TRACELINK UNIVERSITY

FAQs

General

How do I connect with trade partners and internal locations?

In the new OPUS Administration, TraceLink users can link to both internal locations and trade partners by editing their company profile and adding Partner identifiers.

Key Requirements:

- **Trade Partners** must be either:
  - Members of the TraceLink Network, or
  - Entries in the company's Partner Master Data.
- **Matching Identifiers**: The identifier added in the Partners tab of the company profile must match at least one verified identifier for the Partner.
- **App Support**: The apps must support Links. The global identifier for the company or location in Partner Master Data must match the identifier used when adding the company or location.

How do I set up my application so my company can begin using it?

To begin using any OPUS app:

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1. If the app allows linking (i.e. a multienterprise app):
    a. Add company locations and their identifiers to your company so that you can link them to the app.
    b. Add Partners and their identifiers to your company in OPUS Administration so that you can link them to the app.
    c. Add Partners and their identifiersAdd Partners and their identifiers to your company so that you can link them to the app.
    d. Add Partner companies, locations, and their identifiersAdd Partner companies, locations, and their identifiers to your company so that you can link them to the app.
    e. Make sure that the internal locations that you want to link to the app or its network are allowed to link to apps.
    f. Make sure that the internal locations that you want to link to the app or its network are allowed to link to apps in OPUS Administration.
2. Add at least one user to the appAdd at least one user to the app and assign that user the Application Administrator role.
3. Configure the app in OPUS Administration to determine whether the app is visible to other companies in OPUS Administration Community.
4. If the app supports multiple networks, add a least one network to the app, add at least one user to the network, and assign that user the Network Administrator role.
5. If the app allows linking (i.e. a multienterprise app), in OPUS Company Administration:
    a. Link Partners or internal locations.
    b. Your company and the Partner add users to the Link add users to the Link to give them access.

For more information on how to set up applications before they can be used, see the *Administration Online Help*.

Contact TraceLink Support for additional help setting up applications for use on

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the OPUS.

Do I still need to use Track & Trace Services Company Administration or Management?

Yes. You can still use the TTS Company Administration. With the transition to OPUS Administration, you now have the flexibility to access both systems.

TTS Administration and TTS Management can be accessed through OPUS Administration main menu, which allow administrators to view TTS screens directly within the OPUS interface. This integration streamlines navigation and simplifies the transition between systems.

How do I access Track & Trace Services apps in the OPUS Web UI?

As part of the improved layout and navigation system introduced in this release, Track & Trace Services (TTS) Administration and TTS Management are now accessible directly from within the OPUS Administration interface. This enhancement streamlines navigation across next-generation solutions and simplifies access to key TTS login screens.

Access Overview

Users with the **System Administrator**, **TTS Administrator**, or **TTS Manager** roles can now access TTS Administration and Management functions directly from OPUS Administration:

- Administration login – Provides direct access to TTS Administration features.
- Management login – Provides direct access to TTS Management features.

The **Member – Classic Access** role has been renamed to **TTS Administrator** and **TTS Manager** to better reflect access privileges.

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What are solutions?

TraceLink apps are extended through **solutions**, which pull together assets that define how the app looks and functions when users interact with it (i.e. the app's data model, pages, workflows, roles, and policies). Solutions available in the Marketplace Catalog can be saved as Company Solutions and configured to meet a company's specific use cases and business needs.

Where and how can I access Imports and Exports?

Solution users can access Imports and Exports through the Import/Export Files screen, available from the TraceLink Account menu. This screen centralizes all import and export activity in one location, allowing users to sort and filter results, view file details from the Activity Name column, and download files using either the Import/Export File link or the download  icon. After a file is downloaded, a notification is displayed in the Notification panel. In addition, multi-region support automatically routes users to the appropriate regional file storage based on the account’s home region, improving performance, ensuring compliance with regional data requirements, and streamlining file access for global teams.

Which apps support Administer?

Administer Apps	Menu Items
Company Administration	Users and Roles The Company Administration app provides support for System Administrators to assign users to roles, deactivate users and search for and view users and roles.
Application Administration	Links The Application Administration app provides support for companies that own OPUS apps to link Partners and internal locations to those apps and their respective networks. Owners can chose which roles the linked entity can assign to their user within the Link.

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Administer Apps	Menu Items
Administration Application	**Links** The Administration app provides support for companies that own OPUS apps to link Partners and internal locations to those apps and their respective networks. Owners can choose which roles the linked entity can assign to their user within the Link. **Users** The Administration app provides support for System Administrators to assign users to roles, deactivate users and search for and view users and roles. **Networks** The Administration app provides support for Owners to add networks only for apps that support multiple networks. **B2B Integration** The Administration app provides support for network Owners and their Partners to exchange B2B messages. **My Network Company** The Administration app provides support for Company Administrators to edit and view a company's profile, a business logo, headquarters information, and business contact.

Roles

How do roles provide users with access?

Roles group a set of permissions for specific actions (either in the UI or via API), side menu items, and data within an app. The solution applied to the app or its network determines which roles are available. Administrators assign users to roles when they assign users to an app, its network, or its Links.

Owners assign specific roles to Links, allowing their Partners to assign those roles to the Partner users with access to the Link.

How do I add or edit roles?

Companies must own OPUS Solution Environment (OSE) to add or edit roles. If your company owns OSE and you also have the Solution Designer role assigned, you can add new roles to a Company Solution or edit existing roles by navigating to OSE and selecting Roles in the side menu. See the OPUS Solution Environment Help Center for more information. If your company does not own OSE, then contact TraceLink Support for more information.

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Event Notifications

What notifications are available for Administer?

Administer users can sign up to receive email notifications for the following events.

Notification settings

- Bulk Link to Network – The users will receive a notification in the Notifications panel when the CSV file is ready for download. The users can also receive an email when the CSV file is ready for download.
- Partner Link to Network – The users will receive a notification in the Notifications panel when the CSV file is ready for download. The users can also receive an email when the CSV file is ready for download.

OPUS

Which browsers does the OPUS support?

The OPUS supports the following web browsers:

- **Google Chrome** (recommended): Versions 57, 68, 74, or above
- **Microsoft Edge**: Version 113 or above

  For the most stable and optimized performance, use Google Chrome. When using Microsoft Edge, additional configuration may be required to ensure optimal performance. See the *My OPUS experience is slow in Microsoft Edge* in the *Troubleshoot a Problem* topic for Microsoft Edge-specific guidance.

- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

The OPUS supports the following mobile browsers:

- **Google Chrome Mobile**: Version 80.0 or above
- **Android Web View**: Version 80.0 or above

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- **iOS Safari**: Version 13.1 or above

Related Content



OPUS Solution Environment FAQs

This topic answers some frequently asked questions about OPUS Solution Environment (OSE).
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Administer FAQs

TraceLink users can edit their company's profile and add their Partner identifiers to link the Partners to the company's apps and networks.

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TraceLink apps are extended through solutions, which pull together assets that define how the app looks and functions when users interact with it (i.e.
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