# Veeva Network

Veeva Network 25R1.0 Early Release Notes

March 2025

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## About these Release Notes

These Release Notes describe all features that will be included in Veeva Network 25R1.0.

### RELEASE DATES

- **Sandbox release** (version 25R1.0) - Friday, March 28
- **Production release** (version 25R1.0.1) - Friday, April 11

### 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.

## What's new

The following key enhancements comprise the Veeva Network 25R1.0 major release.

| | | | ST | DS | DM | AD |
|---|---|---|---|---|---|---|
| **Announcements** | | | | | | |
| API Authentication update | Network no longer supports submitting credentials in the URL parameters in the Authentication API call. | 25R1.0 | | Developers | | |
| Add request match rules | Updates will be made to the default match rules in version 25R1.1. | 25R1.1 | | | ● | ● |
| **Hierarchy Explorer Widget** | | | | | | |
| Usability improvements | Updates are made to optimize the widget for smaller screen sizes. | 25R1.0 | ● | ● | ● | ● |
| Multi-country configuration | Administrators can use country groups to define the health systems that display in the widget. | 24R3.1 | ● | ● | ● | ● |
| **Search Widget** | | | | | | |
| Search terms | On Add Requests and record profiles, the original search terms are available to view from the breadcrumb. | 25R1.0 | ● | ● | ● | ● |
| Creating add requests | Add Requests are now pre-populated with advanced search form data to improve user efficiency in the Search Widget. | 24R3.1 | ● | ● | ● | ● |
| **Profiles** | | | | | | |
| Custom keys | Custom keys now display in a table on record profiles so you can easily view and find specific keys. | 25R1.0 | ● | ● | ● | ● |
| **Reports** | | | | | | |
| Quick copy from results | Advanced reporting users can copy field names and reference codes in the report results. | 25R1.0 | ● | ● | ● | ● |
| **Key networks** | | | | | | |
| Network API support | Key networks are now supported in the Network API. | 25R1.0 | | Developers | | |
| Key networks on downloaded records | Key network affiliation tags now immediately display on records downloaded from OpenData. | 25R1.0 | ● | ● | ● | ● |

| | | | ST | DS | DM | AD |
|---|---|---|---|---|---|---|
| **Data Model** | | | | | | |
| Network Address Inheritance | New parent HCOs can be linked to existing addresses on records if the addresses match | 25R1.0 | | ● | ● | ● |
| HCP opt out | The opt_out__v field is available for countries in Latin America. | 25R1.0 | | | ● | ● |
| CDA field labels | The translation labels for locally managed CDA fields can be customized. | 25R1.0 | | | ● | ● |
| Cluster codes for the UK | Updated cluster codes are available for the United Kingdom from IQVIA™. | 25R1.0 | | | ● | ● |
| Cluster codes for Germany and Spain | Updated cluster codes are available for Germany from Insight Health™ and for Spain from IQVIA™. | 24R3.1 | | | ● | ● |
| Multivalue reference fields | Support for the fields is extended on record profiles, data change requests, and advanced reporting. | 24R3.1 | ● | ● | ● | ● |
| **Match** | | | | | | |
| Validation errors | Administrators and Data Managers will now see more detailed feedback for issues with advanced match configurations. | 24R3.1 | | | ● | ● |
| **Subscriptions** | | | | | | |
| Job triggers | Subscription names display as links in the Job Triggers section. | 24R3.1 | | | ● | ● |
| Job end time | The Job Details page now includes the time that the subscription job ended. | 24R3.1 | | | ● | ● |
| **Data maintenance subscriptions** | | | | | | |
| Unsubscribe to OpenData Records | The reason for unsubscribing to records is required for all Unsubscribe to OpenData Records subscriptions. | 25R1.0 | | | ● | ● |
| Restrict access to unsubscribed HCOs from Search against OpenData | Administrators can prevent users from searching and downloading HCOs that have been unsubscribed from OpenData. | 24R3.1 | | | ● | ● |
| **Target subscriptions** | | | | | | |
| Reference file version | The new version, V8.0, applies the File Format settings to the exported reference data file. | 25R1.0 | | | ● | ● |

| | | | ST | DS | DM | AD |
|---|---|---|---|---|---|---|
| **Vault integrations** | | | | | | |
| Vault API version | Network features can use the VQL enhancements that are included in Vault API version 24.3. | 25R1.0 | | | ● | ● |
| **Vault CRM integration** | | | | | | |
| MCSR Licenses | Massachusetts Controlled Substances Registration (MCSR) licenses are now mapped to CRM. | 25R1.0 | | | ● | ● |
| Vault CRM Bridge record limit | The number of account records in each job is limited to load data in smaller batches. | 24R3.1.2 | | | ● | ● |
| Attachments on DCRs | DCRs received from Vault CRM can now include attachments. | 24R3.1 | | | ● | ● |
| Long notes on DCRs | DCRs received from Vault CRM can include notes containing up to 1,000 characters. | 24R3.1 | | | ● | ● |
| Null values for missing reference mappings | Missing reference values are now replaced with a null value so records can be upserted. | 24R3.1 | | | ● | ● |
| Vault CRM Bridge Job Summary | Address and license counts now display together on the Job Details page. | 24R3.1 | | | ● | ● |
| **Users** | | | | | | |
| Password resets | When Admins reset the password, the email template for Portal users contains their username and a link to the Network Portal. | 24R3.1 | | | | ● |
| **API** | | | | | | |
| Version update | The Network API is updated to v35.0. | 25R1.0 | | Developers | | |

**Note:** The System and Data Admin user has all of 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* release notes for every minor and major Network release.

# Announcements

## API Authentication update

25R1

To address security concerns, Network no longer supports submitting credentials in the URL parameters in the Authentication API call.

The update will be applied by default:

- **Sandbox instances** - March 28, 2025
- **Production instances** - April 11, 2025

This change has been announced in the *Veeva Network Release Notes* since version 24R2.0 (August 2024).

### *Action*

To gain access to your Network instance using the Network API, ensure that user names and passwords are submitted in the body of the POST request.

### *Additional information*

- See the Veeva Connect post: Upcoming 25R1 Veeva Network Security Update may affect your existing integration processes.
- For help making the change, see the Authentication topic in the *Veeva Network Developer Help*.

## Add request match rules

25R1.1

In version 25R1.1, 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.

Changes will be made to countries in the EMEA and APAC regions and to the US.

### *Custom match rules*

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

## Hierarchy Explorer widget

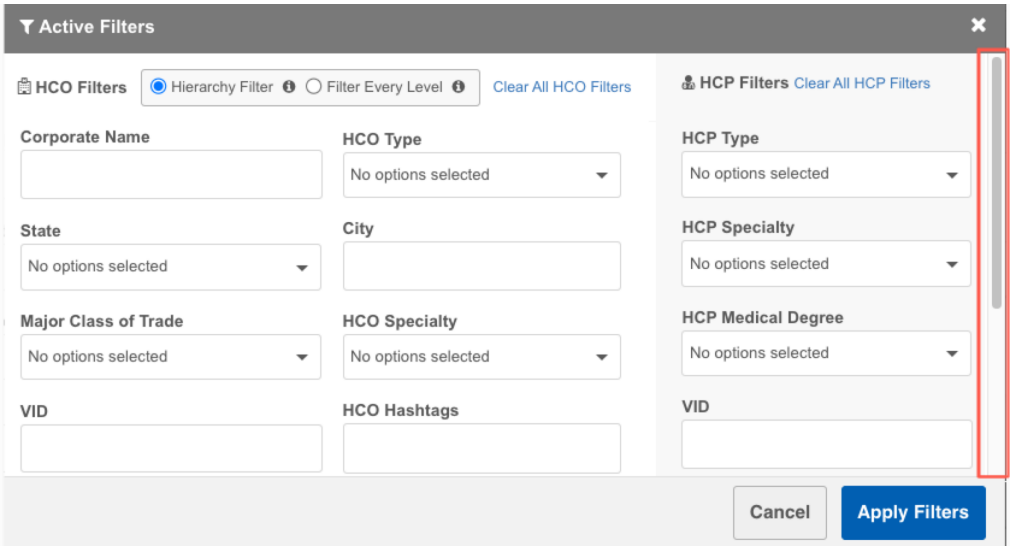
### USABILITY ENHANCEMENTS

25R1

The following enhancements are enabled by default.

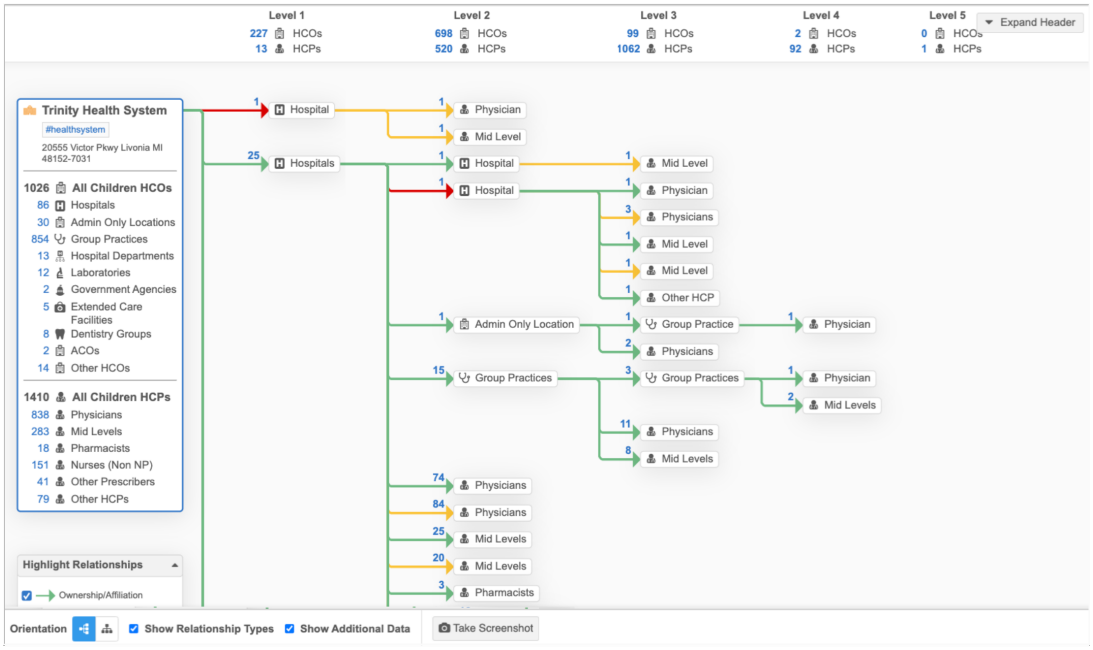
#### *Active filters*

The **Active Filters** dialog now contains a scrollbar to optimize it for smaller screen sizes.




#### *Summary view header*

The collapsed Summary View no longer displays the header with the HCO details. The HCO details are available in the Summary View.



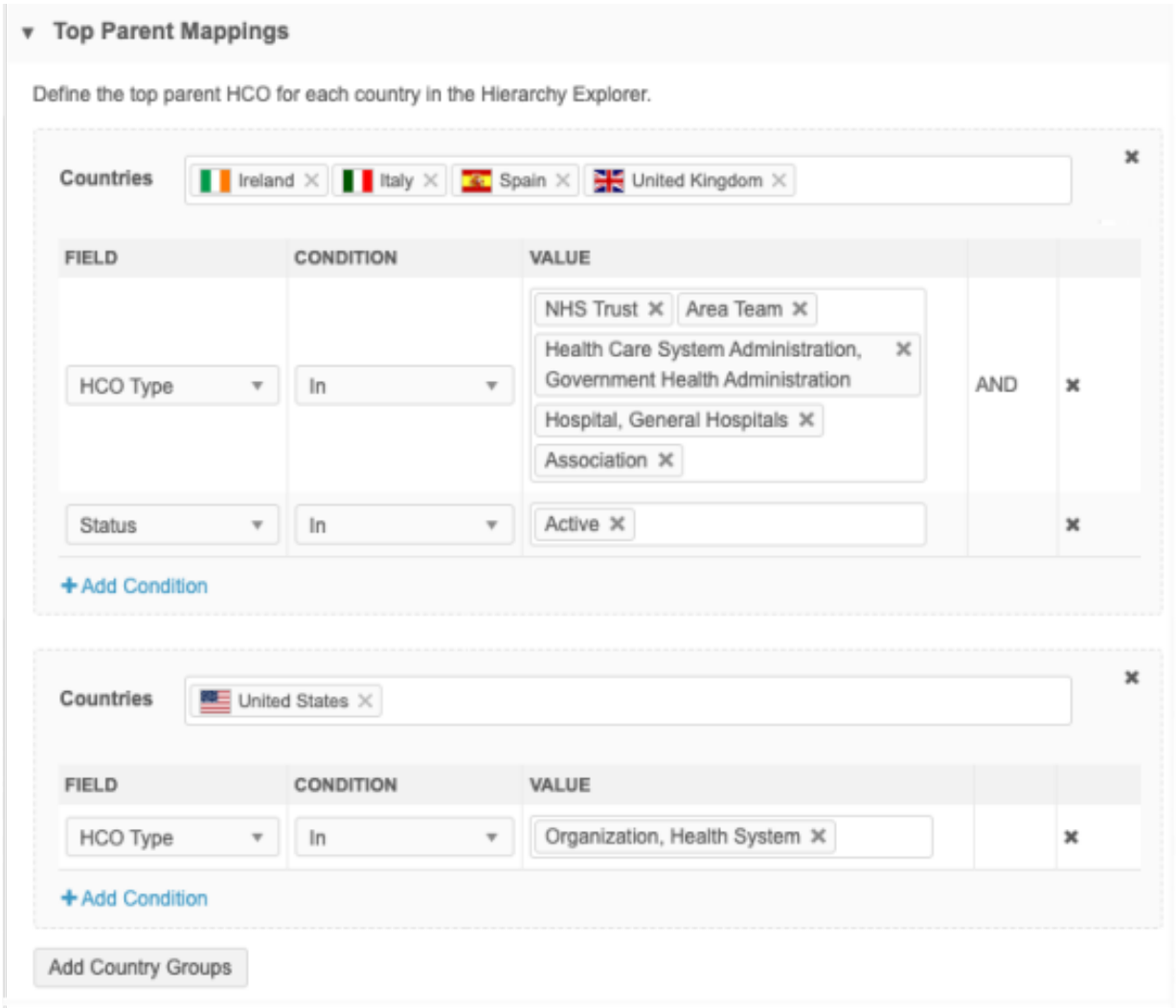
### *Summary view pan*

Your mouse cursor on the Summary view now displays as a **Pan** icon as you move around the canvas.

## MULTI-COUNTRY CONFIGURATION

24R3.1

Administrators can now use country groups in the widget configuration to define the health systems that display. Previously, health system definitions were defined for each country.




This enhancement is enabled by default in your Network instance.

**Note:** This enhancement applies to the widget configuration only; it has no impact to end users.

### *Multi-country configuration*

The **Top Parent Mapping** section determines which HCOs are considered health systems for each country. Often, the criteria is the same for several countries.

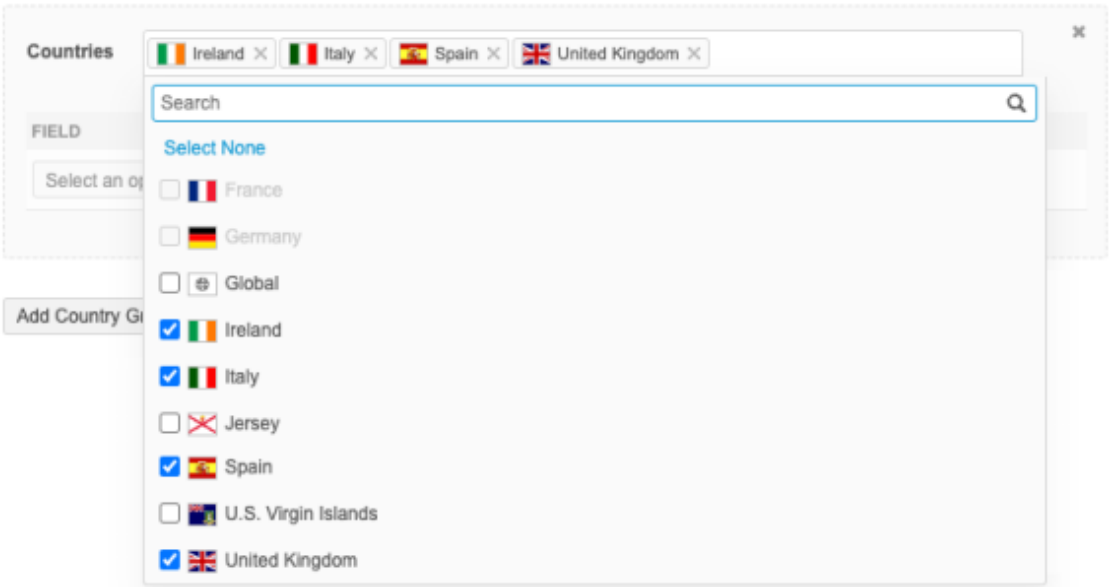
Administrators can now map the criteria to multiple countries instead of individually configuring each country.

### *Add a country group*

Create a country group to define the top parent HCO for multiple countries.

1. Open a Hierarchy Widget configuration **(Widgets & Portal)**.
2. In the **Top Parent Mapping** section, click **Add Country Groups**
3. Click the **Countries** field and select the countries to add to the group.

   Countries that belong to an existing group are dimmed in the list.



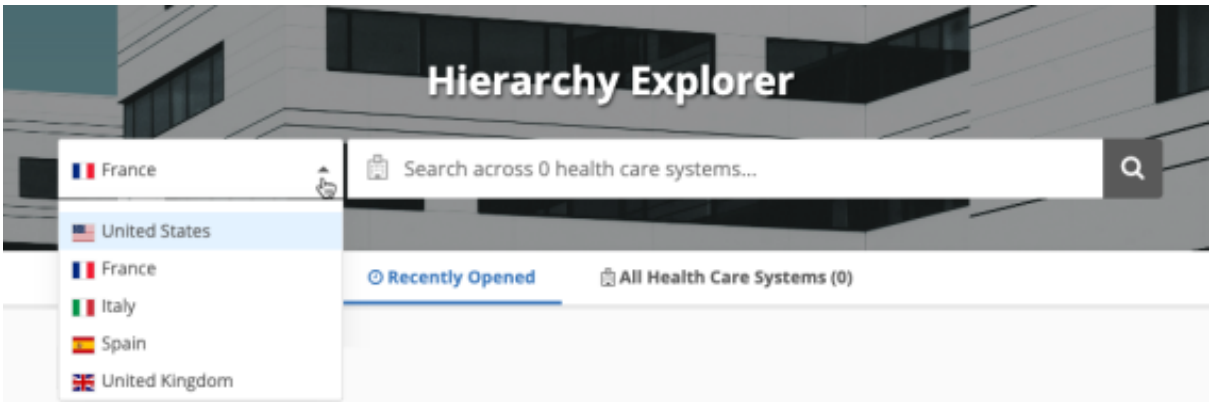

4. Click **Add Condition** to define the criteria for the countries in the group.

   The **Field** list contains an intersection of the fields available in the selected countries.

   Only fields that apply to all the countries in the group can be included in the condition. If you add a country to a group and an existing field is not available for the new country, an error displays and the country group cannot be saved.

5. **Save** your changes.

The Hierarchy Explorer widget will use the settings to display the top parent HCOs for those countries.

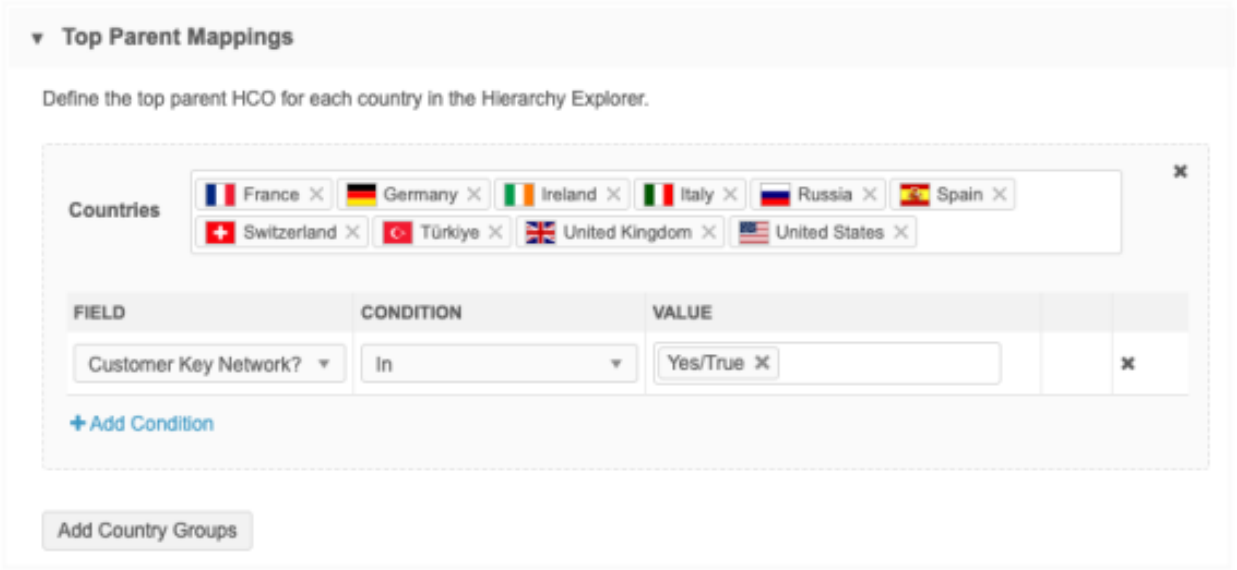



### *Map all countries to a custom field*

To simplify the top Parent HCO definitions, you can create a custom field to flag key networks/IDNs and then map all countries to the field.

For example, you can use the existing custom field called **Customer Key Network?** (`key_hco_network__c`). Set the field *Yes/True* for all HCOs records that are key networks/IDNs.

In the **Top Parent Mappings** section, create one country group and add all countries. Add the condition that **Customer Key Network?** is *Yes/True*.



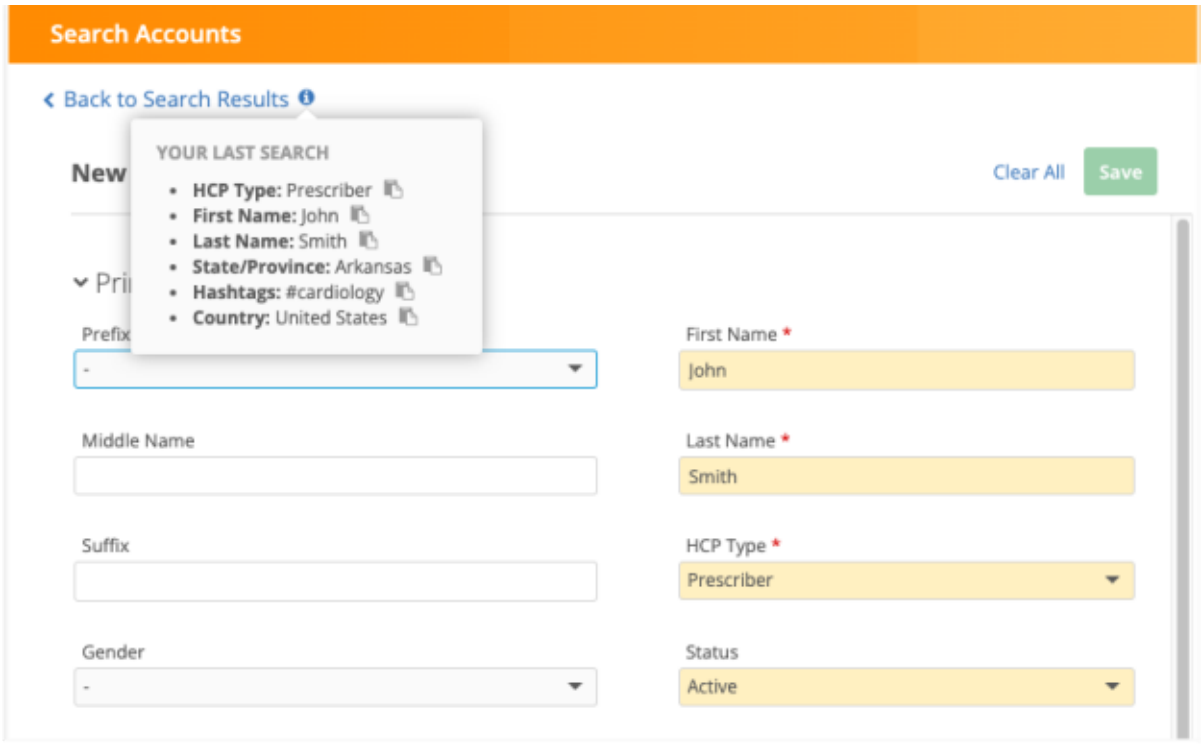

The HCOs that are flagged as a key network/IDN will display as a health system in the Hierarchy Explorer widget for those countries.

