



veeva Network

Veeva Network 19R3.1.1 Release Notes

February 2020



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About these Release Notes

These Release Notes describe all features that are included in Veeva Network 19R3.1.1.

SUBSCRIBE TO RELEASE NOTIFICATIONS

You can receive email notifications about upcoming software releases and the supporting documentation:

- **Software releases and maintenance** - Go to trust.veeva.com. At the top of the page, click **Subscribe to Veeva Trust Site** and subscribe to the Veeva Network component.
- **Release Notes and Data Governance documents** - PDF files are posted on the [Veeva Support](#) website. To be notified when new documents are published to this page, click the **Follow** button.

For more information, see [About Network Customer Master Releases](#) in the *Veeva Network Online Help*.

Browser requirements

These are the minimum browser requirements for Veeva Network:

- Internet Explorer™ 11+
- Google Chrome™ (most stable version at Network release)
- Safari® 10+
- Microsoft Edge™

Veeva Network is not supported on mobile devices.

Release Note updates

These changes have occurred since the Early version of the Release Notes was published:

The following enhancements have been removed:

- **New countries supported** - A data model has been added for 36 new countries for Veeva OpenData. The newly supported countries are in Africa and the Middle East.
- **Data privacy opt-out** - The newly supported countries from Africa and the Middle East have been added to the list of opted-out countries in Veeva OpenData.

At this time, Veeva OpenData will not have master data for these countries.

All material in the Release Notes should be reviewed to ensure that updates to existing topics are noted.



What's new

The following key enhancements comprise the Veeva Network 19R3.1.1 major release.

		ST	DS	DM	AD
Widgets					
Search widget	Users can now search for records by ID in the advanced search form.	●	●	●	●
Reporting					
SQL Query Editor	Additional support is added for the LISTAGG() function.			●	●
Veeva OpenData subscriptions					
HIN data	Health Industry Number (HIN) data is now available only to customers with HIN licenses.			●	●
Data Updater					
Custom object support	The Data Updater now supports custom objects.			●	●
Match					
Match against OpenData	Administrators can enable a setting so the match process continues to look for a superior match in the Veeva OpenData master instance.			●	●
Data export					
Export by custom key	Administrators and data managers can now filter target subscriptions using the custom key source.			●	●
Data model					
Reference data	Hebrew (HE) has been added as a new reference data language to support Israel (IL)			●	●
Primary country	The <code>primary_country__v</code> field is now read-only throughout Network.			●	●
Custom objects					
Profile layouts	For complex relationships, profile layouts now support adding more than one section for the same relationship object so the different relationship types can display on the profile page.			●	●
Network Integrations					
Network Bridge - Disabling	Network Bridge subscriptions can now be disabled.			●	●
Network Bridge - Page updates	The Network Bridge page is updated to include the country and status for each subscription.			●	●

Data Governance - Specific updates for fields and reference data are provided in the *Veeva Network Data Governance* release notes for every minor and major Network release.

