



veeva Network

Veeva Network 25R2.1.1 Release Notes

October 2025



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About these Release Notes

These Release Notes describe all features that will be included in Veeva Network 25R2.1.

RELEASE DATES

- **Sandbox release** (version 25R2.1) - Friday, September 26
- **Production release** (version 25R2.1.1) - Friday, October 10

SUBSCRIBE TO RELEASE NOTIFICATIONS

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

Software releases and maintenance

- [Veeva Trust Site](#)

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

The documents are posted in the following locations:

- Veeva Connect - Join the [Network Community](#).

To be notified as soon as the Release Notes are posted, go to your Veeva Connect profile and click **Settings**. On the Email Frequency page, expand the list and choose **Immediate**. Other notification options are **Daily** and **Weekly**.

- [Veeva Network Online Help](#)

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

Browser requirements

Veeva Network is supported on the latest version of these browsers, as of their most stable version at the time of release:

- Google Chrome™
- Apple® Safari®
- Microsoft® Edge

Veeva Network is not supported on mobile devices.



Release Note updates

The following change has been added since the Sandbox Release Notes were published:

- **Network Expressions (NEX)** – Several new functions are available to use in rules.

The following change was added after the Early Release Notes were published:

- **SSL certificates** - Customers who explicitly download and install SSL certificates must update the certificate for veevanetwork.com. The certificates were updated on Friday, October 3, 2025.

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 25R2.1 minor release.

		ST	DS	DM	AD
Announcements					
Add Request Match Rules	The default match rules used by add requests will be updated for countries in Latin America in version 25R3.0.				
Network Widgets					
Multivalued fields	Reference fields containing multiple values are supported for the Search widget and Hierarchy Explorer.				
Hierarchy Explorer Widget					
Feature message	A message displays if the Hierarchy Explorer widget is not enabled for your instance.				
Create tabs	Users can create tabs on the homepage to organize hierarchy data into relevant categories.				
Edit hierarchies	Business users can now manage affiliations directly within the widget.				
Edit account profiles	Business users can make changes to accounts within the widget.				
Include relationship details	Relationship fields can be added to HCO and HCP account details.				
Data change requests					
DCR Approval Rules	Approvals rules can now be applied to suspect match tasks.				
Reports					
Job Impact Dashboard	Queries can be tested on dashboard tiles to ensure they contain the desired result.				



		ST	DS	DM	AD
Data Model					
CDA data model	The Veeva ID (veevaid__v) field is now enabled by default in all Network instances.			●	●
Cluster management	Updated cluster codes are available for Germany.			●	●
Match					
Match summary	The Match Summary section for job details now contain match statistics as percentages (%).			●	●
Network Expressions (NEX)					
ABS() function	Returns the absolute value of a number.			●	●
AT() function	Retrieves an element in a comma separated list of values.			●	●
CEIL() function	Rounds a number up to the nearest whole number.			●	●
FLOOR() function	Rounds a number down to the nearest whole number.			●	●
ROUND() function	Changes a number to the closest whole number.			●	●
Target subscriptions					
Header rows on empty files	Header rows can now be included on files that are exported with no data.			●	●
Vault CRM integration					
Vault CRM Bridge	The job details for the Bridge now contain counts for records that were upserted but were unchanged.			●	●
Logs					
Searches from China CRM	Administrators can identify searches originating from China CRM from the Search Audit History.				●
Security					
SSL certificates	Customers who explicitly download and install certificates must update the certificate for veevanetwork.com.				●

Note: The System and Data Admin user has all the capabilities of the System Administrator and Data Steward users. Features and enhancements that apply to those users also apply to the System and Data Admin user.

DATA GOVERNANCE

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



Announcements

ADD REQUEST MATCH RULES

In version 25R3.0, updates will be made to the default match rules used by add requests. The rules will be modified to reduce the potential for over matching for HCPs and HCOs.

Changes will be made for countries in the Latin America region.

Custom match rules

If you have made changes to the default match rules, these updates will not impact your custom rules.



Network widgets

MULTIVALUED REFERENCE FIELDS

Reference fields containing multiple values are supported for Hierarchy Explorer and the Search widget.

These enhancements are enabled by default.

For information about these fields, see [Multivalued reference fields](#) in the *Veeva Network Online Help*.

Hierarchy Explorer widget

Multivalued field display on HCP and HCO accounts in the hierarchy. They can also be used to filter the hierarchy to find specific accounts.

Prerequisite

To use multivalued fields in Hierarchy Explorer, they must be added to the Hierarchy Index file. Contact Veeva Support to add the fields.

The screenshot displays the Veeva Network Hierarchy Explorer interface for Mayo Clinic. At the top, the organization name and address are shown. Below this, a filter bar contains a button labeled "All Specialties (CDA): Cardiology" and an "Apply Filter" button. The main content area shows a list of Health Care Professionals. The first entry is Daniel Kind, a Prescriber. The table below shows the multivalued reference fields for this entry.

Health Care Professionals	HCP Type	MVR Therapeutic area	All Specialties (CDA)
☐ Daniel Kind #md #npi #physician #primarycare Mayo Clinic Eau Claire 1400 Bellinger St Eau Claire WI 54703	Prescriber	Neurology, Oncology	Cardiology, Internal Medicine



Search widget

Multivalued fields are supported in the Advanced search form, as filters, and they display on account profiles.

Advanced Search form

Widget users can use the fields to search for HCP and HCO accounts.

Search Accounts

Health Care Professionals **Health Care Organizations**

NAME

First Name

Last Name

ID

Parent Corporate Name

[IDs Available to Search](#)

Hashtags

LOCATION

City

Zip/Postal Code

MVR Therapeutic area

-

Search

-

Cardiology

Neurology

Oncology

[Clear All Filters](#) **Search**

Note: Administrators must add the field to the **Advanced Search Field Selection** in the widget configuration. For details, see [Configure a Search widget](#) in the *Veeva Network Online Help*.



Filter on fields

The search results can be filtered using a multivalued field.

Search Accounts

[← Back to Search](#)

2 Search Results for Health Care Professionals [+ Create New](#)

FILTERS: Country: United States ✕ MVR Therapeutic area: Oncology ✕

[Clear All Filters](#) [Apply Filters](#) Displaying 1 - 2 of 2 Results Show 20 < 1 / 1 >

Parent Corporate Name

Hashtags

MVR Therapeutic area

Oncology

Search

Neurology

Cardiology

Results:

- Maria Lopez** [#accupunc](#) [#cda](#) [#md](#) [#physician](#)
Prescriber | Ophthalmology | Doctor of Medicine
3916 Prince St Ste M51 Flushing NY 11354-5368
- Cooper Ma** [#cda](#) [#md](#) [#physician](#)
Prescriber | Cardiovascular Disease | Doctor of Medicine
Mayo Clinic Health System Eau Claire 1400 Bellinger St Fl 2 Eau Claire WI 54703

View account profiles

Multivalued fields display on account profiles in the widget.

Search Accounts

[← Back to Search Results](#)

Cooper Ma [#cda](#) [#md](#) [#physician](#)
Prescriber, Cardiovascular Disease
Mayo Clinic Health System Eau Claire 1400 Bellinger St Fl 2 Eau Claire WI 54703

[CoooperMa@YAHOO.COM](#)
7158385222

Profile Information

▼ Primary Information [Edit](#)

Name: Cooper Ma VID: 243230465085932545

HCP Type*: Prescriber Gender: Male

All Specialties (CDA): Cardiology Internal Medicine MVR Therapeutic area: Neurology Oncology

The fields cannot be edited on account profiles.



API support

Integration users can view labels for multivalued fields when the Enriched Results flag is used in the Search and Retrieve Entity API.

Example

Multiple labels display for the All Specialties CDA field.

```
"all_spec_cda__v": "cd,im",  
  "all_spec_cda__v_value__u": [  
    "Cardiology",  
    "Internal Medicine"  
  ]
```

This is supported for Network API version 36.0.

For details about the Enriched Results flag, see the [Search widget](#) topic in the *Veeva Network Developer Help*.



Hierarchy Explorer widget

The following enhancements have been added for the Hierarchy Explorer widget in this release.

FEATURE MESSAGE

Hierarchy Explorer is a Network widget that you can use to see all levels of an HCO's structure, making it easy to visualize their hierarchy and find new targets.

The widget is not available by default.

If Hierarchy Explorer is not enabled in your Network instance, a message displays when you try to add the widget:

Hierarchy Explorer Widget is not available. Please contact Network support to enable this widget.

New Network Widget ✕

Select the type of widget *

Hierarchy Explorer Widget ▼

An embeddable widget that displays an hierarchy of health systems

⚠ Hierarchy Explorer Widget is not available. Please contact Network support to enable this widget.

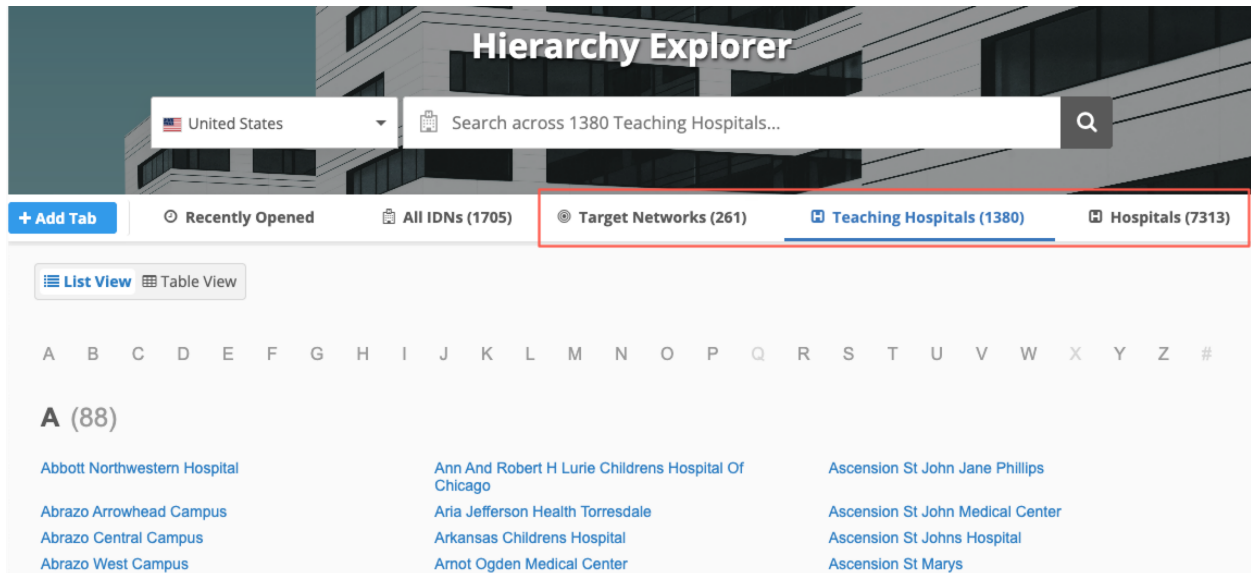
Cancel Create Widget

For more information, see [Enable the widget](#) in the *Veeva Network Online Help*.



