



veeva Network

Veeva Network 17R3.0.1 Release Notes

December 2017



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About these Release Notes

These Release Notes describe all features that will be included in Veeva Network 17R3.0.1.

Browser requirements

The following are the minimum browser requirements:

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

Veeva Network is not supported on mobile devices.

Release Note updates

The following topics have been added to the Release Notes since the Early version was published:

Data model

- **Shipping address** - Network can now recalculate long US addresses to ensure that the entire address is in a legible format for delivery.
- **Full address field** - The `formatted_address__v` field is now available as a DCR enabled field for third party master sources.

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



What's new

The following key enhancements have been introduced in Veeva Network since 17R2.2.

DATA MODEL

- **Primary field type** - Administrators can now create multiple primary field types and configure them so Network doesn't automatically calculate primary.
- **Shipping address** - Network can now recalculate long US addresses to ensure that the entire address is in a legible format for delivery.
- **Full address field** - The `formatted_address__v` field is now available as a DCR enabled field for third party master sources.

INBOX

- **Filter counts** - When data stewards view a filter, all entries now display in descending order according to task count.

SEARCH

- **Advanced search** - Users can now use an advanced form to apply search terms to specific fields to find the most relevant results.
- **Search results preference** - Network now remembers the page size preference for search results.
- **Parent affiliation facet** - Users can type a specific Parent HCO for filtering their search results.
- **Sort by name** - Users can now sort their search results by first name or last name in ascending and descending order.

CONFIGURATION MANAGEMENT

- **Exporting and importing packages** - This feature is now generally available in all Network instances.

LOCALIZATION

- **Japanese** - Network now converts all Katakana character input text fields into Fullwidth Kana characters.

VEEVA CRM INTEGRATION

- **Search Audit History** - Administrators can now see the origin of CRM searches for CRM online, iPad, or mobile.
- **Network Account Search optimization** - Network can optimize Network Account Search by understanding searches made by Veeva CRM users.
- **State distributor licensing** - Network now supports storing data for the Ohio Terminal Distributor of Dangerous Drugs (TDDD) license.
- **Limiting Network Account Search results** - For compliance, the Network Search API has been updated so that Network Account Search (NAS) can now be limited for Veeva CRM users



DATA CHANGE REQUESTS

- **Rejection message** - Users receive an updated message when Network rejects a change to an opted-out HCP.

DATA LINEAGE

- **Unmerge all sources** - Data stewards can now use the Select All button to unmerge all of the sources and create a new record.

DATA LOADING

- **Match analysis logs** - The Mode column descriptions now accurately reflect where the match was found.

PROFILES

- **Network entity IDs for child objects** - Users can now view the Network entity IDs (VIDs) for all child objects on record profiles.
- **Address verification status** - Users can now view tooltips for definitions of address verification status outcomes.

REPORTS

- **Supported functions** - The following functions are now supported for advanced ad hoc queries: CONVERT, EXTRACT, MEDIAN, POSITION, WITH.
- **SQL Reference** - The *Veeva Network Online Help* now includes a list of the commands, functions, and operators currently supported by Network Reporting.

API

- **Version 13.0** - This version of the Network API is being introduced in this release.

DATA GOVERNANCE

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

The following key enhancements were introduced in Veeva Network 17R2.1 and 17R2.2.

CONCUR CONNECTOR

- **Multiple Concur environments** - Network now supports using multiple Concur environments with a single Network instance.



DATA CHANGE REQUESTS

- **Address inheritance** - Data stewards and data managers can link to parent addresses in data change requests.
- **Auto-reject large DCRs** - DCRs that contain more than 100 child objects are automatically rejected.

DATA EXPORTS

- **Export by VID** - Administrators and data managers can export a .csv file of Network Entity IDs (VIDs) to downstream systems.
- **Unmask opted-out records** - Opted-out HCP records can be exported to downstream systems with all available information.
- **File formatting** - Administrators and data managers can now choose to exclude a header row and define the delimiter and text qualifier on exported files.

DATA LOADS

- **Files loaded summary** - Administrators and data managers can now see the .zip file or folder that was used to process the job.
- **New property** - An advanced property, `job.merge.enable.child_dedupe_tie_breaker`, has been added to help decide which duplicate child object is the best match using tie breaker rules.

DATA VALIDATION RULES

- **Grouped fields** - Administrators can now create rules using groups of similar fields.

PROFILE

- **Revision History approver details** - Merge and unmerge requests now include the approver name and any comments.

VEEVA OPENDATA

- **Search** - Search results are filtered for Network instances with Chinese data using the 2-tier or 3-tier hierarchy models.
- **Importing delta data loads** - Exports from Veeva OpenData master instances will be smaller and more efficient to process in your customer instance.

REPORTS

- **CAST function** - This function is now supported for advanced ad hoc queries.

WORKFLOW

- **Address status** - Network instances that use the Create Unverified option were updated in 17R2.1 to have the address status enabled. The configuration change is required to correct an issue in Veeva CRM when addresses may remain in *Staging* status and are not assigned a Network entity ID (VID).



API

- **Change requests** - The Change Request API is updated to include bulk approval and bulk rejection.
- **Search and Retrieve** - The Search and Retrieve API now considers 2-tier and 3-tier hierarchy models before returning search results.

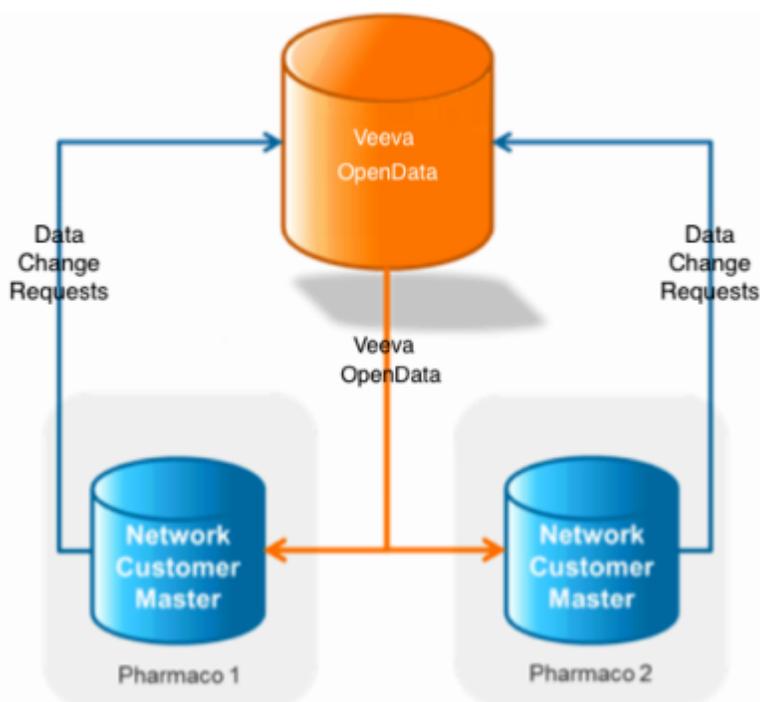


Introduction

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

Veeva OpenData 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 Veeva OpenData, according to each pharmaco's contract with Veeva.



NETWORK CUSTOMER MASTER

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

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

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

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 OpenData.



Data model

PRIMARY FIELD TYPE

Administrators and data managers can now create multiple primary type custom fields and configure them so that they are managed by Network users. This enhancement provides more flexibility for customers who rely on primary designations for their business processes. For example, primary custom fields can be created for different business units based on therapeutic areas, so different HCPs might have primary addresses for oncology, pediatrics, and cardiology.

When primary type custom fields are managed by users, the primary setting does not move from the object unless it is changed by a user. This new behavior ensures that customers can rely on the primary designation for business processes like territory alignment and compensation. If Network manages the primary type field, the primary is automatically moved to another object if the current object is inactivated or invalidated. This behavior might have negative impacts where business units or compensation is tied to primary address. For example, a sales rep might not get compensated for sampling a doctor if Veeva OpenData inactivates an address and Network automatically recalculates and moves the primary address to another state or province in the same fiscal quarter. Now, customers can choose whether a primary field is managed by Network or managed by users.

▼ **Addresses**

Professional 4500 Memorial Dr Belleville Illinois 62226-5360 US 1
Global Primary Address

Professional 3701 Doty Rd Woodstock Illinois 60098-7509 US 2
Primary Address for Medical Oncology +1 more

Professional 1325 N Highland Ave Aurora Illinois 60506-1449 US 99

Professional 1260 W Higgins Rd Hoffman Estates Illinois 60169-4033 US 99

Professional 6941 W Archer Ave Chicago Illinois 60638-2330 US 99

Professional 1180 W Wilson St Ste E Batavia Illinois 60510-7693 US 99
Primary Address for Radiation Oncology

[Add Address](#)



Primary custom field changes

Administrators and data managers can create multiple primary custom fields in the Network data model. Previously, one custom field using the field type *Primary Address* or *Primary Affiliation* could be created. HCPs could have only one primary address and Parent HCO and Network used a set of business rules to determine what object would be set to primary for a record. Now, to create a primary custom field, there is one field type called **Primary**, but there are two configuration options for choosing the primary behavior:

- **Network Calculated** - Use if you want Network to calculate what the primary should be. Only one field per object can use this configuration in an instance. This configuration is only available on address and Parent HCO objects.

This option represents Network's previous behavior for defining a primary. If a field for the address or Parent HCO objects is already defined as Network Calculated, the option in the **Configuration** list is dimmed.

- **Unique Checkbox** - Use if you want the primary to be managed by users. Only one object can be set to primary for each primary field. Multiple fields on an object can use this configuration in an instance, for example; an HCP record can have multiple primary addresses - one for each business unit. This configuration is available on all Network objects (addresses, licenses, Parent HCOs).

This new option enables customers to manage primary.

Create Custom Field Cancel Save

▼ Properties

Name _c ? Effective Version N/A ?

Type ? Configuration ?

Enabled?

Description

Unique Checkbox ▲ ?

Network Calculated

Unique Checkbox

Example

Review the following example to understand how you can use the **Unique Checkbox** configuration to support your business processes.

An administrator creates multiple primary custom fields for the address child object in the Network data model.



Field Name	Description	Category	Annotation	Status
modified_date__v	Modified Date	Date and time		✓
nwk_primary_address__c	Global Primary Address	Primary Address	← Network Calculated	✓
nwk_primary_address_oncology__c	Primary Address for Medical Oncolog...	Primary		✓
nwk_primary_address_pediatics__c	Primary Address for Peadiatrics	Primary		✓
nwk_primary_address_radiation_oncology__c	Primary Address for Radiation Oncol...	Primary	← Unique Checkbox	✓
nwk_primary_address_surgical_oncology__c	Primary Address for Surgical Oncolo...	Primary		✓
nwk_primary_cardiology__c	Primary Address for Cardiology	Primary		✓
organization__v	Organization	Text		✓

On the Profile page, the primary custom fields display for each address. A Field Services Manager who manages territories and compensation can edit the fields to define primary addresses for specific therapeutic areas. The primary should not move from the addresses.

On an HCP record, 4500 Memorial Drive is already set as the HCP's Global Primary Address (Network Calculated primary field). The Field Services Manager edits the profile and sets 3701 Doty Rd as the HCP's primary address for Medical Oncology (Unique Checkbox primary field).



Addresses
View Map

Professional 4500 Memorial Dr Belleville Illinois 62226-5360 US 1

Global Primary Address

Address Type Professional	Record State Valid
Address Line 1 * 3701 Doty Rd	Address Line 2 No Value
Address Line 3 No Value	City * Woodstock
State/Province Illinois	Zip/Postal Code 60098-7509
Country United States	Status Active
Address Verification Status Overridden	Address Rank 2
Phones Add Phone	Faxes Add Fax
Network Entity ID 931301794872557600	Date No Value
Global Primary Address No/False	<div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>Primary Address for Medical Oncology</p> <p>Yes/True</p> <input style="width: 100%; height: 20px;" type="text"/> <p>Yes/True</p> <p>-</p> <p>No/False</p> <p>Unknown/No response</p> </div>
Primary Address for Peadiatrics No Value	
Primary Address for Surgical Oncology Yes/True	
test No Value	Custom Keys MASTER__v

Verify Extended Info Jump to Map

When the primary custom field value is set to **Yes/True**, a data change request is sent to local data stewards. When the DCR is accepted, the profile page updates and shows the primary tag below the address.



Search (term: janis carter) > Janis Carter



Janis Carter ☆

4500 Memorial Dr Belleville Illinois 62226-5360 US
Network Entity ID: 930358341672304671
Verteo ID: VT1R-8VD-173
Primary Specialty: Medical Oncology
HCP Type: Prescriber
Modified Date: 2017-10-30 19:03:52
Source Keys: VCRM-00DQ000000GK11MAD

Primary Information

Addresses View Map

Professional 4500 Memorial Dr Belleville Illinois 62226-5360 US 1
Global Primary Address

Professional 3701 Doty Rd Woodstock Illinois 60098-7509 US 2
Primary Address for Medical Oncology

Now, the primary address is aligned to a field rep's territory so when they make a sales call to the HCP at 3701 Doty Rd they will be compensated accordingly.

Creating a primary custom field

Administrators and data managers can create primary custom fields in the Network data model. For each primary field type, administrators can decide whether primary is automatically calculated by Network, or managed by users. Existing primary fields for the address or Parent HCO object can be changed so that they are user-managed.

To create a primary type field:

1. In the Admin console, click **Data Model > Network Data Model**.
2. Select a field that is already a primary or click **Create Custom Field** to create a new one.

Network Data Model > Create Custom Field

Create Custom Field Cancel Save

▼ Properties

Name Primary_address_cardio —C ? **Effective Version** N/A ?

Type Primary ? **Configuration** Unique Checkbox ?

Enabled?

Description Primary addresses for cardiology business units.

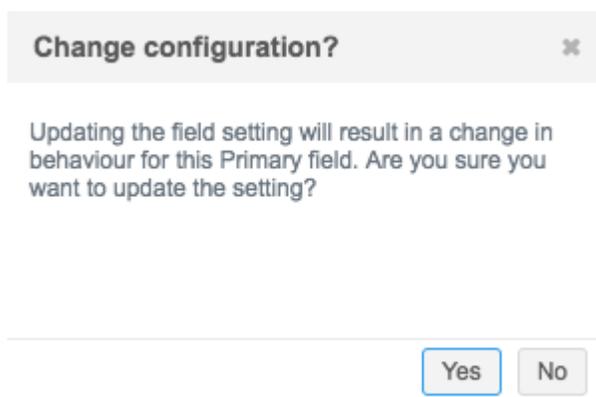
Configuration dropdown menu:
Unique Checkbox
Network Calculated
Unique Checkbox



3. Type a **Name** and **Description** for a new field.
4. In the **Type** field, select **Primary**.
5. The **Enabled?** checkbox is selected by default.
6. In the **Configuration** list, select one of the options:
 - **Network Calculated** - Network uses business rules to automatically calculate what the primary address or Parent HCO should be. If the address or Parent HCO is invalidated or inactivated, Network recalculates the next best primary.
Only one field for each object can use this configuration in a Network instance. It is only available for address and Parent HCO objects.
 - **Unique Checkbox** - Users can manage this primary field on the child objects. Only one object can be set to primary for the field. Primary does not move if the object is invalidated or inactivated.

Multiple fields on an object can use this configuration in a Network instance. It is available on all Network objects (addresses, licenses, and Parent HCOs).

If you change the **Configuration**, a dialog displays to confirm that you want to change the behavior for this primary.



7. In the **Countries** section, select a country and object for which this field will be available. A primary with the configuration **Unique Checkbox** is available for all child objects; **Network Calculated** primary type fields are available for addresses and parent HCOs only. Only one object can be chosen for a field.

The following options are available when **Unique Checkbox** is configured. They do not apply to the **Network Calculated** configuration.

- **Rule Type** Select either **Default Value** to set a default value for the field, or **NEX Rules** to define custom rules for the field.
- **Value** - If you chose **Default Value**, choose the value that displays in the profile.
- **NEX Rule** - If you chose **NEX Rule**, type the rule. For more information about NEX Rules, see the *Veeva Network Online Help*.
- **Required/Update** Select this check box to make it a required field. If you selected **NEX Rule** select the **Required/Update** check box to update the custom field value if any attributes on the record are being updated.



