



## 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.

### Company Type

- Specialty Pharmacy

### Key Sponsor

- VP of Drug Sourcing
- Operations Director

### Company Scope

- 100+ FTEs
- \$30M+ annual revenue
- National Operations

### Target KPIs for Engagement

**50%**

*Fewer Supplier  
Coordination Hours*

**90%+**

*Suppliers  
Onboarding*

**\$0**

*To Onboard  
Suppliers*

## Customer Business 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

## Partners Orchestrated



## Key MINT Transactions

- PO / PO Ack / Invoice / ASN
- Remittance Advice
- Return Authorization
- Credit / Debit Note

## Processes Digitalized

- Procure-to-Pay
- Product Returns Reconciliation

## The Solution

- Single network integration to exchange business transactions with 90%+ of suppliers
- Reduce supplier coordination workload by half by eliminating manual processes
- Improve delivery reliability of time-sensitive medications via improved supplier coordination