HIERARCHY EXPLORER TABS

Widget users can create tabs on the homepage to organize segments of data. Previously, Administrators had to create multiple widgets for each of the data segments their users wanted to access (for example, hospitals, IDNs, Pharmacies).



This enhancement is enabled by default. Tabs can be created by any user.

Key highlights

- Tabs can be created to filter on segments of data.
- Tabs can be specific to countries or available to all countries.
- Administrators and Data Managers can create private tabs and public tabs for all users.
- All users can create private tabs.

Supported users

All Network users can create tabs in the widget.

User Type	Create Private Tab	Create Public Tab
Portal User	●	
Standard User	●	
Data Steward	●	
Data Manager	●	●
System Administrator	●	●
System and Data Admin	●	●



Create a hierarchy tab

To create a tab:

1. On the Hierarchy Widget homepage, click **Add Tab**.

New Tab

Name

Children's Hospitals

Icon

Hospital

Available To

☐ Just Me
 ☒ All Users

Countries

☐ All Countries
 ☒ Specific Countries

United States

Filters

FILTER	VALUE		
HCO Major Class of Trade	Hospitals	AND	x
HCO Specialty 1	46 items selected		x

pediatrics

Select All

18 / 18

☒ Acute Care Pediatrics (APNs or Only
 ☒ Adolescent Medicine (Pediatrics)
 ☒ Child Abuse Pediatrics

Cancel

Save

2. On the **New Tab** dialog, define a meaningful **Name**. The name will display to all users that can access the tab.

Names can contain a maximum of 25 characters.



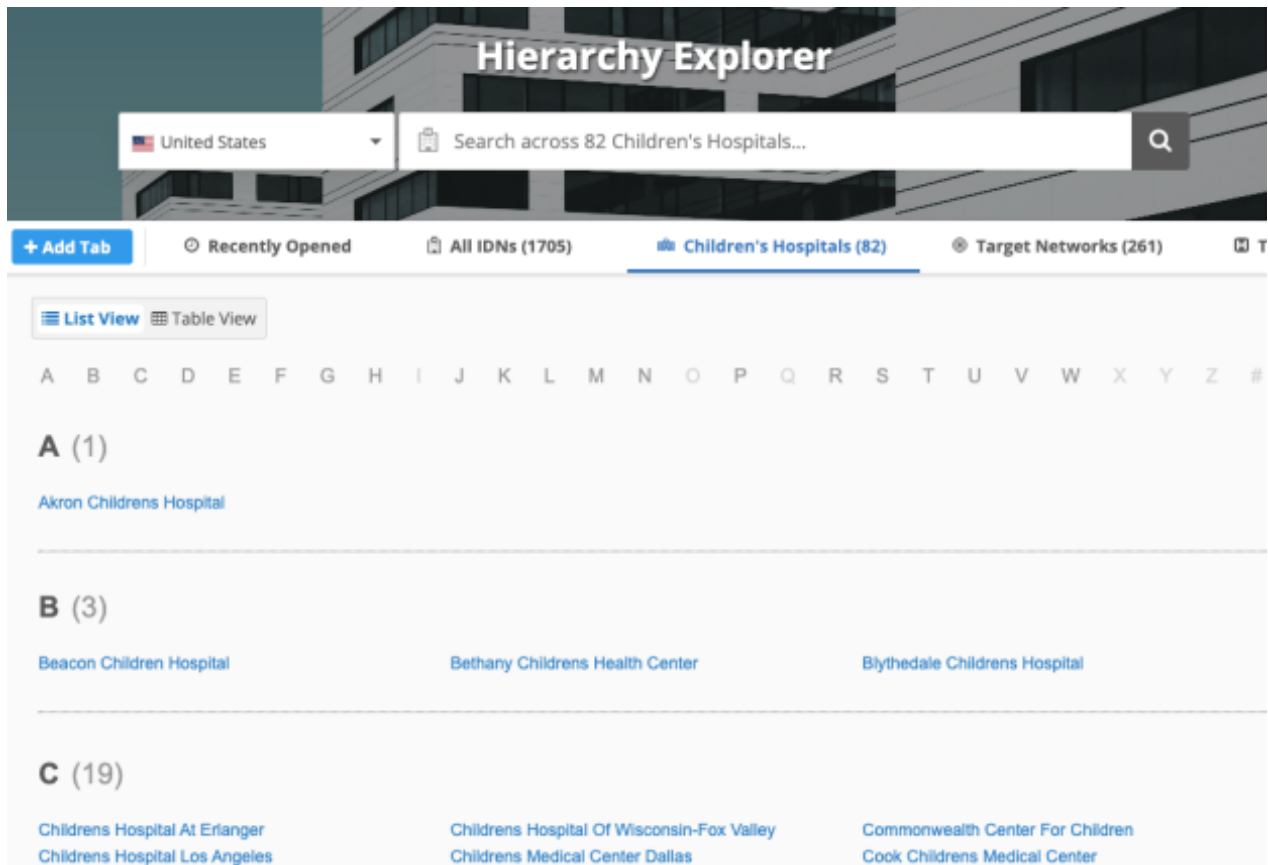
3. **Icon** - Expand the list and choose an appropriate icon.
4. **Available to me** - Define who can access the tab.
 - **Just Me** - The tab is private. No other users can access the tab.
 - **All Users** - The tab is public. All widget users can access the tab.

Displays only for Administrators and Data Managers.
5. **Countries** - Define the countries for the tab. Users can access the tab if they have a data visibility profile for that country.
 - **All Countries**
 - **Specific Countries** - Choose from the list of countries defined for the widget.
6. **Filters** - Define the field and value to use to segment the accounts.

Filters are limited to the fields in the Hierarchy Index file. HCO fields and Address fields are supported.

7. **Save** your changes.

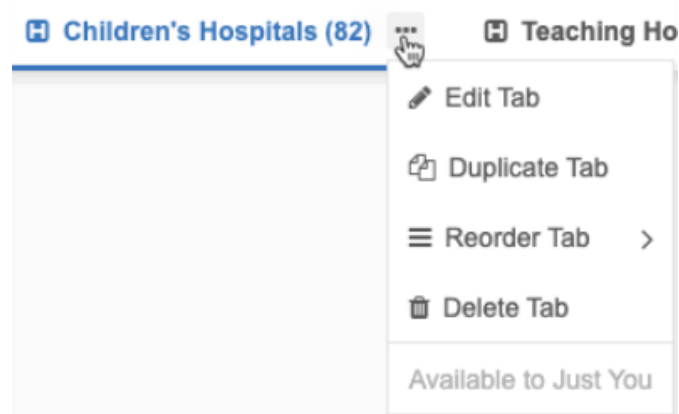
The tab displays on the widget homepage. A count of records displays beside the tab name.





Manage tabs

Hover over the tab name and click the **More (...)** icon to open the tab options.



Available actions

The actions that display depend on the type of tab (public or private) and your user type.

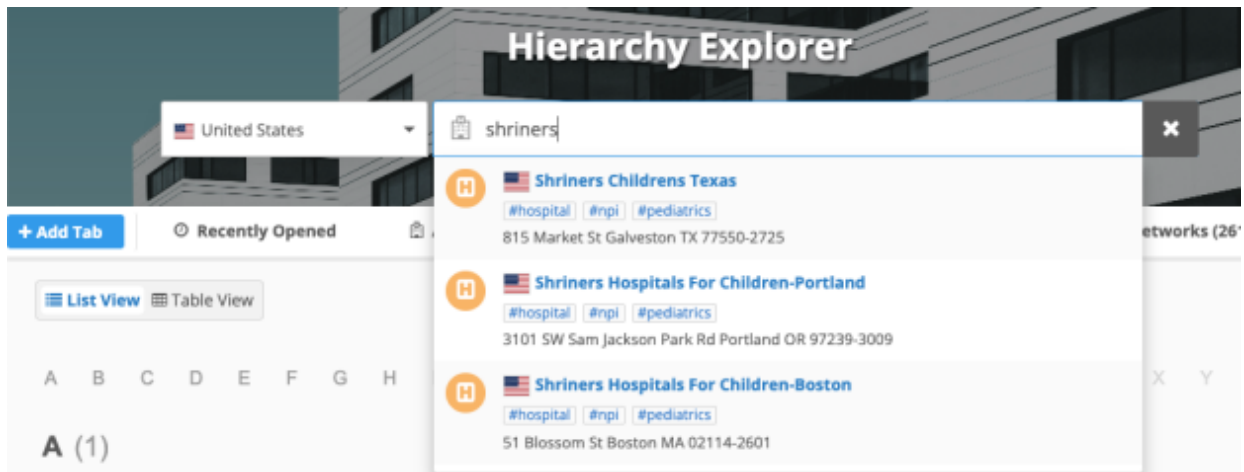
Action	Description	Key Details
Edit tab	Edit any of the details on the tab.	Private tabs can be promoted to public tabs only by the creator. Public tabs can be demoted to private only by the creator. Standard users cannot edit public tabs.
Duplicate tab	Make a clone of the tab to include all of the copied settings.	
Reorder tab	Move the tab to a different position. • Move Right • Move Left • Move First • Move Last Tip: You can drag and drop a tab to any position.	The Recently Opened tab cannot be moved. New tabs created by Administrators display immediately after the Recently Opened tab. Reordering tabs does not impact other users. The order is specific to each user.
Delete tab	Remove the tab from the widget.	

A message at the bottom of the menu identifies if the tab is private (**Available to just you**) or public (**Available to Everyone**).



Hierarchy Explorer search

Searching for an HCO on the homepage respects the tab that you are on when you search.



Logs

Administrators can track changes to the Hierarchy Explorer widget tabs in the **System Audit History**.

Tracked changes:

- Add private and public tabs.
- Update private and public tabs



EDITING HIERARCHIES

Business users can now add, remove, and edit affiliations directly within the Hierarchy Explorer widget.

