



Veeva NETWORK

Veeva Network 5.0 Release Notes

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About these Release Notes

The Veeva Network 5.0 Release Notes describe all features introduced since Veeva Network 4.0.

Browser requirements

The following are the minimum browser requirements for Veeva Network 5.0:

- Internet Explorer 9
- Google Chrome 20+

Summary

Veeva Network 5.0 includes the following key enhancements:

- **Global Customer Master**
 - This release includes Japanese language support for the UI and reference data.
 - You can use pinyin to search simplified Chinese data in Chinese instances.
- **Sunshine Act Reporting**
 - You can compare each US record with source data (NPI, SLN, DEA or CMS Teaching Hospital).
 - The US Compliance target subscription enables you to export source in compliance with the Sunshine Act.
- **Data model**
 - Administrators can access reference codes for a reference type easily from the data model page.
 - Administrators can now define rules to generate default custom field values.
- **Source subscriptions**
 - Schedule times are now assumed to be in the UTC time zone.
 - Configure subscriptions to run on specific days within a week.
- **Target subscriptions**
 - In a target subscription, you can filter custom keys by system
- **Workflow**
 - Data stewards can make additional updates to change requests during review.
 - Administrators can now define the survivorship rank of change requests submitted from the Network user interface so that data sources can be set up to override field values.
 - Customer administrators can bypass address cleansing for specific countries in the workflow settings.
 - The change request page includes enhancements, including updated summary information.
 - Customer data stewards can view Master data steward's resolution notes.
 - Sample eligibility is updated in real-time after approved license expiry updates.
 - The My Requests page enables you to search and view tasks that you created.
 - You can define workflow settings specific to different countries.
- **Search**
 - You can synchronize multiple records at a time with master data.



- **Profile**
 - You can verify addresses as you add them to a record.
 - Default values exist for specific master fields and can be set for custom fields. The values are automatically populated on record entry or data load.
- **Inbox**
 - Inbox filters now include facets for HCO and HCP status.
- **Reports**
 - Report creators can delete their reports.
 - Reports are now only editable by report owners and administrators.
 - Administrators can now edit and delete all non-system reports.
 - A new report has been added to enable you to see which records were merged.
 - HCO and HCP Change reports only display values for changed attributes.
 - You can specify parameters on which to refine generic HCO and HCP reports.
 - Maximum returns for reports has been increased to 50,000 rows.
- **Performance**
 - Suspect match load times and unverified record creation times have been improved.
- **Address validation upgrade**
 - The database of addresses used by the Network validation tool is being upgraded.
- **Data governance**
 - Updates to field and reference data are documented in the *Veeva Network Data Governance* release notes.

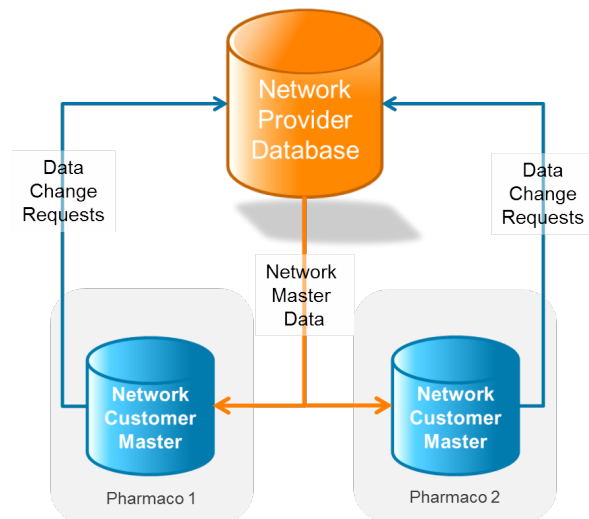


Introduction

Veeva Network includes Network Customer Master, and for applicable countries, Network Provider Database (NPD).

Network Provider Database provides identity, demographic, and licensure data about Healthcare Professionals and Healthcare Organizations.

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



Network Customer Master

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

Each Network org comes pre-populated with master data from the Network Provider Databases to which the pharmaco has subscribed. Veeva Network automatically keeps the data in each production Network org up-to-date and in sync with the data in the Network Provider Database.

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

Records that do not match Veeva records will be loaded as customer-stewarded records and updates on those records will not be shared with Veeva Network Provider Database.



Updates in this release

The following sections describe the updates for Veeva Network 5.0, and include all features introduced since Veeva Network 4.0.

DATA GOVERNANCE

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

To ensure that master subscription feeds do not overwrite change requests, the Network Provider Database record version is now persisted in the customer Network instance.

GLOBAL CUSTOMER MASTER

Network has been localized for Japanese and UK English in this release.

When working with Chinese records, you can now use pinyin strings to search simplified Chinese data. Pinyin strings will match against pinyin fields (HCO and HCP names).

Additional localization has been done to add and update translations for this release. You can send feedback on errors or omissions in the translations to NetworkLocalization@veeva.com.

SUNSHINE ACT REPORTING

The Sunshine Act Reporting feature was made available in all US Sandbox and Production environments on Feb 2nd 2015.