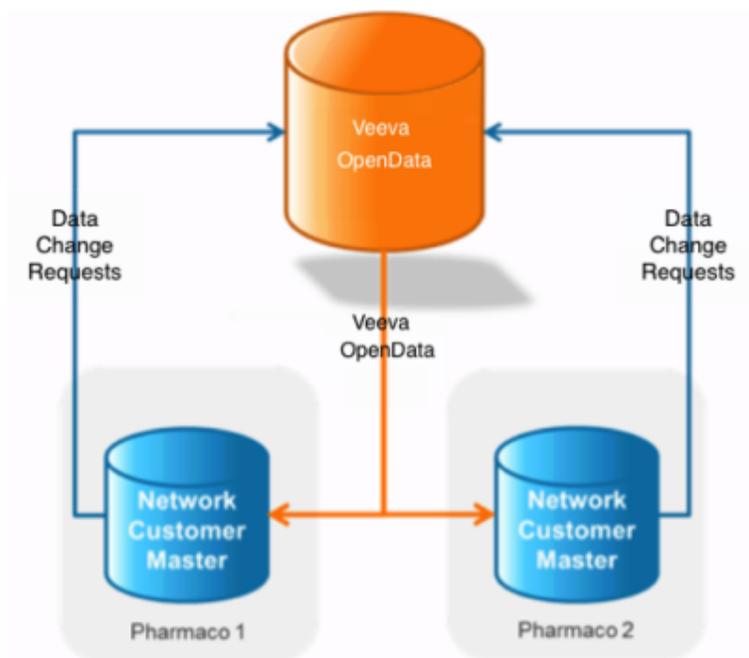


Introduction

Veeva Network includes Network Customer Master, and for applicable countries, Veeva OpenData Customer Data.

Veeva OpenData provides identity, demographic, and licensure data about Health Care Professionals and Health Care Organizations.

Network Customer Master is a SaaS Master Data Management (MDM) application that is populated with a subset of the data from Veeva OpenData, according to each pharmaco's contract with Veeva.



NETWORK CUSTOMER MASTER

Veeva Network Customer Master is a multi-tenant SaaS Master Data Management (MDM) application. Each pharmaco that subscribes to Veeva Network has its own Network Customer Master tenant (often referred to as a Network instance similar in concept to a Veeva CRM or Salesforce.com org).

Where Veeva OpenData is enabled, each Network instance comes pre-populated with data from the Veeva OpenData databases to which the pharmaco has subscribed. Veeva Network automatically keeps the data in each production Network instance up-to-date and in sync with the data in Veeva OpenData.

Pharmacos can also load their own data into their Network instance and match and merge it with the Veeva OpenData data. Veeva is responsible for stewarding the quality of the Veeva-provided data as well as any new records added in the Network instance that can be shared with Veeva OpenData.

Records that do not match Veeva records will be loaded as locally managed records and updates on those records will not be shared with Veeva OpenData.



Network widgets

SEARCH WIDGET

Business users can now search for records using an ID field in the Advanced Search form. Searching by ID can help you immediately find a specific record. Administrators must configure the search widget to use the ID field.

Search by ID

The IDs that are available for search depend on the object and the country defined in your search form. For example, for HCOs in the United States, various license IDs and government IDs can be searched. The IDs that are available for search in some countries might only include the Network entity ID (VID) and a license. If a country is not defined, the widget searches all available IDs.

Click the **IDs Available to Search** link to see the IDs supported for your defined country and object.

The screenshot shows the 'Search and Add Accounts' interface. At the top, there is a navigation bar with a back link to 'Advanced Search'. Below this, there are tabs for 'Practitioners' and 'Organizations'. The main search form is divided into sections: 'NAME', 'LOCATION', and 'ID'. The 'NAME' section has a 'Corporate Name' field. The 'LOCATION' section has fields for 'Address Line 1', 'State/Province', and 'Zip/Postal Code'. The 'ID' section has an 'ID' field containing '1417179037'. A dropdown menu is open for 'IDs Available to Search', listing the following fields: AMS ID, GLN ID, HIN #, License, Network Entity ID, NPI, and Tax ID. At the bottom right, there are 'Clear All Filters' and 'Search' buttons.

When users search for an ID, the widget searches their Network instance and the Veeva OpenData instance.



In the search results, the matching ID displays below each result.

Supported IDs

The following IDs are supported for each object type. To be used in the search widget, they must be enabled in your Network instance.