The screenshot shows the Veeva Hierarchy Explorer interface for Sutter Health. At the top, there's a header with the organization name and address. Below it, a navigation bar includes tabs for 'All Hierarchies', 'Ownership Hierarchy', 'Sales Hierarchy', 'Neurology Hierarchy', and 'Oncology Hierarchy'. A '+ Apply Filter' button is also present. The main content area displays a list of organizations. The 'Apex Medical Group Inc' entry is selected, and a context menu is open, showing options: 'Add Child HCO', 'Edit Affiliation', 'Remove Affiliation', and 'Edit Profile'. The 'Add Affiliation' button is highlighted with a red box. The table below shows the hierarchy structure with columns for Level, Roll-Ups (HCO, HCP), HCO Type, and Major Class.

Level	Roll-Ups	HCO Type	Major Class						
Level 1	<table border="1"> <tr> <th>HCO</th> <th>HCP</th> </tr> <tr> <td>DIRECT TOTAL</td> <td>DIRECT TOTAL</td> </tr> <tr> <td>- -</td> <td>1 1</td> </tr> </table>	HCO	HCP	DIRECT TOTAL	DIRECT TOTAL	- -	1 1	Organization, Group at Hospital	Medical Group
HCO	HCP								
DIRECT TOTAL	DIRECT TOTAL								
- -	1 1								
Level 1	<table border="1"> <tr> <th>HCO</th> <th>HCP</th> </tr> <tr> <td>DIRECT TOTAL</td> <td>DIRECT TOTAL</td> </tr> <tr> <td>- -</td> <td>1 1</td> </tr> </table>	HCO	HCP	DIRECT TOTAL	DIRECT TOTAL	- -	1 1	Organization, Group Practice	Medical Group
HCO	HCP								
DIRECT TOTAL	DIRECT TOTAL								
- -	1 1								

This enhancement is available by default. Administrators can enable editing for the widget and for specific hierarchies.

Benefits

- **Easily add accounts to the hierarchy** - Add accounts to any level of the hierarchy. Previously, you had to jump to different accounts to find the correct affiliation.
- **Simplify custom hierarchy management** - Business users can edit custom hierarchies directly within the widget, streamlining the management process.

Key highlights

- Editing can be enabled for specific hierarchies.
- Add accounts or remove accounts in any level of the hierarchy.
- Edit relationships and accounts.
- Make the changes directly within the hierarchy view to understand the impact.
- Preview the changes as drafts before committing them.
- Submit DCRs against the hierarchy directly from the widget.

Enable editing

Administrators can enable editing in the Hierarchy Explorer widget configuration.

1. In the Admin console, click **Widgets & Portal > Network Widgets**.
2. Select a Hierarchy Explorer configuration.
3. In the **Editing Options** section, select **Enable Editing**.



Enable editing for hierarchies

When editing is enabled for Hierarchy Explorer, it is available by default for the following hierarchies:

- All Hierarchies
- Ownership Hierarchy

Enable editing for custom hierarchies

To enable editing in the widget for custom hierarchies:

1. In the Admin console, click **Data Model > Hierarchy Management**.
2. On the Hierarchy Management page, select a hierarchy.
3. In the **Editing Options** section, select **Enable Editing for this hierarchy**.

Hierarchy Management > Oncology Hierarchy

Oncology Hierarchy

Cancel Save

▼ Editing Options

☒ Enable Editing for This Hierarchy

Define default values for hierarchy changes (applied to Hierarchy Explorer).

ADD TO HIERARCHY

Define the default values when a new relationship is created in the hierarchy. The parenthco relationship status is set to Active for new relationships created automatically.

HCO-HCO

FIELD	VALUE
Oncology Hierarchy ▼	Yes/True ▼

+ Add Field

HCP-HCO

FIELD	VALUE
Oncology Hierarchy ▼	Yes/True ▼

+ Add Field



4. **Add to Hierarchy / Remove from Hierarchy** - Define the default field values that will be included in the DCR when users add or remove affiliations in the widget.

For example, set the **Oncology Hierarchy** field to `Yes/True` and the **Relationship Type** field value to `Affiliation` when users add HCO-HCO relationships.

Supported fields

- Reference fields that are included in the in the Hierarchy Index file.

System fields and the Hierarchy Type field does not display.

Note: When a new affiliation is added, the **Parent HCO Status** field is set to **Active** by default.

Define the fields for **HCO-HCO** and **HCP-HCO** relationships.

5. **Save** your changes.

Example

The default value for the **Oncology Hierarchy** field is set to `Yes/True` when users add an HCO-HCO affiliation in the Hierarchy Explorer widget.

New Affiliation: All Hierarchies

New Affiliation

Johnston Memorial Hospital is being **added** to Sutter Health under All Hierarchies.

Sutter Health

+

Johnston Memorial Hospital

Relationship Type

-

Oncology Hierarchy

Yes/True

Notes

The changes you have made require approval. Please provide additional information to explain the changes.

Discard

Save as Draft

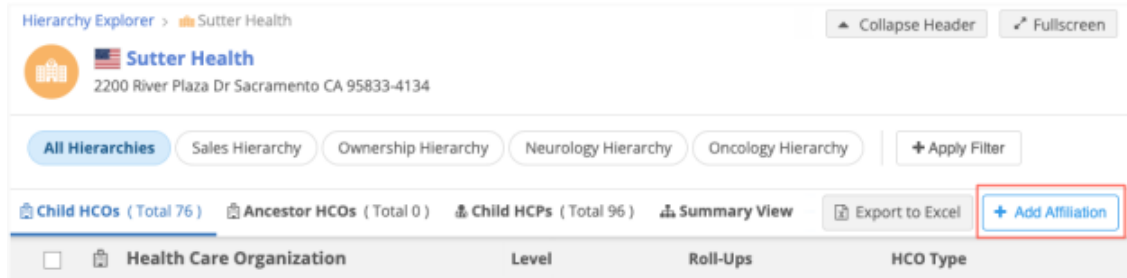
Submit



Add affiliations

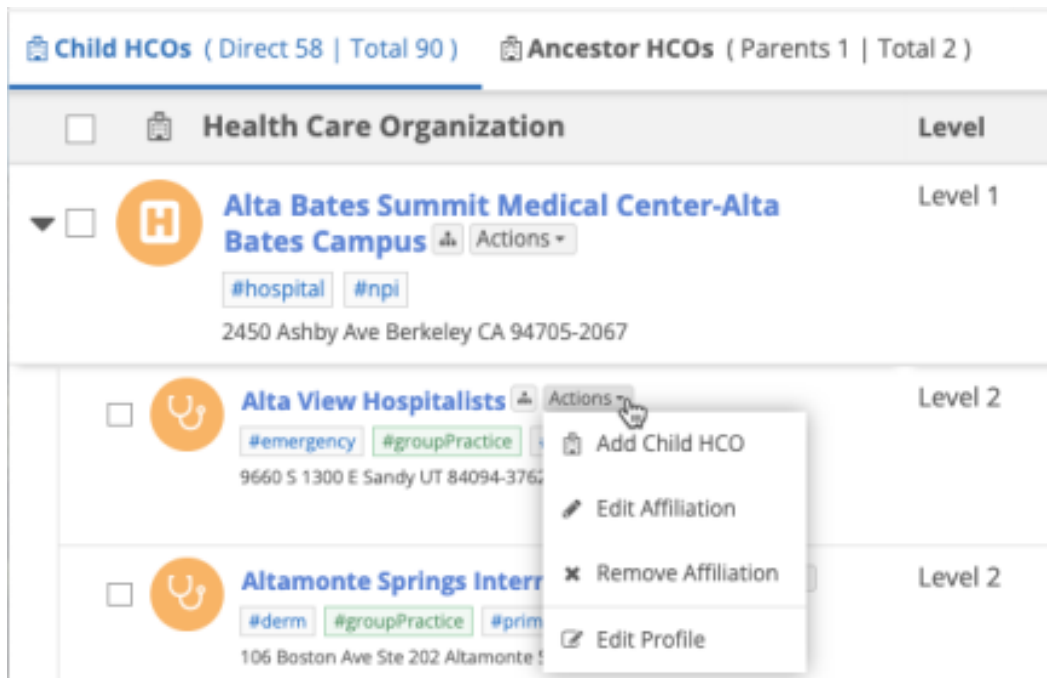
If editing is enabled for the hierarchy, affiliations can be added at any level of the hierarchy.

1. Add an affiliation using one of the following methods:
 - On the **Child HCOs** or **Child HCPs** tab, click **Add Affiliation**.



This creates a Level 1 affiliation.

- On the **Child HCOs** tab, click **Actions** beside an HCO name and select **Add Child HCO**.



2. A row is created in the hierarchy. Begin typing the affiliation name in the Search field.



Health Care Organization

Level

Roll-Ups

mem

Memphis Mental Health Institute

#hospital #npi #psych

Organization, Hospital

951 Court Ave Memphis TN 38103-2813

Barton Memorial Hospital

#hospital #npi

Organization, Hospital

2170 South Ave South Lake Tahoe CA 96150-7026

Regional Medical Center At Memphis

#hospital #npi

Organization, CMS Teaching Hospital

877 Jefferson Ave Memphis TN 38103-2807

HCO

TOTAL

3

HCP

DIRECT

2

TOTAL

5

HCO

TOTAL

-

HCP

DIRECT

1

TOTAL

1

HCO

TOTAL

-

HCP

DIRECT

1

TOTAL

1

Results begin displaying accounts from your Network instance that match the keywords.

3. Select an HCO/HCP to add as an affiliation.

4. The HCO/HCP is added as a row on the tab. The **Draft** icon displays beside the account name.

Child HCOs (Total 76)

Ancestor HCOs (Total 0)

Child HCPs (Total 96)

Summary View

Health Care Organization

Level

Roll-Ups

DRAFT

Barton Memorial Hospital

#npi #hospital

29 NW 1st Ln Lamar MO 64759-8105

Actions

Submit

Level 1

HCO

DIRECT

-

TOTAL

-

DIRECT

1

Available actions:

• **Submit** - Click to send a DCR so the affiliation can be added to the account.

• **Delete** - Click the **Trash** icon to remove the draft affiliation.

5. If you click **Submit**, the **New Affiliation** dialog displays.

24



New Affiliation: All Hierarchies

New Affiliation

Barton Memorial Hospital is being **added** to Sutter Health under All Hierarchies.

