



5 Challenges in Managing Returns and Credits and How MAHs Can Solve Them

Returns Are Initiated Outside the Portal

Phone calls, emails, and spreadsheets leave no auditable record. Teams lose visibility into return status and waste hours piecing together disconnected sources of information.



Manual Calculations Create Credit Errors

Each return must be matched to contracts, pricing terms, and eligibility. Without automation, credits are easily misapplied—impacting both partners' books.

Reconciliation Is Delayed and Labor-Intensive

Finance and customer service teams spend days validating data between ERP, distributor records, and return paperwork. The longer it takes, the more customer frustration builds.



Lack of Transparency Strains Partner Relationships

Distributors and pharmacy customers can't see where their claims stand. Lack of visibility undermines confidence, increases inquiries, and delays repeat ordering.

Lost Time Equals Lost Revenue

Each manual step—review, calculation, confirmation—extends cycle time and ties up working capital. Over time, delayed credits result in measurable revenue leakage.



Digitalize Returns and Credits with a Single Integration

TraceLink transforms the returns and credit authorization process into a fully digital, transparent workflow. Through a single network integration, manufacturers receive structured return requests, and provide real-time updates to partners in a format they can consume (i.e., transactional, CSV or user interface).

How it Works:

-  Customers submit return requests as structured digital transactions.
-  Status updates are shared in real time with all stakeholders.
-  Finance teams gain audit-ready visibility across every return and adjustment.
-  Reconciliation cycles reduce from weeks to days.

Manufacturers achieve confident financial control, faster credit issuance, and stronger, more trusted trading relationships—all while freeing teams from manual, error-prone tasks.

Want to see for yourself how MINT can transform your supply chain?

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