ABBOTT LABORATORIES

MAX - Version 1.0

Sample Management Training Manual

Table of Contents

Module 1: Introduction

Welcome

Welcome to MAX (Siebel ePharma ™)!

What is MAX?

MAX, for the home office user, automates the review process of practitioner profile and call address creations and sample transactions. Sales representatives record data for each professional profile, distribute samples, and collect signatures for sample distributions. This data is transferred electronically to the home office for compliance verification.

Purpose

This training manual provides instructions for reviewing and verifying compliance fields of the medical professionals, profile record, call addresses, and electronic sample receipts. This guide provides instructions for creating pre-defined queries, assigning reject codes, creating and sending rejection letters to sales representatives, and the error processing of sample disbursements. This guide will also provide the user with instructions for using the Sample Management reports that have been created to aid in the process of maintaining compliance.

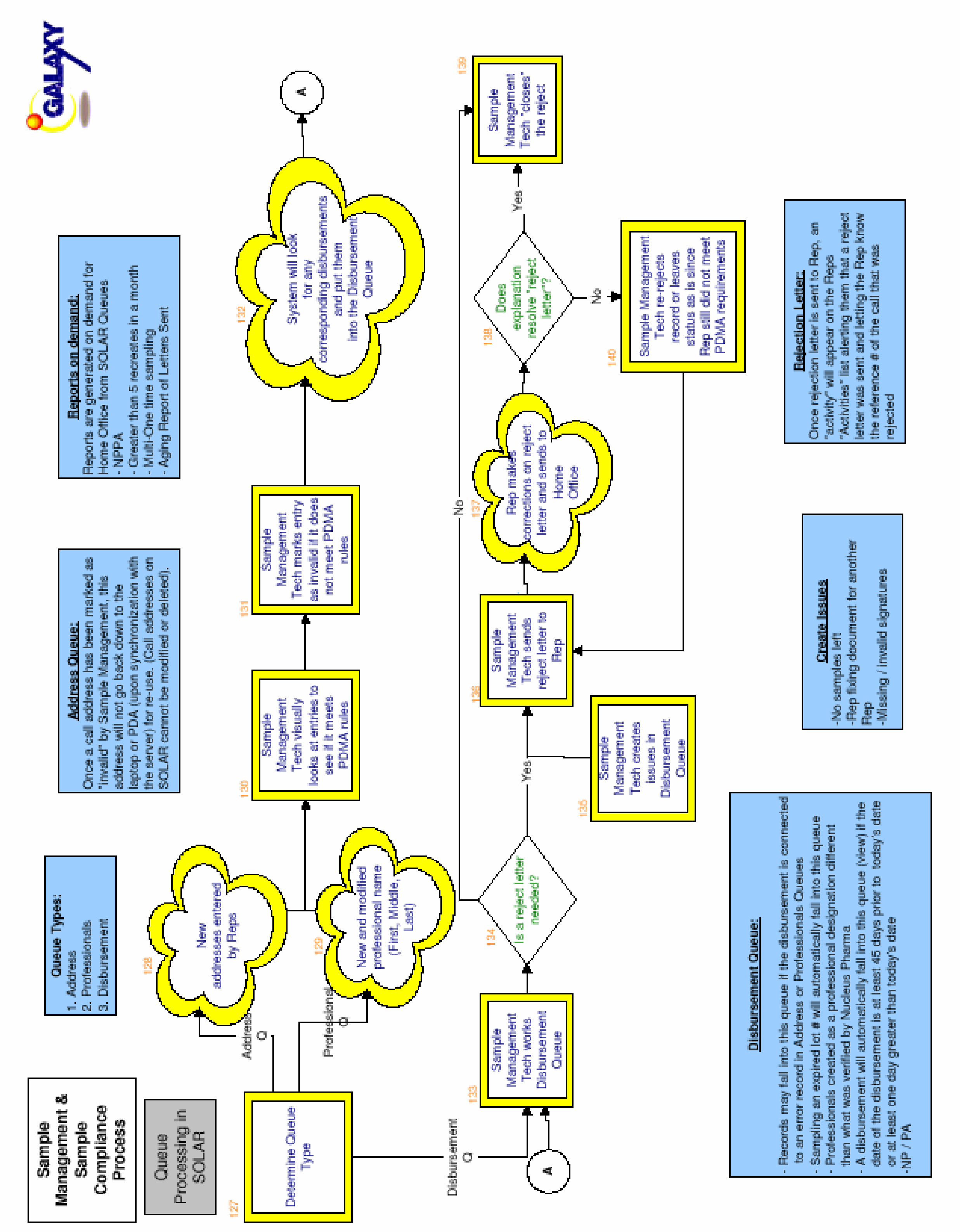
Objectives

From this guide you will be able to:

- Describe the purpose of MAX
- Navigate in MAX and customize views
- Generate pre-defined queries (PDQ)
- Verify accuracy of the records that populate the Professional, Address, and Disbursement views
- Process errors in profile, call address creation and sample disbursements
- Understand reject codes
- Print letters

Reference Materials

Business Process Mapping



Basic Operating Procedures (BOPs)

The following Basic Operating Procedures (BOPs) will serve as the guidelines for the processes outlined in this manual.

- **BOP.V-03500706**
- **BOP.V-03500707**
- **BOP.V-03500708**
- **BOP.V-03500710**

Roles & Responsibilities

Sample Management is responsible for the analysis of the Professional Review, Address Review, and Disbursement and Follows Up views and to verify that the records contained in each view meet compliance guidelines. Sample Management will review and assign reject codes on errors made to sample disbursements and send rejection letters to the appropriate sales representative for correction and closure.

Module 2: Getting Started

Logging onto MAX

Logon to MAX To logon to MAX, follow the procedure below:

Step	Action
1	Open MAX by locating the  icon on the computer desktop.
2	Enter the username and password into the Siebel Life Sciences login screen (See Figure 1).
3	In Connect to, click on the down arrow and select **Server.**
4	Click **OK.** Upon successful logon, MAX opens. (See Figure 2).

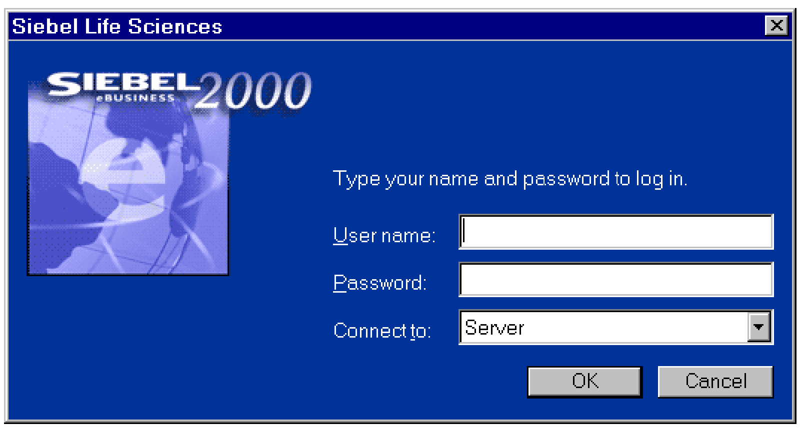


Figure 1: Log-On screen

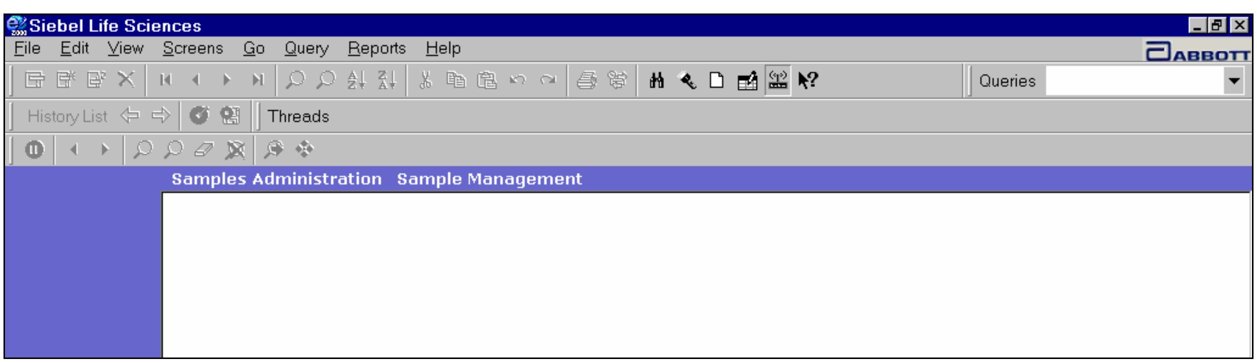


Figure 2: Opening screen of MAX

Hands-On Practice

Log on to MAX, using the user name and password supplied by your trainer.

Hands-On Solution

1. Double-click the MAX icon on the desktop.
2. Complete the Log On screen.

   Note: Your user name and password may differ.

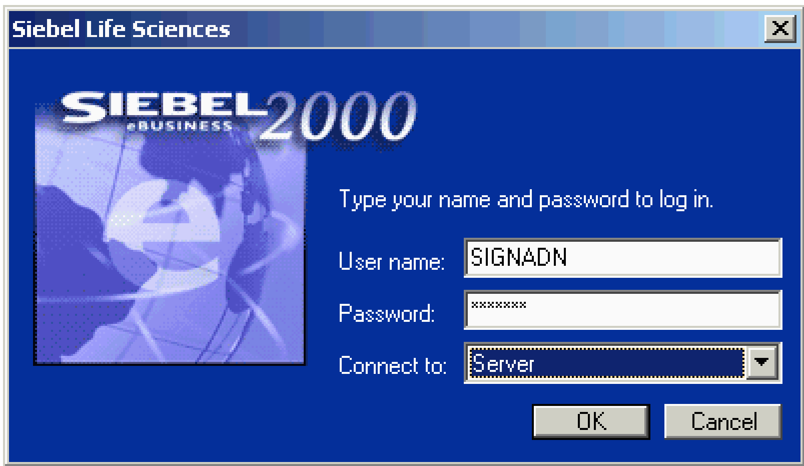


Figure 3 MAX logon screen

3. Click **OK.**
4. View the opening screen of MAX. (See Figure 2.)

Module 3: Navigating in MAX

Your work in Sample Management involves the review and analysis of many **records**, each of which represents a disbursement. Each record, in turn, is made up of many **fields,** or pieces of information. To help you organize your review of this data, MAX divides this data into different **views,** or collections of fields, and then provides navigation bars that help you move from screen to screen and from view to view. Our goal in this section is to review the MAX navigation bars and some of the terms that will be used in the step-by-step procedures that make up this manual.

The Screen Bar

A **screen** is a collection of views that are all related to a common work area. In Sample Management, your work will be divided between two screens:

- Samples Administration: Used to review historical sample disbursements for auditing purposes.
- Sample Management: Used to review the professional names, professional addresses, disbursements, and signatures associated with calls made by sales representatives.

The Screen bar allows you to navigate between work areas. Note that the Screen bar, shown in Figure 4, contains two tabs, Sample Administration and Sample Management, which correspond to the main Sample Management work areas.

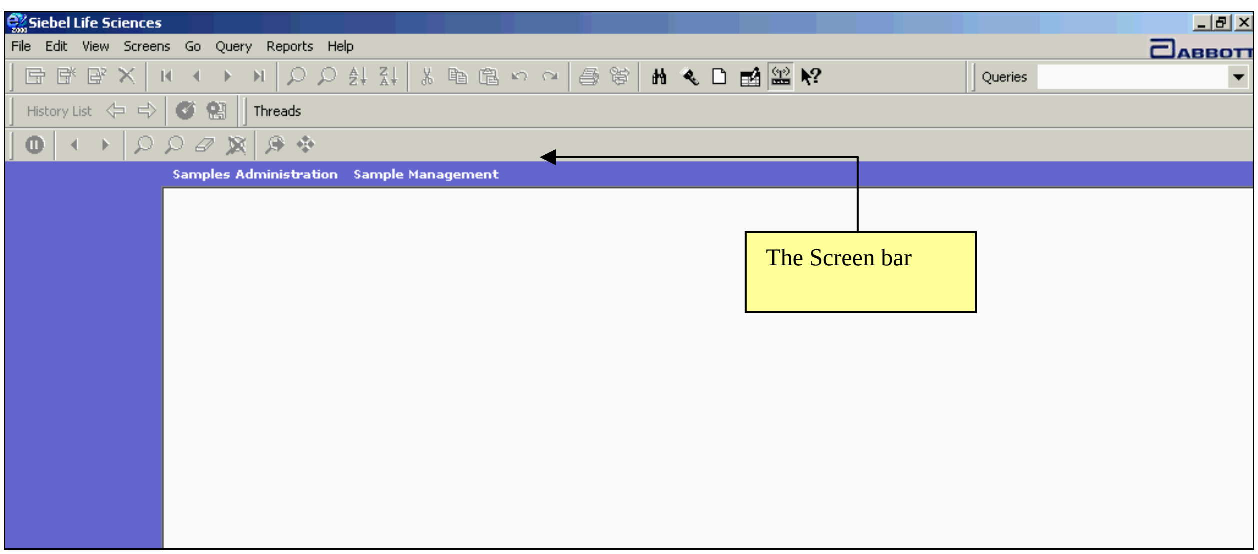


Figure 4 The Screen bar

Using the Screen bar to navigate

To use the Screen bar to navigate to a screen, follow the procedure below.

Step	Action
1	Click one of the tabs in the Screen bar.

Hands-On Practice

Use the Screen bar to navigate to the Sample Management screen.

When you are through, check your work on the next page.

Hands-On Solution

1. Click the Sample Management tab in the Screen bar.
2. The Sample Management screen will be displayed.

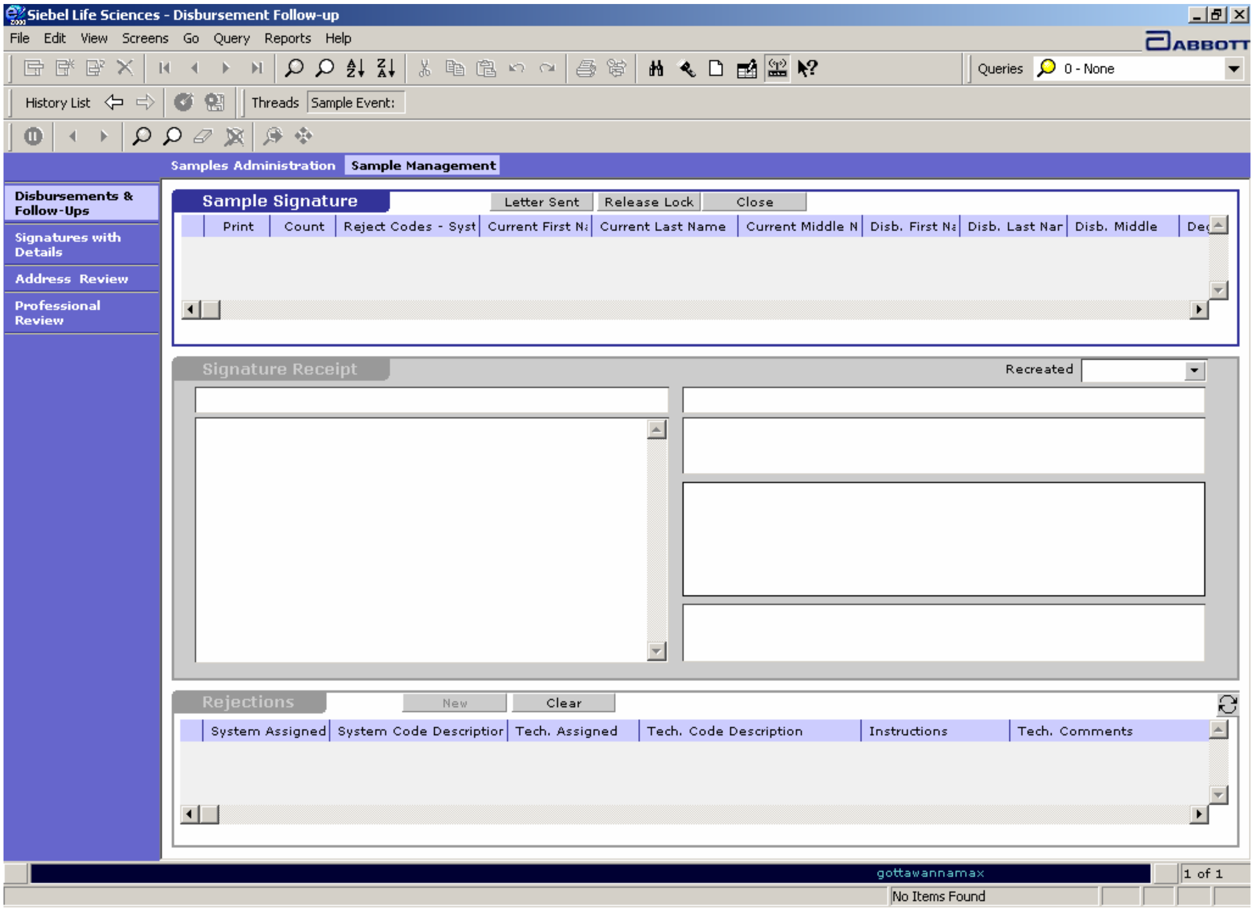


Figure 5 Opening view of the Sample Management screen

The View Bar

When you use the Screen bar to navigate to a screen, MAX opens a pre-selected or default view. In Sample Management, that view is the Disbursements and Follow-Up view. This view is used to display the disbursement record and to monitor and follow up on rejection letters. If you need to work with another view, use the View bar.

The **View bar** displays all of the views that make up a screen and allows you to navigate to a different view.

Using the View bar to navigate

To use the View bar to navigate to a different view, follow the procedure below.

Step	Action
1	Click one of the tabs on the View bar.

Pre-Defined Query Bar

Queries are used to quickly retrieve information that is routinely sought. Queries filter and sort records, which makes viewing the data contained in the records much easier.

For each view, MAX provides a number of pre-defined queries that correspond to the most common searches used with each view. In addition, MAX allows you to create and save queries. All of these pre-defined or saved queries can be selected from the **Pre-Defined Query bar.** (See Figure 6.)

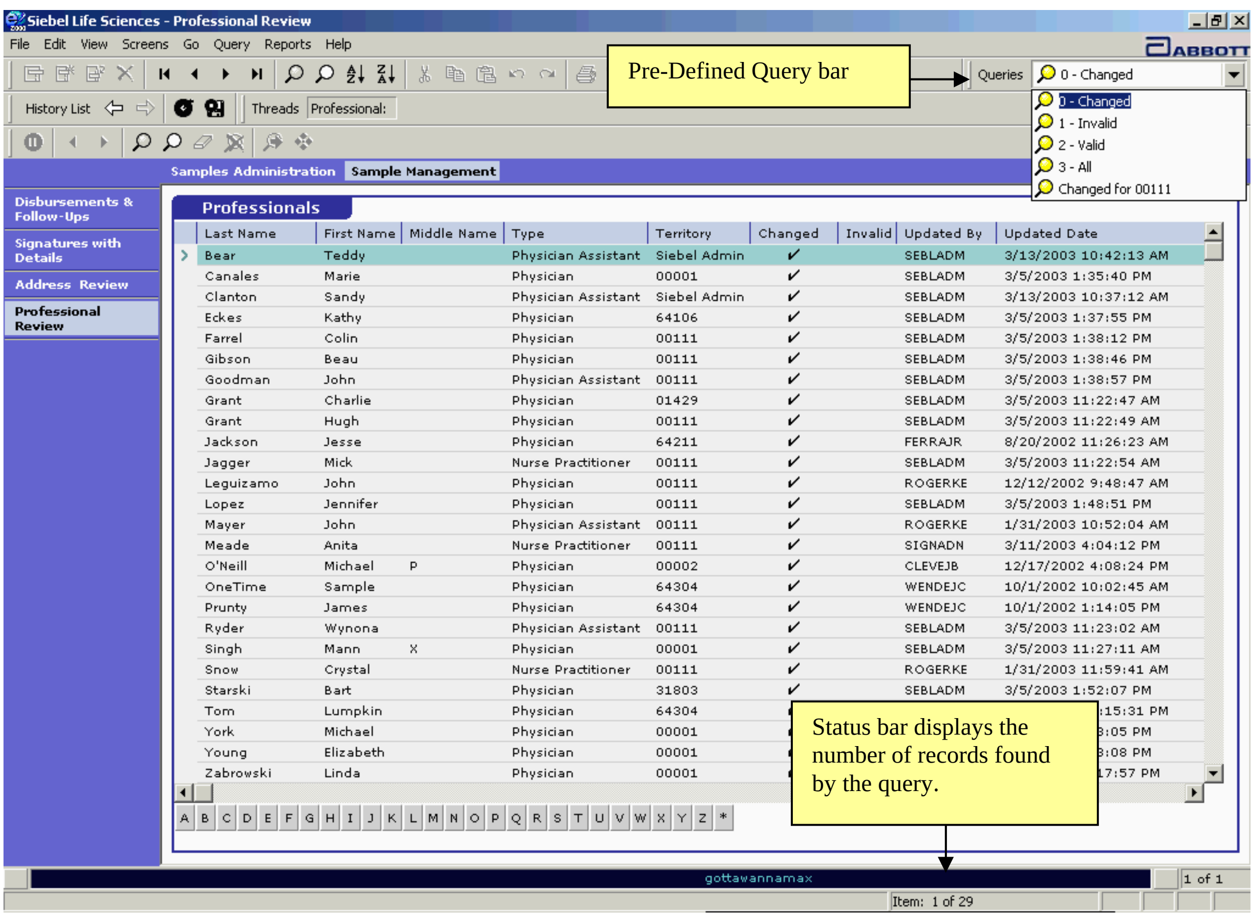


Figure 6 The Pre-Defined Query bar for the Professional Review view

Figure 6 shows the drop-down list that makes up the Pre-Defined Query bar for Professional Review view. In the Professional Review view, "0-Changed" is the default or pre-selected query that will be executed automatically when the view opens.

In addition, the status bar will show the number of records found by the query. (See Figure 6.) This number can be helpful in organizing your work.

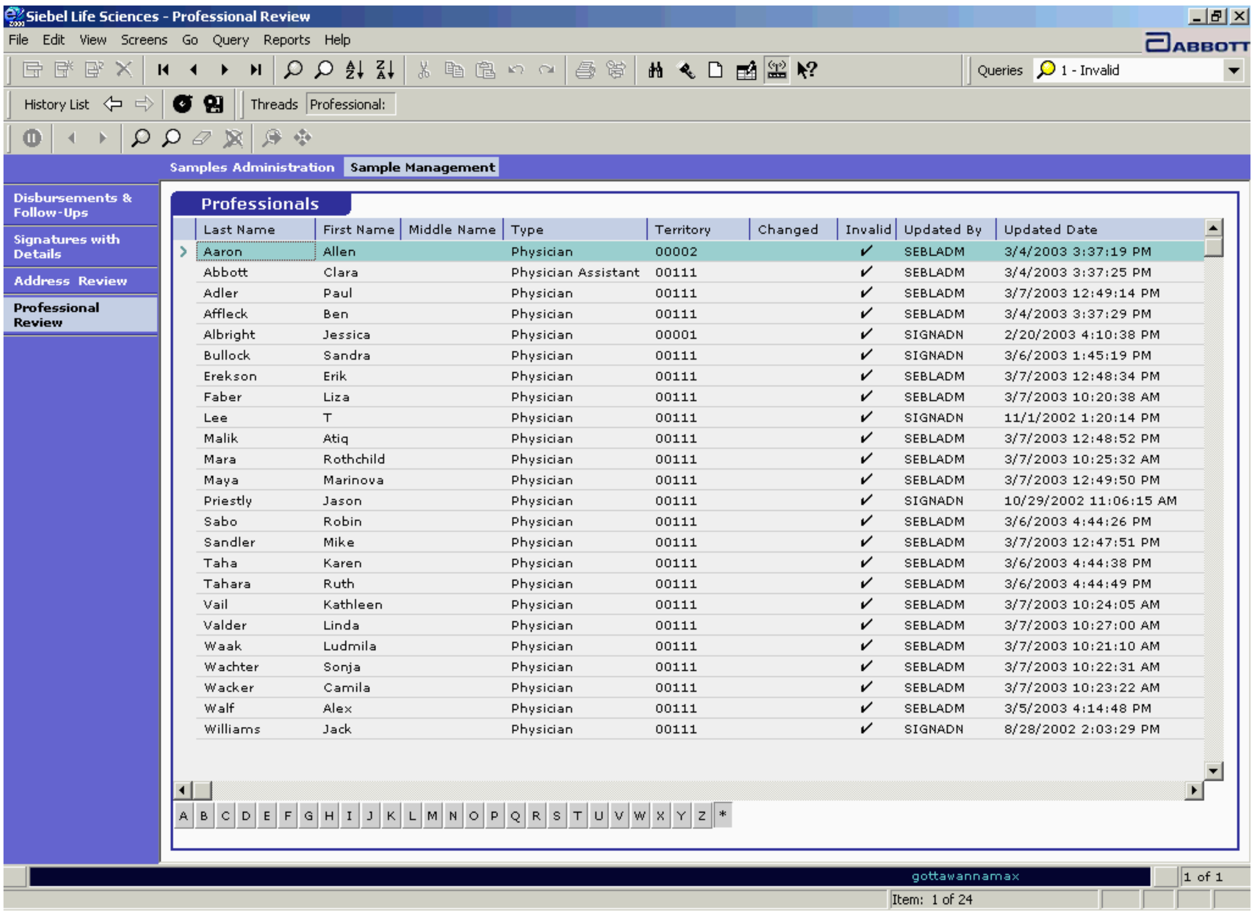
Hands-On Practice

Use the Pre-Defined Query bar to find the records in the Professional Review view that have been marked "Invalid."

See the solution on the next page.

Hands-On Solution

1. Go to the Professional Review view, click the down arrow in the Pre-Defined Query bar, and select “1-Invalid.”
2. The view will display all Professional records that have been marked as invalid and the status bar will indicate that there are 24 records. (See Figure 7.)



Last Name	First Name	Middle Name	Type	Territory	Changed	Invalid	Updated By	Updated Date
Aaron	Allen		Physician	00002		✔	SEBLADM	3/4/2003 3:37:19 PM
Abbott	Clara		Physician Assistant	00111		✔	SEBLADM	3/4/2003 3:37:25 PM
Adler	Paul		Physician	00111		✔	SEBLADM	3/7/2003 12:49:14 PM
Affleck	Ben		Physician	00111		✔	SEBLADM	3/4/2003 3:37:29 PM
Albright	Jessica		Physician	00001		✔	SIGNADN	2/20/2003 4:10:38 PM
Bullock	Sandra		Physician	00111		✔	SIGNADN	3/6/2003 1:45:19 PM
Erekson	Erik		Physician	00111		✔	SEBLADM	3/7/2003 12:48:34 PM
Faber	Liza		Physician	00111		✔	SEBLADM	3/7/2003 10:20:38 AM
Lee	T		Physician	00111		✔	SIGNADN	11/1/2002 1:20:14 PM
Malik	Atiq		Physician	00111		✔	SEBLADM	3/7/2003 12:48:52 PM
Mara	Rothchild		Physician	00111		✔	SEBLADM	3/7/2003 10:25:32 AM
Maya	Marinova		Physician	00111		✔	SEBLADM	3/7/2003 12:49:50 PM
Priestly	Jason		Physician	00111		✔	SIGNADN	10/29/2002 11:06:15 AM
Sabo	Robin		Physician	00111		✔	SEBLADM	3/6/2003 4:44:26 PM
Sandler	Mike		Physician	00111		✔	SEBLADM	3/7/2003 12:47:51 PM
Taha	Karen		Physician	00111		✔	SEBLADM	3/6/2003 4:44:38 PM
Tahara	Ruth		Physician	00111		✔	SEBLADM	3/6/2003 4:44:49 PM
Vail	Kathleen		Physician	00111		✔	SEBLADM	3/7/2003 10:24:05 AM
Valder	Linda		Physician	00111		✔	SEBLADM	3/7/2003 10:27:00 AM
Waak	Ludmila		Physician	00111		✔	SEBLADM	3/7/2003 10:21:10 AM
Wachter	Sonja		Physician	00111		✔	SEBLADM	3/7/2003 10:22:31 AM
Wacker	Camila		Physician	00111		✔	SEBLADM	3/7/2003 10:23:22 AM
Walf	Alex		Physician	00111		✔	SEBLADM	3/5/2003 4:14:48 PM
Williams	Jack		Physician	00111		✔	SIGNADN	8/28/2002 2:03:29 PM

Figure 7 Result of using the Pre-Defined Query bar to find the number of invalid records in the Professional Review view

The History Bar

As you move through different screens and views in MAX, you may want to re-trace your steps. The **History bar** is designed to simplify this task.

The History bar is made up of:

- **History List:** Displays a drop-down list of all the screens and views you have opened prior to reaching the current view. Click one of the entries to jump directly to a prior screen or view.
- **Back/Forward buttons.** Work like the Back and Forward buttons in an Internet browser, to let you navigate back or forward one screen at a time.
- **Threads.** Allows you to move directly to any of the views listed.

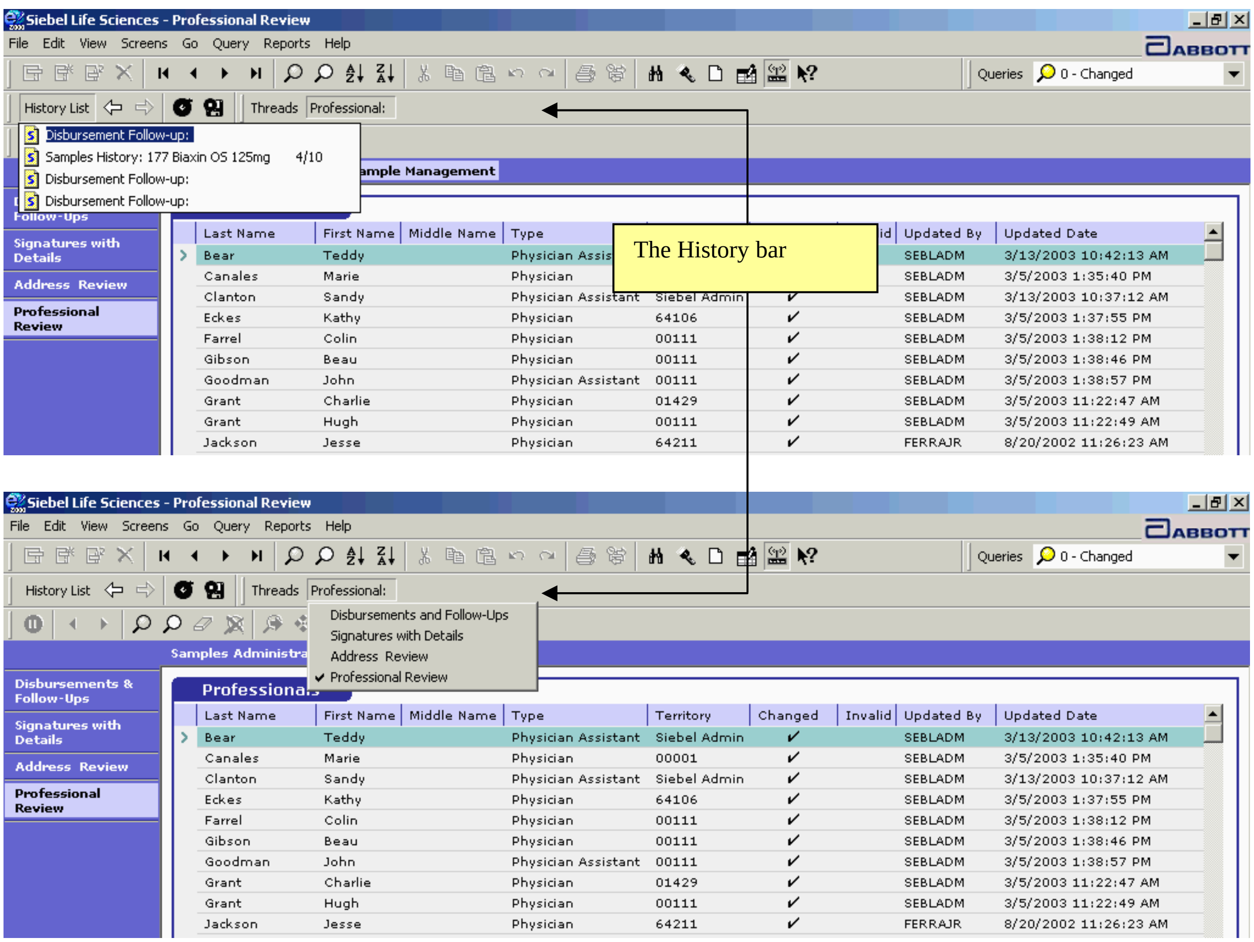


Figure 8 The History bar, showing the History List and Threads

The MAX Toolbar

The MAX toolbar (see Figure 9) contains some of the most common tools and navigational devices you will use during a work session.