## Search widget

### SEARCH TERMS

25R1

On Add Requests and record profiles, an Info icon displays beside the breadcrumb so you can view the terms used in your last search.




This enhancement is enabled by default.

### CREATING ADD REQUESTS

24R3.1

Add requests are now populated with the data that you entered in the Advanced search form. This helps you to more quickly create add requests. Previously, when you searched for an account and it was not found, you had to retype the info again to create the add request.

This enhancement is enabled by default.

#### *Copied fields*

After you use the Advanced search form and the account is not found, you can click **Create New** to start an add request.

All of the field values defined in the Advanced search form will be pre-filled in the add request, if possible. This includes sub-object field values. For example, if you add values in the **State** and **City** fields, those values display in the **Address** section on the add request.

**Considerations**

- **Profile layout** - The field must be in the profile layout used for add requests.
- **Default values** - Fields copied from the Advanced Search form will replace any default values specified on the add request profile layout.

  For example, if the default value for the HCP Type field on add requests is *Prescriber*, but you searched for *Business Professional*, the HCP Type field on the add request will be *Business Professional*.

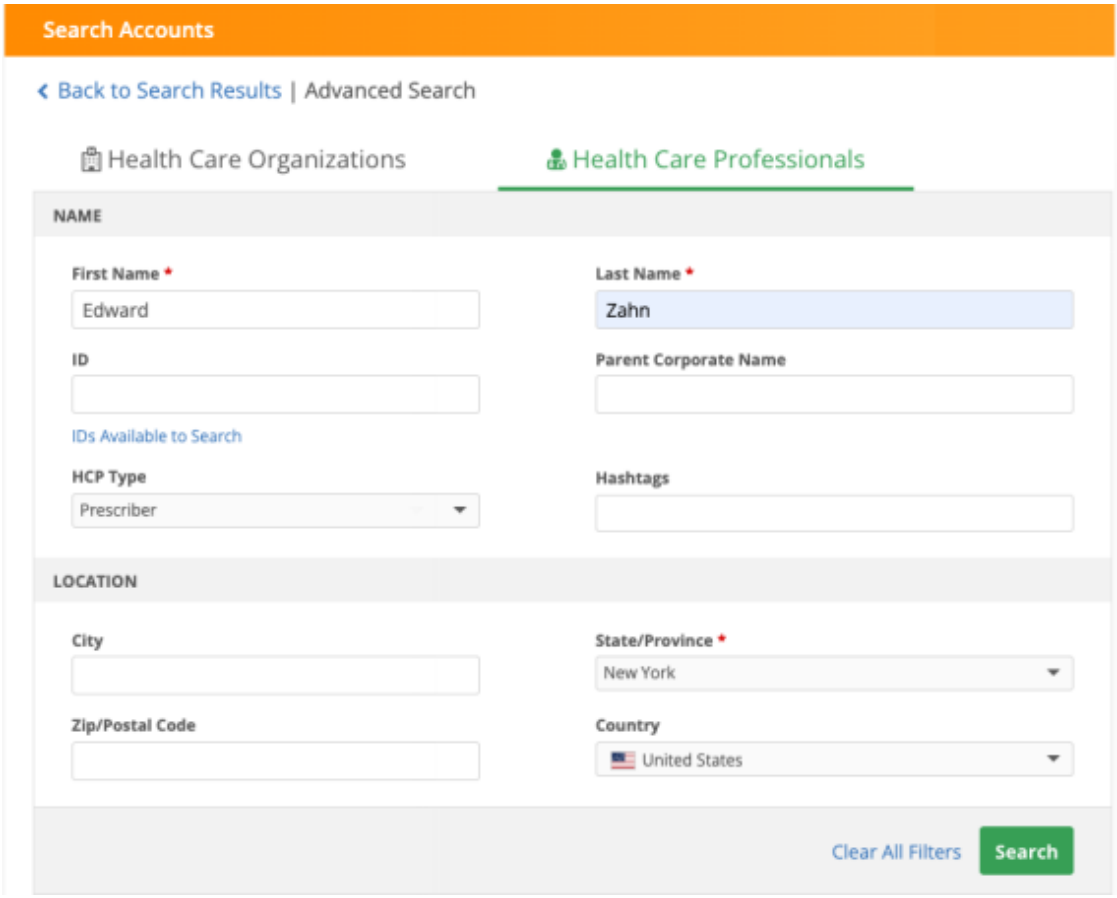
- **Reference values** - Only values that apply to the country in the add request will be copied.

  **Example**

  If you search for *John* (First Name), *Smith* (Last Name), *Prescriber* (HCP Type), and *France* (Country) and then create an add request for a US record, only *John* and *Smith* will be prefilled in the add request. *France* will be dropped as the country and *Prescriber* is dropped because it is not an HCP Type in France.

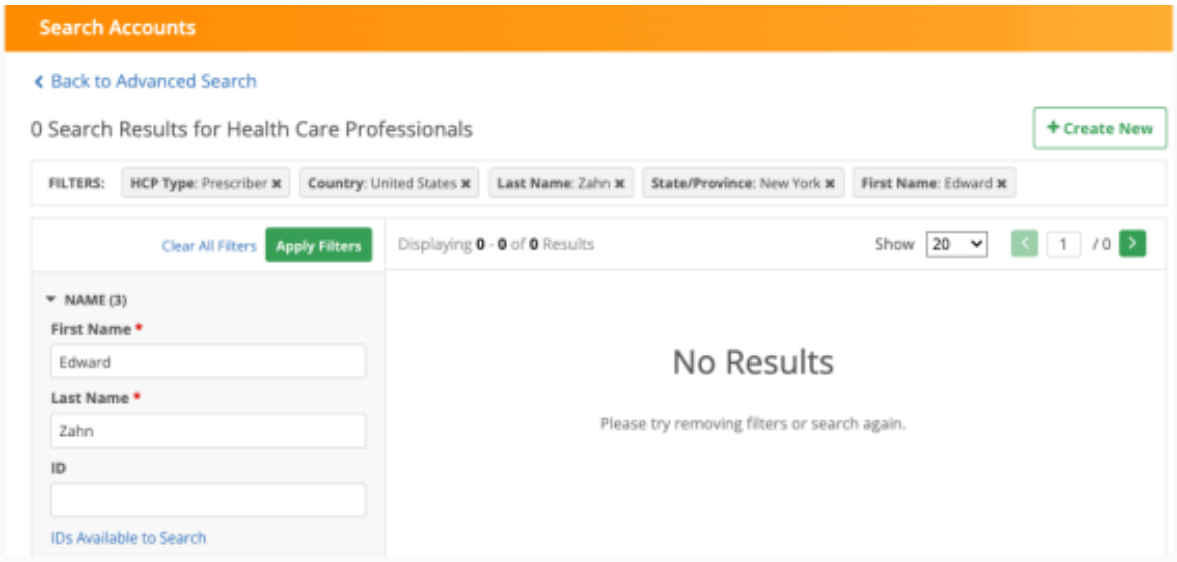
### *Example - Search for an HCP*

In the Advanced Search form, add field values to search for an account.

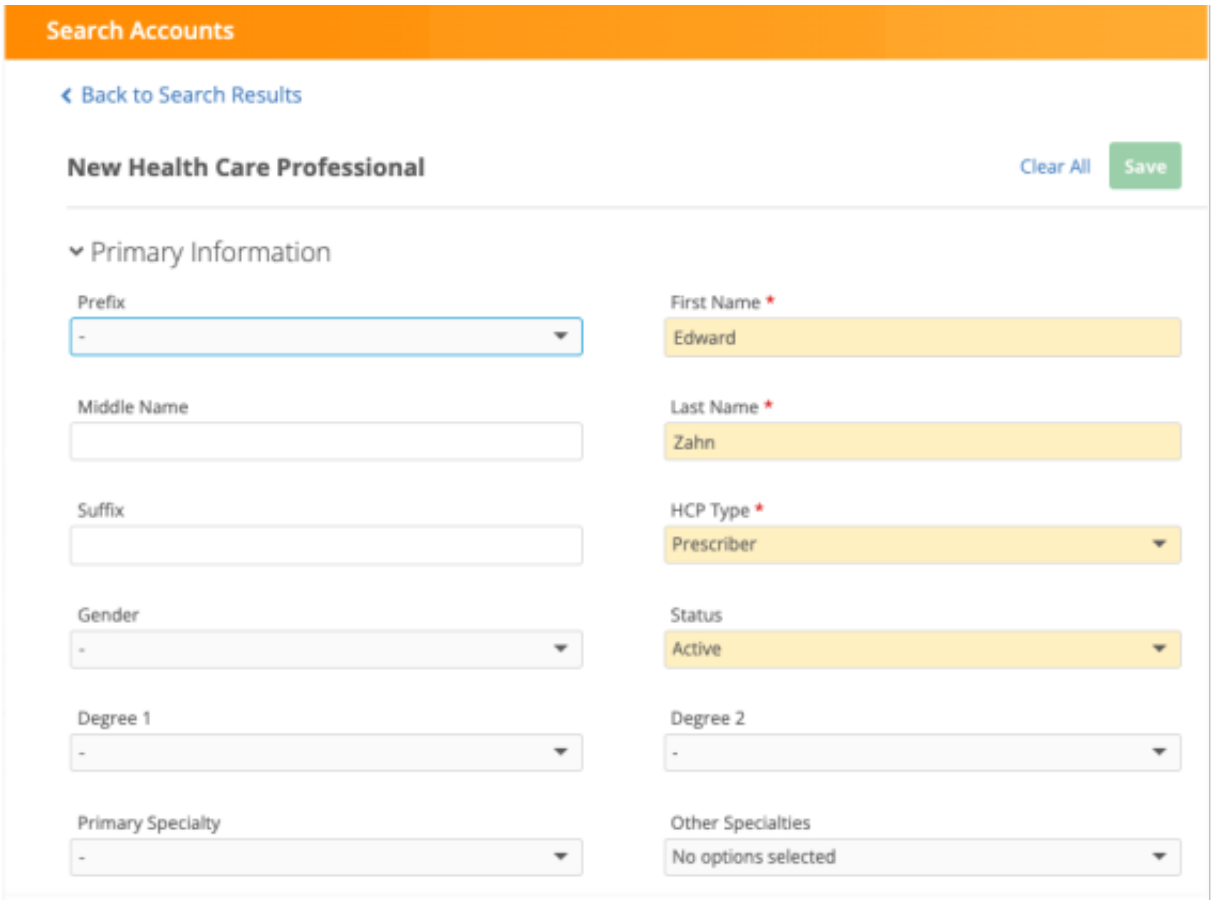



Click **Search**.

In the Search Results, if the account is not found, click **Create New** to add the account.



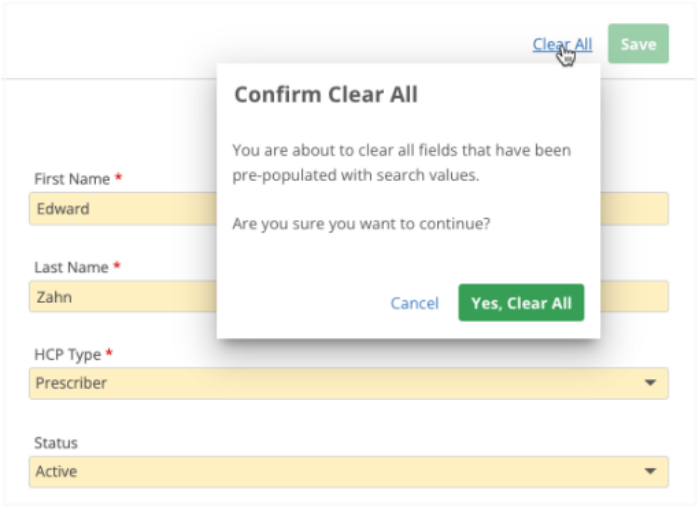

On the New Health Care Professional page, the field values that you entered in the Advanced search form are copied over to the add request.




You can continue to update the add request with additional values and submit the request.

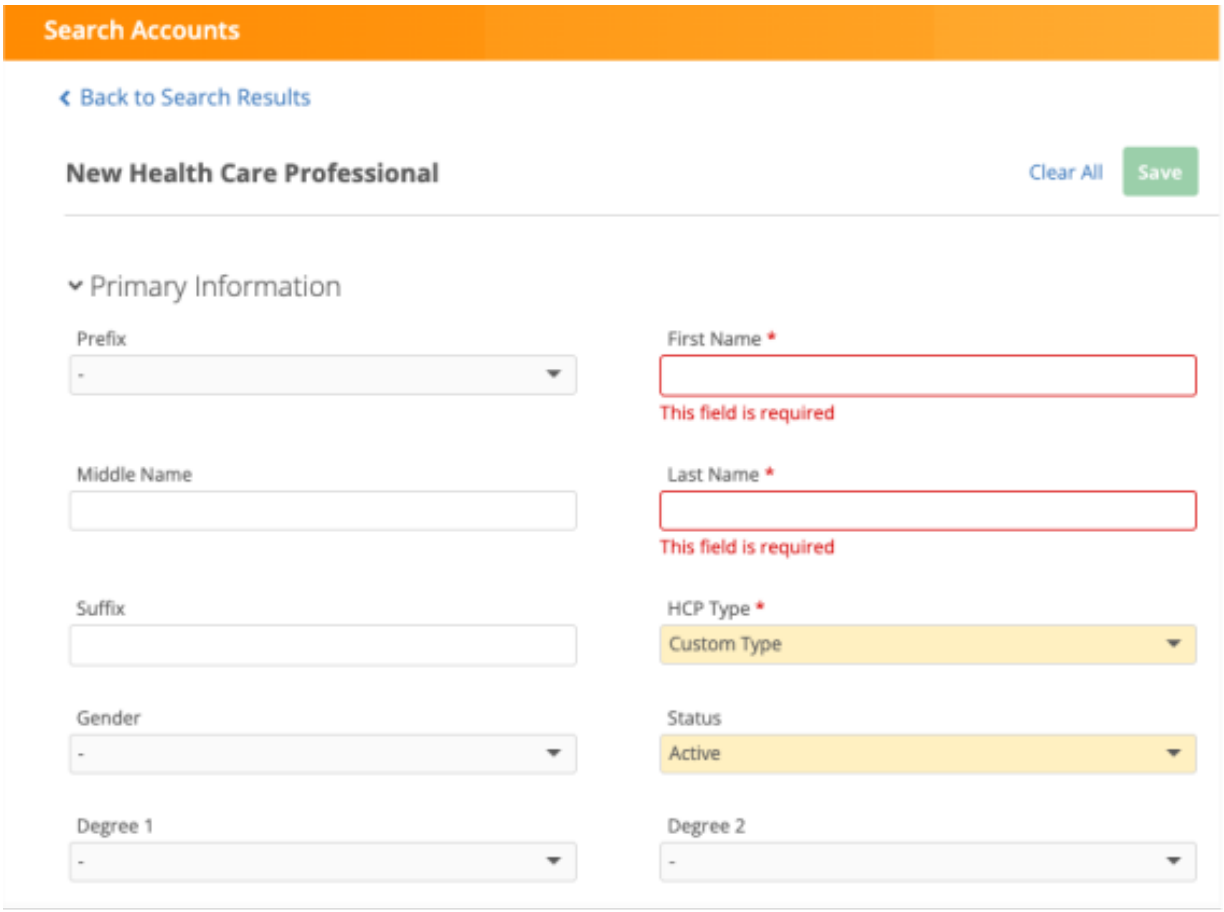
### *Clear the field values*

If you do not want the values that have been prefilled in the add request, click **Clear All**.




In the dialog, click **Yes, Clear All** to confirm your choice.

The Add Request form will be reset to a blank form.



### Recover the cleared values

If you accidentally clear the values, you can recover them.

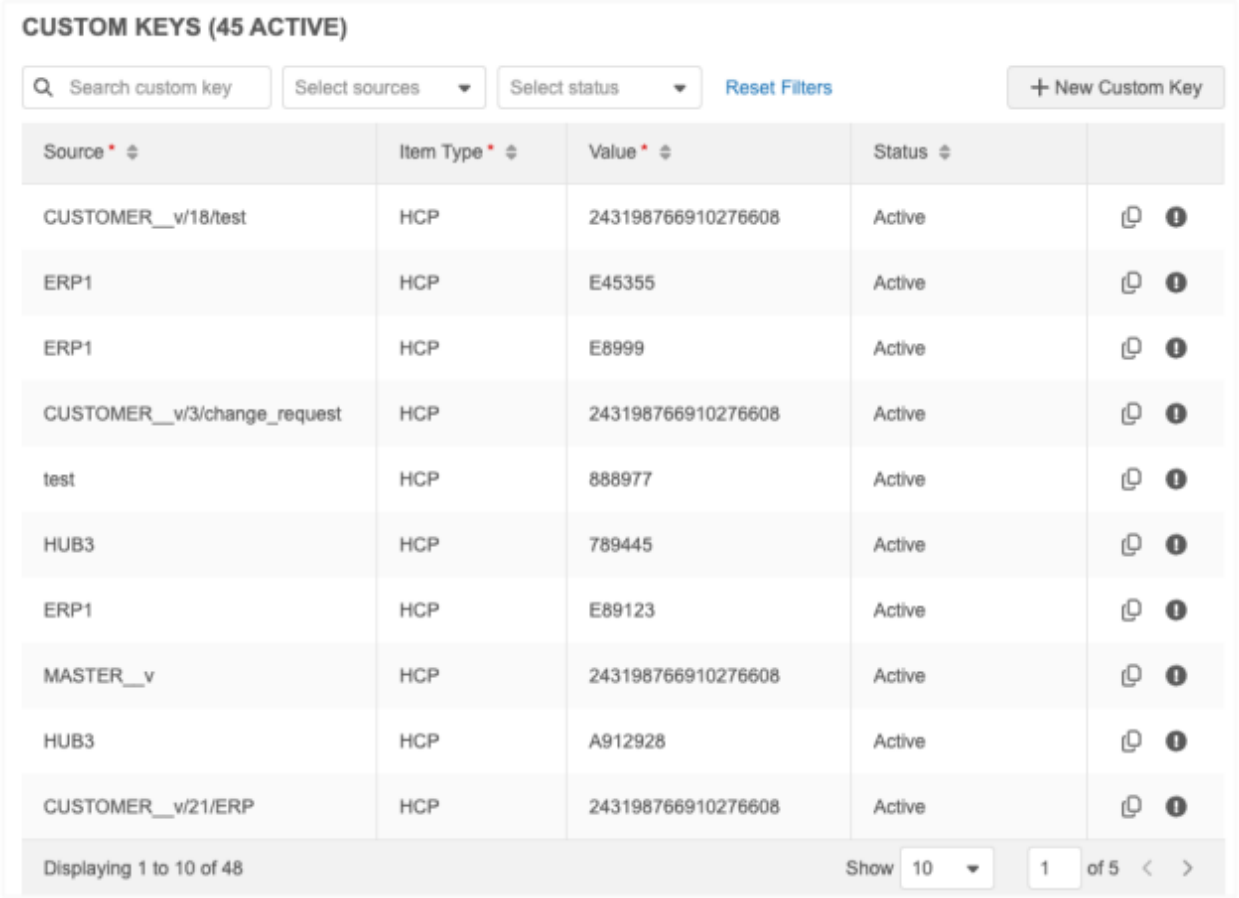
1. On the add request, click the **Back to Search Results** link.
2. In the **Unsaved Changes** pop-up, click **Discard Changes**.
3. The Search Results page displays with your search terms. Click **Create New**.
4. Confirm the country and then the add request displays with the fields populated with the values again.

## Profiles

### CUSTOM KEYS

25R1

Custom keys now display in a table on record profiles so you can easily view and find specific keys.



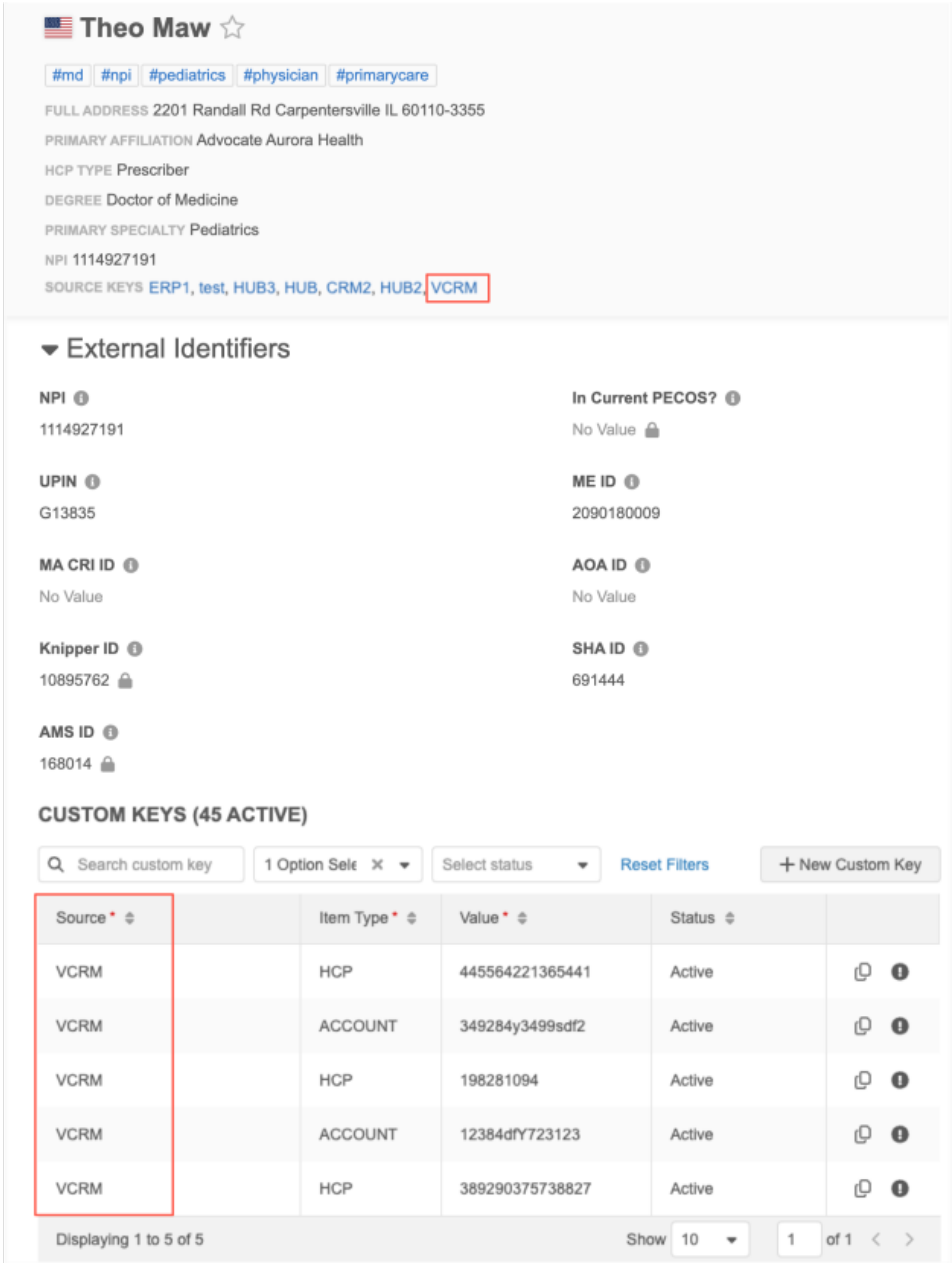

This enhancement is enabled by default in your Network instance.

