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NETWORK FOR GREATER GOOD

Identifying and Resolving MINT Incidents Using ORD and POET



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Identifying and Resolving MINT Incidents Using ORD and POET

Learning Objectives

By the end of this course, you will be able to:

- Explain how ORD, MINT reports, and POET work together to manage supply chain discrepancies.
- Use MINT reports to detect transaction mismatches.
- Review ORD report details to investigate discrepancies.
- Determine when a discrepancy requires follow-up through a structured incident management process.
- Create and manage a POET incident to support resolution.
- Confirm that corrected transaction information is reflected in MINT.
- Close a POET incident with a complete audit trail.
- Follow the end-to-end Detect, Investigate, Resolve, and Close workflow for managing supply chain discrepancies.

Overview

This course shows you how ORD, MINT reports, and POET work together to help identify and resolve supply chain discrepancies.

You will learn how to use MINT reports to see supply chain activity and spot possible issues. Learn how ORD supports the review of order-related transaction data, including mismatches or exceptions. Also, when a discrepancy needs follow-up, you will learn how to use POET to create, manage, and close an incident.

The course follows a simple four-step process:

1. **Detect** - Find a transaction discrepancy using MINT reporting.
2. **Investigate** - Review the flagged ORD report and related transaction details.
3. **Resolve** - Create and manage the incident in POET.
4. **Close** - Confirm the correction in MINT and close the incident with a complete audit trail.



First, you will identify when transaction data does not match as expected. Next, you will investigate the issue using reports and dashboards. Then, you will manage the resolution in POET. Finally, you will confirm that the issue has been corrected and close the incident with a full record of what happened.

Quantity Mismatch Resolution Use Case

In this use case, you will learn how a buyer and supplier manage a real supply chain discrepancy from detection through closure. The Medivonic–Renderico scenario shows how MINT reports, ORD, and POET work together to identify a quantity mismatch, investigate the issue, coordinate resolution activities, and complete the process with a documented audit trail.

Medivonic, a Marketing Authorization Holder, or MAH, regularly issues purchase orders to Renderico, one of its supplier partners. As part of its supply chain operations, Medivonic relies on timely and accurate transaction data to confirm that ordered, shipped, received, and invoiced quantities remain aligned across the transaction lifecycle. Because even

small discrepancies can affect downstream business processes, Medivonic uses Multienterprise Information Network Tower (MINT) reports to monitor transaction activity, review data accuracy, and identify quantity mismatches between related business documents.

In this scenario, a critical quantity mismatch is detected between transactions exchanged by Medivonic and Renderico. The mismatch indicates that the quantity reported in one transaction does not match the expected quantity recorded in another related transaction. If not addressed quickly, this type of discrepancy can delay invoice processing, create inventory reconciliation issues, require manual follow-up, and interrupt the normal flow of business between the buyer and supplier. OPUS Reports and Dashboards (ORD) provides the order-related transaction data that is compared against related shipment, receipt, or invoice information to identify the mismatch.

To manage the issue in a structured way, Medivonic uses Process Orchestration for Empowered Teams (POET) to create a supplier incident. The incident allows Medivonic to document the discrepancy, assign ownership, collaborate with Renderico, track investigation progress, and record the actions taken to resolve the issue. After Renderico reviews the issue and the required correction is completed, Medivonic verifies the updated transaction information and closes the incident with a complete resolution history.

This buyer-supplier relationship is the central thread for the course. You will follow the Medivonic and Renderico scenario from the moment the quantity mismatch appears in the reporting data through investigation, incident creation, supplier collaboration, correction, validation, and final incident closure. This end-to-end flow demonstrates how MINT reports and POET work together to help supply chain teams detect discrepancies, manage resolution activities, and maintain continuity in business operations.

Understanding MINT, ORD, and POET

This course uses three OPUS products to support the exception management workflow: MINT, ORD, and POET. Each product has a distinct role, but together they help teams detect, investigate, collaborate on, and close supply chain exceptions within the OPUS ecosystem.