HCOs

Field Label	Field Name
340B ID #1	340b_id_1__v
AMS ID	ams_id__v
BSNR ID	bsnr__v
CIP ID	cip_id__v
CMS Certification #	ccn_id__v
Codice Ministeriale	codice_ministeriale__v
Old Codice Ministeriale	codice_ministeriale_old__v
FINESS #	finess__v
FINESS EJ #	finess_juridique__v
GPHC ID	gphc_id__v
HIN #	hin__v
ICO ID	ico_id__v
License	license_number__v
Network Entity ID	vid__v
NPI	npi_num__v
Organisation Data Service Code	ods_id__v



Field Label	Field Name
PSI ID	psi_id__v
PSNI ID	psni_id__v
SIRET #	siret__v
Tax ID	hco_tax_id__v

HCPs

Field Label	Field Name
ADELI ID	adeli__v
AMS ID	ams_id__v
Autorisations ID	autorisations_id__v
BIG Number	big_num__v
BIG Number 2	big_num_2__v
CMS Physician Profile ID	cms_physician_profile_id__v
GCD ID	gdc_id__v
GLN ID	gln_id__v
GMC ID	gmc_id__v
HPCP ID	hcpc_id__v
HPR ID	hpr_id__v
INAMI ID	inami_id__v
LANR ID	lanr__v
License	license_number__v
Link ID	link_vid__v
Medical Council ID	medical_council_id__v
Network Entity ID	vid__v
NPI	npi_num__v
Official College of Biologists ID	cgcob_id__v
Official College of Dentists ID	cgcod_id__v
Official College of Nurses ID	cgcoe_id__v
Official College of Pharmacists ID	cgcof_id__v
Order of Doctors ID	odm_id__v
Order of Dentists ID	odd_id__v
Order of Nurses ID	ode_id__v
Order of Pharmacists ID	odf_id__v

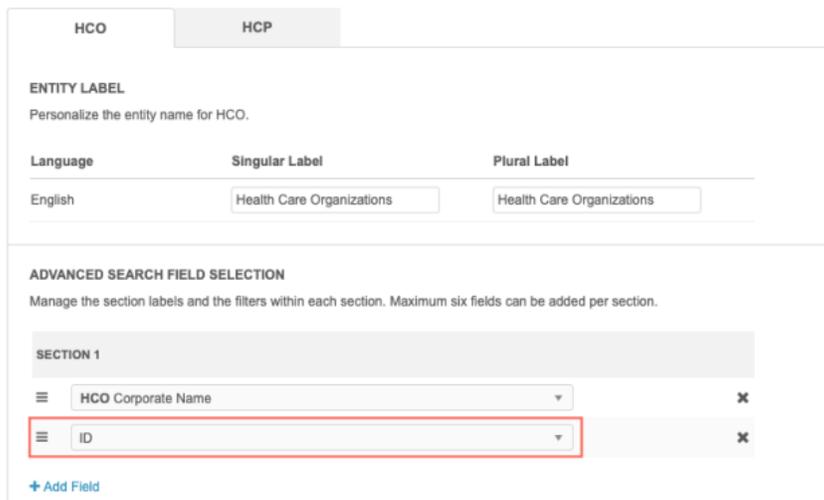


Field Label	Field Name
PSI ID	psi_id__v
PWZ ID - Dentist	pwz_dentist_id
PWZ ID - Doctor	pwz_id__v
PWZ ID - Nurse	pwz_nurse_id__v
PWZ ID - Pharmacist	pwz_pharmacist_id__v
Registration ID	registration_id__v
RPPS ID	rpps__v
Stamp ID	stamp_id__v
Tax ID	hcp_tax_id__v
Vet ID	vet_registration_id__v
Universal Identification Number	uin__v

Add the ID search field to your widget

Administrators must add the ID search field to the widget configuration so it displays in the widget.

1. In the admin console, click **System Interfaces > Network Widgets**.
2. Select your search widget to open the configuration.
3. In the **Entity Management** section, there is an **Advanced Search Field Selection** heading on the **HCO** and **HCP** tabs. In one of the **Sections**, click **+ Add Field** and choose the **ID** field from the list.



4. **Save** your changes.
5. Click **Generate Code**. Copy the code from **Step 1** and **Step 2** and send it to your web developer to update your internal application.

After the widget code is updated in your internal application, search widget users can use the ID field in the Advanced Search form.