### *View custom keys*

When a record profile opens, the custom keys display in the Summary header beside the **Source Keys** heading.

**Note:** If there are many custom keys, you might see ellipsis points (...) display as the custom keys are loading.

Click a custom key source to scroll to the **External Identifiers** section on the profile. Under the **Custom Keys** heading, a table displays so you can easily view the keys by source and status.

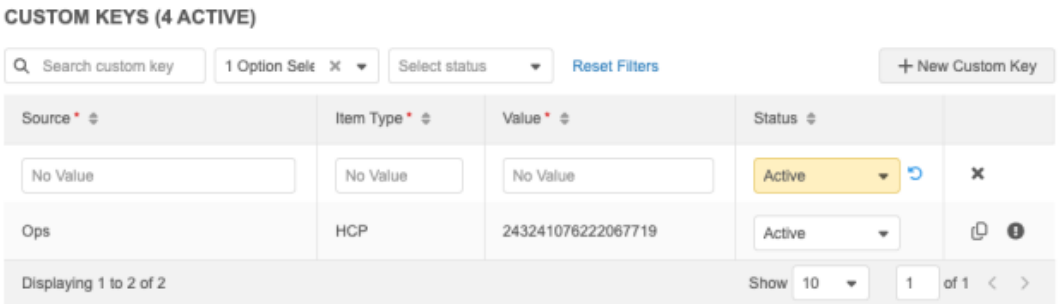
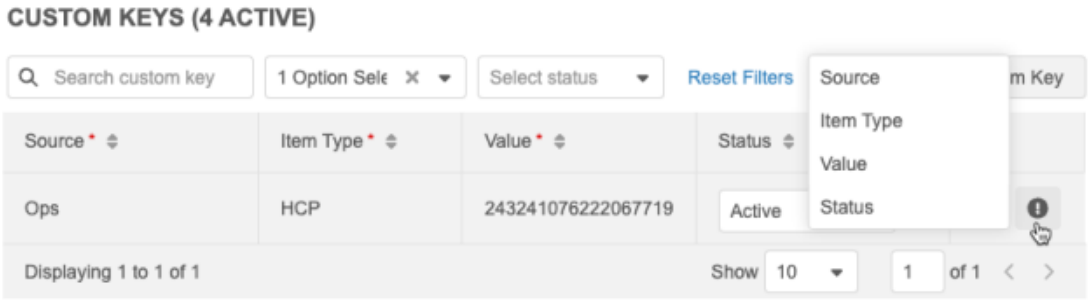



The table is filtered by the custom key source that you selected. A count of all active custom keys displays.

Click **Reset Filters** to remove the current filter and display all custom keys.

### *Actions*

The following actions are available for the **Custom Keys** table.

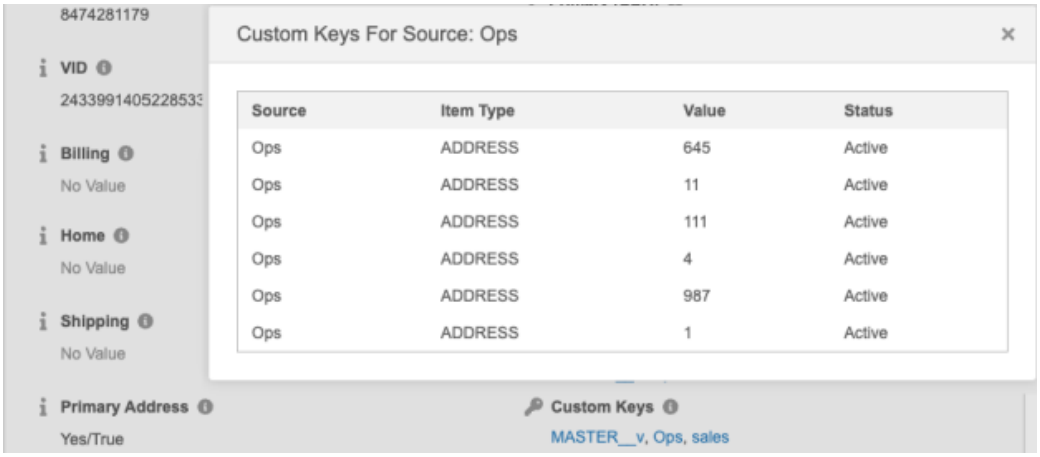
| Action | Details |
|---|---|
| **View** | By default, 10 custom keys display in the table.<br>- Use the **Show** setting to change the number of custom keys that display.<br>- Click the **Arrow** icons (<>) to page through the custom keys. |
| **Search** | Use the Search bar to find a custom key. Search by source name only. |
| **Filter** | Use the **Source** and **Status** filters to find specific custom keys. |
| **Sort** | Click any column heading to sort the table. |
| **Copy** | Click the **Copy** icon to copy the full custom key (Source:Item:Value). |
| **Add** | Click **New Custom Key** to add a key.<br>A new row is added to the table so you can define the **Source**, **Item Type**, and **Value**.<br>The new custom key remains at the top of the table until the changes are saved.<br>  |
| **Undo changes** | Updates to a custom key's status can be reverted. Click the **Undo** icon beside the **Status** change. |
| **View Field Version History** | Click the **Info** icon in the row and choose **Source**, **Item Type**, **Value**, or **Status** to view the revisions for that field. The **Version History** panel will display beside the record profile.<br>  |

### *Supported custom keys*

The **Custom Keys** dialog displays all types of custom keys defined for a record. This includes custom keys created by your custom workflows and any Network or OpenData generated custom keys.

#### Custom keys for sub-objects

There is no change to custom keys on sub-objects. Click a source in the **Custom Keys** field to display all the keys for that source. You can copy the custom key in the dialog.

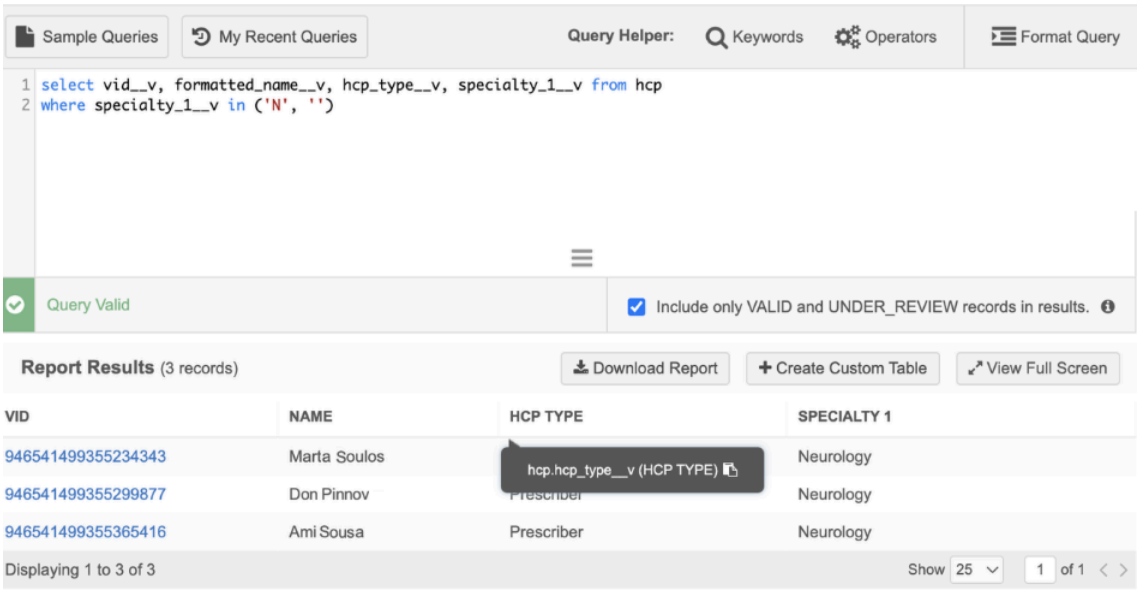



## Network reports

### QUICK COPY FROM RESULTS

25R1

Advanced reporting users can now quickly copy a field name or reference code by hovering over a column header or reference value in the report results (**SQL Query Editor**).




This enhancement is enabled by default in your Network instance.

## Key network enhancements

The following updates were made for key networks/IDNs in this release.

All enhancements are enabled by default in your Network instance.

### NETWORK API SUPPORT

25R1

The Network API now supports the following actions for key networks:

- Retrieve a list of key networks
- Display key networks in Search/Retrieve APIs

#### *KeyNetworks API call*

Use the **keyNetworks** API to retrieve key networks/IDNs in your Network instance.

This API is available in version v35.0 and later.

**Endpoint URL**

```
https://{DNS}/api/vervsion/keyNetworks
```

where

- **DNS** is the URL for your API service
- **version** is the API version. Supported for v35.0 only.
- **keyNetworks** are the top-level HCO entities that are flagged as key networks/IDNs to retrieve

This API call will retrieve all key networks

**Parameters**

- **country** (optional) - Use to filter the key networks by country.

  Countries are listed by reference code in a comma (,) separated list.

**Example**

```
https://verteo.veevanetwork.com/api/v35.0/keyNetworks?countries=CA,US,MX
```

### Sample response


```
{
   "status": "SUCCESS",
   "total": 3,
   "keyNetworks": [
     {
       "vid__v": "242976932788962304",
       "alias": "@ArChildrens",
       "name": "Arkansas Childrens Hospital",
       "hco_type__v": "4:35",
       "record_owner_type__v": "VOD",
       "primary_country__v": "US"
     },
     {
       "vid__v": "242976927730631680",
       "alias": "@MayoClinic",
       "name": "Mayo Clinic",
       "hco_type__v": "4:37",
       "record_owner_type__v": "VOD",
       "primary_country__v": "US"
     },
     {
       "vid__v": "242976930616312832",
       "alias": "@Sanford",
       "name": "Sanford Health",
       "hco_type__v": "4:37",
       "record_owner_type__v": "VOD",
       "primary_country__v": "US"
     }
   ]
 }
```


The key networks are sorted alphabetically (ascending) by alias.

**Key network details**

- **VID** - The HCO's unique ID.
- **Alias** - The HCO's key network alias. For example, `@MayoClinic`.
- **Name** - The corporate name of the HCO.
- **HCO Type** - The reference code for the HCO type, for example, 4:37.
- **Record owner** - The reference code for the record owner type: VOD (Veeva OpenData), LOCAL (locally managed), TPP (third party data provider).
- **Primary country** - The reference code for the country.

  **Note:** OpenData provides a list of key networks for the United Kingdom (UK) and the United States (US).

### Permissions

The key networks display if you have access to HCOs for that country through your data visibility profile.

### *Display key networks in Search/Retrieve APIs*

Users can now see key networks for entities returned in the Search and Retrieve APIs.

#### New parameter

- returnKeyNetworks

The parameter is applied to entities and supplemental entities.

#### Example

```
https://my.veevanetwork.com/api/v35.0/hco/Network:Entity:932671707694238303
?returnKeyNetworks=true
```

#### Sample response

A **keyNetworks** section is returned for each HCP and HCO in the response.

The key networks are sorted alphabetically by alias.

```
"keyNetworks": [
        {
           "vid__v": "242976927730631680",
           "alias": "@MayoClinic",
           "name": "Mayo Clinic",
           "hco_type__v": "4:37",
           "record_owner_type__v": "VOD",
           "primary_country__v": "US"
         },
         {
           "vid__v": "242976930339488769",
           "alias": "@SaintJude",
           "name": "Saint Jude Childrens Research Hospital",
           "hco_type__v": "4:6",
           "record_owner_type__v": "VOD",
           "primary_country__v": "US"
         }
       ]
```

**Key network details**

- **VID** - The HCO's unique ID.
- **Alias** - The HCO's key network alias. For example, `@MayoClinic`.
- **Name** - The corporate name of the HCO.
- **HCO Type** - The reference code for the HCO type, for example, 4:37.
- **Record owner** - The reference code for the record owner type: VOD (Veeva OpenData), LOCAL (locally managed), TPP (third party data provider).
- **Primary country** - The reference code for the country.

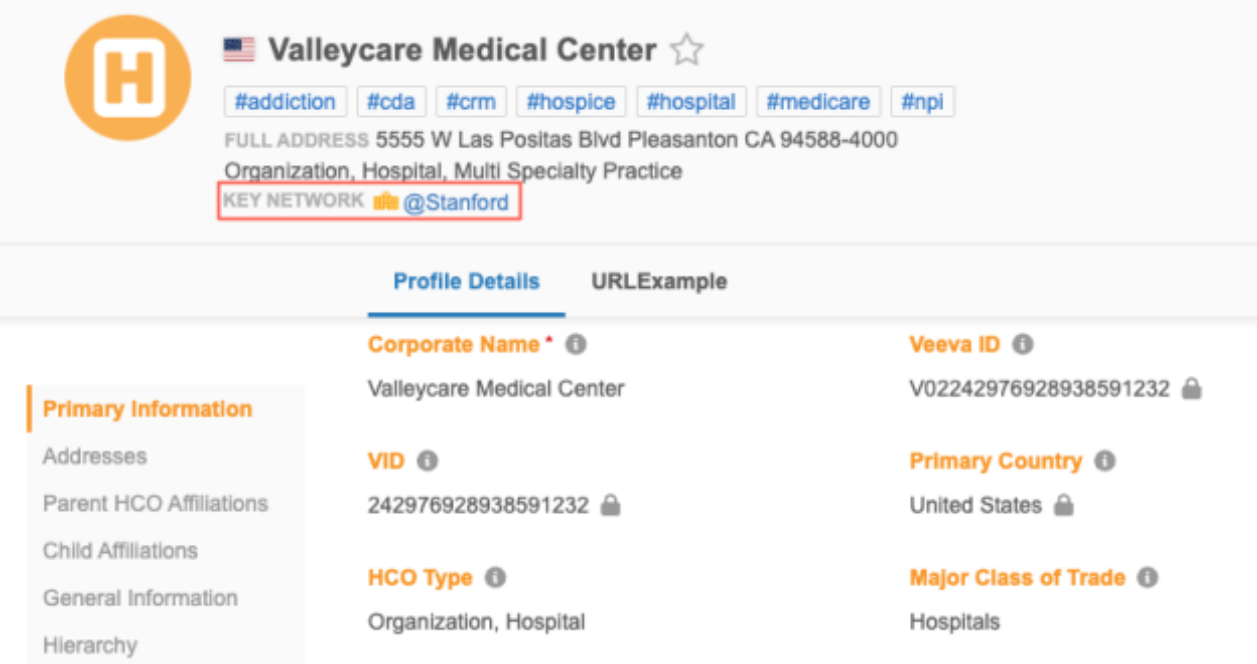
## KEY NETWORKS ON DOWNLOADED RECORDS

25R1

When you download a record from OpenData, the key network/IDN affiliation tags are now immediately displayed on the record in your Network instance.

Previously, the key network information displayed in the search results but it did not display on the downloaded record until the key networks were refreshed by the daily data maintenance job.

**Note:** This is also supported for records downloaded in Vault CRM.




### *Supported download actions*

The key network is included when records are downloaded from Veeva OpenData using ad hoc download jobs:

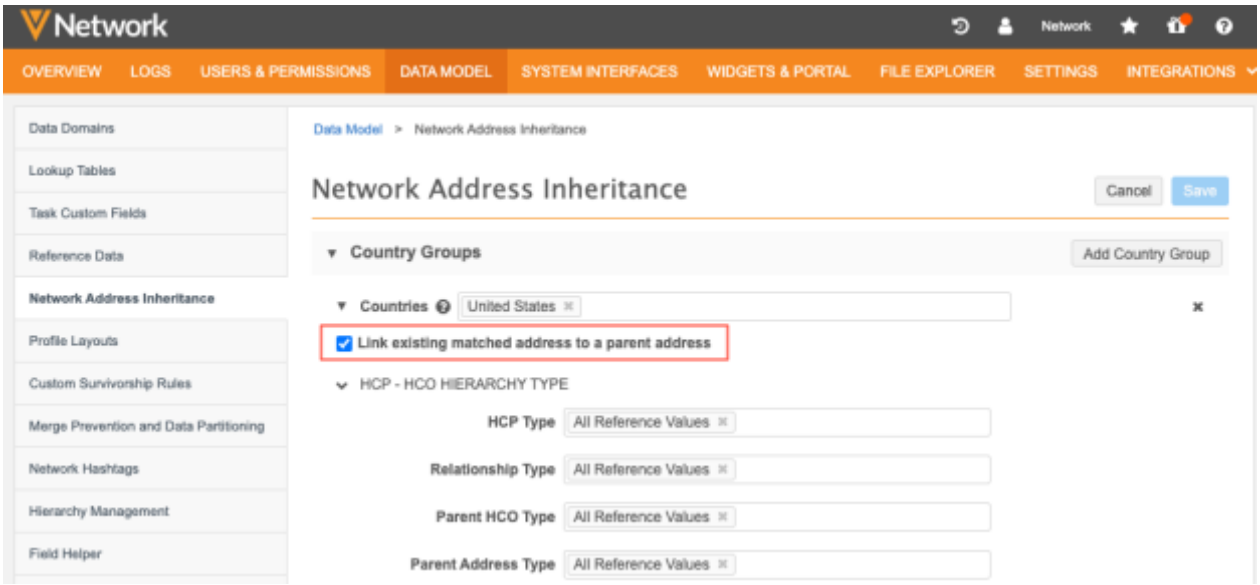
- **Ad Hoc Download** (available on the Veeva OpenData subscription page)
- **Download from OpenData** (using the **Download** icon on the search results or profile page)
- **Sync with OpenData** (available on the search results).

## Data model

### NETWORK ADDRESS INHERITANCE

25R1

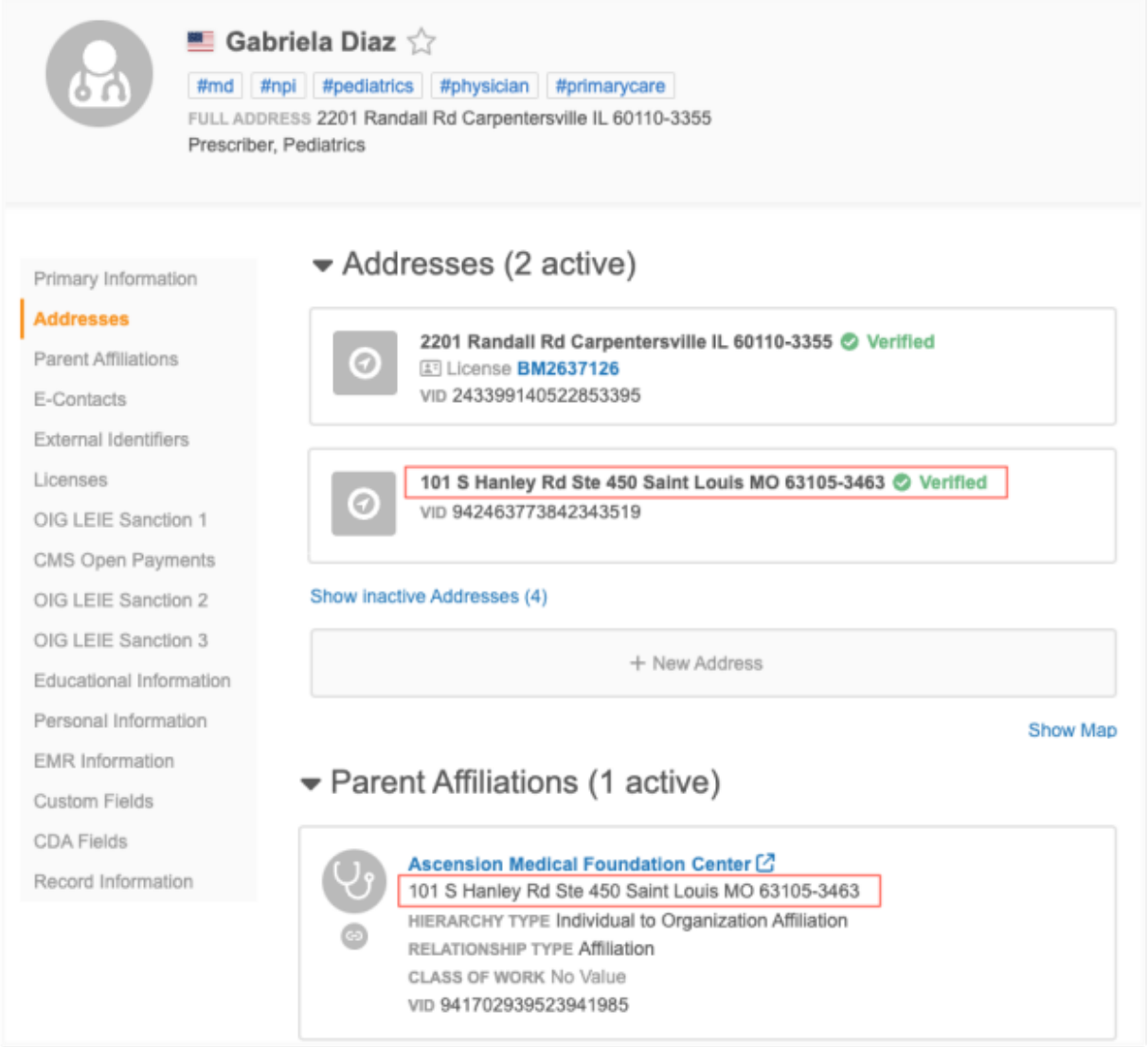
To simplify address management, new or existing parent HCOs can now be linked to existing addresses on records if the addresses match. This ensures that any changes to the parent HCO's address are also made to the child HCO or HCP's.




This enhancement is not enabled by default. Administrators and Data Managers can enable it on Network Address Inheritance country group configurations.

#### *Current behavior*

When a parent HCO has an address that matches to an existing address on an HCP record, the existing address and Parent HCO are not linked. This means updates to the Parent HCO address are not updated on the HCP address.




To link the address to the Parent HCO, you must load the Network Address Inheritance fields on the address.

### *New behavior*

When a record is updated and has a Parent HCO with an address that matches an existing address, the records will be linked.

### Network address inheritance fields

The Network Address Inheritance fields will be populated on the inherited address.

