

Supplier Reference Upload Activity and Error Reporting

DATA TEMPLATE UPLOAD CONFIRMATION:

The following “on screen” message will appear once a Data Template has been uploaded for processing:



REMINDER:

This system “upload” message confirms only that the file was ***accepted for processing***.
The Data Template must still be ***validated overnight by the system*** for errors.

SYSTEM VALIDATION and NOTIFICATION:

VALIDATION

1. Totality validates each record/line of an uploaded template against required criteria for that particular data template “Type”.
2. Each individual line is validated independently and is either “successfully accepted” by the system or “rejected” due to errors.
3. Field level validations are processed first, then HCP validations. HCP information is validated against HCP first/last name and State.
4. A data template line will be processed only up to the first failed Field validation, then the whole line will be rejected in error.
5. Lines may have multiple Field errors, but may not be detected in single validation processing, so users may need to correct, resubmit and potentially correct for subsequent errors.
6. **Only a line item that has failed a file Validation Rule will generate an error.**



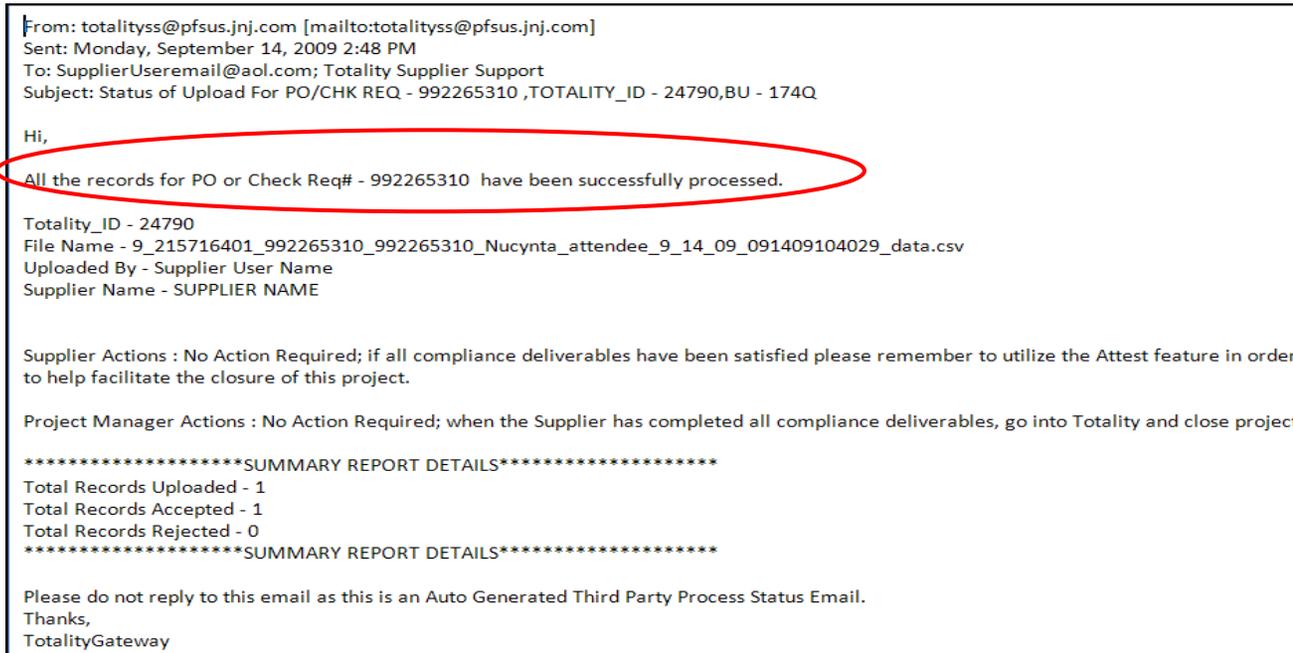
ERROR VALIDATION NOTIFICATION:

Next Day: Once a file has completed “batch processing” in the system, the User will receive a system generated email notification from totalityss@pfsus.jnj.com entitled “**Status of Upload of PO #**”. **There are two types of email notifications:**

A. “NO ERROR” Notification email:

If a data template file had no validation errors - all records are successfully accepted by the system.