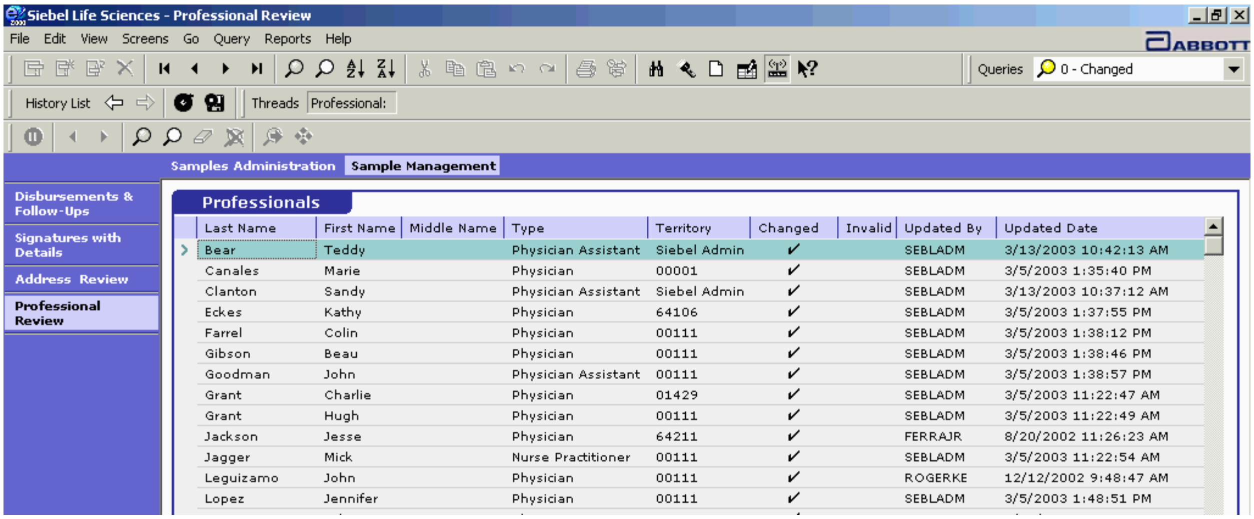


Figure 9 The MAX toolbar

Tip: Hover the pointer over a toolbar button to display tool tips that will remind you of the button's functions.

Note that some of the tools are dimmed or will return an error message, indicating they are unavailable to Sample Management.

Navigation Shortcuts

Using the mouse to click on a toolbar is a simple way to navigate and perform other tasks but some people find it faster to use **navigation shortcuts**, or combinations of keystrokes, MAX provides a number of navigation shortcuts. These navigation shortcuts are shown on the MAX menus. (See Figure 10.) Navigation shortcuts are usually shown as:

[keystroke 1] + [keystroke 2]

A complete listing of navigation shortcuts can be found in Appendix C.

Using a navigation shortcut

To use a navigation shortcut follow the procedure below.

Step	Action
1	Press and hold down the first key and then press the second key.

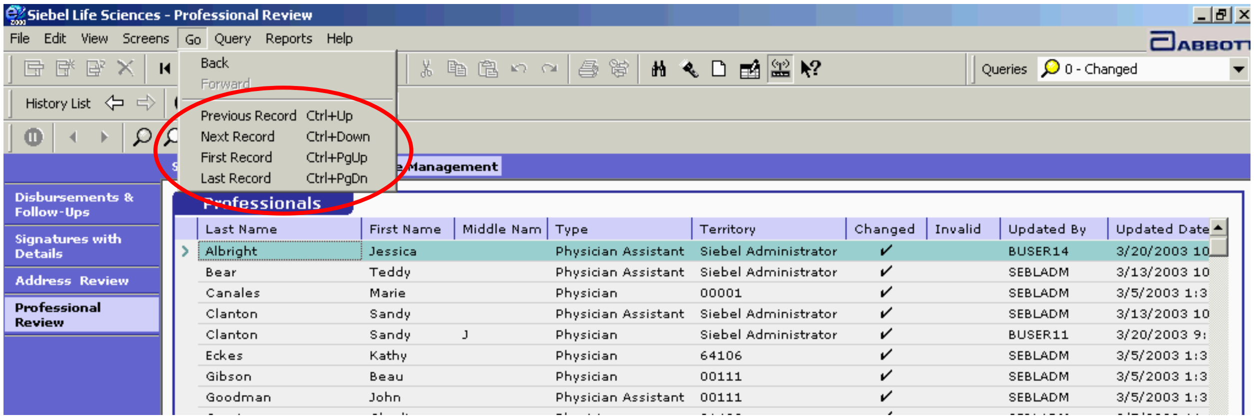


Figure 10 Navigation shortcuts shown on a MAX menu

The most useful navigation shortcuts are shown in the table. In addition, in many of the list applets, the TAB key can be used to move from field to field.

Navigation Shortcut	Function
Ctrl + Up	Navigate to the previous record
Ctrl + Down	Navigate to the next record
Ctrl + Page Up	Navigate to the first record
Ctrl + Page Down	Navigate to the last record
Ctrl + Q	Create a new query
Ctrl + R	Refine a query
Enter	Execute a query
Ctrl + S	Save query under a new name

Additional navigation shortcuts can be found in Appendix C.

Understanding List and Form Applets

The Disbursements & Follow-Up view, shown in Figure 11, is divided into **applets**, or sections of the view that use one of two data layouts.

- **List applets.** A list applet uses a table-like layout in which every row represents a different record. List applets can also be used to display details for a selected record. See, for example, the Rejections applet in Figure 11, where each row contains details about one of the reject codes assigned to the selected disbursement record.

- **Form applets.** A form applet is used to display details that cannot be shown accurately in a table. Note the signature in the Sample Signature applet, for example.

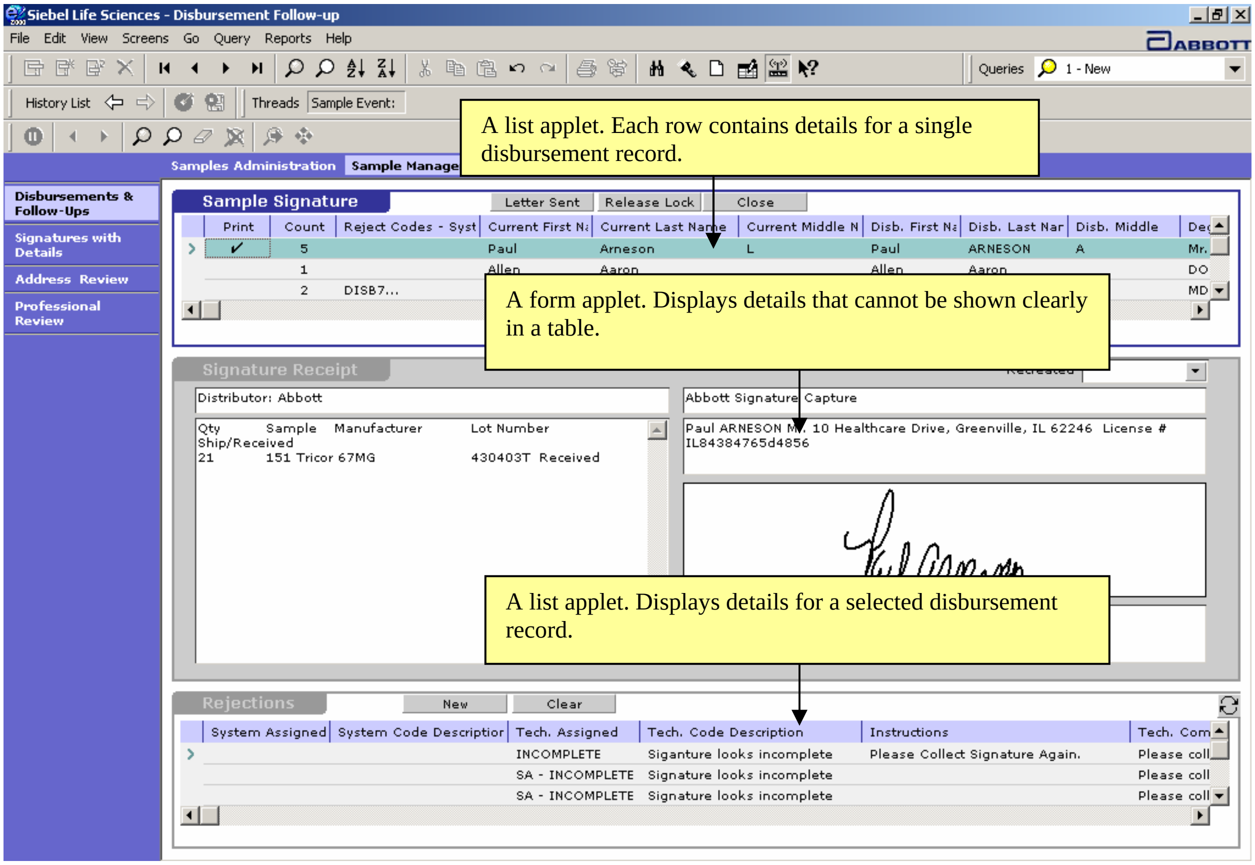


Figure 11: List and form applets

Some applets can be displayed as *either* a list or a form. See, for example, the Rejections applet in Figure 11. The table lists details for the reject codes but some of the information is cut off because the columns are too narrow. You could adjust the width of the columns but there is an easier and faster way to see all of the details. The key is the toggle button, highlighted in Figure 12.

Using the toggle button

To move between a list and form applet, follow the procedure below.

Step	Action
1	Click the toggle button . The layout will change from a list to a form applet.
2	Click the toggle button again. The layout will change from a form to a list applet.

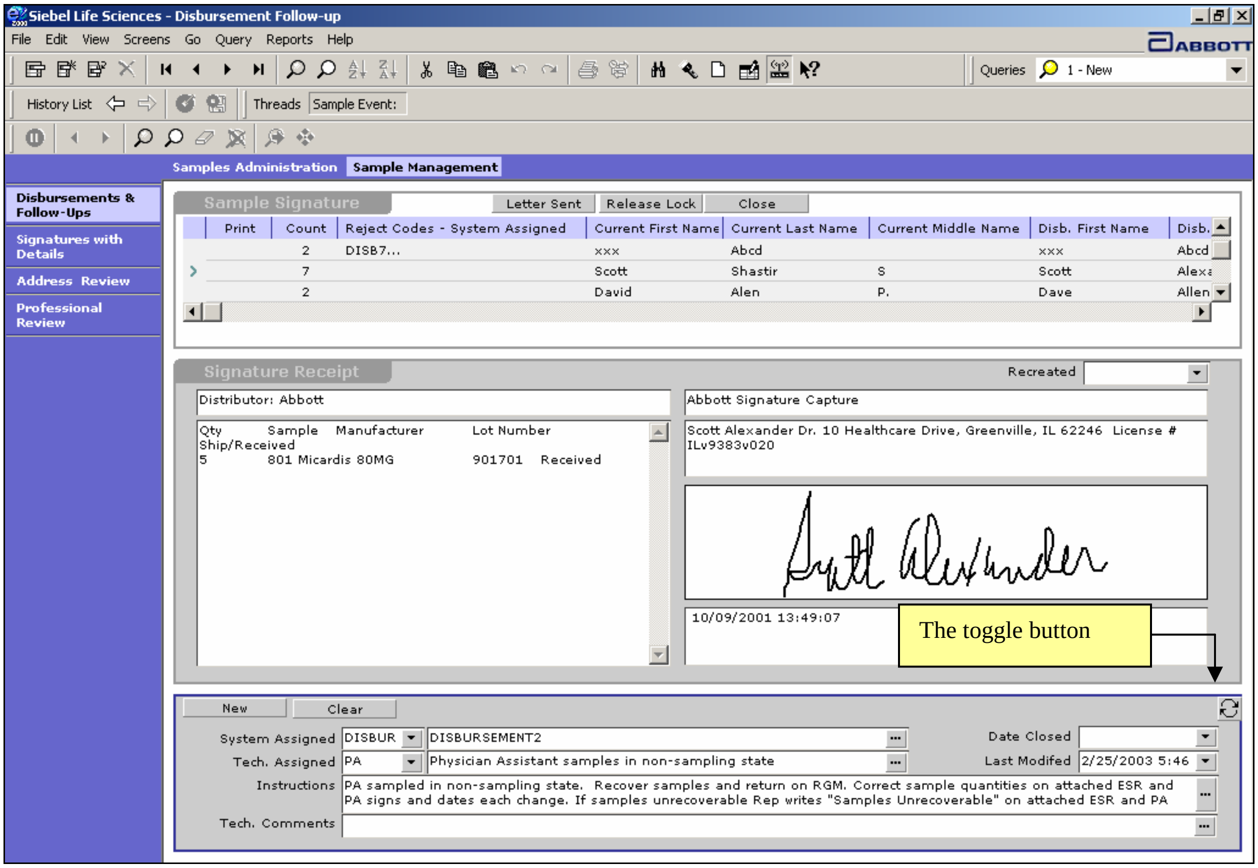


Figure 12 Using the toggle button to convert a list applet to a form applet

Using the Alpha Bar to Sort Records

The Professional Review view contains an extra navigation feature that can be used to sort long lists of Professional records by last name – the Alpha bar.

When you execute a query, the asterisk (*) is pre-selected in the Alpha bar. This lets you view all of the records in alphabetical order.

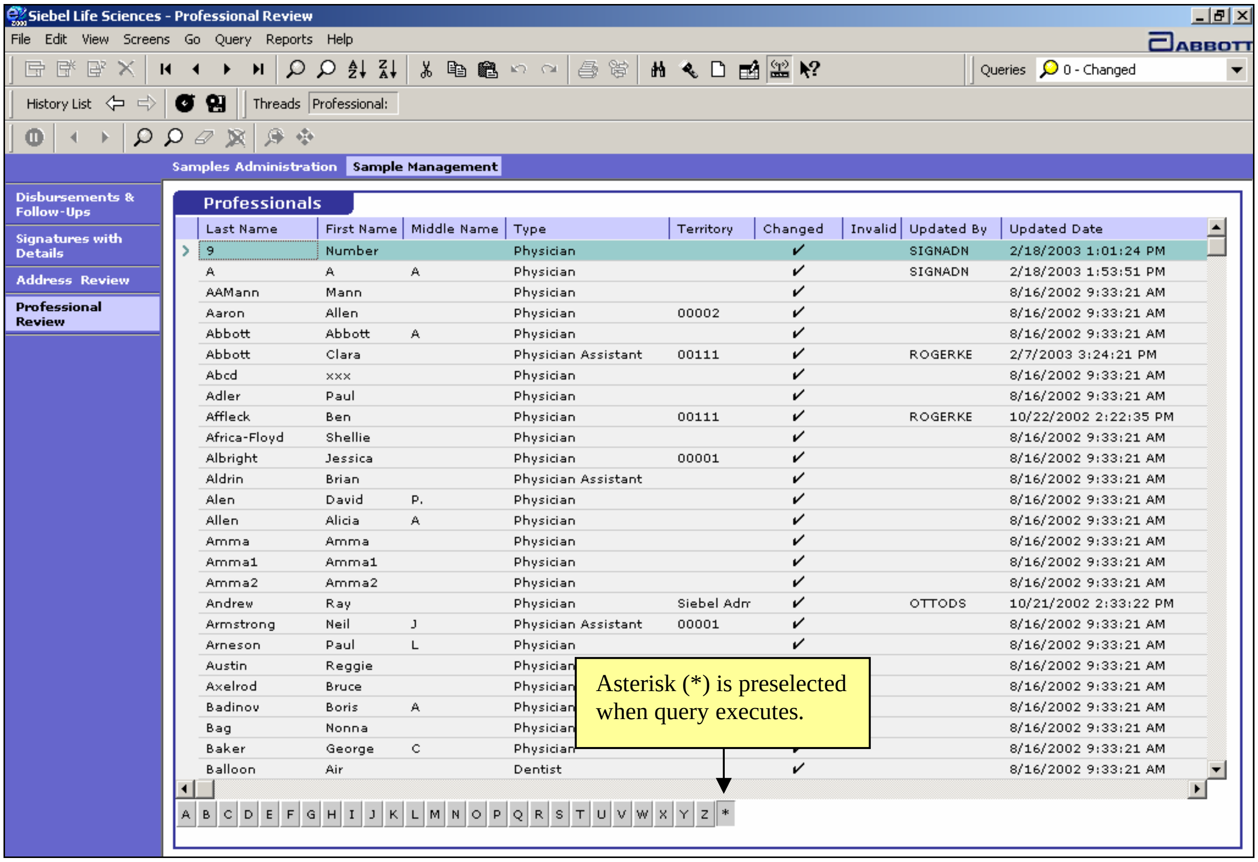


Figure 13 Professional Review query results

Hands-On Practice

Use the Alpha bar to display all the last names that begin with "S."

Hands-On Solution

1. Click the “S” tab in the Alpha bar.
2. The view displays all the records in which the professional’s last name begins with S.

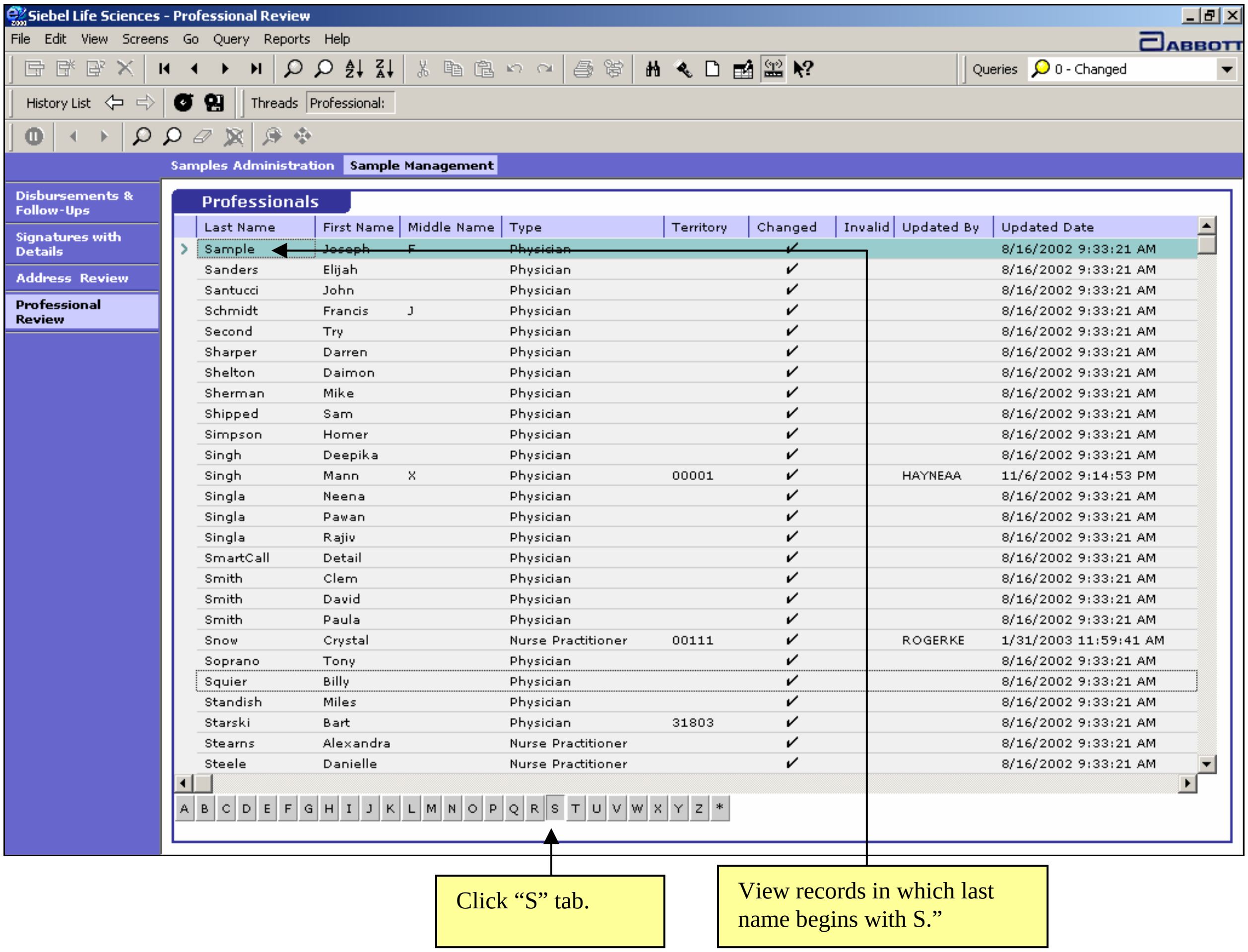


Figure 14 Result of using "S" tab to sort professional records

Customizing the List Applets

Customizing the list applets can simplify navigation. Customizing includes moving columns, resizing them, adding or deleting columns, and changing the order of the columns.

Customizing the MAX view

To customize the view of MAX, follow the procedure below:

Step	Action
1	Select the view to be changed.
2	To modify the columns in that view click on **View > Columns Displayed**.

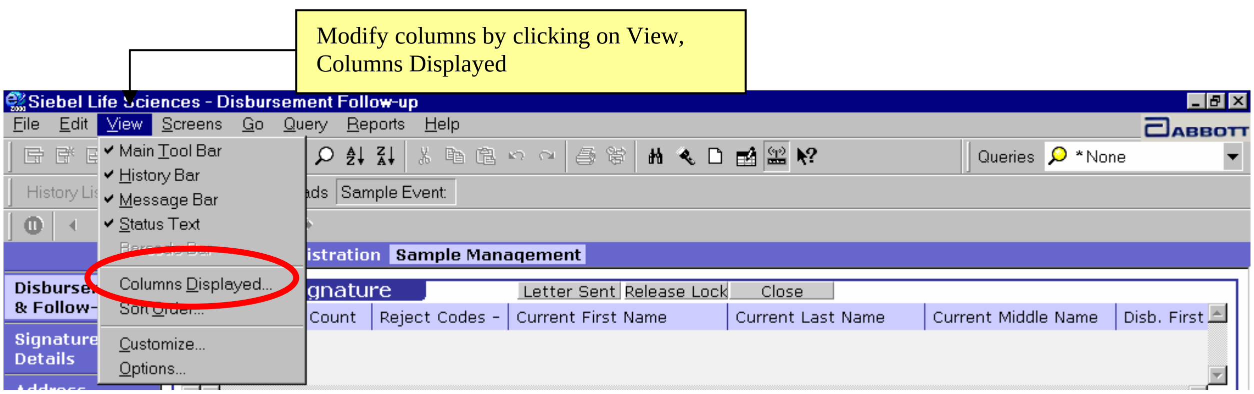


Figure 15: Customizing Views

Step	Action
3	The Columns Displayed dialog box opens. (See Figure 16.)

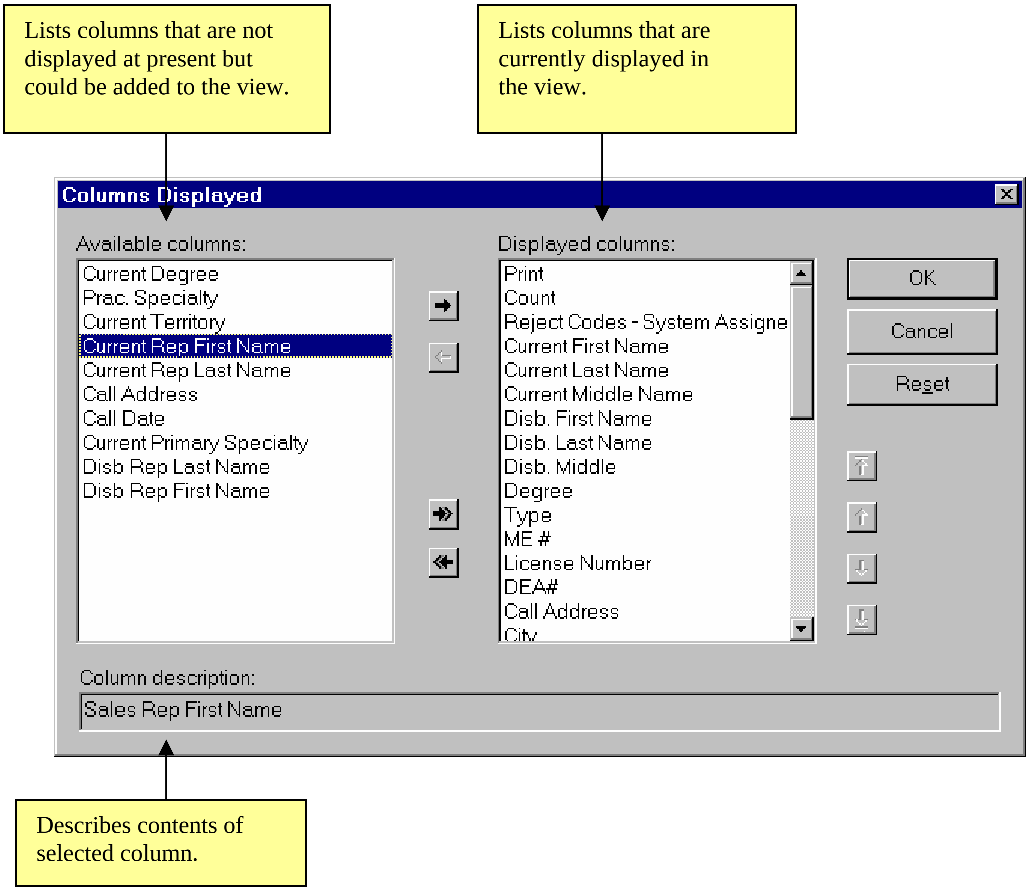


Figure 16 The Columns Displayed dialog box

Add and Remove Columns from the View

Adding columns to a view

To add and remove columns to a view, follow the procedure below:

Step	Action
1	Add columns by selecting the column from the Available columns window. **Note:** To select multiple columns, press the **Ctrl** key and then click the columns one by one.
2	Click the arrow that points to the Displayed columns window.
3	Click **OK.** **Note:** If you decide the changes are not required, click **Cancel.**

Removing columns from a view

To remove columns from a view, follow the procedure below:

Step	Action
1	Click the name of the column in the Displayed columns window. **Note:** To select multiple columns, press the **Ctrl** key and then click the columns one by one.
2	Click the arrow that point to the Available columns window.
3	Click **OK**. **Note:** If you decide the changes are not required, click **Cancel.**

Note: If you want to return to the original view of the columns, open the Columns Displayed dialog box and click **Reset.**

All of the items in the Available columns window can be moved to the Displayed Columns window by clicking on the double arrow that points to the Displayed columns window. You can also remove all the items in the Displayed columns window by clicking on the double arrow that points to the Available columns window.

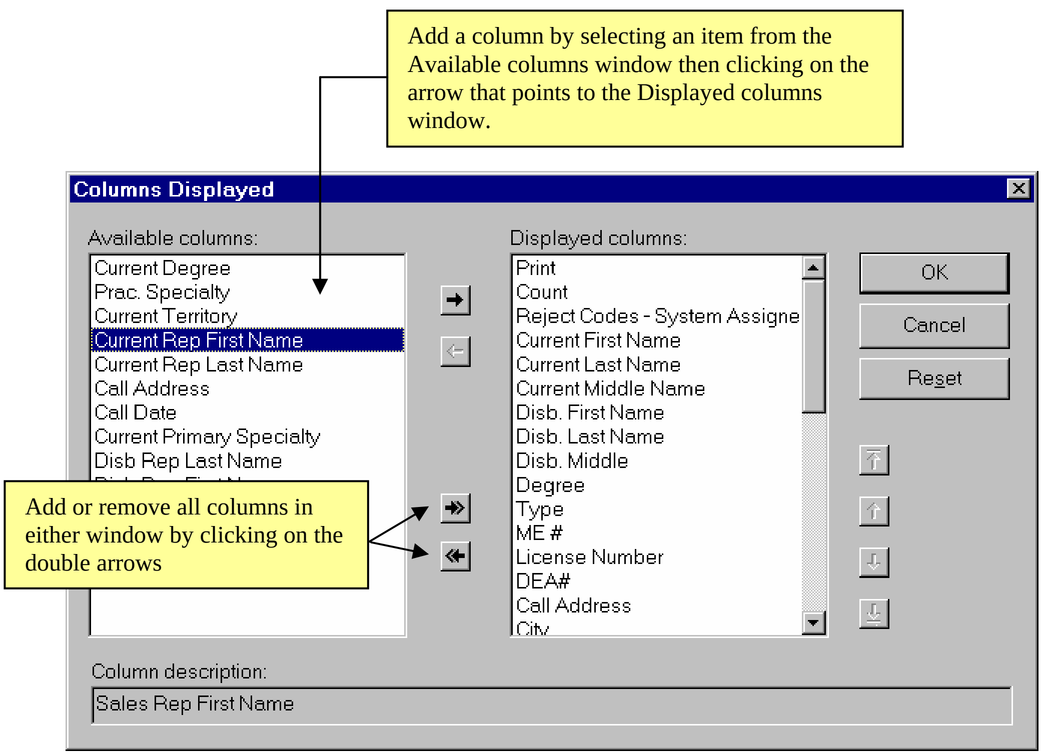


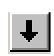
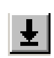
Figure 17: Using the Columns Displayed dialog box to add and remove columns

Move Columns in the View

The order of the columns on display can be changed by using the Columns Displayed Dialog box or by clicking and dragging the columns in the view.