- Multienterprise Information Network Tower (MINT) is TraceLink's integration platform for securely exchanging business transactions across the digital supply network. Instead of requiring each trading partner to build and maintain separate point-to-point integrations, MINT provides a standardized way to exchange business documents, transform data into common formats, validate transactions, and route information between internal business systems and external partners.

  In this course scenario, MINT moves transactions such as:

  - Purchase orders (PO)
  - Purchase order acknowledgments (PO Ack)
  - Advance Ship Notice (ASN)
  - Invoices
  - Other related business documents

- OPUS Reports and Dashboards (ORD) is TraceLink's application that monitors relationships between related business transactions. ORD compares documents across a business process and provides reports and dashboards that highlight discrepancies or exceptions for investigation. It helps make MINT transaction data visible and actionable. In this course, ORD is used to identify mismatches between related transactions. However, ORD does not modify or correct the underlying transaction data.

- Process Orchestration for Empowered Teams (POET) is TraceLink's collaborative exception management application. After ORD identifies a business discrepancy, POET provides a structured workflow to investigate the issue, communicate with trading partners, track corrective actions, and manage the incident through resolution. By centralizing supplier incident management, POET replaces disconnected emails and spreadsheets with a single view of the full incident lifecycle.

Together, the three products support the full exception management process:

- MINT moves the data.
- ORD makes the discrepancy visible.

- POET drives the issue to resolution.

Roles

The following roles are used in this course to support the Customer and Partner use case and provide access to the required MINT, ORD, and POET capabilities.

MINT Roles:

- **Manufacturing – Customer – Expanded**:
  Provides access to external manufacturing transactions.
- **Manufacturing – Customer – Reports and Dashboards**:
  Provides view-only access to customer reports and dashboards.
- **MINT-Dashboards**:
  Provides access to MINT built-in dashboards.

POET Role:

- **Member – Expanded Access**:
  Provides access to the POET capabilities used to manage and resolve supplier incidents.

ORD Role:

The following ORD role is optional, depending on how you access reports and dashboards:

- **Report User**:
  Required only when you need to access reports and dashboards directly from the ORD application.

The ORD Report User role is not required to access built-in MINT reports and dashboards.

Detecting Quantity Differences in the Transaction Flow

In this section, you will begin the investigation by reviewing the transaction flow in MINT and identifying a flagged discrepancy in an ORD report. You will learn how a quantity mismatch can appear across related MINT transactions and how ORD makes that mismatch visible so it can be investigated.

Business Impact of Quantity Mismatches

Quantity mismatches can create serious business risks if they are not identified and resolved quickly.

In this scenario, Medivonic ordered 100 units, Renderico shipped 80 units according to the ASN, and the invoice was submitted for 100 units. Because the shipped quantity and invoiced quantity do not match, the discrepancy must be investigated.

This creates an overpayment risk because Medivonic may pay for 20 units that were not shipped. It also creates a production risk because the 20-unit shortfall could delay downstream pharmaceutical production.

In regulated industries, unresolved discrepancies can also create compliance and patient-safety risks if they affect product availability, inventory accuracy, or business traceability. Without integrated tools, teams may need to rely on manual comparisons, emails, phone calls, or spreadsheets to identify and resolve the issue. This can slow down the resolution process and may take several business days.

Using MINT reports, ORD, and POET together helps teams detect the mismatch, investigate the cause, manage the resolution, and maintain an audit trail.

MINT Transaction Flow: PO to Invoice

The quantity mismatch is found in the transaction data exchanged between Medivonic and Renderico.

In this scenario, MINT processes the related business transactions, including the Purchase Order (PO), Purchase Order Acknowledgment (PO Ack), Advance Ship Notice (ASN), and Invoice.

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The transaction flow for this scenario is:

- Medivonic sends a PO for 100 units.
- Renderico sends a PO Ack confirming 100 units.
- Renderico sends an ASN, showing that 80 units were shipped.
- Renderico sends an Invoice for 100 units.