- ✓ Provides confirmation that All the records of the uploaded Date Template were “Successfully Processed”
- ✓ Provides a Summary of the Total Number of Records Processed (and accepted)



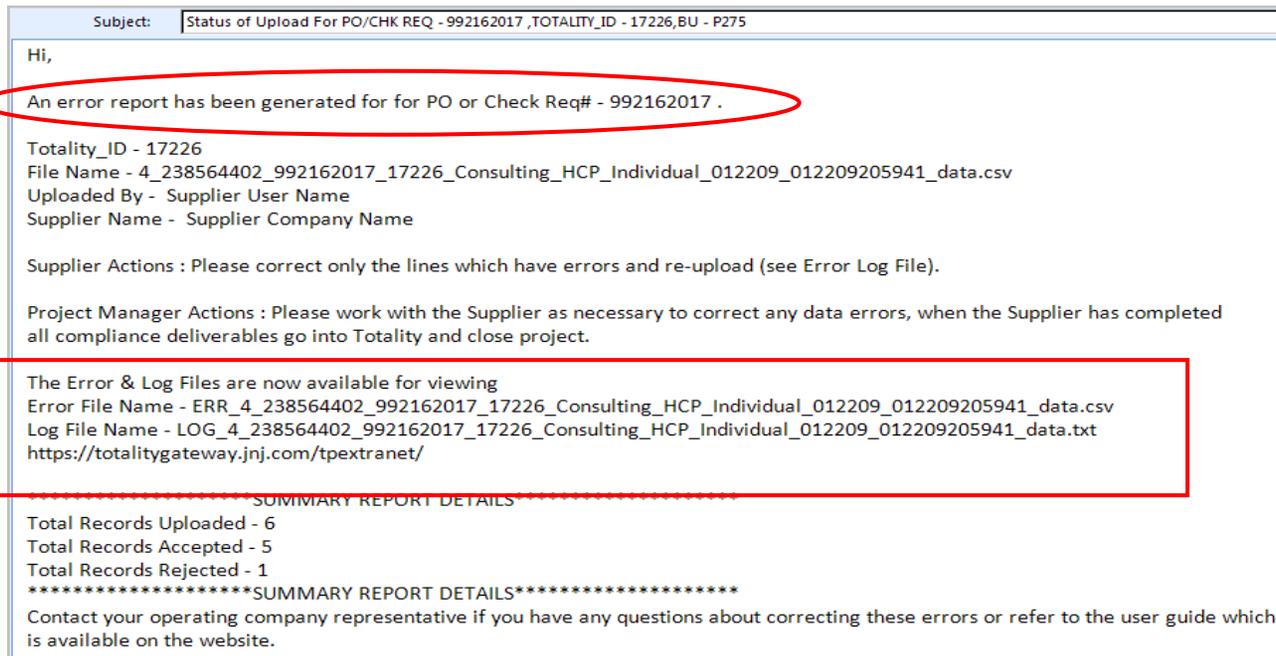
Next Steps: When a Template is processed with NO Records in Error

1. Multi-period/multi-year projects: Ensure all Quarterly HCP activity is uploaded within required timelines (i.e., 30 days after quarter close).
2. If project is complete: Ensure all other required compliance Documents associated with the Project is uploaded.
3. Request/review a “**Close Out/Activity Report**” to validate all upload activity (i.e., HCP payments/documents) is complete and accurate.
4. Ensure any errors in HCP upload activity are corrected before completing Final Project Attestation
5. If all HCP activity is accurate and all compliance requirements complete/uploaded, **complete Final Project Attestation**

B. "ERROR" Notification email:

Only the individual lines/records of a data template that failed a validation rule will be rejected and will be required to be corrected and resubmitted to the system for re-validation and acceptance. All other records in that file that had no errors are accepted to the system.