The **Source Data** option at the left of the profile page enables you to view source in compliance with the Sunshine Act:

- NPI, DEA and SLN data for Health Care Professionals
- NPI, DEA and CMS Teaching Hospital data for Health Care Organizations

To export source data, use the US Compliance target subscription in System Interfaces.

After running the subscription from the (Admin console under System Interfaces), you can access the source files on your FTP server at
`US_Compliance_Target_Subscription/source_data_<date>_<time>.zip`

DATA MODEL

Administrators can access reference codes for a reference type directly from the data model page.

Administrators can define rules for custom fields that generate default values. Rule expressions can be defined for countries and Network objects in the Countries section of the Custom Field page.

Administrators can define rules for custom fields that generate default values if a custom field is blank, or to update the custom field value when the record is changed. Rule expressions can be defined for countries and Network objects in the **Countries** section of the Custom Field page.



LOADING CUSTOM SOURCES INTO A NETWORK ORG

The time used for schedules was previously assumed to be in the same time zone as the customer instance, which is currently PST. The time is now assumed to be in the UTC time zone when the day, week, month, or year are selected in the subscription configuration.

For master subscriptions, master records are compared with their corresponding customer record prior to master updates, to determine whether the customer version is newer. If the customer record is a newer version, the master update does not apply to that record.

In the Administration console, under System Interfaces, you can configure source subscriptions to run on selected days during the week (rather than either one day or all days).

EXPORTING DATA

In a target subscription, you can filter custom keys by system. For example, you could choose to export only custom keys for CRM. This filter appears on the **Target Subscription** page under **Filter Custom Keys**.

Records are not included in delta target exports if revisions involve changes to metadata only. For example, a record in which the gender is changed from M to F and then back again (effectively not changing the record) would result in changes to the record's delta ID and modified date. This record would not be included in the export. Note that this functionality compares the previously exported version of the record with the current exported version, and only applies the second time a delta target subscription is run.

The "Active?" field label has been changed back to its previous value of "Active" to avoid issues with downstream data loads.

WORKFLOW

In a change request, data stewards can add or update values for fields that were not requested in the original request.

On the Source Rankings page, administrators can now set the rank for change requests submitted from the Network UI. The rank defines the priority for survivorship of values from change requests, in relation to other data sources. Administrators can use this feature to enable certain data sources to override changes that were made by data stewards in the Network UI.

In the Workflow Settings page, administrators can bypass address cleansing for addresses in add or change requests.

The change request page has been updated to include enhancements, including a reformatted summary area to the right of the request. The summary area displays key information on the request such as the subject of the change request, the creator of the request and time of creation, assignee, status, and more. Customer change request pages also include master resolution notes.

Approved updates to license expiration dates result in real-time recalculation of sample eligibility, enabling reps to sample the corresponding provider immediately. Previously, updates depended on Master and subsequent target subscription timing.



Behavior for page redirection after you add or edit a record has changed, depending on your user role, as follows:

- Administrators and standard users are redirected to the My Requests page after adding or editing a record.
- Data stewards remain on the record page after adding or editing it.

The My Requests page enables you to view requests that you previously submitted. From this page you can search tasks, and view task status, and type. This page is available to all Network user types.

On the Workflow Settings page, you can control workflow settings by country. These settings will override the default workflow settings for each country you define.

SEARCH

You can now select multiple Veeva-managed records from within search results and synchronize them with master data (rather than wait for an update). The Sync with Master button downloads and syncs the record, and replaces the previous Download from Master button.

PROFILE

When you create a new record, you can verify addresses in the **Address** section as you add them. After typing an address, the **Verify** link at the bottom of the **Address** section enables you to immediately begin the verification process, before you submit the record.

Default values now exist for specific fields. These values will automatically be populated when you add a new record, save a record, or during data load, if no value is provided otherwise. Survivorship of these fields remains the same; use of a default value is driven by Network and is overridden using the usual field survivorship process. Default values can be set by country as well as for custom fields. Data stewards do not need to process default values for fields unless they want to change the value.

INBOX

When you filter the inbox, you can now use facets to filter based on HCP or HCO status.

Future enhancement

A future Network release will include an updated inbox for data stewards and administrators. This updated inbox will include stylistic and functional updates currently available on the My Requests page.

REPORTS

You can now only edit reports that you created.

Only report creators and administrators can edit their reports.

Report creators can now delete their reports from the action menu in the report list, or from within the report itself. Administrators can delete all reports. System reports (the default reports in Network) cannot be deleted.

Report filters do not support date type fields; these fields are excluded from the filter list.



The HCO and HCP merge reports enable you to view details on surviving and losing field values in a record. You can refine the report to specify which values and results to display.

In Change reports (HCO or HCP), only attribute values that have changed are displayed by default. You can choose to display values that have not changed, which displays the current (last) value of the unchanged attribute.

The generic HCO and HCP report templates include a section for specifying parameters to further refine the report. In this section, you can specify the HCO and HCP types to include in the report.

[ADDRESS VALIDATION UPGRADE](#)

The address cleansing tool used by Network will undergo an address database upgrade. If addresses are reloaded into Network without custom keys, these addresses will likely not match addresses that were validated previously.