Countries	Network Objects
Countries *	United States X
Network Object *	Address
Rule Type	Default Value
Value	No Value
Required / Update ⓘ	<input type="checkbox"/>

Remove Done

[Add Country Group](#)

8. In the **Labels** section, choose the **Language** and the **Label** for the custom field. The label displays on the profile page.
9. **Save** your changes.

The custom field will now display on Profile pages.

SETTING PRIMARY TYPE FIELDS

When primary type fields are configured as Unique Checkbox, only one primary can be defined for the field across one set of objects. For example, an HCP cannot have the primary custom field called Primary Address for Cardiology set to *Yes/True* for two different addresses.

Network ensures that for each primary type custom field, only one is set to primary for the object.

Network UI

Fields that are configured as Unique Checkbox can be edited by all Network users on record profiles. If the custom field is updated, a data change request is created and sent to local data stewards to accept or reject the change.

To ensure that only one field is set to primary on the object, Network changes the primary value if the field is set to *Yes/True* multiple times across an object.



Example

On an HCP record, the **Primary Address for Cardiology** field is set to *Yes/True* for 6941 W Archer Ave.

Address Line 1 *
6941 W Archer Ave

Primary Address for Cardiology
Yes/True

A user sets the same field to *Yes/True* for 1180 W Wilson St Ste E on the same record:

Address Line 1 *
1180 W Wilson St Ste E

Primary Address for Cardiology
Yes/True

Network automatically toggles the field value to *No/False* on the 6941 W Archer Ave address.

Address Line 1 *
6941 W Archer Ave

Primary Address for Cardiology
No/False

The same behavior occurs on data change requests.

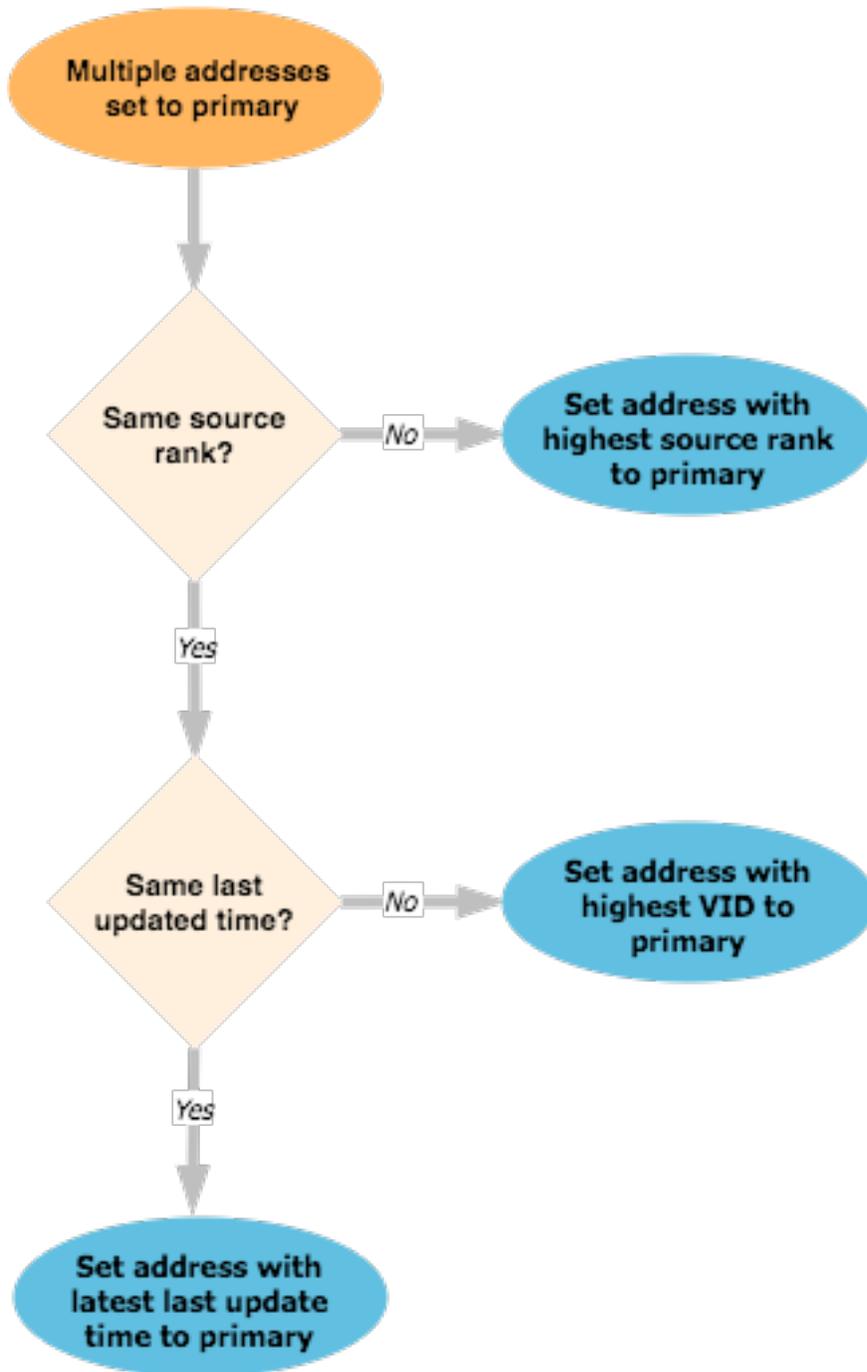
Multiple primaries on merge, unmerge, and Change Request API

If multiple primaries are defined on an object (for example, the **Primary Address for Cardiology** field is set to *Yes/True* on more than one address), the primary must be determined for one object only using the following criteria:

- Source rank
- Last updated time
- Network entity ID



Review the following diagram to understand how primary is determined on merge, unmerge, and changes submitted using the Change Request API.



Example - Multiple addresses set for a primary field through the Change Request API

In the Change Request API, even if a primary field is set for multiple objects, only the changes are read. So if the primary does not change on an object, the value is not acknowledged.



In Network	Change Request API	Result
Change Request API - Update 1		
	Address1: primary = Yes Address2: primary = Yes	Address1: primary = No, VID = 123 Address2: primary = Yes, VID = 456
Change Request API - Update 2		
Address1: primary = No Address2: primary = Yes	Address1: primary = Yes Address2: primary = Yes	Address1: primary = Yes, VID = 123 Address2: primary = No, VID = 456
Change Request API - Update 3		
Address1: primary = Yes Address2: primary = No	Address1: primary = Yes Address2: primary = Yes Address3: primary = Yes	Address1: primary = No, VID = 123 Address2: primary = No, VID = 456 Address3: primary = Yes, VID = 789

Results

- **Update 1** - Address2 is set to primary because it has the highest VID.
- **Update 2** - The primary moves because the current primary value (Address 2) did not change, only the second primary (Address1) changed. In the Change Request API, only changes are read, so Network does not see the primary value from Address2.
- **Update 3** - There were two changes in the Change Request API: Address2 and Address3. Address3 is set to primary because it has the highest VID.

Multiple primaries on source subscriptions

When multiple primaries are available in a source file, all of the primary values are read and the source file changes are compared with the data that is already in the Network instance.

Example - Multiple addresses set for a primary field through data load

In Network	Change in data load	Result
Source file - Update 1		
	Address1: primary = Yes Address2: primary = Yes	Address1: primary = No, VID = 123 Address2: primary = Yes, VID = 456
Source file - Update 2 (no change in source file)		
Address1: primary = No Address2: primary = Yes	Address1: primary = Yes Address2: primary = Yes	Address1: primary = No, VID = 123 Address2: primary = Yes, VID = 456
Source file - Update 3 (change in source file)		
Address1: primary = No Address2: primary = Yes	Address1: primary = Yes Address2: primary = Yes Address3: primary = Yes	Address1: primary = No, VID = 123 Address2: primary = Yes, VID = 456 Address3: primary = No, VID = 789



Results

- **Update 1** - Address2 is set to primary because it has the highest VID.
- **Update 3** - There were two changes in the data load: Address1 and Address3. Network sees all of the primary values in the source file and compares them to the existing values in the Network instance. Because Address2 was already set as primary, to prevent flip-flopping, the primary does not move.

Merging and unmerging records

When records are merged, a primary custom field might be set to *Yes/True* multiple times across one set of objects. For example, both records that are being merged might have the **Primary Address for Cardiology** field set to *Yes/True* for an address. Network ensures that the surviving record has only one primary for that field.

- If an object is primary on the winning record, the winning record's primary object remains primary on the merged record
- If an object is primary on the losing record, and the winning record has no primary specified, the losing record's primary object will be primary on the merged record
- If master records (Veeva OpenData or third party data) are merged with customer records and a master address is primary, it always wins.

Example 1 - Merging two HCPs with the same addresses set for a primary field

The example applies to customer (gray to gray) records or Veeva OpenData (orange to orange) records.

Primary value on winning record 280 Bay Street W	Primary value on losing record 280 Bay Street W	Primary value on the merged address
No Value	No Value	280 Bay Street W - No Value
Yes/True	No/False	280 Bay Street W - Yes/True
No/False	Yes/True	280 Bay Street W - No/False
No Value	Yes/True	280 Bay Street W - Yes/True
Yes/True	Yes/True	280 Bay Street W - Yes/True



Example 2 - Merging two HCPs with different addresses set for a primary field

The example applies to customer (gray to gray) records or Veeva OpenData (orange to orange) records.

Primary value on winning record 208 Bay Street W	Primary value on losing record 74 Victoria Avenue	Primary value on merged addresses
No Value	No Value	280 Bay Street W - No Value 74 Victoria Avenue - No Value
Yes/True	No/False	280 Bay Street W - Yes/True 74 Victoria Avenue - No/False
No/False	Yes/True	280 Bay Street W - No/False 74 Victoria Avenue - Yes/True
No Value	Yes/True	280 Bay Street W - NoValue 74 Victoria Avenue - Yes/True
Yes/True	Yes/True	If the records came from sources with different ranks, then the address that came from the record with the highest source rank is primary. If the records came from sources with the same rank, then the address with the latest update time is primary.

Example 3 - Merging two HCPs with the same address set for a primary field

The example applies to merging customer to Veeva OpenData records (gray to orange) records or merging customer to third party (gray to blue) records. The master address always wins.

Primary value on winning record (master) 208 Bay Street W	Primary value on losing record (customer) 208 Bay Street W	Primary value on merged address
No Value	No Value	280 Bay Street W - No Value
Yes/True	No/False	280 Bay Street W - Yes/True
No/False	Yes/True	280 Bay Street W - No/False
No Value	Yes/True	280 Bay Street W - Yes/True
Yes/True	Yes/True	280 Bay Street W - Yes/True

**Example 4 - Merging two HCPs with different addresses set for a primary field**

This example applies to merging customer to Veeva OpenData (gray to orange) records or merging customer to third party (gray to blue) records.

Primary value on winning record (master) 280 Bay Street W	Primary value on losing record (customer) 74 Victoria Avenue	Primary value on merged addresses
No Value	No Value	280 Bay Street W - No Value 74 Victoria Avenue - No Value
Yes/True	No/False	280 Bay Street W - Yes/True 74 Victoria Avenue - No/False
No/False	Yes/True	280 Bay Street W - No/False 74 Victoria Avenue - Yes/True
No Value	Yes/True	280 Bay Street W - No Value 74 Victoria Avenue - Yes/True
Yes/True	Yes/True	280 Bay Street W - Yes/True 74 Victoria Avenue - No/False

Unmerging records

When records are unmerged from each other, any fields that were set as primary on the original records are recovered.

Veeva CRM mappings

A Veeva CRM administrator can create one of the following mappings to support the primary field in CRM.

CRM	Network	Result
primary_vod__c	Network Calculated	Only one active address can be primary in Veeva CRM. Network can calculate the primary.
primary_vod__c	Unique Checkbox	Only one active address can be primary in Veeva CRM. Primary has to be defined in Network.
Custom Boolean Reference	Network Calculated	Business unit specific addresses can be set to primary in CRM. Network can calculate a primary for one business unit only.
Custom Boolean Reference	Unique Checkbox	Business unit specific addresses can be set to primary in CRM. Primary has to be defined in Network.



SHIPPING ADDRESS

Network can now recalculate long US addresses to ensure that the entire address is in a legible format for delivery. Network customers ship products to their customers and some shipping vendors limit address lines to 35 characters. Address lines that are longer than 35 characters are truncated by the vendor's system, so the delivery person cannot see enough information to deliver the samples. The samples are returned and cannot be reused due to FDA regulations. To avoid customers from incurring additional overhead costs and expired samples, Network can now format the shipping address to ensure that address lines contain no more than 35 characters.

This feature is not enabled by default. Contact Veeva Support to enable the feature for your Network instance.

If the feature is enabled in your Network instance, and address lines 1 and/or 2 for US addresses exceed 35 characters, the lines will be recalculated during the address cleansing stage. Addresses that are added or changed (for example, through data load, DCRs, Change Request API, and so on) will be recalculated using the shipping address rules if address lines 1 and/or 2 exceed 35 characters. The shipping address rules can be applied to the existing customer-mastered (gray) US addresses in your Network instance by reprocessing the affected addresses. For more information, see the section called *Processing existing addresses* below.

Shipping address rules for US addresses

Network has three address line fields. If address lines 1 and/or 2 contains more than 35 characters, Network applies rules to recalculate the address in a legible format for delivery.

When Network users add or update an address through a change request, a profile, or a source description, if address lines 1 or 2 exceeds 35 characters, Network recalculates address lines 1, 2, and 3.

For addresses with an address verification status of Verified or Ambiguous:

- Street number (premise__v), name (thoroughfare__v), and suite number are always in the first two address lines.
- Building and organization are on the next available line.

In this example, the original Address Line 1 exceeded 35 characters. During address verification, the address is recalculated so that the suite information (Ste 350) moved to Address Line 2. If the address is not recalculated, shipping vendors truncate Address Line 1 and the suite information does not display for the delivery person.



Address Verification

INPUT Verify

FIELDS		CLEANSED ADDRESS
Address Line 1	2801 W Kinnickinnic River Pkwy Ste 350	2801 W Kinnickinnic River Pkwy
Address Line 2		Ste 350
Address Line 3		
City	Milwaukee	Milwaukee
State/Province	Wisconsin	Wisconsin
Zip/Postal Code		53215-3695
Country	United States	United States
Address Verification Status	Not Verified	Verified

[-- Show more fields](#) Cancel Apply

For addresses with a verification status of Partially Verified and Unverified, addresses are wrapped

Examples

The following examples apply to Verified or Ambiguous addresses.

Example 1

Address Line 1 has more than 35 characters and Address Line 1 has a building.

#	Address Lines	Post-Processed Shipping Address Lines
1	The Clifton T. Perkins State Hospital	8490 Dorsey Run Rd
2	8490 Dorsey Run Rd	The Clifton T. Perkins State
3		Hospital

Example 2

Address Line 1 has more than 35 characters and Address Line 1 has an organization.

#	Address Lines	Post-Processed Shipping Address Lines
1	Grand Rapids Medical Education Partners	1000 Monroe Ave NW
2	1000 Monroe Ave NW	Grand Rapids Medical Education
3		Partners



Example 3

Address Line 1 has more than 35 characters and Address Line 1 has a premise, thoroughfare and suite number concatenated.

#	Address Lines	Post-Processed Shipping Address Lines
1	2801 W Kinnickinnic River Pkwy Ste 350	2801 W Kinnickinnic River Pkwy
2		Ste 350

Example 4

Address Line 2 has more than 35 characters and Address Line 1 has a building

#	Address Lines	Post-Processed Shipping Address Lines
1	Harbor Plaza	105 Paseo Concepcion De Gracia
2	105 Paseo Concepcion De Gracia Ste 1	Ste 1 Harbor Plaza

Example 5

Address Line 2 has more than 35 characters and Address Line 1 has an organization.

#	Address Lines	Post-Processed Shipping Address Lines
1	Nebraska Medicine	2510 Bellevue Medical Center Dr
2	2510 Bellevue Medical Center Dr Ste 250	Ste 250 Nebraska Medicine

Example 6

This example applies to Partially Verified and Unverified addresses. Address lines will be wrapped

#	Address Lines	Post-Processed Shipping Address Lines
1	Kaiser Permanente Optometry Department	Kaiser Permanente Optometry
2	1011 Baldwin Park Blvd	Department 011 Baldwin Park Blvd

Processing existing addresses

Existing customer-mastered (gray) US addresses with lines 1 and 2 that exceed 35 characters must be processed through the Network shipping address rules. If existing addresses are not processed with identifiers on the entity and address, duplicate records might be created.