Moving columns via the Columns Displayed window

To move a column by using the Columns Displayed window, follow the procedure below:

Step	Action
1	Navigate to **View > Columns Displayed** from the menu bar.
2	From the **Columns Displayed** pop-up window, select the column to be moved by clicking on it.
3	Click on the arrows until the column name is placed in the location desired.  – Move up to top of list  – Move up one  – Move down one  – Move down to bottom of list
4	Repeat steps 2 and 3 until all columns are moved into the desired location.
5	Click **OK**.

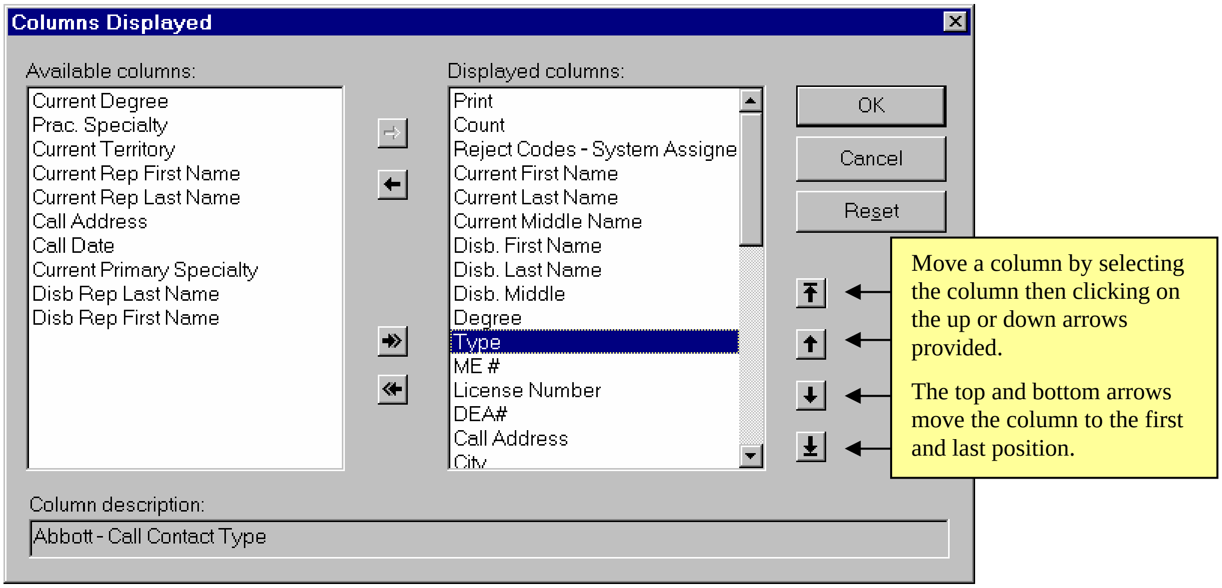


Figure 18: Moving columns using the Columns Displayed dialog box (columns from the Disbursements & Follow-Up view)

Moving Columns via the drag and drop method

To move a column using the *drag and drop* method, follow the procedure below:

Step	Action
1	In the list applet where the column to be moved is located, click on the column header that is to be moved.
2	Drag the column to the new location. **Note:** Notice the red bar that indicates that the column is being moved. The placement of the red bar will be where the column is moved.

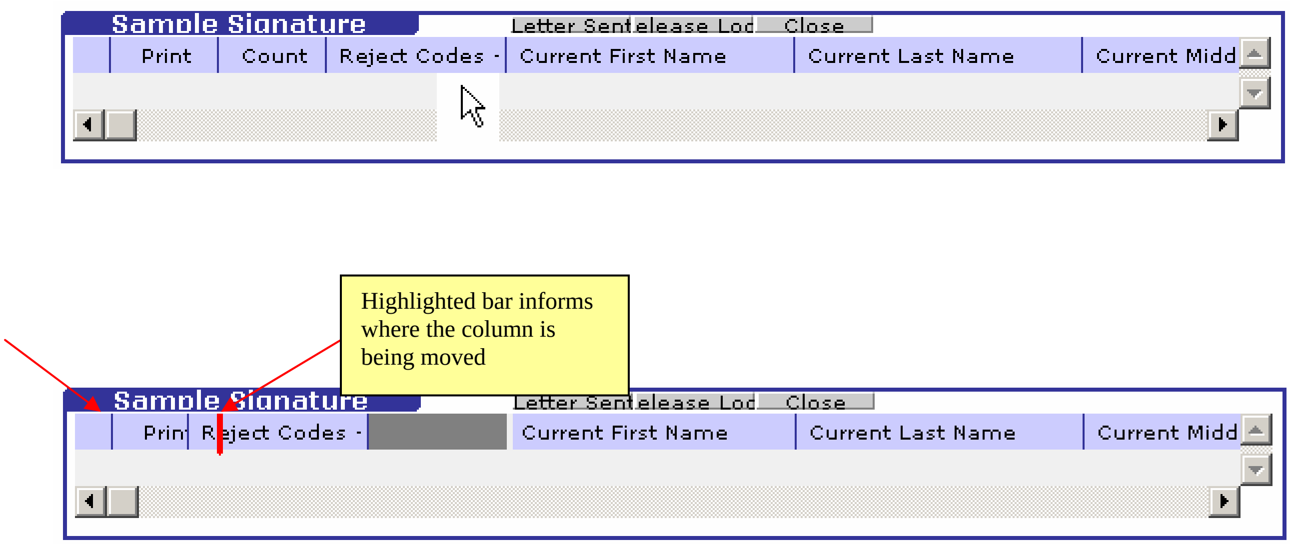


Figure 19: Moving Columns using the drag and drop method

Note: The column heading slides to the left or right. Notice in the example below, the Current Last Name column is moving into the Current First Name column position.

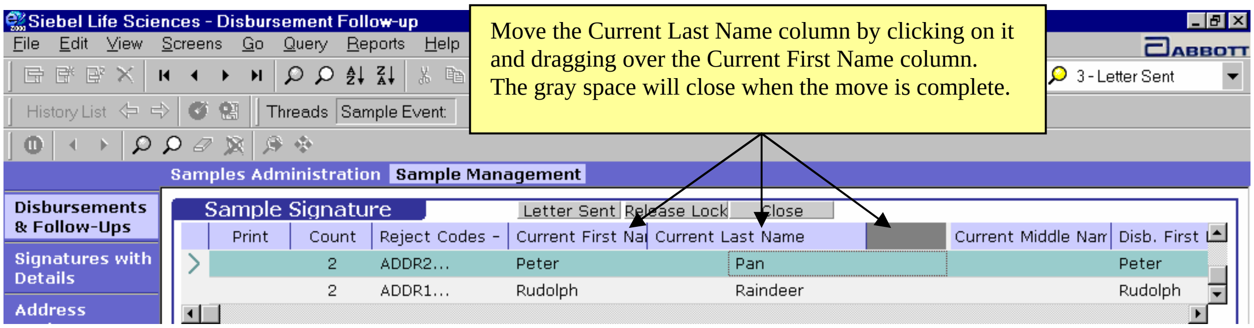


Figure 20: Move a column by clicking and dragging

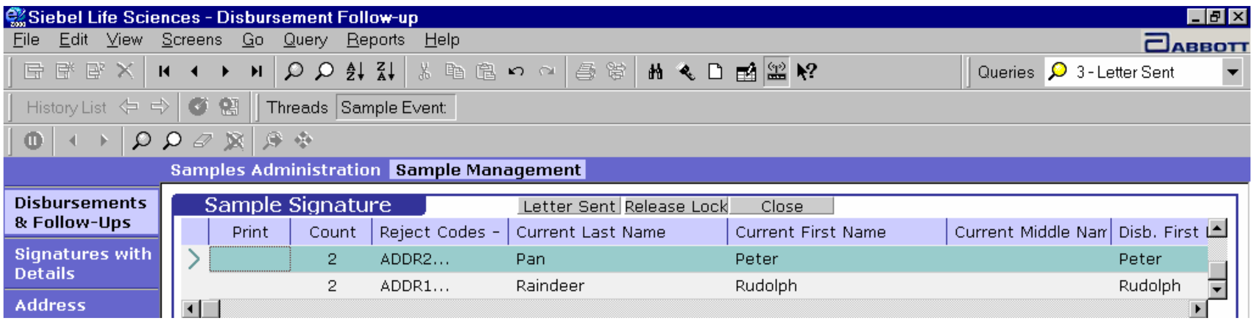


Figure 21: Moving columns - Final result

Resize Columns

Columns can be resized to accommodate viewing of information by clicking on the divider between columns and dragging to the left or right. In the example below, the Current Middle Name column does not display the entire column name so the column should be wider.

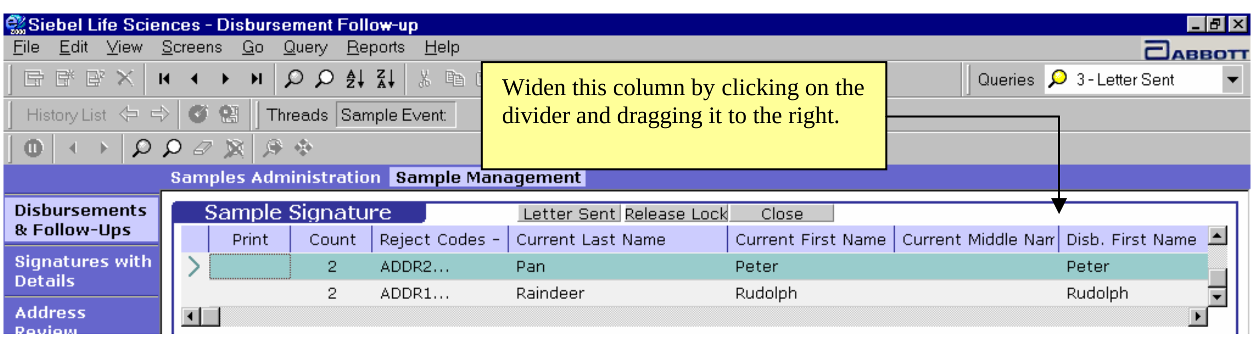


Figure 22: Resizing columns

Resizing a column

To resize a column, follow the procedure below:

Step	Action
1	From the view to be adjusted, click and hold the column divider of the column to be resized. Notice when the divider is clicked, the cursor changes into a split bar with arrows on either side.
2	While holding the mouse, drag the column to the desired width.
3	Release mouse to set column size.

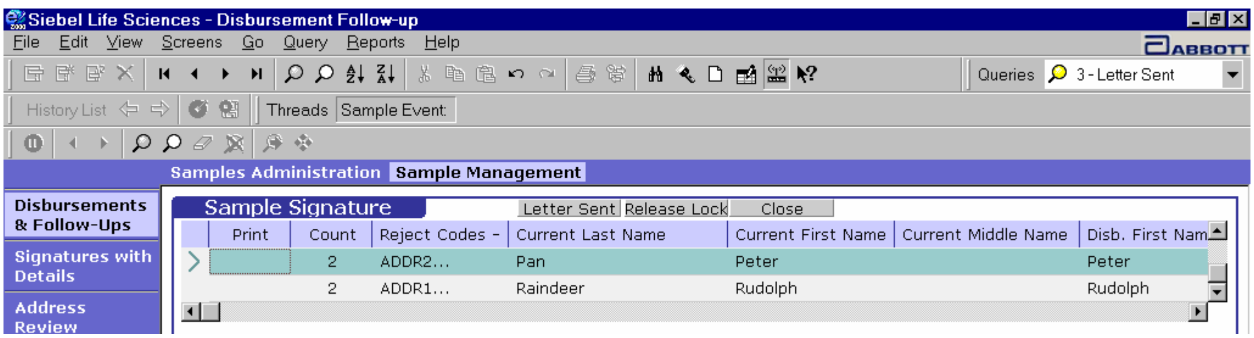


Figure 23: Resized column - Final result

Hands-On Practice

Navigate to the Professional Review view and then display the Columns Displayed dialog box.

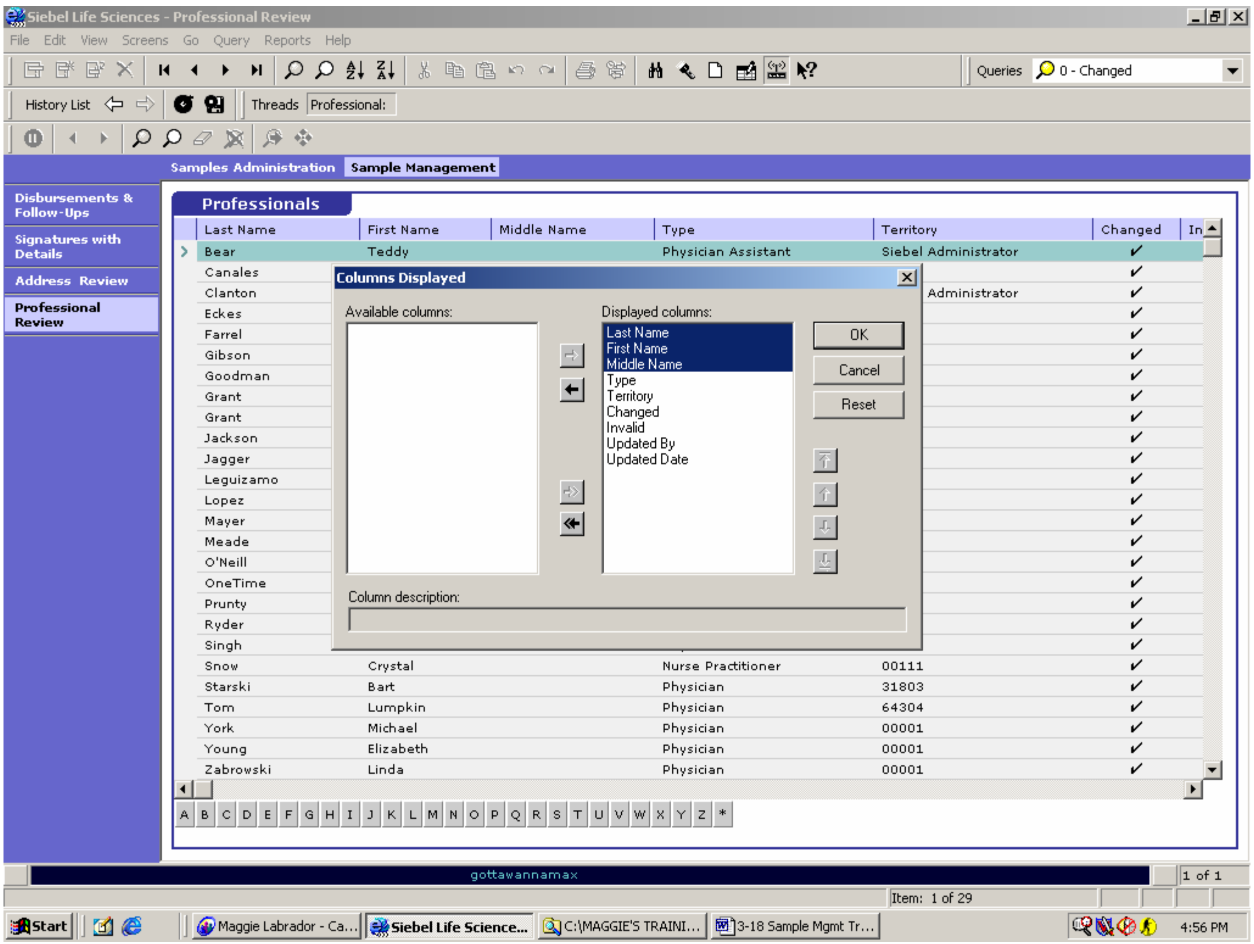
Remove the Last Name, First Name, and Middle Name columns.

Use the Column Displayed dialog box to restore the Last Name, First Name, and Middle Name columns.

See the solution on the next page.

Hands-On Solution

1. Use the Screen bar and View bar to navigate to the Professional Review view.
2. Select Columns Displayed from the View menu.
3. In the Columns Displayed dialog box, press the **Ctrl** key and then click the columns shown below.
4. Click the left-pointing arrow.



5. Click **OK.**
6. To restore the columns, select Columns Displayed from the View menu.
7. In the Columns Displayed dialog box, click **Reset**
   - or -
   press the **Ctrl** key and then select the Last Name, First Name, and Middle Name columns under Displayed columns, click the right-pointing arrow, and then click **OK.**

Using MVGs to Get Additional Information

MVG stands for multi-valued grid, a dialog box that uses a list applet to display information about a field that contains more than one value. An ellipses button (**…**) in a field signals the presence of an MVG.

In the Sample Signature applet, for example, the ellipses button displays the Rejection Codes and Description dialog box, which provides more information about the reject codes assigned to a disbursement record.

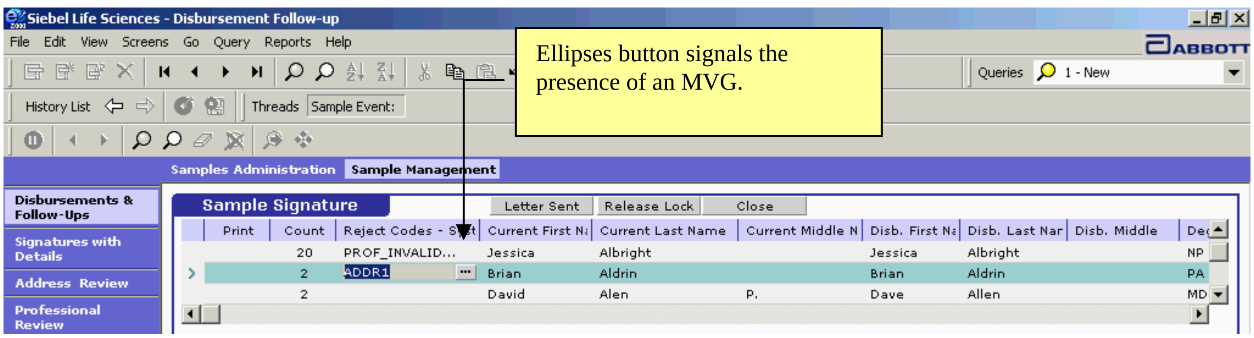


Figure 24 Displaying the ellipses button in a field

Using an ellipses button to display an MVG

To use the ellipses button to display a multi-valued grid (MVG) use the procedure below:

Step	Action
1	Click the ellipses button.
2	The MVG dialog box will be displayed. (See Figure 25).
3	Review the data. **Note:** You can customize the list applet to suit your work methods, using the same techniques you used to customize other list applets.
4	When you are through, click **Close.**

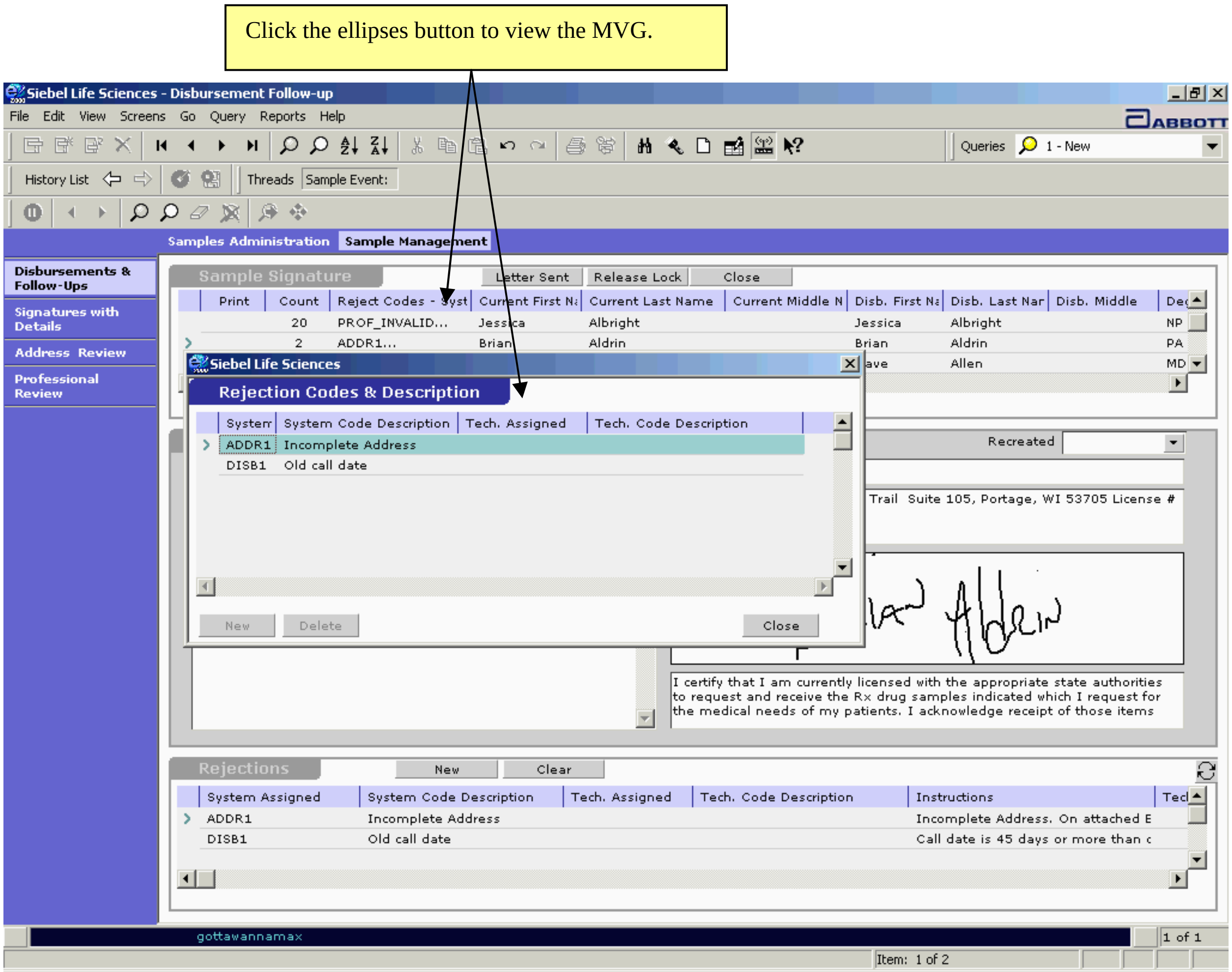


Figure 25 The MVG displays information for a field that contains more than one value.

Using Pick Lists to Enter Data

A “pick list” contains a pre-defined list of values (or LOVs), which are usually displayed in a drop-down list. Pick lists are used to make data entry fast, consistent, and compliant with business rules.

Figure 26 displays a pick list that Sample Management can use to assign reject codes to a disbursement record. (We’ll discuss these codes in more details in the module on the Disbursements & Follow-Up view.)

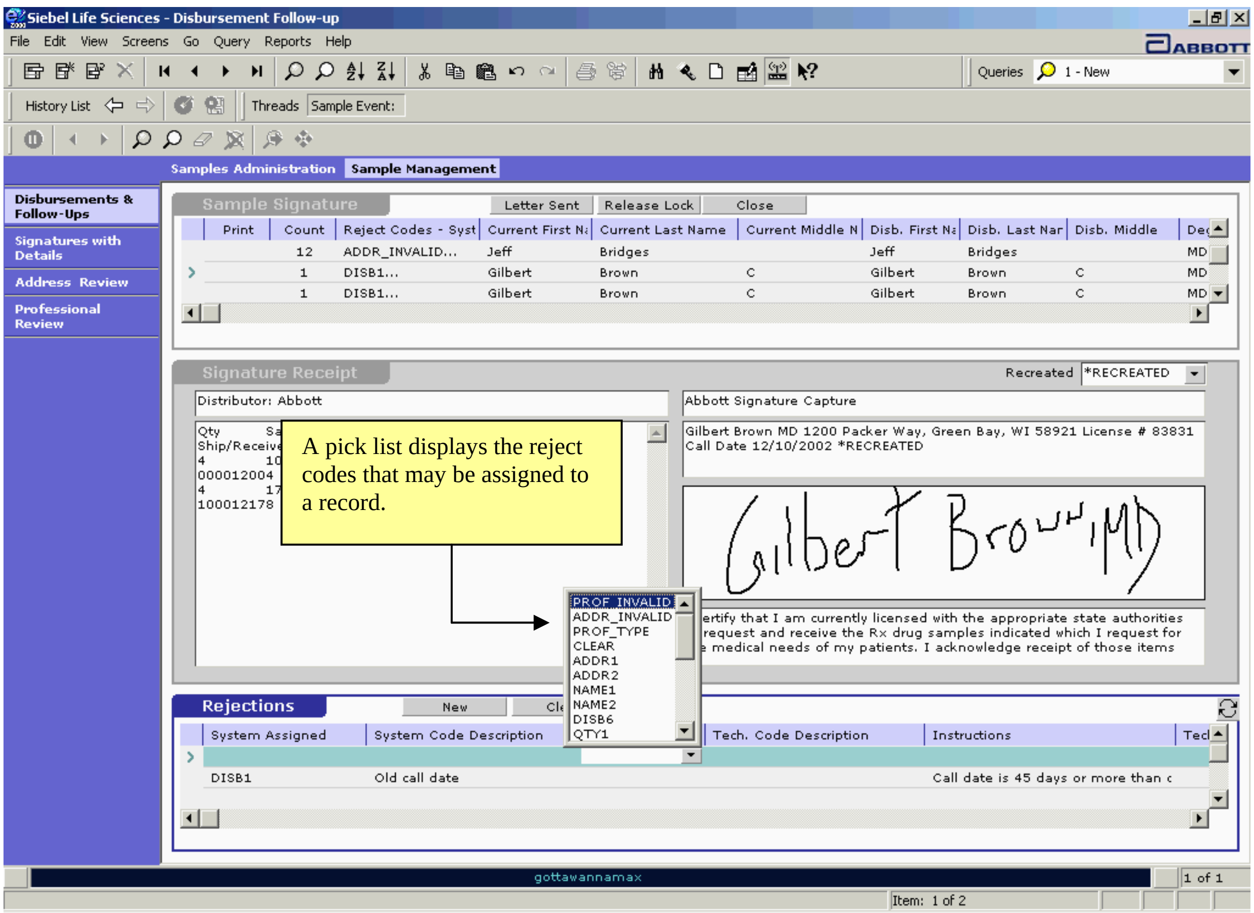


Figure 26 A pick list that displays the reject codes that may be assigned to a record

Module 4: Introduction to Queries

Queries are used to quickly retrieve information that is routinely sought. Queries filter and sort records, which makes viewing the data contained in the records much easier. A number of pre-defined queries are provided for each phase of your work and we'll look at those in more detail when we start to work with the Professional Review, Address Review, and Disbursements and Follow-Up views.

You can also create and save queries to be used regularly. All fields displayed are available for query. The fields that can be queried for your ease of use are as follows but not limited to:

- Sample product
- Lot number
- Recreate
- Employee ID
- Territory number (at time of signature capture)
- Professional's name (current)
- Professional's name (at time of signature capture)
- Sales representative's name (current)
- Sales representative's name (at time of signature capture)
- Zip code
- Reject code
- Process status
- Call date
- Reference number
- Log-in ID

The query buttons to be used from the lower tool bar are:

 New Query (gray shaded magnifier)

 Execute Query (white shaded magnifier)

Executing a Pre-Defined Query

A number of pre-defined queries are provided for each view. These queries are contained in the Pre-Defined Query bar.

Executing a pre-defined query

To execute a pre-defined query, follow the procedure below:

Step	Action
1	Click the down arrow in the Pre-Defined Query bar and select one of the entries. (See Figure 28.)
2	The query will automatically run once it is selected. The results will display the most current data, since all of the queries are dynamic.

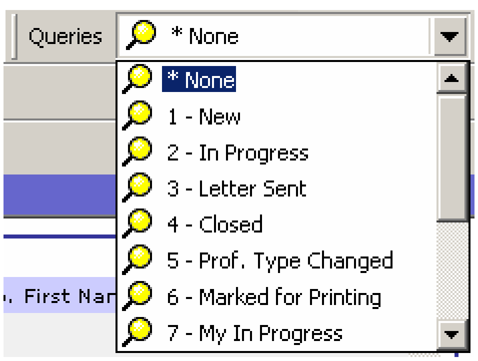


Figure 27: Query drop-down list

Creating and Saving a New Query

Creating a new query

To create a new query, follow the procedure below:

Step	Action
1	Navigate from the menu bar to **Query > New Query** or click on the New Query button  in the lower tool bar.
2	Click in the column to be queried and then enter information to be queried. For example, click in the territory column, and then enter the desired territory number.
3	If the query needs to be defined even further, click in the next column to be queried, and enter additional information to be queried. For example, click in the Process Status field and enter **New**. If the query does not need to be further defined, go directly to step 4.
4	To execute the query, press **Enter** or click on the **Execute Query** button  on the lower tool bar.