Sutter Health

+

Barton Memorial Hospital

Relationship Type

-

Oncology Hierarchy

-

Notes

The changes you have made require approval. Please provide additional information to explain the changes.

Discard

Save as Draft

Submit

Add the following details:

- **Fields** - Add or change the field values that will be included on the DCR.
- **Notes** - Add details to help the affiliation changes to be quickly approved.

Available actions:

- **Submit** - Click to send a DCR so the affiliation can be added to the account.
- **Save as Draft** - Click to keep the affiliation as a draft change.

Drafts are temporary. It is removed when you leave or refresh the page.

- **Delete** - Click the **Trash** icon to remove the draft affiliation.

6. If you submitted the change, a DCR is created.

The HCO/HCP remains highlighted in green and displays a **Pending Review**  icon. Click the icon to display details and the task ID.

Health Care Organization

H

Barton Memorial Hospital

#npi #hospital

2170 South Ave South Lake Tahoe CA 96150-7026

Actions

Level

Level 1

Roll-Ups

MCO

MCP

HCO Type

Organization

New Affiliation Submitted, Pending Review

Submitted By: bob.smith@verteo.veevanetwork.com

Date: 2025-09-08 14:17:17

Task ID: 947551560607141023

TOTAL

1



Remove relationships from the hierarchy

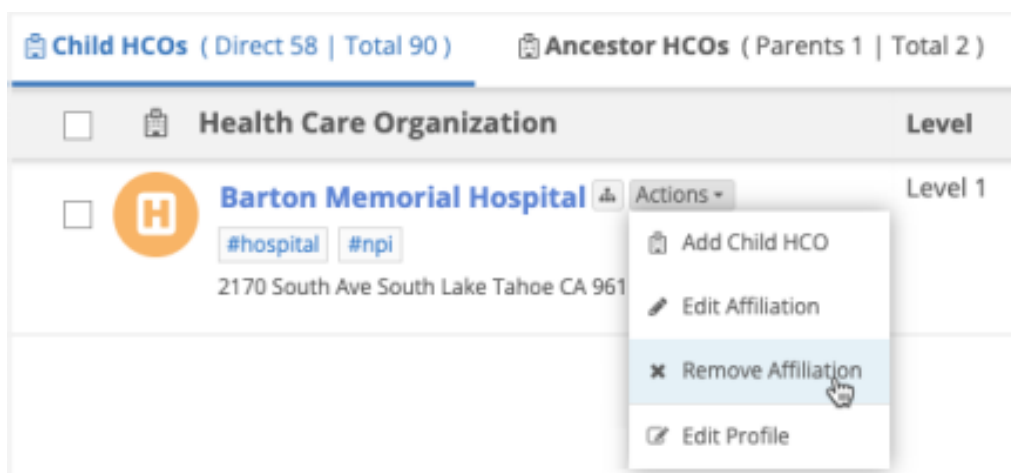
Business users can remove HCO-HCO and HCP-HCO relationships.

To remove a relationship:

1. **HCO-HCO relationship** - On the **Child HCOs** tab, click **Actions** beside an HCO name and select **Remove Affiliation**.

or

HCP-HCO relationship - On the **Child HCPs** tab, click **Actions** beside an HCP name and select **Remove Affiliation**.



2. The **Remove Affiliations** dialog confirms that the affiliation is being removed from the focused HCO.

The relationship status field will be changed from Active to Inactive according to the rules defined in the hierarchy configuration.



Remove Affiliation: All Hierarchies

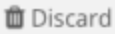
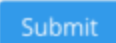
Remove Affiliation
Barton Memorial Hospital is being **removed** from Sutter Health under All Hierarchies.

 Sutter Health →  →  Barton Memorial Hospital

Updated Fields

FIELD NAME	CURRENT VALUE	NEW VALUE
Status	Active	Inactive

Notes
The changes you have made require approval. Please provide additional information to explain the changes.

 Discard  Submit

Available actions:

- **Discard** - Click to return to the hierarchy without removing the affiliation.
 - **Submit** - Click to continue to remove the affiliation.
3. If you submitted the change, a DCR is created and sent to Network.

The HCO/HCP remains highlighted in red and displays a red **Pending Review**  icon. Click the icon to display details and the task ID.

Hierarchy Explorer >  Sutter Health

  **Sutter Health**
2200 River Plaza Dr Sacramento CA 95833-4134

All Hierarchies Sales Hierarchy Ownership Hierarchy Neurology Hierarchy Oncology Hierarchy

 **Child HCOs** (Total 78)  **Ancestor HCOs** (Total 0)  **Child HCPs** (Total 98)  **Summary View**

☐	Health Care Organization	Level	Roll-Ups
☒	 Barton Memorial Hospital  #hospital #npi 2170 South Ave South Lake Tahoe CA 96150-7026	Level 1	 HCO  HCP

Affiliation Removed, Pending Review
Submitted By: bob.smith@verteo.veevanetwork.com
Date: 2025-09-08 21:50:59
Task ID: 947553344620858527

The relationship will be removed if the DCR is approved.



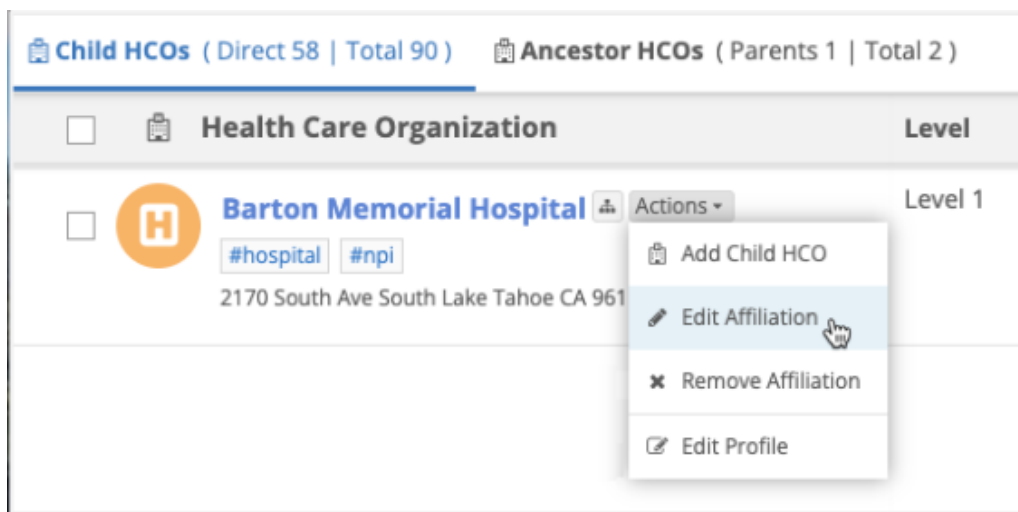
Edit relationships

Business users can edit HCO-HCO and HCP-HCO relationships.

1. **HCO-HCO relationship** - On the **Child HCOs** tab, click **Actions** beside an HCO name and select **Edit Affiliation**.

or

HCP-HCO relationship - On the **Child HCPs** tab, click **Actions** beside an HCP name and select **Edit Affiliation**.



2. On the **Edit Affiliation** dialog, define the following details:
 - **Fields** - Add or change the field values that will be included on the DCR.
 - **Notes** - Add details to help the affiliation changes to be quickly approved.



Edit Affiliation: All Hierarchies

Edit Affiliation

You are **editing** the affiliation between Barton Memorial Hospital and Sutter Health.

Sutter Health

 →

Barton Memorial Hospital

Relationship Type
Ownership

Oncology Hierarchy
Yes/True

Notes

The changes you have made require approval. Please provide additional information to explain the changes.

Updated relationship between Sutter and Barton.

Discard Submit

Available actions:

- **Discard** - Click to return to the hierarchy without removing the affiliation.
 - **Submit** - Click to continue to remove the affiliation.
3. If you submitted the change, a DCR is created and sent to Network. The HCO remains highlighted in yellow and displays a yellow **Pending Review** icon. Click the icon to display details and the task ID.

Child HCOs (Total 78) Ancestor HCOs (Total 0) Child HCPs (Total 98) Summary View

☐	Health Care Organization	Level	Roll-Ups
☐	Barton Memorial Hospital Actions #hospital #npi 2170 South Ave South Lake Tahoe CA 96150-7026	Level 1	HCO HCP

Affiliation Edited, Pending Review

Submitted By: bob.smith@verteo.veevanetwork.com

Date: 2025-09-08 23:43:33

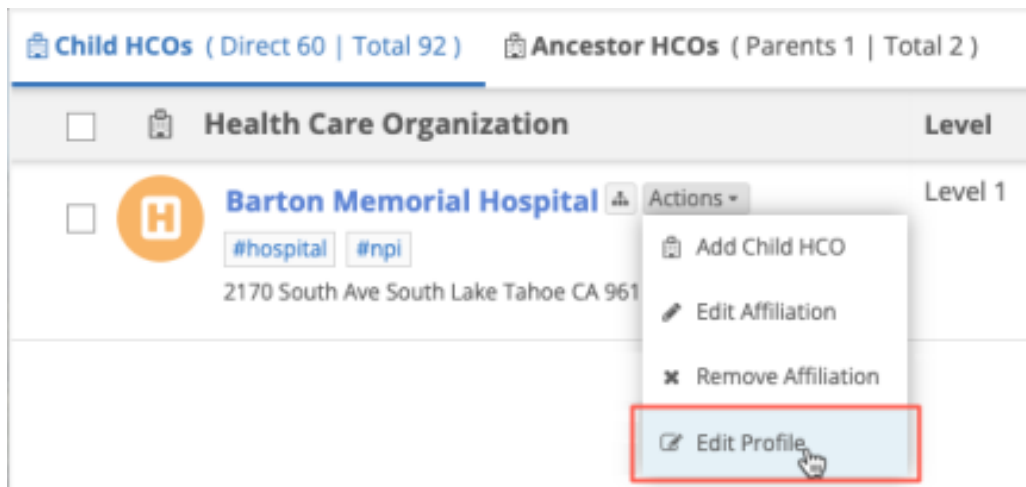
Task ID: 947553787295829151

If the DCR is approved, the affiliation will be updated.



EDITING ACCOUNT PROFILES

Business users can now edit accounts within Hierarchy Explorer. Changes are submitted as DCRs.



Enable editing

Administrators can enable editing in the Hierarchy Explorer widget configuration.

1. In the Admin console, click **Widgets & Portal > Network Widgets**.
2. Select a Hierarchy Explorer configuration.
3. In the **Editing Options** section, select **Enable Editing**.