Reporting

SQL QUERY EDITOR

The `LISTAGG()` aggregate function now supports the `WITHIN GROUP (ORDER BY <list_type>)` clause so you can specify the sort order of the aggregated values.

```
LISTAGG( [DISTINCT] aggregate_expression [, 'delimiter' ] )  
[ WITHIN GROUP (ORDER BY order_list) ]
```

Example query

```
SELECT LISTAGG(DISTINCT hcp_type__v, ', ') WITHIN GROUP (ORDER BY  
hcp_type__v)  
FROM hcp
```

Example result

The results are sorted alphabetically by HCP type.

```
A, D, DT, N, NU, O, P, PH, R, S, T
```

For more information about the `LISTAGG` function, see the [SQL functions](#) topic in the *Veeva Network Online Help*.

Veeva OpenData subscriptions

HIN IDs FOR HCOs

In the United States, a license is required if you want to receive Health Industry Number (HIN) IDs. For compliance, Veeva OpenData can provide HIN data only to customers that have a HIN license. Previously, HIN ID data was available to all customers.

HIN subscription

US Veeva OpenData subscriptions now contain the **Include HIN data** option that can be enabled if you have a HIN license. Enabling the HIN data subscription ensures that you continue to receive HIN IDs from Veeva OpenData when records are updated in your Network instance.

There is no extra cost for enabling this subscription and receiving this data.

Enable the HIN subscription

If you subscribe to OpenData for the United States and have a HIN license, the subscription will be enabled and you will continue to receive HIN data.



For new customers, the HIN subscription is disabled by default until a license is verified.

If you do not have a HIN license, the subscription cannot be enabled; the option will be dimmed on the US OpenData subscription. The `hin__v` field can be managed locally; data change requests on the HIN ID will be sent to local data stewards.

The HIN field is useful for matching purposes.