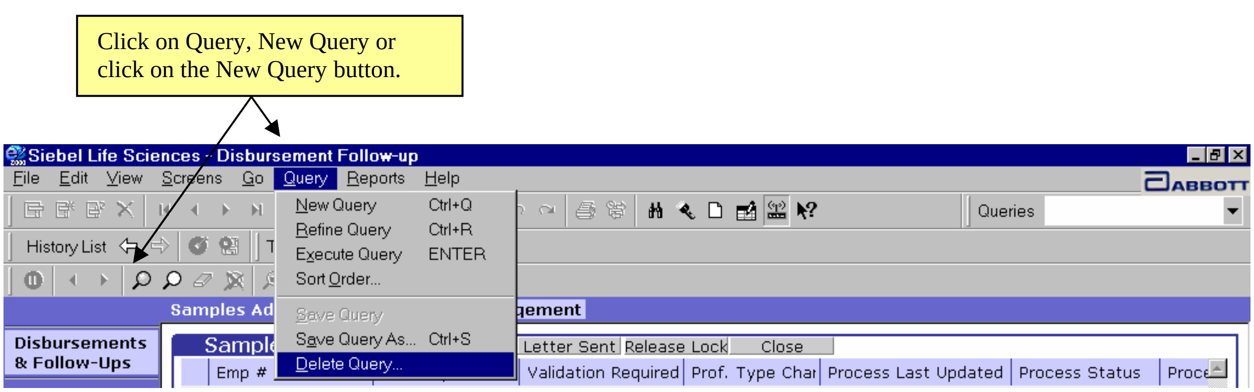


Figure 28: Create a query

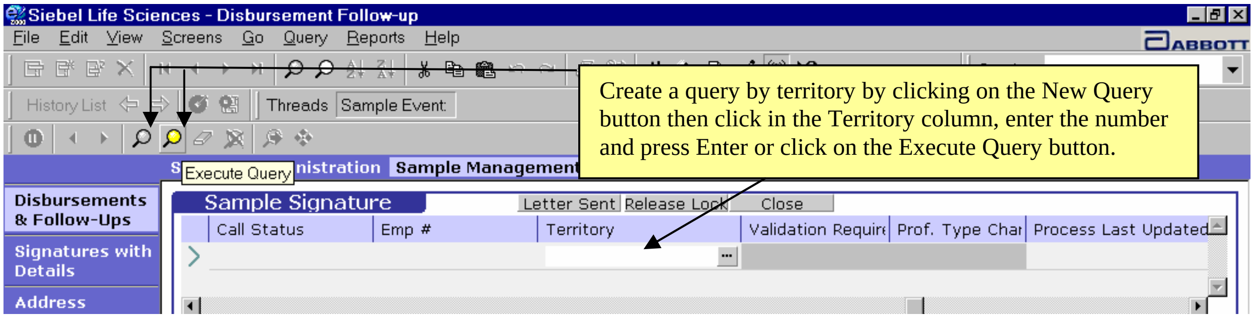


Figure 29: Create a query by territory

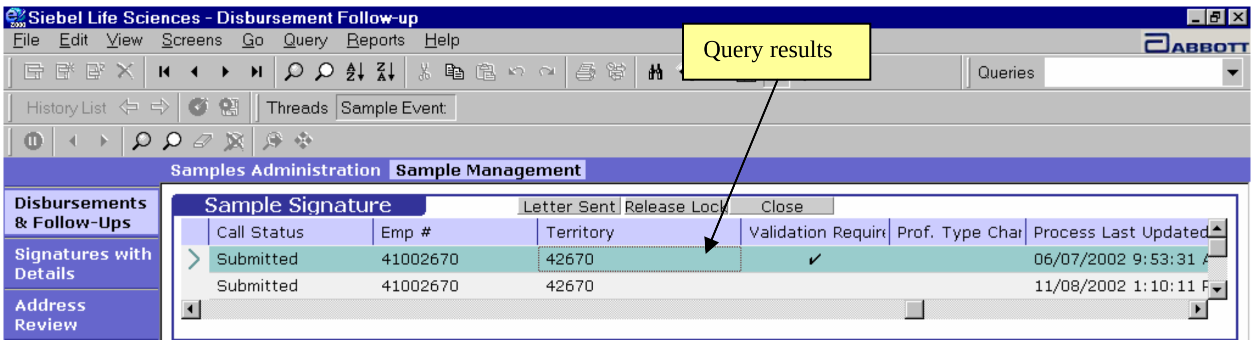


Figure 30: Query results

Step	Action
5	Save the query by navigating from the menu bar to **Query** > **Save Query As…**
6	Enter the name of the query.
7	Click **OK**. The new query will now be available from the **Queries** drop down list for future queries.

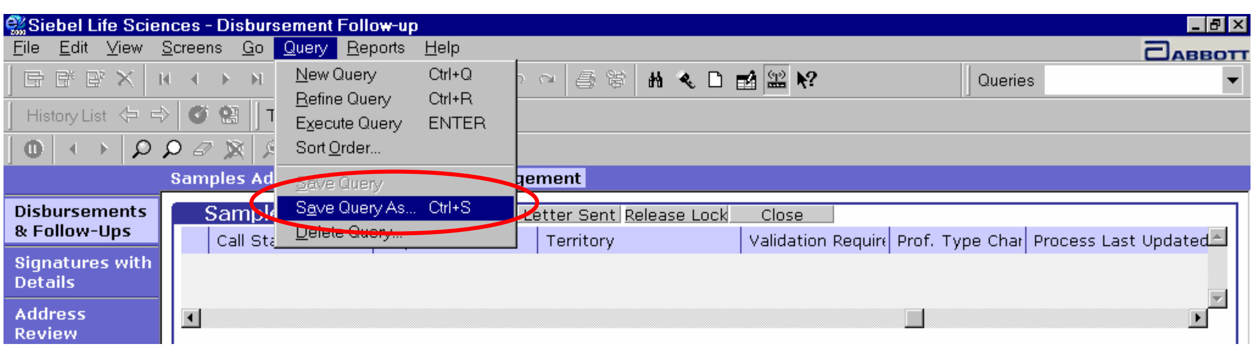


Figure 31: Saving a query

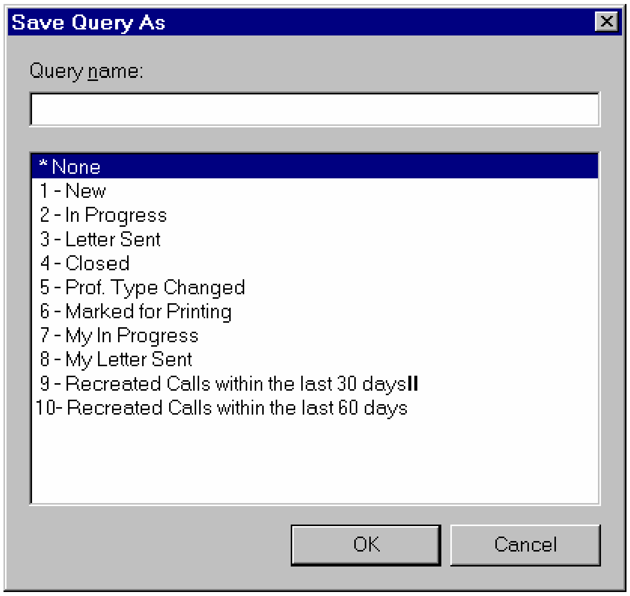


Figure 32: Save Query As dialog box

Using a Wildcard (*) in a Query

A **wildcard** (*) allows you to use a symbol – the wildcard – to create a pattern and then search for all values that match that pattern. Imagine, for example, that you are aware that a record has been created for a nurse or a nurse practitioner and you need to find all records for nurses or nurse practitioners.

A wildcard search can help you find the records quickly.

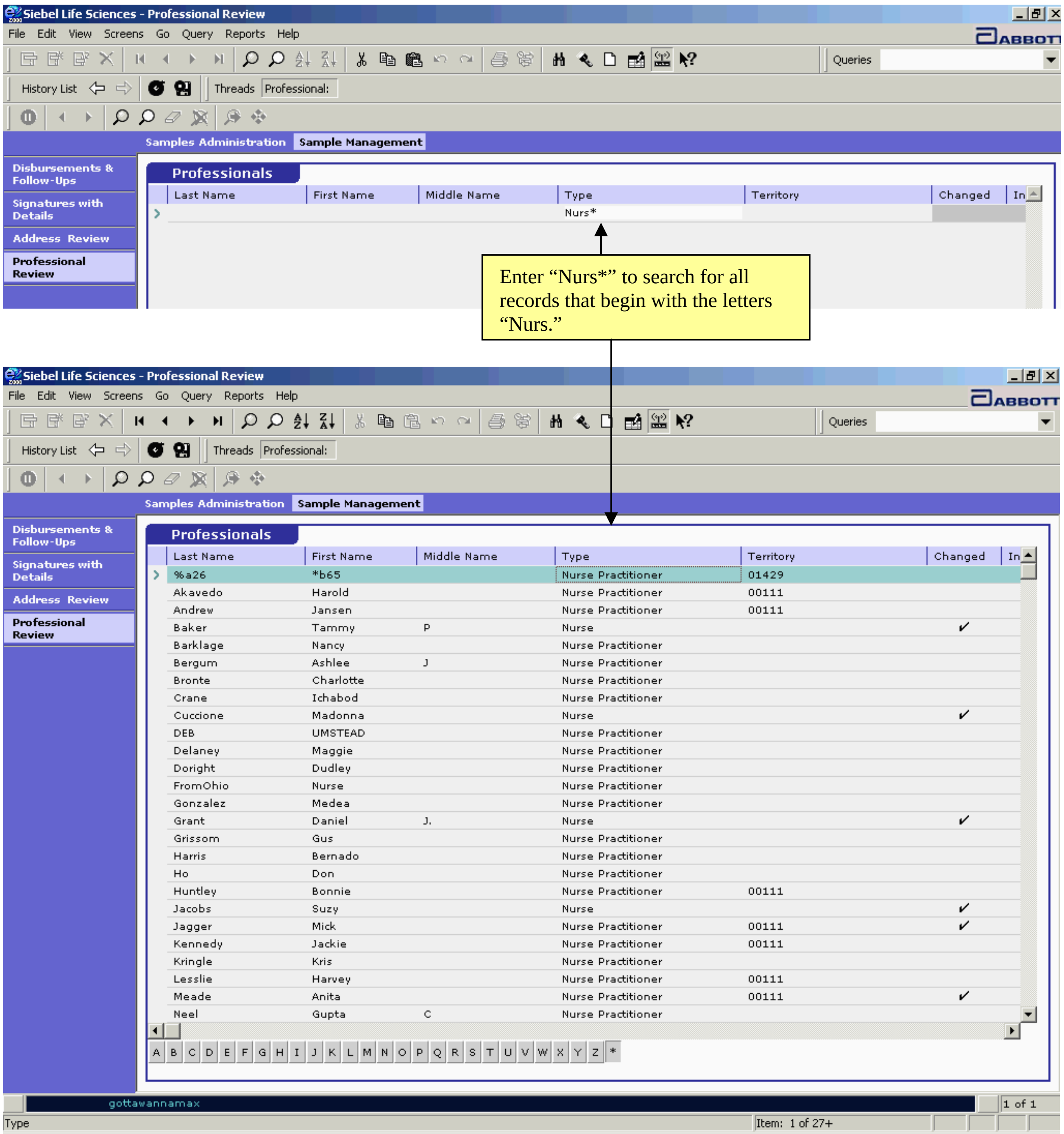


Figure 33 Using a wildcard search to find Nurses or Nurse Practitioners

Hands-On Practice

A rejection letter has been sent concerning a disbursement made to Dr. Mary Richter. The sales representative has responded and now you need to review the disbursement.

Create a query that will display all the disbursement records for Dr. Richter.

See the solution on the next page.

Hands-On Solution

1. Use the Screen bar and View bar to navigate to the Disbursements & Follow-Up view.
2. In the Pre-Defined Query bar, select the pre-defined query, “Letter Sent” to display all the records for which letters have been sent.
3. From the menu bar, click on Query, Refine Query
4. In the Current Last Name field, type “Richter” and press **Enter** or click the Execute Query button in the lower toolbar.
5. The Sample Signature applet will display the disbursement records in which the Current Last Name is “Richter.”
6. Use the scroll bar or the arrows in the MAX toolbar to navigate to the correct record.

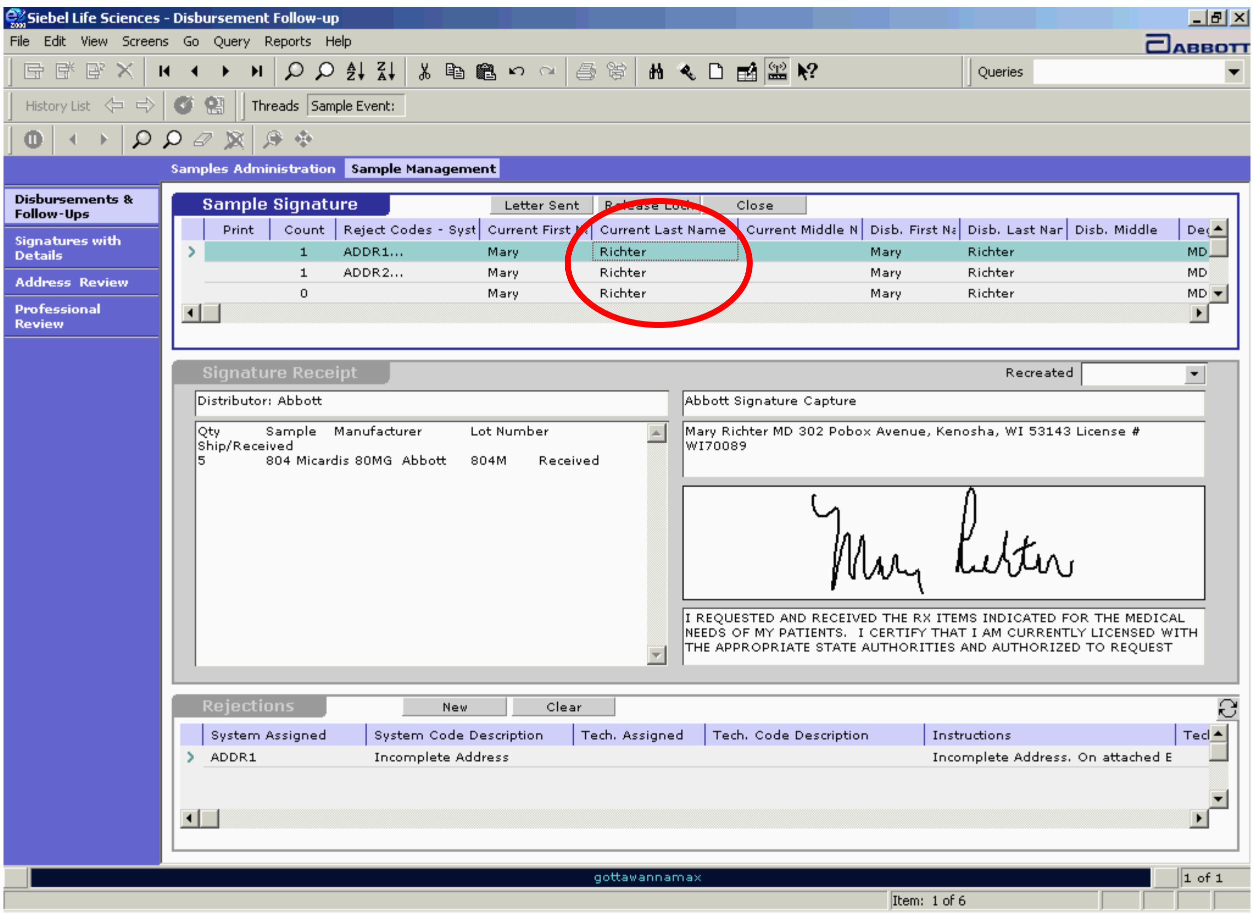


Figure 34 Result of using a wildcard search to find records for "Richter"

Maintaining Queries

Within the Query menu, other available options include:

- Refining a query
- Executing a query
- Deleting a query

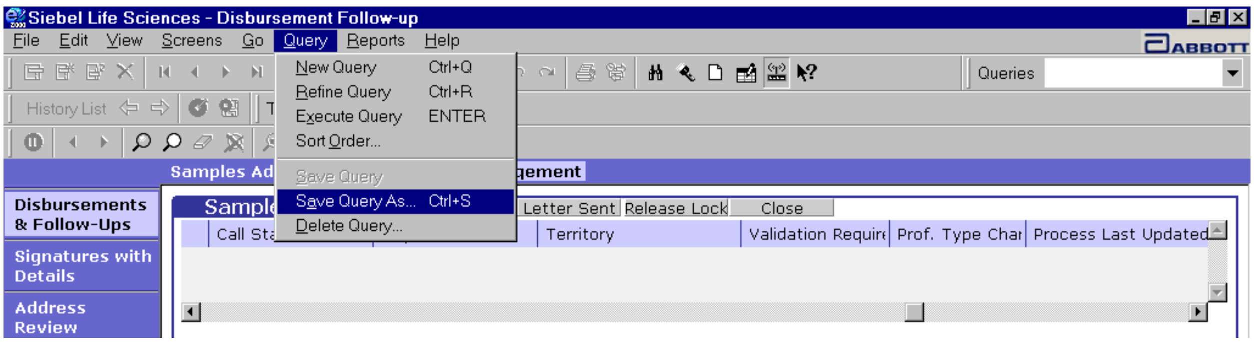


Figure 35: Other query options

Refining Queries

Periodically existing queries may need to be refined or updated. Queries that you have created or that have been created by the Systems Administrator can be modified without deleting and creating a new query.

Refining a query To refine a query, follow the procedure below:

Step	Action
1	From the Pre-Defined Query bar, select the query that you would like to refine. The query will execute.
2	Navigate from the menu bar to **Query** > **Refine Query**.
3	Click in the column to be queried. Enter new information to be queried. For example, click in the territory column; enter the new desired territory number.

Step	Action
4	If you are refining a query that you have created, Navigate from the menu bar to **Query > Save Query**. If you are refining a query that has been created by the System Administrator, use the menu bar to navigate to Query > Save Query As and rename the query.
5	Click **OK**.

Deleting Queries

When it has been determined that a query is no longer required, the query can be deleted from the system and the Pre-Defined Query bar.

Note: Only queries created by you can be deleted. Queries created by the System Administrator cannot be deleted.

Deleting a query To delete a query, follow the procedure below:

Step	Action
1	Navigate from the menu bar to **Query > Delete Query**.
2	From the **Delete Query** dialog box, select the query to be deleted from the available list.
3	Click **OK**.

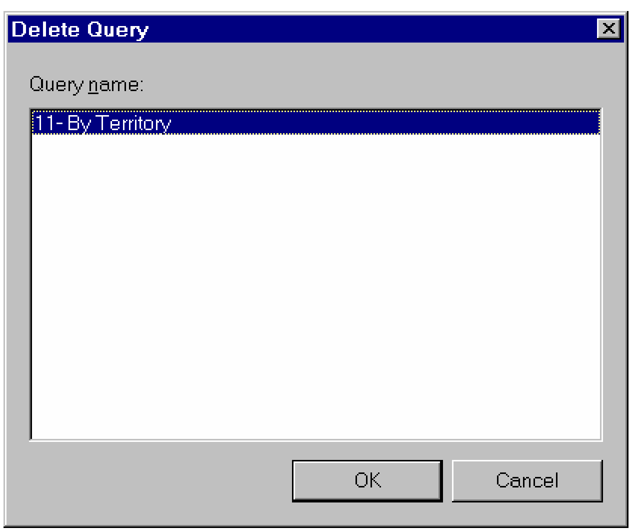


Figure 36: Delete Query dialog box

Module 5: Professional Review

The Professional Review is used for identifying all newly added or modified professionals. The Professional Review displays the last name, first name, middle name and professional type. When a sales representative adds or modifies a professional's name, this information will be displayed in the Professional Review view and the record will be marked as Changed. The newly added or modified names must be reviewed by Sample Management to ensure that it meets compliance guidelines.

You can use the Professional Review to:

- review new and modified professional names.
- determine whether each professional name is compliant.
- manually update a record from Changed to Valid if it is compliant.
- manually update a record from Changed to Invalid if it is not compliant.

Accessing the Professional Review View

Accessing the Professional Review view

To access the Professional Review view, follow the procedure below:

Step	Action
1	Click **Sample Management** in the Screen bar.
2	Click **Professional Review** in the View bar.

Understanding the Columns Displayed on the Professional Review View

Figure 37 shows Professional Review, which is made up of the following columns:

Column	Contents
Last Name	displays the last name of the professional.
First Name	displays first name of the professional.
Middle Name	displays the middle name of the professional.
Type	displays the type of professional.
Territory	displays the territory of the sales representative that created or modified the record.
Changed	indicates the status of the record is new or modified and has not been reviewed by Sample Management..
Invalid	indicates Sample Management has determined that the record does not meet compliance requirements and therefore has an invalid status.
Updated By	indicates the user name of the last person in home office to update the record.
Updated Date	indicates the date and time the record was last updated.

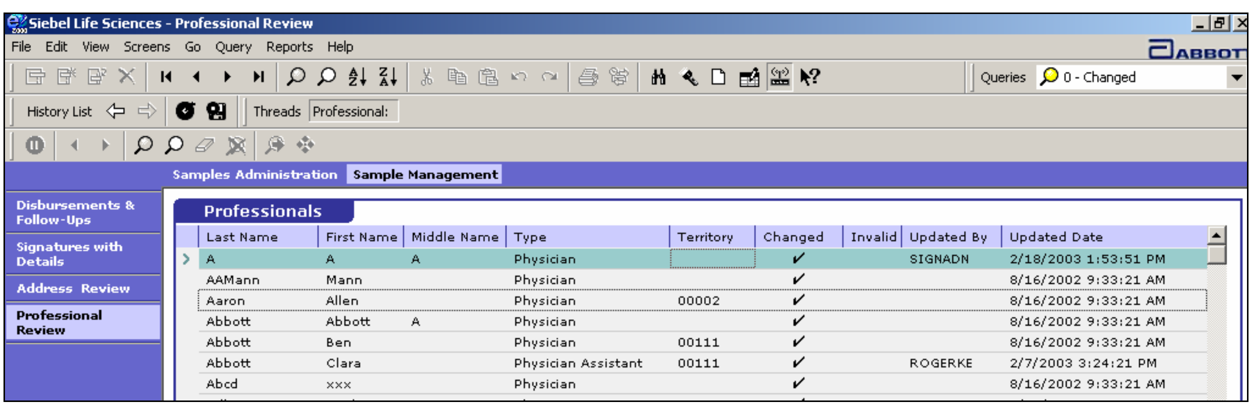


Figure 37 The Professional Review view

Using Queries to Filter Records in the Professional Review view

If you look at the Figure 38, you will see that the Queries drop-down list box includes a number of pre-defined queries (PDQs).

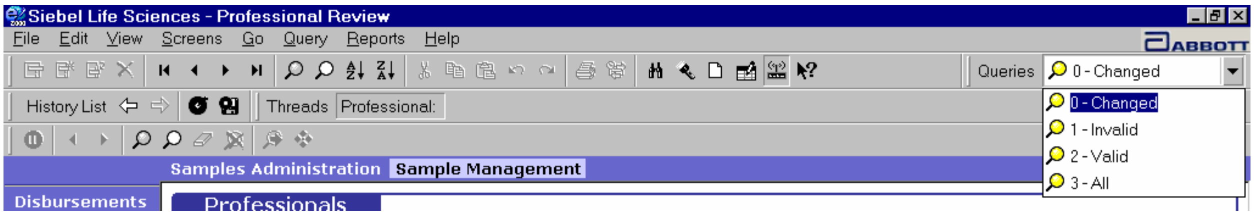


Figure 38 Selecting a Pre-Defined Query

Pre-defined Query	Result
0 – Changed	displays all of the new or modified records assigned to you since the last time you logged onto the system. This is preselected when you open the Professional Review.
1 – Invalid	displays all records that have been marked as invalid.
2 – Valid	displays all records in which both the Changed field and the Invalid field are blank.
3 – All	displays all Changed, Valid, and Invalid records.

You can also create a one-time query so that you see only those professionals within a specific territory, or you can create a custom PDQ so that it will always be available for your use.

Figure 39 demonstrates the results of a query for all changed records.

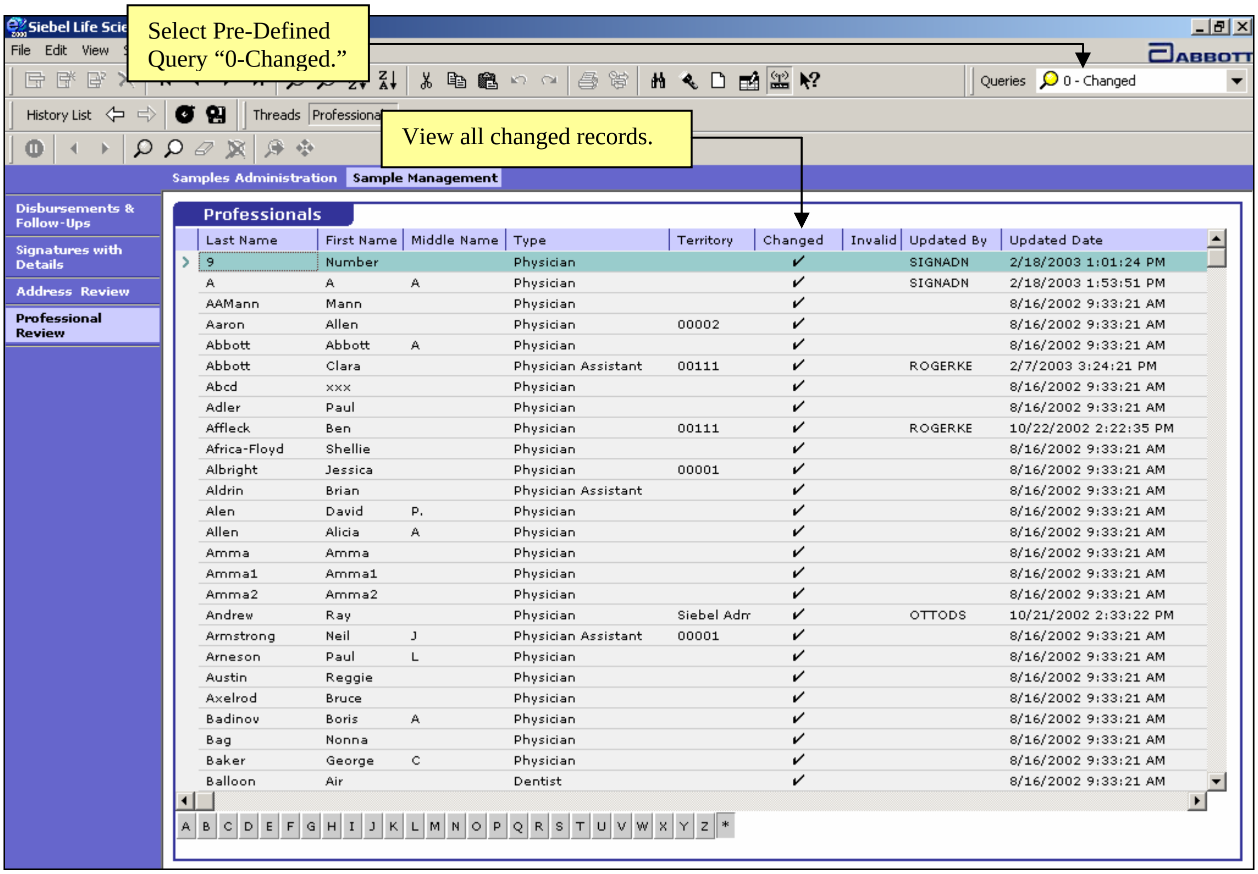


Figure 39 Professional Review view showing query results

Reviewing Professional Records

Reviewing Professional records

To determine whether a professional name is valid or invalid per compliance guidelines, follow the procedure below:

Step	Action
1	Use the Screen bar and the View bar to navigate to the Professional Review view. When you first open this view, the default query that is displayed in the Pre-Defined Query bar is the Changed query.
2	Refine the Query by region, district or territory. This will display the addresses within the area(s) that you cover. Save this query for future use.
3	View the first name on the list and compare it to the following guidelines: **Valid names per compliance** A full last name and full first name. A full last name, a first initial AND a full middle name. A full last name, a full first name and middle initial. **Invalid names** A full last name and first name of "Dr." A full last name, a first initial AND NO middle name. A name containing numbers or symbols (**).
4a *or* 4b	If the professional information is incomplete or does not follow the compliance guidelines, click in the **Invalid** column. (See Figure 40.) **CAUTION:** If both the Changed and Invalid columns are left blank, the professional name will be treated as if it is valid. If the professional name is valid, click on the checkmark in the **Changed** column to remove it. (See Figure 40.)
5	Repeat steps 3 and 4 until you have reviewed all changed records.

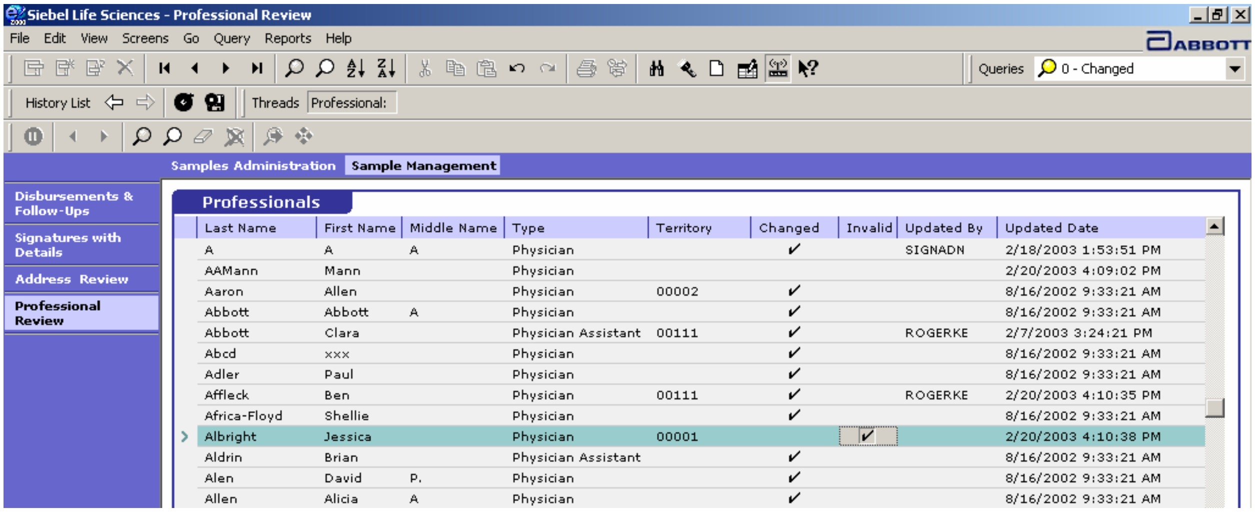
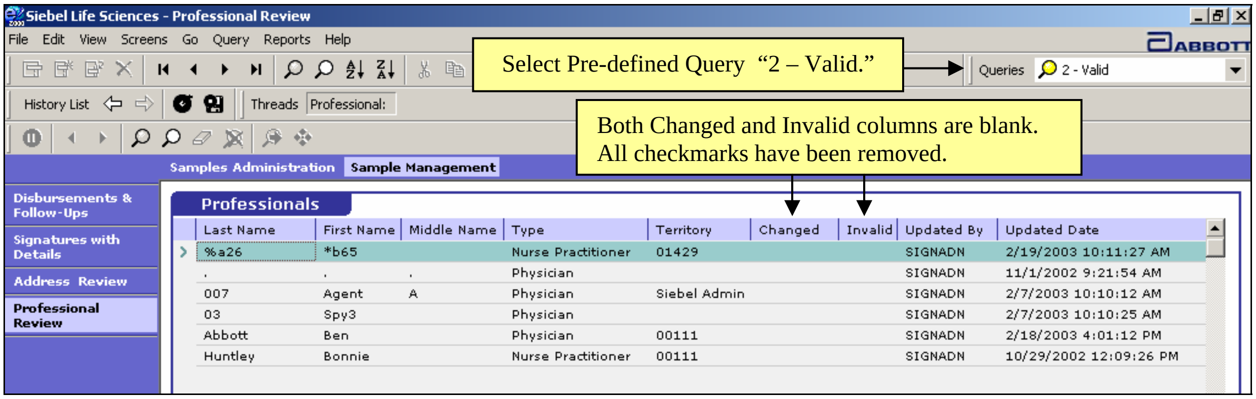


Figure 40 Professional Review -- Marking records as valid or invalid

When you mark a record as valid it is moved to a list of valid records. In the same way, when you mark a record as invalid, it is moved to a list of invalid records.

In Figure 41, pre-defined queries have been used to display records that have been marked as valid and invalid.