To update the US addresses in your Network instance that exceed 35 characters, administrators should complete the following steps:

1. Create a report to find the addresses in your Network instance that have more than 35 characters in address lines 1 and 2.
 - a. On the Network menu, click **Reports > Ad Hoc Queries**.
 - b. Click the **Advanced** tab.
 - c. In the field, paste the following query:

```
SELECT
    entity_vid__v,
    vid__v AS address_vid,
    address_line_1__v,
    address_line_2__v,
    address_line_3__v,
    premise__v,
    thoroughfare__v,
    building__v,
    organization__v,
    sub_building__v,
    address_verification_status__v,
    locality__v,
    administrative_area__v,
    postal_code__v,
    country__v
FROM
    address
WHERE
    (
        CHAR_LENGTH( TRIM( address_line_1__v ) ) > 35
        OR CHAR_LENGTH( TRIM( address_line_2__v ) ) > 35
    )
    AND record_state__v = 'VALID'
    AND is_veeva_master__v = 'false' ;
```



Reports > Ad Hoc Queries

Ad Hoc Queries

Database Last Updated: Nov 24, 2017, 2:37pm Save Run

Record Details Counts & Summaries **Advanced**

```

1 SELECT
2   entity_vid__v,
3   vid__v AS address_vid,
4   address_line_1__v,
5   address_line_2__v,
6   address_line_3__v,
7   premise__v,
8   thoroughfare__v,
9   building__v,
10  organization__v,
11  sub_building__v,
12  address_verification_status__v,
13  locality__v,
14  administrative_area__v,
15  postal_code__v,
16  country__v
17 FROM
18   address
19 WHERE
20   (
21     CHAR_LENGTH( TRIM( address_line_1__v ) ) > 35
22     OR CHAR_LENGTH( TRIM( address_line_2__v ) ) > 35
23   )
24   AND record_state__v = 'VALID'
25   AND is_veeva_master__v = 'false' ;
26

```

Record State:

- d. Click **Run**.
 - e. In the **Results** section, review the returned addresses.
 - f. *Optional*. To save the report on your local computer, click **Download**.
2. Create a .csv file with the affected addresses. (File A)

The file must contain Network entity IDs (VIDs) for the entity and address and data for the following fields: address lines 1, 2, and 3; city; state; ZIP/Postal code; and country.

The file must have the following names as column headers:

- entity vid
 - address vid
 - address_line_1__v
 - address_line_2__v
 - address_line_3__v
 - locality__v
 - administrative_area__v
 - postal_code__v, country__v
3. Import the addresses back into Network using a source subscription. Contact Veeva Support to set up the source subscription.
 - a. Create a new source system called Shipping Addresses. This system can be used to filter the records that are being updated and can be used for extracting the affected addresses later on.



- b. Configure a source subscription to use the exported address file (File A) as the source file. An existing source subscription can be used, but ensure that System is the Shipping Addresses system.
- c. Run the source subscription to trigger the shipping address rules.

The addresses will be updated so that address lines are less than 35 characters.

4. *Optional.* Compare the data so that you can see what it looked like before and after the shipping address rules were applied.
 - a. Export the addresses that were processed by the shipping address rules. Use Network Reports or a Target Subscription and add a filter for System = Shipping Address.
 - b. In this new file (File B), change the `address_line` column names to `shipping_address_line` for example, change `address_line_1__v` to `shipping_address_line_1__v`.
 - c. Import File A (used in the source subscription) and this new file (File B) into a database.
 - d. Create another file (File C) by cross-referencing the entity and address VIDs in the two files (File A and B).
 - e. Compare the source `address_line` fields with the Network cleansed `address_line` fields. The column headers in File C should have the following names:
 - `entity vid`
 - `address vid`
 - `address_line_1__v`
 - `address_line_2__v`
 - `address_line_3__v`
 - `shipping address_line_1__v`
 - `shipping address_line_2__v`
 - `shipping address_line_3__v`

FULL ADDRESS FIELD

The full address field (`formatted_address__v`) is now available as a DCR enabled field in a third party master system. The field itself cannot be included in a DCR, but adding it enables a third party master to have full control of the value of the field. If the field is not enabled for DCRs, customer source subscriptions could override the master source formatted address.

Customers with existing third party master systems should add this field to their systems. It is not added by default.



To enable the field:

1. In the Admin console, click **System Interfaces > Systems**.

Third Party Master Details

Cancel Save

Details

Name Third Party Master

Description

Third Party Master Yes No

Unmerge Ability

DCR Routing Criteria

Countries

HCP Type

HCO Type

DCR Enabled Fields

Available Fields		Selected Fields
<ul style="list-style-type: none"> ▼ Address <li style="background-color: #e0f0ff;">formatted_address__v ▶ HCO ▶ HCP ▶ License ▶ Parent HCO 	>> > < <<	<ul style="list-style-type: none"> Address Delivery Type (record_type__v) Address Line 1 (address_line_1__v) Address Line 2 (address_line_2__v) Address Line 3 (address_line_3__v) Address Rank (address_ordinal__v) Address Type (address_type__v) Address Verification Status (address_verificat... Building (building__v) Building Leading Type (building_leading_type... Building Name (building_name__v) Building Trailing Type (building_trailing_type... City (locality__v) Country (country__v)

Select which fields are DCR enabled for a particular third party data provider.

2. In the **DCR Routing Criteria** section, expand the **Address** list in the **Available Fields** pane.



3. Select the `formatted_address__v` field.
4. Click the right-arrow to move the field to the **Selected Fields** pane.
5. **Save** your changes.

Inbox

FILTER COUNTS

Inbox filter lists have been improved to help data stewards, data managers, and administrators more easily see the relevant tasks. Users can filter their inbox by **Task Status**, **Country**, or **Source System** and these lists are now sorted in descending order by task count. Entries with a count of zero (0) are sorted alphabetically below the others. In the **Source System** filter, entries with a count of zero (0) are removed from the list. To simplify filtering, selecting multiple entries in the list is no longer supported in this release. The ability to choose multiple entries in all three filter options will be re-introduced in a future release.

This enhancement is enabled by default.

Search

ADVANCED SEARCH

Search filtering has been improved to make it easier for users to find the most relevant results for their search terms. Previously, Network search applied search terms across all fields, so a large number of results were returned. Also, users had to search first and then filter their results using the Quick Filters and facets in the left pane on the search results page. Now, the Quick Filters have been moved to a search form that users can access directly from the search bar. Search terms can be applied to specific fields so the results are filtered immediately. For example, a data steward whose primary task is to verify HCP data can search for HCPs by specific fields (for example, First Name, Last Name, Address Line 1) and immediately get results that exactly match the terms entered in those fields.



Search by name, address and more...

Advanced Search ?

Contains Keywords Primary Country

Name

First Name Last Name

Corporate Name

Location

Address Line 1

Address Country State/Province

City Zip/Postal

More fields

FIELD NAME	VALUE
HCP All Specialties <input type="text"/>	<input type="text"/> <input type="button" value="x"/>
Parent HCO Parent HCO <input type="text"/>	<input type="text"/> <input type="button" value="x"/>

[+ Add Search Fields](#)

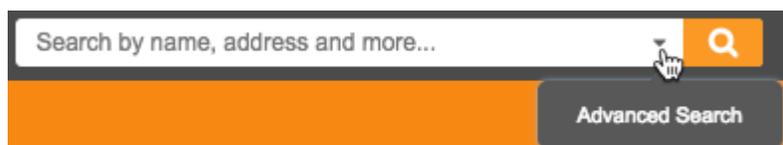
This feature is enabled by default.

Administrators can disable the feature for their Network instance by clearing the **Advanced Search** checkbox in on the General Settings page.

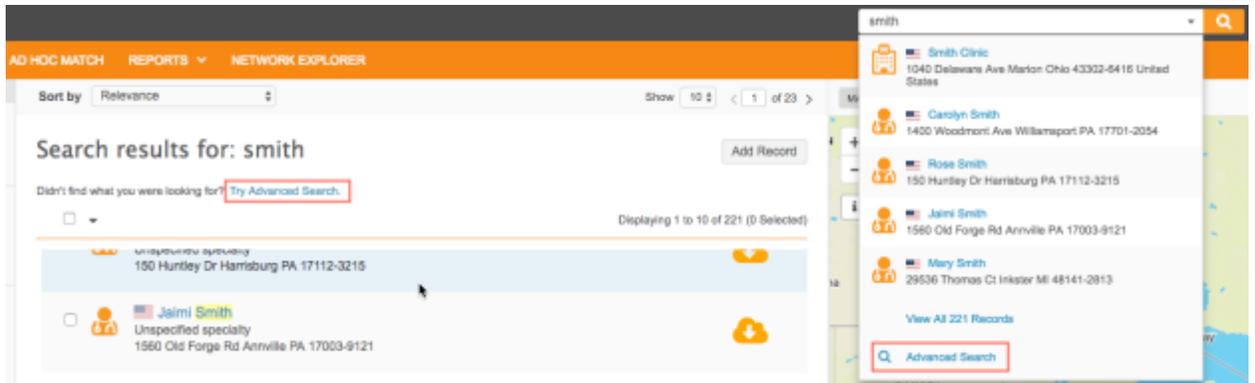
Open advanced search

Network users can access the advanced search form in several places:

- Directly from the homepage. In the search bar, click the **Arrow** icon to open the search form.



- A link to Advanced Search is available in search results if the search bar was used.



Advanced search field queries

The advanced search form contains several fields for filtering your search results. All data model fields, including custom fields, can be queried.

Some of the fields contain reference values that can be selected in a list, and some of the fields are text fields for typing specific queries. For text field queries, Network uses fuzzy match to find results. To specify an exact match, users can use add double quotes (") to their search term. For example, typing *John* in the **First Name** field displays results for HCP's with the first name John, Joan, Joann, and so on. Specifying "*John*" in the **First Name** field displays results for HCP's with the first name John only.

The fields defined in the form are saved when users navigate away from search. Network users, especially data stewards, are often searching on similar fields, so if they have to navigate away from search, when they return they can continue searching without having to redo their filters. When a user logs out of the Network instance, the queries are cleared. Also, if the advanced search form is open, but a user types a term in the search bar, the fields are cleared and the form collapses because the user is effectively starting a new search.

Contains Keywords

If users type a search term in the search bar and then access the advanced search form, the term is added to the **Contains Keywords** field. To clear the term, click the **Delete**  icon. If the search form only has a term in the **Contains Keywords** field, Network searches across all fields; this is the same behavior as using the search bar. Add search terms to specific fields in the form to filter your results. For example, type "Smith" in the **Last Name** field to filter your results for HCP records that have the last name "Smith".



Primary Country

The **Primary Country** field returns the list of data visibility profiles (DVP) assigned to the user. If a user has access to only one DVP, it is selected by default.

Modifying a country might change the list of fields available in the advanced search form and the field values available in the field queries.

Select one or more countries to update the field queries in your form. If multiple countries are selected, the union of fields and field values are available in the advanced search form. Click **Done** to close the list.

Name

Use the name fields to filter search results for HCP and HCO names.

- **First Name and Last Name** - searches across HCP records only.
- **Corporate Name** searches HCO records only.

Location

Use the fields in the **Location** section to filter your results for specific address or region.

- **Address Line 1** - Type the street and street number to find a specific HCP or HCO.
- **Address Country** - Select the country. Specifying a country filters the values in the **State/Province** list.
- **State/Province** - Select the state and province.

When state is clicked:

- If neither the **Primary Country** and **Address Country** are provided, the states are listed alphabetically by **Primary Country**.
- If **Primary Country** is provided, but **Address Country** is not, only states from the **Primary Country** are available for selection.
- If **Address Country** is provided, only states from the **Address Country** are available for selection.



- **City** - Type the city name.
- **Zip/Postal** - Type a ZIP or postal code.

More Fields

Network users can specify data model fields for filtering their search results, including custom fields. For example, a user can filter their results to find HCPs whose primary specialty is Diabetes, or an HCP who has a specific customer ID.

Field Name - This list contains all of the data model fields for HCP, HCO, Address, License, and Parent HCO. The fields are organized beneath the entity or child object heading. A field name can be used one time.

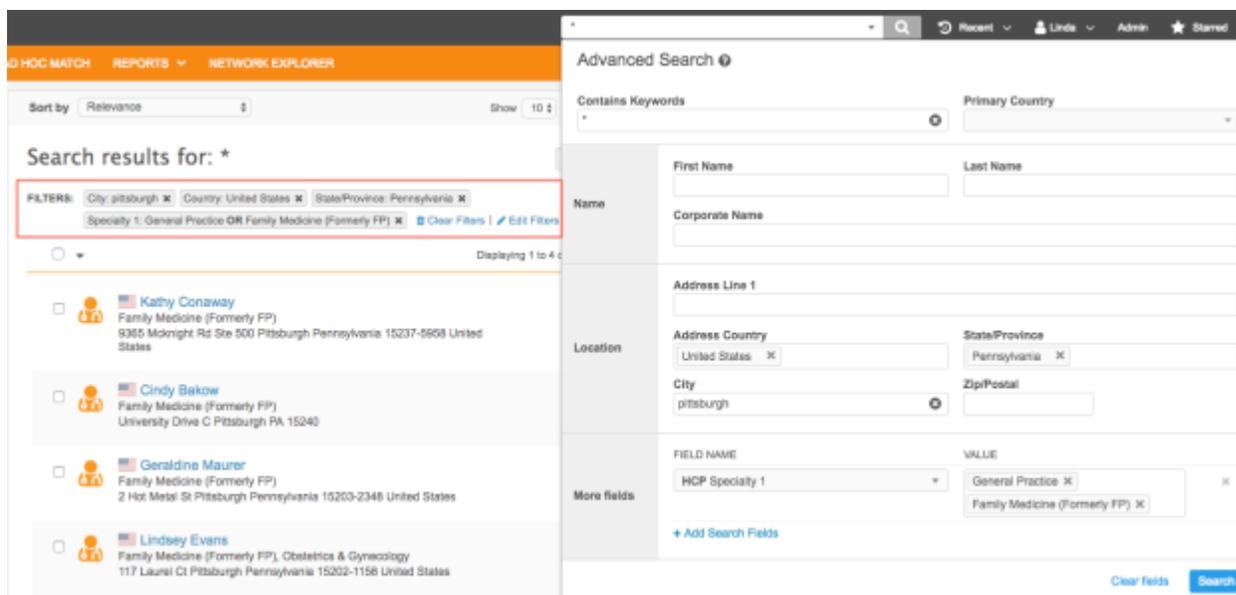
Value - Select the field value. The values are filtered for the selected field name. Multiple values can be selected for each field.

FIELD NAME	VALUE
HCP Specialty 1	
+ Add Search Fields	
	Abdominal Radiology
	Abdominal Surgery
	Aboriginal Health
	Accident / Trauma Surgery
	Accident / Trauma Surgery, Intensiv Care
	Accident / Trauma Surgery, Sport Traumatology
	Acupuncture

Search results

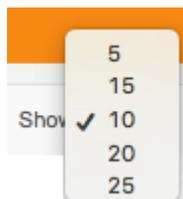
If field queries are used in the advanced search form, the search results page displays each filter. Each filter can be removed by clicking the **x** beside the filter name. Users can also clear the filters, or open the advanced search form again to edit them.

When you search using the advanced search form, an asterisk (*) displays in the search bar and on the Search results page to indicate that all records have been returned.



SEARCH RESULTS DISPLAYED

Network users can now start saving their page size preferences using the **Show** list on the Search results page. Network search now displays 10 records by default so that users can see the most relevant results more rapidly. Previously, 20 search results displayed. If users prefer to see a different count for their search results, they can select the number from the list. The next time they log into Network, their preference is remembered. Ten has been added as an option in the **Show** list to make the options more flexible for users.



PARENT AFFILIATION FACET

Users can now use the **Parent Affiliation** facet to specify the Parent HCO for filtering their search results. When Network returns search results, users can type a value for a parent HCO into the **Parent Affiliation** field. When users start typing, a summary card returns the top five results that include the full address and entity icon. Previously, a list of Parent HCO names was returned and then users could filter by selecting a name. Now, more information displays in the summary so users can select the most appropriate Parent HCO to filter on.