Because the ASN shows 80 units shipped and the invoice shows 100 units billed, there is a 20-unit mismatch that must be logged, investigated, and resolved. MINT processes and stores the transaction data. ORD then surfaces the mismatch in a report so users can identify the discrepancy without manually comparing each transaction.

Reflection Activity

Before continuing, take a moment to think about how your organization currently identifies and resolves quantity mismatches between purchase orders, Advance Ship Notices (ASNs), and Invoices.

Answer the questions below based on your own experience.

- How are quantity mismatches usually found today?
- Who usually identifies the issue?
- How is the issue tracked through resolution?
- How long does resolution typically take?
- What risks can occur if the mismatch is not resolved quickly?

This reflection will help you connect the Medivonic and Renderico scenario to real-world exception management challenges, such as payment delays, inventory inaccuracies, and unresolved supplier issues.

Navigating to MINT Transactions

In this exercise, you will navigate to the MINT transaction screens for the Medivonic External Manufacturing Orchestration network. You will review the related transaction

types used in the scenario, including purchase orders, purchase order acknowledgments, advance shipment notices, and invoices.

These transactions provide the source data used by ORD reports and dashboards to identify discrepancies and support quick, informed decision-making.

To Review Related MINT Transactions

1. Log in to *opus.tracelink.com.*
2. Select **My Networks** from the **Main Menu** ⁞⁞⁞.
3. Select the appropriate MINT network from the Networks drop-down. For example, MINT – Ext Mfg Orchestration.
4. Click **GO**.
5. In the side menu, select **Manufacturing – Customer** > **Purchase Orders**.
6. Open the related purchase order and review the purchase order information. For example, PO_DEMO_ORDPOET_002.
7. In the **Line Items** section, verify the purchase order quantity.
8. In the side menu, navigate to **Manufacturing – Customer** > **Advanced Shipment Notices**.
9. Open the related advanced shipment notice and review the shipment information. For example, 1784189676
10. In the **Line Items** section, verify the ASN quantity.
11. In the side menu, select, **Manufacturing – Customer** > **Invoices**.
12. Open the related invoice and review the invoice information, including the invoiced quantity and amount.
13. In the **Line Items** section, verify the quantity included on the invoice.
14. Compare the purchase order quantity, shipped quantity, and invoiced quantity to identify any discrepancies.
    In this use case scenario, a mismatch exists because the purchase order quantity is

100 units, the ASN quantity is 80 units, and the invoice quantity is 100 units, so the shipped quantity does not match the invoiced quantity.

MINT contains the transaction data exchanged between the customer and supplier. Use ORD reports and dashboards to review transaction data more efficiently and identify discrepancies without manually comparing each transaction.

Investigating a Quantity Mismatch Using ORD

ORD reports can be configured to analyze related MINT transaction data. In this scenario, the quantity mismatch exists in the MINT transaction data, but ORD acts as the visibility layer that makes the discrepancy easier to find and review.

The flow begins with transaction data in MINT. ORD uses that data to generate a discrepancy report. The report flags the exception, and the flagged exception can then be managed through an incident in POET.

This process helps users move more efficiently from transaction review to exception management. Instead of manually comparing rows of purchase orders, advance ship notices, and invoices, users can rely on ORD to surface the discrepancy for investigation.

ORD helps users consume insights by surfacing exceptions, so they do not have to manually reconcile transactions one by one.

MINT Reports and Dashboards

MINT-related ORD reports can be accessed in two ways:

- From the MINT UI, users can work with built-in reports available directly in MINT.
- From the ORD UI, users can access reports and dashboards from the ORD application.

For External Manufacturing Orchestration, built-in reports are available in MINT under the **Manufacturing Customer Reports** menu item. To access this menu item, users need the **Manufacturing-Customer-Reports and Dashboard** role.

Users can also access pre-created marketplace reports and dashboards in the ORD UI. Depending on their assigned ORD role, authorized users may also be able to create reports and dashboards from scratch.