Edit an account

1. On the **Child HCOs** or **Child HCPs** tab, click **Actions** beside an HCO/HCP name and select **Edit Profile**.

The profile opens in edit mode.

2. Make any required changes to the account information, addresses, or licenses.

Note: Affiliations cannot be edited or removed on the account profile. The **Parent Affiliations** section is hidden in edit mode.

3. **Save** your changes.
4. The **Confirm Changes** dialog displays the fields that were changed. Click **Submit**.



Confirm Changes for Barton Memorial Hospital ✕

The changes you have made may require approval. Please provide additional information to explain the changes.

Notes

Summary of Changes: Barton Memorial Hospital

FIELD NAME	CURRENT VALUE	NEW VALUE
Custom Fields		
Tier		TIER1

Cancel Submit

A DCR will be routed to the record owner to process the change.

INCLUDE RELATIONSHIP FIELDS

Administrators can include relationship fields for accounts to provide more details about their affiliations. Previously, only fields for HCOs and HCPs were supported on the respective account.

Now you can add parent HCO fields, for example, you can add **Relationship Type** and **Record Owner Type** fields.

Sutter Health 2200 River Plaza Dr Sacramento CA 95833-4134 All Hierarchies Sales Hierarchy Ownership Hierarchy Neurology Hierarchy Oncology Hierarchy + Apply Filter Child HCOs (Direct 55 Total 80) Ancestor HCOs (Parents 0 Total 0) Child HCPs (Direct 42 Total 102) Summary View Export to Excel + Add Affiliation				
☐ Health Care Organization		Oncology Hierarchy %	Relationship Type %	Record Owner Type %
☐ Alta Bates Summit Medical Center-Alta Bates Campus #hospital #npi 2450 Ashby Ave Berkeley CA 94705-2067	Practice	No/False	Relationship Field	OpenData
☐ Apex Medical Group Inc #npi #pediatrics #primarycare 311 W 1st St Los Banos CA 93635-3479	nary Care Practice	No/False	Ownership	OpenData
☐ Barton Memorial Hospital #hospital #npi	Practice	No/False		Locally Managed



Supported fields

Reference fields can be added as fields.

Note: The fields must be included in the Hierarchy Index file. Contact Veeva Support to add the fields to the file.

Add fields

1. In the Admin console, click **Widgets & Portal > Network Widgets**.
2. Select a Hierarchy Explorer configuration.
3. In the **Additional Fields Displayed** section a heading is added for **Additional ParentHCO Fields**.

Fields can be added for HCO-HCO and HCP-HCO relationships.

4. Click **Add HCO-HCO Field**.
5. Select a field.

A maximum of three fields can be added for each relationship.

6. **Save** your changes.

ADDITIONAL PARENTHCO FIELDS

Define which additional ParentHCO fields you want to display (up to 3).

HCO-HCO

≡	Oncology Hierarchy	×
≡	Relationship Type	×
≡	Record Owner Type	×

HCP-HCO

≡	Oncology Hierarchy	×
≡	Record Owner Type	×

[+ Add HCP-HCO Field](#)



Data change requests

DCR APPROVAL RULES FOR SUSPECT MATCH TASKS

Administrators can now apply DCR approval rules to suspect match tasks. The rule is triggered if either the winning or losing record meets the rule criteria.

DCR Approval Rules

DCR Approval Rules

Your changes has triggered the following DCR approval rule(s). The DCR has been reassigned for further approval.

APPROVAL RULE	DESCRIPTION	TRIGGERED BY	DATE TRIGGERED	APPROVER	STATUS	DATE APPROVED
Suspect_Match_Hospital	This DCR will be routed to Supervisors	asha.singh@veeva.veevanetwork.com	2025-09-08 16:30:10 IST	SupervisorApprover	Pending Approval	

Close

This enhancement is available by default if the DCR Approval Rules feature is enabled in your Network instance.

To add the DCR Approval Rules feature to your Network instance, contact Veeva Support.

About DCR approval rules

Administrators can define rules to restrict Data Stewards from merging specific records.

For example, you can ensure that only supervisors and experienced Data Stewards can merge hospital or administrative HCO records because these changes can impact large HCO hierarchies.

When DCR approval rules are applied, Data Stewards can validate the information, but the DCR is automatically assigned to more experienced users for approval.

The DCR Approval Rules feature was released in Veeva Network 25R2.0 for add and change requests. For details, see [Multi-level DCR approval rules](#) in the *Veeva Network Online Help*.

Supported objects for suspect match rules

- Veeva standard objects (HCPs, HCOs)
- Custom main objects

Note: Approval rules for suspect match tasks cannot be applied to sub-objects.



Process for defining DCR approval rules

The process uses inbox task groups, user groups, and DCR approval rules.

1. **Inbox task group** - Create inbox task groups for experienced Data Stewards or supervisors. These are users that can approve the suspect match tasks that triggered the approval rules.

For rules that apply to multiple countries, an inbox task group must be created for each country's approvers.

2. **User group** - (*Optional*) Create a user group or use an existing user group for Data Stewards users that will be restricted from merging records.

You can also assign specific users to approval rules.

For detailed steps, see [Multi-level DCR approval rules](#) in the *Veeva Network Online Help*.

3. **DCR approval rule** - Define the conditions (object, country, fields) that will trigger the rule for suspect match tasks.

Create a rule for suspect match tasks

The DCR approval rule determines the records that require approval from more experienced Data Stewards.

1. In the Admin console, click **Users & Permissions > DCR Approval Rules**.
2. In the object row, click **Add Rule**.
3. On the new rule page, define the following details:
 - **Rule Name and Description** - Type a meaningful name and description.
 - **Entity** - Specify the data model object for this rule.
HCPs, HCOs, and custom main objects are supported.
 - **Countries** - List the countries affected by this rule.
 - **Status** - By default, the rule is not enabled.
4. **DCR Approval Rules** - Define the tasks and filters that will trigger the approval rule.
 - **Apply To** - Define the types of requests that the approval rules will apply to.
Options:
 - **DCR Requests**
 - **Suspect Match Tasks**
 Choose **Suspect Match Tasks**.
 - **Filters** (*optional*) - Define filters to narrow the conditions that will trigger the approval rule.
 - **Field** - Choose the field.
All fields for the main object and related sub-objects display in the list.
 - **Condition** - Choose the appropriate condition.
 - **Value** - Select the field values.



Example

Create a rule that prevents junior Data Stewards from merging HCOs that are hospitals because these changes can impact HCO hierarchies.

Suspect_Match_Hospital

DeleteCancelSave

▼ Details

Rule Name *

Suspect_Match_Hospital

Description *

Approvals for hospitals

Entity *

HCO

Country *

United States X

Status

☒ **ENABLED**

▼ DCR Approval Rules

Requests that meet these criteria will require further approval when processed by these users or groups.

APPLY TO *

Define types of requests that the approval rules will apply to:

Apply To

☐ DCR Requests

☒ Suspect Match Tasks

FILTERS

Define optional filters. If no filters are defined, rule will apply to all records for the object.

Group 1 X

FIELD	CONDITION	VALUE	
Health Care Organization HCO Type (hco_type__v) ▼	In ▼	Organization, Hospital X	X

+ Add Filter

+ Add Group

The rule will be triggered if the filter is true for the winning or losing record.

Important: If filters are not defined, all suspect match tasks for the object will be routed for approval.



5. **Rule Initiators** - Define the users that will trigger the approval process.

- **Only user groups and users specified below will trigger this rule** - Include the users that will trigger the rule.
- **All user groups and users except those specified below will trigger this rule** - Exclude the users that will not trigger the rule.

For example, use this option to ensure that all users *except* Supervisors are restricted from merging hospital records.

Add the applicable user groups and users.

RULE INITIATORS *

Select user groups and users which will trigger this approval rule.
Triggering an approval rule means initiating the approval process whenever the conditions defined occur.

☒ Only user groups and users specified below will trigger this rule.

☐ All user groups and users except those specified below will trigger this rule.

User Groups

Search selected user groups ...

☐	GROUP NAME	DESCRIPTION	TYPE	ACTIVE USERS	STATUS
☐	Data Stewards	All active users with the data steward user type.	System Managed Group	9	Active

Displaying 1 to 1 of 1 Show 25 1 of 1

Users

Search selected users ...

☐	NAME	USERNAME	USER TYPE	STATUS	SECURITY POLICY	PROFILE	INBOX TASK GROUPS
No users selected. Add users to this rule.							

RULE APPROVERS *

Define the approvers, who are able to process DCRs where rule applies. Tasks gets reassigned to these users or user groups as defined by the system administrator.

Inbox Task Groups

NAME	COUNTRY
SupervisorApprover	United States

6. **Rule Approvers** - Add the inbox task group for the users that can approve the suspect match. The suspect match task will be routed to the inbox task group.

Important: Users designated as both a **Rule Initiator** (with approval restrictions) and a **Rule Approver** will always be able to approve the suspect match task; the **Approvers** permission takes precedence. For rules applying to multiple countries, the suspect match task will be routed to the approver's inbox task group that matches the record's country. If no matching approver is found for a specific country, the DCR rules will not apply to that record.

7. **Save** the rule.

8. When you are ready for the DCR approval process to begin, **Enable** the rule.



If a Data Steward tries to approve a suspect match task, the **DCR Approval Rules** dialog displays to advise that the task will be routed to Supervisors to process.

DCR Approval Rules

DCR Approval Rules

Your changes has triggered the following DCR approval rule(s). The DCR has been reassigned for further approval.

APPROVAL RULE	DESCRIPTION	TRIGGERED BY	DATE TRIGGERED	APPROVER	STATUS	DATE APPROVED
Suspect_Match_Hospital	This DCR will be routed to Supervisors	asha.singh@verteo.veevanetwork.com	2025-09-08 16:30:10 IST	SupervisorApprover	Pending Approval	

Close

DCR approval rules page

Administrators can easily identify the approval rules for suspect match tasks using the **Apply To** column.

DCR Approval Rules

Search Rules

1 items selected

Select Apply To

☒ Show Disabled Rules

Reset filters

Health Care Professional (7 enabled rules)

OBJECT

+ Add Rule

Health Care Organization (3 enabled rules)

OBJECT

+ Add Rule

Rule Name	Description	Countries	Apply To	Status
# of bed	# of bed	United States	DCR Requests	Enabled
Suspect_Match_Hospital	Approvals for hospitals	United States	Suspect Match Tasks	Enabled
HCONameAndStatusChange	Rules for HCO Name and Status Change	United States	DCR Requests	Disabled



Reports

JOB IMPACT DASHBOARD

The Job Impact Dashboard feature was introduced in Network version 25R2.0.