SEARCH

▼ PRIMARY COUNTRY

All

United States 221

▼ ENTITY TYPE

All

HCP 145

HCO 76

▼ PRIMARY SPECIALTY

All

Unspecified specialty 141

Internal Medicine 5

Pediatrics 4

Family Medicine (Formerly FP) 4

Cardiovascular Disease 3

[Show More](#)

▼ RECORD OWNER

All

OpenData Provider Database 221

[Show More](#)

▼ PARENT AFFILIATION

All

Berlin Memorial Hospital
225 Memorial Dr Ste 2020 Berlin WI 54923-1243

Jenkins Memorial Health Facility
142 Jenkins Memorial Rd Wellston Ohio 45692-9561 United States

Memorial Hospital
4500 Memorial Dr Belleville IL 62226-5360

Memorial Hospital Emergency Department
4500 Memorial Dr Belleville IL 62226-5360

Oconee Memorial Hospital
298 Memorial Dr Seneca SC 29672-9443

Sort by Relevance

Search results for: smith

Didn't find what you were looking for? [Try Advanced Search.](#)

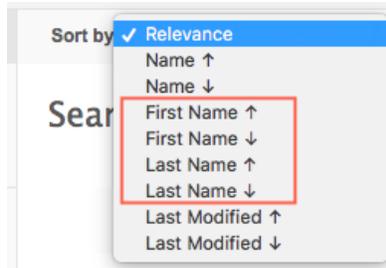
▼

- Smith Clinic**
1040 Delaware Ave Marion Ohio 43302-6416 United States
- Carolyn Smith**
Unspecified specialty
1400 Woodmont Ave Williamsport PA 17701-2054
- Rose Smith**
Unspecified specialty
150 Huntley Dr Harrisburg PA 17112-3215
- Jaimi Smith**
Unspecified specialty
1560 Old Forge Rd Annville PA 17003-9121
- Mary Smith**
Unspecified specialty
29536 Thomas Ct Inkster MI 48141-2813
- Roseann Smith**
Unspecified specialty
9013 Heritage Pl Holland Pennsylvania 18966-5333 United States
- Bonita Smith**
Unspecified specialty
104 Rippling Brook Dr Sewickley Pennsylvania 15143-9503 United States
- Debra Smith**
Unspecified specialty
2657 Chestnut Grove Hwy Grampian PA 16838-9213
- Smith County Memorial Hospital**
Family Medicine (Formerly FP)
614 S Main St Smith Center KS 66967-3001
- Emma Smith**
Unspecified specialty
50 Stonerow Ln Port Matilda Pennsylvania 16870-7908 United States



SORTING RESULTS BY NAME

Network users can now sort their search results by first name or last name in ascending or descending order. This enhancement helps users more easily find a specific record. It is especially useful in countries where two last names are common. For example, a Network instance has records for the following HCPs: Carlos Alvarez Perez and Carlos Perez Celta. If a user searches for *Carlos Perez*, they might not know if Perez is ordered first or second in the Last Name field. They can sort the results by Last Name ascending or descending to find the appropriate record.



Note: HCOs are not sorted and display after HCP results.

Configuration management

This feature is now generally available for all Network instances and is enabled by default.

Administrators can update configurations between Network environments by creating a configuration package on a source environment and transferring it to a target environment where it can be imported.

- To create configuration packages for export, in the Admin console, click **Settings > Export Configurations**.
- To import configuration packages that have been deployed to your Network instance, click **Settings > Import Configurations**.

For detailed information about this feature, see *Managing configurations* in the Veeva Network Online Help.

CONSIDERATIONS FOR PRIMARY FIELDS

When configurations are imported to a target environment, Network Calculated primary fields can be duplicated if they have different names on the source and target environment.

To prevent duplicate primary addresses or affiliations:

- Ensure that any exported and imported Network Calculated primary fields have the same field name in source and target environments.
- After importing a primary type field, ensure there are no other Network Calculated primary fields on the entity.



Localization

JAPANESE CHARACTER SUPPORT

Network users that work with Katakana characters in Japanese text can now search and match records more accurately because Network can convert all Katakana character input data into Fullwidth Kana (Zenkaku) on new records or new changes. Data submitted in searches, data loads, and data change requests will be converted into Fullwidth Kana if this feature is enabled in your Network instance. Only text fields are converted into Fullwidth Kana; reference data in drop down lists are not affected.

The feature is not enabled by default. To enable the feature for your Network instance, contact Veeva Support.

Migrating existing Japanese characters

If this feature is enabled in your Network instance, to accurately search and match records, Japanese characters in Network should be stored in Fullwidth Kana. Existing customers with Japan Veeva OpenData do not need to perform any data migration. However, customers will need to convert any customer fields or customer records from Halfwidth Kana (Hankaku) to Fullwidth Kana (Zenkaku).

To migrate customer fields or records so that all text fields with Japanese in your Network instance uses Fullwidth Kana, administrators or data managers can export the affected records in Fullwidth Kana characters and then reload the file back into their Network instance using a source subscription. This will ensure that the revision history for the records reflect the changes.

Note: The data migration should be completed at the same time (export the data and then immediately reload the data) during off-peak hours to ensure that other data is not loaded to your Network instance (for example, in change requests or other source loads) between the migration jobs.

To convert existing Japanese customer data to Fullwidth Kana:

- Create a target subscription to export the records. In the **General Export Options** section, expand the **Export Japanese Katakana in** list and select **Zenkaku Katakana**. This ensures that the data is exported in Fullwidth Kana.

The **Export Japanese Katakana in** option is only available in target subscriptions if Veeva Support has enabled this feature in your Network instance.



full_export Details

Clone Start Job Cancel Save

General Export Options

TARGETED RECORD OPTIONS

Full Data Extract Full Delta

Record Type

Record State All Valid & Under Review

Export Only Updated Children ⓘ

Save Delta State

Include Source Data view in export files ⓘ

Unmapped Reference Codes ⓘ

Export Japanese Katakana in ⓘ

- Create a source subscription with the exported file and immediately reload the records back in to your Network instance.

The Japanese character option in target subscriptions also enables you to export your data so that it is compatible for your downstream systems. If an option isn't selected, by default, the Japanese character set that you have stored in your Network instance is exported.

Search

If users search for records in Halfwidth Kana (Hankaku), Network will convert all Katakana characters into Fullwidth Kana before search. Users can interchangeably search in Halfwidth Kana characters or Fullwidth Kana characters, but Network can only return search results in one or the other. Converting all input data into Fullwidth Kana will ensure that Network is searching against the same character sets and can return results.

Source subscriptions

On source load, Network will convert all Katakana characters into Fullwidth Kana before matching and load. Some data providers send records in Halfwidth Kana characters and some providers send records in Fullwidth Kana characters. This can result in duplicate records. Converting all Katakana characters into Fullwidth Kana will ensure that data is loaded and matched using the same character sets.

Data change requests

When users submit data change requests (DCRs) in Halfwidth Kana, Network will convert the Halfwidth Kana characters into Fullwidth Kana before creating the DCR task. Data Stewards will only see Fullwidth Kana characters in change requests.



Veeva CRM integration

The following enhancements for Network-CRM integration have been made in this release.

CRM SEARCHES

In the Search Audit History, administrators can now distinguish between Veeva CRM and API searches. The **Origin** column defines the search as one of the following types:

- CRM Online
- CRM iPad
- CRM Mobile

Search Audit History

Quick history Date range To

Select time period... or 2017-11-12 2017-11-13 Get History

TIMESTAMP	USER NAME	STATUS	FOUND	RETURNED	QUERY	DATA TYPES	ORIGIN
2017-11-13 17:04:59 EST	crm@veevanetwork...	SUCCESS	794	20	Tony Smith Los Angeles, CA	HCO,HCP	CRM iPad
2017-11-13 17:02:19 EST	crm@veevanetwork...	SUCCESS	50	20	john smith albany ny	HCO,HCP	CRM iPad
2017-11-13 16:47:50 EST	crm@veevanetwork...	SUCCESS	2	2	Emily Yoder PA	HCO,HCP	CRM Online
2017-11-13 15:26:55 EST	crm@veevanetwork...	SUCCESS	68	20	Alan Craig, New Jersey	HCO,HCP	CRM Mobile

NETWORK ACCOUNT SEARCH OPTIMIZATION

By understanding how field reps use search in Veeva CRM, Network can optimize Network Account Search to reduce the number of add requests that are sent to Network and help field reps quickly find the records they are looking for.

CRM administrators can enable this feature by making a quick update to integration and end user profiles in Veeva CRM. In the Profile, under **Custom Field-Level Security**, click **View**, next to **Data Change Request**.

Contract Partner [View]	Sample Order Transaction [View]
Country [View]	Sample Order Transaction Audit [View]
Cycle Plan [View]	Sample Receipt [View]
Cycle Plan Adjustment [View]	Samples State Credential Settings [View]
Cycle Plan Detail [View]	Samples State Settings [View]
Cycle Plan Target [View]	Sample Transaction [View]
Data Change Request [View]	Sample Transaction Audit [View]

Click **Edit** and select the **Edit** permission checkbox for **Network Session ID**.



Data Change Request Field-Level Security for profile

NET Primary Care Sales - Platform

Help for this Page

Field Name	Field Type	Read Access	Edit Access
Account	Lookup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account External ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Address	Lookup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Address External ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Child Account	Lookup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Child Account External ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Country Mapping	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Created By	Lookup	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data Change Request Name	Auto Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date Time	Date/Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DCR External ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Error	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External Status	Picklist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Last Modified By	Lookup	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Created Datetime	Date/Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile Last Modified Datetime	Date/Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Customer Master Mode	Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Session ID	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notes	Text/Area	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Owner	Lookup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Parent Data Change Request	Lookup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

For more information, see the topic called *Network Account Search Optimization* in the Veeva CRM 17R3.0 Release Notes.

STATE DISTRIBUTOR LICENSING

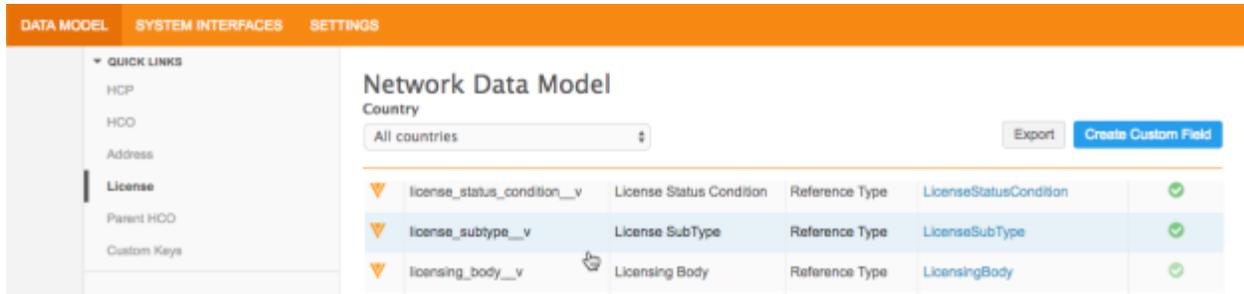
Network now supports storing data for the Ohio Terminal Distributor of Dangerous Drugs (TDDD) license. Veeva OpenData offers this as part of the US OpenData subscription for HCO records. This data can be exported to Veeva CRM so users can access the data for sampling purposes.

To ensure that the OhioTDDD license data is available and can be exported to Veeva CRM, a Network administrator or data manager must complete the following tasks.

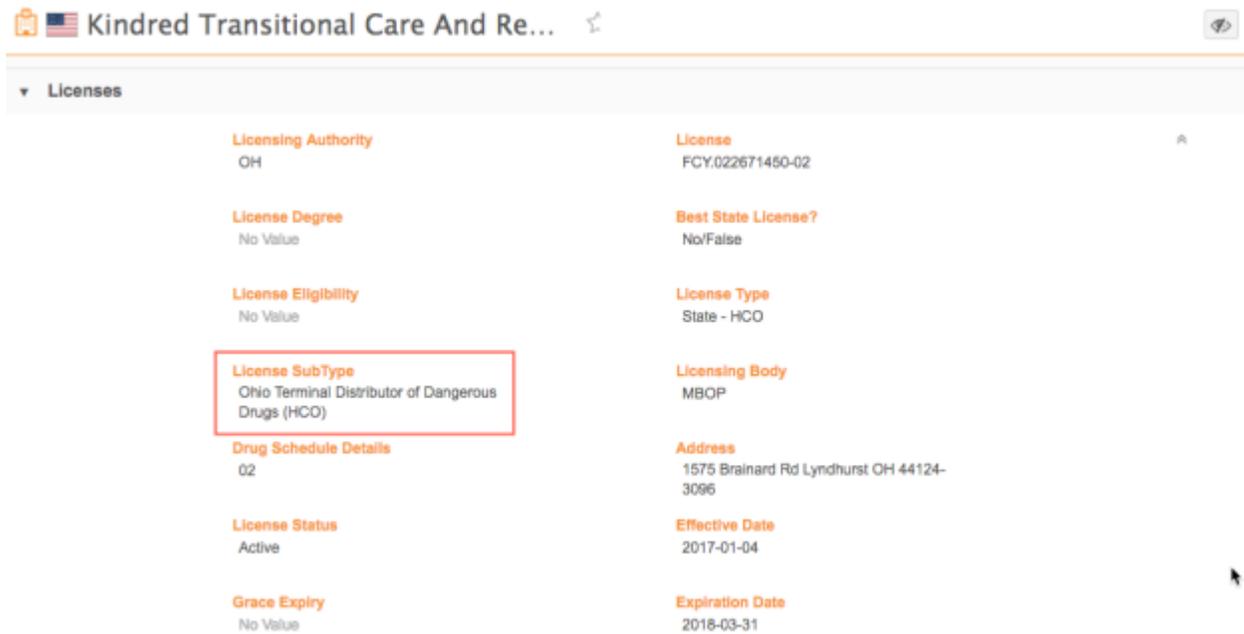
Enable the license_subtype__v field

The OhioTDDD license uses the Network `license_subtype__v` data model field. This field is not enabled by default in existing instances, so ensure that it is enabled in your Network instance.

1. In the Admin console, click **Data Model > Network Data Model**.
2. In the **Quick Links**, click **License**.
3. In the **License** section, find the `license_subtype__v` field and ensure that it is enabled. If it is not enabled, click the **Not Enabled** icon to enable it.



If the Ohio TDDD license data is in your Network instance, the data displays in applicable HCO profiles immediately.



Configuring your Veeva CRM target subscription

If you enabled the `license_subtype__v` field in your Network instance, you might need to add it to your Veeva CRM target subscription. Target subscriptions provide the ability to choose the fields that are exported to downstream systems. Review your field selections to ensure that the `license_subtype__v` field is included in your export.

1. In the Admin console, click **System Interfaces > Target Subscriptions**.
2. Select your Veeva CRM target subscription.
3. In the **File & Field Selection** section, if **Export Some Fields** or **Do Not Export** is selected for **License**, click **Select Fields to Export**. If **Export All Fields** is selected, no change is required; skip to step 4.



File & Field Selection

HCP

HCO

Payer

Plan

Address

License
[Select Fields to Export](#)

- If the `license_subtype__v` field is listed in the **Available Fields** pane, use the **Right Arrow**  icon to move it to the **Current Fields** pane. Click **Ok**. Adding this field will cause a full export to Veeva CRM when the next scheduled job runs.

Select Fields to Export

Available Fields

- license_subtype__v (License SubType)

▶▶

▶

◀

◀◀

Current Fields

- is_proprietary__v (Proprietary Record?)
- entity_vid__v (Network ID of owner)
- anticipated_expiry_date__v (Anticipated Expi
- type_value__v (Licensing Authority)
- record_owner_name__v (Record Owner Nan
- license_status_condition__v (License Status
- entity_type__v (Entity Type)
- license_admin_area__v (Region of Licensure
- license_test__c (License Test)
- effective_date__v (Effective Date)
- license_status__v (License Status)
- body__v (Licensing Body)
- rxa_eligible__v (Sample Eligibility)
- license_degree__v (License Degree)
- dea_payment_indicator__v (DEA Payment Ir
- created_date__v (Created Date)
- vid__v (Network Entity ID)
- record_owner_type__v (Record Owner Type,
- expiration_date__v (Expiration Date)
- verteo_rank__c (Verteo Rank)

⌂

▲

▼

⌂

- Save** your changes.

