

Supply Chain Work Management, solution version 12.0

Release Summary | Revision 02

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Table of Contents

Supply Chain Work Management, solution version 12.0	1
Release Summary Revision 02	1
Copyright	2
Release Summary	5
What's new in the user interface	6
Release information	6
Revisions	6
UI features	7
Enhancements to View Locations for Responding Entities	7
<i>Impact analysis</i>	7
FDA-Accurate Date for Recall Updates and Target Market Information for Recalls	8
<i>Impact analysis</i>	8
Create Compliance Exceptions from Serialized Operations Manager	8
<i>Impact analysis</i>	9
Usability Enhancements to Existing Processes	9
<i>Impact analysis</i>	9
Resolved issues	10
Supply Chain Work Management, version 12.0.0	10
Known issues	10

Supply Chain Work Management, version 12.0.0 10

Release Summary

What's new in the user interface

Explore upcoming changes in the Supply Chain Work Management, solution version 12.0 release. To learn more about the app that powers the solution, see [What's new in the APIs](#).

Release information

This document describes the TraceLink capabilities included in the Supply Chain Work Management, solution version 12.0 solution release, which is available on Validation on 05 Jul 2024 and Production on 02 Aug 2024.

The following solutions are impacted by this release and will be updated to the version listed:

- Supply Chain Work Management, solution version 12.0

Apps that support this solution version:

- Agile Process Teams, version 2024.3

The features below are in order of functional relevance (i.e. the typical order in which a user executes a function or task).

Revisions

Date	Revision	Description
24 May 2024	01	Initial version.
05 Jul 2024	02	<p>The following updates have been made since the previous revision was distributed:</p> <ul style="list-style-type: none"> • The Linked Process enhancement is removed as it is deferred to a future release.


Date	Revision	Description
		<ul style="list-style-type: none"> • The Validation date in Release information is updated to 05 Jul 2024. • The Production date in Release information is updated to 02 Aug 2024. • 2 issues are added to Resolved issues. • 0 issues are added to Known issues.

UI features

The following new or updated functionality is included in this release.

Enhancements to View Locations for Responding Entities

On the [Track Recall Progress](#) screen, the Responding Entities cell in the Response Status table displays a limited number of responding entity locations due to space restrictions. To view the complete list of responding entities for a specific response status, select the respective Responding Entities cell.

 The responding entity locations list supports a maximum of 1000 responding entity locations.

Impact analysis

- Interface options:
 - Web UI
- Business segment impacts:
 - All business segments for both Owners and Partners

FDA-Accurate Date for Recall Updates and Target Market Information for Recalls

This feature contains the following enhancements:

- The recall update date is synced with the FDA recorded date to eliminate application-level date changes for a recall.
- Recalls now include the target market information such as the country code and state. This information is useful for other TraceLink applications such as Serialized Operations Manager to organize recall data by target market.

Impact analysis

- Interface options:
 - Web UI
- Business segment impacts:
 - All business segments for both Owners and Partners

Create Compliance Exceptions from Serialized Operations Manager

When receiving a shipment, Serialized Operations Manager (SOM) users can escalate shipment issues by recording compliance exceptions directly from the SOM application. After the compliance exception is recorded in SOM, Supply Chain Work Management creates the compliance exception. Recording compliance exceptions directly from SOM saves time required to escalate a case with the CMO or manufacturers. The types of exceptions that can be raised through SOM are:

- Data, No Product – Serialization information for a product exists but the product is not physically received.
- Product, No Data – A product is received and there is no accompanying serialization information for that product.

- Damaged Product – A damaged, unusable, stolen, or missing product is received.

To record a compliance exception from SOM, users must specify the type of exception, provide the serial numbers of the product, and a description of the issue. For more information on how to use this feature, see the [Serialized Operations Manager Help Center](#).

Impact analysis

- Interface options:
 - Web UI
- Business segment impacts:
 - All business segments for both Owners and Partners

Usability Enhancements to Existing Processes

This feature contains the following enhancements:

- For the [document reviews](#) process, on the Search screen, the Last Modified column displays the name of the person who updated a process instance.
- For all processes, users can upload the .json file type as an attachment. For a complete list of supported file types, see [What file types can I include in an attachment](#).

Impact analysis

- Interface options:
 - Web UI
- Business segment impacts:
 - All business segments for both Owners and Partners

Resolved issues

Supply Chain Work Management, version 12.0.0

The following issues are resolved in this release. The prefixes are for internal TraceLink tracking purposes and do not mean anything to customers.

ID	Interface	Issue Description
36907: Users Receive Extra Notifications for External Manufacturing Incidents	Web UI	For External Manufacturing Incidents that are approaching due date, users receive an extra notification much ahead of the due date in addition to the notification which the user has already configured. This issue is resolved.
36878: Users Do Not Receive Notifications for Create or Submit Events for All Processes	Web UI	Users who create or submit a process do not receive notifications for these events. This issue is resolved.

Known issues

Supply Chain Work Management, version 12.0.0

There are no known issues in this release.