- ✓ Notifies the User that Some/All Records in the uploaded Template file failed validation.
- ✓ Provides the following information:
 - Number of Records/Lines in the file that were "Successfully Accepted" or "Rejected with Errors"
 - The names of the associated **Error File** and **Log File** to facilitate correction:



Next Steps when a Template file has Records in Error

If a Template Record fails validation, **Two Error Files are generated.**

- **Error File** (*.csv file) – Includes ONLY Records from the original file that failed validation/had errors
e.g., ERR_10_344725401_992209969_051507214305_data.csv
- **Log file** (*.txt file) – Provides the error messages for only those lines/Records in error
e.g., LOG_10_344725401_992209969_051507214305_data.txt

The sequence numbers in the Error and Log files link the two files:

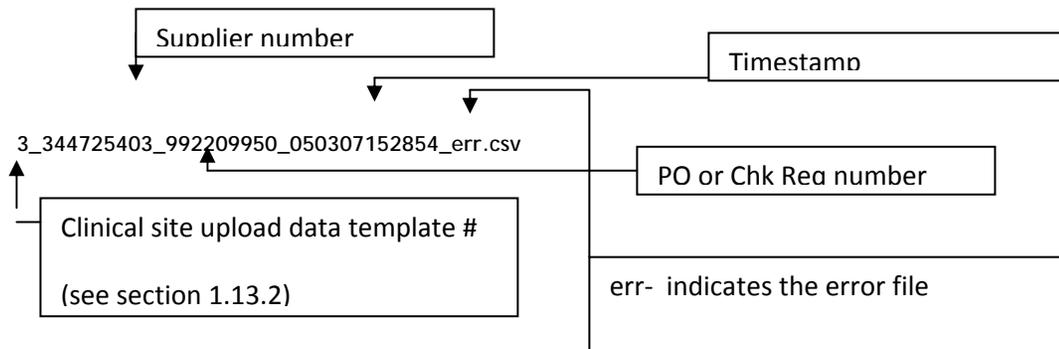
```
LOG_10_344725401_992209969_051507214305_data.txt ERR_10_344725401_992209969_051507214305_data.csv
```

ERROR FILE NAMING CONVENTION:

In order to make each file unique, once the file is uploaded, Totality will rename each file with a file name that is unique to the Totality file upload process. The system timestamp information provides the unique identifier for each uploaded file. To ensure each Error file is linked to the unique file name given during the upload process, Totality will name each file with the same name as the data template upload file.

Unique Name format for Error Files:

- data template ID#_Supplier ID#_PO or check Req#_mmddyyhhmmsec_ **log.txt (description)**
- data template ID#_Supplier ID#_PO or check Req#_mmddyyhhmmsec_ **err.csv**



REVIEWING ERROR FILES – “Upload Activity” Link:

To review the Error files identified in the “Upload Status” email, go to the **Upload Activity** link of the Extranet. This section contains the current 6 months of historical upload activity (i.e., uploaded data templates, document files, and data template error and log files). Two Sections within this Tab:

- **File Uploads** - Historical activity of all original uploaded .csv Data Template Files and Other Supporting Documents
- **Error Files** - Historical activity of all Error Files & Error Log files (i.e., text files of error messages) for data templates that have failed validation.

Home View Projects Download Templates Data Template/Document Upload HCP Search and/or Request New HCP Upload Activity Change Password Application Admin

Upload Activity - File Uploads

You may access up to 6 months historical file upload data

Uploaded Data Files

- ◆ [September 2009](#)
- ◆ [August 2009](#)
- ◆ [July 2009](#)
- ◆ [June 2009](#)
- ◆ [May 2009](#)
- ◆ [April 2009](#)

Upload Activity - Error Files

You may access up to 6 months historical file upload data

Error Reports

- ◆ [September 2009](#)
- ◆ [August 2009](#)
- ◆ [July 2009](#)
- ◆ [June 2009](#)
- ◆ [May 2009](#)
- ◆ [April 2009](#)

Upload Activity - Help Files

[Help Text](#)

UPLOAD ACTIVITY - **FILE UPLOAD** SECTION:

Files listed in this section are the uploaded Data Templates and Documents. Information referenced, includes File Name (data template or document file), File Size, PO or Check Req #, Totality ID and Date Received. Files can be sorted by PO or Check Req #, or by Date Received. Click on one of those two headings to sort the list of files. Click on the File Name to open the data template file or document file.

