an outbound message from MPL that failed to deliver to the recipient after troubleshooting. Reprocessing a failed outbound message resubmits the message to TraceLink for processing. Only messages with a Processing Status of Delivery Failed can be reprocessed.

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. SelectFilter to find the message.
7. Select the Action icon in the row for the message.
8. Select Reprocess.

   The message attempts to successfully reprocess.

View a message's details and troubleshoot delivery errors

View the details of a message to see additional information about the message such as any exceptions, help troubleshoot any issues with the message by downloading the files, and reprocess a message that failed to deliver to the receiving party.

View the details of a message

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or

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internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. SelectFilter to find the message.
7. Select the Action icon in the row for the message.
8. Select View Details.

   The message details screen displays.

View a message exception

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. SelectFilter to find the message.
7. Select the Action icon in the row for the message.
8. Select View Details.
9. Select the Exception link in either the **Inbound Status** or **Outbound Status** section.

   The message Exception screen displays.

Download a message's inbound or outbound canonical file

Download a message’s canonical file to see how the elements submitted in the initial message sent to TraceLink were mapped during message transformation for

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future reference or as an additional troubleshooting resource.

1. Select a [Customer-defined MPC Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header and select the Go button.
3. Select the B2B Messages Process in the header.
4. Select the Go button.
5. Select Search in the side menu.
6. SelectFilter to find the message.
7. Select the Action ⋮ icon in the row for the message.
8. Select View Details.
9. Select the Canonical File link in either the **Inbound Status** or **Outbound Status** section.

   The selected XML file for the message is downloaded.

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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.

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