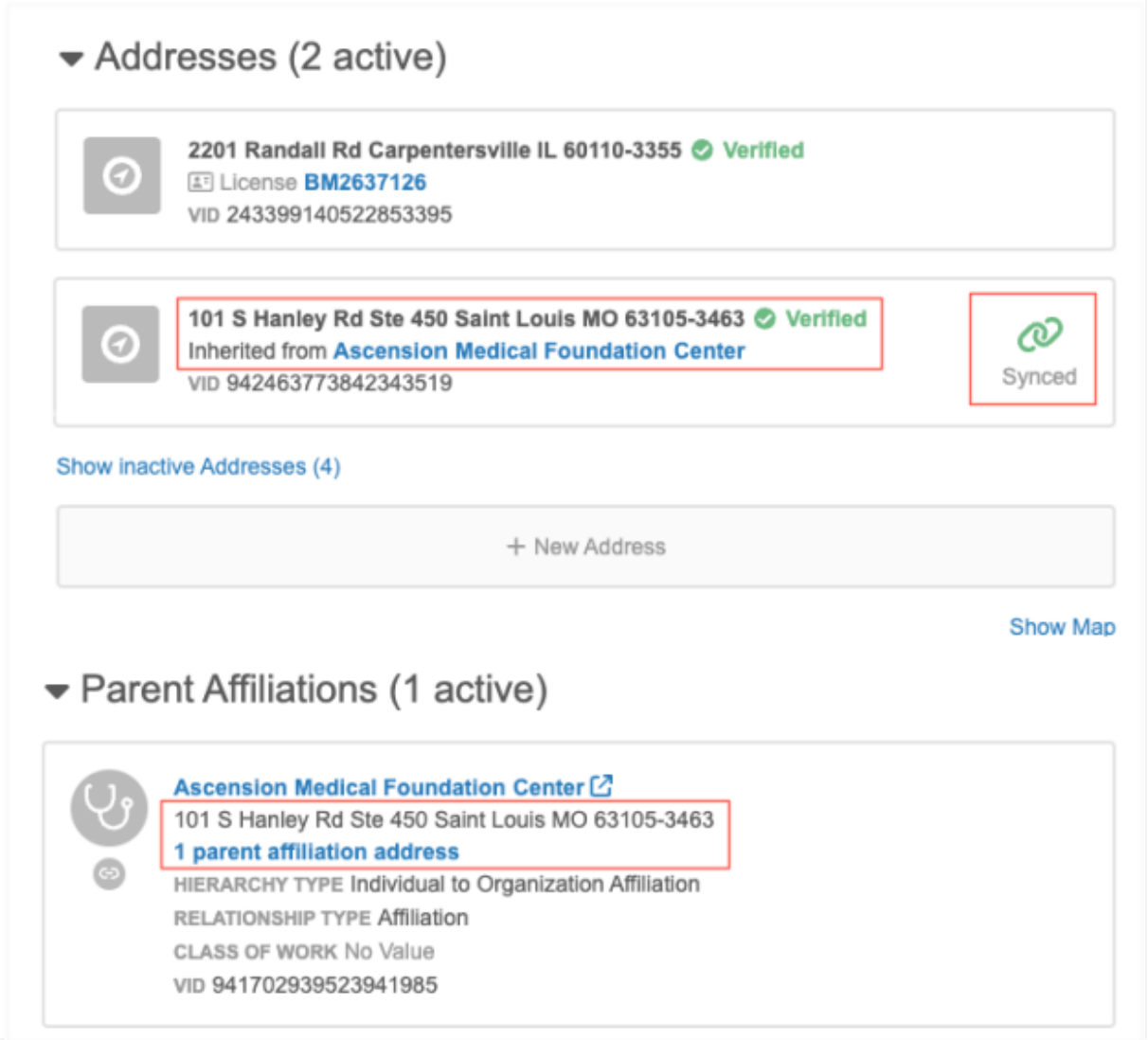
**Note:** The fields are populated only if they are currently empty; this feature does not update existing inherited addresses. Updates from parent HCO addresses are made using the Refresh job. For details, see Refreshing addresses in the *Veeva Network Online Help.*

The fields are populated when any change occurs on the child HCO/HCP from the record profile or a data change request.

| Field Name | Description | Update |
|---|---|---|
| parent_address_vid__v | VID of the parent HCO's address. | Added by Network or can be updated through data loading. |
| parent_address_sync__v | Status that indicates if the address is synched with the Parent HCO's address.<br>Possible status:<br>• **Synced** - The address is copied from a parent address.<br>• **Unsynced** - The copied address from the parent has been changed.<br>• **Re-sync** - Triggers the address to be copied from the parent address again.<br>• **Disqualified** - The previously copied (synced) address no longer exists. | Updated by Network.<br><br>You can also request can request a Resync from the Network UI. |
| parent_address_entity_vid__v | The VID of the HCO (parent) that the address was copied from. | Updated by Network. |

### Updates to the child address

On the record profile, the existing address is updated to display the Parent HCO that the address in inherited from. The **Synced** icon displays to indicate that the address is linked to a parent HCO.




### *Enable the enhancement*

This option to link matching Parent HCO addresses to an existing address on the child HCP/HCO can be enabled for each country group defined in your Network Address Inheritance configuration.

#### Prerequisite

Network Address Inheritance must be enabled in your Network instance. Contact Veeva Support.

#### Enable the setting

1. Open a country group configuration (**Data Model > Network Address Inheritance**).
2. Select **Link existing matched address to a parent address**. The setting is not selected by default.

## HCP OPT OUT

25R1

The `opt_out__v` field is now available for all countries managed by OpenData in Latin America.

This field is used to indicate that an HCP wants to be opted out of OpenData. It is for information purposes only. When the flag is set to *True*, downstream systems can still view records that have been opted out using this field.

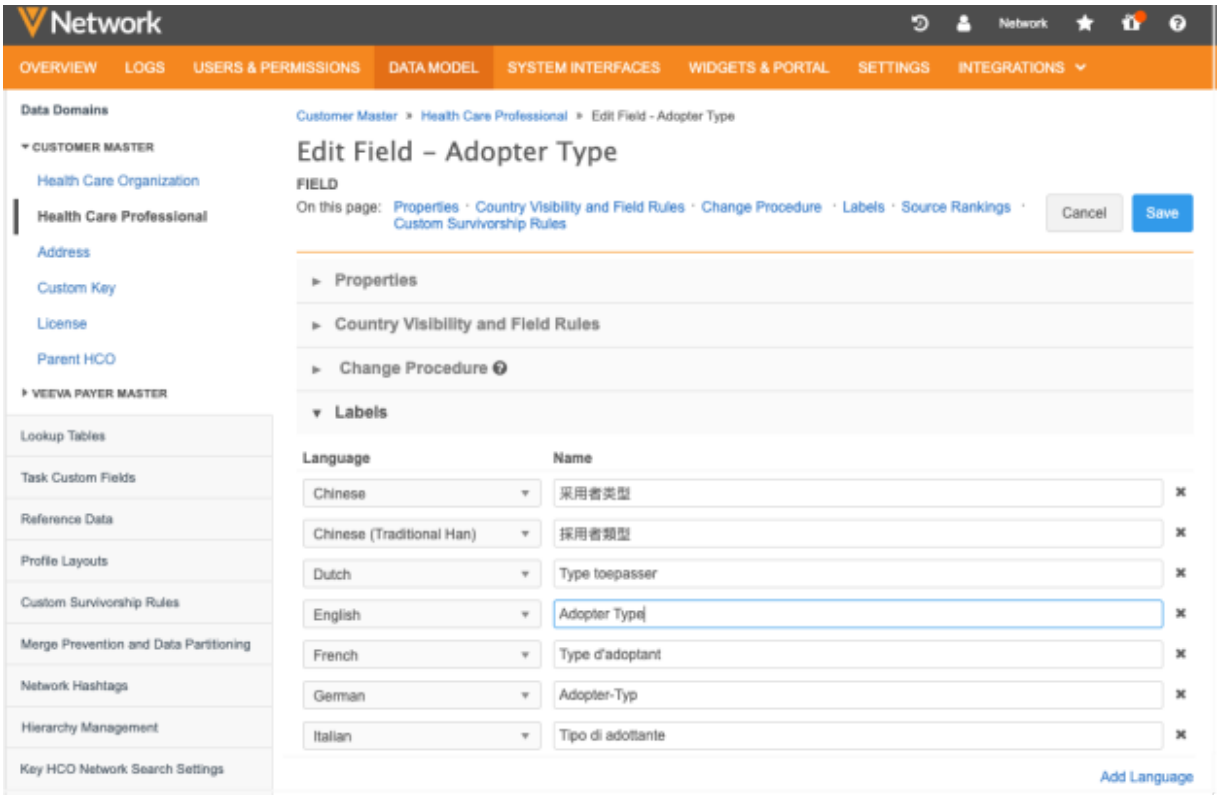
- Argentina (AR)
- Bahamas (BS)
- Barbados (BB)
- Bermuda (BM)
- Bolivia (BO)
- Brazil (BR)
- Cayman Islands (KY)
- Chile (CL)
- Colombia (CO)
- Costa Rica (CR)
- Curacao (CW)
- Dominican Republic (DO)
- Ecuador (EC)
- El Salvador (SV)
- Guatemala (GT)
- Honduras (HN)
- Jamaica (JM)
- Mexico (MX)
- Nicaragua (NI)
- Panama (PA)
- Peru (PE)
- Paraguay (PY)
- Trinidad & Tobago (TT)
- Uruguay (UY)

This update is enabled by default in your Network instance.

## CDA FIELD LABELS

25R1

You can now add, edit, and remove the translation labels for locally managed CDA fields.




This enhancement is enabled by default in your Network instance.

### *Supported fields*

All CDA fields have the `__v` suffix. This suffix typically means a field is managed by OpenData, but some CDA fields are custom fields that are managed locally.

Labels can be added, edited, and removed for any language for the locally managed CDA fields.

For the list of custom CDA fields, see Locally managed CDA fields in the *Veeva Network Online Help*.

#### Field ownership

As part of this enhancement, the orange Veeva icons have been removed from the **Field** section in the data model. The icon is also removed from the field details page. Previously, the Veeva icon displayed beside all `__v` fields. This ensures that there is no confusion about the ownership of the fields.

### *Edit a label*

To add, change, or remove a language label:

1. Click **Data Model > Customer Master** (data domain) and choose an entity. For example, choose **Health Care Professional**.
2. In the **Fields** section, click the CDA field name. For example, `adopter_type_cda__v`.
3. On the Edit Field page, scroll to the **Labels** section. Each **Language** and **Name** can be changed.
    - **Edit** - Click the **Name** field and make the changes.
    - **Add** - Click **Add Language**. In the new row, choose the **Language**. In the Name field, type the translated label.
    - **Remove** - Click the **x** icon in the row to remove the label.

### *Veeva updates to field labels*

After you customize a field label, any changes that Veeva makes to the label will not overwrite your changes.

## CLUSTER CODES FOR THE UK

25R1

Updated cluster codes from IQVIA™ are available for the United Kingdom. The new cluster version is Version 3.0.

To update addresses with the latest cluster codes:

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

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

## CLUSTER CODES FOR GERMANY AND SPAIN

24R3.1

Updated cluster codes are available for the following country/provider combinations:

- Germany - Insight Health™

  The new cluster version is Version 3.0.

- Spain - IQVIA™

  The new cluster version is Version 4.0

The new cluster version is available by default if you have the 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 country/provider cluster configuration.
3. In the **Cluster Management Details** section, expand the **Cluster Version** field and choose the newest version.
4. **Save** your changes.
5. Click **Refresh Addresses** to run a data maintenance job to ensure that all addresses for the country have the latest cluster codes.

The new cluster version is available by default if you have these country/provider combinations enabled in your Network instance.

## MULTIVALUED REFERENCE FIELDS

24R3.1

Support for multivalued reference fields is extended on record profiles, data change requests, and reporting.

These enhancements are enabled by default in your Network instance.

### *Profiles*

Multivalued fields can now be edited on record profiles. Previously, the fields were locked.

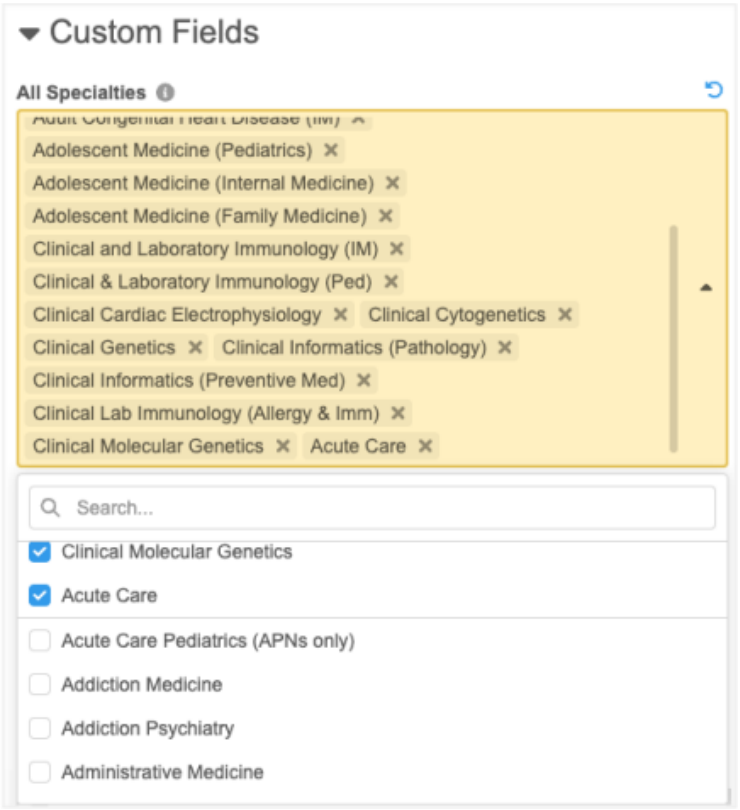
#### CDA fields

This enhancement does not apply to multivalued CDA fields. These fields remain read-only on profiles:

- `all_degree_cda__v`
- `all_spec_cda__v`
- `all_spec_group_cda__v`

#### Edit multivalued fields

When the profile page is in Edit mode, you can search for values, add, remove and sort values on the fields.




Click the **Undo** icon to revert the change.

### Add values

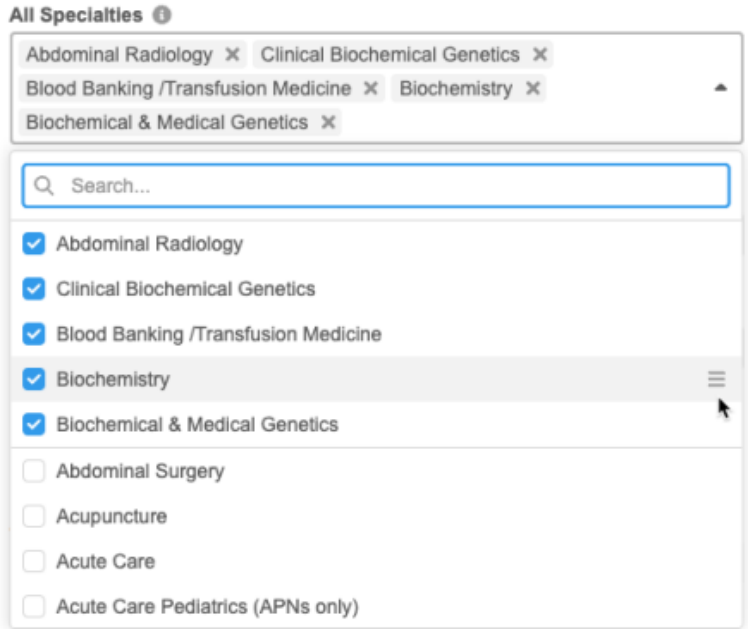
Values display on the field in the order that they are added.

A maximum of 50 values can be added to each field. When the limit is reached, the remaining values are dimmed and cannot be selected.

### Sort values

You can change the order of the values so they are listed by priority on the profile.

Click the field and hover over a value to display the **Handle** ≡ icon. Use the icon to move the value into a different position in the list.




## *Data change requests*

Data stewards can identify and manage changes to multivalued fields. Previously, the fields were read-only.

### CDA fields

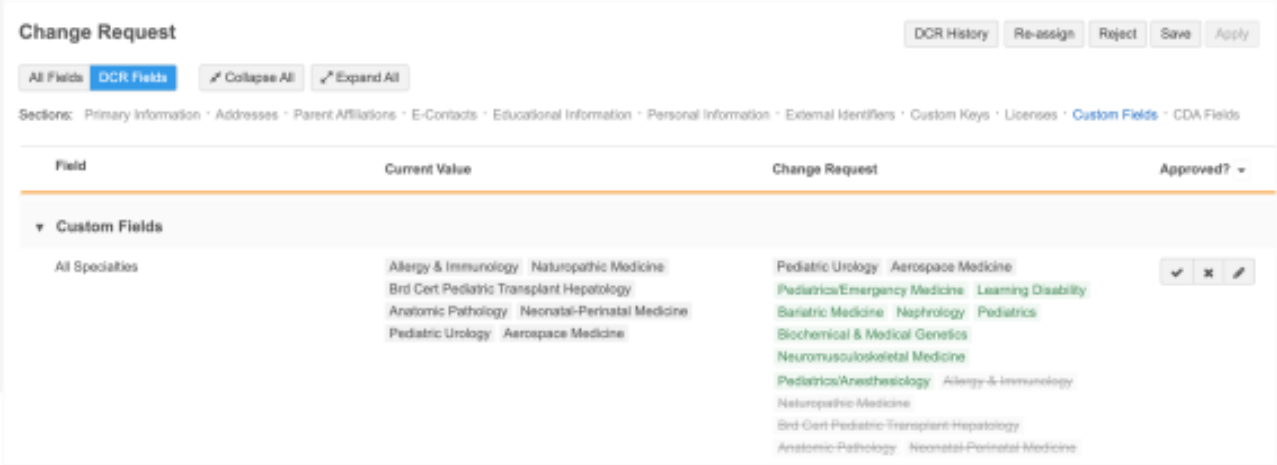
These CDA fields remain read-only on DCRs:

- `all_degree_cda__v`
- `all_spec_cda__v`
- `all_spec_group_cda__v`

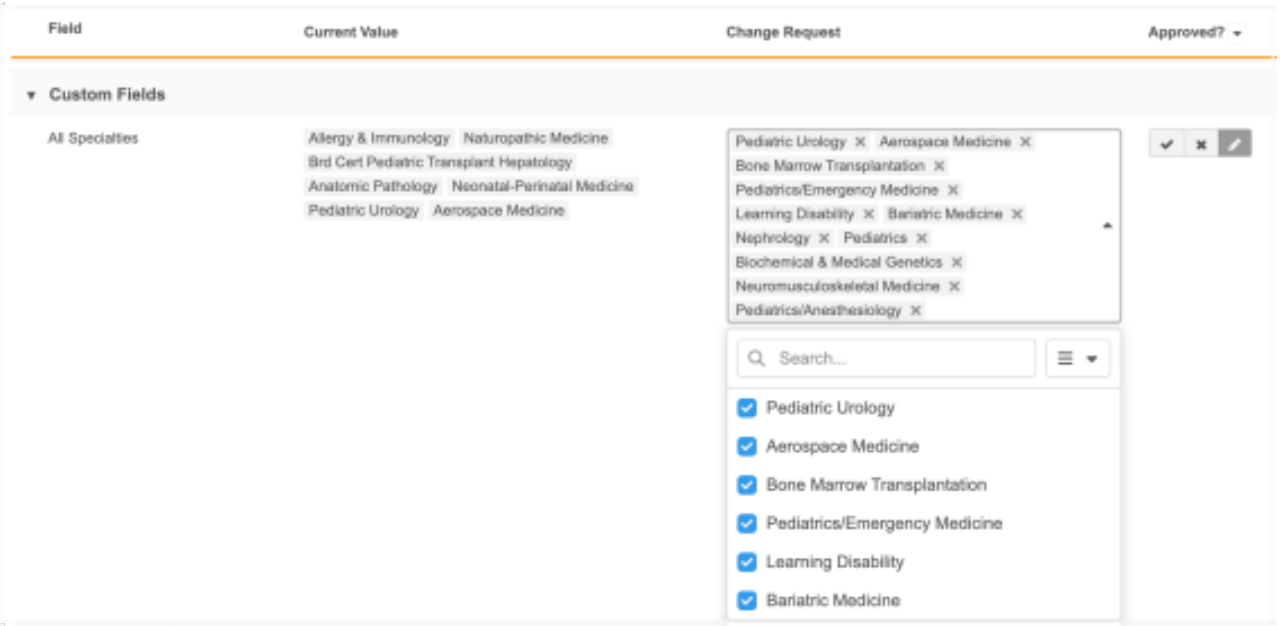
### Identify changes

Before editing the field, Data Stewards can quickly identify the values that are requested to be changed.

- **New values** - Highlighted in green color.
- **Removed values** - Dimmed with a strikethrough.
- **Current values** - Highlighted in gray color.




When Data Stewards click the **Edit** icon, the highlighting and strikethroughs are removed. Data Stewards can search for values, add, remove, and sort the values.

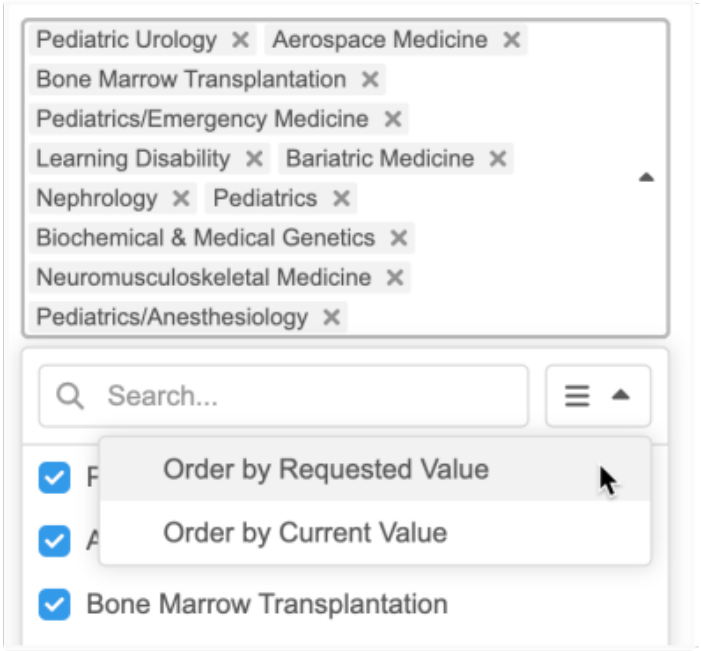


### Sort values

Data Stewards can change the order of the values in the list. The order that is defined when the DCR is approved is the order the values will display on the record profile.

To reorder the fields, click the **Sort** icon and choose one of the following options:

- **Order by Requested Value** - (Default) Display the requested values at the beginning of the list.
- **Order by Current Value** - Display the current value on the record at the beginning of the list. The newly requested values will move to the end of the list.




To manually reorder values so they are listed by priority, click the field and hover over a value to display the **Handle** icon. Use the icon to move the value into a different position in the list.

### Submit DCRs from the Network API

Integration users can submit data change requests on custom multivalued reference fields.

A maximum of 50 values are supported for each field.

**Exceeded limit**

If the limit is exceeded, the changes for that field will be automatically rejected.

The following Resolution Note will be applied to the task:

```
System Rejected - Multivalued field's reference code count has exceeded the limit.
```

The result in the API will be CHANGE_REJECTED.

### *Reporting*

Advanced reporting users can run queries on multivalued reference fields in the SQL Query Editor (**Reports**). Previously, when the fields were used, they were treated as a String.

The following SQL functions are now available to query the fields.

#### multivalued_size

Returns the number of values (integer) in a multivalued field.

**Syntax**

```
multivalued_size(<multivalued field name>)
```

**Example query**

This query returns a count of the values in the `all_specialties__c` multivalued field.