Example:

- **Orchestration** - External Manufacturing Orchestration
- **Supply Chain Role** - Customer
- **MINT Network Role** - Manufacturing-Customer-Reports and Dashboard

ORD Roles:

- **Report Builder Creator** - Can create, configure, and manage query objects, reports, and dashboards
- **Report User** - Can view reports and dashboards.

Users can view MINT-related reports either from MINT or from ORD, but access depends on the roles assigned to the user.

Identifying the Quantity Mismatch in the MINT Report

In this exercise, you will use the built-in reports available in the MINT UI to identify a quantity mismatch between the received invoice and the received Advance Shipment Notice. This course uses the Medivonic External Manufacturing Orchestration network and the Manufacturing-Customer-Reports and Dashboard role to access the required report.

To Locate the Quantity-Difference Report

1. Log in to *opus.tracelink.com.*
2. Select **My Networks** from the **Main Menu** ⁞⁞⁞.
3. Select the appropriate MINT network from the Networks drop-down. For example, MINT – Ext Mfg Orchestration
4. Click GO.

5. In the side menu, select **Manufacturing Customer Reports**.
6. Open the quantity difference report. For example, Quantity Difference between the Received Invoice and Received ASN in External Manufacturing Orchestration report.
7. Locate and review the report row for the invoice or transaction that requires investigation.
8. Verify that the report shows a quantity mismatch between the received invoice quantity and the received ASN quantity.
   In this use case scenario, the report identifies a 20-unit mismatch for invoice 1784192494, which must be investigated and resolved.

Note: The discrepancy exists in MINT transaction data, but the built-in ORD report helps users identify it quickly without manually comparing the invoice and ASN transactions.

Resolving the Quantity Mismatch

In this section, you will move from identifying the quantity mismatch to managing the resolution process.

After the discrepancy is detected and reviewed in the ORD report, the next step is to create, work, and resolve a supplier incident in POET.

POET provides a structured workspace for managing the issue with the supplier. Instead of tracking the mismatch through separate emails, phone calls, or spreadsheets, the incident is managed in one place from creation through closure.

In this part of the course, you will see how Medivonic uses POET to:

- Log the incident
- Notify Renderico
- Track supplier acknowledgment
- Monitor corrective action
- Maintain an audit trail throughout the resolution process

By the end of this section, you will understand how POET helps teams manage supplier incidents in a clear, consistent, and traceable way.

Incident Creation in POET

After the discrepancy is identified, Medivonic creates a Supplier Incident in POET. A Supplier Incident gives the exception a single, auditable place to be managed from submission through closure.

POET provides a structured way to manage four important resolution activities:

- Notify the supplier about the exception.
- Capture the supplier's acknowledgment of the issue.
- Track the corrective action through resolution.
- Maintain an audit trail throughout the process.

The incident moves through workflow states that help users understand where the issue is in the resolution process.

POET provides the following base workflow states out of the box:

1. **Draft** – The incident is being created and has not yet been submitted for action.
2. **To Do** – The incident is ready for review or action by the assigned party.
3. **In Progress** – The issue is being investigated or corrected.
4. **Done** – The required action is complete and the incident is ready for closure or has been closed.

Solution Designers can extend the workflow by adding sub-states, such as Review or Approve, to match an organization's business process.

Note: A POET Supplier Incident gives the exception a single, auditable home from submission through closure.

Managing a Direct Supplier Incident in POET

In this exercise, you will create and assign a supplier incident using the POET UI and the Direct Supplier Incident marketplace solution. After the incident is submitted, Renderico is notified and can begin investigating the quantity discrepancy identified by Medivonic.

This course does not demonstrate the full back-and-forth supplier workflow in the partner environment. Instead, it focuses on how the incident is created, assigned, and prepared for resolution in POET.