NOTE: Files in this section are the original uploaded data templates or documents. These files should NOT be used to correct errors. The **Error Files** section contains the information necessary to correct and re-process data template upload errors.

Welcome Buerkle, Barbara
Supplier No: 344725401 (Supl Admin)

View Projects | Download Templates | **Data Template Document Upload** | HCP Search and/or Request New HCP | Upload Activity | Change Password | Supplier Admin | Request An CloseOutReport | Exit

Uploaded Data Files - April 2009

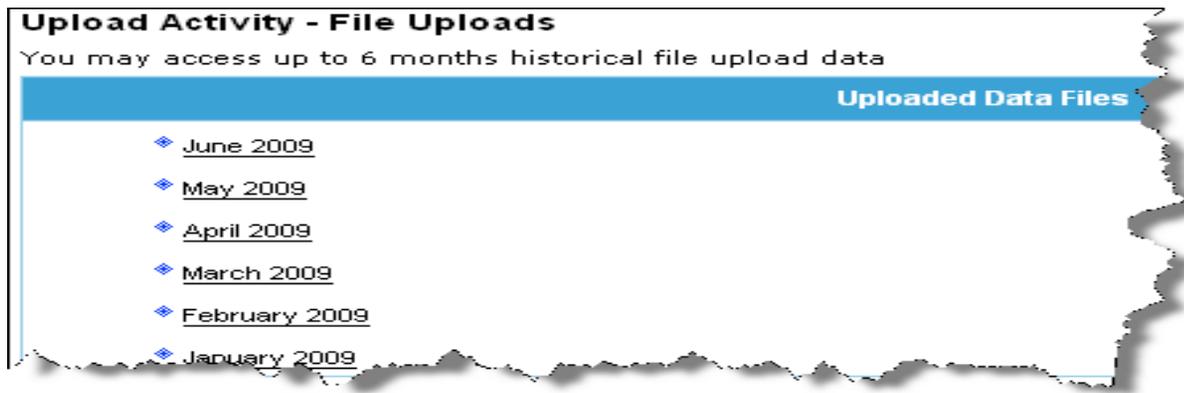
Status	Data Template File Name	File Size(KB)	Document File Name	PO or Check Req. #	Totality ID	Date Recieved
<input type="checkbox"/>	4_344725401_992213710_Consulting_HCP_Individual_test_3_041409223934_data.csv	3		992213710	4425	04/14/2009
<input type="checkbox"/>			4425_AGENDA TEST DOCUMENT - Ad Board 1_041409223510_data.doc	992213710	4425	04/14/2009
<input type="checkbox"/>	4_344725401_992213710_Consulting_HCP_Individual_AD_Board_Test_File_2_Corrected_040609234041_data.csv	3		992213710	4425	04/06/2009
<input type="checkbox"/>	4_344725401_992213710_2009_Consulting_HCP_Individual_AD_Board_Test_File_2_040609165929_data.csv	5		992213710	4425	04/06/2009
<input type="checkbox"/>	4_344725401_992213710_Consulting_HCP_Individual_AD_BOARD_TEST_FILE_1_040509204622_data.csv	4		992213710	4425	04/05/2009

SAVE CANCEL

UPLOAD ACTIVITY – ERROR FILE SECTION:

This section includes 6 months of data template Error and Log files. Click on Log File Name to open the error explanation file and click on the Error File Name to open the data file of errors. If you need to access files older than 6 months, you can conduct a search by the PO #, under the “Supplier Admin” link on the homepage.