The following enhancement is available in this release.

Test queries

Queries can now be tested on the tile configuration. Test the query to ensure it returns the desired results before adding the tile to the dashboard. Previously, queries could be tested in the SQL Query Editor only.

Job Impact Dashboard > Job Impact Dashboard Settings > Added HCPs

Added HCPs

Duplicate Delete Cancel Save

▼ Details

Name * Added HCPs

Description * HCPs added to this instance

Status ☒ Enabled

▼ Query

Queries should include child revision tables, i.e. hcp_revision or address_revision, so dashboard filters can be applied. Test query before adding to the dashboard.

Format Sample Queries **Test Query**

```

1 SELECT
2   hcp.primary_country__v,
3   revision.job_id,
4   revision.source,
5   revision.subscription,
6   hcp_revision.vid__v AS HCP_Vid,
7   hcp.first_name__v,
8   hcp.last_name__v,
9   hcp.specialty_1__v,
10  hcp.hcp_type__v,
11  hcp.record_state__v,
12  revision.created_at

```

This enhancement is enabled by default.



Test a query

Queries can be tested only after a new tile or a duplicated tile is saved.

1. On the Job Impact Dashboard (**Reports**), click **Manage Dashboard**.
2. Click **Add Tile** or duplicate an existing tile.
3. Provide any required information in the **Details** section.
4. In the **Query** section, add the SQL query for the tile. You can create a new query or customize any of the sample queries.
5. **Save** the tile.
6. Open the tile again.
7. In the **Query** section, click **Test Query**.

Test Query

Job ID
Enter Job Id

Subscriptions
Select Subscription

Time Period
Select Time Period

Start Date
2025-09-02

End Date
YYYY-MM-DD

SQL Query:

```
SELECT
  hcp.primary_country__v,
  revision.job_id,
  revision.source,
  revision.subscription,
  hcp_revision.vid__v AS HCP_Vid,
  hcp.first_name__v,
  hcp.last_name__v,
  hcp.specialty_1__v,
  hcp.hcp_type__v,
  hcp.record_state__v,
  revision.created_at
FROM
  revision
JOIN
  hcp_revision ON revision.revision_id = hcp_revision.revision_id
JOIN
  hcp ON hcp_revision.vid__v = hcp.vid__v
WHERE
  hcp_revision.verb = 'Add'
  AND hcp.record_state__v IN (
    'VALID',
    'UNDER_REVIEW'
```

Buttons: Apply Filters, Clear Filters

Click "Apply Filters" or adjust filters to see dashboard results.

8. In the **Test Query** dialog, provide sample filters.
9. Click **Apply Filters**. The query runs and provides counts for a snapshot of one tile.

Added HCPs

HCPs added to this instance

11

10. If a count (greater than 0) displays, click the link to view the results in a Network table.
11. To edit the query, close the pop-up and return to the tile to make the changes and then test the query again.



Data model

COMMON DATA ARCHITECTURE (CDA)

The Veeva ID CDA field (`veevaid__v`) is now enabled by default in all Network instances. This field is the global identifier from Veeva data products and is used in the CDA data model.

This system field is enabled, even if the CDA data model is not enabled, so all customers and downstream systems have access to this Veeva-wide ID.

Supported countries

The Veeva ID is enabled for OpenData countries where CDA is supported. CDA is not supported for China, Hong Kong, Japan, and Macao.

For more information, see [Common Data Architecture \(CDA\)](#) in the *Veeva Network Online Help*.

Veeva ID and VID fields

The Veeva ID and VID fields are both ID fields used in Network, but they have differences.

Comparison

ID	Definition	Supported records	Supported entities	Format
Veeva ID	The global identifier used across Veeva data products.	Veeva OpenData records	HCP, HCO	21-character string HCP: V+01+VID HCO: V+02+VID
VID	Unique ID assigned by Veeva Network.	Local records Veeva OpenData records Third party records	HCP, HCO, Address, License, Parent HCO, custom objects	18 digits

Example ID field formats

Entity	VID	Veeva ID
HCP	243205709943014403	V01243205709943014403
HCO	242976940179325951	V02242976940179325951



View Veeva ID on record profiles

The Veeva ID displays in the **Primary Information** section on standard profile layouts.

The screenshot shows a Veeva record profile for Trinity Health System. The header includes the organization's logo, name, and address. The 'Primary Information' section is expanded, displaying the following fields:

- Corporate Name**: Trinity Health System
- VID**: 242979616908641280
- Veeva ID**: V02242979616908641280 (highlighted with a red box)
- Primary Country**: United States

If you have created custom profile layouts for a country, add the field to the layout.

Veeva ID field updates

The field is populated when the record is updated by Veeva OpenData (any field) and then is downloaded to your Network instance.

Vault CRM integrations

The Veeva ID field is used across Veeva data products.

Vault CRM administrators must map the Veeva ID field in their HCP and HCO mappings.

Network field (HCP, HCO objects)	Vault CRM field
veevaid__v	veevaid__v



CLUSTER CODES FOR GERMANY

Updated cluster codes from IQVIA™ are available for Germany.

New cluster version

- Version 7.0.

The new cluster version is available by default if you have the Germany and IQVIA country/provider combination enabled in your Network instance.

Update addresses

To update addresses with the latest cluster codes:

1. In the Admin console, click **Data Model > Cluster Management**.
2. Select the Germany / IQVIA cluster configuration.
3. In the **Cluster Management Details** section, expand the **Cluster Version** field and choose **Version 7**.
4. **Save** your changes.
5. Click **Refresh Addresses** to run a data maintenance job to ensure that all German addresses have the latest cluster codes.



Match

MATCH SUMMARY

The **Match Summary** section for job details now contain match statistics as percentages (%). The section previously contained record counts only.

New statistics are added for the processed data:

- % Not Matched
- % ACT Matches
- % ASK Matches

Job Details (ID: 40613)

[View Job Impact Dashboard](#)

Overview

Subscription: HCPDeduplication Action: Data Deduplication

Started By: John Smith

	JOB ID	START TIME	END TIME	CURRENT STAGE	PERCENT COMPLETE	OUTCOME	DURATION	
Match Job	40613	2023-12-04 18:14:13 GMT	2023-12-05 15:24:55 GMT	FinalStage	100.00%	COMPLETE	21 hours	Cancel
Merge Job	40614	2023-12-05 15:24:55 GMT	2023-12-05 15:25:04 GMT	FinalStage	100.00%	COMPLETE	a minute	Cancel

Data Load Summary

ENTITY	ROWS READ	ROWS PARSED
HCP	20	20

Match Summary

ENTITY	NOT MATCHED	% NOT MATCHED ⓘ	ACT MATCHES	% ACT MATCHES ⓘ	ASK MATCHES	% ASK MATCHES ⓘ
Health Care Organization	0	0%	0	0%	0	0%
Health Care Professional	5	25%	10	50%	5	25%

Note: The percentages may not equal 100 due to rounding.

This enhancement is enabled by default.

Supported features

The new statistics are available in the **Match Summary** section in the Job Details for the following features:

- Subscriptions that contain the Match Summary
- Data Deduplication jobs



Network Expressions (NEX)

The following functions are now supported in Network Expression Rules.

ABS()

Use to return the absolute value of a number. For example, 5 is returned as 5.

```
ABS (number)
```

Examples

NEX	Result
ABS(-4.2)	4.2
ABS(4.2)	4.2

AT()

Use to retrieve an element in a comma separated list of values, where index = 0 refers to the first element in the array.

```
AT (list, index)
```

Examples

NEX	Result
AT(['cd','ed','em','gp','hm','np','on'], 0)	'cd'
AT(['cd','ed','em','gp','hm','np','on'], 2)	'em'
AT(['cd','ed','em','gp','hm','np','on'], 7)	null

CEIL()

Use to round a number up to the nearest whole number. For example, if the number is 4.1, 5 is returned.

```
CEIL (number)
```

Examples

NEX	Result
CEIL(4.1)	5
CEIL(4)	4



FLOOR()

Use to round a number down to the nearest whole number. For example, if the number is 4.9, 4 is returned.

```
FLOOR (number)
```

Examples

NEX	Result
FLOOR(4.9)	4
FLOOR(4)	4

ROUND()

Use to change a number to the closest whole number. If the number ends in .5 (for example, 4.5), it always rounds up.

```
ROUND (number)
```

Examples

NEX	Result
ROUND(3.14)	3
ROUND(3.5)	4
ROUND(3)	3
ROUND(3.14159*10)/10.0	3.1
ROUND(3.14159*100)/100.0	3.14

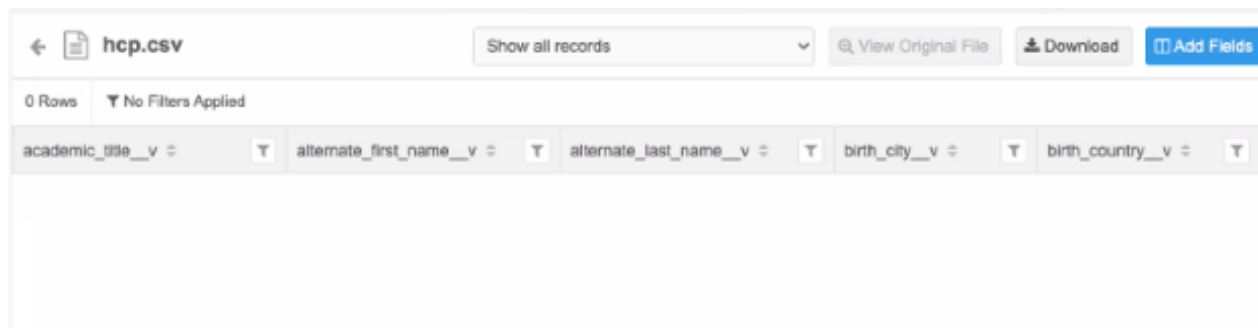
For all available functions, see [NEX functions](#) in the *Veeva Network Online Help*.



Target subscriptions

INCLUDE HEADER ROW IN EMPTY EXPORT FILES

Files that are exported from Network without data can now contain headers so downstream systems can consistently process the file format.