To Create a Direct Supplier Incident

1. Log in to *opus.tracelink.com.*
2. Select **Partner Networks** from the **Main Menu** ⁝⁝⁝.
3. Select the appropriate MINT network from the Networks drop-down. For example, Medivonic - Ext Mfg Orchestration
4. Click **GO**.
5. From the **Operation** toolbar, click **New**.
6. In the **General** section, enter a title that summarizes the incident. For example: Quantity Discrepancy – PO_DEMO_ORDPOET_002 (Renderico)_<today's date>.
7. Enter a brief description of the incident.
8. Update the **Business Priority** as needed. In this scenario, keep the default priority as **Medium**.
9. Click **Save**.
   The incident is saved.
10. Click **Edit**.
11. Fill the following fields:
    i. **Category:** Deviation Events
    ii. **Incident Date:** Today's date

iii. **Due Date:** Three days from today's date

iv. **Description:** A summary of the discrepancy, including the incident details needed for the assignee company to understand and begin investigating the incident. For example, Invoice 1784192494 was received for 100 units against ASN 1784189676, which shipped only 80 units — a shortfall of 20 units on PO_DEMO_ORDPOET_002.

v. **Assignee Company:** The company responsible for investigating and resolving the discrepancy. For example, Renderico, (GLN) 9993063493269

12. In the **Comment** field, add the reference transaction details:
    i. Transaction reference. For example, PO_DEMO_ORDPOET_002.

    ii. ASN reference number. For example, 1784189676.

    iii. Invoice reference number. For example, 1784192494.

13. Move the incident to the **To Do** state.

14. Click **Save**.
    The incident is created and assigned to the appropriate company, in this case, Renderico. The incident includes the incident details, supporting references, due date, business priority, and assignment information needed for the assignee company to begin resolution.

After the incident is submitted, the assigned company is notified and can begin working the incident without delay. In this scenario, POET's marketplace solution has been saved as a company solution, associated with POET's network, and linked to the relevant partner, Renderico.

For this course, you will not log in to the partner environment to complete the full back-and-forth incident management workflow. However, this exercise shows how incidents are created, assigned, and prepared for resolution in POET.

Note: POET provides a structured way to manage supplier incidents and maintain an auditable record from submission through closure.

Partner View of a Shared Direct Supplier Incident in POET

In this exercise, you will review the supplier-side view of a shared Direct Supplier Incident in POET. After Medivonic creates and assigns the incident, Renderico can access the shared incident from its partner network, review the discrepancy details, acknowledge the issue, and update the incident status.

To Review and Acknowledge the Supplier Incident

1. Log in to *opus.tracelink.com.*
2. Select **Partner Networks** from the **Main Menu** ⁝⁝⁝.
3. Select the relevant MINT network from the Networks drop-down. For example, Medivonic - Direct Supplier Incident Gen2.
4. Click **GO**.
5. Search for the incident created in the previous demo on the **Direct Supplier Incident Details** screen.
6. In the search results, select the hyperlink from the **Display Identifier** column to open the incident details page.
7. Click **Edit**.
8. Review the incident information and provide acknowledgment comments, as necessary.
9. From the **Move To** option, select the appropriate investigation state, such as **Under Investigation**.
10. Click **Save**.
    Renderico reviews the shared incident, acknowledges the quantity discrepancy, and moves the incident to the **Under Investigation** state. Medivonic receives timely notifications about the progress of the incident.

Note: POET allows both the customer and partner to work from the same shared incident record, helping maintain visibility, ownership, and traceability throughout the resolution process.

Corrective Measures in MINT

After the POET incident is acknowledged, the transaction correction happens in MINT. POET is used to track the incident and manage the resolution workflow, but the underlying transaction data must be corrected in MINT to complete the business process.

Both actions are required to fully resolve the issue:

- Correcting the invoice in MINT updates the transaction data.
- Closing the incident in POET completes the exception management workflow and preserves the resolution history.

The correction and closure process follows this sequence:

1. Renderico acknowledges the incident in POET.
2. Renderico submits a corrected invoice in MINT.
3. Medivonic reviews the corrected invoice.
4. Medivonic approves the corrected invoice.
5. Medivonic closes the incident in POET.