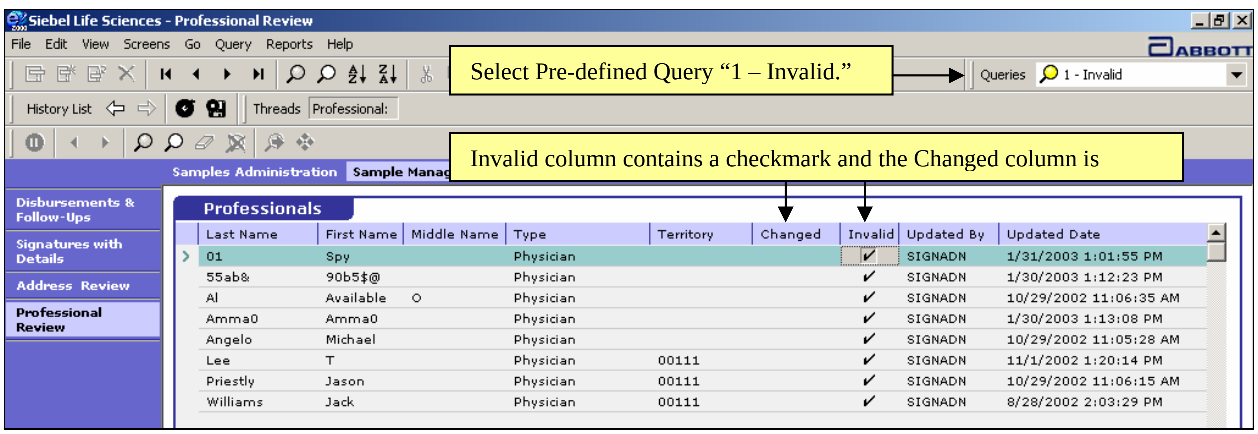


Figure 41 Displaying records that have been marked as valid and as invalid

CAUTION: Leaving both the Changed field and the Invalid field blank will mark the record as Valid.

You can use the Valid and Invalid PDQs to review your decisions and make adjustments as needed. If you decide that any record should be changed to invalid, simply click in the Invalid field and the record will be moved from the valid list to the invalid list.

Hands-On Practice

Create a query that will display all Changed Professional records for territory 64304.

Use the compliance guidelines to mark each of the professional records as valid or invalid.

See the solution on the next page.

Hands-On Solution

1. Use the Screen bar and the View bar to navigate to the Professional Review, if necessary.
2. The Changed PDQ is selected by default.
3. From the menu bar, Click on Query, Refine Query.
4. Click in the Territory field, type "64304"and press Enter.

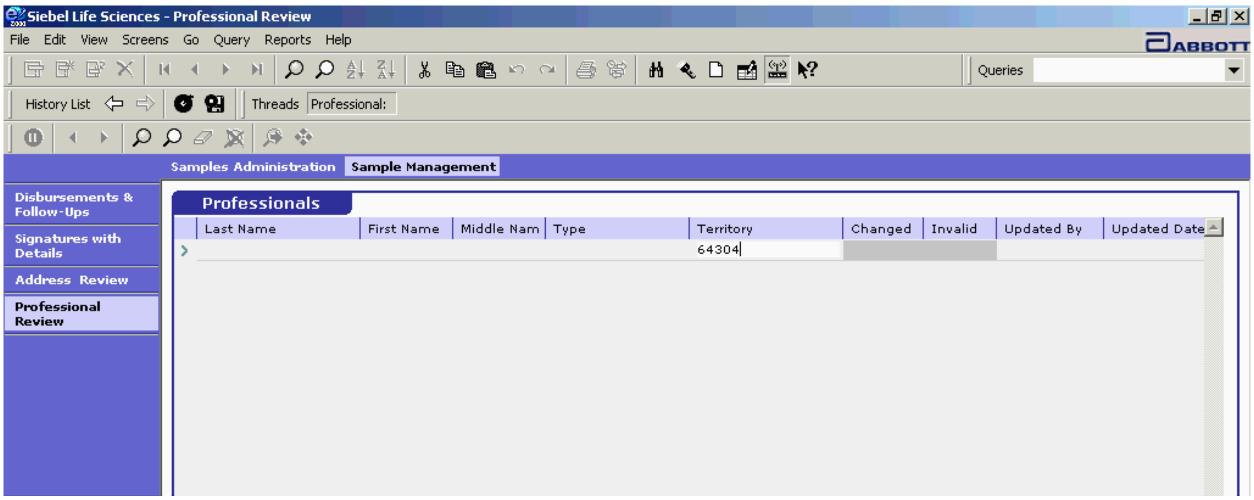


Figure 42 Creating a query for Territory 64304

5. Compare each name to the compliance guidelines (see page 51 under Reviewing Professional Records) and mark it as invalid or valid.

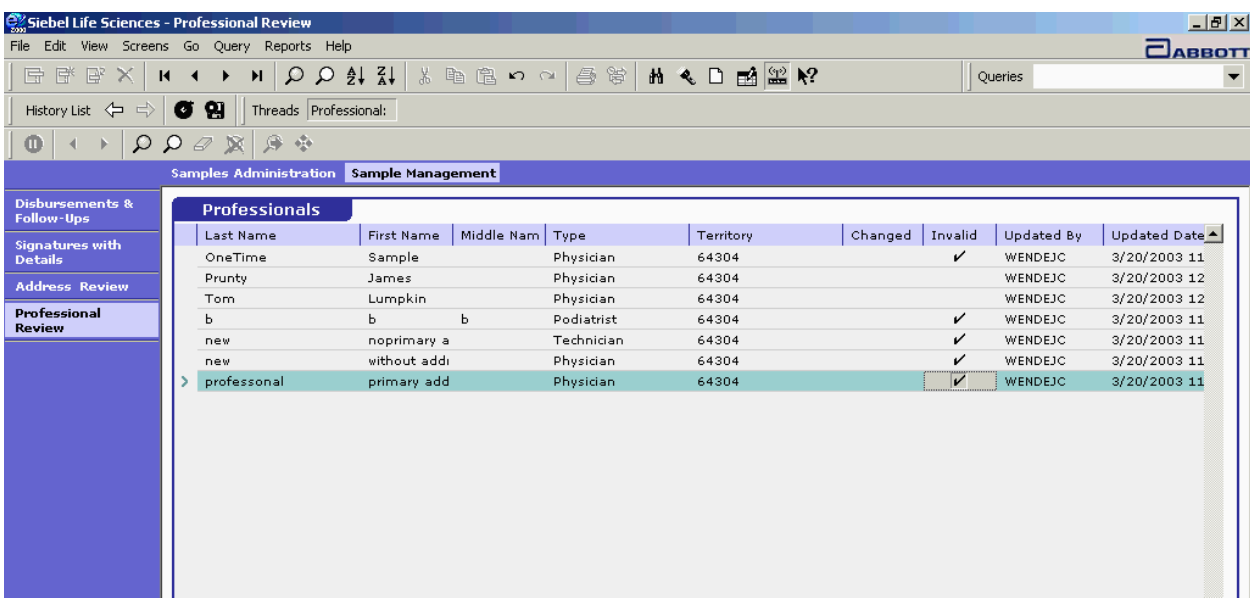


Figure 43 Finished review of changed records for Territory 64304

Module 6: Address Review

The Address Review is used to identify new addresses in the system. When a Sales representative creates a new call address for a professional, Sample Management can view the new addresses from the Address Review applet. These addresses must be reviewed to ensure that they meet compliance guidelines.

You can use the Address Review to:

- review new addresses.
- determine whether each field in the address is compliant.
- manually update a record from Changed to Valid if it is compliant.
- manually update a record from Changed to Invalid if it is *not* compliant.

Note: Marking an Address as invalid removes the address from the computers of all sales representatives who share that call address.

Identifying Compliant Addresses

The following are examples of compliant addresses:

1. 2300 Randolph Lane
   Chicago, IL 60123

2. RR, RFD or RT
   (Rural Route)
   Box 23
   Birmingham, AL 35532

3. P.O. Box 750
   Rural Address (must say "rural" if using P.O. Box)
   Billings, MT, 94165

4. Dominican Medical Building
   Kenosha, WI 53140
   (physical locations are acceptable in lieu of street address)

5. 200 Blue Hills Blvd.
   P.O. Box 10

Kansas City, MO 64110
(contains both a P.O. Box and a street address)

Sales representatives can only add new addresses. They do not have the ability in MAX to modify any call address within the system.

Accessing the Address Review View

Accessing the Address Review view

To access the Address Review view, follow the procedure below:

Step	Action
1	Click **Sample Management** in the Screen bar.
2	Click **Address Review** in the View bar.

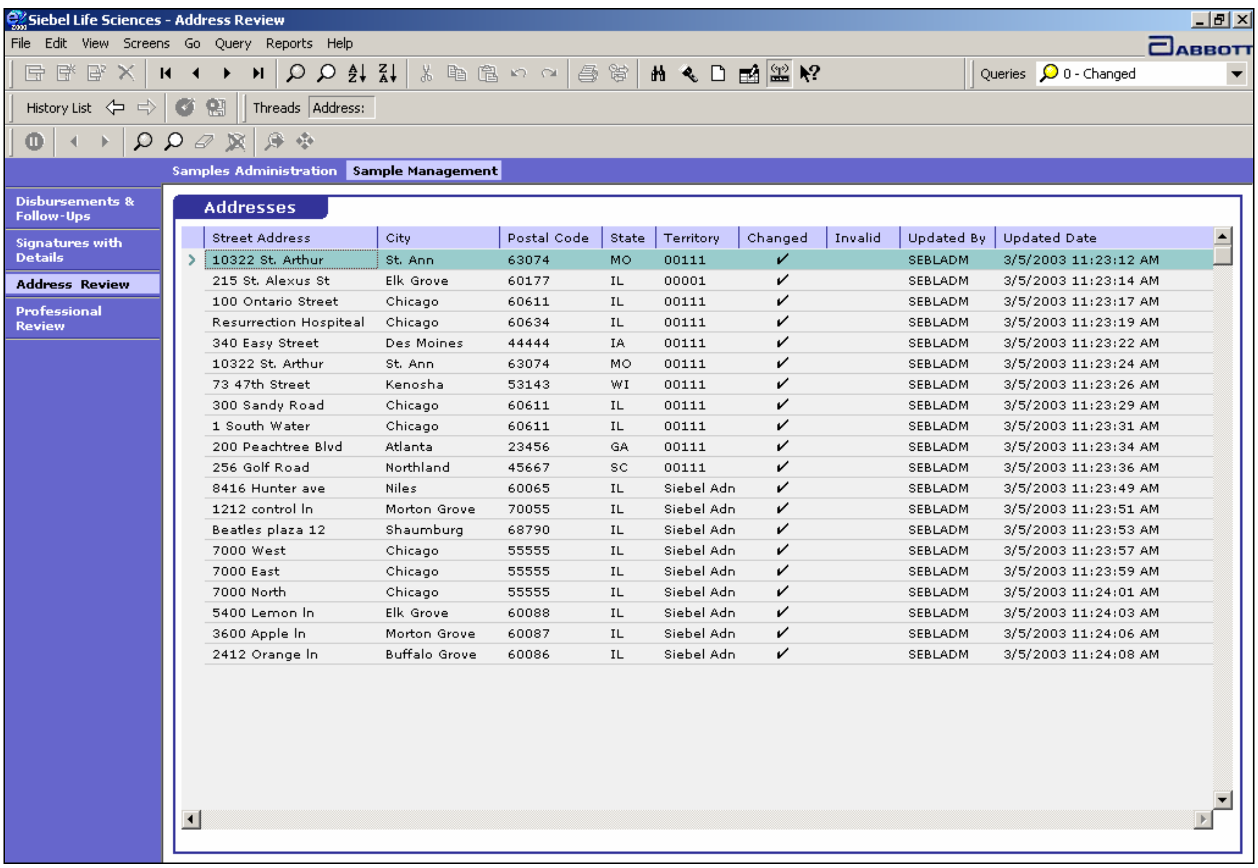


Figure 44 The Address Review view

Understanding the Columns
Displayed on the Address Review View

The Address Review view is made up of the following columns:

Column	Contents
Street Address	displays the street address.
City	displays the city.
Postal Code	displays the zip/postal code.
State	displays the state.
Territory	displays the sales territory of the representative who created the address..

Using Queries to Filter Records in the Address Review View

The Pre-Defined Query bar contains the following queries:

Pre-Defined Query	Result
0 – Changed	displays all of the new or modified records added since the last time you logged onto the system. This pre-defined query is pre-selected when you open the view.
1 – Invalid	displays all records that have been marked as Invalid.
2 – Valid	displays all records in which both the Changed and the Invalid field are blank.
3 – All	displays all Changed, Valid, and Invalid records.

You can also create a one-time query so that you see only those professionals within a specific territory, region or salesforce, or you can save a query as a custom PDQ so that it will always be available for your use.

Reviewing Changed Call Addresses

Reviewing changed call addresses

To review changed (new) call addresses, follow the procedure below:

Step	Action
1	Use the Screen bar and the View bar to access the Address Review view.
2	The default PDQ, "0 Changed," will execute and the changed records will be displayed in the view.
3	Refine the query by region, district or territory. This will display the addresses within the area(s) that you cover. Save this query for future use.

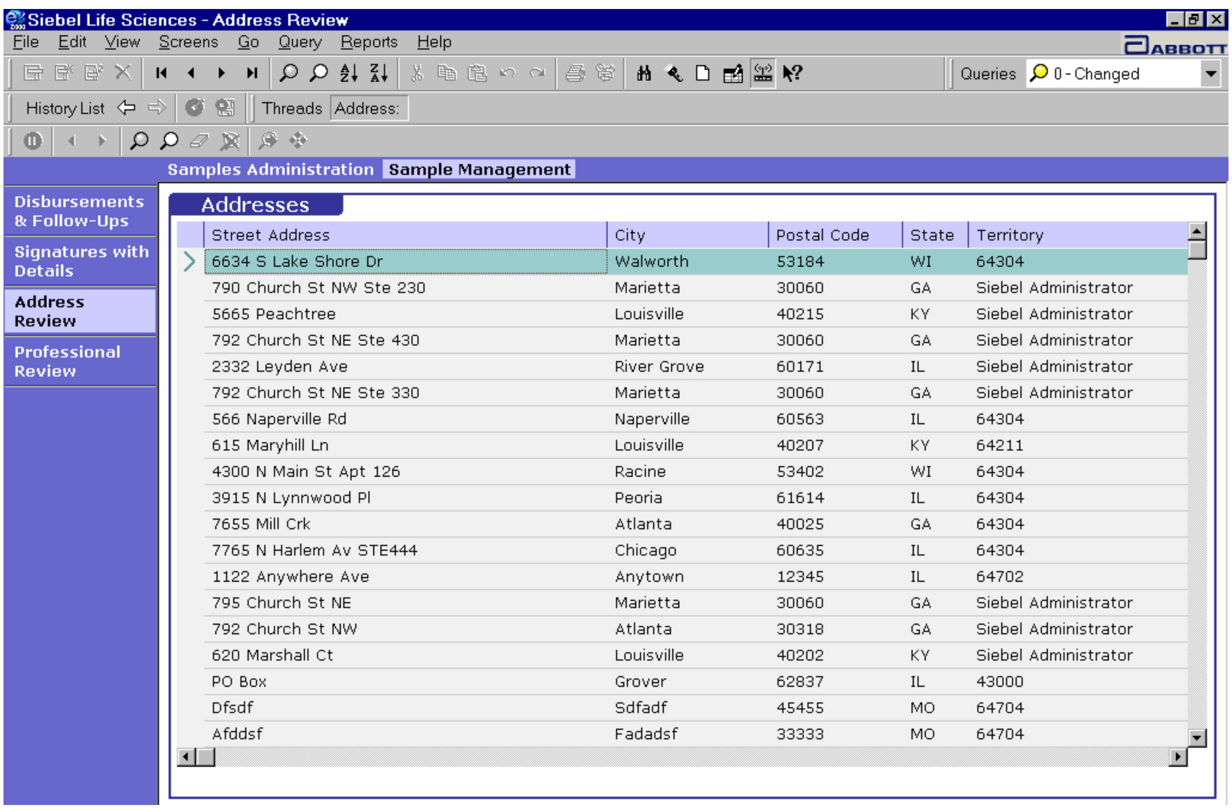


Figure 45: Address Review query results

Step	Action
4	Select the first record displayed and review the following fields to ensure they meet compliance requirements: ➢ Street Address ➢ City ➢ Postal Code (Zip Code) ➢ State
5a *or*	If a record is missing information or has questionable information, click in the **Invalid** column. If both the Changed and Invalid columns are left blank, the address will be treated as if it is Valid.
5b	If the address information is valid, click on the checkmark in the **Changed** column to remove it.
6	Repeat steps 4 and 5 until all new addresses have been reviewed.

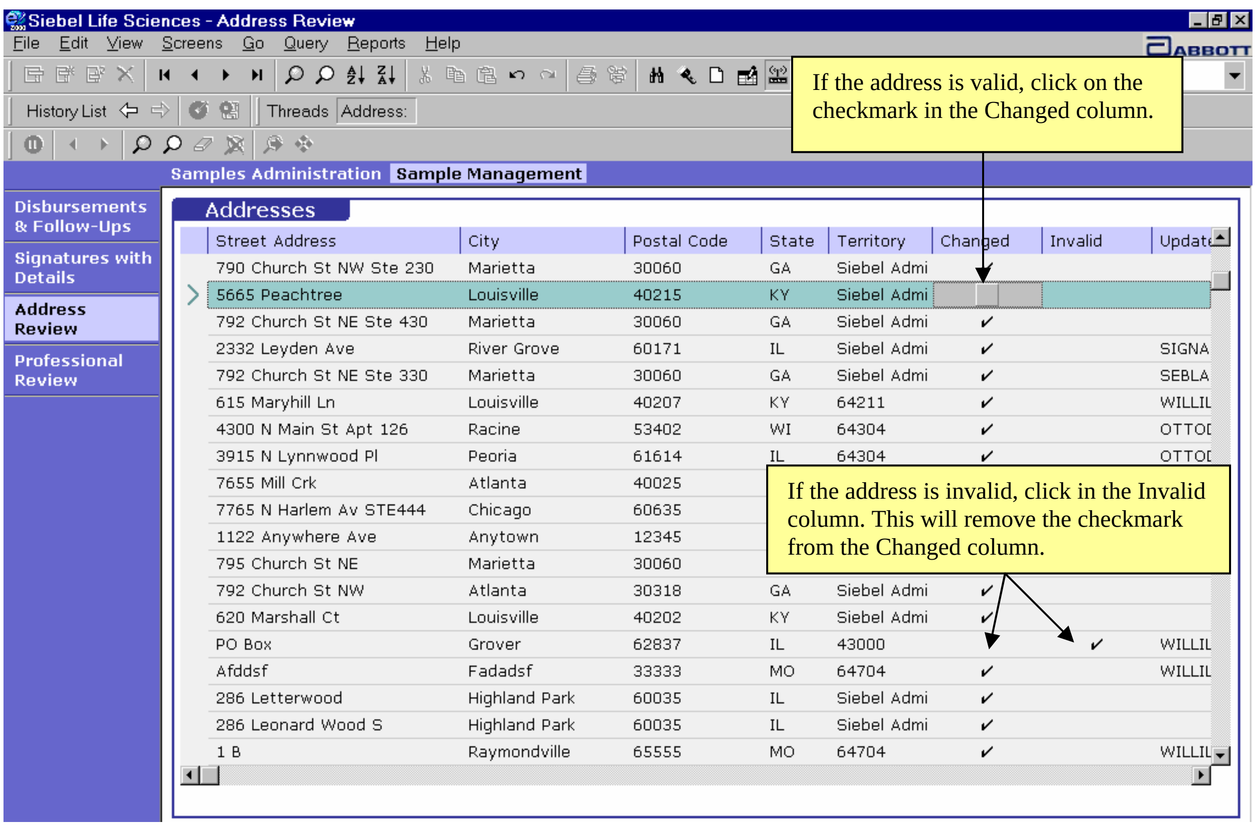


Figure 46: Address Review – Marking addresses valid and invalid

Invalid Call addresses

Marking an address record as "invalid" prevents the address information from being used by any representative who shares that call address. Once the representative(s) synchronize with the server, the sales representative who created the invalid address, or any other sales representative who shares this information, will not be able to view or access the invalid address for use with future calls.

All disbursements associated to an address marked "invalid" will move to the Disbursements & Follow-Up view. From this view you can review the assignment of reject codes and generate a letter to the Sales Representative who created the Invalid address for correction. (This will be reviewed when we discuss Disbursements & Follow-Up.)

Any information discussed with the representative regarding the rejected call, can be documented in the Comments area of the Rejections form applet. The sales representative(s) will not see any information that is documented in the Comments area; these comments will only be displayed to Sample Management.

If it is determined that the call address that had been marked as Invalid is actually Valid, Sample Management has the ability to change it to Valid.

The next time the sales representative(s) synchronize with the server, the call address record initially tagged as invalid will be displayed in the call address view on the reps PDA for future use.

Hands-On Practice

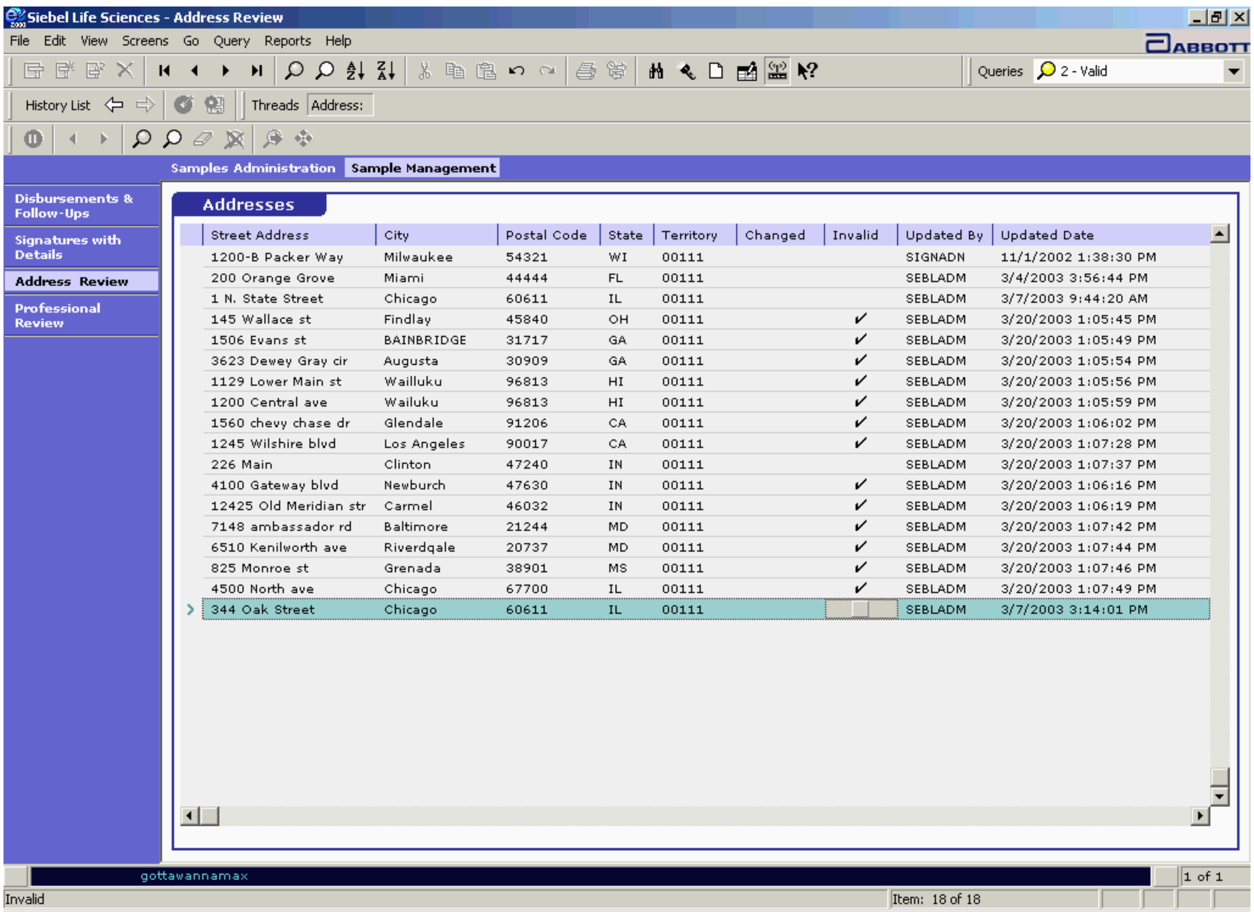
Use a query to display all of the valid address records for Territory 00111.

Review each of the addresses to be sure it meets compliance guidelines.

See the solution on the next page.

Hands-On Solution

1. Use the Screen bar and View bar to display the Address Review view.
2. The Changed PDQ will execute automatically when the view opens.
3. From the menu bar, click on Query, Refine Query.
4. Click in the Territory field and type “00111” and then press **Enter** or click the Execute Query button in the lower toolbar.
5. Review each address and mark it as invalid or valid.



Street Address	City	Postal Code	State	Territory	Changed	Invalid	Updated By	Updated Date
1200-B Packer Way	Milwaukee	54321	WI	00111			SIGNADN	11/1/2002 1:38:30 PM
200 Orange Grove	Miami	44444	FL	00111			SEBLADM	3/4/2003 3:56:44 PM
1 N. State Street	Chicago	60611	IL	00111			SEBLADM	3/7/2003 9:44:20 AM
145 Wallace st	Findlay	45840	OH	00111		✓	SEBLADM	3/20/2003 1:05:45 PM
1506 Evans st	BAINBRIDGE	31717	GA	00111		✓	SEBLADM	3/20/2003 1:05:49 PM
3623 Dewey Gray cir	Augusta	30909	GA	00111		✓	SEBLADM	3/20/2003 1:05:54 PM
1129 Lower Main st	Wailluku	96813	HI	00111		✓	SEBLADM	3/20/2003 1:05:56 PM
1200 Central ave	Wailuku	96813	HI	00111		✓	SEBLADM	3/20/2003 1:05:59 PM
1560 chevy chase dr	Glendale	91206	CA	00111		✓	SEBLADM	3/20/2003 1:06:02 PM
1245 Wilshire blvd	Los Angeles	90017	CA	00111		✓	SEBLADM	3/20/2003 1:07:28 PM
226 Main	Clinton	47240	IN	00111			SEBLADM	3/20/2003 1:07:37 PM
4100 Gateway blvd	Newburch	47630	IN	00111		✓	SEBLADM	3/20/2003 1:06:16 PM
12425 Old Meridian str	Carmel	46032	IN	00111		✓	SEBLADM	3/20/2003 1:06:19 PM
7148 ambassador rd	Baltimore	21244	MD	00111		✓	SEBLADM	3/20/2003 1:07:42 PM
6510 Kenilworth ave	Riverdqale	20737	MD	00111		✓	SEBLADM	3/20/2003 1:07:44 PM
825 Monroe st	Grenada	38901	MS	00111		✓	SEBLADM	3/20/2003 1:07:46 PM
4500 North ave	Chicago	67700	IL	00111		✓	SEBLADM	3/20/2003 1:07:49 PM
344 Oak Street	Chicago	60611	IL	00111			SEBLADM	3/7/2003 3:14:01 PM

Figure 47 Result of re-reviewing valid addresses for Territory 00111

Module 7: Disbursements & Follow-Up

When a Professional Name or Call address has been marked as invalid, the system will process this information and compare it against a group of pre-set business rules and automatically assign one or more reject codes to the disbursement records associated to the invalid Professional or Call Address record. The disbursement records (historical and future) associated to the invalid records can be reviewed in the Disbursements & Follow-Up view.

Once a Professional Name has been marked as Invalid, all future calls made to the Invalid name by any sales representative will continue to fall into the Disbursements and Follow up view until the Professional Name has been corrected by the sales representative and Sample Management marks the corrected (Changed) record as Valid. Since Call Addresses cannot be modified or corrected by the sales representative, MAX prevents future use of an invalid call address by removing it from the sales representative's laptops and PDAs.

This view also displays any disbursement record that has been automatically assigned reject codes by the system even if the professional name or call address is deemed valid.

The system automatically assigns a reject code when sample disbursements fail to meet certain business rules. The most common examples include:

- sampling a Nurse Practitioner Physician Assistant in a non-sampling state.
- creating a sample disbursement against an expired lot #.
- synchronizing a call to the server that is older than 45 days of the system date.

Because reject codes are so important to this view, we'll discuss them in more detail later in this module.

You can use the Disbursements & Follow-Up view to:

- query and filter the disbursement records and manage your workload.
- review the reject code(s) assigned to a record.

- add and clear reject codes.
- generate and print rejection letters to the sales representatives.
- close a record.

Accessing the Disbursements & Follow-Up View

Accessing the Disbursements & Follow-Up view

To access the Disbursements & Follow-Up view, follow the procedure below:

Step	Action
1	Select **Sample Management** from the Screen bar.
2	Select the **Disbursements & Follow-Up** from the View bar.

Understanding the Structure of the Disbursements and Follow-Up View

The Disbursements and Follow-Up view, shown in Figure 48, is made up of three different applets:

- **Sample Signature:** A list applet displaying sample disbursement records.

- **Signature Receipt:** A form applet that displays the Electronic Sample Receipt for the highlighted and selected sample disbursement in the Sample Signature list applet.

  This copy of the electronic receipt will display all of the fields available and visible from the signature capture screen on the PDA including the signature of the professional.

- **Rejections:** Displays the reject codes that have been assigned by the system or by Sample Management.

  This applet also allows Sample Management to add or clear reject codes and to add comments to the sample disbursement record.