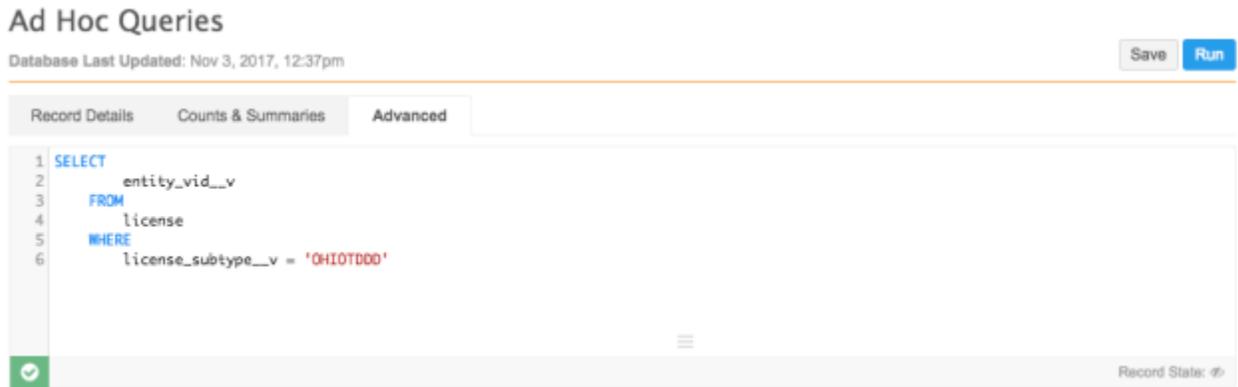
This ensures that the field is included when you export records to Veeva CRM.



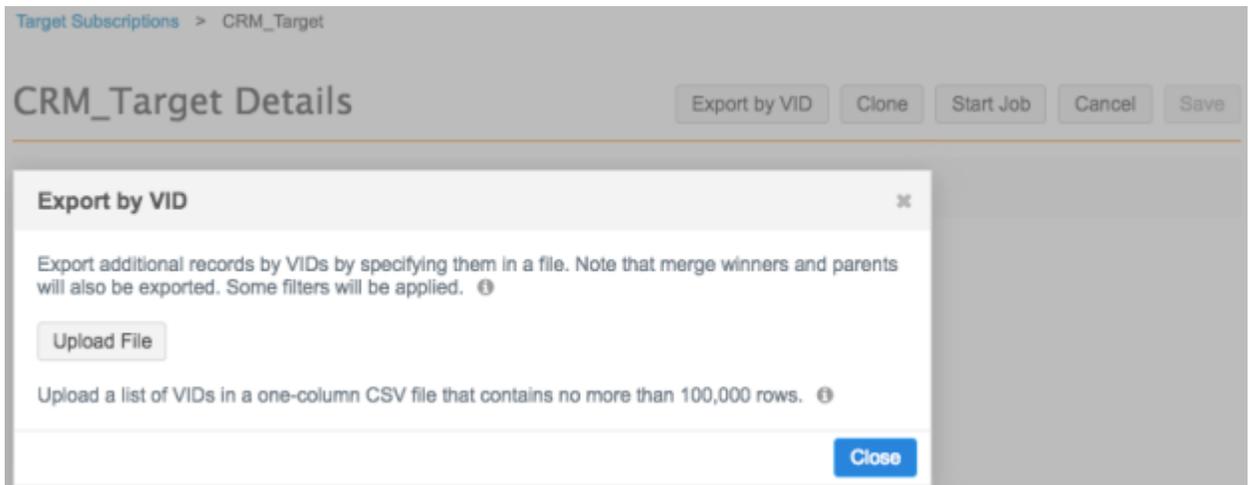
Exporting license data to Veeva CRM

When Ohio TDDD license data for HCOs is available in your Network instance, you can use the **Export by VID** feature in your Veeva CRM target subscription to export any updated records to CRM. Exporting records by VID (Network entity ID) avoids running a full target subscription job.

1. To find the records that have been updated with Ohio TDDD licenses, create an advanced ad hoc query using Network reports (**Reports > Ad Hoc Queries**).



2. Using the Network entity IDs (VIDs) in the report results, create a one-column .csv file of VIDs and add it to your Veeva CRM target subscription using the **Export by VID** button.



The CRM Bridge Data Subscription job is scheduled in the CRM Process scheduler. If the subscription is scheduled, the VIDs are exported the next time the job runs and the VID file is removed from the subscription.

For detailed information about the CRM Process Scheduler, see the *Veeva CRM Online Help*.

For detailed information about exporting records by VID, see the *Veeva Network Online Help*.

The records that were updated with Ohio TDDD license data are exported to Veeva CRM and are now available for CRM users.



For more information about enabling this feature in Veeva CRM, see the *State Distributor Licensing in Network* topic in the Veeva CRM 17R3.0 Release Notes.

LIMITING NETWORK ACCOUNT SEARCH RESULTS

The Network Search API has been updated so that Network Account Search (NAS) can now be limited for Veeva CRM users based on specific Network fields. This enhancement enables customers to adhere to compliance regulations.

For more information, see the *Limiting Network Account Search Results* topic in the Veeva CRM 17R3.0 Release Notes

DCRs

HCP OPT-OUT REJECTION MESSAGE

In some countries, healthcare providers can opt-out of having their information available with Veeva OpenData for data privacy reasons. If users submit a change request for an opted-out HCP, Network rejects the DCR with the following message:

```
System rejected - HCP has opted out and cannot be updated, your changes have been rejected.
```

This message has now been changed to the following:

```
System rejected - HCP has opted-out of OpenData. Please contact the HCP to cancel his/her opt-out and email privacy@veeva.com with "Cancellation of opt-outs with the full HCP details" in the subject line. Otherwise, please create the HCP in your local instance."
```

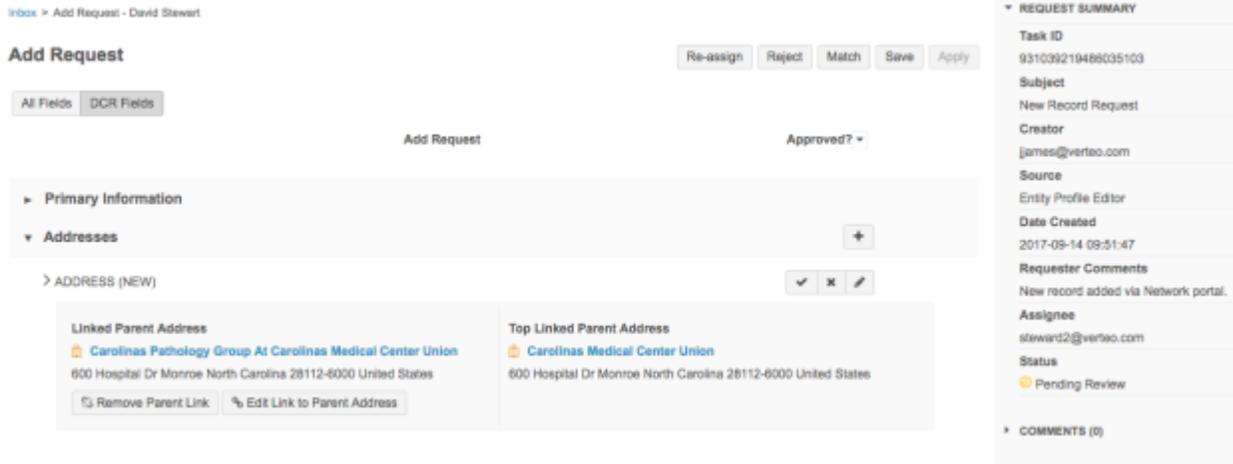
For more information about the data privacy opt-out option, see the *Veeva Network Online Help*.

MANAGING NETWORK ADDRESS INHERITANCE IN DATA CHANGE REQUESTS

Data stewards and data managers can now establish links between addresses and affiliations in data change requests (DCRs) if the Network Address Inheritance feature is enabled in their Network instance. This enhancement improves the quality of addresses by ensuring that child affiliations are linked to parent addresses.

This feature also enables data stewards to update the parent address at the top of the hierarchy so that address changes are propagated to all child addresses when Network address inheritance refresh jobs run.

This feature is enabled by default if Network address inheritance is enabled in your Network instance. Network address inheritance does not apply to third party mastered records.



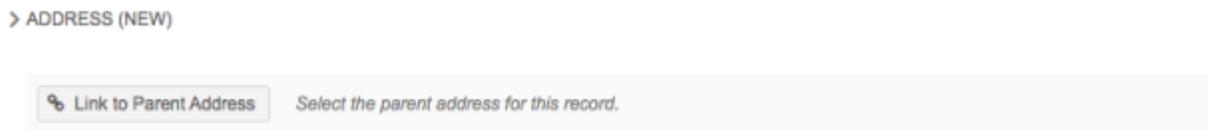
Linking to parent addresses

In add requests and change requests, data stewards and data managers can now link a new address to a parent HCO address using affiliations. If a parent HCO is linked, the HCP or HCO inherits the address of the parent when the data change request is processed.

To create a link between the address and affiliation in the DCR:

1. From the inbox, open an add request or change request.
2. In the **Address (New)** section, click **Link to Parent Address**.

The button displays even if the data steward does not have visibility to the HCO in the parent HCO affiliation.



- If the button is dimmed, the DCR does not contain an affiliation. This can occur in change requests when a user has submitted a new address change only, or in add requests because an affiliation is not yet defined. To make the button active, add an affiliation to the DCR so that the link to the parent address can be added.



- If the **Link to Parent Address** option does not display, Network address inheritance is not configured for the primary country in the DCR.
3. In the **Link to Parent Address** dialog box, select the parent address. Only active parent addresses display. If more than one parent exists, use the scroll bar to see the details. If an HCO contains multiple addresses, they are grouped with the HCO.



Link Parent Address
✕

FIELDS	ADDRESS (NEW)	Select the Parent Address to link to:	
		<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p>📍 Carolinas Pathology Group at Carolinas Medical Center Union</p> <p><input checked="" type="radio"/> 600 Hospital Dr</p> </div> <div style="width: 45%;"> <p><input type="radio"/> 2301 Us Highway 74 W</p> </div> </div>	
Address Line 1	1501 S College Rd	600 Hospital Dr	2301 Us Highway 74 W
Address Line 2			
City	Wilmington	Monroe	Wadesboro
Country	United States	United States	United States
State/Province	South Carolina	North Carolina	North Carolina
Zip/Postal Code		28112-6000	28170-7554

[⋮ Show more fields](#)
Cancel Apply

If only one parent exists, the parent is selected by default. Address values that are different between the Address (New) and parent address are highlighted so that you can easily compare the values that will be overwritten.

Fields that sync with parent addresses in Network address inheritance configuration display in the dialog. To display other address sync fields that are included in the Network address inheritance configuration for the primary country, click **Show more fields**.

4. **Save** your change.

The DCR updates to display the linked parent address. If the linked parent has a Parent HCO, the **Top Linked Parent Address** also displays to show the top linked parent in the hierarchy; for example, the linked parent address is a department in a hospital and the top linked parent address is the hospital. For more information, see *Updating the top linked parent*.



Inbox > Add Request - David Stewart

Add Request

Re-assign Reject Match Save Apply

All Fields DCR Fields

Add Request

Approved? ▾

Primary Information

Addresses



> ADDRESS (NEW)



Linked Parent Address

Carolinas Pathology Group At Carolinas Medical Center Union
600 Hospital Dr Monroe North Carolina 28112-6000 United States

Remove Parent Link Edit Link to Parent Address

Top Linked Parent Address

Carolinas Medical Center Union
600 Hospital Dr Monroe North Carolina 28112-6000 United States

Address Verification Status	Unverified	Verify
Address Verification Code		
Address Type	Professional	
Address Line 1 *	600 Hospital Dr	
Address Line 2	No Value	
Address Line 3	No Value	
City *	Monroe	
State/Province	North Carolina	
Zip/Postal Code	28112-6000	
Country	United States	
Status	Active	
Address Rank	No Value	
Parent Address Sync	Synced	
Parent Address vid	242976944717562880	

When a linked parent address is added:

- The synced address information in the DCR updates and the fields cannot be edited. This ensures that the address does not become unsynced from the parent.
- Fields that are not synced for Network address inheritance (for example, **Phone** fields) can be edited.
- The **Verify** button is dimmed so that it cannot be actioned. This ensures that the linked parent address does not become unsynced.
- The **Parent Address VID** and **Parent Address Sync** fields are populated for reference but cannot be edited.

5. **Apply** your changes.



Removing linked parent addresses

To remove a parent address that has been linked, click **Remove Parent Link**.

Linked Parent Address

 **Carolinas Pathology Group At Carolinas Medical Center Union**
600 Hospital Dr Monroe North Carolina 28112-6000 United States

In the confirmation dialog, click **Apply**.

Unlink Parent Address ✕

Removing the parent address link may cause data quality issues after processing the data change request.

Are you sure that you want to remove the link to this parent address?

 **Carolinas Pathology Group At Carolinas Medical Center Union**
600 Hospital Dr Monroe North Carolina 28112-6000 United States

The DCR will update to show that a parent address is not linked and the DCR will return to its original state.

Editing linked parent addresses

After a parent address has been linked, it can be edited. Click **Edit Link to Parent Address**.

Linked Parent Address

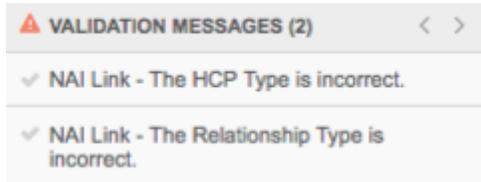
 **Carolinas Pathology Group At Carolinas Medical Center Union**
600 Hospital Dr Monroe North Carolina 28112-6000 United States

In the **Link to Parent Addresses** dialog box, select a different parent to link to and **Save** your changes. A parent must be selected.



Data validation rules

When data stewards and data managers apply the changes on a DCR, validation rules run to ensure that the linked address meets the criteria for the Network address inheritance configuration for the primary country. For example, if the **HCP Type** field is empty in the DCR, the validation rules will fail because **HCP Type** is a required field. Data stewards must add an HCP type that corresponds to the Network address inheritance configuration and apply the changes again.



Data validation rules run by default if changes are made to a synced address for any of the following information:

- HCO Type
- Relationship Type
- Parent HCO Type
- Parent Address Type

To review the Network address inheritance configuration for a country, administrators can navigate to **Data Model > Network Address Inheritance**.

Updating the top linked parent

When addresses are submitted in change requests, the changes should often be applied to the Parent HCO at the top of the hierarchy, instead of the HCP or HCO in the DCR.

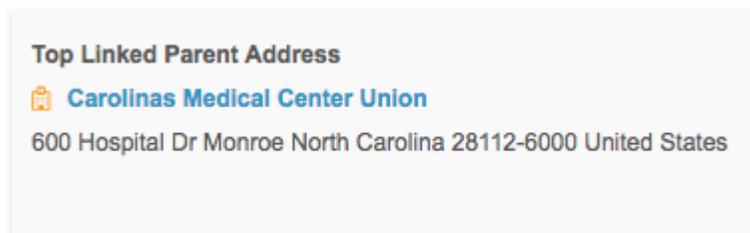
Example

A sales rep visits an HCP and submits a change request to update the HCP's address. The address is actually the address of the hospital where the HCP was visited, so the address change should be applied to the hospital (HCO) instead of the HCP. This way, the address is propagated down through the hierarchy when the Network address inheritance refresh job runs. Otherwise, if data stewards accept the change request and update the address on the HCP, the address becomes out of sync with its Parent HCO. Address changes are not propagated up the hierarchy to the Parent HCO; they pushed down the hierarchy from the Parent HCO.



To update the address on the top linked Parent HCO:

1. In the **Top Linked Parent Address** section in the DCR, right-click the link for the HCO to open its profile in another browser window.



2. On the HCO's profile, update the address and save your changes.
3. In the original DCR, reject the address updates that were submitted and continue processing the other changes in the DCR. If the DCR only contained the address updates, reject the entire DCR.

When a Network address inheritance refresh job runs, the address will be pushed down to the child affiliations in the hierarchy.

