

Enhanced Delivery
Services



PillTime
An NHS Pharmacy Service

case study



Industry: HLS



Products Used: Sales Cloud,
Service Cloud, Experience Cloud,
MC Account Engagement

Company Overview

PillTime Ltd. is a UK-based digital pharmacy revolutionising how patients receive, manage and understand their prescriptions. With a focus on personalised medication pouches and digital innovation, PillTime enhances medication adherence, safety and convenience.

Challenges

PillTime proactively identified areas for system enhancement:

- **Delivery Flexibility:** Vitamine required a UK-specific shipping option using Yodel.
- **Inaccurate Invoice Data:** The commercial invoice was using a cost price rather than the required retail price.
- **System Coordination:** New account credentials and API flows needed to be integrated cleanly.

Solution

Mint® worked with PillTime to develop a tailored Yodel integration that supported both system needs and commercial compliance:

- **Logic-Driven Delivery Routing:** Orders are now directed via Yodel or existing carriers based on country codes.
- **Secure API Access:** New credentials and service codes were implemented for seamless performance.
- **Invoice Accuracy:** Retail pricing was added via a new or repurposed data field for improved commercial documents.

Results

- **Expanded Delivery Options:** UK Vitamine customers benefit from faster, localised delivery.
- **Invoice Compliance:** Commercial paperwork now reflects correct pricing, reducing regulatory risk.
- **Smoother Processes:** Automation removed bottlenecks in shipping and documentation.



"The Yodel integration went live without a hitch. Mint® made sure every detail was covered and it works beautifully."

Oliver McCarthy, PMO Manager

Conclusion

This integration reinforced PillTime's ability to serve partners with bespoke requirements while maintaining internal consistency. With Mint®'s support, delivery processes are now smarter and more responsive. It's a clear win for compliance, efficiency and customer service.

Need to fine-tune your fulfilment process?

Contact Mint® today:
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To learn more about how Mint® can help transform your Salesforce® experience, scan the QR code to visit our website.



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