Data updater

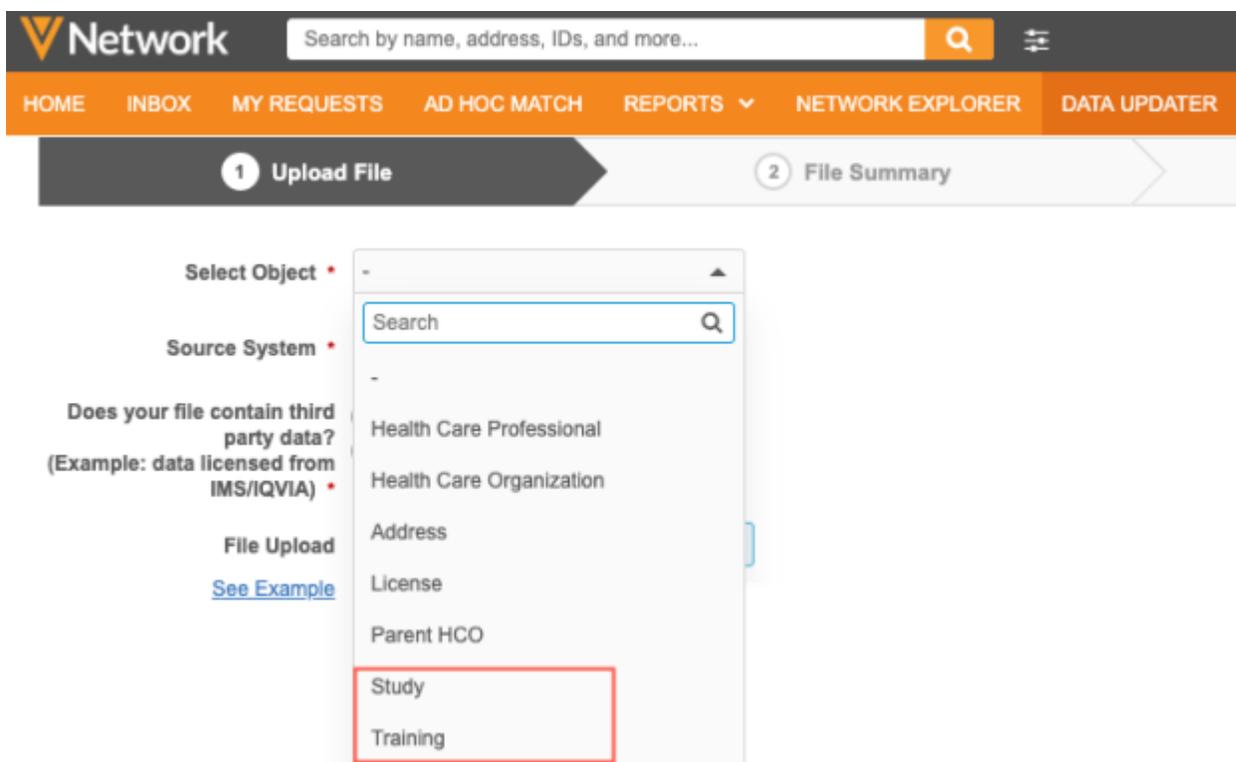
CUSTOM OBJECT SUPPORT

The Data Updater feature now supports custom objects. Previously, only Veeva standard objects were supported for the Data Updater.

This enhancement is available by default if custom objects are enabled in your Network instance. To update custom objects, you must have access to the object through your data visibility profile.

Update custom objects

You can update custom objects by uploading a file and choosing the custom object in the Data Updater job. Custom sub-object and custom relationship objects also display in the list if you have access to the root object.





Custom objects can also be updated when you make changes to a related object; for example, if you upload an Address file, those changes can now update custom objects.

Job Details (ID: 24426)

▼ Job Results

3
ADDRESS RECORDS UPDATED

OTHER AFFECTED OBJECTS	UPDATED RECORDS
HCP	1
Employee	2

More information

To learn how to update records using this feature, see the [Data updater](#) topic in the *Veeva Network Online Help*.

Match

MATCH AGAINST VEEVA OPENDATA

The Match Against Veeva OpenData process can now find all possible matches in both your Network instance and the OpenData master instance and choose the highest ranked match.

When you use the Match against OpenData option in a source subscription or ad hoc match job, the match process first looks for matches to OpenData records that exist in your Network instance. If a match is found using any of the match rules, your locally managed record is merged into that Veeva OpenData record. Now, administrators can enable a setting so the match process will continue looking for a superior match (meaning that a record matches uses a higher ranked match rule) in the Veeva OpenData master instance, even if a match has already been found in your Network instance. This ensures that you have the best possible match.

Enable Match against OpenData options

To direct the match process to continue looking for superior matches in the Veeva OpenData master instance, contact Veeva Support. Once enabled by Support, administrators can enable the **Consider records in OpenData Master** setting on the General Settings page.



Data export

CUSTOM KEY SOURCE

Administrators and data managers can now filter target subscriptions to export records using the custom key source. This filter is similar to the existing Source System filter, but instead of exporting records based on the system that was used to load the data into Network, it exports the records based on the external source of the custom key, which can be different.

This is helpful if you use a single source subscription to load multiple custom key sources. To export specific records to downstream systems, you can filter on the external custom key source, not the source system that was used to load the source subscription.

Only active and inactive custom keys are supported; custom keys that are Source Deactivated will not be exported.

This enhancement is enabled by default in your Network instance.

Example

Using a single source subscription, you load a file that includes records from two different sources: DMD and RM. You load the into Network using the `ServiceCloud` system; all source subscriptions are assigned to one system.

first_name__v	key_source__c	key_value__c
Bob	DMD	001
Maria	RM	002
Rajiv	RM	003
Sunny	DMD	004

Note: When files are loaded through a source subscription, the custom key for the record is tied to the system that is assigned to the subscription (in this example, `ServiceCloud`), so the model map must be updated to define the custom key from the sources in your file instead; for example, `DMD:HCP:001`.

To update your downstream system with records from the DMD source only, filter your export options using the **Custom Key Source** field (`custom_key_source_type__v`).