CRM considerations

For customers that integrate Network with Veeva CRM, if the `parent_address_vid__v` and `parent_address_sync__v` fields are mapped with CRM, the **Linked Parent Address** and **Top Linked Parent Address** section is pre-populated in the DCR. Data stewards can edit or remove the link to ensure data quality.

> ADDRESS (NEW)



Data stewards and data managers will see the section with the **Linked Parent Address** and **Top Linked Parent Address** instead of the **Link to Parent Address** button because the link is established in Veeva CRM.

> ADDRESS (NEW)





REJECTING LARGE DCRs

The number of child objects that can be submitted in a DCR is now restricted to 100. DCRs that contain more than 100 objects will be automatically rejected. Previously, an unlimited number of child objects could be submitted in a DCR which resulted in memory issues when the task was processed.

An error message in the Network UI or the API will explain why the DCR was rejected:

```
Requests cannot have more than 100 objects.
```

If an entity has more than 100 child objects, Network users can submit a DCR and include only some of the objects. Additional DCRs can be submitted to include more objects.

Data lineage

UNMERGE ALL SOURCES

Data stewards now have the option to select all sources for a record and unmerge them to create a new record. This usability enhancement can be used to unmerge all sources at the same time if they have been incorrectly merged into a record. Previously, data stewards could unmerge only one source at a time.

The **Select All** checkbox is only available when all of the sources listed have the same unmerge capability.

In the example below, a data steward wants to unmerge the ERP sources containing Mary-Ann Scott from the record Mary Scott. The data steward can select the **Select All** checkbox and then click **Unmerge** to unmerge the ERP sources for Mary-Ann into their own record.



Recent > Mary Scott > Data Lineage

3 items selected Select all **Unmerge**

Jump to a section

Customer Master Record	<input checked="" type="checkbox"/> ERP HCP 532519	<input checked="" type="checkbox"/> ERP HCP 215921	<input checked="" type="checkbox"/> ERP HCP 29921	
Job Details				
Database Last Updated	2017-11-03 10:41:38	2017-11-03 10:41:38	2017-11-03 10:41:38	
Primary Information				
First Name	Mary	<input type="radio"/> Mary-Ann	<input type="radio"/> Mary-Ann	<input type="radio"/> Mary-Ann
Middle Name	Wooddell			
Last Name	Scott	<input type="radio"/> Scott	<input type="radio"/> Scott	<input type="radio"/> Scott
Network Entity ID	24297990855375643	<input type="radio"/> 930680058616217632	<input type="radio"/> 930680058616217632	<input type="radio"/> 930680058616217632
HCP Type	Non-Prescribing Health Care Professional			
Degree 1	Registered Nurse			
Specialty 1	Unspecified specialty			

Unmerge capabilities are defined for each source system (**System Interfaces > System**).

Network Jane Network

OVERVIEW SYSTEM SUMMARY LOGS USERS DATA MODEL **SYSTEM INTERFACES** SETTINGS

Systems > ERP

ERP Details Cancel Save

Details

Name ERP

Description

Proprietary Yes No

Restricted data Yes No

Third Party Master Yes No

Unmerge Ability



Data load

MATCH ANALYSIS LOGS

The match logs that can be exported for a source subscription job, have a **Mode** column that indicates where the match was found. The names of the modes have changed so administrators and data managers can more easily understand their meaning.

- **Local Network Link** - Identifies matches that are found in a local instance. Previously, the mode name was **Master Link**.
- **OpenData Master Link** - Identifies matches that are found in the related Veeva OpenData instance. Previously, the mode name was **Network Link**.

A	B	C	D	E	F
Rule Name	Features	Advice	Mode	Source Archive Id	Source Type
Feature Set 1	names are identical	ACT	Local Network Link	000002DC:0CE3124AB09A001F	customer
Automatic - External Key		ACT	Local Network Link	000002DC:0CE3124AB09A0020	customer
Feature Set 1	names are identical	ACT	Local Network Link	000002DC:0CE3124AB09A0021	customer
Feature Set 2	first names are identical	ASK	Local Network Link	000002DC:0CE3124AB09A0022	customer
NA		UNMATCHED	NA	000002DC:0CE3124AB09B001F	customer

FILES LOADED SUMMARY

The Job Details Summary page for a source subscription can now include information about the .zip file that was processed during the job. This information was added so administrators and data managers can see which files were processed for that job.

The **Files Loaded Summary** section is updated to include the **Folder / ZIP File** field. The field displays one of the following names:

- the .zip file that included the files that were processed
- the folder where the files were stored.

ZIP archive details

If the files that were processed in the source description were included in a .zip archive, you can see those details in the Job Details Summary page. To see these details, the **FTP Path** field in the source subscription must be specified using one of the following formats:

- inbound/subfolder/*
- inbound/subfolder/<my_zip_file>

For example, in the screenshot below, the FTP Path is `inbound/dasource/*`.

▼ **Source Files**

FTP Path 



So, the **Folder / ZIP File** field, on the Job Details Summary page, displays the .zip file name.

▼ Files Loaded Summary	
FTP Path	inbound/subfolder/file.tar.gz
Folder / ZIP File	file.tar.gz
ALIAS ◆	FILE NAME ◆
ADDRESS	address.csv
HCP	hcp.csv
LICENSE	license.csv

Folder details

The **Folder / Zip File** field displays the folder name in the following situations:

- If the files processed by a source subscription are included in a .zip archive but the **FTP Path** field is specified in one of the following formats:
 - inbound/subfolder
 - inbound/subfolder*
- The files that were processed were not included in a .zip archive.

In both of these situations, the **Folder / ZIP File** field, on the Job Details Summary page, displays the folder name.

▼ Files Loaded Summary	
FTP Path	inbound/subfolder1
Folder / ZIP File	subfolder1
ALIAS ◆	FILE NAME ◆
ADDRESS	address.csv
HCP	hcp.csv
LICENSE	license.csv

NEW PROPERTY

A new advanced property, `job.merge.enable.child_dedupe_tie_breaker`, has been added to help deduplicate child objects during data loads. Existing subscriptions are not affected by this change because the new property is set to *false*. In all new subscriptions, this property value is set to *true* by default, even if source deduplication for child objects is not enabled in the subscription.

The property ensures that when you have existing duplicate child objects (for example, addresses), Network selects the best duplicate to match on using tie breaker rules (based on status and primary



fields). Previously, the record with the lowest Network Entity ID (VID) was selected to match on. For more information about the tie-breaker rules, see the *Deduplicating child objects* topic in the *Veeva Network Online Help*.

To view advanced properties, in your source subscription, click **Advanced Mode**.

Profile

NETWORK ENTITY IDs FOR CHILD OBJECTS

Users can now view the Network entity IDs (VIDs) for all child objects on record profiles. When any **Address, License, or Parent HCO** section is expanded on a record profile, the VID for the object displays. The field cannot be edited. Previously, child object Network entity IDs were only available through Network reporting.

John Smith

Addresses

Professional 2 Main St Albany New Hampshire US 1

Primary Address Yes/True

Address Type Professional	Record State Valid
Address Line 1 * 20 Victoria St	Address Line 2 No Value
Address Line 3 No Value	City * New York
State/Province New York	Zip/Postal Code No Value
Country United States	Status Active
Address Verification Status Overridden	Address Rank 2
Phones Add Phone	Faxes Add Fax
Network Entity ID 931113532156608543	Address custom field No Value
addressText No Value	Primary No Value
Primary Address No/False	Verteo Rank No Value

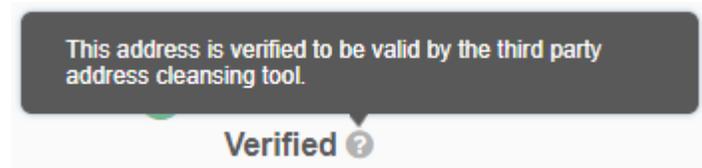
Field Revisions Verify



ADDRESS VERIFICATION STATUS

Tooltips have been added to the **Address Verification Status** field on record profiles so Network users can view a definition of the status. Address verification status is the outcome of address standardization by Network's third party address cleansing tool. There are several possible outcomes, so to ensure that users understand what the status means, tooltips have been added to provide an explanation.

To view definition of the **Address Verification Status** outcome, beside the value, click the **Info**  icon to open the tooltip.



The following outcomes are possible for address verification status:

- **Incomplete** - The input matches multiple addresses. More detail may be required for the third party address cleansing tool to validate this address.
- **Not Verified** - Verification has not been performed for the address.
- **Overridden** - The address has been overridden by a user in Network.
- **Partially Verified** - Part of the address is verified to be valid by the third party address cleansing tool.
- **Unverified** - The information provided is invalid or the third party address cleansing tool requires more detail to validate this address.
- **Verified** - This address is verified to be valid by the third party address cleansing tool.

MERGE AND UNMERGE APPROVER DETAILS

The Revision History now displays the name of the data steward or data manager that approves any merge or unmerge requests. On merge requests the details also include any comments provided by the approver.

These details display on merges and unmerges completed after version 17R2.1 was deployed; it does not display on merges and unmerges that were completed before 17R2.1.

To view the details:

1. On any profile, click **Revision History** in the left navigation.
2. On the Revision History page, select a version where an unmerge or merge action occurred.
3. Review the details in the **Job Summary** section.



Inbox > David Smith > Revision History

VERSION	TIMESTAMP	SYSTEM	ACTION
6.0	2017-09-22 13:13:33	Merge Request Data	Update from suspect match
5.0	2016-12-23 15:25:49	SAP	Update from source
3.0	2016-12-01 14:15:09	SAP	Update from source
2.0	2016-11-09 14:15:10	SAP	Update from source
1.0	2016-10-19 16:40:06	SAP	Add from source

JOB SUMMARY

Job ID 11754	Subscription merge_request__v
Approver steward_7	Start Time Sep 22nd, 2017 13:13:00
Approver Notes merged with Dave Smith	Duration a few seconds

FIELD	VERSION 5.0	VERSION 6.0
Date Modified	2016-12-23 15:25:49	2017-09-22 13:13:33

Note that merge requests are only shown in the Revision History for the losing record. Unmerge requests are shown in the Revision History for both records.

Reports

SUPPORTED FUNCTIONS

The following functions can now be used when you are creating an advanced ad hoc query.

CAST

Use equivalent syntax forms to cast expressions from one data type to another.

Syntax

```
CAST (expression AS type)
```

Example

```
SELECT CAST( created_date__v AS char(20) ) FROM hcp
```



CONVERT

Use the CONVERT function to convert data type values.

Syntax

```
CONVERT(type, expression)
```

Example

```
SELECT CONVERT(integer, npi_num__v) FROM hcp
```

EXTRACT

Use the EXTRACT function to return part of a date (day, month, year) from a timestamp.

Syntax

```
EXTRACT ( datepart FROM { TIMESTAMP 'literal' | timestamp } )
```

Example

```
SELECT EXTRACT( 'month' from created_date__v ) FROM hcp
```

Input

```
2017-10-06 12:00:00
```

Output

```
10
```

MEDIAN

Use the MEDIAN function to calculate a median value from a range of values.

Syntax

```
MEDIAN ( median_expression )
```

**Example**

```
SELECT hcp_type__v, MEDIAN( birth_year__v ) FROM hcp GROUP BY hcp_type__c
```

POSITION

Use the POSITION function to return a substring within a string.

Syntax

```
POSITION(<search-substring> IN <source-string> )
```

Example

```
SELECT formatted_name__v, POSITION('Doctor' IN formatted_name__v) FROM hcp
```

Input

Sally Smith

Doctor John Smith

Output

0

1

WITH clause

Use the WITH clause to define a subquery with a SELECT statement.

Syntax

```
[ WITH with_subquery [, ...] ]  
  
where with_subquery is:  
  
with_subquery_table_name [ ( column_name [, ...] ) ] AS ( query )
```



Example

```
WITH t AS (SELECT hcp.vid__v, parenthco.parent_hco_vid__v
             FROM hcp
             JOIN parenthco
             ON hcp.vid__v = parenthco.entity_vid__v
          ),
     s AS (SELECT t.vid__v, parenthco.parent_hco_vid__v
             FROM t
             JOIN parenthco
             ON t.parent_hco_vid__v = parenthco.entity_vid__v)
SELECT t.vid__v, t.parent_hco_vid__v
FROM t
UNION
SELECT s.vid__v, s.parent_hco_vid__v
FROM s
UNION
SELECT s.vid__v, parenthco.parent_hco_vid__v
FROM s
JOIN parenthco
ON s.parent_hco_vid__v = parenthco.entity_vid__v
```

SQL REFERENCE

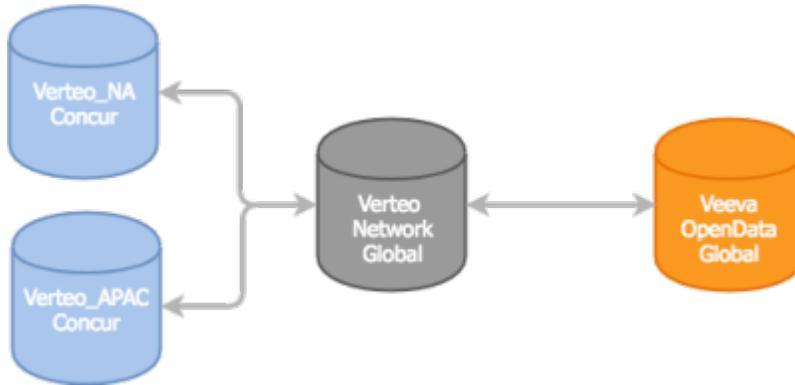
The Veeva Network Online Help now contains a list of all of the commands, functions, and operators that are currently supported by Network Reporting.



Concur Connector

MULTIPLE CONCUR INSTANCES

Network now supports connecting multiple Concur environments to a single Network instance. This enables Concur customers to coordinate prescriber expenses with other geographies or partners and subsidiaries that have their own Concur instances.



Note: Your Network instance will be updated with this enhancement during the 17R2.1 production release on September 29, 2017; it is not available in the Sandbox release. It will be enabled by default if you have purchased the Concur Connector.

Previously, Network supported one configuration for the Concur Connector. Using multiple Concur environments had the following limitations:

- Field mappings had to be identical in all Concur instances.
- Search against OpenData was only supported in one Concur instance.
- Personalizing search results by language and country was only supported in one Concur instance.

Network has eliminated these limitations by allowing more than one Concur environment to be created in the Concur Connector. Each Concur environment is linked to a unique Network integration user and source system.

An integration user is assigned to the Concur environment because each user has their own set of data visibility profiles that define what HCPs they can search for. The integration user also defines which Concur environment to use on the inbound search request, so that their search can be personalized by country and language.

The source system is assigned to the Concur environment for downloading Veeva OpenData records and for reference aliases.

- Veeva OpenData records - When Concur users add HCP attendees to Concur expense reports, if the HCP record doesn't exist in the Network instance, it is downloaded to the instance. Each Concur environment can define how often Veeva OpenData records are downloaded.



- Reference aliases - Each source system can have their own set of reference aliases that can be applied to the Concur environment (for example, *Specialty*). This ensures that field mappings can be unique.

A source system and integration user can be assigned to one Concur environment only.

Existing Concur environments

Existing Concur environments are not affected by this enhancement. If a Concur environment exists in the Concur Connector, it becomes the default environment called **Global Concur** and is assigned to the `concur__v` system.

If a Network integration user isn't defined for the Global Concur environment, the next time a change is made to the environment, an integration user must be selected. For more information about the integration user, see the *Veeva Network Online Help*.

Concur Connector - Global Concur

Concur Connector – Global Concur

Cancel
Save

▼ System

Connector Enabled Yes No

Name

Code ?

System

Attendee Type Code

Download HCPs from OpenData

Language Default Concur user's preference

▼ Connection Settings

Network Integration User This field is required.