This sequence ensures that the business transaction is corrected and that the full investigation and resolution process is documented.

Note: POET tracks the incident, but MINT is where the transaction correction is completed. Both systems are needed to fully resolve the issue.

Processing a Corrected Invoice and Closing the Incident

In this exercise, you will process a corrected invoice in MINT, verify that the correction resolves the discrepancy in ORD, and review how the related supplier incident is resolved and closed in POET.

The supplier corrects the invoice quantity so it matches the quantity shown on the Advance Shipment Notice. After the corrected invoice is submitted, the buyer verifies the correction in the ORD discrepancy report and then closes the related supplier incident in POET.

To Process a Corrected Invoice in MINT

1. Log in to *opus.tracelink.com.*
2. Select **Partner Networks** from the **Main Menu** ⁝⁝⁝.
3. Select the relevant POET network from the Networks drop-down. For example, Medivonic - Direct Supplier Incident Gen2.
4. Click **GO**.
5. In the side menu, select **Manufacturing – Supplier** > **Purchase Orders**.
6. Open the purchase order associated with the incident. For example, **PO_DEMO_ORDPOET_002**.
7. On the **Purchase Order Details** page, click **Invoice**.
8. Click **Apply**.
9. In the side menu, select **Manufacturing – Supplier** > **Invoice**.
10. Open the related invoice in **Draft** state. Refresh the page, if necessary.
11. Click **Edit**.
12. In the **Invoice Information** section, review and update the following fields:
    - **Sender:** The Owner company. In this case, Renderico
    - **Receiver:** The Partner company. In this case, Medivonic
    - **Invoice Date:** Enter today's date.
13. In the **Line Items** section, select the applicable line item and then click the **Edit** icon.
    i. Update the **Invoice Quantity** field to match the quantity received on the related Advanced Shipment Notice. For example, 80.

ii. Update the **Net Price** to reflect the corrected invoice quantity.

iii. Click **Apply**.

14. In the **Reference Transactions** section, do the following:

    i. Click the **+** icon to add a new reference row for the related Advanced Shipment Notice.

    - **Transaction Type**: Advance Shipment Notice
    - **Transaction Number**: Enter the Delivery Number from the original ASN.

    ii. Click **Apply**.

15. In the **Transaction Information** section, select **Submitted** from the **Process Status** drop-down.

16. In the process workflow, click **Move To** below the **Submit** state to advance the invoice automatically through **Processing**, **Processed**, **Preparing To Send**, and **Sent** states.

17. Click **Save**.
    Wait for the process to complete. Refresh the page, if necessary.

18. Confirm that the invoice shows a **Process Status** of **Sent**.
    The corrected invoice quantity must match the ASN quantity so the discrepancy can be resolved in the report. Adding the ASN reference transaction ensures that the corrected invoice is linked to the original shipment for reporting and traceability.

To Verify the Correction in ORD

Perform this exercise to verify that a corrected invoice no longer shows a quantity discrepancy in the applicable MINT report.

1. Log in to *opus.tracelink.com.*
2. Select **My Networks** from the **Main Menu** ⁞⁞⁞.

3. Select the relevant MINT network from the Networks drop-down. For example, MINT - Ext Mfg Orchestration.
4. Click GO.
5. In the side menu, select **Reports**.
6. Open the report that compares the received invoice quantity with the received ASN quantity. For example, **Quantity Difference between the Received Invoice and Received ASN in External Manufacturing Orchestration** report.
7. In the table header, click the **x** icon to remove any predefined grouping, such as **Invoice Number**.
8. From the **Report Definition** panel, click the **Column** tab to hide the panel and expand the report view.
9. Locate the corrected invoice in the report results and verify that the Invoice Quantity matches the ASN Quantity.
10. Verify that the **Quantity Difference** is **0**.
    The original invoice record might remain visible in the report as historical data. This is expected and supports the audit trail. It does not indicate an error.