▼ Health Care Organization Export Options

- All Records
 Select Records

ⓘ Records exported will match at least ONE of the following condition groups.

Group 1 ✕

FIELD	CONDITION	VALUE	
Custom Key Source ▾	Equals ▾	DMD	✕

[+ Add Condition](#)

Only the records that have DMD as the custom key source (`custom_key_source_type__v`) in an active or inactive custom key are included in the export. If a record has a source deactivated custom key with DMD as the custom key source (`custom_key_source_type__v`), it will not be exported.

Filter the export

To filter a target subscription on custom key source:

1. In the Admin console, click **System Interfaces > Target Subscriptions**.
2. Select an existing subscription or create a new subscription.
3. In the applicable **Export Options** sections, choose **Select Records** and click **+ Add Condition**.
4. Define the following settings:
 - **Field** - Choose **Custom Key Source**.
 - **Condition** - Choose **Equals**.
 - **Value** - Type the custom key sources for the records that you want to export. The source names are not case-sensitive.
5. **Save** your changes.

When the target subscription runs, the records that meet the custom key source filter will be exported to your downstream system.

Data model

REFERENCE DATA

Hebrew (HE) has been added as a new reference data language to support Israel (IL). The Network UI and data model for Israel is in English.



PRIMARY COUNTRY

The `primary_country__v` field for HCP and HCO objects is now read-only throughout Network.

The primary country is defined when a record is created. Previously, the field was editable by a source subscription, the Network API, and on the profile page. If the primary country of a record is changed, problems can occur when the record is later updated or exported to downstream systems because the reference values will be out of sync. Reference data is managed by country so changing a record's primary country can make the existing reference values incorrect. Changing the primary country can also cause users to unexpectedly lose access to records because of their data visibility profile permissions.

Impact to features

This update impacts the following Network features:

- **Profile page** - The field will be read-only. A lock icon will display.
- **Data load** - Changes to the primary country will be skipped but other updates will be processed as usual. A job warning displays in the **Job Error Log** on the Job Details page. The message will include the record's Network entity ID (VID) or the custom key so administrators or data managers can identify the problematic record.

Note: This behavior applies to all types of jobs, including merge requests.

- **Network API** - Changes for the `primary_country__v` field will be denied. The response will display a failure message for the field.
- **Suspect matches** - Matches cannot be created if the records have different countries. This is existing behavior.

Custom objects

PROFILE LAYOUT EDITOR

Administrators can now configure a profile layout to have two sections for the same relationship.

Custom relationship objects typically have one controlling object and one non-controlling object. In some cases, a relationship can have more than one controlling object or non-controlling object (arc relationships), or the same object can be both (recursive relationships). To support these complex custom relationships, the profile layout editor now supports having two sections for the same relationship so record profiles can display each related object.

This enhancement is enabled by default if custom objects are enabled in your Network instance.



Example

An employee can have a manager and they can have direct reports; in this custom relationship, the EMPLOYEE custom object is both the controlling object and non-controlling object (recursive relationship).



Previously, a custom relationship object could be added to a profile layout one time, so an EMPLOYEE record could display only one of the relationships - the manager or the direct reports.

Now, you can create two sections on the profile layout for the same custom relationship object so the profile page displays both sides of the relationship.

The screenshot shows a user profile for John Smith. The profile header includes a profile picture, the name 'John Smith', and the entity type 'Employee' with a unique ID. Below the header is a navigation menu with options: Primary Information, Managers, Direct Reports (highlighted), Record Information, and External Identifiers. The main content area is divided into two sections: 'Managers' and 'Direct Reports'. The 'Managers' section shows one manager, Frank Jones, and a '+ New Manager' button. The 'Direct Reports' section shows three direct reports: Peter Miller, Tom Myers, and Bob Reilley.



Using the relationship labels

To be able to select the same custom relationship object more than once, the profile layout editor uses the labels that you defined for the controlling and non-controlling objects in the custom relationship object configuration.