1. Go to the appropriate month in the “Upload Activity – Error Files” section when the error file was processed



2. Locate and open the applicable Error (.csv) File and associated Log (.txt) File

Error Descriptor Log Files –
 Provides error messages, by line of data, for template information that failed validation

Error File – Will include only records/lines from the uploaded Template file that had errors

Error Files - May 2007
 2 items found, displaying all items.

Error Descriptor File Name	Error File Name	PO or Check Req. #	Totality ID	Date Recieved
LOG_10_344725401_992209969_051507214305_data.txt	ERR_10_344725401_992209969_051507214305_data.csv	992209969	807	05/17/2007
LOG_2_344725401_992209969_051507214155_data.txt	ERR_2_344725401_992209969_051507214155_data.csv	992209969	807	05/17/2007

NOTE: The **RECORD (line) numbers** in the LOG File denotes the corresponding Line/record number in the Error File (**Column A**) that the error message relates to. Review the error file and related error message to identify and resolve the error. If unable to resolve the issue, the user may need to review the data in the original template (xls) file.

Error File (csv)

	A	B	L	M	N	O	P	Q	R	S	T	U	V	W	X
1		Purchase Order	HCP JNJ ID#	Consultant Last Name	Consultant First Name	Consultant Middle Initial	Consultant Degree/Classification	Consultant Role	Consultant Address 1	Consultant Address 2	Consultant City	Consultant State	Consultant Country	ME Abbreviation	State License number
2	Record Number	Order Number													
3	5	992213710		Lewis	Sonya	J.	RPh	Participant	1130 N. 119th St.		Lafayette	CT	US		
4	7	992213710	19351540	Miller	Steven	J.	RPh	Participant	6200 Bradford Hills Dr.		Nashville		US		
5	8	992213710	6668346	Niebylski	Bruce	M.	M.D.	Participant	3450 Greentree		Bloomfield Hills	MN	US		
6	9	992213710	12671613	Pham	Phong	T.	Pharm D	Participant	3400 Yankee Doodle Rd.		Eagan	MN	US		
7	10	992213711	13284298	Torgler	Terry	P.	RPh	Participant	11308 Hemlock		Overland Park	KS	US		

Log File (txt)

```

LOG_4_344725401_992213710_2009_Consulting_HCP_Individual_AD_Board_Test_File_2_040609165929_data[1].txt - Notepad
File Edit Format View Help
Upload file record error report
-----
Record # 5
For HCP: Sonya Lewis, CT, US
SEARCH RETURNED NO MATCHES FOR HCP

Record # 7
Following fields cannot be blank CNSTLNT_HCP_LAST_NM, CNSTLNT_HCP_FIRST_NM, CNSTLNT_HCP_DEGREE_CLASSIFICATION, CNSTLNT_HCP_ROLE, CNSTLNT_HCP_ADDRESS

Record # 8
Invalid HCP Address entered for Consultant HCP ID

Record # 9
When READ_CMPNY_PAID_EXP is N ,No dollar value must be entered CNSTLNT_SERVICE_FEE, CNSTLNT_AIRFARE, CNSTLNT_LODGING, CNSTLNT_GRND_TRNS, CNSTLNT_ME

Record # 10
PURCHASE ORDER NUM or CHECK REQ NUM provided does not match with the number supplied during upload
    
```

Explanation of error messages and reviewing the error file to identify and correct the errors:

- **Record 5** – file was entered without an HCP JNJ ID #. The system auto search validation on the Consultant Name and State produced no matches in the Customer Master Database
- **Record 7** – One of the “required” fields identified in the error message was left blank (i.e., consultant STATE was blank)
- **Record 8** – The template validation for the JNJ ID number did not match the consultant name and STATE (performing a manual search on the JNJ ID number indicated that an incorrect STATE was entered/selected).
- **Record 10** – Invalid PO # entered on this line – most likely a typo on the template.