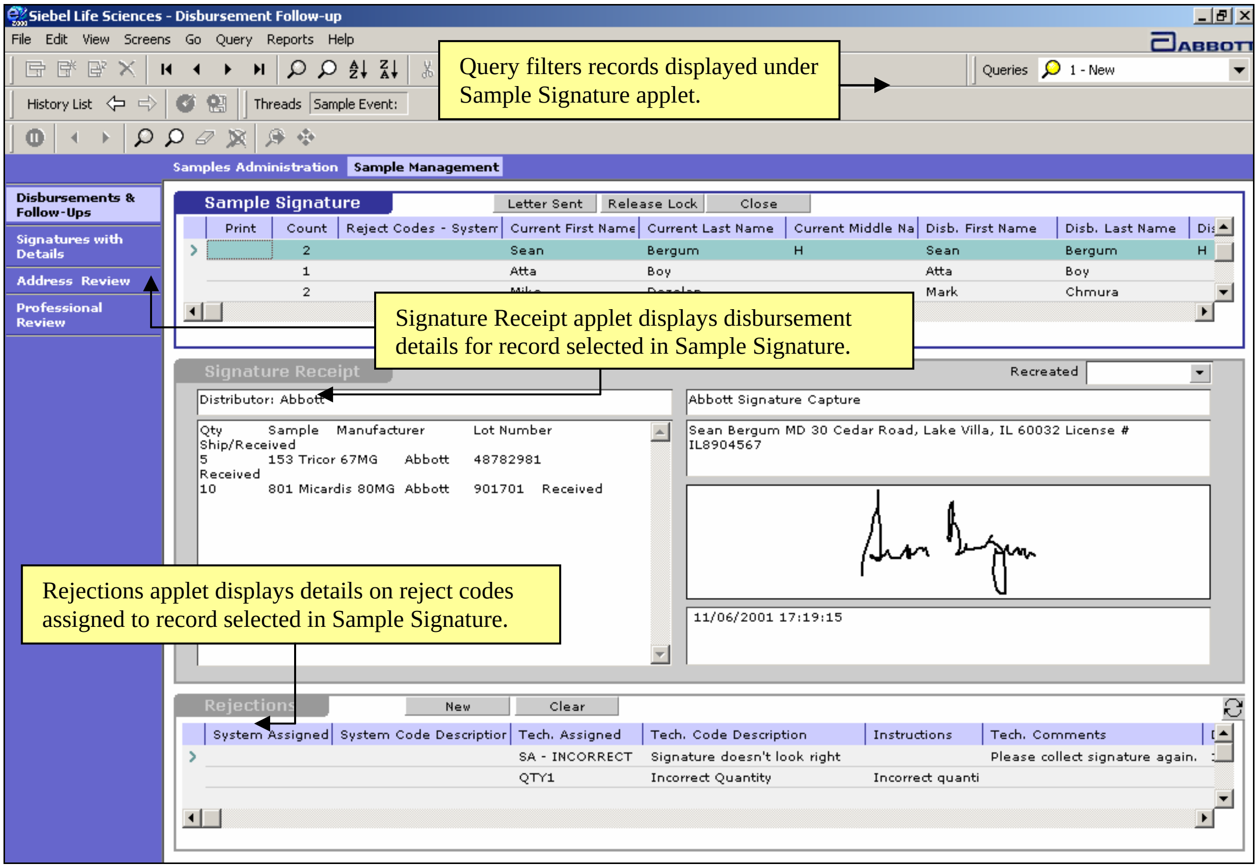


Figure 48 The Disbursements and Follow-Up view

Using Pre-Defined Queries in the Disbursements & Follow-Up View

The PDQs in this view correspond to the status of the disbursement record:

Pre-defined Query	Result
None	displays a blank screen.
1 - New	displays records that have been assigned reject codes, either by Sample Management or by the system.
2 – In Progress	displays New records that have been edited or updated by Sample Management.
3 – Letter Sent	displays records for which rejection letters have been sent to the Sales Representative and the status has been changed by Sample Management to Letter Sent.
4 – Closed	displays all records that have been closed by a Sample Management and the status has been changed to Closed.

You can also create custom PDQs so that it will always be available for your use.

The query filters the records within a view. The example below demonstrates a query for all **New** records with reject codes.

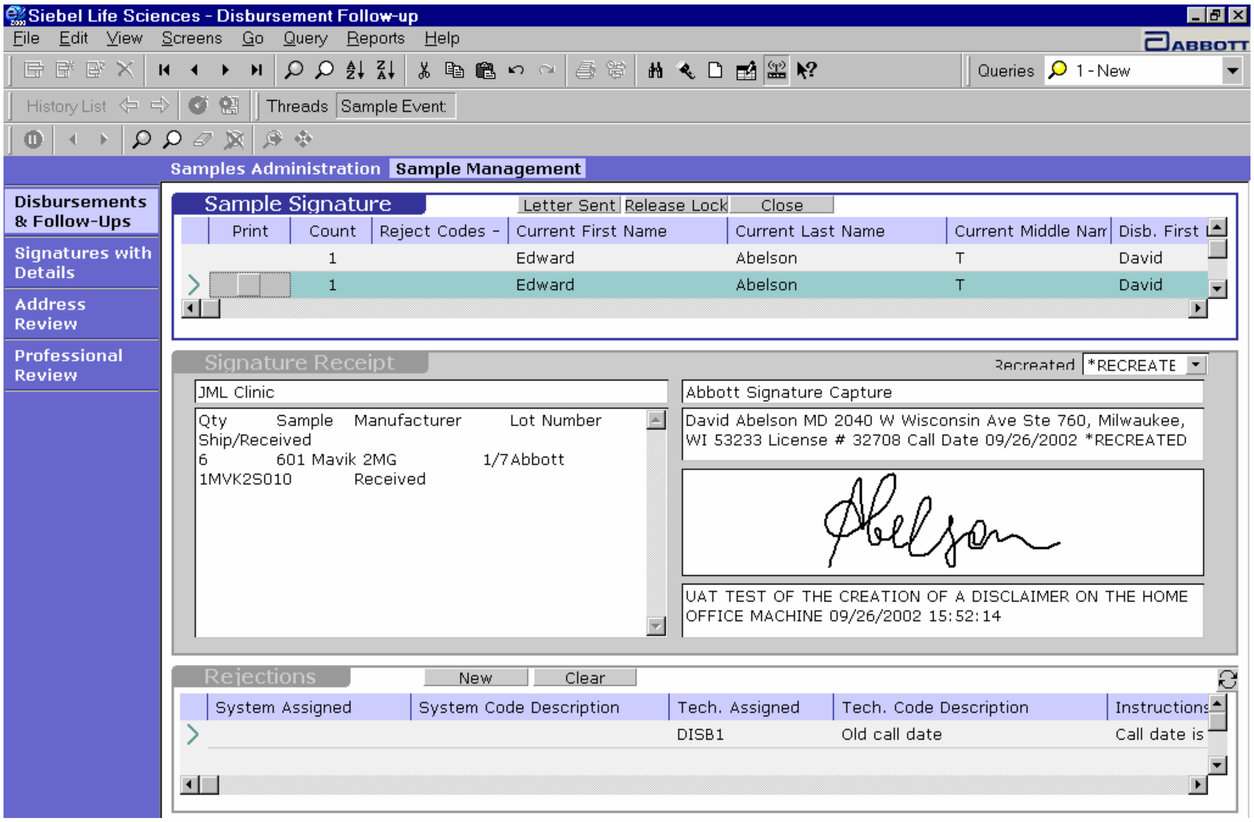


Figure 49 Query results

Hands-On Practice

Create and save a query that will display only new records for Territory 32706.

Save the query under the name “11 - New for Territory 32706.”

Tip: You may need to scroll to the right to see the Territory field.

Hands-On Solution

1. In the Pre-Defined Query bar, click the down arrow and select “1 New.”
2. Click the New Query button in the lower toolbar.
3. Scroll to the right until the Territory field is visible.
4. Click in the Territory field and type “32706.”
5. Press **ENTER** or click the Execute Query button.
6. The view will display only records for territory 32706.

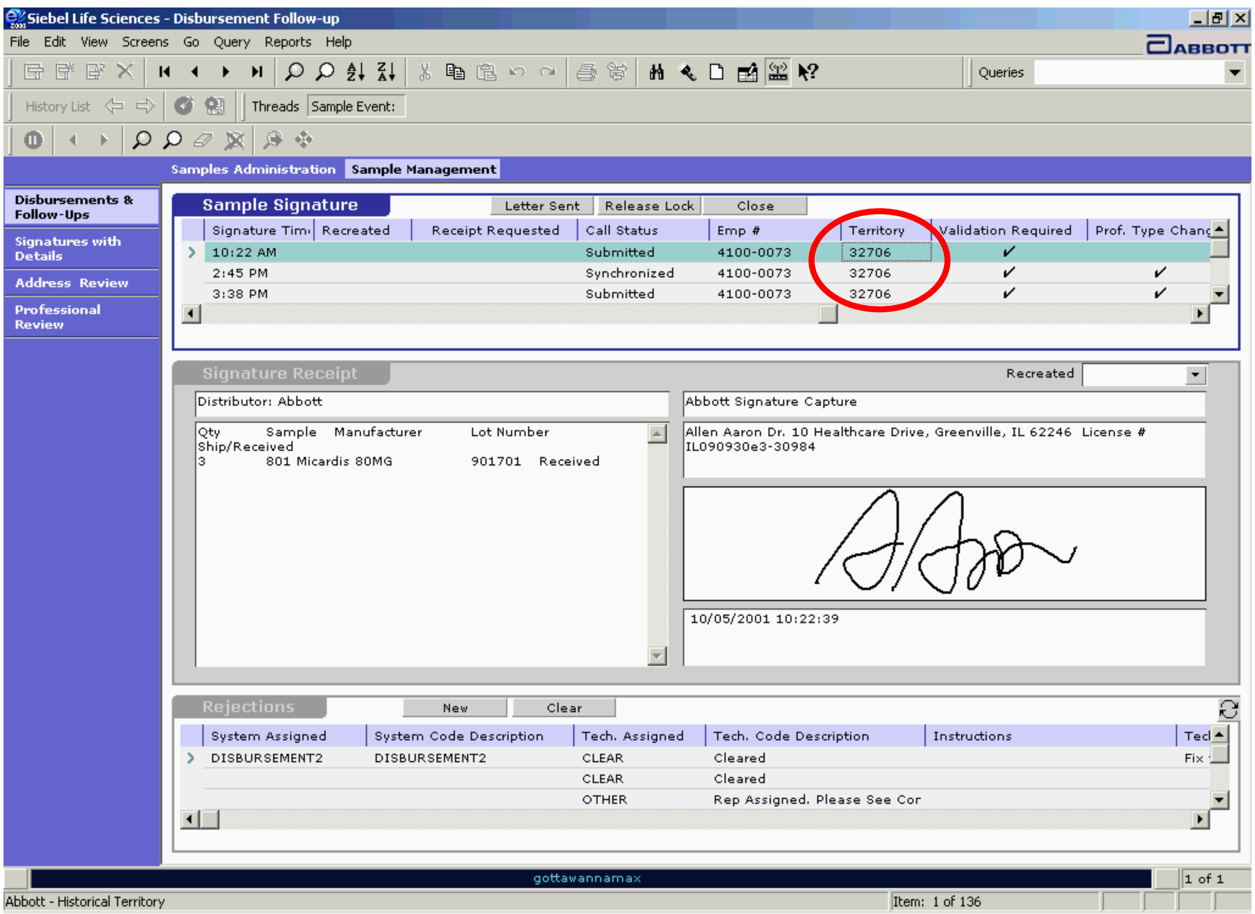


Figure 50 Result of querying for new records for Territory 32706

7. Click **Query, Save As** in the menu bar.
8. Type a name for the new query and click **OK**. (See Figure 51.)

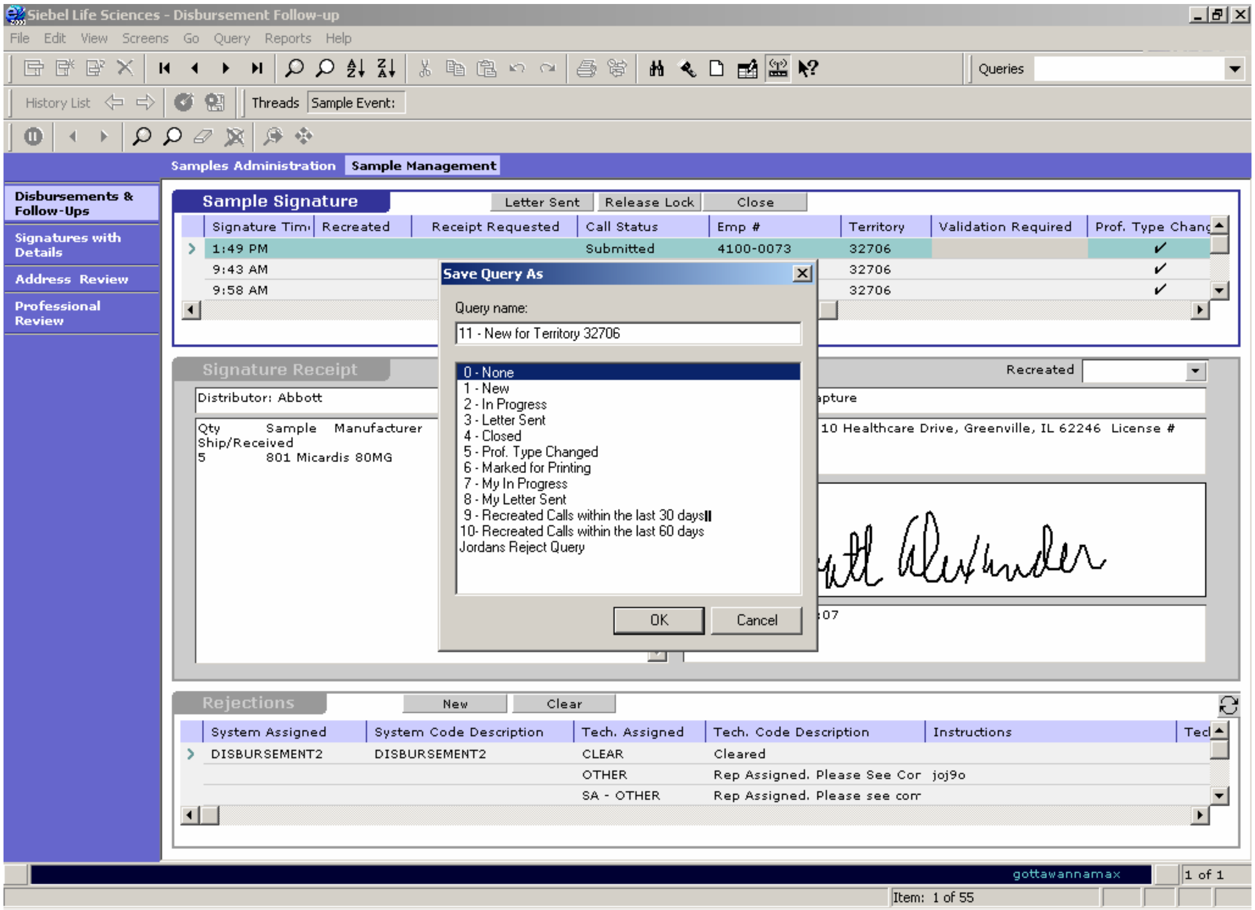


Figure 51 Saving a new query for Territory 32706

Reviewing the Columns Displayed under Sample Signature

The columns in the Sample Signature list applet give you an extensive view of the sample disbursement record and its status:

Column	Contents
Print	displays either a blank or a checkmark, which indicate you are ready to print a rejection letter to the sales representative.
Count	displays the total number of reject codes assigned to the disbursement record.
Reject Codes – System Assigned	displays an abbreviated description of the system-assigned reject code.
Current First Name, Current Last Name, Current Middle Name	displays the current name of the Professional, which may be different than the name displayed in Disbursement First, Middle or Last Name if it has changed since the disbursement was done.
Disb. First Name, Disb. Last Name, Disb. Middle	displays the name as it was at the time of the disbursement.
Degree	displays the degree (professional designation) of the professional.
Type	displays the type of professional.
ME#	displays the unique ME# assigned to the professional.
License #	displays the professional's state license number.
DEA#	displays the professional's DEA #.
Call Address, City, State, Zip Code	displays the call address.
Reference #	displays the unique reference number assigned to the disbursement record. The reference # also appears on the rejection letter.
Call Date	displays the date the representative disbursed the samples to the professional. (If the call has been "recreated" the call date will be different than the signature date.)
Signature Date, Signature Time	displays the date and time the professional signed for the samples.
Recreated	displays a textual value of Recreated, which means that the sale representative has recreated the record in an effort to correct errors or offset lost data.
Receipt Requested	displays a checkmark field, which means that the representative has requested that a sample receipt be

Column	Contents
	sent to the professional.
Call Status	displays the status of the call. The statuses are either synchronized or submitted.
Employee #	displays the Employee # of the Sales Representative who created the call record.
Territory	displays the territory of the Sales Representative who created the call record.
Validation Required	this field is only used for technical support.
Prof Type Changed	displays a checkmark for those professionals whose professional type has changed since the disbursement was made (Example: Disbursement captured the professional as a physician, but the verification process through Nucleus Pharma indicated the professional is actually a Nurse Practitioner.)
Process Last Updated	displays the date and time the record was last updated by Sample Management.
Process Status	displays the record status.
Process Close Date	displays the date the record's status was changed to Closed by Sample Management.
Call Created By	displays the login name of the Sales Representative who created the record.
Disclaimer Text	displays the disclaimer displayed when the professional signed for the samples.
Locked By	displays the name of the Sample Management personnel who is currently working on the record.
# of Days Since Letter Sent	displays the number of days since the record status was updated to Letter Sent.
Aging Category	displays the category that the record is in the aging process A = More than 180 days B = Between 68 and 179 days C = Between 38 and 67 days D = Between 31 and 37 days E = Less than 31 days

Sample Signature also includes three other buttons that we will discuss later:

- Letter Sent
- Release Lock
- Close

Taking a Closer Look at the Signature Receipt Applet

The Signature Receipt applet displays a copy of the Electronic Sample Receipt. It contains the following fields:

Field	Content
Distributor	Company that employs the sales representative distributing the drug samples.
Qty, Sample, Manufacturer, Lot Number, Ship/Received	Details about the drug samples disbursed to the professional
Recreated	A field that indicates that the disbursement record is a recreated call.
Professional name, address, license number, Call date	The professional information captured on the Sales Representative's PDA
Signature	Electronic signature captured on the Sales Representative's PDA
Disclaimer	The disclaimer displayed to the professional who signed for the samples.

Reviewing the Columns Displayed under the Rejections Applet

The Rejections applet displays the reject codes that have been applied to the sample disbursement record either by the system or by Sample Management. This section includes the following columns:

Field	Content
System Assigned	displays an abbreviated name of the rejection code assigned by the system.
System Code Description	displays a description of the rejection code.
Tech Assigned	displays rejection codes assigned by Sample Management during a review of the disbursement record.
Tech Code Description	displays a description of the tech-assigned rejection code (rejection codes assigned by Sample Management).

Field	Content
Instructions	displays the instructions that will appear in the rejection letter sent to the Sales Representative. Note: If Sample Management selects the reject code “Other”, this field will display, “Please see comments.” Click the ellipses at the end of this field to display a dialog box where you can enter an explanation that will be printed on the rejection letter.
Tech Comments	displays comments entered by Sample Management. Note: This field is to be used for internal notes that will *not* be included in the rejection letter.
Date Closed	displays the date and time Sample Management changed the status of the call to closed .
Status	displays the status of the record.
Created	displays the date and time the rejection record was created either by the system or by Sample Management.
Created By	displays the user ID of the of the person who created the reject code (Sample Management) or of the system ID when the system adds the reject code.
Updated	Last date the record was updated
Updated By	Login id of the person who last updated the record

Rejections also include two buttons which will be defined shortly:

- New
- Clear

Working with Reject Codes

MAX will automatically assign reject codes to sample disbursements for the following reasons:

- If a professional name or call address has been marked as Invalid, all of the associated sample disbursements will get marked with a reject code of Prof Invalid or Address Invalid.
- If a sample disbursement was made against an expired lot number.
- If a nurse practitioner (NP) or physician assistant (PA) have been sampled in a state where this is not allowed.
- If a sample disbursement was made with a future call date.
- If a sample disbursement comes through the server with a call date that is 45 days old.

You can view the reject codes (system or tech assigned) that have been assigned to a sample disbursement in the Sample Signature list applet or in the Rejections list applet.

In many cases, more than one reject code will be assigned to a disbursement. For that reason, the Sample Signature list applet uses a multi-value grid (MVG) to display information about the reject codes. To access a multi-value grid, click the ellipses button that appears in the field. (See Figure 52.)

Note that the information shown in the MVG is read-only. To add or clear reject codes, you need to use the Rejections applet. (We’ll discuss this shortly.)

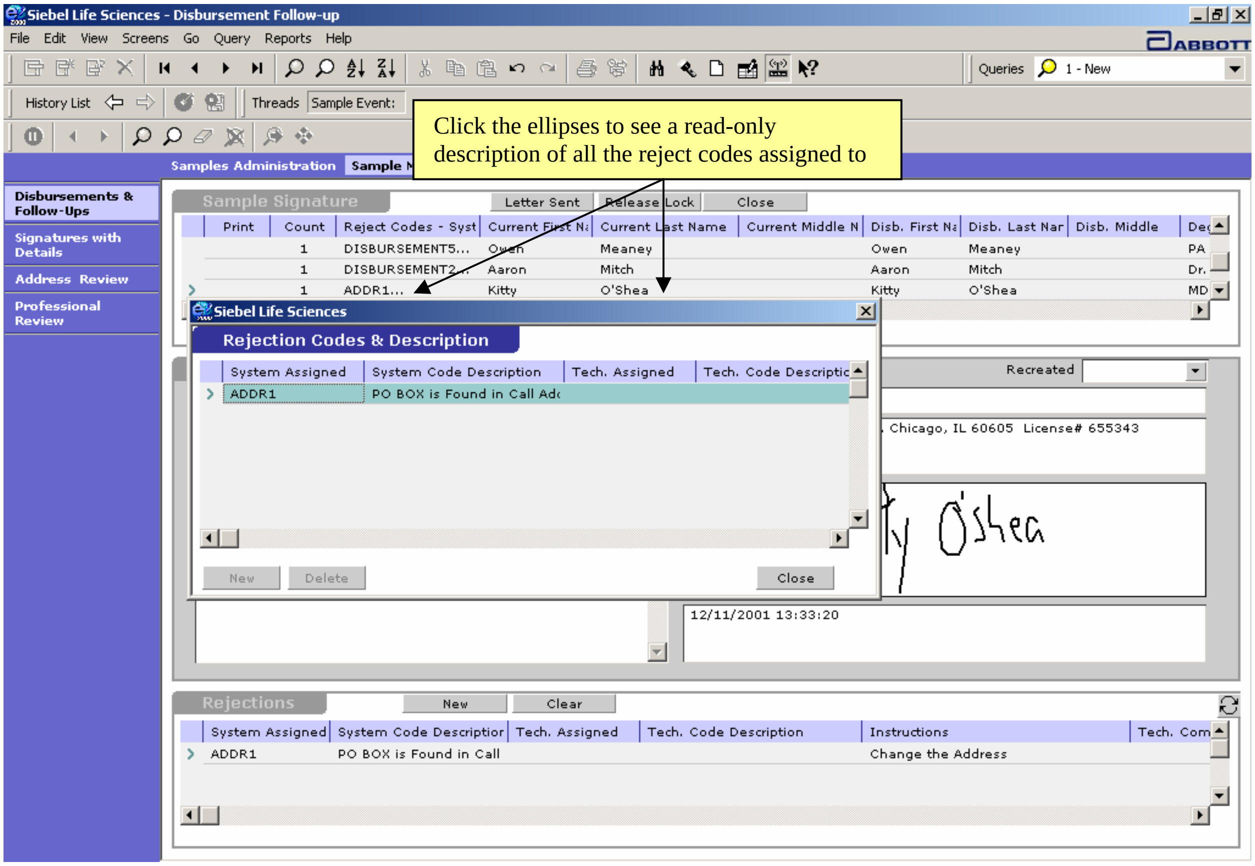


Figure 52 Displaying information about a system-assigned reject code

Figure 53 shows another way to get even more information about the reject codes assigned to a sample disbursement: Click the toggle button that appears at the upper right corner of the Rejections applet. The list view changes to show a form applet, which describes the reject codes as well as the instructions that will appear in the rejection letter to the Sales Representative. This applet can help you determine whether the existing reject codes are valid and help you determine whether you need to manually assign other reject codes to the record.

A detailed list of reject codes is contained in Appendix A.

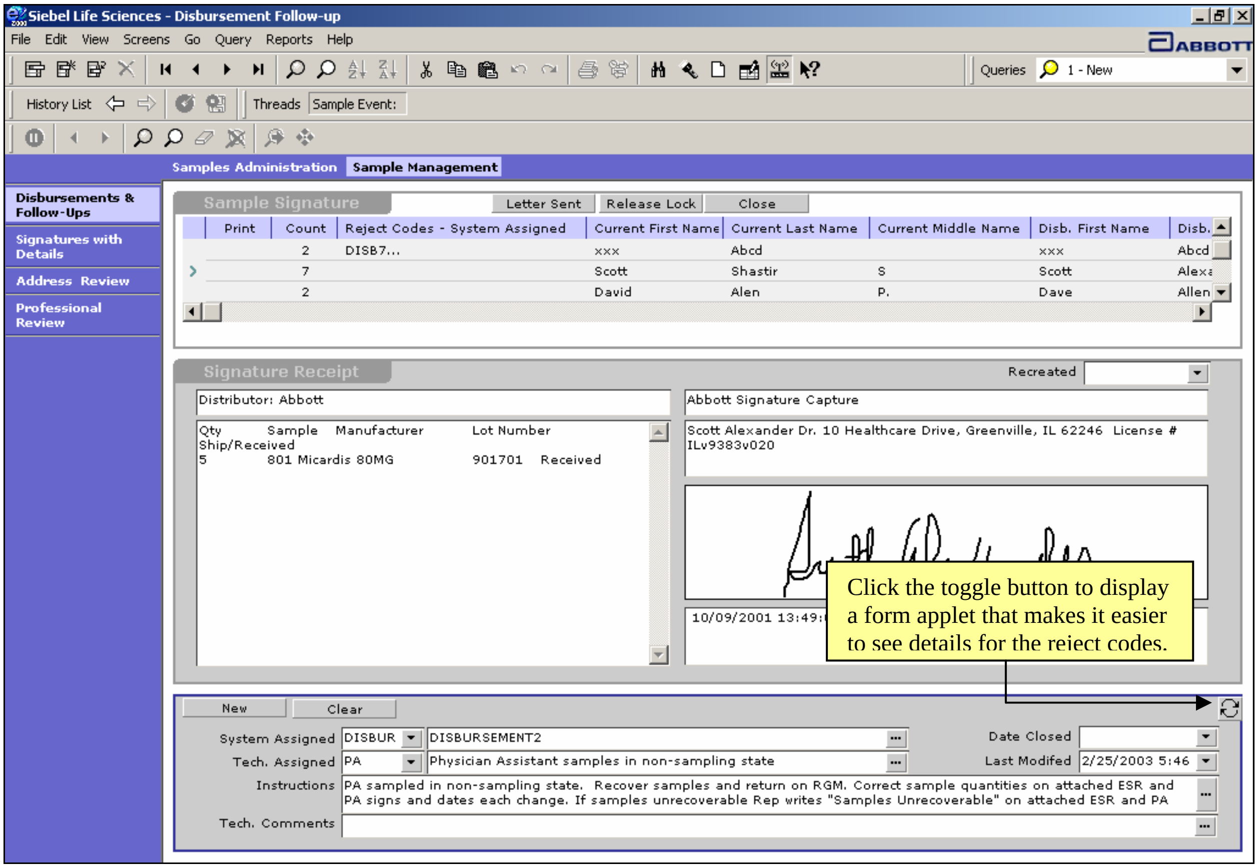


Figure 53 Using the toggle button to display more information about an error code

Adding Reject Codes

As you review the sample disbursement record, you may find that there are more violations that require the addition of more reject codes to the disbursement record.

Adding a tech-assigned reject code

To add a tech-assigned reject code, use the following procedure:

Step	Action
1	In the Rejections applet, click **New.** In the list view, a blank line will appear. In the form view, a dialog box will appear with instructions.
2	Under Tech Assigned, click the down arrow and select one of the options from the pick list. For every reject code but Other, the system will fill in the description and instruction columns for you. If you select Other, go to steps 3 and 4.
3	In the Instructions column, click the ellipses button that appears at the end of the phrase, “Please see comments.”
4	A small dialog box will appear. Select the text in that dialog box and then type your instructions to the sales representative.