Example

In the EMPLOYEE example, the following labels are defined:

- When the EMPLOYEE is the non-controlling object, the controlling EMPLOYEE object is called *Direct Reports*.
- When the EMPLOYEE is the controlling object, the non-controlling EMPLOYEE object is called *Managers*.

EMPLOYEE_MANAGER_C

▶ Objects in this Relationship ⓘ

▼ Controlling Object Labels

When viewing these non-controlling objects
[EMPLOYEE_C](#)

You need to define labels to refer to the controlling objects
[EMPLOYEE_C](#)

Language	Singular Label	Plural Label
English ▼	Direct Report	Direct Reports

+ Add Language

▼ Non-Controlling Object Labels

When viewing these controlling objects
[EMPLOYEE_C](#)

You need to define labels to refer to the non-controlling objects
[EMPLOYEE_C](#)

Language	Singular Label	Plural Label
English ▼	Manager	Managers

+ Add Language

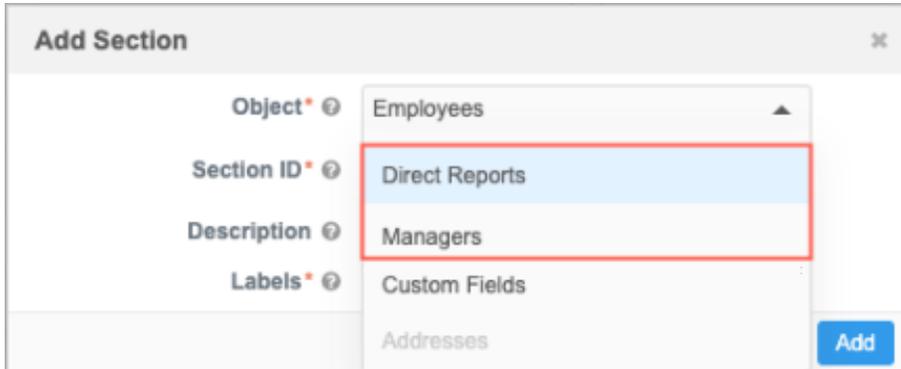
The *Direct Reports* and *Managers* labels are used in the profile layout editor to distinguish these relationships.



Add the relationships to the profile layout

To add the custom relationship object to the profile layout:

1. In the Admin console, click **Data Model > Profile Layouts**.
2. Select your custom profile layout from the list. Veeva standard layouts are read-only.
3. Click **+ Add Section**.
4. In the **Add Section** dialog, expand the **Object** list and select the controlling object label for the custom relationship object.



Note that these perspective labels display only for complex relationships (arc relationships and recursive relationships); for typical relationships, the relationship object label (for example, Employee Manager) would display.



- 5. In the new section, add the fields that apply to this relationship.

GlobalEmployee
Global Employee Profile
Created On 2019-12-30 01:24:50 EST • Created by admin@verteo.veevanetwork.com

+ Add Section	Search fields...	Q	⚙
> Profile Header			🔑
> Primary Information			
∨ Managers			
∨ ⚙ Employee Manager			
∨ Employee			
∨ Entity Type of the non-controlling object			
> 📄 Custom Fields (Employee Manager) ⓘ			
🔍 Custom Keys			
∨ Direct Reports			
∨ ⚙ Employee Manager			
∨ Entity Type			
∨ Employee			
> 📄 Custom Fields (Employee Manager) ⓘ			

- 6. Repeat steps 4 and 5 to add the non-controlling object section.

Profile page

After the profile layout is configured, the profile page displays the two sections for the custom relationship object.





John Smith ☆
ENTITY TYPE Employee
VID 934837476649927039

Primary Information

Managers

Direct Reports

Record Information

External Identifiers

▼ Managers

 **Frank Jones** [↗](#)

+ New Manager

▼ Direct Reports

 **Peter Miller** [↗](#)

 **Tom Myers** [↗](#)

 **Bob Reilley** [↗](#)

Network integrations

NETWORK BRIDGE

The following enhancements have been added for the Network Bridge in this release.