ERROR MESSAGES (The LOG(.txt) File)

The Log file contains the error messages associated with the individual lines/records in error. The Record Number corresponds to the particular Record number in the associated line in the Error (csv) file.

Error messages in the Error/Log file are generated in a **“Grouped approach”** - i.e., failed field level validation error message will not be a single message for every data field). User will need to review the Log/Error message against the original file and Error file to identify the specific data field that contains the error.

Sample Error Message – missing information in a required field: *“A required field has not been completed Consultant_Last_Name, Consultant_First_Name, Consultant_Deg_Class, Consultant_Role, Consultant_Address_Line1, Consultant_City, Consultant_State, Consultant_Country”*. The missing data can be in any or all of these named fields.

Sample HCP Error Message- HCP ID missing or invalid: *“Invalid or missing HCP ID for J&J HCP ID # _____ Search returned no matches for HCP”* OR *“Invalid HCP Address entered for Consultant HCP ID”*. The address included on the template file does not correlate to the HCP JNJ ID # either included in the file or matched to the Totality DB.

COMMON TEMPLATE ERRORS:

A User should always run the **“Verify Data”** button included on the template file to ensure the file is validated for format and missing data errors prior to upload to the system.

1. Invalid date formats
2. Templates submitted without JNJ ID #'s may result in “Multiple or No Match”
3. HCP Address does not agree with the JNJ ID # supplied. HCP JNJ ID validates on the HCP Name and State only. This error may be caused either by a Template input error in the JNJ ID # or the HCP Address/State included on the Template does not match the name/state associated with the HCP JNJ ID # in the CRMDB
4. Missing information in a “required” field – User will receive a “Group error message”
5. A “Zero” placed in the “# hotel nights” or “# gifts” fields will cause errors if there are no \$ in the Gift or Lodging amount columns. If there are no Hotel nights or gifts provided, leave the “#” column BLANK.
6. Missing or invalid format for “Date” of payment or value exchange
7. PO # included in template must be a numeric 9 digit entry and be the same number entered on the Data Template “Upload Login” screen
8. *Company Paid vs Direct Reimbursable Expenses* – If only Direct Reimbursable expenses/fields are completed on a template (i.e., no Company Paid Expense), the “Read Company Paid Expense” Field must include “N” indicating that ONLY the Direct Reimbursable fields will include dollar amounts.

CORRECTING TEMPLATE ERRORS - Creating an “Adjustment” File:

A Supplier must process an **“Adjustment Template File”** to correct and HCP payment records in error. Data corrections should be made on a timely basis to ensure HCP payment records are accurate for reporting purposes.

1. Download a NEW Data Template file (.xls format) – same template “type” as the original uploaded file.
2. Save the blank template as a new “Adjustment” file – with an appropriate name (i.e., “Adjustment - PO 999999999 Ad Board ABC.xls)
3. Locate and open the appropriate ERROR (.csv) file to review the Records/lines in error
4. Copy/Paste all data records/lines from the ERROR file into the NEW Adjustment file.
REMEMBER – Do not copy COLUMN A (Record count) from the Error file into the new file. The first column of the Adjustment File should begin with the PO number. Column A of the Error File is generated by the system to serve as a cross reference for the Record/Line number in the associated Log File.
5. Open the associated **LOG (.txt)** file to review the error messages and make the corrections to the appropriate records in the Adjustment file
 - Do not enter “zero” in any “Amount” fields. If no value is needed, leave blank.
 - Correct only the data fields in error - do not change information in any other data fields.
 - If an HCP error – use the Search HCP function to research/identify the correct JNJ ID # or match
 - Data template files can include negative numbers to adjust/correct overstated amount errors
6. Since the “Adjustment file” is in the original .xls format, which includes the validation macros, the “Verify Data” button can be run to validate the file to assist in identification and correction of the remaining errors in the Adjustment file prior to upload. **Notes:**
7. Once the **“Validated Successfully”** message appears, select the **“Save File For Upload”** button to convert the Adjustment file to the .csv format required for upload.
8. Go to the “Data Template/Document Upload” link on the Extranet and follow the normal template upload process to upload the Adjustment file for processing
9. The Adjustment file will also need to be validated by the system for errors (overnight).
10. **The Next Day** - Run a new “Activity Report” to validate that the “adjustment” template was processed correctly