Concur URL Default Custom

Concur User

Password

Test Connection

► Field Mappings

▼ Filter Search Results

HCP Countries Default Countries Concur user's country

Record status All Statuses Active Only

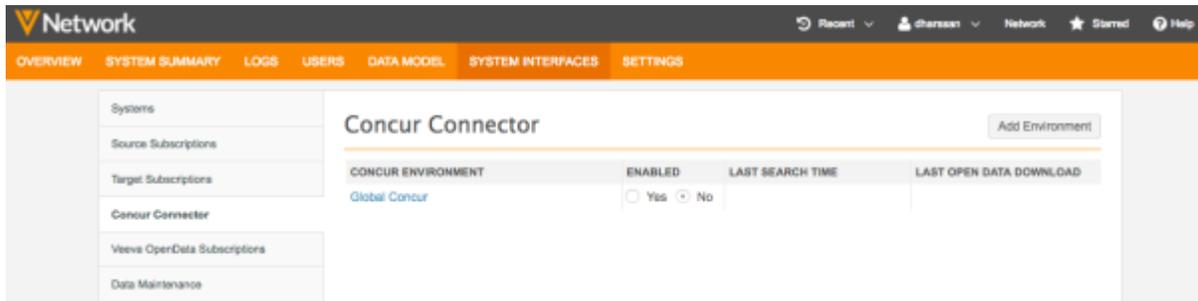


Network configuration

Network administrators can add Concur environments to the Concur Connector.

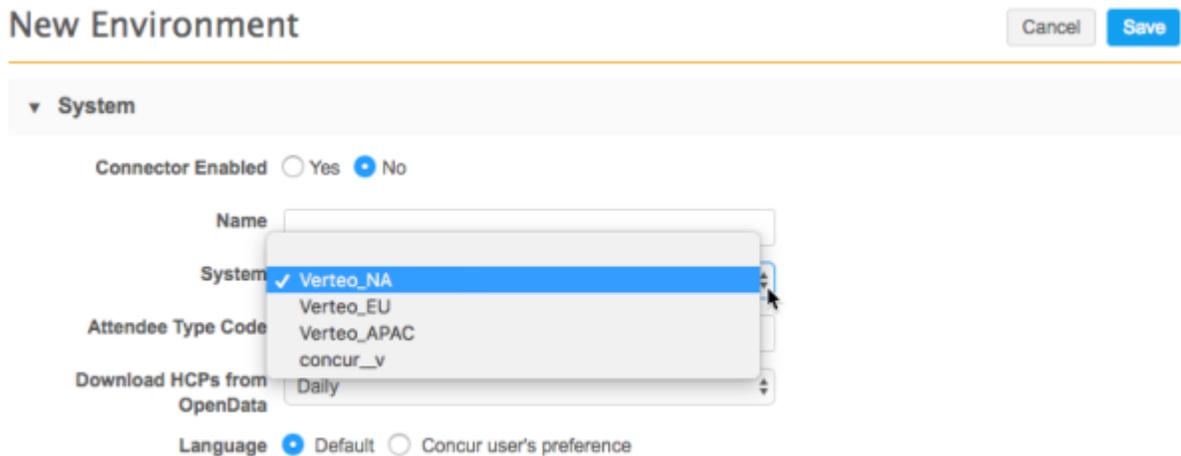
To add a Concur environment:

1. In the Admin console, click **System Interfaces > Concur Connector**.
2. On the Concur Connector page, click **Add Environment**.



The New Environment page opens so you can provide the details for your new Concur environment.

3. Beside **Connector Enabled**, choose **Yes** to enable the Concur Connector for this environment.
4. Type a **Name**.
5. Select the Network **System** associated with the Concur environment. Source systems are defined in **System Interfaces > Systems**.



6. In the **Attendee Type Code** field, type `HCP` to match the attendee type code used in Concur. (This code can be anything, as long as it matches the type you set in Concur.) This is required to ensure that all Veeva OpenData records added to expenses in Concur are also added to your Network instance.
7. In the **Download HCPs from OpenData** list, select the frequency for downloading records. Daily is recommended.



8. Select the preferred **Language**.
9. In the Connection Settings section, select the **Network Integration User** that will be linked to this Concur environment.

10. Choose the **Concur URL**. The **Default** URL is for the production instance, but you can specify a **Custom** URL.
11. In the **Concur User** and **Password** fields, type the Web Services Admin user ID and password for the user you created for Concur. These are the same credentials you provided during Concur system configuration.
12. Click **Test Connection** to ensure the credentials are correct.
13. Complete the **Field Mappings** for this Concur environment.
14. In the **Filter Search Results** section, define the records that you want returned during a search.
15. **Save** your changes.

Auditing searches from Concur

In the System Audit History, Network administrators can view Concur searches completed by each integration user.

TIMESTAMP	USER NAME	STATUS	FOUND	RETURNED	QUERY	DATA TYPES	ORIGIN	FILTERS	FIELD QUERIES
2017-09-06 03:42:27 NUT	concur.api.10002.3@uscusto...	SUCCESS	3	3	*	HCP	Concur		first_name__v:john, last_nam...
2017-09-06 03:32:54 NUT	concur.api.10002.4@uscustome...	SUCCESS	615	100	*	HCP	Concur		first_name__v:John
2017-09-06 03:32:54 NUT	nadya.admin@uscustome...	SUCCESS	30328	20	*	HCO,HCP	Search Bar		
2017-09-05 20:37:48 NUT	concur.api.10002.4@uscusto...	SUCCESS	6	6	*	HCP	Concur		last_name__v:Wolfgang
2017-09-05 20:35:38 NUT	concur.api.10002.3@uscusto...	SUCCESS	615	100	*	HCP	Concur		first_name__v:john

Exporting Concur environments

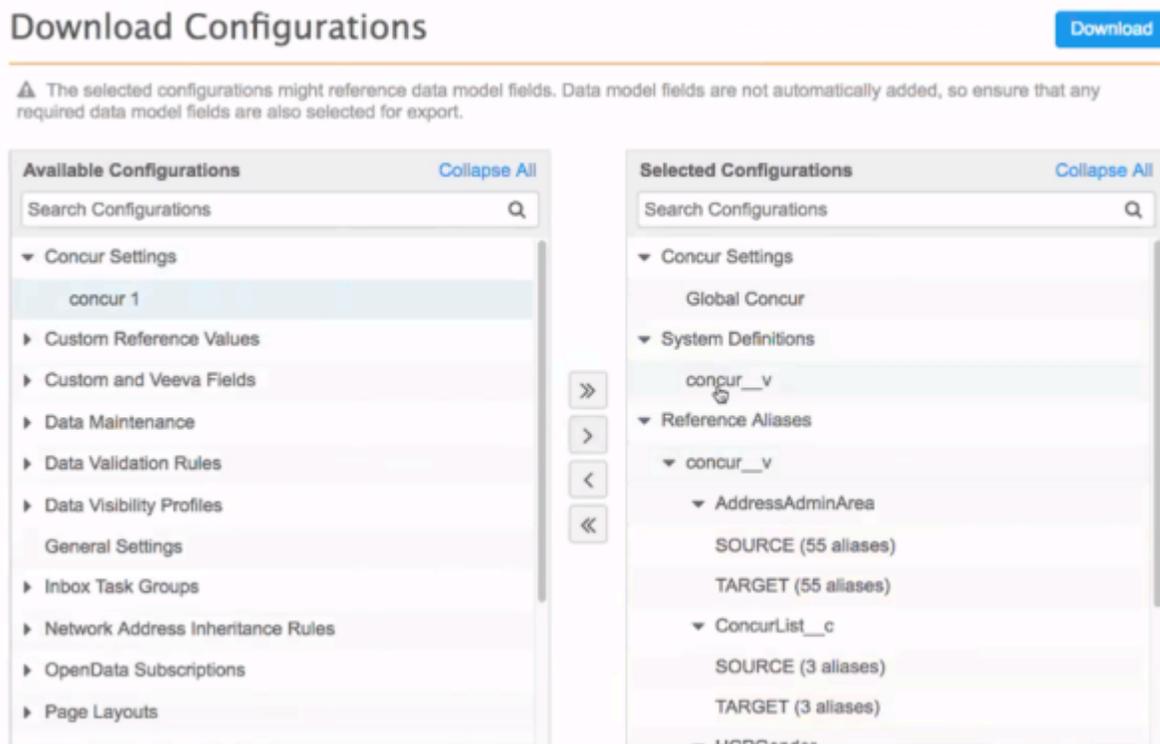
Network administrators can download or export Concur environments from a sandbox environment to a production environment using the Configuration Export feature (**Settings > Configuration Export**).



When you select the Concur environment to export, the following dependencies are added for each Concur environment:

- System Definitions - the Concur instance and the Network system associated to the Concur environment.
- Reference Aliases - all source and target reference aliases for the system associated to the Concur environment.
- Reference Lists - all reference lists associated to the Concur environment.

Mappings for custom fields, or that have custom reference codes, are not automatically added as dependencies. They must be manually added.



The integration user and credentials are not exported because each Network environment can have different integration users defined.

Importing Concur environments

Network administrators can import a Concur environment to a target instance.

If a target instance is being updated with a new Concur environment, administrators must complete the following steps after the import:

- enable the Concur environment
- select an integration user
- enter the Concur user name and password (to support Veeva OpenData downloads).



If a target instance is being updated with an existing Concur environment, no manual steps are required, as long as they had previously been set up.

For detailed information about exporting configurations to another environment, see the *Veeva Network Online Help*.

Data export

EXPORTING RECORDS BY NETWORK ENTITY ID

Target subscriptions now contain the ability to export records to downstream systems using a .csv file of Network entity IDs (VIDs). This enhancement enables customers to quickly reprocess a subset of records; for example, if some Network records failed to load to downstream systems. The VIDs of the failed records can be added to a .csv file and exported, instead of processing a full subscription again. The records in the .csv file are added to the export along with records that meet the conditions defined in the subscription.

This feature is enabled by default. Administrators can choose when they want to use it.

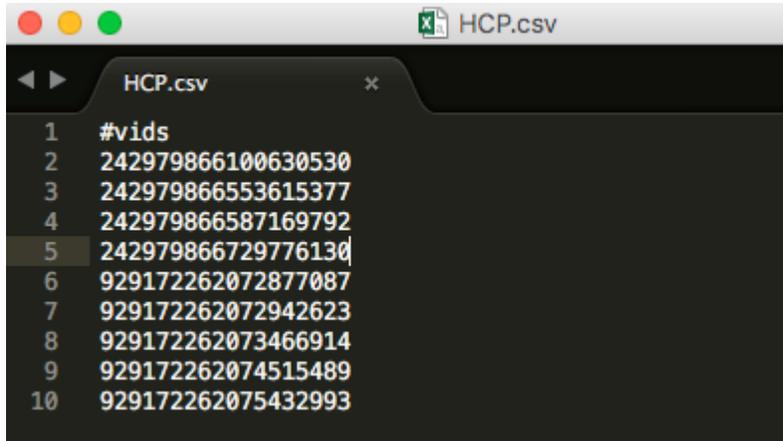
When Network records are loaded to downstream systems, errors can occur because of data length, the format of the data, or other reasons. After resolving the issue in the downstream system, administrators and data managers can pull the list of failed records by Network entity ID (VID), add them to a single column .csv file and export them again.

Previously, reprocessing Network records was much more time-consuming. Administrators would either run a full export, which can take a significant amount of time depending on the number of records in their instance, or they would create a source subscription and update a "dummy" custom field for each of the failed records so the records are included in the delta. After loading the data to Network, the records are exported to the downstream system again. Exporting a file of defined VIDs is a much more efficient process.

File considerations

To use a file for exporting VIDs, the file must follow these requirements:

- It must be a .csv file.
- It must contain only a single column.
- The VIDs can include single (') or double (") quotation marks.
- It cannot have more than 100,000 rows.
- Comments are accepted if they are preceded by a hash sign (#).
- A header row can be included as long as it is marked with a comment.



Additional records included in the export

When the target subscription runs, the records that are listed by VID in the .csv file are exported. Network automatically includes the following records:

- **Merge winners** - If the file contains a record that is the losing record of a merge, the winning record of the merge is also exported so that your downstream system contains the latest data.
- **Parent HCOs** - If the record has parent HCO affiliations, one level of parent HCO is exported. If you want parent HCOs to be filtered based on the HCO conditions that you define, enable the **Apply Group Conditions to Parent HCOs** option in the target subscription.

When a subscription is manually run, records that do not meet the data visibility profile of the country are not exported. For example, if the .csv file includes VIDs for China and the target subscription applies to the United States, any records for China are not uploaded.

Add the .csv file to a target subscription

Administrators and data managers can export a list of VIDs to downstream systems by adding the .csv file to an existing target subscription, or a new target subscription. A target subscription can be linked to one VID file.

To add the file to a target subscription:

1. In the Admin console, click **System Interfaces > Target Subscriptions**.
2. On the Target Subscriptions page, complete one of the following actions:
 - a. To add the file to an existing subscription, (for example, your Veeva CRM subscription) click the name of a subscription.
 - b. To add the file to a new subscription, click **Add Subscription**
 - i. Type a **Name** for the subscription.
 - ii. Ensure that the **Type** is *Data*.
 - iii. Select the **System** for this subscription.
3. Click **Export by VID**.



New Target Subscription

Export by VID Cancel Save

▼ Details

Name

Type

System ⓘ

Description

- In the **Export by VID** dialog, click **Upload File**. From your local computer, select the file to export.

Network automatically checks the file to ensure that it contains 100,000 rows or fewer and the size is not larger than 10 MB. If the file does not upload, remove the extra rows and upload it again.

Export by VID ✕

Export additional records by VIDs by specifying them in a file. Note that merge winners and parents will also be exported. Some filters will be applied. ⓘ

✖ File upload unsuccessful. Please ensure your csv file is 100,000 rows or less. ⓘ

- When the file successfully uploads, review the summary information in the message box.

New Target Subscription

Export by VID Cancel Save

ⓘ **Export by VID**

9 rows were read from [HCO.csv](#) 📄

4 rows failed. [Error Log](#) 📄

5 records will be added to the next job. [Remove File](#)

Note: Merge winners and Parents will also be exported.

The message box provides the following information:



- **Rows read** - The number of rows read in the .csv file. *Optional* - click the .csv file name to download the file to your local computer.
- **Rows failed** - Records that did not meet the file requirements; for example, records that do not have an 18-character VID, or records that do not exist in your Network instance. Click **Error Log** to download a file called `invalid_vids_<date>_<time>` to your local computer. The error log contains the reason why the record failed.

	A	B	C	D	E	F	G	H	I
1	Row ID	VID	Reason						
2	6	9291722	The length of the vid is not correct. The correct vid should have length of 18						
3	8	929172262073466000	The provided Network Entity ID does not exist in your Network Instance						
4	9	hello	The length of the vid is not correct. The correct vid should have length of 18						
5	10	929172262075	The length of the vid is not correct. The correct vid should have length of 18						
6									

- **Records that will be exported/added in the next job** - The records that will be exported to the downstream system. *Optional* - click **Remove File** to remove the .csv file from the target subscription. You can remove the file and correct any errors with the listed VIDs before uploading the file again. If errors are not corrected, you can still **Save** and run the target subscription.
6. If this is an existing subscription, click **Save**. If this is a new subscription, you can click **Save** or optionally complete the remaining steps.
 7. In the **Schedule** section, decide if you want to schedule the subscription or start the job manually.

If you select **Scheduled**, set the schedule and click **Done**.

If you run a job manually, the data visibility filters of the country are applied to records during the export. For example, if the .csv file includes VIDs for China and the target subscription applies to the United States, any records for China are not exported.

If the target subscription is scheduled, all records are exported regardless of the data visibility filters.

8. In the **General Export Options** section, the following options apply to Export by VID files:
 - **Records State** -Export a specific record state only. For example, if **Valid & Under Review** is selected, only the records (including child objects) that have a valid or under review state are exported.
 - **Record Type** -Export only a specific record type. If **Candidate** is selected, only candidate records in the list of VIDs are exported.
 - **Include Source Data in Export Views** - Select if you want to export data lineage information for the selected data sources.
 - **Unmapped Reference Codes** - Choose the action that Network should take when an unmapped reference code is found.



▼ **General Export Options**

TARGETED RECORD OPTIONS

Full Data Extract Full Delta

Record Type

Record State All Valid & Under Review

Export Only Updated Children ⓘ

Save Delta State

Include Source Data view in export files ⓘ

Unmapped Reference Codes ⓘ

9. In the **Hierarchy** section, the following options apply to Export by VID files:
 - **Level of Hierarchy to Export** - Set the level to 1.
 - **Apply Group Conditions to Parent HCOs** - If this option is selected, Network will not include Parent HCO records in the export.
10. In the **Reference Data** section, select **Include Reference Data Files** if you want to include that information in the export.
11. In the **Custom Keys Export Options** section, you can choose **Select Records** to filter the records custom keys using the conditions you define for custom key source, type, and value.
12. **Save** your changes.