Note: The previous version of the CRM bridge that uses the Network Subscription Process will be deprecated in Veeva CRM version 20R3. It will be replaced with the Network Bridge.

Enabling and disabling subscriptions

Administrators and data managers can now disable Network Bridge subscriptions. This enhancement gives administrators more control for managing their Network Bridge subscriptions; for example, subscriptions that are no longer used, or that are seldom used, can be disabled so they no longer display on the subscription list page.

When a Network Bridge subscription is disabled, the following behavior occurs:

- Scheduled jobs do not run (in the Network UI or the API).
- Job triggers that are set for this subscription do not run.
- New job triggers cannot be added for the disabled subscription.
- The subscription is removed from the list on its subscription list page.



Network Bridge subscriptions can be enabled again after they have been disabled. When a disabled subscription is enabled again, any schedules or job triggers on the subscription will be active again; schedules will run at the set time and jobs will be triggered when the conditions are met.

Disable subscriptions

Subscriptions can be enabled or disabled in two ways:

- **Network Bridge page** - Click the icon in the **Status** column.

NAME ^	DATA SOURCE	COUNTRY	SCHEDULE	LAST JOB TIME	LAST JOB STATUS	STATUS
crm_bridge_au	VCRM-APAC	Australia (AU)	Manual			⊖
crm_bridge_es	VCRM-EU	Spain (ES)	Manual			⊕
crm_bridge_gb	VCRM-EU	United Kingdom (GB)	Scheduled			⊕
crm_bridge_us	VCRM-US	United States (US)	Manual	2020-01-17 01:43:00 EST	COMPLETE	⊕

- **Network Bridge configuration page** - Choose an option beside the **Status** heading.

crm_bridge_au Details Clone Start Cancel Save

▼ Details

Name

Type CRM Data Subscription ?

Status Enabled Disabled



Manage disabled subscriptions

After a Network Bridge subscription is disabled, it no longer displays in the list on the Network Bridge page; only **Enabled** subscriptions display by default. The **Show Disabled Subscriptions** checkbox displays a count if there are any disabled subscriptions. Click the checkbox to add disabled subscriptions back to the list.

The screenshot shows the 'Network Bridge' interface. At the top, there is a search bar labeled 'Search subscriptions' and a checkbox labeled 'Show Disabled Subscriptions (1)'. The checkbox is currently unselected. To the right of the search bar is a blue button labeled 'Add Subscription'. Below the search bar is a table with the following data:

NAME ^	DATA SOURCE	COUNTRY	SCHEDULE	LAST JOB TIME	LAST JOB STATUS	STATUS
crm_bridge_es	VCRM-EU	Spain (ES)	Manual			✓
crm_bridge_gb	VCRM-EU	United Kingdom (GB)	Scheduled			✓
crm_bridge_us	VCRM-US	United States (US)	Manual	2020-01-17 01:43:00 EST	COMPLETE	✓

If **Show Disabled Subscriptions** is not selected, disabled subscriptions cannot be found using the search field.

Network Bridge page

The Network Bridge page is updated to include the country and status for each subscription in the list.

The screenshot shows the 'Network Bridge' interface with the 'Show Disabled Subscriptions (1)' checkbox selected. The table below shows the updated list of subscriptions, including a new entry for Australia (AU) which is disabled, indicated by a red 'x' in the status column.

NAME ^	DATA SOURCE	COUNTRY	SCHEDULE	LAST JOB TIME	LAST JOB STATUS	STATUS
crm_bridge_au	VCRM-APAC	Australia (AU)	Manual			✗
crm_bridge_es	VCRM-EU	Spain (ES)	Manual			✓
crm_bridge_gb	VCRM-EU	United Kingdom (GB)	Scheduled			✓
crm_bridge_us	VCRM-US	United States (US)	Manual	2020-01-17 01:43:00 EST	COMPLETE	✓