TRACELINK UNIVERSITY

Understand Marketplace Solutions

Marketplace Solutions are created by TraceLink or Solution Partners to address specific business needs. Marketplace solutions in POET are defined as sub-types of the Work Item base object, allowing them to inherit the standard workflow, collaboration, and lifecycle management capabilities.

What is a marketplace solution

Marketplace solutions are created by TraceLink or Solution Partners to address specific business needs. These solutions are published in the OPUS Solution Environment (OSE) catalog, where companies can select, configure, and customize them to fit their own requirements. Once customized, the solutions can be saved as company-specific versions called company solutions that are ready to be used within their business processes. POET currently offers several marketplace solutions, including but not limited to Change Requests, Direct Supplier Incidents, DSCSA Exception Management, Indirect Supplier Incidents, Manufacturing Incidents, and Product Complaint Management.

How to use a marketplace solution

Solution Designers must first save the latest version of the marketplace solution from the marketplace catalog as a company solution. Once saved, Solution

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Designers can modify and release them into their Company Catalog. For more information about using marketplace solutions, see OPUS Solution Environment Help Center.

Version History

Date	Solution	Version	Description
29 Apr 2026	• Audits and Inspections • Supplier License Review • Supplier Risk Assessment	1.0.0	**Audits and Inspections:** Audits and inspections help plan, execute, and close regulatory inspections and third-party audits across the pharmaceutical supply chain. **Supplier License Review:** Supplier License Review helps collect, verify, and maintain regulatory licenses and certifications for suppliers in the pharmaceutical supply chain. **Supplier Risk Assessment:** Supplier Risk Assessment helps evaluate, classify, and manage suppliers based on the risks they introduce to the business.
19 Mar 2026	DSCSA Exception Management	2.1.0	The following updates have been made since the previous version was released: • Added the following Due Date Monitoring metrics for Owner and Partner dashboards: ◦ Overdue ◦ Due in Next 24 Hours ◦ Due in Next 7 Days ◦ Due in Future • Updated the time format from 24-hour to 12-hour. • Replaced Compact Collection components with Collection List or Collection Table on the View/Edit pages. • Removed the Due Date dashboard page-level filter. • Updated dashboards to display names instead of MDM names for picklists. • Filtered the Sub-category drop-down to display only the sub-categories relevant to the selected category.

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Date	Solution	Version	Description
19 Mar 2026	• Batch Record Review • Change Request • Direct Supplier Incident • Document Review • Indirect Supplier Incident • Manufacturing Incident • Product Complaint • Tasks	1.1.0	The following updates have been made since the previous version was released: • Added the following Due Date Monitoring metrics for Owner and Partner dashboards: ◦ Overdue ◦ Due in Next 24 Hours ◦ Due in Next 7 Days ◦ Due in Future • Updated the time format from 24-hour to 12-hour. • Replaced Compact Collection components with Collection List or Collection Table on the View/Edit pages. • Removed the Due Date dashboard page-level filter. • Updated dashboards to display names instead of MDM names for picklists. • Filtered the Sub-category drop-down to display only the sub-categories relevant to the selected category.
19 Mar 2026	CAPA Exchanges	1.0.0	A CAPA exchange is a structured process used to investigate issues, identify root causes, define corrective and preventive actions, and verify their effectiveness.
30 Oct 2025	Tasks	1.0.0	Tasks or Subtasks in POET facilitate structured orchestration of collaborative workflows where a business outcome is achieved by executing a set of tasks.
29 Oct 2025	• Document Review • Batch Record Review	1.0.0	**Document Review:** Document Review is a business process in which internal and external stakeholders collaborate to evaluate and approve documents critical to regulated pharmaceutical processes. **Batch Record Review:** Batch Record Review is a regulated quality assurance process where the manufacturing and testing records of a specific batch of a pharmaceutical product are reviewed to ensure compliance with Good Manufacturing Practices (GMP) and regulatory standards (e.g., FDA, EMA) before the batch is released for distribution.

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Date	Solution	Version	Description
23 Sep 2025	• Change Request • Manufacturing Incident • Direct Supplier Incident • Indirect Supplier Incident • Product Complaint	1.0.0	**Change Request:** A change request is a formal proposal to modify an existing process, system, material, document, or equipment. **Manufacturing Incident:** A manufacturing incident is any unexpected event during production that may impact product quality, safety, compliance, timelines, or supply. **Direct Supplier Incident:** Direct supplier incidents are those that occur within suppliers with whom a company has a direct commercial and operational relationship. **Indirect Supplier Incident:** Indirect supplier incidents originate from suppliers you do not contract with directly, but who provide materials or services to your direct suppliers. **Product Complaint:** Product complaint includes issues reported by customers, healthcare providers, distributors, or internal stakeholders about a pharmaceutical product.

Related Content



Introduction to OPUS Ensemble

The OPUS Ensemble solution provides a global user experience that seamlessly delivers personalized settings, navigation, and company-specific context, providing instant access to essential tools and notifications through an intuitive, browser-like interface.
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