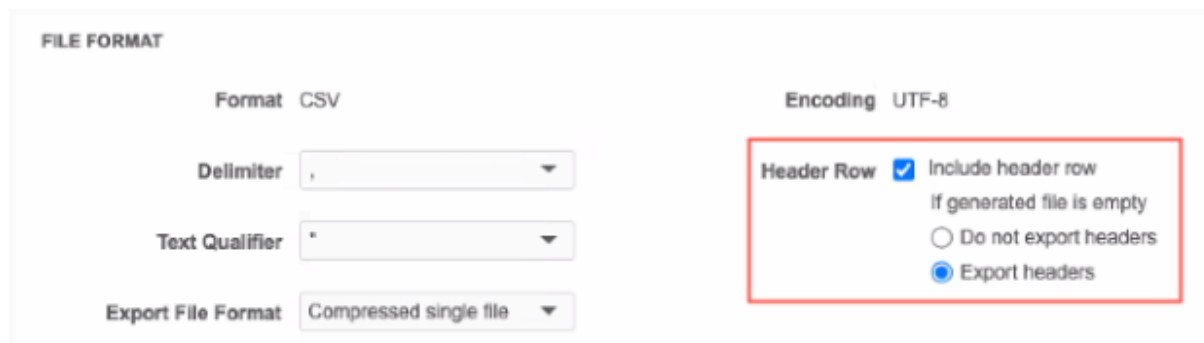


This enhancement is available by default in your Network instance. Administrators and Data Managers can enable the setting in target subscription configurations.

Include header rows on empty files

Target subscription configurations contain a new setting to include header rows on empty files.

The setting displays if the **Include header row** option is selected in the **File Format** section.



Choose the behavior for including a header row if the generated file is empty:

- **Do not export headers** (default)
- **Export headers**

Existing configurations

There is no impact to existing configurations.

If the **Include header row** setting is enabled in an existing subscription, the **Do not export headers** option is set by default.

Administrators can change the option to **Export headers**.



Vault CRM integration

The following enhancement is available for customers who integrate Network with Vault CRM.

VAULT CRM BRIDGE RECORD COUNTS

Network Administrators can now see the number of unchanged records that were upserted to Vault CRM in a bridge job. The counts for records added and updated have also been enhanced so they more accurately reflect the data.

▼ Bridge Summary				
OBJECT TYPE	ADDS	UPDATES	ERRORS	UNCHANGED
CONTROLLED_ADDRESS	0	0	0	0
HCP	0	0	4	170
PARENTHCO	1	0	3	750
HCO	1	0	0	505
ADDRESS	0	2	37	640
LICENSE_OH_CLEANUP	0	0	0	0
HCP_ACCOUNT_IDENTIFIER	0	1	0	0
HCO_ACCOUNT_IDENTIFIER	0	16	0	0
LICENSE_DEA_CLEANUP	0	0	0	0

This enhancement is enabled by default.

Job details

After a Vault CRM Bridge job runs, the **Bridge Summary** on the Job Details page displays a count of records that were added, updated, and had errors.

The **Unchanged** column is added to the table.

- **Adds** - Upserted records were created in Vault CRM.
- **Updates** - Upserted records were updated in Vault CRM.
- **Errors** - Records failed to be upserted to Vault CRM.

Click **Download Error Report Log** for details.

- **Unchanged** - Records were upserted to Vault CRM but did not contain changes.



Report on upserted records

Advanced reporting users can report on the data from the **Bridge Summary**. In the SQL Query Editor (**Reports**), the **Job Stats** table is updated to include unchanged records.

Example query

Use this query to understand the impact of a bridge job.

```

SELECT
    job.job_id,
    job.job_type,
    job.subscription,
    RIGHT( job.subscription, 2 ) AS "country",
    job.job_system,
    job.status,
    job.start_time,
    job_stats_summary. "hco.adds",
    job_stats_summary. "hco.updates",
    job_stats_summary. "hco.unchanged",
    job_stats_summary. "hco.errors",
    job_stats_summary. "hcp.adds",
    job_stats_summary. "hcp.updates",
    job_stats_summary. "hcp.unchanged",
    job_stats_summary. "hcp.errors",
    job_stats_summary. "address.adds",
    job_stats_summary. "address.updates",
    job_stats_summary. "address.unchanged",
    job_stats_summary. "address.errors",
    job_stats_summary. "parenthco.adds",
    job_stats_summary. "parenthco.updates",
    job_stats_summary. "parenthco.unchanged",
    job_stats_summary. "parenthco.errors"
FROM
    job LEFT JOIN (
        -- This optimized subquery now also pivots the error metrics
        SELECT
            job_id,
            -- HCO
            SUM (
                CASE
                    WHEN metric = 'hco.adds'
                    THEN counter
                    ELSE 0
                END
            ) AS "hco.adds",
            SUM (
                CASE
                    WHEN metric = 'hco.updates'
                    THEN counter
                    ELSE 0
                END
            ) AS "hco.updates",
            SUM (
                CASE

```



```

        WHEN metric = 'hco.unchanged'
        THEN counter
        ELSE 0
    END
) AS "hco.unchanged",
SUM (
    CASE
        WHEN metric = 'hco.errors'
        THEN counter
        ELSE 0
    END
) AS "hco.errors",
-- HCP
SUM (
    CASE
        WHEN metric = 'hcp.adds'
        THEN counter
        ELSE 0
    END
) AS "hcp.adds",
SUM (
    CASE
        WHEN metric = 'hcp.updates'
        THEN counter
        ELSE 0
    END
) AS "hcp.updates",
SUM (
    CASE
        WHEN metric = 'hcp.unchanged'
        THEN counter
        ELSE 0
    END
) AS "hcp.unchanged",
SUM (
    CASE
        WHEN metric = 'hcp.errors'
        THEN counter
        ELSE 0
    END
) AS "hcp.errors",
-- Address
SUM (
    CASE
        WHEN metric = 'address.adds'
        THEN counter
        ELSE 0
    END
) AS "address.adds",
SUM (
    CASE
        WHEN metric = 'address.updates'
        THEN counter
        ELSE 0
    END
) AS "address.updates",
SUM (
```



```

        CASE
            WHEN metric = 'address.unchanged'
            THEN counter
            ELSE 0
        END
    ) AS "address.unchanged",
    SUM (
        CASE
            WHEN metric = 'address.errors'
            THEN counter
            ELSE 0
        END
    ) AS "address.errors",
    -- ParenthCO
SUM (
        CASE
            WHEN metric = 'parenthco.adds'
            THEN counter
            ELSE 0
        END
    ) AS "parenthco.adds",
    SUM (
        CASE
            WHEN metric = 'parenthco.updates'
            THEN counter
            ELSE 0
        END
    ) AS "parenthco.updates",
    SUM (
        CASE
            WHEN metric = 'parenthco.unchanged'
            THEN counter
            ELSE 0
        END
    ) AS "parenthco.unchanged",
    SUM (
        CASE
            WHEN metric = 'parenthco.errors'
            THEN counter
            ELSE 0
        END
    ) AS "parenthco.errors"
FROM
    job_stats
GROUP BY
    job_id
) AS job_stats_summary
ON job.job_id = job_stats_summary.job_id
WHERE
    job.job_type = 'bridge'
    AND datediff (
        'hours',
        job.end_time,
        getdate ()) < 72

```



Example results

Sample Queries

My Recent Queries

Query Helper:

Keywords

Operators

Format Query

```
1 SELECT
2   job.job_id,
3   job.job_type,
4   job.subscription,
5   RIGHT( job.subscription, 2 ) AS "country",
6   job.job_system,
7   job.status,
8   job.start_time,
9   job_stats_summary. "hco.adds",
10  job_stats_summary. "hco.updates",
11  job_stats_summary. "hco.unchanged",
12  job_stats_summary. "hco.errors",
13  job_stats_summary. "hcp.adds",
14  job_stats_summary. "hcp.updates",
15  job_stats_summary. "hcp.unchanged",
16  job_stats_summary. "hcp.errors",
17  job_stats_summary. "address.adds",
18  job_stats_summary. "address.updates",
19  job_stats_summary. "address.unchanged",
20  job_stats_summary. "address.errors",
21  job_stats_summary. "parenthco.adds",
22  job_stats_summary. "parenthco.updates",
23  job_stats_summary. "parenthco.unchanged",
24  job_stats_summary. "parenthco.errors"
```

Query Valid

☒ Include only VALID and UNDER_REVIEW records in results. ⓘ

Report Results (2 records)

Download Report

Create Custom Table

View Full Screen

Table

Chart

JOB ID	JOB TYPE	SUBSCRIPTION	COUNTRY	SYSTEM	OUTCOME	START TIME	HCO.ADDS	HCO.UPDATES	HCO.UNCHANGED	HCO.ERRORS	HCP./
3021	bridge	vaultcrm_US	US	vault-crm	COMPLETED	2025-09-30 10:34:27	7	2	170	5	0
3024	bridge	vaultcrm_US	US	vault-crm	COMPLETED	2025-09-30 13:52:33	10	32	200	7	0

Displaying 1 to 2 of 2

Show 25 1 of 1 < >



Logs

IDENTIFY SEARCHES FROM CHINA CRM

Administrators can now quickly identify searches originating from China CRM from the Search Audit History.

Search Audit History

Date range: 2025-08-25 To 2025-08-26 Search Origin: ChinaCRM Online X, ChinaCRM WeChat X [Get History] [Reset]

Choose time period... ▼

TIMESTAMP	NETWORK USER NAME	SEARCH USER NAME	STATUS	FOUND	RETURNED	QUERY	ADDRESS QUERY	DATA TYPES	ORIGIN
2025-08-26 15:04:32 EDT	api.only.3.1@network.com	api.only.3.1@network.com	SUCCESS	400	10	*		HCO,HCP	ChinaCRM WeChat
2025-08-26 15:03:52 EDT	api.only.3.1@network.com	api.only.3.1@network.com	SUCCESS	400	10	*		HCO,HCP	ChinaCRM Online

Displaying 1 to 2 of 2

This enhancement is enabled by default in your Network instance.

Search origin

The following **Search Origin** categories have been added to the log:

- ChinaCRM Online
- ChinaCRM WeChat

View China CRM searches in the log

To filter the log for China CRM searches:

1. Open the Search Audit History (**Logs**).
2. Define the **Date range**.
3. Click the **Search Origin** field and choose one or both of the following:
 - ChinaCRM Online
 - ChinaCRM WeChat
4. Click **Get History** to view the results.