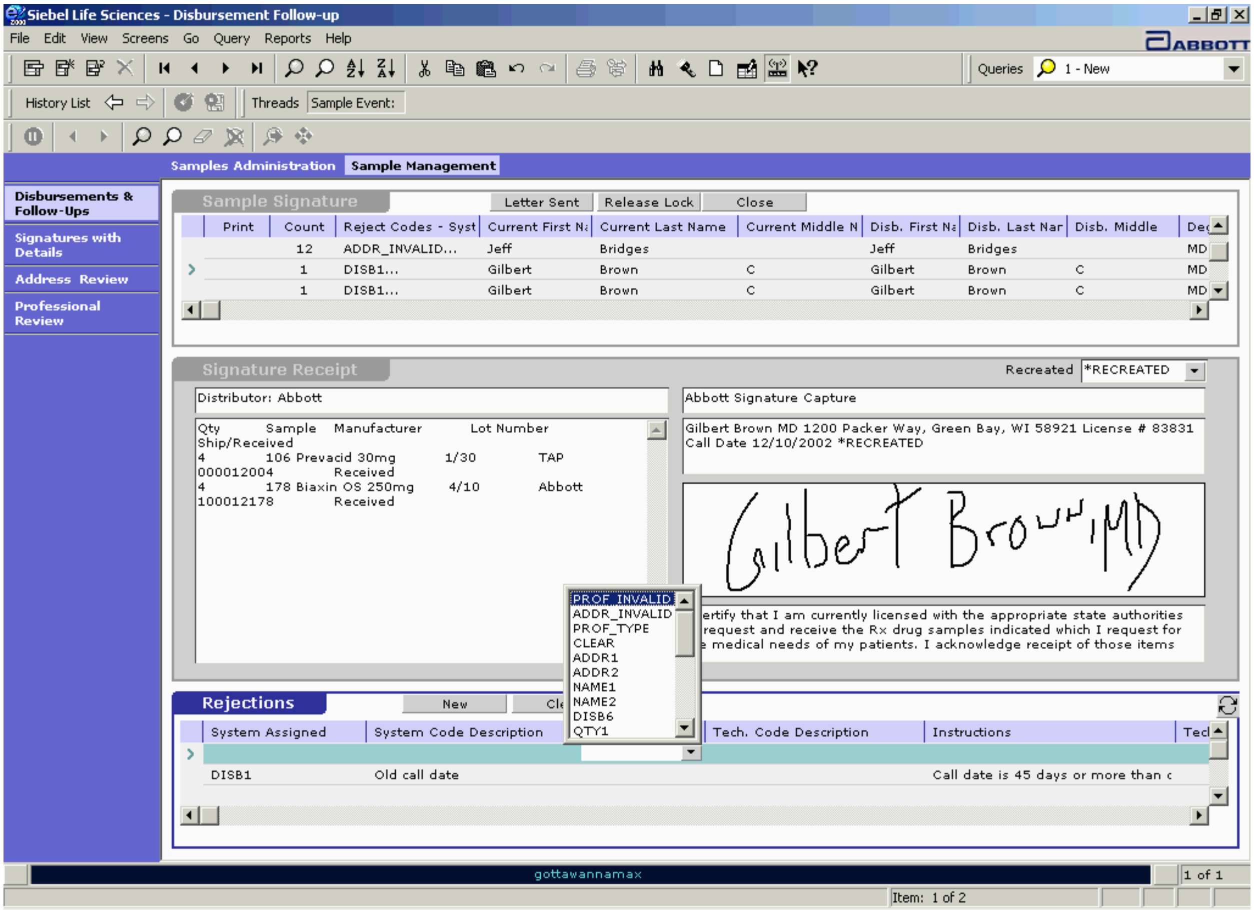


Figure 54: Selecting a new reject code

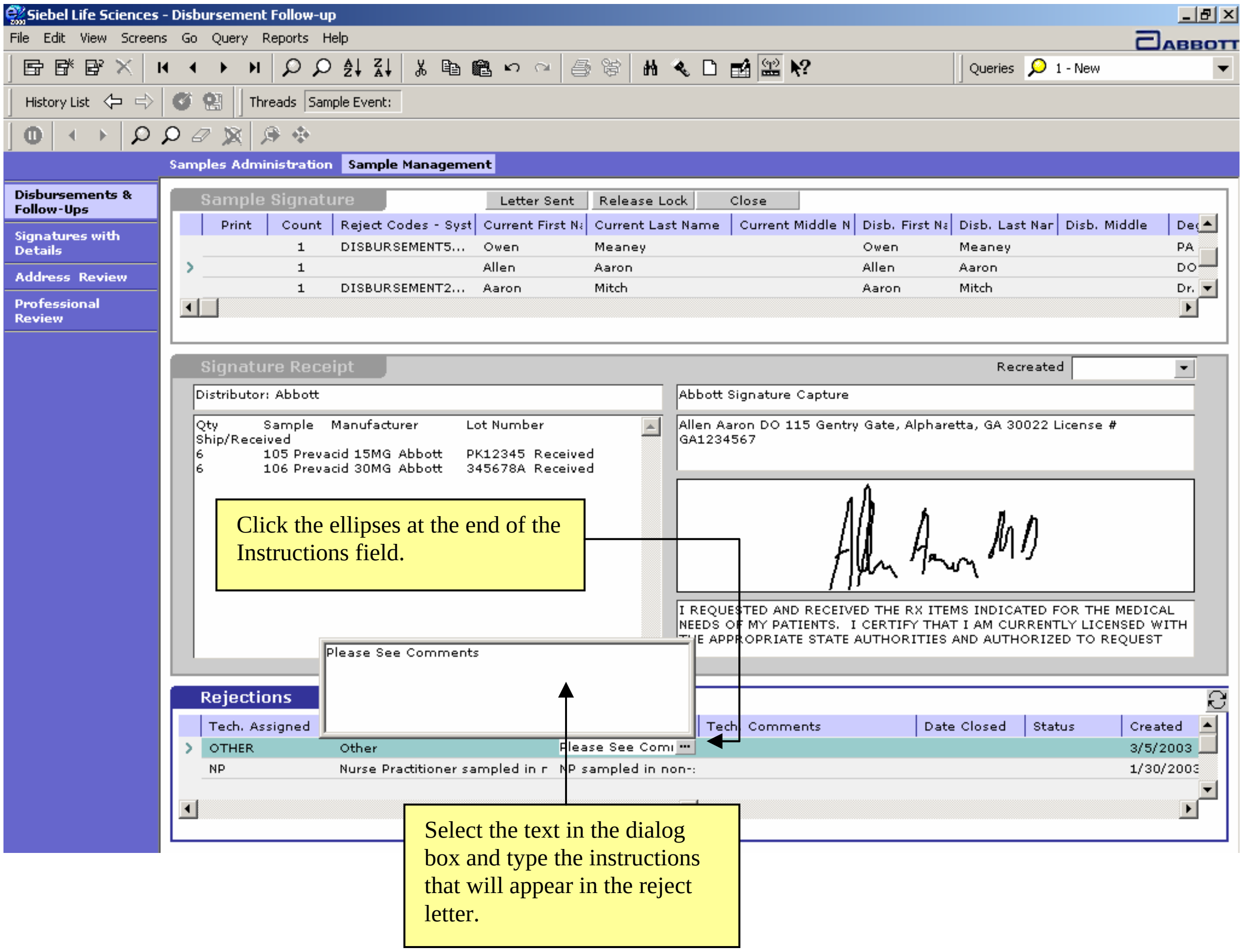


Figure 55: Entering instructions to accompany the “Other” reject code

Using the Tech Comments Field

You may add pertinent information regarding the disbursement or your own follow up information in the Tech. Comments field. This information will ***not*** print on the rejection letter. Expand the Tech. Comments column by clicking the ellipses button at the end of the field.

Note: This field holds a maximum of 100 characters.

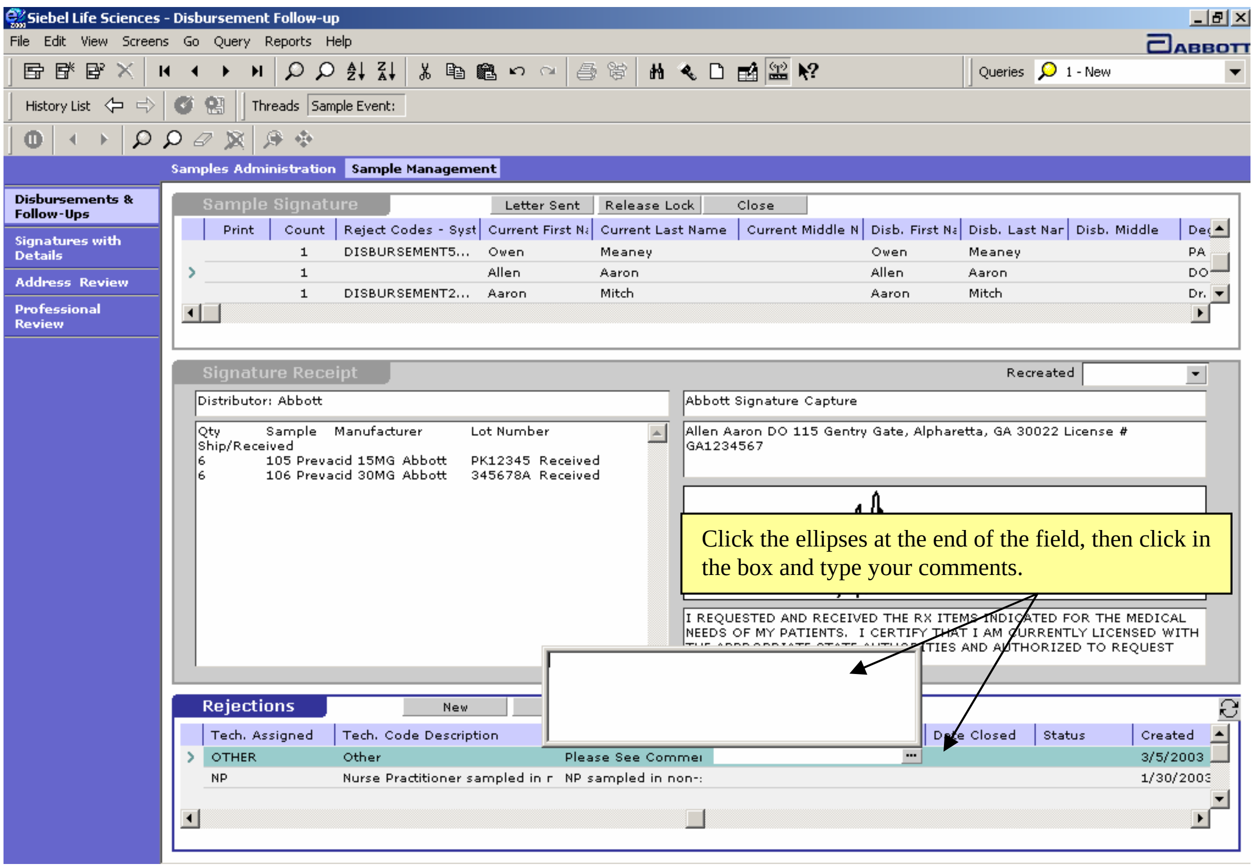


Figure 56 Expanding the Tech Comments column

Hands-On Practice

Find the new disbursement records for the professional, "Rothchild Mara."

Add a reject code "DISB5 - Invalid/Incomplete Signature."

Add a Tech Comment "Rep may have to re-create call."

Hands-On Solution

1. Select “1-New” from the Pre-Defined Query bar.
2. Click the New Query button in the lower toolbar.
3. Click in the Current First Name field and type “Rothchild.”
4. Press **ENTER** or click the Execute Query button in the lower toolbar.

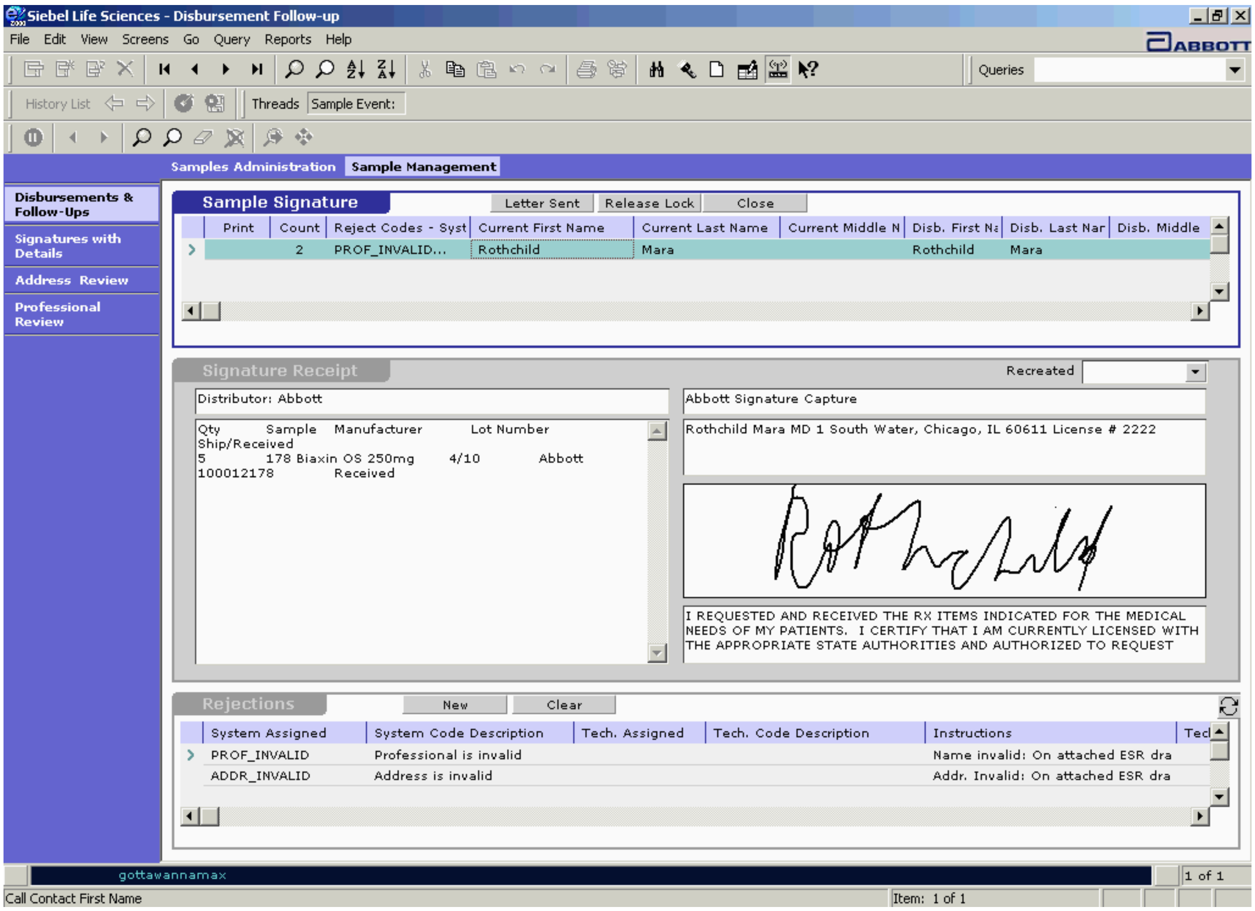


Figure 57 Result of querying New disbursement records for Current First Name "Rothchild"

5. Click the New button in the Rejections applet.
6. Click in the Tech Assigned field and then click the down arrow to see a list of reject codes.
7. Scroll to and select the reject code “DISB 5.”
8. Review the description of the reject code that is displayed in the Rejects applet.
9. Scroll to the right and click in the Tech Comments field.
10. Click in the box and type a note, “Rep may have to re-create call.” (See Figure 58.)

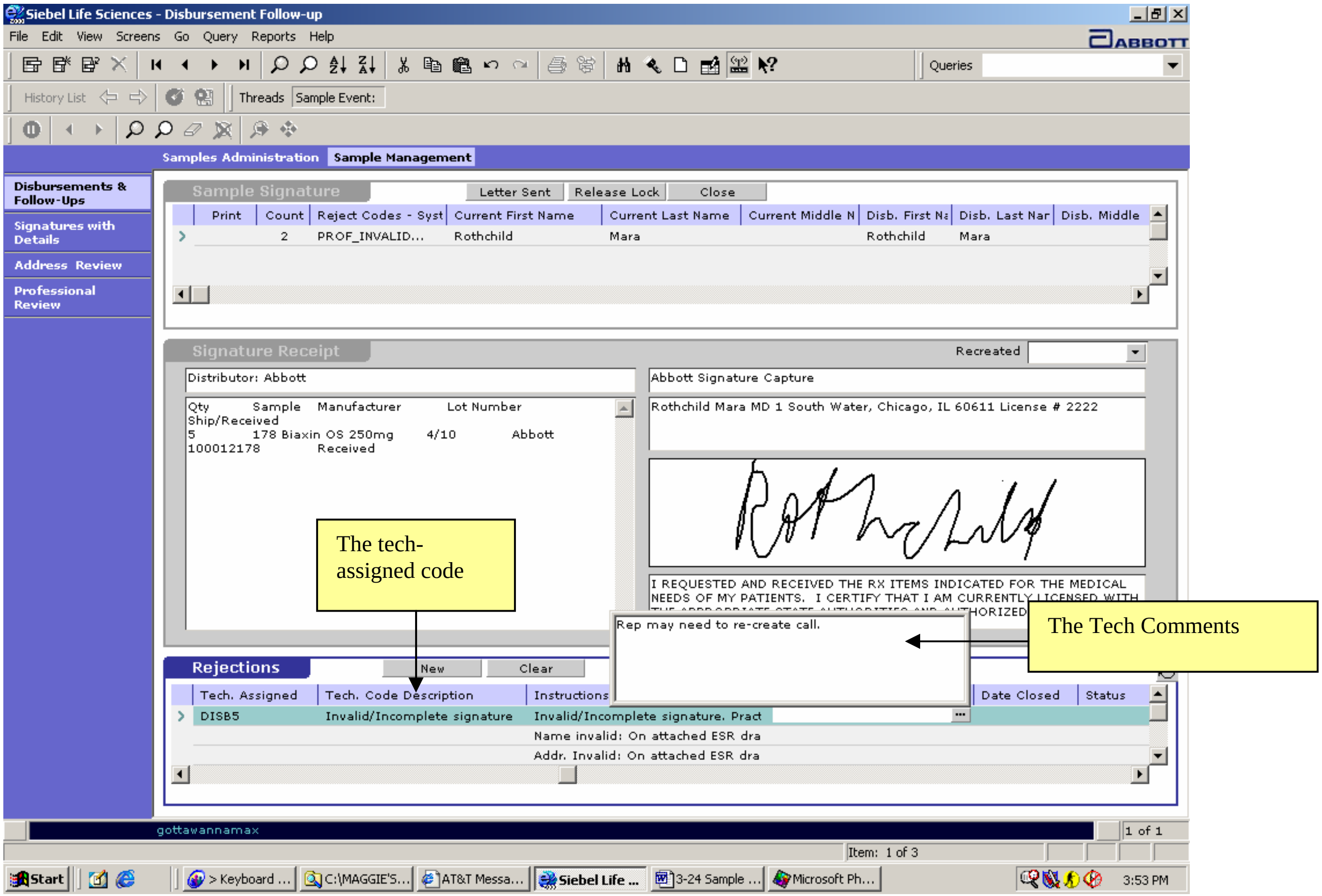


Figure 58 Result of adding a tech-assigned reject code and Tech Comments

Clearing a Reject Code

If a reject code was added in error either by the system or by Sample management you have the ability to clear the reject code before creating the rejection letter.

Clearing a reject code

To clear a reject code, use the following procedure:

Step	Action
1	In the Rejections applet, select the reject code you want to clear.
2	Select the Clear button. The Rejections applet will show that the reject code has been cleared.

Releasing a Lock on a Record

Sample Management is responsible for supporting the PPD sales forces in all compliance related tasks. Each individual in Sample Management may support a salesforce, a region(s) or a group of territories, salesforces or regions. It will be each individual's responsibility to ensure that those territories, salesforces, or region's sample disbursement errors are corrected in a timely manner. To carry out this responsibility, you need to understand the "lock" feature in MAX and how to release it.

As you identify the professionals, call addresses and disbursements that you are responsible for and begin to work on them by assigning or un-assigning reject codes, MAX "locks" the record for you. This ensures that no one else in Sample Management will duplicate your work or efforts. If someone else attempts to edit your records, he/she will receive an error message alerting him/her that the record is yours and is "locked" by you.

If you need to relinquish the responsibility for the follow up of a record that is "locked" by you, you can do so by clicking on the Release Lock button. This feature could be beneficial when you are going on vacation and in your absence you are expecting follow up information from the sales representative to Close a record. By releasing the lock on the record, you allow someone else to close that record or follow up on it in your absence.

Releasing a lock on a record

To release the lock on a record, use the following procedure:

Step	Action
1	In the Sample Signature applet, select the record you want to unlock.
2	Click the Release Lock button.

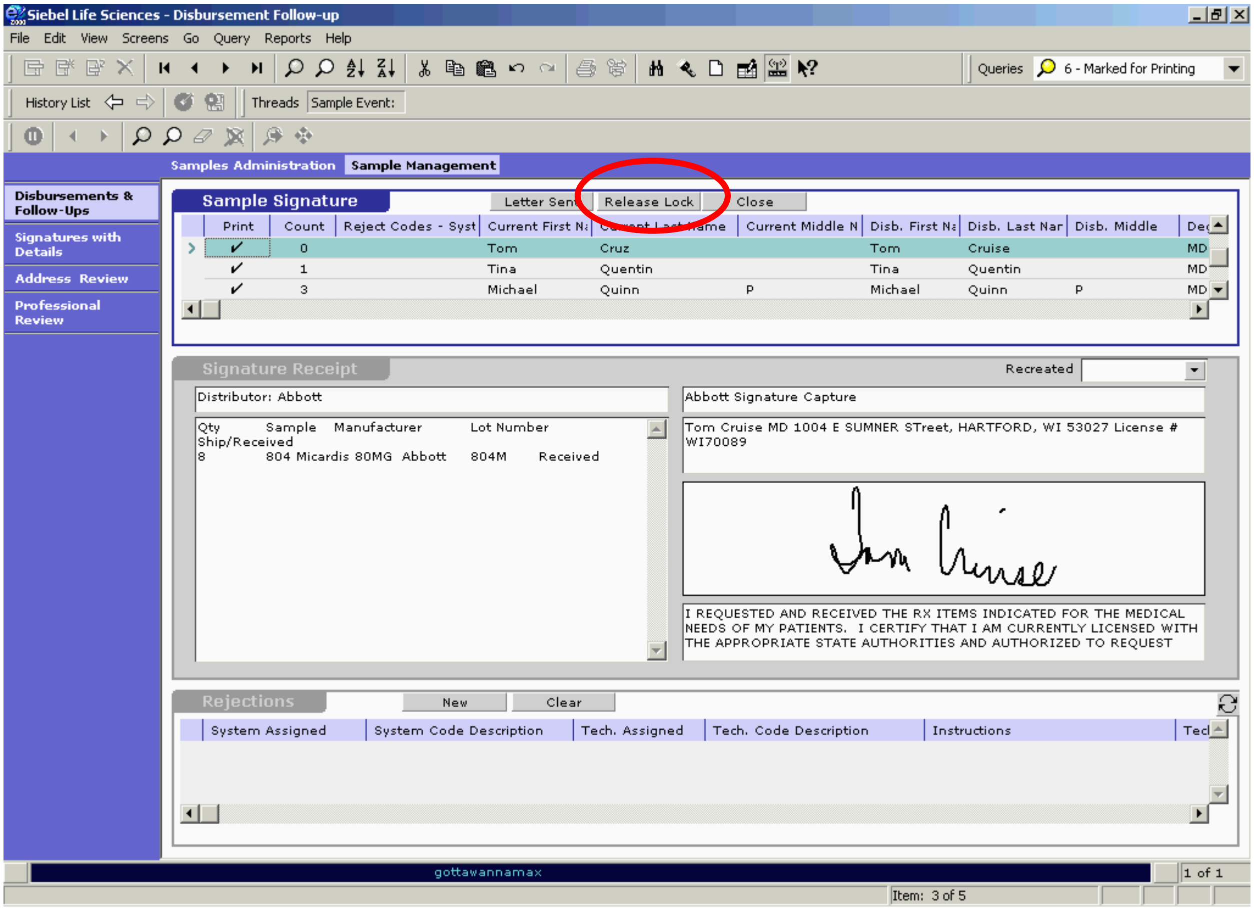


Figure 59 The Release Lock button

Marking Disbursements for Printing

When you have finished reviewing the sample disbursements in the Disbursements and Follow Up view, you are ready to generate rejection letters that will be sent to the sales representatives.

Marking disbursements for printing

To mark a disbursement for printing, use the following procedure:

Step	Action
1	Click in the Print column by the first record that is ready for printing. A checkmark will appear in the Print column.
2	Continue until you have marked all the records that are ready for printing.

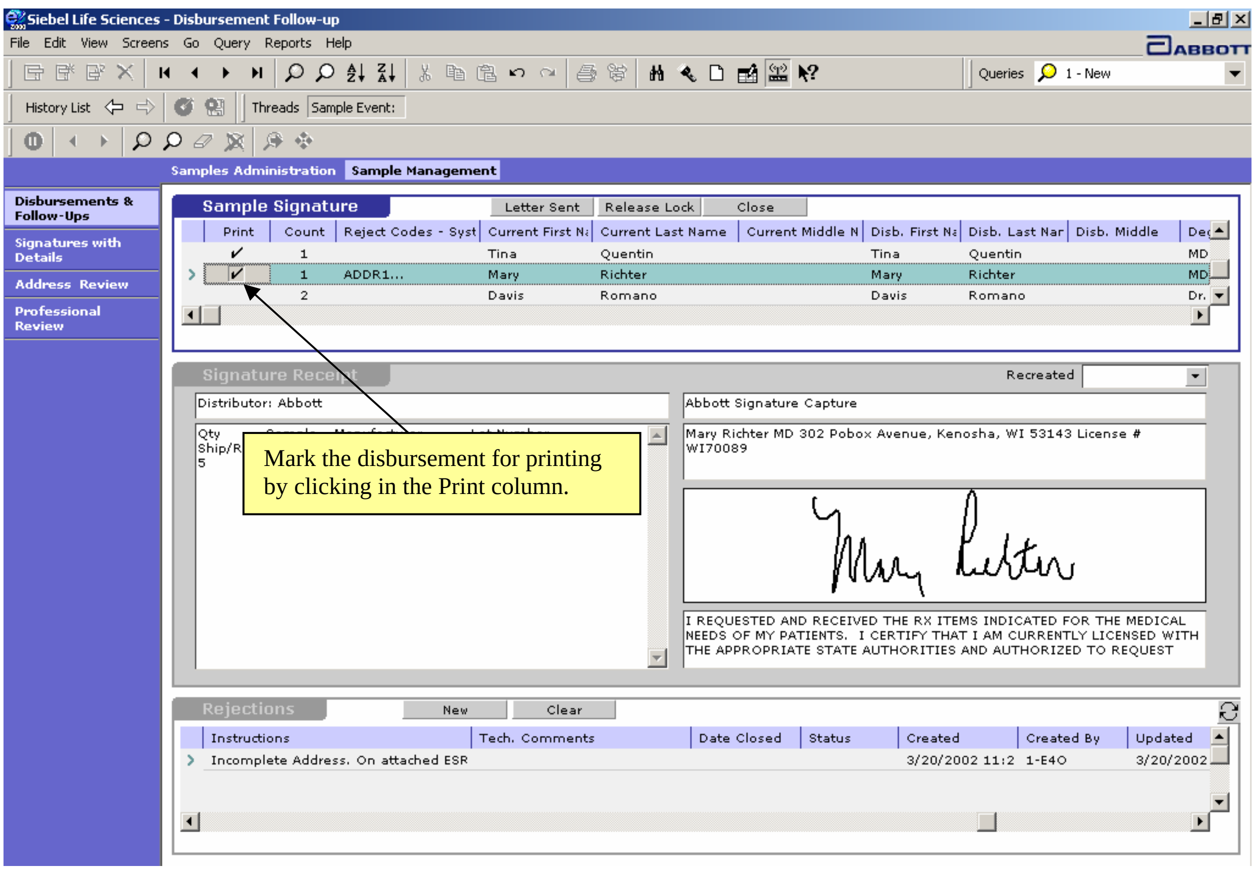


Figure 60: Marking a receipt for printing

Printing Rejection Letters

Printing rejection letters

To print rejection letters, use the following procedure:

Step	Action
1	Use the Pre-Defined Query bar to select the “Marked for Printing” query.
2	The records will be displayed in the Sample Signature applet.
3	Select Rejection Letters from the Reports menu.

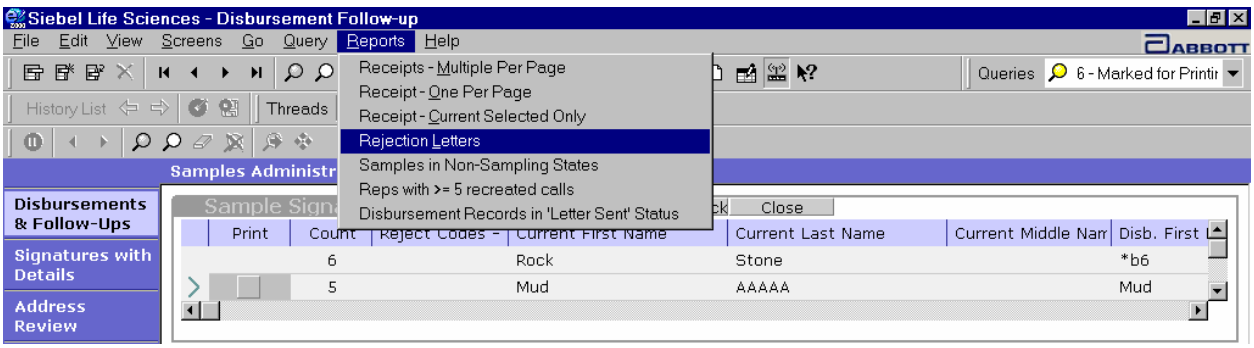


Figure 61: Printing Rejection Letters

Step	Action
4	The letters will appear in the Siebel Report Viewer. Note that each letter contains the following information: ▪ Sales Representative’s current name (first and last) ▪ Sales representative’s current territory number ▪ Sales representative’s employee ID ▪ Call date ▪ Sample reference number ▪ Professional’s full name ▪ Professional’s call address ▪ Copy of the sample receipt ▪ Instructions for corrections ▪ Date the letter was printed

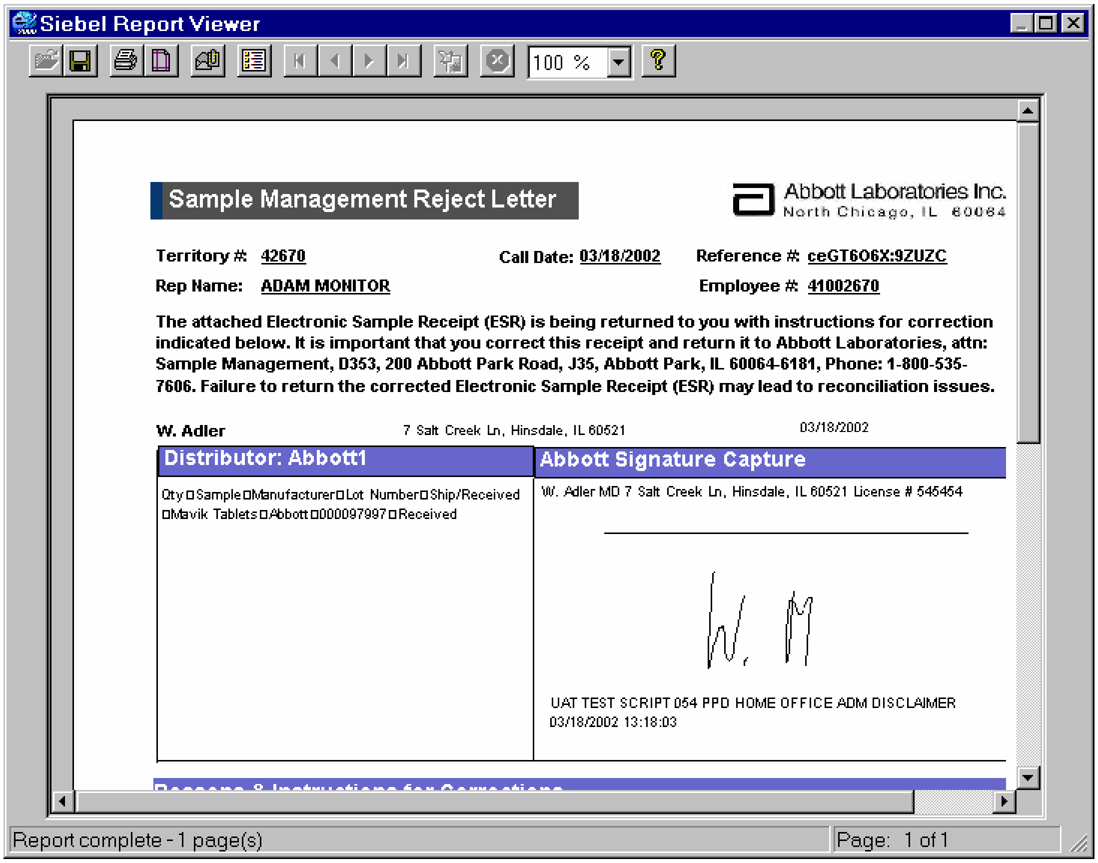


Figure 62: Print Preview of rejection letter

Step	Action
5	Use the navigation buttons in the toolbar to review the report.
6	To print a letter, click the Print icon in the toolbar.

Changing the Process Status to "Letter Sent"

When you print a rejection letter, you must manually change the Process Status of the record to Letter Sent. In the same way, you will need to manually change the Process Status to Closed once the sales representative corrects the errors.

Changing the Process Status to Letter Sent

To change the Process Status to Letter Sent, use the following procedure:

Step	Action
1	Locate and select the record for which a letter has been sent.
2	Click the Letter Sent button.
3	The Process Status field will display "Letter Sent." Note that we have scrolled to the right to display the Process Status field.