To Resolve and Close the Incident in POET

1. Log in to *opus.tracelink.com.*
2. Select **Partner Networks** from the **Main Menu** ⁝⁝⁝.
3. Select the relevant POET network from the Networks drop-down. For example, **Direct Supplier Incident Gen2**
4. Click GO.
5. On the **Incident Details** screen, search for the incident that is ready for review or closure.
6. Select the hyperlink from the **Display Identifier** column to open the incident details page.

7. Review the incident details, comments, workflow history, and any supporting transaction references to confirm that the issue has been addressed.
8. Verify that the corrected transaction has been processed and the related report no longer shows a discrepancy, then add comments confirming the issue was corrected and validated.
9. Move the incident to the appropriate closed or resolved state, based on the workflow.
10. Click **Save**.
    After the corrected transaction is processed and the report confirms that the discrepancy has been resolved, the supplier incident can be resolved and closed with a complete resolution history.

Note: If the new incident was not saved in the earlier exercise, open any available incident to demonstrate how the closure workflow works.

Closing the Quantity Mismatch Incident

In this final section, you will bring together the full exception management workflow.

You will review how MINT, ORD, and POET work together from the moment the quantity mismatch is detected through final resolution and closure.

As Medivonic and Renderico move the issue from detection to closure, you will review:

- The complete workflow
- The resolution timeline
- The audit trail created during the process

This section reinforces the key takeaway from the course:

- MINT moves and corrects the transaction data.
- ORD makes the discrepancy visible.
- POET drives the issue to resolution in one structured workspace.

End-to-End Workflow: MINT, ORD, and POET

The complete workflow shows how the quantity mismatch moves across the three products used in this course. Each product supports a specific part of the exception management process.

Workflow Steps:

1. MINT processes the transaction data.
   MINT processes the Purchase Order (PO), Purchase Order Acknowledgment (PO Ack), Advance Ship Notice (ASN), and Invoice. The quantity mismatch exists in this transaction data.
2. ORD displays the flagged discrepancy.
   ORD surfaces the mismatch in a report so the Medivonic report user can identify and review the issue.

3. POET is used to create a Supplier Incident.
   Medivonic submits a Supplier Incident in POET, and Renderico is notified by email.

4. POET tracks supplier response and corrective action.
   POET tracks Renderico's acknowledgment of the issue and commitment to correct it.

5. MINT processes the corrected invoice.
   Renderico submits the corrected invoice, and MINT processes the updated transaction data.

6. Medivonic approves the correction and closes the incident.
   Medivonic reviews and approves the corrected invoice, then closes the incident. The full audit trail is saved.

This workflow completes the full loop from detection to closure. The discrepancy is identified in ORD, managed through POET, corrected in MINT, and closed with a complete audit trail.

Note: MINT, ORD, and POET each perform a distinct role, but together they support a single end-to-end exception management process.

Conclusion

In this guide, you followed a Customer and Partner use case from the first sign of a quantity mismatch through investigation, resolution, and closure.

You learned how MINT, ORD, and POET work together within the OPUS ecosystem:

- MINT processes transaction data and provides reporting visibility.
- ORD helps identify discrepancies across related business transactions.
- POET provides a structured workflow for managing supplier incidents and tracking corrective actions.

The course followed four key steps:

- Detect - Identify a transaction mismatch.
- Investigate - Review the issue using reports and dashboards.
- Resolve - Manage the issue through a POET incident.
- Close - Confirm the corrected transaction and preserve the audit trail.

By applying this process, supply chain teams can reduce manual follow-up, improve transaction accuracy, support faster issue resolution, and maintain a clear record of each action taken.

This helps ensure that exceptions are managed consistently and that business operations continue with minimal disruption.

Additional Learning Resources

To continue learning after this course, refer to the following resources:

- *MINT Help Center*
- *Report Builder Help Center*
- *POET Help Center*
- Subscribe/Log In to TraceLink University at https://tlu.tracelink.com/

You can access Help Center content by selecting the Help Center icon in the upper-right corner of the OPUS screen.