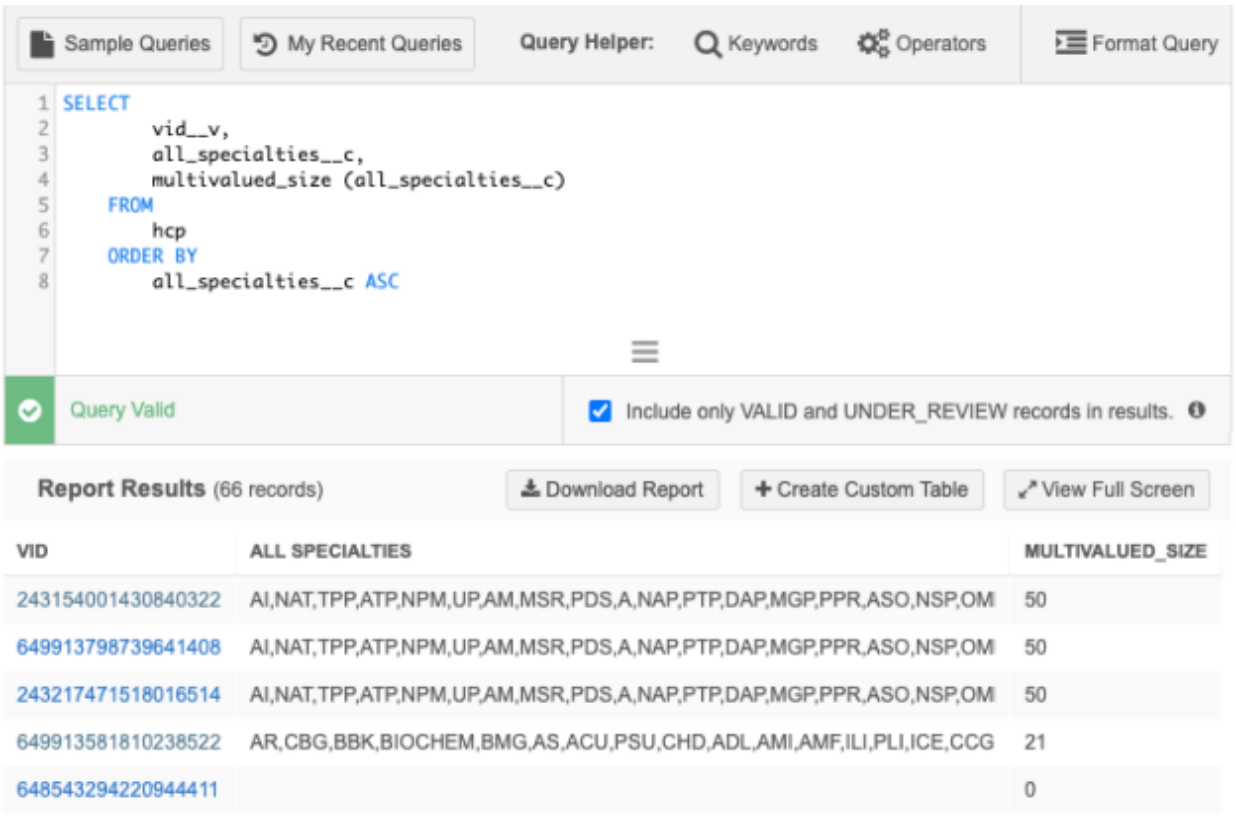
```
SELECT
         vid__v,
         all_specialties__c,
         multivalued_size (all_specialties__c)
     FROM
         hcp
     ORDER BY
         all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **Multivalued_size** - A count of the field values.

If a record has no values for the field, the multivalued field name column is empty and the **Multivalued_Size** column value is `0`.




### multivalued_index

Returns the numerical position of the provided reference code in the multivalued field (or null if the value is not present).

**Syntax**

```
multivalued_index(<multivalued field name>, '<ref code>')
```

**Example query**

In this example, the query returns the position of the `MSR` value for the `all_specialties__c` field for each record.

```
SELECT
        vid__v,
        all_specialties__c,
        multivalued_index (
            all_specialties__c,
            'MSR'
        ) AS md_spec__idx
    FROM
        hcp
    ORDER BY
        all_specialties__c ASC
```

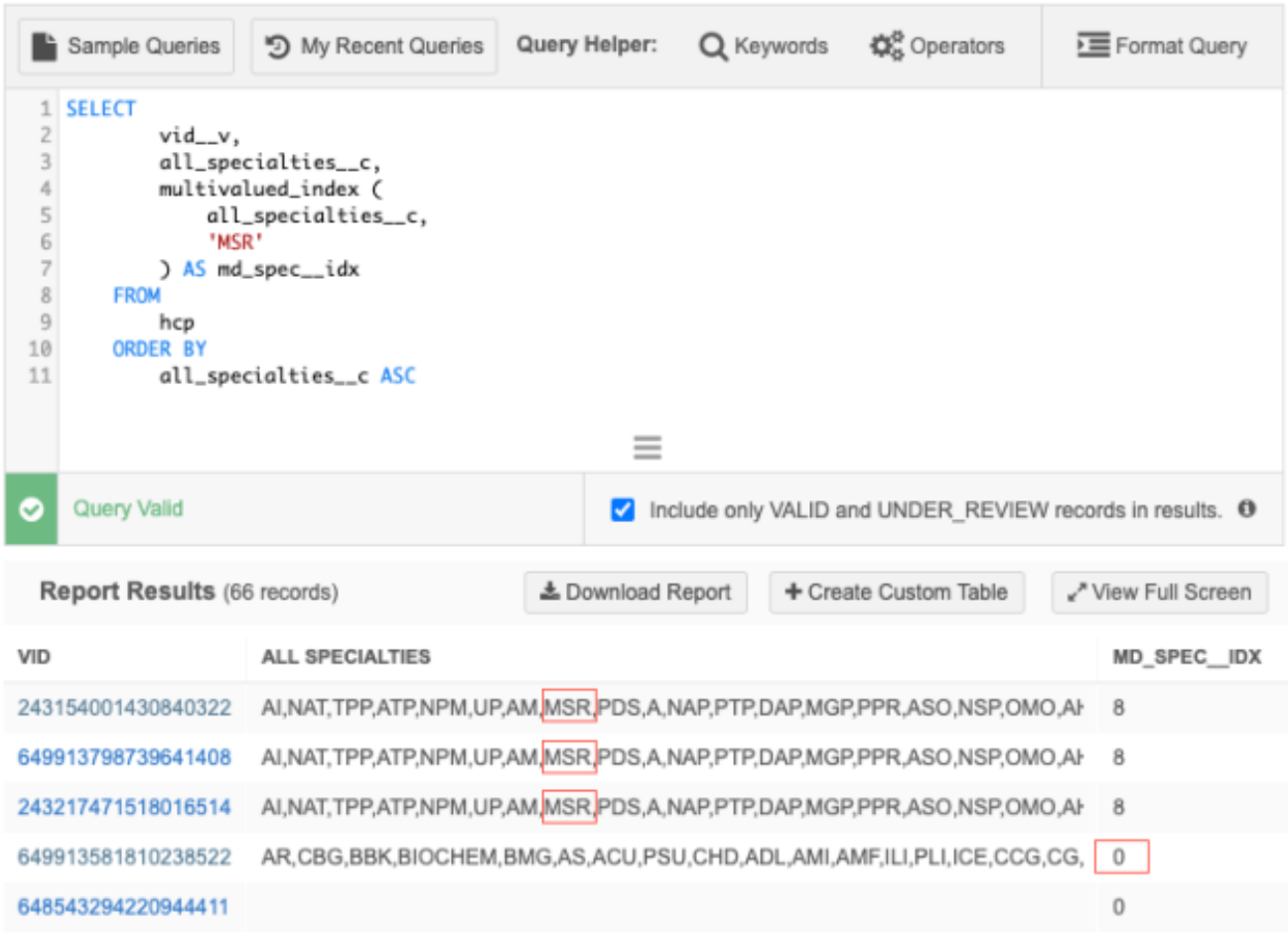
**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the value sin the order they display on the record.
- **MD_SPEC_IDX** (custom column name) - The placement of the defined reference code in the list.

  In the example results, the `MSR` value is in the eighth (8) position for the first three records. It is not a value in the fourth record so 0 displays.

If a record has no values for the field, the multivalued field name column is empty and the **MD_SPEC_IDX** column value is `0`.



### multivalued_value

Use to extract a single reference code at a given position.

**Syntax**

```
multivalued_value(<multivalued field name>, index)
```

**Example query**

This query extracts the values in the first (1) and second (2) position from the `all_specialties__c` multivalued field.

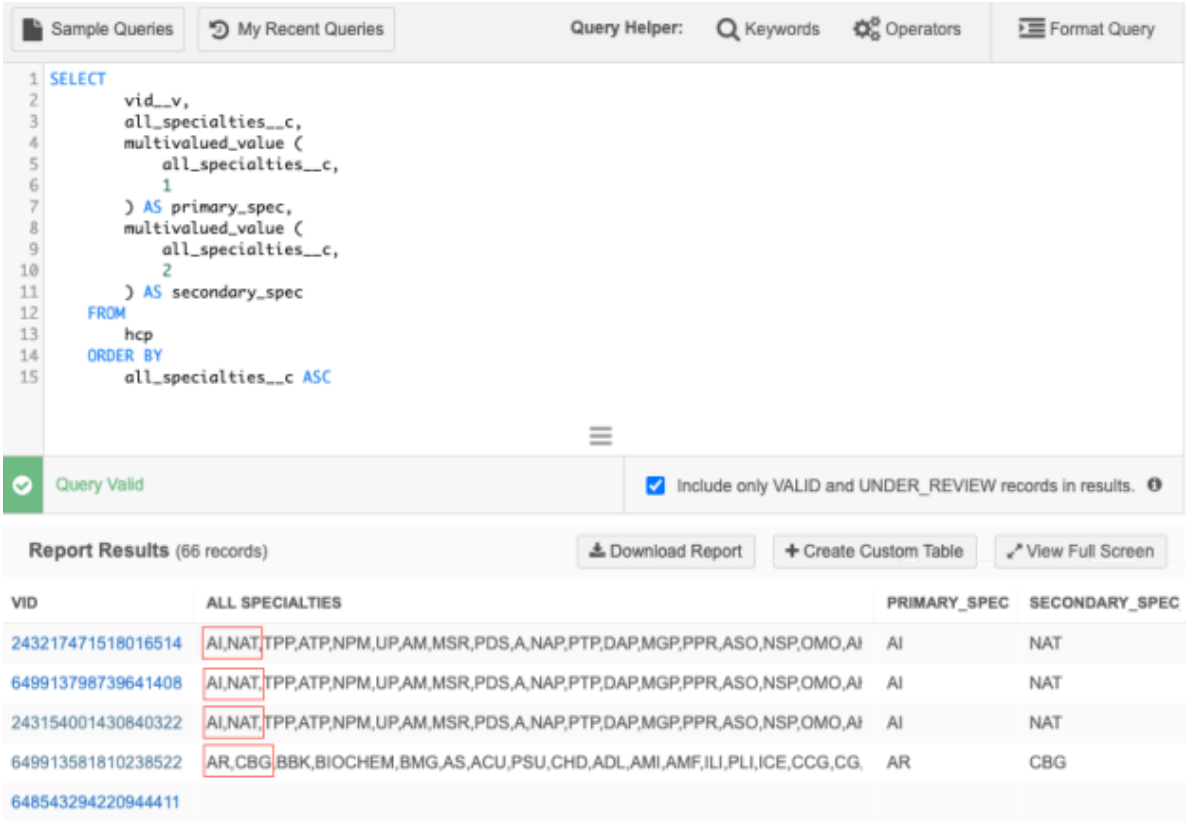
```
SELECT
          vid__v,
          all_specialties__c,
          multivalued_value (
              all_specialties__c,
              1
          ) AS primary_spec,
          multivalued_value (
              all_specialties__c,
              2
          ) AS secondary_spec
      FROM
          hcp
      ORDER BY
          all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **Primary_spec** (custom column name) - The reference code that is listed as the first value in the multivalued field.
- **Secondary_spec** (custom column name) - The reference code that is listed as the second value in the multivalued field.

The columns are null if there are no values on the field for a record.




## multivalued_has

Returns *True* or *False* if the field contains *all* the provided reference codes in any order.

### Syntax

```
multivalued_has(<multivalued field name>, '<ref code 1>', '<ref code 2>',
... )
```

### Example query

This query returns *True* if the `MSR` and `CTR` reference codes are listed as a value anywhere on the `all_specialties__c` multivalued field, otherwise, *False* is returned.

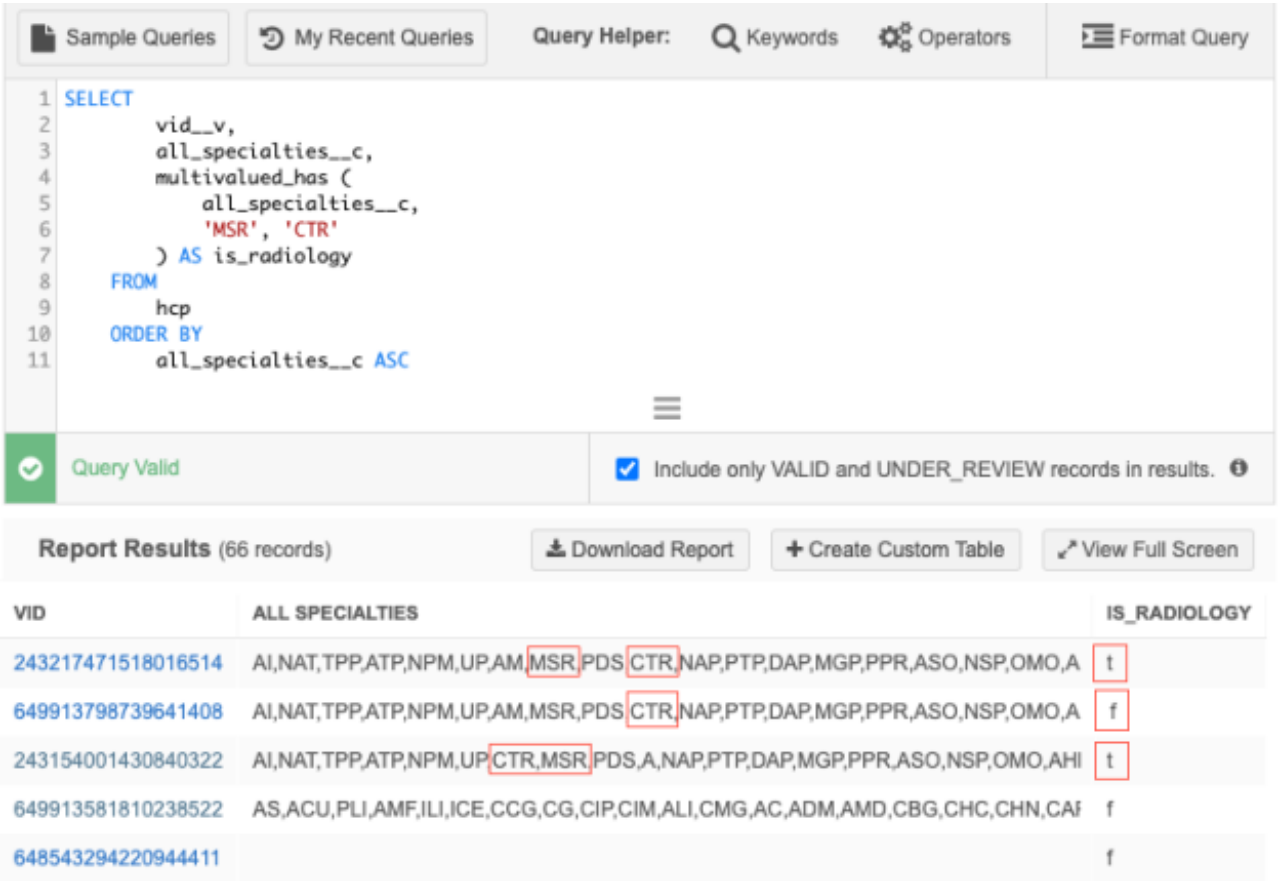
```
SELECT
        vid__v,
        all_specialties__c,
        multivalued_has (
            all_specialties__c,
            'MSR', 'CTR'
        ) AS is_radiology
    FROM
        hcp
    ORDER BY
        all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **Is_Radiology** (custom column name) - The value is *True* (t) if all the reference codes (`MSR` and `CTR`) are listed on the multivalued field. The value is *False* (f) if all the reference codes are not listed.

  In these example results, the first and third record contain both values (in any position), so *True* is returned. The second record contains only one of the values and the fourth record contains neither value so *False* is returned.



### multivalued_contains

Use to find if the multivalued field contains all the provided reference codes. The order that the codes are listed in the field is important. Returns *True* or *False*.

**Syntax**

```
multivalued_contains(<multivalued field name>, '<ref code 1>', '<ref code 2>', ...)
```

**Example query**

This query returns *True* if the `MSR` and `CTR` reference codes are listed as a value in that order on the `all_specialties__c` multivalued field, otherwise, *False* is returned.

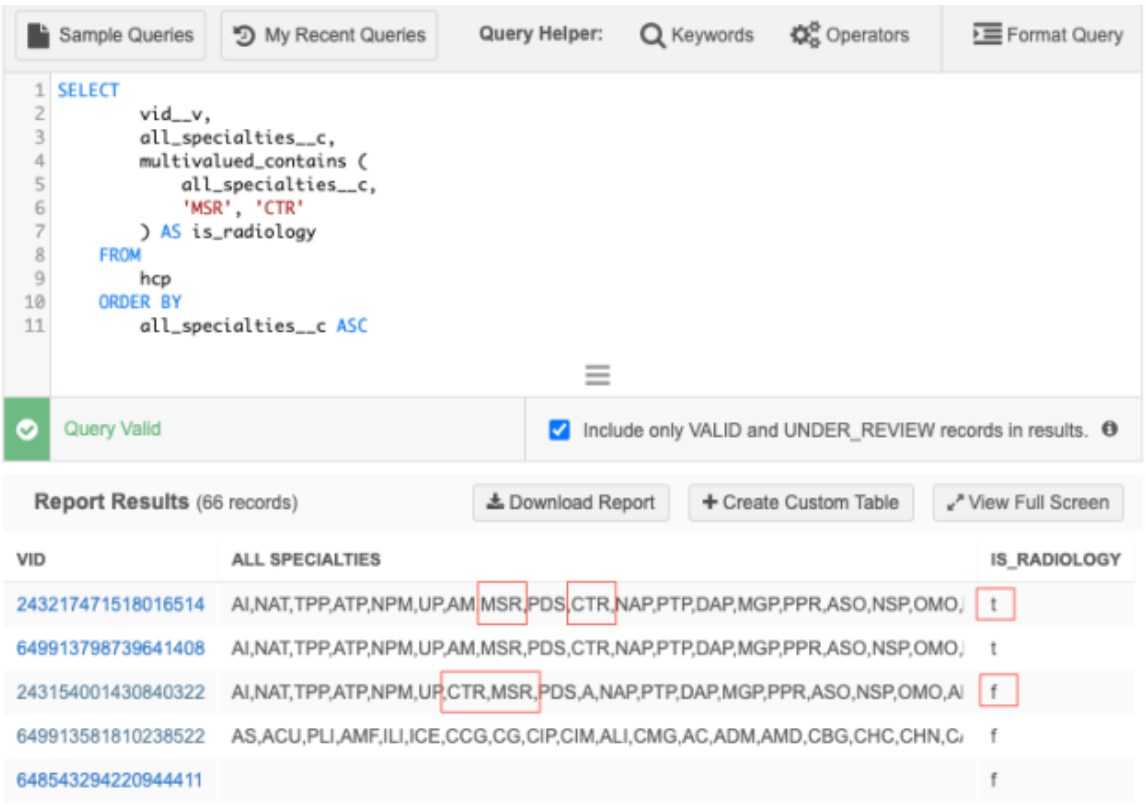
```
SELECT
        vid__v,
        all_specialties__c,
        multivalued_contains (
            all_specialties__c,
            'MSR', 'CTR'
        ) AS is_radiology
    FROM
        hcp
    ORDER BY
        all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **Is_Radiology** (custom column name) - The value is *True* (t) if the `MSR` and `CTR` reference codes are listed in the specified order on the multivalued field.

  The value is *False* (f) if those reference codes are not listed or they are listed in a different order.




### multivalued_anyOf

Returns *True* or *False* if the multivalued field contains *any* of the provided reference codes in any order.

**Syntax**

```
multivalued_anyOf(<multivalued field name>, '<ref code 1>', '<ref code 2>',
...)
```

**Example query**

This query returns *True* if either of the `CTR` or `MSR` reference codes are listed as a value anywhere on the `all_specialties__c` multivalued field, otherwise, *False* is returned.

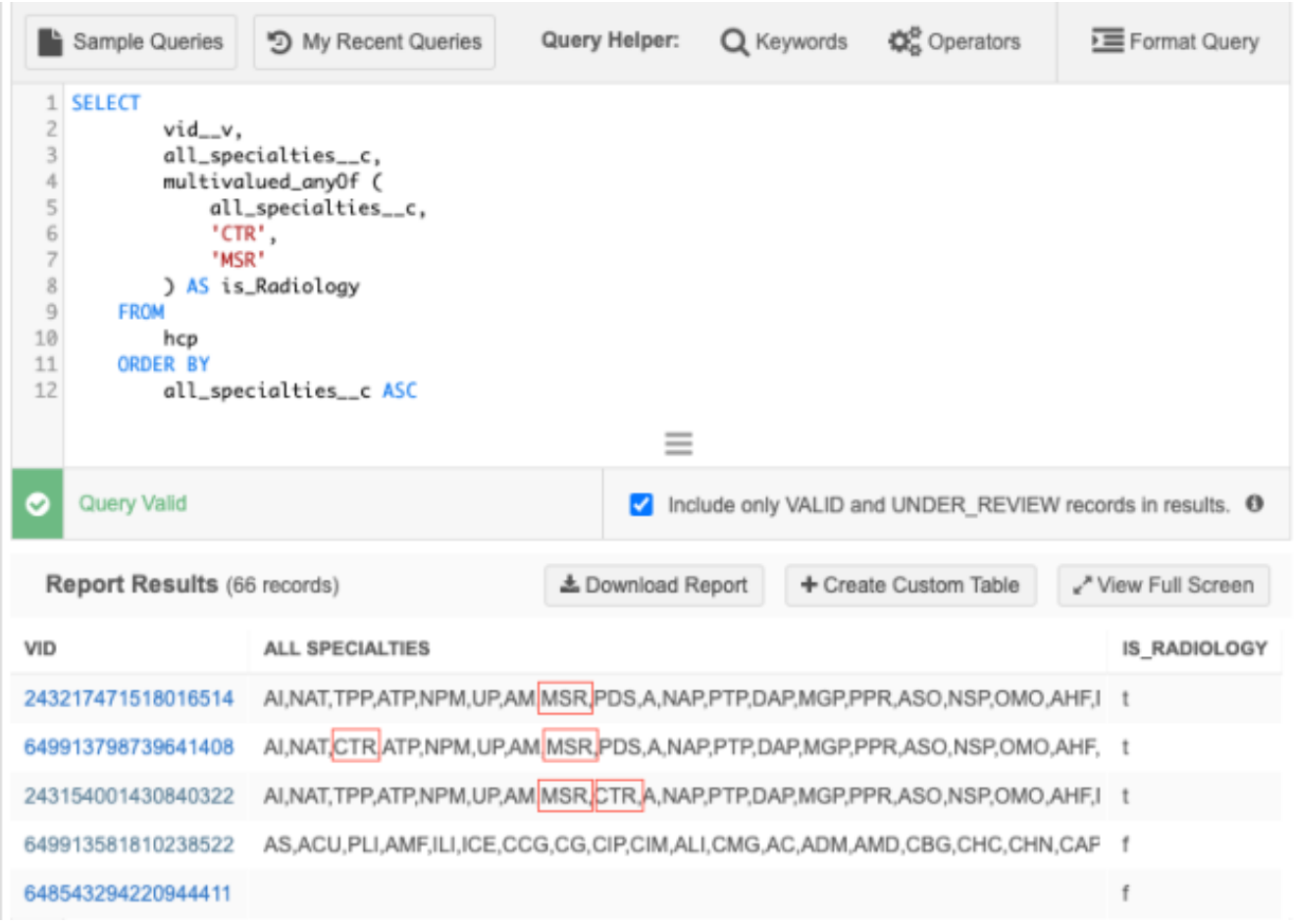
```
SELECT
        vid__v,
        all_specialties__c,
        multivalued_anyOf (
            all_specialties__c,
            'CTR',
            'MSR'
        ) AS is_Radiology
    FROM
        hcp
    ORDER BY
        all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **Is_Radiology** (custom column name) - The value is *True* (t) if the `CTR` and/or `MSR` reference codes are values on the multivalued field (in any order).

  The value is *False* (f) if neither reference code is not listed.



### multivalued_firstOf

Returns the first reference code that displays on the multivalued field from the provided reference codes (order does not matter).

**Syntax**