Reminders:

- **Do Not** complete *Final Project Attestation* until all data template errors have been corrected and validated by the system and all required documents have been successfully uploaded.
- Only the lines/records in a data template that failed validation will be rejected with errors. All other records/lines in the file will be “successfully processed” and accepted by the system.
- **Never** reload records (from original file) that were “successfully processed”. Data Template “Adjustment” files should include only the data records/lines that failed validation.

Tips for Correcting Template Errors:

Two buttons have been placed within each downloadable data template that will help format your data properly.

- **Verify Data** – will perform data template validations for required fields and formatting (numeric, date, Y/N, etc)
- **Save File For Upload** – will perform data template validations and convert the data template into the required CSV format for uploading.

Correcting “Amount” Errors:

Example: The “Honoraria” amount for a particular HCP was uploaded as \$3,750, per the Activity Report, but the *correct amount* should have been uploaded as \$1,750

Totality ID	HCP Name	Honoraria	Airfare	Lodging	Ground	Meals
8720	Kenneth H. Brasfield	\$1,250.00	\$706.00	\$249.66	\$160.96	\$289.00
	Melanie Perez	\$1,250.00	\$244.00	\$249.66	\$160.95	\$289.00
	Jessy Jamshed Colah	\$1,250.00	\$0.00	\$249.66	\$310.00	\$289.00
	Fuad Issa	\$1,250.00	\$274.00	\$249.66	\$160.95	\$289.00
	Bradley Vincent Watts	\$1,250.00	\$647.00	\$249.66	\$160.95	\$289.00
	Burton Singerman	\$1,250.00	\$0.00	\$249.66	\$160.95	\$289.00
	Janice M. Dickson	\$1,250.00	\$1,246.00	\$249.66	\$160.95	\$289.00
	Michael Anthony Bell	\$1,250.00	\$455.50	\$249.66	\$160.96	\$289.00
	Sunil Kumar Nair	\$1,250.00	\$579.32	\$249.66	\$160.95	\$289.00
	Jon David Allison	\$1,250.00	\$1,201.50	\$249.66	\$160.96	\$289.00
	Keshavpal Gunna Reddy	\$1,250.00	\$229.00	\$249.66	\$160.95	\$289.00
	Naveed Iqbal	\$3,750.00	\$0.00	\$249.66	\$1,255.50	\$289.00
	Steven Corder	\$1,250.00	\$307.00	\$249.66	\$160.95	\$289.00
	Matthew Adam Berger	\$1,250.00	\$0.00	\$249.66	\$310.00	\$289.00
	Claire Ann Lemesque	\$1,250.00	\$240.00	\$249.66	\$160.95	\$289.00

Is this amount correct?

- Download a new data template (.xls) file. Save as an “Adjustment” file to include the correcting record.
 - The adjustment record should include only the net adjustment amount. **Example:** Adjustment would be a **negative (\$2,000)** in the Honoraria field
- The adjustment record should not change any other field data in the original HCP record
- Select the “**Verify Data**” button to validate the Adjustment file for errors before uploading

Correcting Amount “Misclassification” Errors

Example: Honoraria of \$1,500, for an HCP was uploaded to the wrong expense field (i.e., Miscellaneous Expenses). If amount is not reported as the correct type of expense, it may create a tax/reporting error so must be corrected.