Running a subscription

A target subscription is configured to be run manually or on a schedule. If it is scheduled, the next time the job runs it exports the .csv file of VIDs along with the regularly exported records that meet your conditions. The file is exported only one time and then it is automatically removed from the subscription; you do not have to remove the file after the subscription runs.

To run the subscription manually:

1. On the Target Subscription page, click the name of the subscription.

On the Details page, a message displays with information about the uploaded .csv file of VIDs. If there are any errors in the file, you can download the error log to review the issues. The .csv file can also be downloaded or removed.



HCO Details

[Export by VID](#) [Clone](#) [Start Job](#) [Cancel](#) [Save](#)

Export by VID
 Additional VIDs will be exported according to [HCO.csv](#). The file contains failed rows. Please check the [Error Log](#).
 Note: Merge winners and Parents will also be exported.
[Remove File](#)

2. To run the subscription, click **Start Job**.
3. When the export is complete, to view details about the job, click the job **ID** link in the **Job History** section at the bottom of the subscription.
4. On the Job Details page, review the following information:
 - **Export by VID** - The file that was used to export the records.
 - **Job Result Summary** - The type and count of records that were exported.

Job Details (ID: 6662)

[Cancel Job](#)

Overview

System SAP	Subscription HCO
Start Time 2017-10-05T14:01:00-04:00	Job ID 6662
Duration a few seconds	Percent Complete 100.00%
Current Stage FinalStage	Outcome COMPLETE
Type Data	Started By Dharssan Pushparajah
Trigger MANUAL	Full Data Extract No
Delta Tag Start 0	Level of Hierarchy 1 Exported
Delta Tag End 0	Number of Bad 0 Records
Export by VID HCO.csv	

Job Result Summary

FTP Path outbound/SAP/HCO/exp_00001A06.zip

	EXPORTED RECORDS
HCP	0
HCO	6
Address	8
License	0
Parent HCO	2
Custom Keys	5
Reference Data	0



Considerations for Veeva CRM

Exporting a file containing VIDs is supported for CRM subscriptions. To export a file, log into Network and add the file to the existing CRM target subscription. You can then run the subscription job from CRM, or wait until the next scheduled job runs. After the subscription runs and the records in the file are exported, the file is automatically removed from the CRM subscription; you do not have to log into Network and remove it.

Cloning subscriptions

Administrators and data managers can clone target subscriptions. If a .csv file has been uploaded, the file is not cloned.

Considerations for managing configurations

Administrators can download or export configurations from a Network instance to review or to import to a different Network instance. If a target subscription includes a .csv file of VIDs, the file is not included in the exported configuration.

UNMASKING OPTED-OUT RECORDS

Administrators and data managers can now specify if customer opted-out records should be masked when they are being exported to downstream systems. Network automatically masks name-related fields (field values are replaced with "Data Privacy") when records are exported; however, customers might need to review the record information, even if the HCP has opted out. Using the new option in target subscriptions, the fields can be unmasked so that all of the information is available in downstream systems.

The option to unmask opted-out records is available only if the `data_privacy_opt_out__c` field is enabled in the Network data model. The option applies to full and delta exports for customer-owned, Veeva OpenData, and third party records in the customer instance.

▼ General Export Options

TARGETED RECORD OPTIONS

Full Data Extract Full Delta

Record State All Valid & Under Review

Export Only Updated Children ⓘ

Record Type Non-Candidate

Unmask Customer Opt-out Records ⓘ

To unmask opted-out records for downstream systems, in the target subscription, select **Unmask Customer Opt-out Records**. By default, this option is not selected.

When the `data_privacy_opt_out__c` field is enabled in their Network instance, customers can choose to opt out any type of record in any country to address their own privacy requirements. This is



completely independent of the records that are opted out by Veeva OpenData for a country. Those records are not visible in a customer's Network instance.

Job details

After a subscription runs, the Job Details page confirms that the unmask option was selected. The **Unmask Customer Opt-out Records** field displays only if the option was selected.

Job Details (ID: 8912) Cancel Job

▼ Overview

System SAP	Subscription Target
Start Time 2017-07-31T13:21:00-04:00	Job ID 8912
Duration a minute	Percent Complete 100.00%
Current Stage FinalStage	Type Data
Started By Dharssan Pushparajah	Trigger MANUAL
Full Data Extract Yes	Level of Hierarchy 1
Unmask Customer Opt-out Records Yes	Exported
FTP Path outbound/SAP/Target/	

FORMATTING EXPORTED FILES

Network administrators and data managers can now choose a delimiter, text qualifier, and whether to export a header row in the exported .csv files. These new options help exported files to comply with a downstream system's file acceptance format. They are only available when the subscription **Type** is *Data*.

Note: Do not change these options for Veeva CRM target subscriptions. Veeva CRM expects target subscriptions to be comma delimited and to have a header row.



The **File Format** section in the target subscription is updated to include the new options.

FILE FORMAT

Format	CSV	Encoding	UTF-8
Delimiter	<input type="text" value=","/>	Include header row?	<input checked="" type="checkbox"/>
Text Qualifier	<input type="text" value="\"/>		
Timestamp in Filename	<input type="checkbox"/>		
FTP Path	<input checked="" type="radio"/> Default <input type="radio"/> Custom		

Supported delimiters

On new subscriptions, the exported files are comma (,) delimited, by default.

The following delimiters can be used in exported files:

- tab
- comma (,)
- colon (:)
- semi-colon (;)
- pipe (|)

Text qualifier

On new subscriptions, double quotes (") are the default text qualifier.

The following text qualifiers can be used in exported files:

- double quotes (")
- comma (,)

Header row

Exported .csv files have always contained a header row. Now, administrators and data managers can clear **Include header row** to exclude the header row from the exported .csv file. The option is only applied to data model objects (HCP, HCO, address, license, Parent HCO, and custom keys).

On new and existing subscriptions, the option is enabled by default.



Data validation rules

Administrators can now create data validation rules using groups of similar fields. This enables administrators to work with either individual fields or groups of fields. Using groups of fields makes data validation rules simpler to create when you are working with full sets of fields; you can select a group instead of multiple fields.

This enhancement is enabled by default.

The following group fields have been created for data validation rules:

- All Credentials (credential_1__v to credential_5__v)
- All Degrees (medical_degree_1__v and medical_degree_2__v)
- All Emails (email_1__v through email_10__v)
- All Phones (phone_1__v through phone_10__v)
- All Specialties (specialty_1__v through specialty_10__v)
- All URLs (url_1__v and url_2__v)

Entity: HCP Rule Name: HCP

Description: [Empty]

Countries: United States X

User Types: Data Manager Data Steward

Enabled:

> FAILURE MESSAGE

▼ GROUPS

Object Type: HCP

> FILTERS

▼ CONDITIONS

FIELD	CONDITION	VALUE	AND/OR
-			

Field dropdown menu options: Address (Sanction 1), Address (Sanction 3), All Credentials, All Degrees, All Emails, All Phones, All Specialties, All URLs, Alt Key, AMA Do Not Contact?

Buttons: Cancel Copy Delete Save



If administrators create a rule but a country doesn't use some of the fields, the rule does not fail; the rule recognizes that the fields do not apply in that country.

Groups have not been created for the following combination fields:

- Faxes (fax_1__v through fax_10__v)
- HCP Focus Areas (hcp_focus_area_1__v through hcp_focus_area_10__v)
- HCO Focus Areas (hco_focus_area_1__v through hco_focus_area_10__v)
- Alternate Name (alternate_name_1__v through alternate_name_10__v)

Veeva OpenData

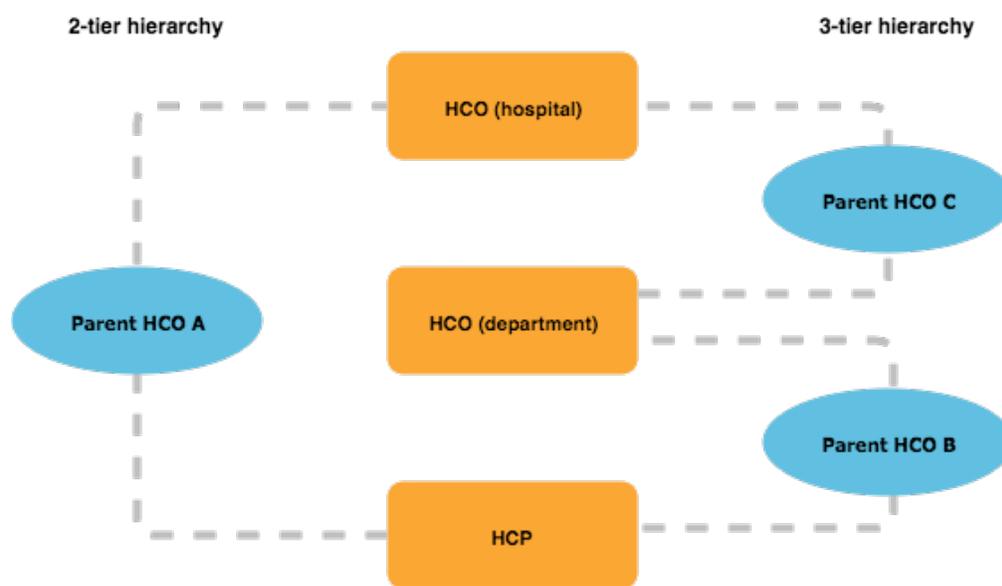
SEARCHING IN 2-TIER AND 3-TIER HIERARCHIES

When you have the 2-tier or 3-tier hierarchy model enabled in your Network instance and users are searching for Chinese Veeva OpenData records, the affiliation between the HCP and HCO (hospital) is hidden from the search results when Network instances use a 3-tier hierarchy model. Hiding the Parent HCO affiliation between the hospital and HCP simplifies the data and aligns with the standard behavior of 3-tier hierarchies.

This feature applies only to Chinese data when the **Search OpenData** option is enabled in the General Settings. It is not enabled by default. To enable a 2 or 3 tier hierarchy model for Chinese records, contact Veeva Support.

Hierarchy models

Network instances in China can be configured to be either a 2-tier hierarchy model or a 3-tier hierarchy model.





- **2-tier hierarchy** - HCPs are directly affiliated (Parent HCO A) to hospitals. This model does not include the departmental level HCO in Veeva CRM or Network hierarchical data with a Veeva OpenData Subscription and data visibility profile filters on the HCO type Department.
- **3-tier hierarchy** - HCPs are affiliated (Parent HCO B) to department HCOs, and department HCOs are affiliated (Parent HCO C) to hospital HCO entities. The affiliation (Parent HCO A) between an HCP and the hospital HCO is hidden.

To ensure that 2-tier customers do not see the department HCO, the HCO type must be filtered from the data visibility profile for users who can search Veeva OpenData for records. For more information, see the *Veeva Network Online Help*.

Visibility Profiles > CN Data

CN Data

Cancel Save

Primary Information

Profile Name* CN Data

Code on_data_c @

Description Page layouts for CN Data fields

Default (When Creating New User) False

Last Modified By admin@verteo.com

Last Modified At 2017-09-11 13:08:47

Permissions

Country Specification China

HCP Visibility All HCPs Include HCPs Exclude HCPs

HCO Visibility All HCOs Include HCOs Exclude HCOs

FIELD	CONDITION	VALUE	
HCO Type	Contains	Department X	X

+ Add Condition

Read-only access False

Candidate Visibility True

HCP Opt Out Visibility True

Can download reports True

Ad Hoc match True

Page Layout

HCO CNSStandard

HCP CNSStandard

Search

Can search OpenData Instance True

Can download/sync records from OpenData Instance True

Can export from Search True

Can Search Contract Organizations False



IMPORTING DELTAS FROM VEEVA OPENDATA

When administrators or data managers import data from Veeva OpenData, the updates exported from each master in the regular delta files will no longer include child objects that have not changed or records that have not changed. This enhancement shrinks the size of the delta files and makes the data loading process more efficient in your customer instance.

The delta imports from Veeva OpenData will no longer include the following updates:

- Invalidated child objects - After the initial update, they will no longer be included in the export from the master instance.
- Unchanged child objects - Veeva OpenData will only export child objects that have changed since the last delta. Previously, if one child object changed, all of the related child objects and the entity would be exported.
- Changes to Veeva OpenData custom fields - Any changes to these fields are for Veeva OpenData internal use only; they do not contain useful information for customer instances. These records will no longer be included in the delta files since none of the customer-facing data has changed.

Removing these updates from the records that your Network instance imports from Veeva OpenData ensures the data takes less time to load and process.

Full data exports, typically the initial data loads for new Network instances, and record updates from processed DCRs are not impacted.

In addition, the process for exporting data from Veeva OpenData has been improved to make it easier for those teams to view and understand how many records are included in each export. These enhancements have been made on the Veeva OpenData master instance to improve your data loading experience; there are no direct changes to your customer instance.

Workflow

INCLUDE ADDRESS STATUS

For customers who have the **Create Unverified** workflow setting enabled, an automatic configuration change was done in version 17R2.1. The configuration change enables the **Include Status** matching option for addresses in the **Overwrite Child Object Comparison** section in of the **Workflow Settings**.



Workflow Settings

▼ Default Workflow Settings

▼ GENERAL WORKFLOW SETTINGS:

Strong Match

Create Unverified

Skip Address Verification

Send Add Request to Local Stewards when Parent HCO is customer owned

▼ OVERWRITE CHILD OBJECT COMPARISON:

Address Include Status Exclude Status

License Include Status Exclude Status

Parent HCO Include Status Exclude Status

The configuration change is required because Veeva CRM addresses can remain in *Staging* status when new addresses are sent for validation to Network in a data change request. This happens when an unverified address, created in CRM, matches an existing address in Network but is not assigned a Network ID (VID). This may cause duplicate addresses in CRM.

Including the address status during comparison ensures that active unverified addresses are created in Network and function properly with Veeva CRM.

API

Network API version v13.0 is being introduced with the 17R3.0 release.

Veeva Network API documentation is available at <http://developer.veevanetwork.com/>.

CHANGE REQUEST

The following updates have been introduced to v13 of the Change Request API.

Bulk approval

This API enables you to bulk approve up to 500 change requests.

Compatibility

This API uses the PUT HTTP method

Syntax

```
https://{DNS}/api/{version}/change_request/approve/batch
```



where:

- *DNS* is the the URL for your API service
- *version* is the API version

Parameters

None

PUT data

change_request_id (required): The IDs of the change requests to process.

systemName (optional): The name of the system for the change requests.

Sample request

```
PUT https://my.network.com/api/v13.0/change_request/approve/batch
```

Response

responseStatus: The status of the response from Network

Notes

None

Bulk reject

This API enables you to bulk reject up to 500 change requests.

Compatibility

This API uses the PUT HTTP method

Syntax

```
https://{DNS}/api/{version}/change_request/reject/batch
```

where:

- *DNS* is the the URL for your API service
- *version* is the API version

Parameters

None



PUT data

`change_request_id` (required): The IDs of the change requests to process.

`systemName` (optional): The name of the system for the change requests.

Sample request

```
PUT https://my.network.com/api/v13.0/change_request/reject/batch
```

Response

`responseStatus`: The status of the response from Network

Notes

None

SEARCH AND RETRIEVE API

The Network Search and Retrieve API is updated to consider the Network instance's hierarchy model when applying filters defined in the data visibility profile. This update simplifies the search results by ensuring that users do not see affiliations that do not apply to them.

This enhancement applies only to Network instances with Chinese data and with 2-tier or 3-tier hierarchy feature enabled. The feature is not enabled by default. To enable a 2 or 3 tier hierarchy for Chinese records in your Network instance, contact Veeva Support.

Network customers can enable the 2-tier or 3-tier hierarchy feature to ensure that only relevant parent HCO relationships are loaded in their Network instance. When customers are using the Search and Retrieve API, the following irrelevant affiliations are now hidden:

- **3-tier hierarchy** - Parent HCO affiliations between an HCP and a hospital HCO.
- **2-tier hierarchy** - Department level Parent HCO affiliations between HCPs or HCOs. This model does not include the departmental level HCO in Veeva CRM or Network hierarchical data.