```
multivalued_firstOf(<multivalued field name>, '<ref code 1>', '<ref code
2>', ...)
```

**Example query**

This query returns the reference code that is listed first on the `all_specialties__c` multivalued field from the provided values (`AI`, `AM`, `CMG`). If none of the reference codes are listed as the value on the field, null is returned.

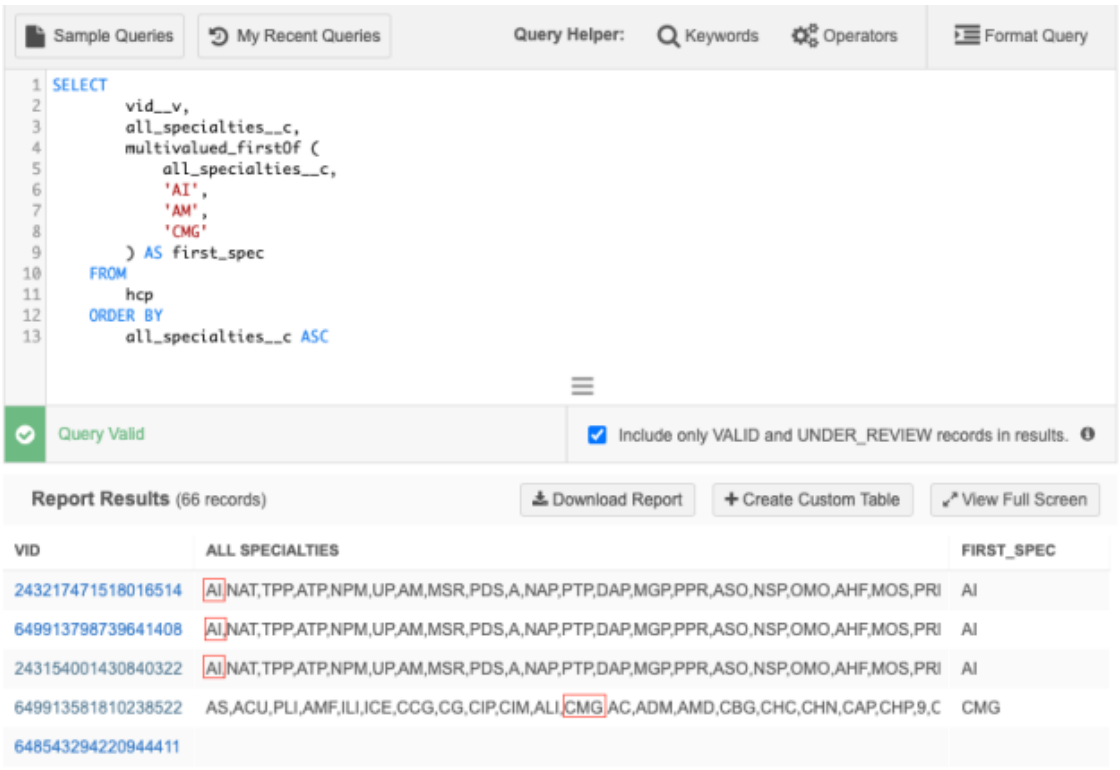
```
SELECT
         vid__v,
         all_specialties__c,
         multivalued_firstOf (
             all_specialties__c,
             'AI',
             'AM',
             'CMG'
         ) AS first_spec
     FROM
         hcp
     ORDER BY
         all_specialties__c ASC
```

**Results**

This query returns the following details in the results:

- **VID** - The ID of the record.
- **Multivalued field name** - A list of the reference codes for the values in the order they display on the record.
- **First_Spec** (custom column name) - The reference code that is listed first on the multivalued field from the list of provided values.

  The value is null if none of the reference codes are listed.




## Joins on multivalued fields

You can use the multivalued functions and join against other reporting tables, for example, reference language tables or revision history tables.

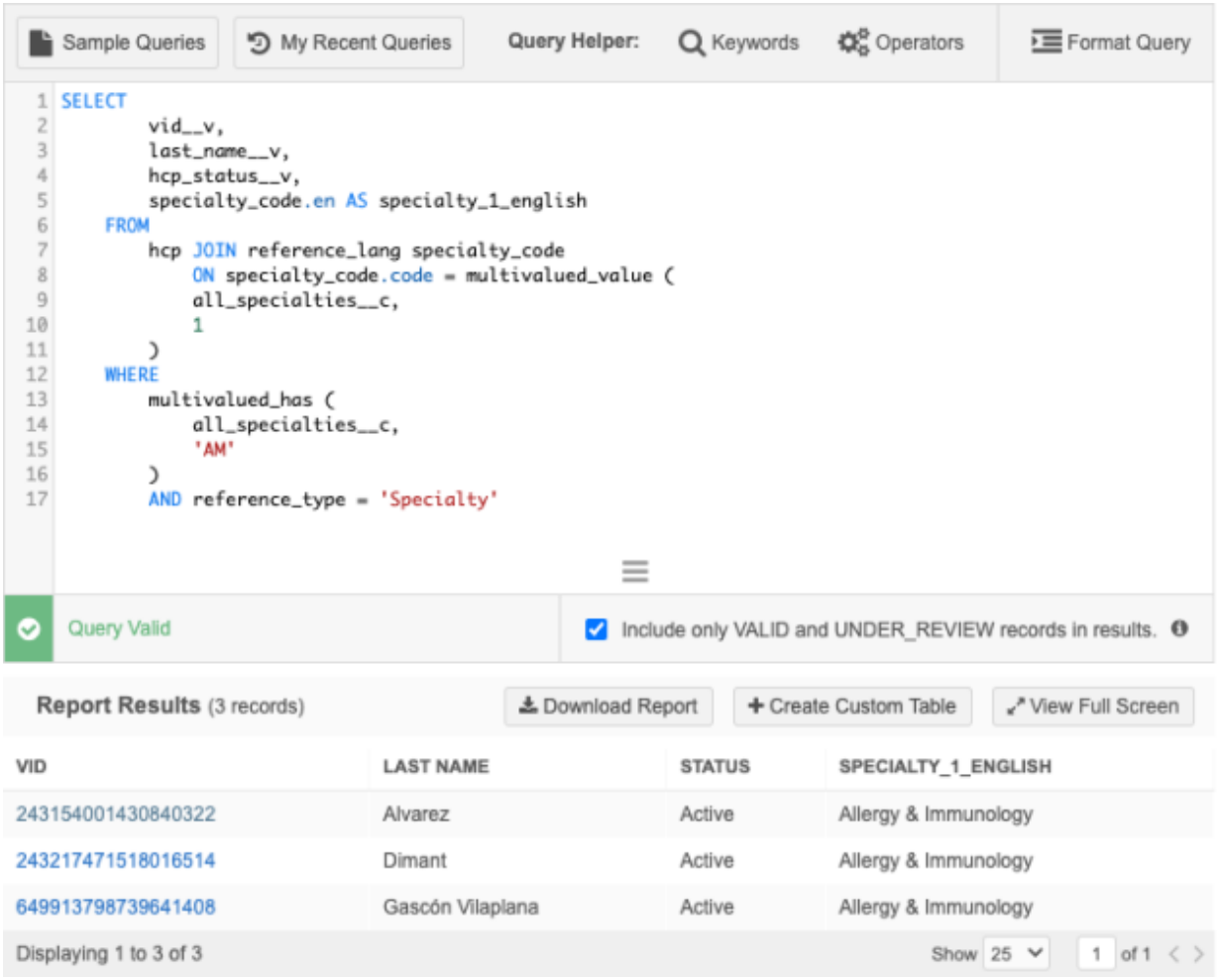
### Translation query example

This query extracts the records that have the `AM` reference code as the first value on the `all_specialties__c` multivalued field. Then, it returns the English label for the `AM` code.

```
SELECT
        vid__v,
        last_name__v,
        hcp_status__v,
        specialty_code.en AS specialty_1_english
    FROM
        hcp JOIN reference_lang specialty_code
            ON specialty_code.code = multivalued_value (
            all_specialties__c,
            1
        )
    WHERE
        multivalued_has (
            all_specialties__c,
            'AM'
        )
        AND reference_type = 'Specialty'
```

**Results**

The English label displays for the `AM` reference code: *Allergy & Immunology*.

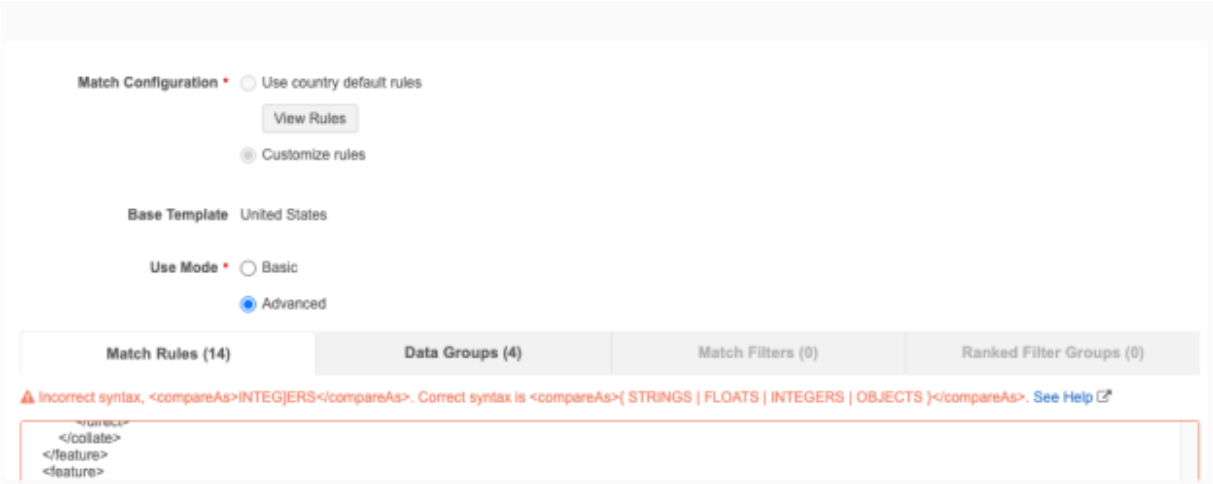


# Match

## VALIDATION ERRORS

24R3.1

Administrators and Data Managers will now see more detailed feedback for issues with advanced match configurations. An error message displays directly above the advanced XML query box to highlight the incorrect syntax.




This enhancement is enabled by default in your Network instance.

### *Supported match configurations*

The enhanced XML validation messages are applied to the following configurations:

- Match Rule Collections
- Match Default Configuration
- Ad Hoc Match Configuration
- Add Request Match Configuration
- Match configurations in Source Subscriptions

## Subscriptions

### JOB TRIGGERS

24R3.1

Subscription jobs listed in the **Job Triggers** section now display as hyperlinks. These are the jobs that will be started when the subscription completes.

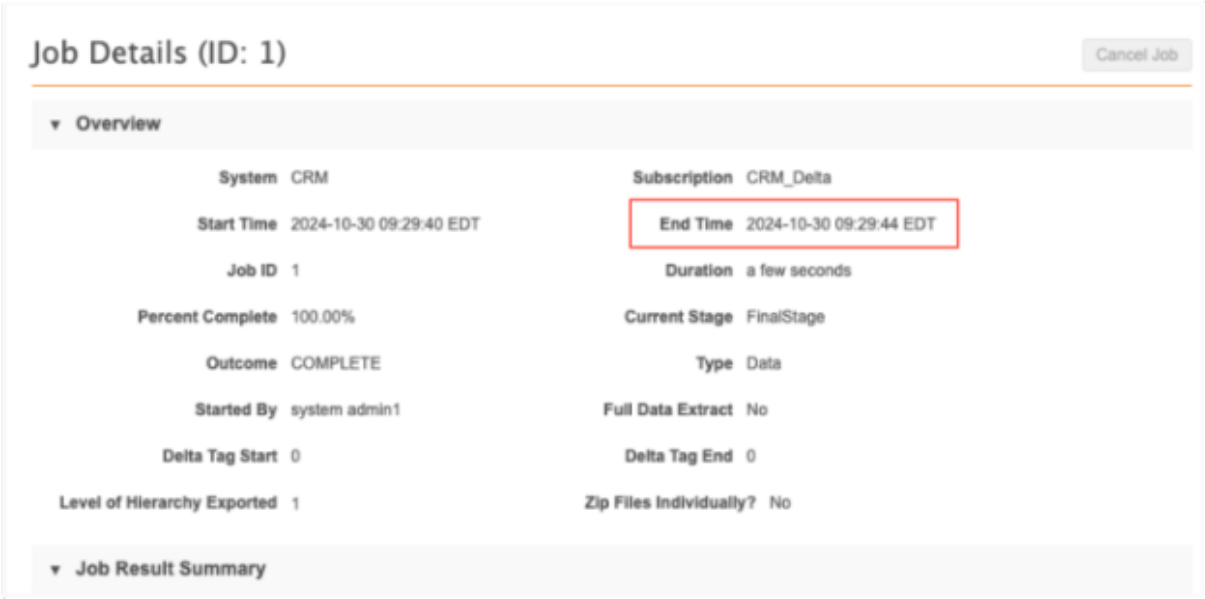
Administrators and Data Managers can use the link to easily navigate to that subscription configuration. This is also helpful for confirming that the job is configured to start the correct subscription, especially when subscriptions have similar names.


This enhancement is enabled by default in your Network instance.

### JOB END TIME

24R3.1

The Job Details page for all jobs now includes the time that the job ended. This can help Administrators and Data Managers troubleshoot issues.




This enhancement is enabled by default in your Network instance.

### *Supported subscription jobs*

#### Job status

The **End Time** displays on jobs that have the following job status:

- COMPLETE
- FAILED
- CANCELLED
- KILLED

#### Job types

All subscription jobs are supported.

- Source subscriptions
- Target subscriptions
- US Compliance subscriptions
- Veeva OpenData subscriptions
- Data Updater jobs
- Ad Hoc Match Jobs
- Key Network data maintenance job
- Data maintenance subscriptions
- Network Bridge jobs
- Veeva Connector jobs

## Data maintenance

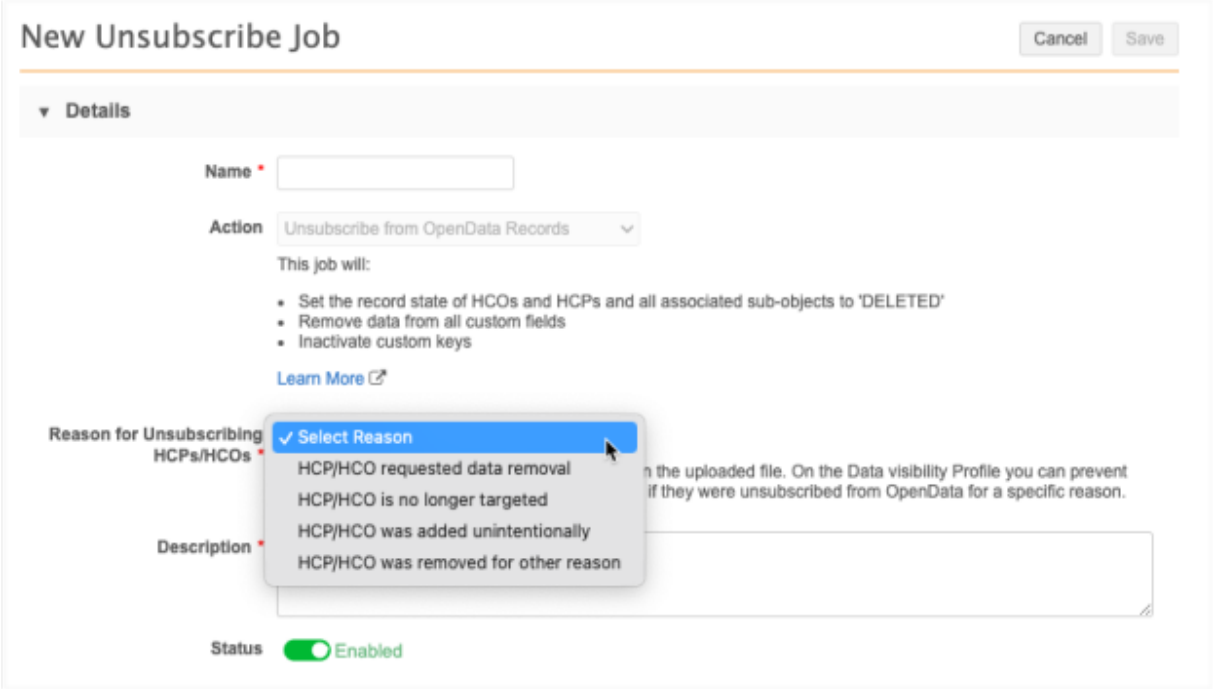
The following enhancements have been added to the **Unsubscribe from OpenData** data maintenance subscription for this release.

### REASON REQUIRED FOR UNSUBSCRIBING TO OPENDATA RECORDS

25R1

A reason must now be defined when you unsubscribe from OpenData records.

Defining a reason enables administrators to restrict users from unsubscribed HCO and HCP records so they cannot be resubscribed again.




This enhancement is enabled by default in your Network instance the first time you edit an existing **Unsubscribe from OpenData Records** subscription or create a new one.

Once enabled, it is applied to all new and existing unsubscribe subscriptions.

#### *Updates to your Network instance*

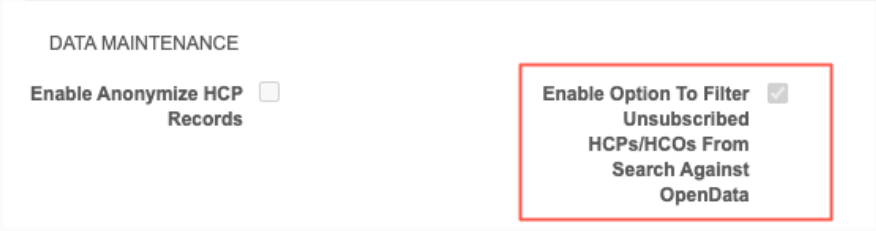
Providing a reason to unsubscribe OpenData records was previously an optional feature: **Enable Option to Filter Unsubscribed HCPs/HCOs From Search Against OpenData**.

**Note:** Because the feature is now enabled by default, the setting is removed from the General Settings page.

### No impact

No changes will be made to your Network instance in the following situations:

- You do not use the **Unsubscribe from OpenData Records** data maintenance job.
- The existing optional feature to filter unsubscribed HCPs/HCOs is already enabled in your Network instance. Unsubscribed records are filtered using reasons assigned to them.




### New and existing subscriptions

If the optional feature was not enabled, the following changes are now made in your Network instance the first time you create an unsubscribe subscription or edit an existing subscription:

- **Data model field** - The `data_removal_reason__v` field is added to HCO and HCP objects.
- **Unsubscribe subscription** - A required setting is added to the data maintenance subscription configuration to define the reason for unsubscribing.

| Reason | Use for |
|---|---|
| HCP requested data removal | Use for data privacy. For example, the HCP has requested to be removed from your Network instance. |
| HCP is no longer targeted | Use for data storage period limitations, or if the HCP is no longer an active target. |
| HCP was added unintentionally | Use if the HCP was added by mistake through the OpenData subscription's working set or downloaded by a user. |
| HCP was removed for other reasons | Use for any reason other than the ones listed. |

- **Data visibility profiles** - A new permission is added to define the records users can access or not access based on the unsubscribe reason.

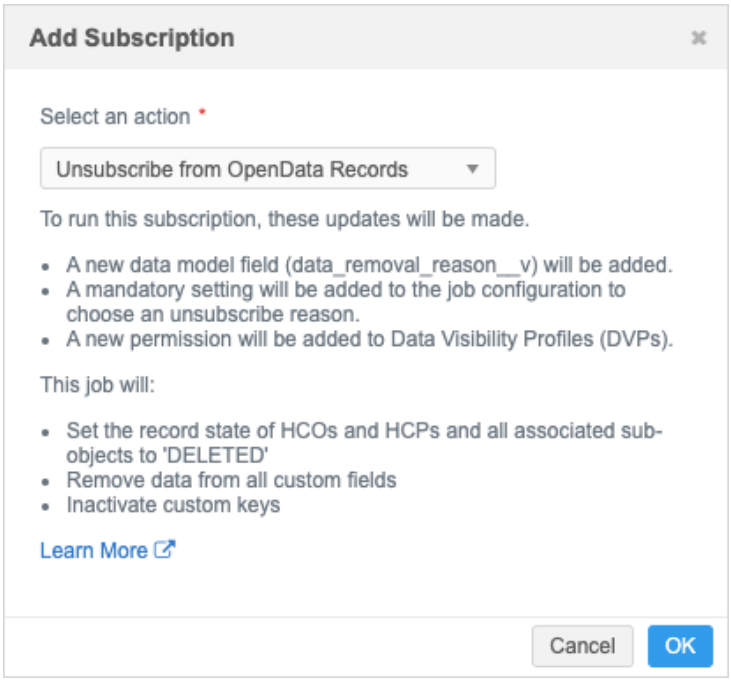
  The permission setting displays automatically when an unsubscribe job is added or an existing job is updated.

Administrators can use these updates to prevent users from unknowingly downloading unsubscribed records again by leveraging the reason specified when a record was unsubscribed.

For more details, see Filter unsubscribed records from Search against OpenData in the *Veeva Network Online Help*.

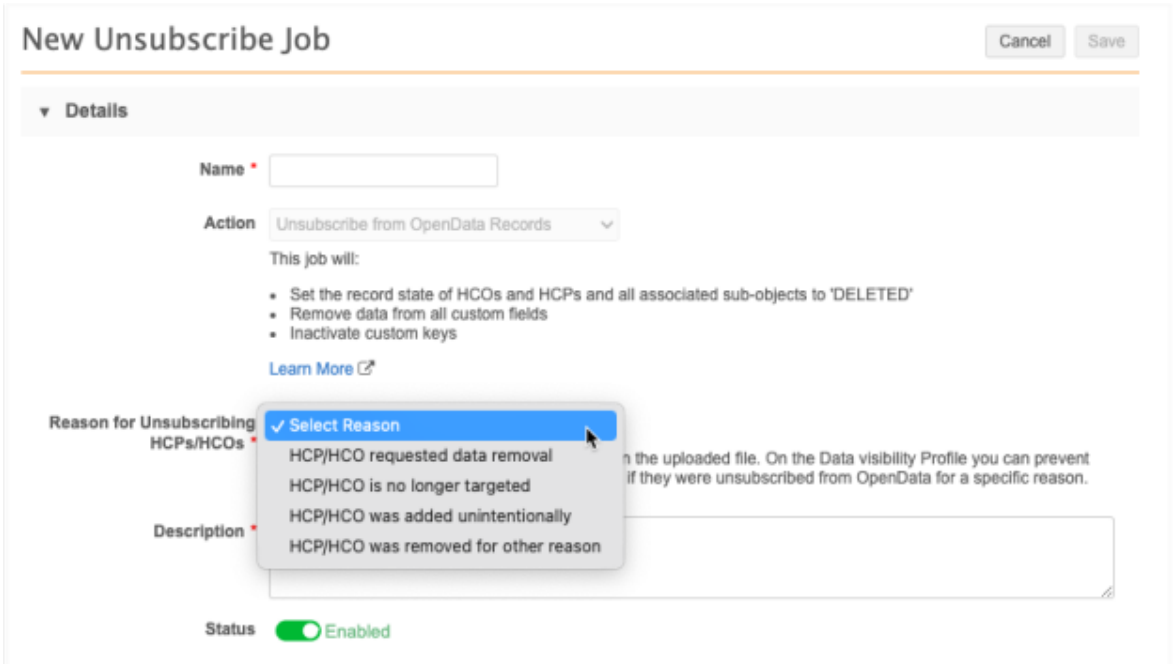
### *Add an Unsubscribe subscription*

When you choose **Unsubscribe from OpenData Records** as the new data maintenance subscription, the dialog displays the changes that will be made to your Network instance.




Click **OK**.

The subscription configuration opens and now contains the required setting, **Reason for Unsubscribing HCPs/HCOs**.



A reason must be selected before the subscription configuration can be saved.

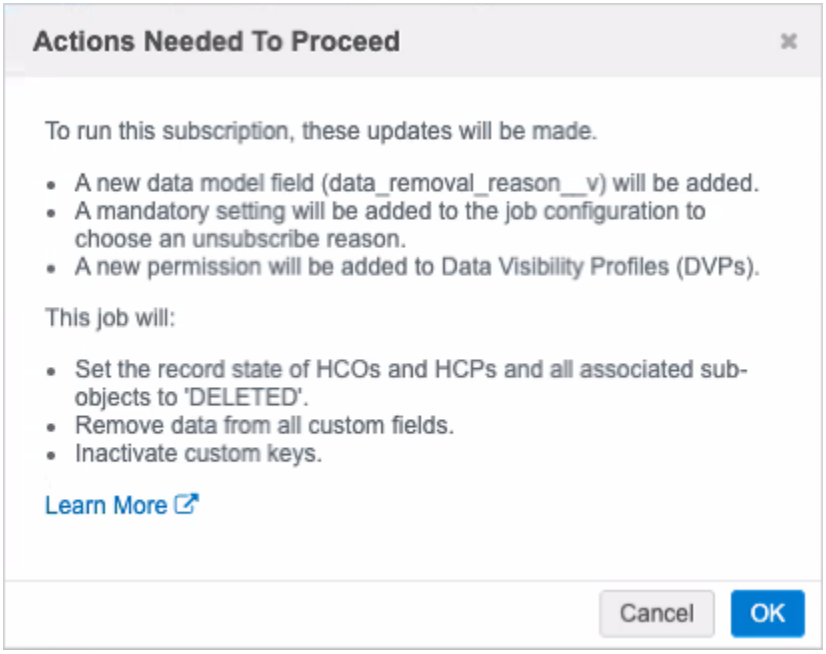
**Important**: The reason must be the same for all records being unsubscribed in that job. If you are unsubscribing records for other reasons, create a separate .csv file and create a different job for those records.

If additional Unsubscribe subscriptions are created, the pop up only indicates what the job will do. The feature updates have already been made.

### *Edit an Unsubscribe subscription*

Existing Unsubscribe from OpenData Records subscriptions will now require a reason to be defined before the subscription can run.

The first time you open an existing subscription, the **Actions Needed to Proceed** dialog describes the changes that will be made to your Network instance.




1. Choose **Yes, Proceed** to accept the changes and open the subscription.
2. Select a **Reason for Unsubscribing HCPs/HCOs** and save your changes.

The pop up is presented once. Subsequent visits to access an existing subscription simply display the page.

## RESTRICT ACCESS TO UNSUBSCRIBED HCOS FROM SEARCH AGAINST OPENDATA

24R3.1

Administrators can now prevent users from searching and downloading HCOs that have been unsubscribed from OpenData. Previously, this was available for HCPs only.

When records are unsubscribed, they are no longer available in your Network instance. However, if the **Search against OpenData** feature is enabled, the records display in the search results and include the **Download from OpenData** icon; users can unknowingly subscribe to the HCOs again.

HCO records can be unknowingly resubscribed to your Network instance from the following activities:

- Search and downloading records from applications that integrate with Network using the API, for example, Network Account Search (Veeva CRM and Vault CRM), Network Search widget, and Veeva Concur Connector.

  End users for these applications (for example, sales reps) do not know that these records have been unsubscribed due to an opt out.

- An incoming record from an add request matches a Veeva OpenData record.
- Downloading records in the Network UI using Ad Hoc Download or the Download from OpenData button.

You can now specify a reason when you unsubscribe HCOs and those records can be filtered from OpenData search results based on that reason using data visibility profile permissions.

### *Enable the feature*

To prevent users from unknowingly downloading and resubscribing HCO records again, use the **Filter Unsubscribed HCPs/HCOs from Search against OpenData** feature.

**Update**: In version 25R1.0, this feature is enabled by default when creating a new Unsubscribe subscription or editing an existing subscription.

Administrators must enable this feature.

**Note:** If the feature is already enabled in your Network instance to restrict access to unsubscribed HCPs, the behavior will be applied to HCOs by default.

1. In the Admin console, click **Settings > General Settings**.
2. At the top of the page, click **Edit**.
3. In the **Data Maintenance** section, select **Enable Option to Filter Unsubscribed HCPs/HCOs from Search against OpenData**.
4. In the pop-up window, confirm that you want to enable the feature.

   **Important**: The feature cannot be disabled after it is enabled.

5. **Save** your changes.

Enabling the feature makes changes to the data model, data visibility profiles, and the **Unsubscribe from OpenData records** data maintenance subscription.

### *Data model updates*

When the feature is enabled, the `data_removal_reason__v`, field is automatically enabled for HCPs and HCOs. It cannot be disabled.

This field is a system field that is locally managed; change requests for this field are never sent to Veeva OpenData or third party data provider. The field can be updated only using the **Unsubscribe from OpenData Records** data maintenance job. The job populates the field with the reason the record is unsubscribed.

#### Reference type

The field uses the **DataRemovalReason** reference codes. Each code describes a reason that a record is unsubscribed.

The reference codes are predefined. The reference type is read-only and can be extended only by Veeva.

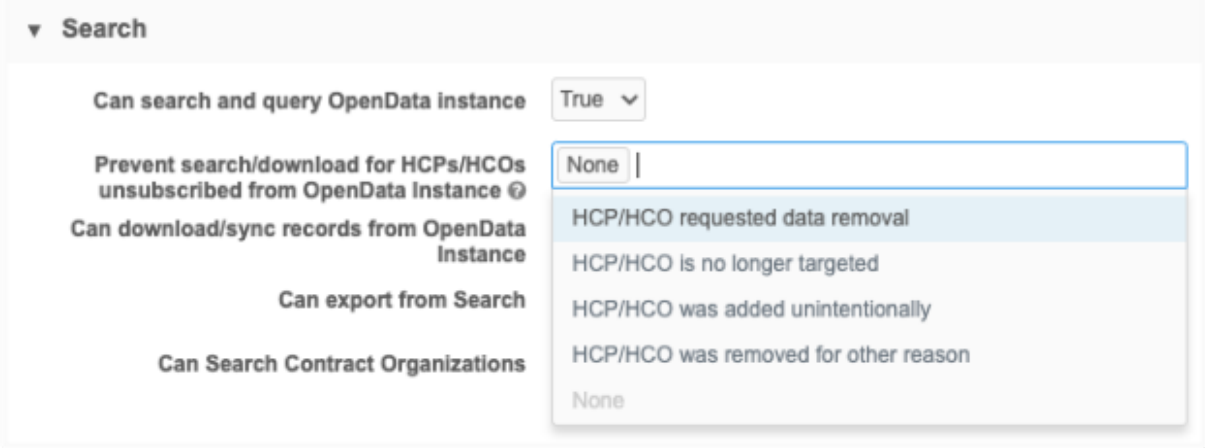
**DataRemovalReason reference codes**

| Network Code | Network Name | Definition |
|---|---|---|
| DRR_01 | HCP/HCO requested data removal | "Right to be forgotten" as defined by GDPR, CCPA, etc. |
| DRR_02 | HCP/HCO is no longer targeted | Data storage period limitation (e.g. defined by GDPR), Company changes its therapeutic area |
| DRR_03 | HCP/HCO was added unintentionally | HCP/HCO added unintentionally to the working set, HCP/HCO downloaded unintentionally by sales rep or Network user |
| DRR_04 | HCP/HCO was removed for other reason | Any reason other than the ones listed above |

### *Data visibility profile changes*

A permission is added to DVPs to restrict users from searching for and downloading HCP/HCO records from OpenData that have been unsubscribed.

Administrators can choose any of the predefined reasons for unsubscribing an HCO. HCOs that have been unsubscribed for those reasons will be filtered from search for all users assigned to the data visibility profile.

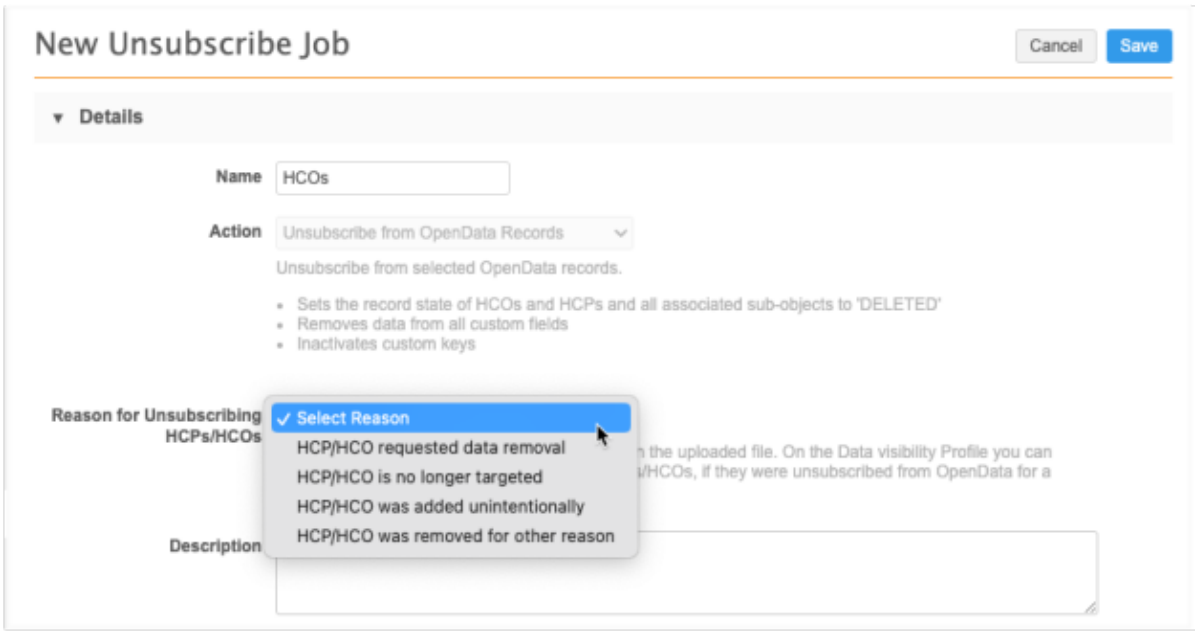



The permission does not display if this feature is not enabled in the Network instance.

### *Changes to the Unsubscribe data maintenance subscription*

A mandatory setting is added to the **Unsubscribe from OpenData records** subscription configuration to identify the reason the HCOs are being unsubscribed.

**Important**: The reason must be the same for all records being unsubscribed in that job. If you are unsubscribing records for other reasons, create a separate .csv file and create a different job for those records.




When the job runs, the unsubscribe reason is added to the `data_removal_reason__v` field on the HCO record.

**Note:** The feature must be enabled before you run the **Unsubscribe from OpenData records** job. HCP and HCO records that are unsubscribed before the feature is enabled cannot be back-filled with a reason. The access to these records cannot be restricted because they do not include the data removal reason.

### *More information*

All the functionality that was available for unsubscribed HCPs is now extended to support HCOs.

For additional details, see Filter unsubscribed records from Search against OpenData in the *Veeva Network Online Help*.

### *Unsubscribe HCO records*

The **Unsubscribe from OpenData records** data maintenance subscription is used to unsubscribe HCOs.

For detailed information about the process, see Unsubscribing from Veeva OpenData records in the *Veeva Network Online Help*.

#### Enable the data maintenance subscription

To enable the **Unsubscribe from OpenData records** feature in your Network instance, contact Veeva Support.

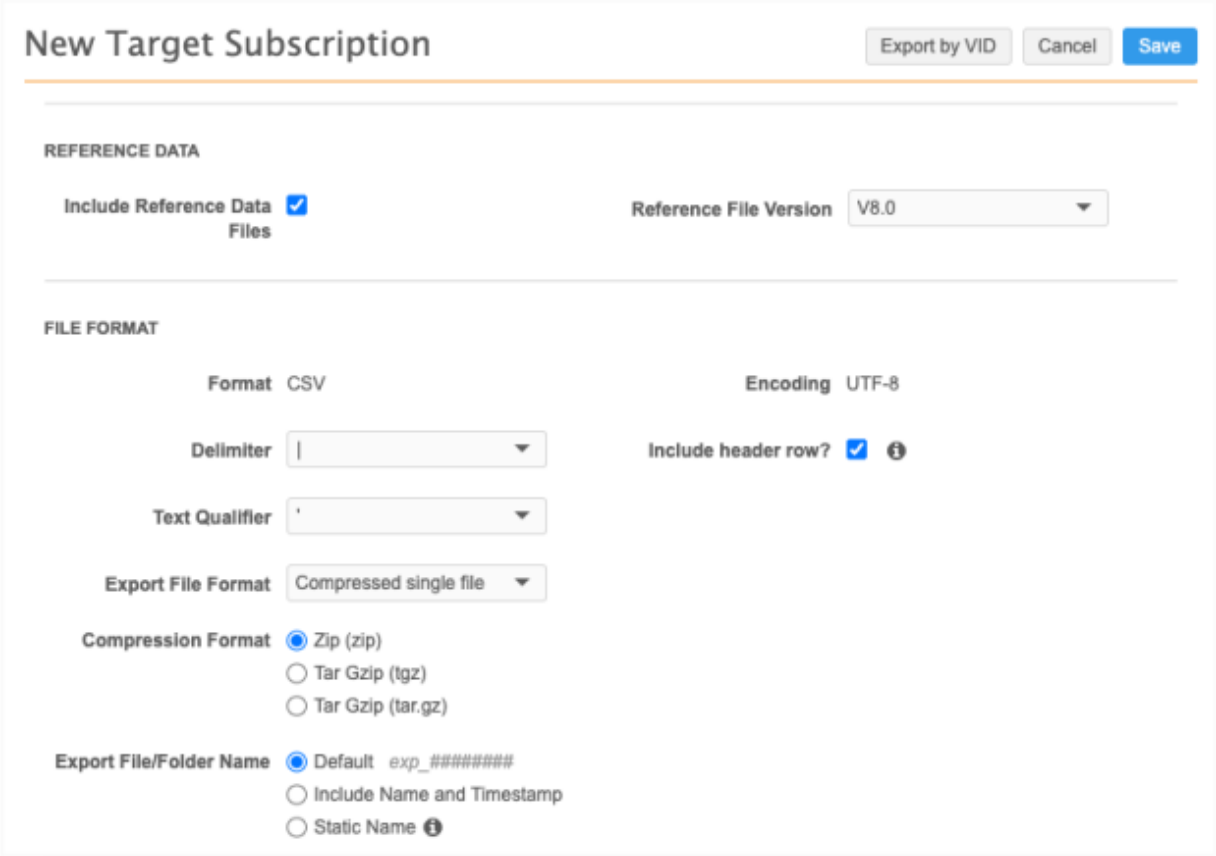
## Target subscriptions

### REFERENCE DATA VERSION

25R1

Target subscription configurations contain a new reference file version, V8.0.

Use V8.0 to apply the **File Format** export settings to the reference data file, *reference.csv*. For example, if you change the **Delimiter** from the comma (,) (default) to a pipe (|) for the exported object files, the pipe delimiter will also be used in the exported reference data file.




All reference files exported using V7.5 and lower use the default **File Format** settings for the *reference.csv* file.

#### *Enable the enhancement*

This enhancement is available by default in your Network instance.

- **New target subscriptions** - V8.0 is applied by default to all new target subscription configurations. It can be changed to use a different version.
- **Existing target subscriptions** - There is no change to existing configurations. They can be updated to use V8.0.

## Vault integrations

### VAULT API VERSION

25R1

Network supports Vault API version 24.3 so you can now use the VQL enhancements in Network features. For example, version 24.3 supports date literals, so you can create a Vault data component to query emails that have been created in the seven days.

**Example VQL using date literals**

In this example, the VQL uses the LAST_DAYS:30 date literal. The data component will display calls created within the last 30 days.