Security

SSL CERTIFICATE UPDATE

The 2025 SSL certificates expired on October 5, 2025. They were updated on Friday, October 3, 2025.

If you use the current SSL certificates in your downstream systems, you will need to update them.

Important: Only customers who explicitly download and install certificates on any site caches or proxy servers must update their certificates.

These are the new SSL certificates for `veevanetwork.com` for 2026.

veevanetwork.com certificate

Installing this certificate covers all Sandbox and Production Network instances and `login.veevanetwork.com`.

```
-----BEGIN CERTIFICATE-----
MIIG9zCCBd+gAwIBAgIQBpkDmEcPlg9VdCAV/EQQtTANBgkqhkiG9w0BAQsFADBZ
MQswCQYDVQQGEwJVUzEVMBMGA1UEChMMRG1naUNlcnQgSW5jMTMwMQYDVQQDEypE
aWdpQ2VydCBHbG9iYWwgRzIgVExTIFJTSBTSEEyNTYgMjAyMjAyMjAyMjAyMjAy
ODEzMDAwMDAwWhcNMjYwOTEzMjM1OTU5WjBxMQswCQYDVQQGEwJVUzETMBEGA1UE
CBMKQ2FsaWZvcn5pYETETMBEGA1UEBxMKUGx1YXNhbnRvbjEhMBkGA1UEChMSVml
dmEgU3lzdGVtcyBJbmMuMRswGQYDVQQDDBIqLnZlZXZhbmV0d29yay5jb20wgGFi
MA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIBAQCk4H4Bovxt8ZfuH87zz6oUCoLh
3jceXCqxfFx+1IFRbPkphICnainjQmi/AopNc7Fx73GUitX9GH3kzwN/hkOo4P5o
ZZ/dUok4xKEEMznT8NdI1lR5ojr1c44SRDOYipmyAo6JVpJHAv3Rr/y+H82GGLXg
BCD0SWZp3vQnfRcIqw/Sr2xClGfLirdI1lGq+7wpaLaRwwidRgID9B7uyNVB10N
3+aoeLyNu70XqXpbTj6c8lQ4mfcFglCGbVrIbOCgjCxbWoJeVFt7R/YJ/rfIRUfT
DnypDNTuLJtzkGr2ZOibaMOT92i8vVazp3PlDUJpykIpt77SsE8mxkvSJmipAgMB
AAGjggOhMIIDnTAFBgNVHSMEGDAWgBR0hYDAZsfFN97PvSk3qgMdvu3NFzAdBgNV
HQ4EFgQUUmMiMAA+TolZBz0GDQQFnvVdf+CMwLwYDVR0RBCgwJoISKi52ZWV2YW5l
dHdvcm5uY29tghB2ZWV2YW5l dHdvcm5uY29tMD4GA1UdIAQ3MDUwMwYGG4EMAQIC
MCKwJwYIKwYBBQUHAgEWEg2h0dHA6Ly93d3cuZGlnaWNlcnQuY29tL0NQZuZAOBgNV
HQ8BAf8EBAMCBaAwHQYDVRO1BBYwFAYIKwYBBQUHAgECCsGAQUFBwMCMIGfBgNV
HR8EgZcwZQwSKBGoESGQmh0dHA6Ly9jcmwzLmRlZ2l1Z2l1Z2l1Z2l1Z2l1Z2l1
dEdsb2JhbEcycVExTU1NBu0hBMjY2MjY2MjY2MjY2MjY2MjY2MjY2MjY2MjY2MjY2
L2NybdQuZGlnaWNlcnQuY29tL0RlZ2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1
MDIwQ0ExLTEuY3JSMIGHBggrBgEFBQcBAQR7MHkwJAYIKwYBBQUHMAAGGGGh0dHA6
Ly9vY3NwLmRlZ2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1
ZGlnaWNlcnQuY29tL0RlZ2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1Z2l1
LTEuY3J0MAAwGA1UdEwEB/wQCMAAwggF/BgorBgEEAdZ5AgQCBIIBbwSCAwwSBAQB3
ANDtfrDRp/V3wsfpX9cAv/mCyTNaZeHQswFzF8DIxWl3AAABmKDhB7AAAAQDAEgw
RgIhAMA040uHEft1rUToS7fVLAQCddWeb0qZ05whXIVQ3dXYAiEAnzzGZk28fDvY
BfWEknAVp+tvdcMk7bZYS12YO4z8ia4AdwDCMX5XRRmjRe5/ON6yKEHrx8IhWiK/
f9W1rXaa2Q5S5zQAAAZig4Qf2AAAEAwBIMEYCIQC35pce+F4ruxUc7tEE2tJyTcX5
qELB8D80618xL9by6QIhAJWt5xMsITJa+Y3qRhk25uFtNkqOwDvOLqwgfbJG4cu3
AHUALe5Dh/rswe+B8xkkJqgYZQHH0184AgE/cmd9VTcuGdgAAAGYoOEH/wAABAMA
RjBEAiBp/S3HRAQZ9JxK4UcKvhC09T1nAut2kE6T7HnFDF7VPwIgWTFcuiRuFTS2
mr2KpHwC0szriCRhaTsaPAkt9yDLQngwDQYJKoZIhvcNAQELBQADggEBABsXzQmO
vXUfw3IEYfIVdM6HmihkCbDgdNnSWCBACHhSnLK7y7CJQwhq41nf3hqNpcEfWepR
tWzUWCjRqJdPxyPRUAyX+IFeRaI5l1BZMtmEgIvKMnXtuUMyN6tFOJCR6kWUADtL
```



```
hoPjjzW0GVm+x86p2+FgyJlr+W6Ih00xeNPmsuDzqWLxLZV2ZjyxW1O8pcA35gFv
th/kMSMsCWFKqnQfugm8VTZMSD2eYFwsaY/gcTjxDcnXI2hcy7loX0F+aASMEegd
HTGK1do0jYYO/G2Ej+FRcdEuGu4PJjJhwFG8F3kZxb7tn/H41Nq7XGJUzKtjFz95
nAW/V8nk++KP62M=
-----END CERTIFICATE-----
```

Intermediate CA certificate

Install this (DigiCertCA) CA certificate to ensure that the SSL certificate is fully trusted by the supported browsers and client computers.

```
-----BEGIN CERTIFICATE-----
MIIEYDCCAw7CgAwIBAgIQDPW9BitWAvR6uFAsI8zwZjANBgkqhkiG9w0BAQsFADBh
MQswCQYDVQQGEwJVUzEVMBMGA1UEChMMRGlnaUNlcnQgSW5jMRkwFwYDVQQLEExB3
d3cuZGlnaWNlcnQuY29tMSAwHgYDVQQDExdEaWdpQ2VydCBHbG9iYWwgUm9vdCBH
MjAeFw0yMTAzMzAwMDAwMDBaFw0zMTAzMjkyMzU5NTlAMFkxYzA5BjBGNVBAYTA1VT
MRUwEwYDVQQKEwxEaWdpQ2VydCBHbG9iYWwgNVBAMTKkRpb21DZXJ0IEDsb2Jh
bCBHMiBUTFMgU1NBIFNIQTl1NiAyMDIwIENBMTCCASiWdQYJKoZIhvcNAQEBBQAD
ggEPADCCAQoCggEBAMz3EGJPprtjb+2QU1bFbSd7ehJWivH0+dbn4Y+9lavyYEEV
cNsSAPonCrVXOfT9slGTcZUOakGUWzUb+nv6u8W+JDD+Vu/E832X4xT1FE3LpxDy
FuqrIvAxIhFhaZAmunjZlx/jfWardUSVc8is/+9dCopZQ+GssjoP80j812s3wWPc
3kbW20X+fSP9kOhRBx5Ro1/tSUZUfyYIxIQtnJcVPAPooTncaQwywa8WV0yUR0J8
osicfebUTVSvQpmowQTCd5zWSOTOEeAqgJnwQ3DPP3Zr0UxJqyRwg2C/Uaoq2yT
zGJSQnWS+Jr6Xl6ysGHlHx+5fwmY6D36g39HaaECAwEAAaOCAYIwggF+MBIGA1Ud
EwEB/wQIMAYBAf8CAQAwHQYDVROBBYEFHSFgMBmx9833s+9KTeqAx2+7c0XMB8G
A1UdIwQYMBAAFE4iVCAyIlebjbuYP+vg5Eu0GF485MA4GA1UdDwEB/wQEAwIBhjAd
BgNVHSUEFjAUBggrBgEFBQcDAQYIKwYBBQUHAwIwdgYIKwYBBQUHAQEEdjBoMCQG
CCsGAQUFBzABhhhodHRwOi8vb2Nzc5kaWdpY2VydC5jb20wQAYIKwYBBQUHMAKG
NGh0dHA6Ly9jYWNlcnRzLmRpb21jZXJ0LmNvbS9EaWdpQ2VydEdsb2JhbFJvb3RH
Mi5jcnQwQgYDVROfBDswOTA3oDWgM4YxaHR0cDovL2NybdMuZGlnaWNlcnQuY29t
L0Rpb21DZXJ0R2xvYmFsUm9vdEcyLmNybdA9BgNVHSAENjA0MA5GCWCGSAGG/WwC
ATAHBGVngQwBATAIBgZngQwBAGewCAYGZ4EMAQICMAAgGBmeBDAECAzANBgkqhkiG
9w0BAQsFAAOCAQEAKPFwyyiXaZd8dP3A+iZ7U6utzWX9upwGnIrXWkOH7U1MVl+t
wcW1BSAuWdH/SvWgKtiwla3JLko716f2b4gp/DA/JIS7w7d7kwcsr4drdjPtAFVS
slme5LnQ89/nD/7d+MS5EHKBCQRfz5eeLjJ1js+aWNJXMX43AYGyZm0pGrFmCW3R
bpD0ufovARTFXFzKAdl9h6g4U5+LXUZtXMYnhIHUfoYMo5tS58aI7Dd8KvvwVVo4
chDYABPPTHbqjclqCmBaZx2vN4Ye5DUys/vZwP9BFohFrH/6j/f3IL16/RZkiMN
JCqVJUzKoZhm1Lesh3Sz8W2jmdv51b2EQJ8HmA==
-----END CERTIFICATE-----
```

Expiry

These certificates will expire on September 13, 2026. Before they expire, we'll switch to a new certificate and provide advanced notice in the Release Notes.

View updated certificates

After the certificates are updated, they can be viewed or downloaded by running:

```
openssl s_client -connect login.veevanetwork.com:443 -showcerts
```