Verify Data		Save File For Upload		Company Paid Expenses for the						
Purchase Order Number	Check Requisition Number	Consultant Fee for Service (Honorarium)	Consultant Airfare	# of Hotel Nights	Consultant Lodging	Consultant Ground Transportation	Consultant Meals	Consultant Miscellaneous Expenses		
EXAMPLE:										
ORIGINAL FILE-Original LINE of DATA (to be replaced)								\$1,500		
ADJUSTMENT FILE - CORRECTING ENTRY		\$1,500						(\$1,500)		

- Download a new data template (.xls) file. Save as an “Adjustment” file to include the correcting record.
- The adjustment record should include the net adjustment amount
 - Example:** Adjustment should include a positive amount in the correct expense column and a **negative (\$2,000)** in the original field
- The adjustment record should not change any other field data in the original HCP record
- Select the “**Verify Data**” button to run macros/validate the Adjustment file for errors before uploading

Identifying and Correcting “Missing Data”

- Review a “Close Out/Activity Report” for the project to identify if any uploaded HCP data is missing for the project
- Review files in the “Upload Activity - ERROR File section” to determine if any template Error files have still not been corrected in the system.
- If uploaded data has outstanding errors, an Adjustment file must be processed immediately to correct all outstanding errors/records.
- If report is missing a new line of data – process a new template for the missing data

Microsoft Excel - Summary by HCP Totality ID #6963.xls

Summary Report by HCP – Example #2 –Advisory Board

Project	Role Explanation	Daily Rate			
Role 1: faculty		\$3000			
Role 2: advisors		\$1500			
Role 3:					
Role 4:					
Participants: 10	Faculty/Presenter: 1				
Start Date	End Date	Location/Venue	City	State	
Jan 2, 2008	Jun 2, 2008	Scottsdale, AZ	Scottsdale	AZ	
PO/Chk Req No : 992055313					
Totality Approved Amount : \$99,760.00					
PO/Chk Req Approval Amount: \$99,760.00					
PO/Chk Req Paid Amount : \$48,800.00					
Totality ID	PO #	Event Name	HCP ID#	HCP Name	Recipient Degree
6963	992055313	Procrit US Payer Advisory Board Meeting	6215700	Charles A. Stemple	DO, MBA
			6368946	Dennis Lawrence Angelis	MD
			6189709	Diane Gail Turner	DO
			7460208	Eugene T. Beed	MD
			1954574	Jeffrey Sloan	PHD
			6902137	Kenneth L. Schaecher	MD, FACP
			6234507	Louis Leo Brunetti	MD, JD, FACP
			6633560	Ross Michael Miller	MD, MPH
			6376090	Russell Edan Brower	MD, MBA

Only 9 participants listed in total – Does this look accurate?

The following Third Party documents were submitted

Document Name
6963_Embedded Post Meeting Documentation_051208114859_data.doc
6963_advisoragreements_v1_051208115100_data.pdf
6963_OOP_v1_051208115304_data.pdf

• Listed are the Documents Uploaded by the supplier.
• You can find the attachments in Totality.

ACTIVITY REPORTS

Supplier should run a “close out/activity report” for the project on a periodic basis to review/reconcile HCP data upload and should always complete a review prior to completing final attestation to validate that all uploaded HCP data is complete and accurate:

1. Run an “Activity” Report from the “*Request an Close Out/Activity Report*” link on the Extranet for the associated PO/project.
2. Activity reports will be available the *Next Day*:
 - **Current Process:** Reports will be emailed the next day to the logged in User
 - **Future Process:** (Release 8.2 – November 2009) – *On line* reports will be available the next day on the Totality Extranet site under a new “Reports” link.
3. Reports will include data based on current **validated** information as of the report request date.
NOTE: Any data (template) uploaded the same day as the requested report will **NOT** be included on the report, since the uploaded data template has not yet been validated (overnight) by the system.
4. Review the HCP payment/value exchange data section to validate that all uploaded HCP data is complete and accurate.
5. If any data is in error, an adjustment file must be processed immediately to correct the data in the system.

Error files listed include the Error Description File Name, File Size, Error File Name, PO or Check Req #, Totality ID and Date Received. Files can be sorted by PO or Check Req #, or by Date Received. Click on one of those two headings to sort the list of files. Click on the Log File Name to open the error explanation file and click on the Error File Name to open the data file of errors.