```
SELECT call_date__v, address__v, call_type__v
 FROM call2__v
 WHERE account__vr.veeva_network_id__v='vid__v'
 and created_date__v = LAST_DAYS:30 ORDER BY call_date__v desc
```

This enhancement is enabled by default.

#### *Supported Network features*

The following features use the Vault API:

- Vault Upsert Connector
- Vault Extract Connector
- Vault Data Components

#### *Vault API documentation*

For details, see the Veeva Vault Developer Portal.

## Vault CRM

### MASSACHUSETTS CONTROLLED SUBSTANCES REGISTRATION (MCSR) LICENSES

25R1

MCSR licenses are now mapped between Network fields and Vault CRM fields for the Network Bridge. When Vault CRM users download records, the MCSR license details will be included on Massachusetts (MA) addresses for accounts.

This enhancement is available by default in your Network instance. There are configuration steps for Vault CRM and Network.

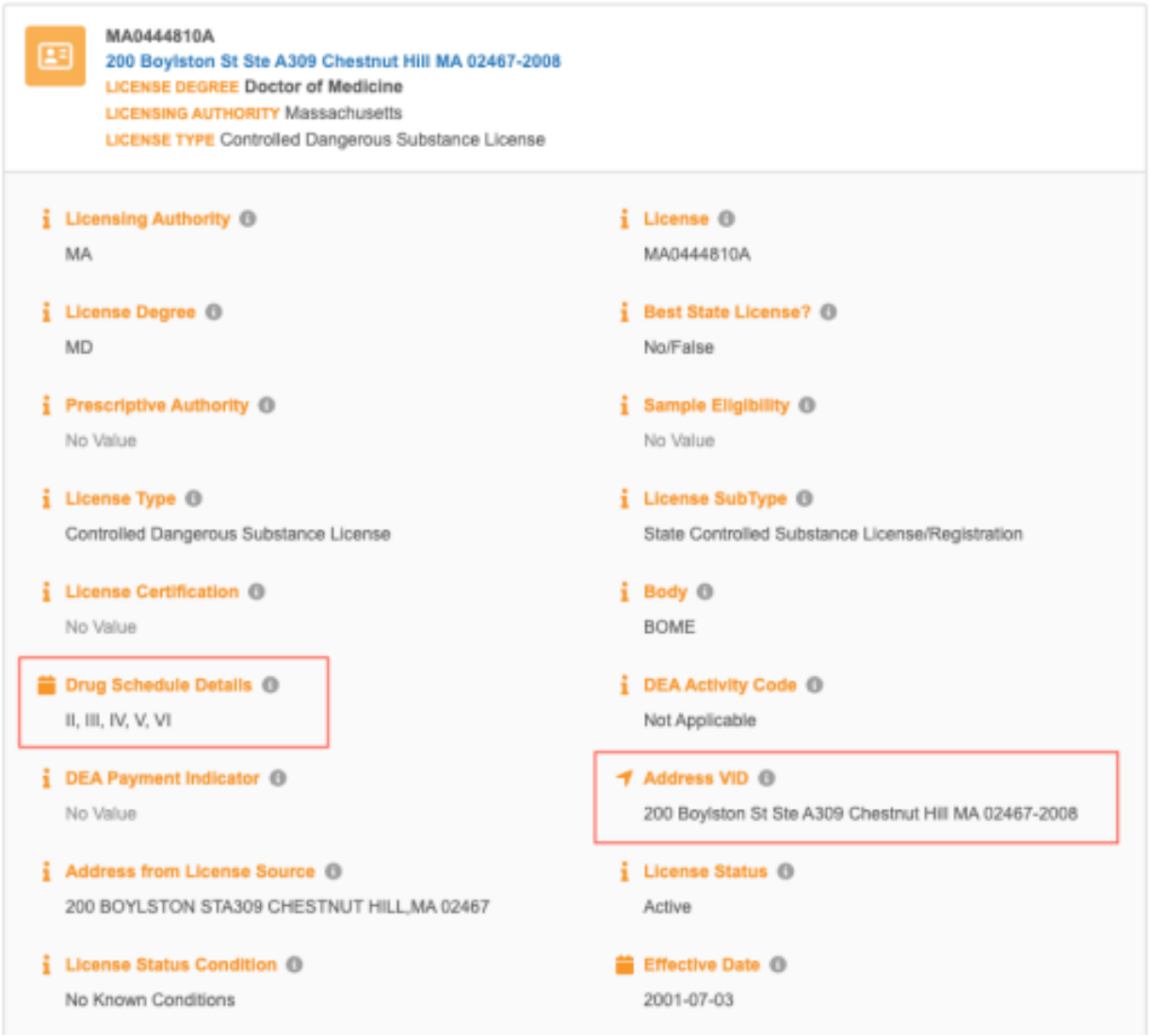
**Note:** The full Network-Vault integration for MCSR licenses will be available in Vault CRM's 25R1.0 release.

#### *About MCSR licenses*

Massachusetts has new requirements for Controlled Substance Registrations (MCSR) for HCPs.

To support this, Veeva OpenData has added specific address information and drug schedule information for each MA CDS license.

- **Address VID** (address_vid__v)
- **Drug Schedule** (drug_schedule__v)




When the Vault CRM bridge runs, the drug schedule information will be populated only on the specified address for the MA CDS license.

### *Enabling MCSR licenses in Vault CRM*

#### Vault CRM configuration

The MCSR data is stored on the CDS fields on the `address__v` object.

In Vault CRM, grant the Network integration user edit permission to the CDS fields on the `address__v` object (including the new CDS Schedule field).

Additional information will be available when Vault CRM 25R1.0 is released in Spring 2025. See the *Vault CRM Online Help* for release dates.

### Network configuration

To update all the existing Massachusetts addresses in Vault CRM, push the records through the Vault CRM Bridge.

To do this:

1. Run a query to identify the HCPs in Massachusetts (**Reports > SQL Query Editor**).

   **Example query**

```
SELECT
          DISTINCT hcp.vid__v
     FROM
          hcp INNER JOIN license
              ON (
              entity_vid__v = hcp.vid__v
              AND type_value__v = 'MA'
              AND type__v = 'CDS'
              AND license_status__v = 'A'
              AND license.record_state__v = 'VALID'
          ) INNER JOIN customkey
              ON (
              hcp.vid__v = custom_key_entity_id__v
              AND custom_key_status__v = 'A'
              AND custom_key_source_type__v LIKE '%CRM%'
          )
```

   **Note:** Change the last line of the query if your Vault CRM system name in Network doesn't include "CRM".

2. Add the HCP VIDs to the Export by VID functionality in the Vault CRM target subscription that is used by the bridge.

The addresses will be pushed to Vault CRM the next time the Vault CRM Bridge runs.

When Vault CRM supports MCSR data, it will be included on records when users download HCPs using Network Account Search.

#### *License mapping*

| Network Field (License object) | Vault CRM Field (address__v object) |
|---|---|
| expiration_date__v | cds_expiration_date__v |
| license_number__v | cds__v |
| license_status__v | cds_status__v |
| vid__v | network_cds_entity_id__v |
| drug_schedule__v | cds_schedule__v |

## VAULT CRM BRIDGE RECORD LIMIT

24R3.1.2

To optimize Vault CRM Bridge jobs, the number of account records in each job will be limited to load data in smaller batches.

Records that have the oldest update time are exported first. The next time the bridge job runs, the next batch of records are exported, and so on.

The account record limit is applied by default to all Vault CRM bridge jobs.

- **Default record limit** - 300,000 records
- **United States record limit** - 150,0000 records

### Parent HCO records

Parent HCOs are included in addition to the records that are exported.

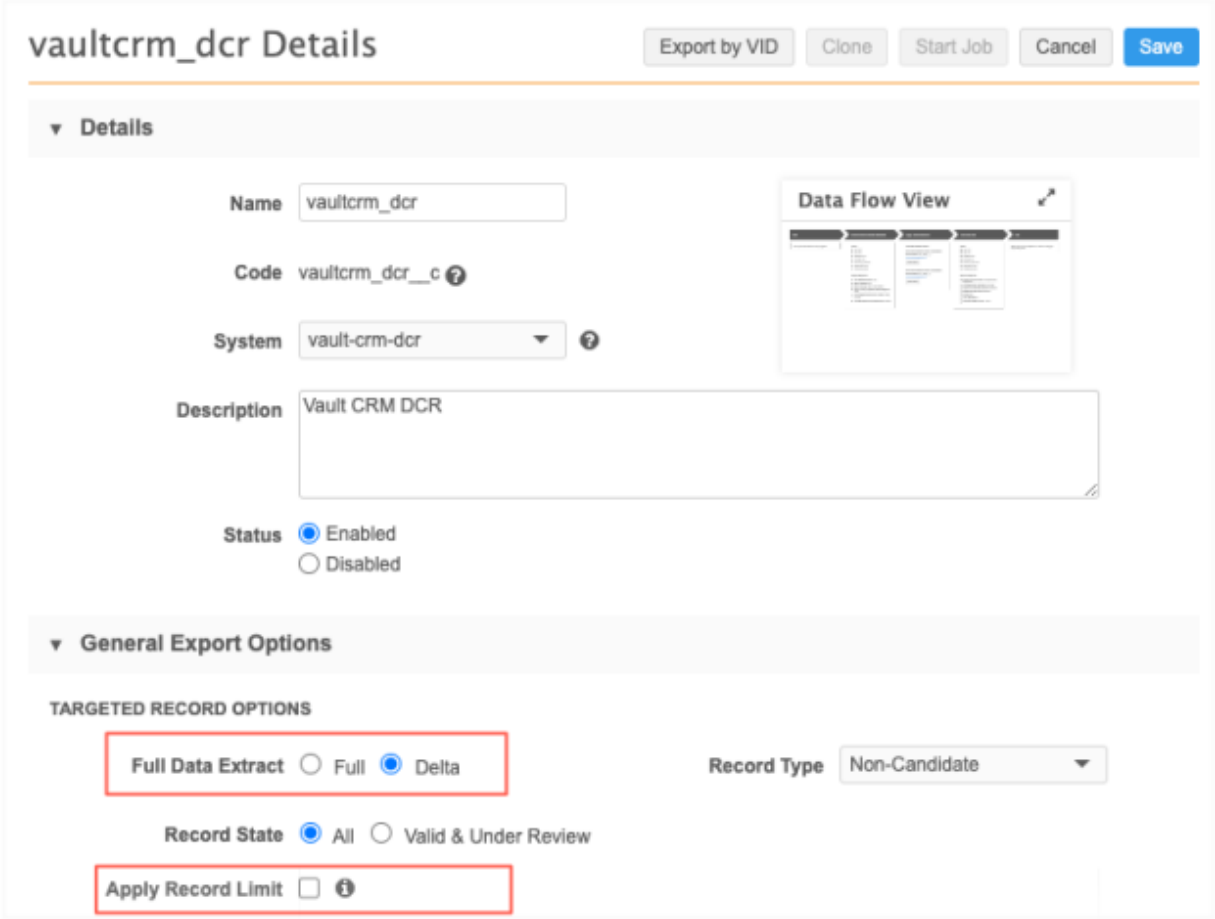
For example, if the 150,000 record limit for a US Vault CRM bridge job is reached, the related parent HCOs are then added, so the job might upsert 200,000 account records to Vault CRM.

### *Target subscription updates*

The record limit is automatically set on the target subscription configuration used by the Vault CRM bridge. Only the maximum number of records will be included in the export files.

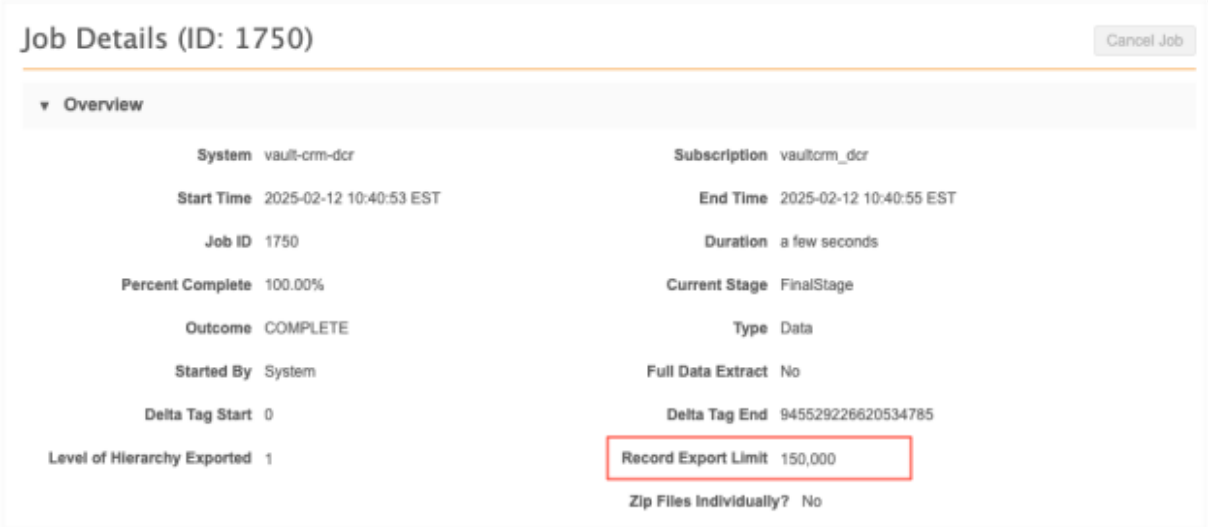
The following target subscription settings will be ignored for Vault CRM bridge jobs:

- **Full Data Extract** - The target subscription will always be run as a delta extract.
- **Apply Record Limit** - Any limit defined for this setting for delta extracts will be overridden by the limits set for the Vault CRM bridge.




## Job details

The target subscription job details page displays the **Record Limit**.



### *Vault CRM Bridge updates*

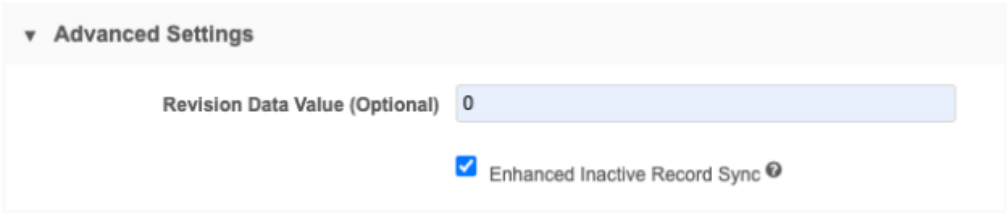
The new **Record Limit** displays in the **Network Data** section on Multi-Country bridge configurations; it does not display on child bridge configurations.

Click the tooltip to review the record limit details.

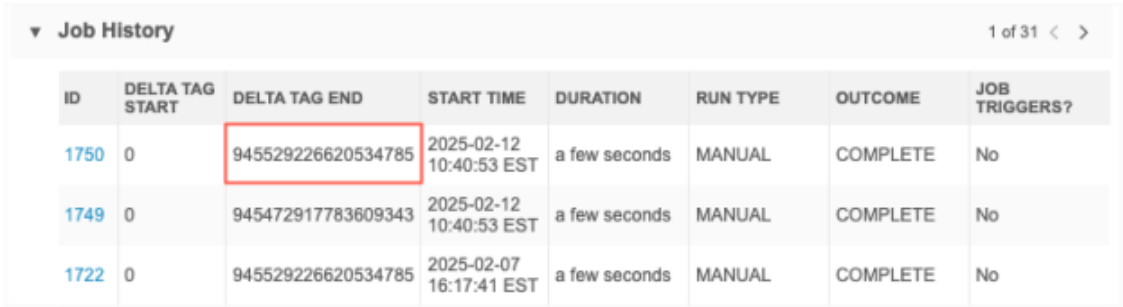

### *Subsequent Vault CRM bridge jobs*

When the record limit is reached, the records that are exported in the next scheduled (or manually run) Vault CRM bridge job are determined using one of these settings in the following order:

1. **Vault CRM bridge setting** - The value defined for the**Data Revision Value**.




2. **Target subscription** -The **Delta Tag End** on the last run job record is used to find the record to start with on the next job.




| ID | DELTA TAG START | DELTA TAG END | START TIME | DURATION | RUN TYPE | OUTCOME | JOB TRIGGERS? |
|---|---|---|---|---|---|---|---|
| 1750 | 0 | 945529226620534785 | 2025-02-12 10:40:53 EST | a few seconds | MANUAL | COMPLETE | No |
| 1749 | 0 | 945472917783609343 | 2025-02-12 10:40:53 EST | a few seconds | MANUAL | COMPLETE | No |
| 1722 | 0 | 945529226620534785 | 2025-02-07 16:17:41 EST | a few seconds | MANUAL | COMPLETE | No |

### *Existing Vault CRM bridge jobs*

#### Delta bridge jobs

If the target subscription is set to export a delta, the record limit will be enforced on existing jobs. When the limit is reached, the next scheduled (or manually run) job will start where the last bridge job left off.

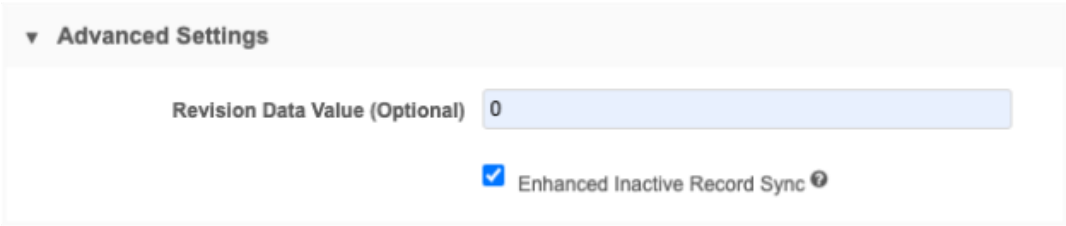
#### Full bridge Jobs

The record limit will be enforced on target subscriptions that are set to export a full job. The **Full Data Extract** export setting will be ignored.

To start over and reload all the data:

1. Instead of setting the target subscription to full export, set the **Data Revision Value** setting to `0` on the Vault CRM bridge.

   This setting overrides the **Delta Tag End** on the last target subscription job.

   The bridge job will start and export all records up to the limit.

2. After starting the first bridge job, clear the `0` value from the **Revision Data Value** setting.

   **Important**: If the `0` value is not cleared, the next bridge job will send the first set of records again.

3. Continue running the bridge jobs until the record limit is no longer hit.

## DCR ATTACHMENTS

24R3.1

DCRs received from Vault CRM can now include attachments. Support for adding attachments on DCRs was added in Vault CRM version 24R3.2.

This enhancement is enabled by default. Network has supported attachments on DCRs since version 23R3.0 (December 2023).

### *Support for attachments*

- **Number of file**s - A maximum of three files.
- **File size** - 10 MB maximum for each file.
- **File types** - Only image file types are supported in Veeva Network.
    - BMP
    - GIF
    - HEIF (supported on Apple® devices only)
    - JPG/JPEG
    - PNG
    - TIF/TIFF
- **Descriptions** - A maximum of 1000 characters can be added.
- **Platforms** - Vault CRM Browser and iPad.

### *Network configuration*

Attachments must be configured for each object type (HCP, HCP).

If you have enabled attachments for objects in your Network instance already, no changes are required to support these DCRs from Vault CRM.

For details, see Enable attachments on DCRs in the *Veeva Network Online Help*.

### *Vault configuration*

Configuration steps are required in Vault CRM to support attachments on DCRs.

For details, see the DCR Attachments topic in the *Vault CRM Online Help*.

## LONG NOTES ON DATA CHANGE REQUESTS

24R3.1

Network accepts DCRs submitted from Vault CRM that include notes containing up to 1,000 characters. Vault CRM added support for long notes in version 24R3.2.

Vault CRM users can add detailed comments in the **Notes** section on DCRs to provide data stewards with the information they need to verify the requested changes.

This enhancement is enabled by default in your Network instance.

### *Support for long notes*

Long notes are available in the Browser and iPad.

### *Network configuration*

No configuration is required in Network to support additional text on DCRs sent from Vault CRM.

Previously, the maximum characters supported for Notes on DCRs was 255 characters.

### *Vault CRM configuration*

Configuration steps are required in Vault CRM to support long notes on DCRs.

For details, see the Long Notes in Data Change Requests topic in the *Vault CRM Online Help*.

## NULL VALUES FOR MISSING REFERENCE MAPPINGS

24R3.1

When records are sent to Vault CRM through the Network Bridge, any values that do not have a corresponding Network Reference Mapping in CRM are now replaced with a null value so the record can be upserted. Previously, records with missing reference mappings failed to upsert.

This enhancement is enabled by default.

### *About reference mappings*

Network reference values must be mapped to Vault CRM reference values. Values for reference type fields are frequently added by Veeva OpenData so the mappings must be maintained.

When the Network Bridge runs, the Network reference codes are transformed to the Vault CRM reference codes.

Previously, if a reference mapping was missing, the Network code remained in the field. The record would fail to upsert because the Network code does not include the `__v` or `__c` suffix that Vault CRM codes have.

**Missing reference mapping for Specialty ON - Upsert fails**

| First Name | Last Name | HCP Type | Specialty | Medical Degree | NPI | Opt Out |
|---|---|---|---|---|---|---|
| John | Smith | P | ON | MD | 136279024 | N |
| | | | Transform based on mappings | | | |
| John | Smith | P > p__v | | MD > md__c | 136279024 | N > false |
| | | | Transform based on mappings | | | |
| John | Smith | p__v | ON | md__c | 136279024 | false |

**Note:** The upsert fails for each object record only. For example, if the missing reference mapping is on the HCP record, it will fail to upsert but any related addresses or relationships will upsert successfully.

Now, missing reference codes will be replaced with a null value after the transform so the record can be upserted. The reference field value will be null, so it should be fixed by creating the mapping, but the record will be successfully updated.

**Missing reference mapping for Specialty ON - Upsert successful**

| First Name | Last Name | HCP Type | Specialty | Medical Degree | NPI | Opt Out |
|---|---|---|---|---|---|---|
| John | Smith | P | ON | MD | 136279024 | N |
| | | | Transform based on mappings | | | |
| John | Smith | P > p__v | | MD > md__c | 136279024 | N > false |
| | | | Transform based on mappings | | | |
| John | Smith | p__v | | md__c | 136279024 | false |

### *Considerations for required fields*

If the missing reference value is for a required field in Vault CRM, the record will fail to upsert because there's no value. For example, Primary Country is a required field for records in Vault CRM. A record cannot be added without a value in the Primary Country field.

### *Field exceptions*

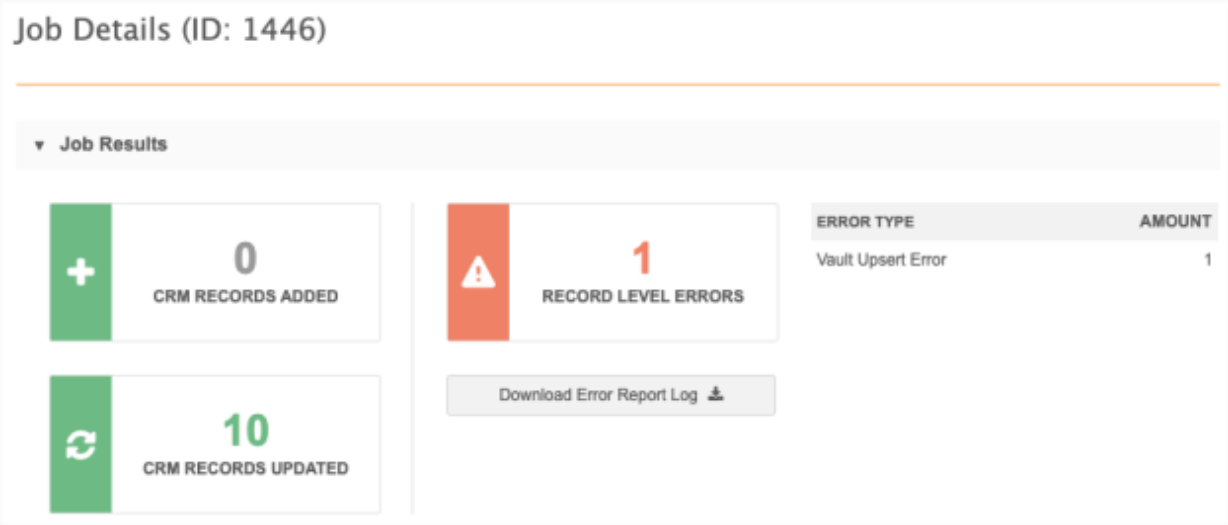
If there are fields that you do not want to be upserted to Vault CRM with a null value, contact Veeva Support.

These fields can be configured so they will not be changed to null. The record will fail to upsert.

### *Resolve missing reference mappings*

When reference mappings are missing, the record will be upserted but the field value will be missing in Vault CRM.

After the bridge job runs, any missing reference mappings display as a **Vault Upsert Error** on the Job Details page and will be logged as a **Record Level Error**.




Click **Download Error Report Log** to view the error details.

The log identifies the error as a missing reference mapping and displays the reference type field and the reference code.

```
Missing Network Reference Mapping, record updated with null value: ON for
specialty_1__v
```

Use this information to update your Network - Vault CRM reference mappings.

You can validate the Vault CRM Bridge to help identify and correct all missing reference mappings. To proactively maintain the bridge mappings, run the bridge validation monthly or quarterly.

### *Updates to reference codes*

Network publishes the changes to OpenData reference codes in the *Veeva Network Data Governance* document with each Network release. Use this document to maintain your reference mappings.

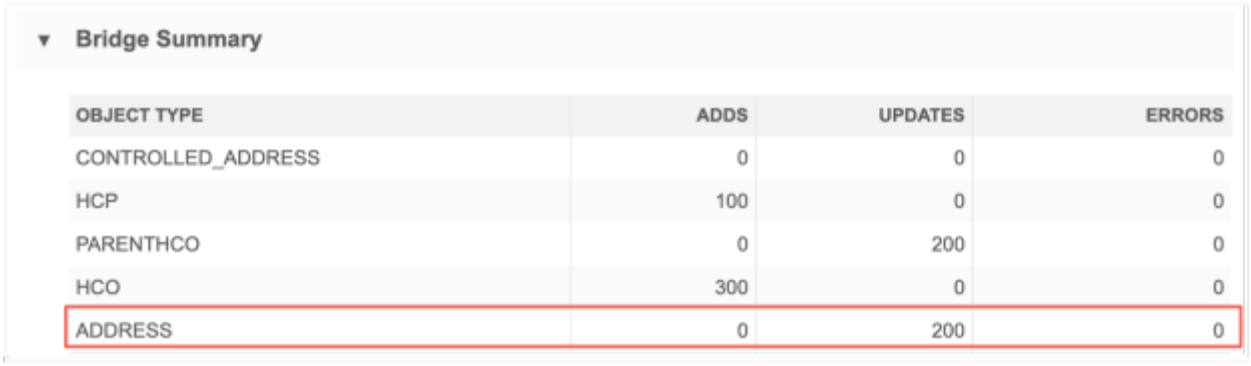
The Data Governance document is published in the Release Notes topic for each release.

## VAULT CRM BRIDGE JOB CHANGES

24R3.1

Network Address and License objects map to the Vault CRM Address object. Address and License jobs will now be combined when they are upserted in the Vault CRM Bridge.

On the Job Details page, the **Bridge Summary** section will now display Address and License counts together in the **Address** row.



▼ Bridge Summary

| OBJECT TYPE | ADDS | UPDATES | ERRORS |
|---|---|---|---|
| CONTROLLED_ADDRESS | 0 | 0 | 0 |
| HCP | 100 | 0 | 0 |
| PARENTHCO | 0 | 200 | 0 |
| HCO | 300 | 0 | 0 |
| ADDRESS | 0 | 200 | 0 |

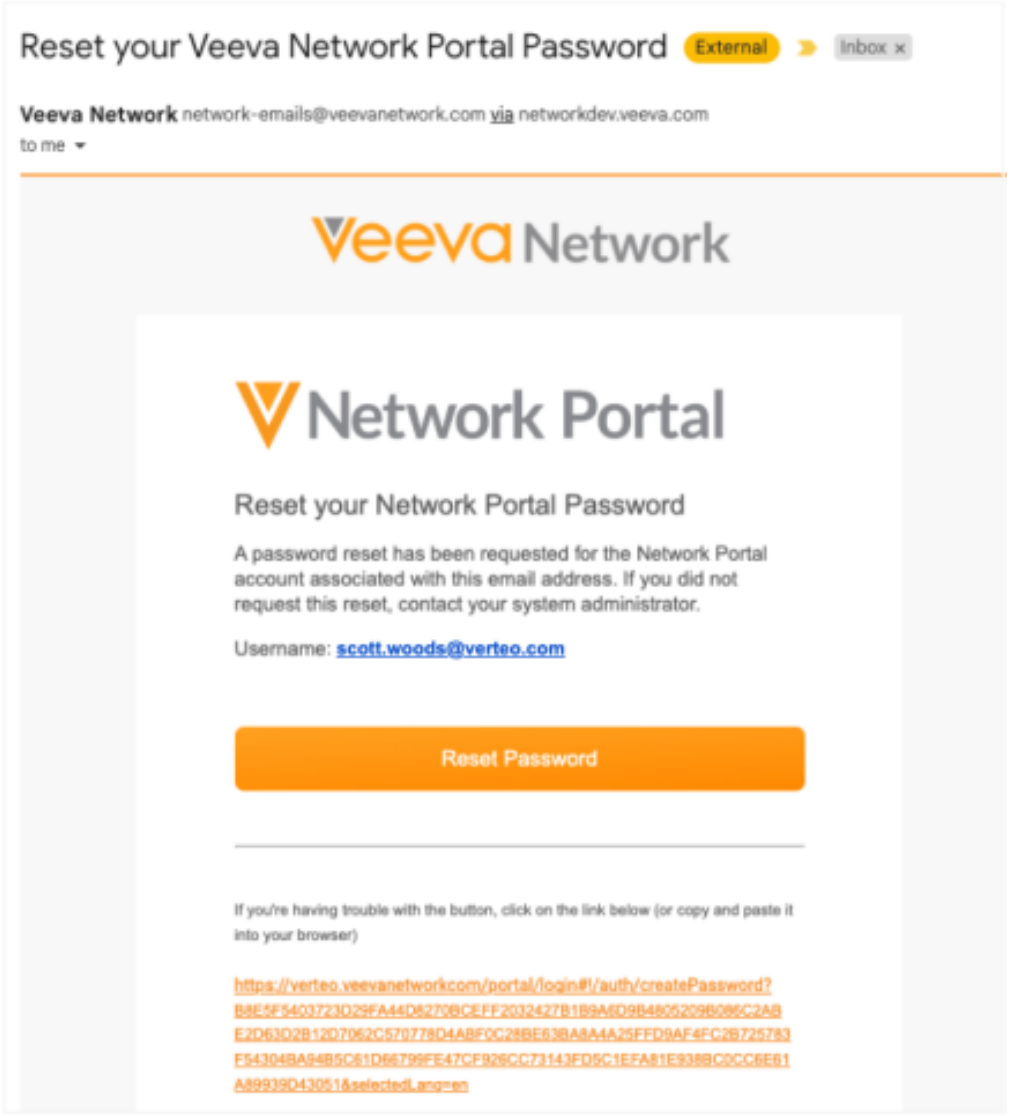
This change is enabled by default in your Network instance.

## Users

### PORTAL USER PASSWORD RESET

24R3.1

When Administrators reset passwords from the Network UI, Portal users will receive an email that includes their username and a link to Network Portal login page.




This enhancement is enabled by default in your Network instance.

# API

## VERSION UPDATE

25R1

The Network API is updated to v35.0.

The Network API version is updated for every major release. Any additional changes are documented in this section of the Release Notes.

As with all version updates, Integration Users should continue to use v34.0 until there is a change for v35.0 that they want to apply.

For more information about the Network API, see the *Veeva Network API Reference* at http://developer.veevanetwork.com.

## API CHANGES FOR 25R1.0

The following updates have been made in this release:

- **Authentication update** - Credentials can no longer be submitted in the URL parameters in the Authentication API call.

  For details, see the *Announcements* section.

- **Key network/IDN enhancements**
  - A new API, `keyNetworks`, can be used to retrieve a list of key networks/IDNs in your Network instance.
  - Display key networks in Search/Retrieve APIs

  For details, see the *Key Networks* section.