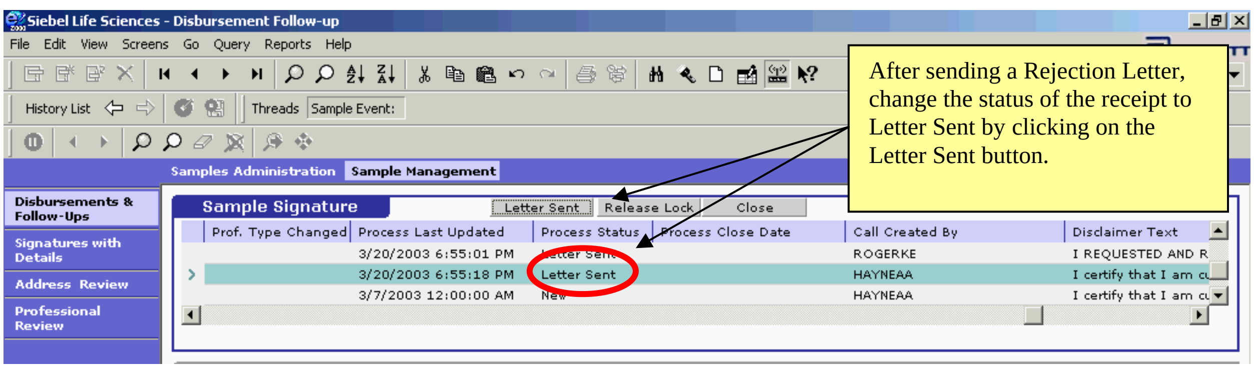


Figure 63: Change the Status of a receipt to "Letter Sent"

You can view all the rejection letters you've sent by selecting the Letter Sent PDQ.

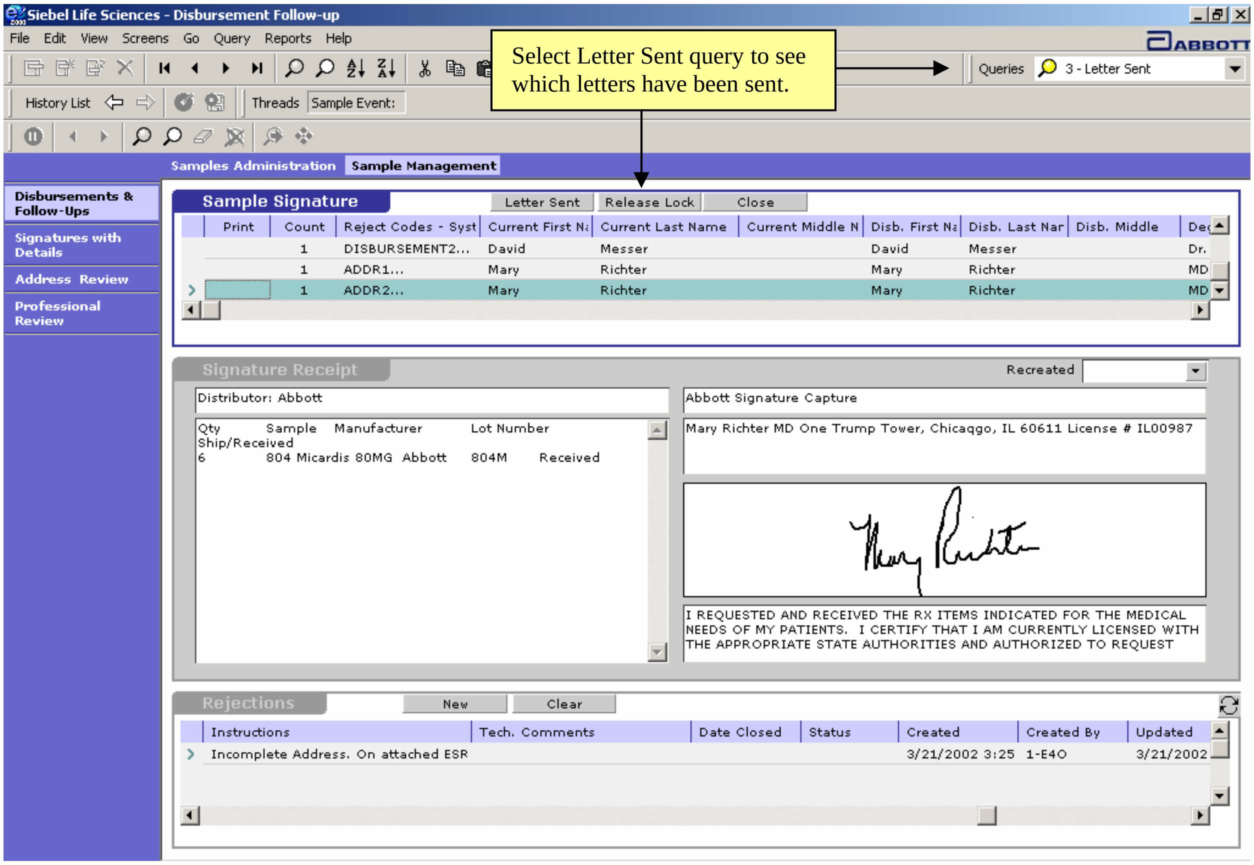


Figure 64: Letter Sent Query

Closing a Record

After the sales representative has made the appropriate corrections, you can close the record for that disbursement.

Changing the process status to Closed

To change the process status to Closed, use the following procedure:

Step	Action
1	Locate and select the record that is ready to be closed.
2	Click the Closed button.
3	The Process Status field will display "Closed." (See Figure 65.) Note that we have scrolled to the right to display the Process Status field.

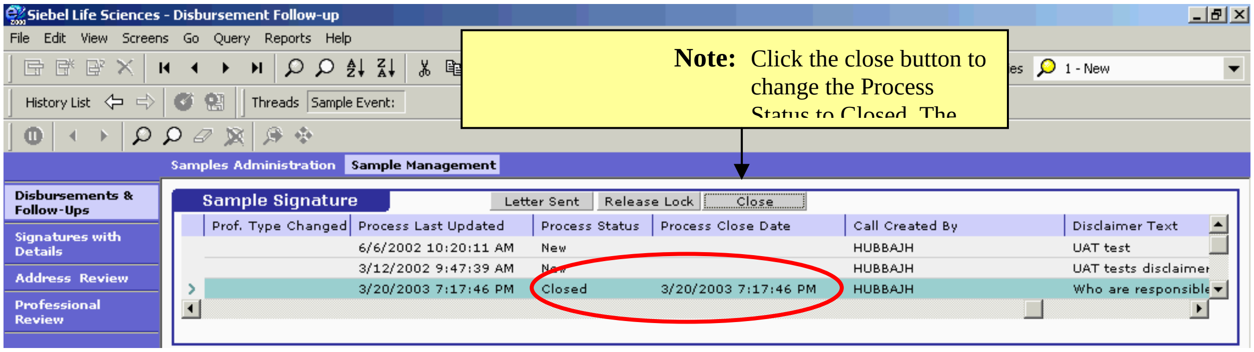


Figure 65 The result of clicking the Close button

You can view the closed record by selecting the **Closed** PDQ.

Note: In order to expedite the opening of all your queries you should always refine them for the salesforces or regions that you are responsible for and then save them as such.

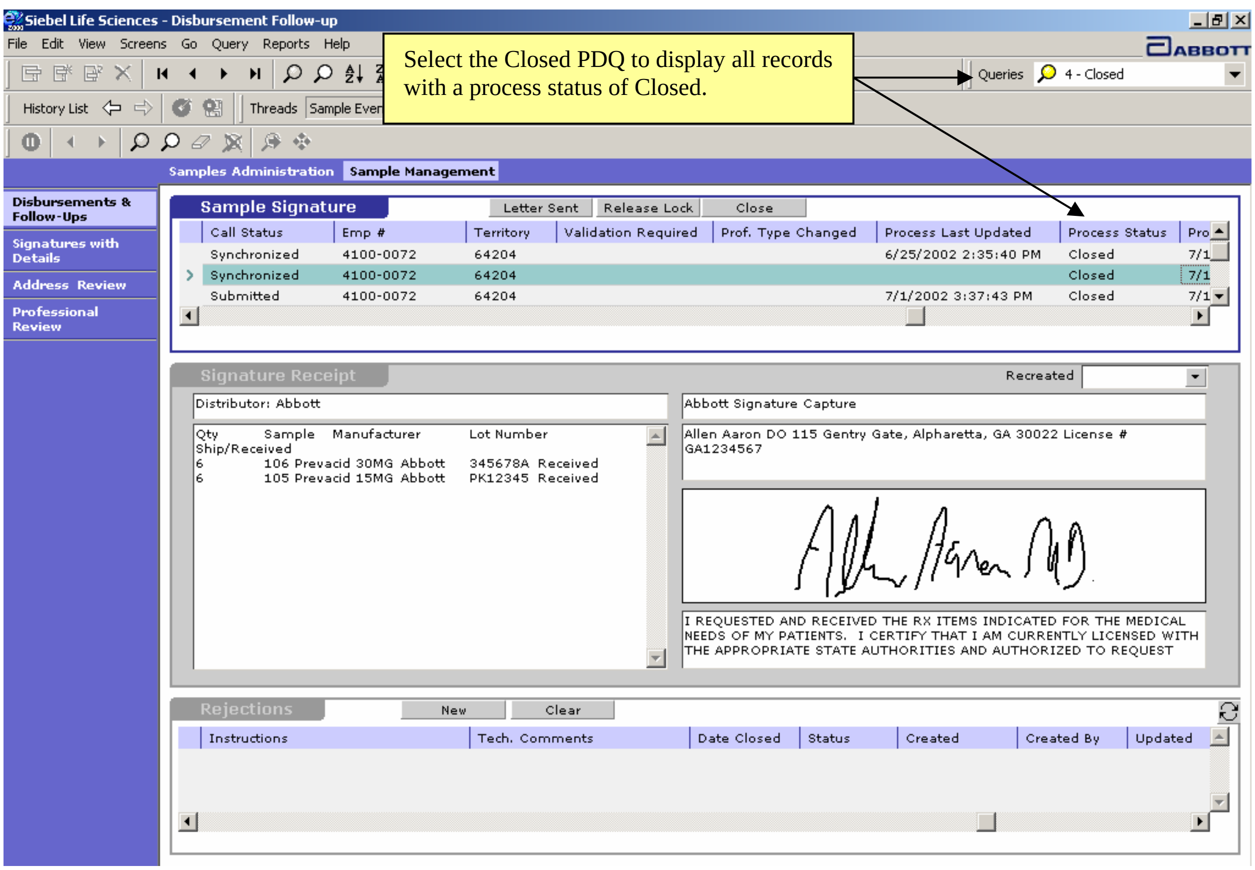


Figure 66: Closing a completed record

Hands-On Practice

Display all the letters for Territory 00001 for which rejection letters have been mailed to the sales representatives.

Close the first record.

Scroll to the right to be sure the Process Status field contains Closed.

Hands-On Solution

1. Select "3-Letter Sent" from the Pre-Defined Query bar.
2. Click the New Query button in the lower toolbar.
3. Scroll to the right to display the Territory field.
4. Click in the Territory field and type "00001."
5. Press **Enter** or click the Execute Query button.

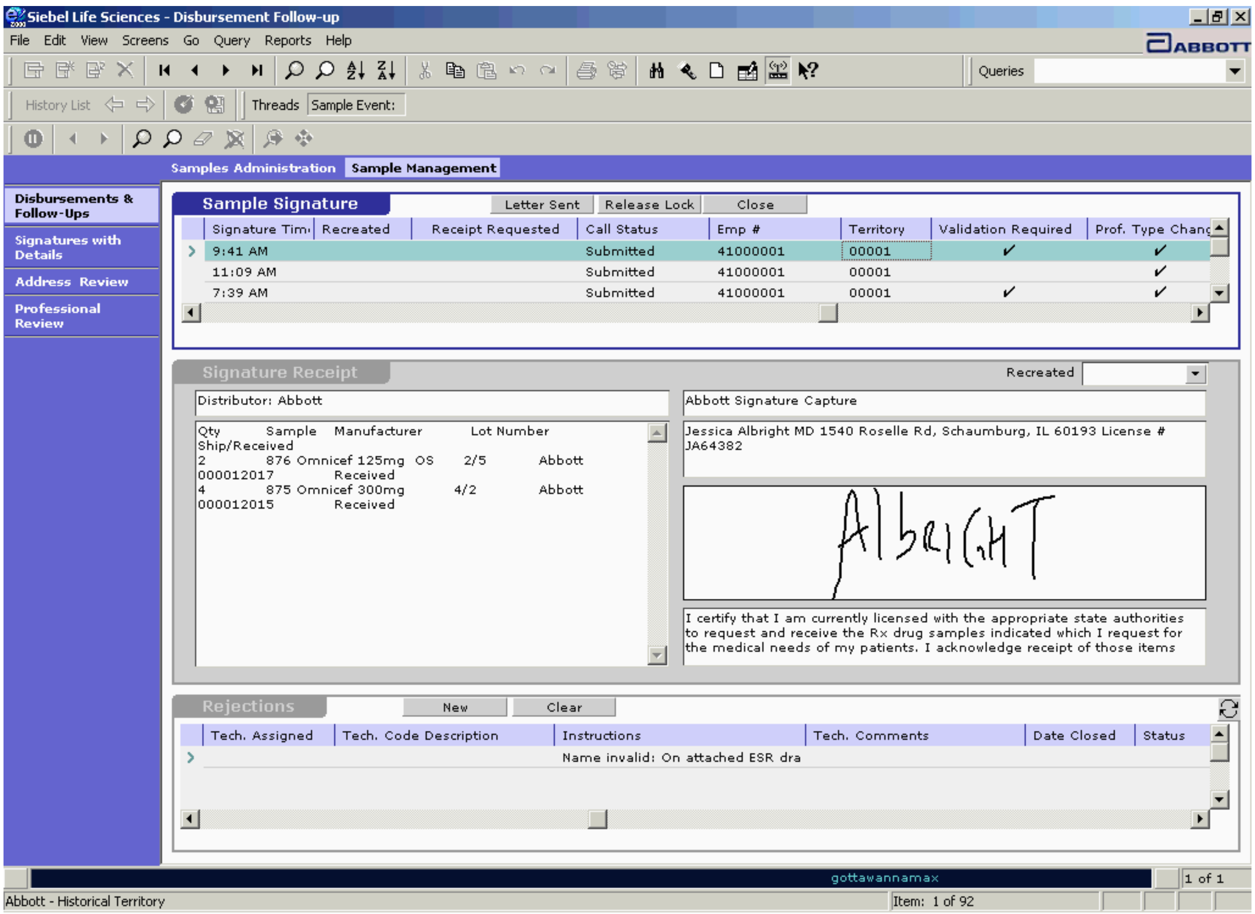


Figure 67 Result of using Letter Sent PDQ and dynamic query to display disbursement records for Territory 00001

6. Select the first record and then click the Close button.
7. Scroll to the right to confirm that the Process Status field displays "Closed."

Printing Reports from the Sample Management View

The MAX system provides you the ability to create reports to be used as follow up or as required in your BOPs. You will want to print and retain the reports to document your work as needed.

To view the reports available to you, select the Reports menu. This menu includes the following reports, which you can view in the Siebel Report Viewer. Each screen, Samples Administration and Sample Management will have its own set of reports.

Samples in Non-Sampling States

The Nucleus Pharma Ops Scrub process verifies all sampling professionals to make sure that their state license is valid in the state where they practice. This process prevents sales representatives from creating a sample disbursement call to a professional whose state license may be revoked, by setting the sampling status to Inactive. This process is also used for verifying Physician Assistants and Nurse Practitioners in the states where they practice. Nucleus Pharma will set the sampling status to Inactive in MAX for Nurse Practitioners (NP) or Physician Assistants (PA) in the states where it is not allowed to distribute drug samples to them. If the sampling status is Inactive or Pending, MAX will prevent the sales representative from creating a sample disbursement to that professional.

Sales representatives will have the ability to add a "new" professional into their MAX database and MAX allows all "new" professionals to be sampled once prior to the verification process. Therefore, the sales representative may create a new NP or PA professional profile and distribute samples in a state where it is not allowed. In order to find those professionals (NPs or PAs) who have been sampled in error, a report has been created for you. The report is titled Samples in Non-Sampling States. See Figure 68, which displays a copy of the report. If a sales representative has created a “one time sample” to a NP or PA in a state where distributing drug samples to them is not allowed per Abbott’s standards, a reject code will be added to the sample disbursement record automatically by the system. This information along with information about the sales representative and professional will appear in this report for further follow up by Sample Management. This report can be found in the Sample Management screen in the Disbursements and Follow-Up view.

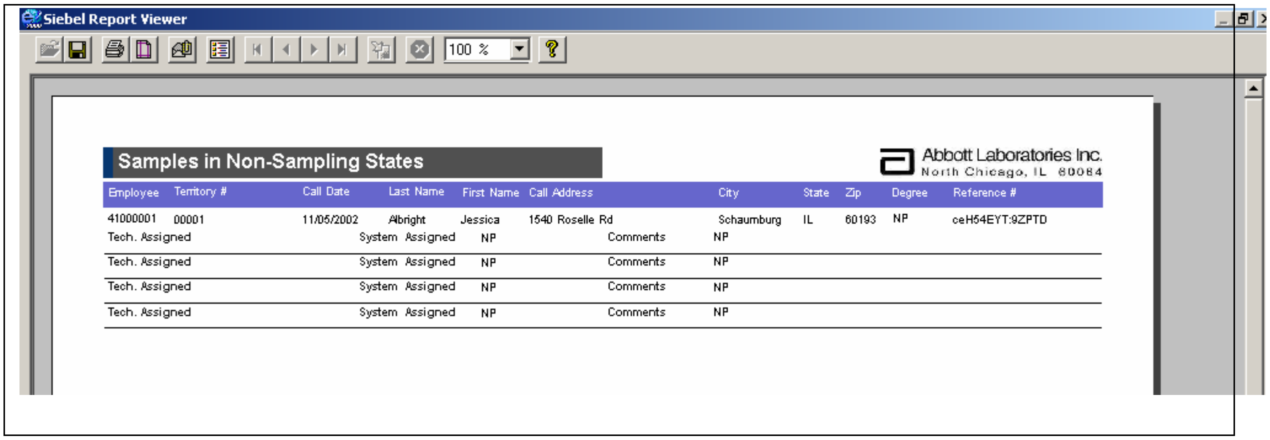


Figure 68 Samples in Non-Sampling States report

Reps with >5 Recreated Calls

Sales representatives create many sample disbursement calls in a day, in that process of making sample disbursement calls, disbursement errors will occur. In most cases the errors can be easily corrected using the rejection letter process. Other errors may consist of the representative having the wrong doctor sign for samples or an error made impacting their inventory in Omega, i.e., having the professional sign for the wrong product or quantity. These types of errors must be corrected by using the Recreate process.

This report was created to track when sales representatives create more than five Recreate calls in one month. It gives Sample Management the ability to easily review this report and escalate issues if needed. It also supplies room on the report for Sample Management to follow up with the sales representative to find out the reason for the Recreated calls and document the reason. This information helps to determine if further training is needed for the individual representative or as a guide for future training.

This report can be found in the Sample Management screen in the Disbursements and Follow-Up view.

Aging Report for "Letter Sent"

As sample disbursement records are rejected and letters are sent to the sales representatives, it is Sample Management's responsibility to ensure that the errors are corrected in a timely manner. In order to facilitate this process the Aging Report for "Letter Sent" was created. This report will systematically age the sample disbursement record from the day that the disbursement's status is changed to "Letter Sent." Sample Management has determined that an escalation process is needed for errors that exceed sixty days and have not been corrected. The escalation process is defined in **BOP.V-03500710.**

This report will age the disbursement records and break them out into the following categories:

A. More than 180 Days
B. Between 68 and 179 Days
C. Between 38 and 67 Days
D. Between 31 and 37 Days
E. Less than 31 Days

This report can be found in the Sample Management screen in the Disbursements and Follow-Up view.

Multi One-Time Sampling by Prof / Rep

As stated in the Samples in Non-Sampling States report, the Nucleus Pharma Ops Scrub process verifies all professionals to make sure that their state license number is valid in the state(s) that they practice. This process prevents sales representatives from creating a sample disbursement call to a professional whose state license may be revoked by verifying the state license number and setting the sampling status to Inactive.

Sales representatives will have the ability to add a "new" professional into their MAX database and MAX allows all "new" professionals the ability to be sampled once prior to the verification process. If a sales representative attempts to by-pass the verification process or inadvertently recreates a duplicate professional of one whose sampling status is currently Pending or Inactive, the sales representative along with the name of the professional will appear on this report. Sample Management will review this report weekly and take appropriate action. This report can be found in the Samples Administration screen, in the Signature Printing view.

Module 8: Samples Administration

The Samples Administration screen contains three different views:

- Samples History
- Signature Printing
- Historical Signature Data

Samples History

When you click on the Sample Administration screen tab, the Samples History view will be displayed. You can query the view by any of the fields that are available in the list applet. You can also create and save your own PDQs for future use in this view. As in other views, if you click and highlight a record in the list applet, that information will be viewable in the form applet below in an easier to view format.

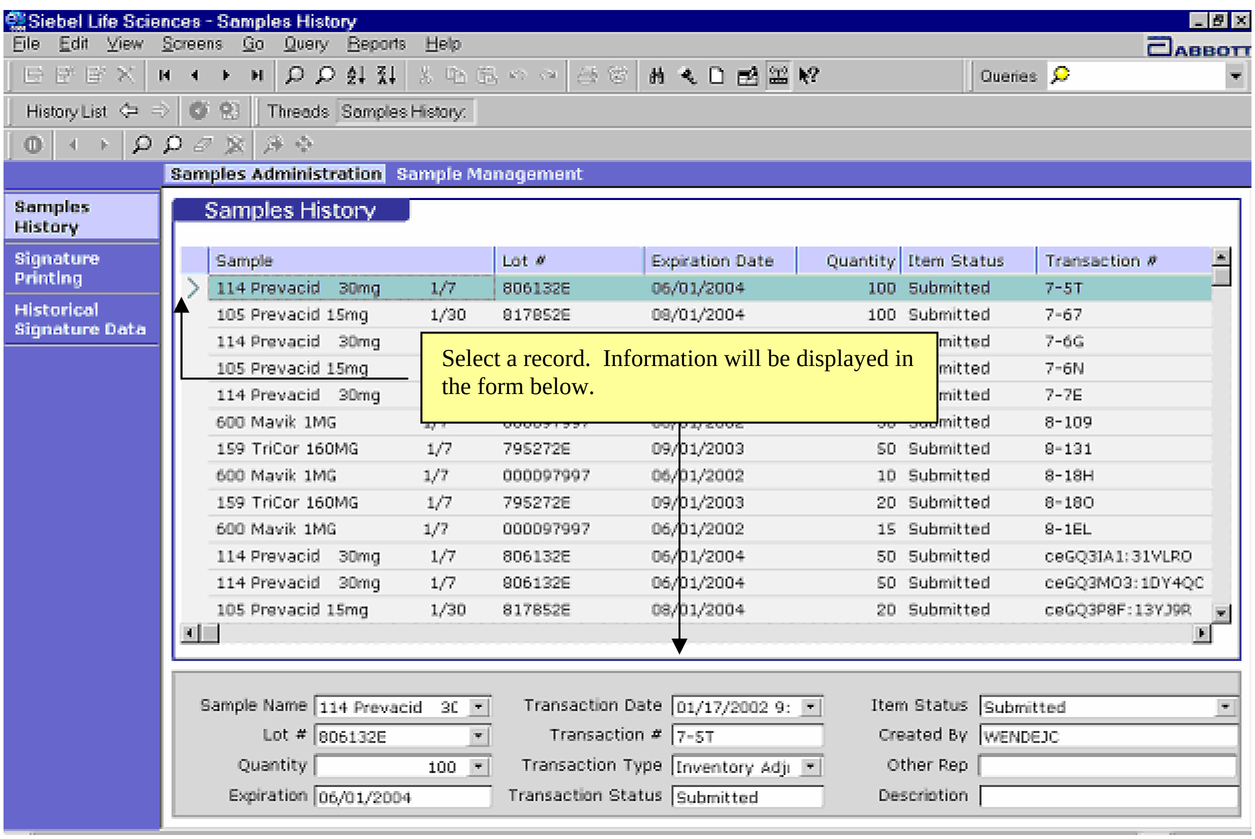


Figure 69: Samples History view

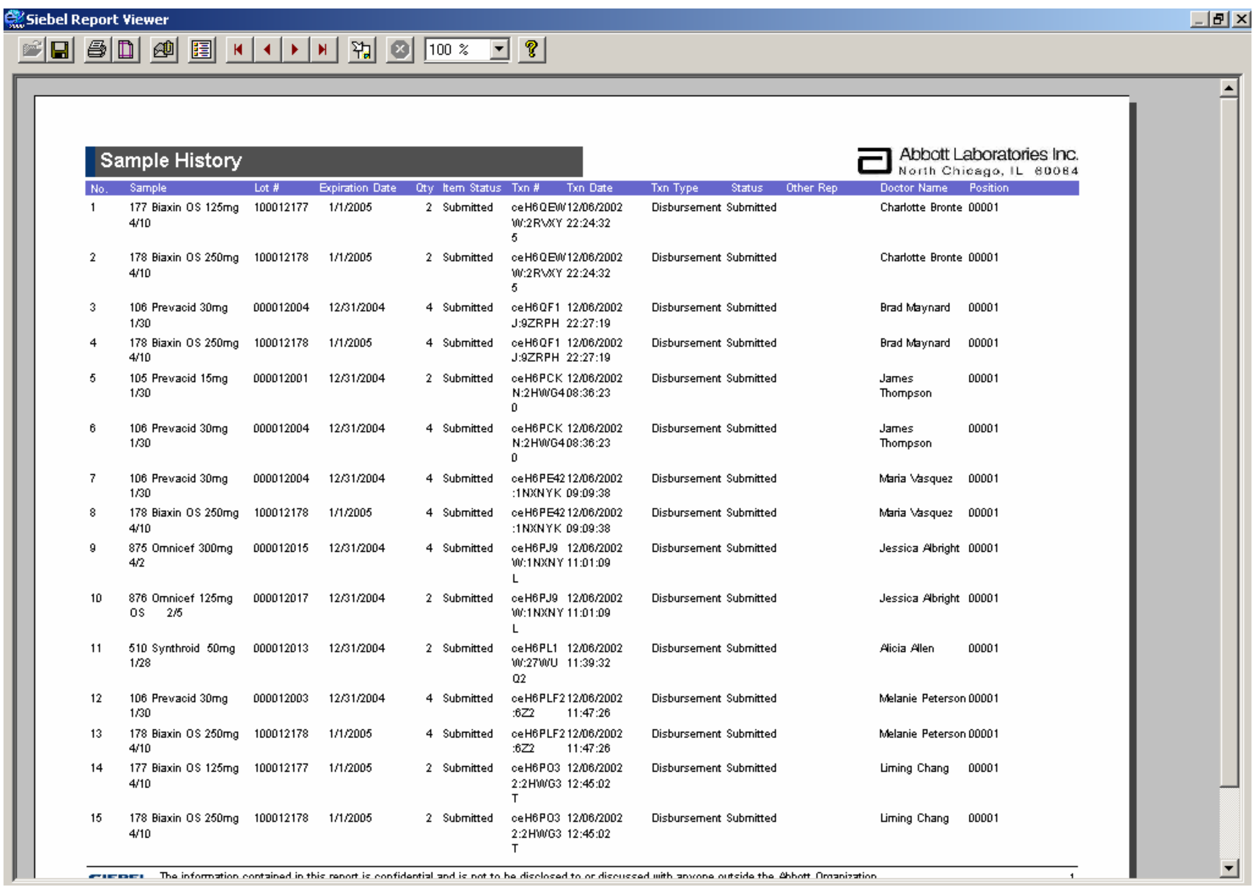
Reviewing a Sample History Report

If you have used a query to filter the sample history view, you can create a report for that information in the Siebel Report Viewer.

Using the Siebel Report Viewer

To use the Siebel Report Viewer, use the following procedure:

Step	Action
1	From the Reports menu, select Sample History. The Siebel Report Viewer opens.
2	Use the navigation bar at the top of the screen to review the report.
3	If desired, click the **Print** button to print a report.



No.	Sample	Lot #	Expiration Date	Qty	Item Status	Txn #	Txn Date	Txn Type	Status	Other Rep	Doctor Name	Position
1	177 Biaxin OS 125mg 4/10	100012177	1/1/2005	2	Submitted	ceH6QEW W:2RVXY 5	12/06/2002 22:24:32	Disbursement	Submitted		Charlotte Bronte	00001
2	178 Biaxin OS 250mg 4/10	100012178	1/1/2005	2	Submitted	ceH6QEW W:2RVXY 5	12/06/2002 22:24:32	Disbursement	Submitted		Charlotte Bronte	00001
3	106 Prevacid 30mg 1/30	000012004	12/31/2004	4	Submitted	ceH6QF1 J:9ZRPH	12/06/2002 22:27:19	Disbursement	Submitted		Brad Maynard	00001
4	178 Biaxin OS 250mg 4/10	100012178	1/1/2005	4	Submitted	ceH6QF1 J:9ZRPH	12/06/2002 22:27:19	Disbursement	Submitted		Brad Maynard	00001
5	105 Prevacid 15mg 1/30	000012001	12/31/2004	2	Submitted	ceH6PCK N:2HWG4 0	12/06/2002 08:36:23	Disbursement	Submitted		James Thompson	00001
6	106 Prevacid 30mg 1/30	000012004	12/31/2004	4	Submitted	ceH6PCK N:2HWG4 0	12/06/2002 08:36:23	Disbursement	Submitted		James Thompson	00001
7	106 Prevacid 30mg 1/30	000012004	12/31/2004	4	Submitted	ceH6PE42 :1NXNYK	12/06/2002 09:09:38	Disbursement	Submitted		Maria Vasquez	00001
8	178 Biaxin OS 250mg 4/10	100012178	1/1/2005	4	Submitted	ceH6PE42 :1NXNYK	12/06/2002 09:09:38	Disbursement	Submitted		Maria Vasquez	00001
9	875 Omnicef 300mg 4/2	000012015	12/31/2004	4	Submitted	ceH6PJ9 W:1NXNY L	12/06/2002 11:01:09	Disbursement	Submitted		Jessica Albright	00001
10	876 Omnicef 125mg OS 2/5	000012017	12/31/2004	2	Submitted	ceH6PJ9 W:1NXNY L	12/06/2002 11:01:09	Disbursement	Submitted		Jessica Albright	00001
11	510 Synthroid 50mg 1/28	000012013	12/31/2004	2	Submitted	ceH6PL1 W:27WU Q2	12/06/2002 11:39:32	Disbursement	Submitted		Alicia Allen	00001
12	106 Prevacid 30mg 1/30	000012003	12/31/2004	4	Submitted	ceH6PLF2 :6Z2	12/06/2002 11:47:26	Disbursement	Submitted		Melanie Peterson	00001
13	178 Biaxin OS 250mg 4/10	100012178	1/1/2005	4	Submitted	ceH6PLF2 :6Z2	12/06/2002 11:47:26	Disbursement	Submitted		Melanie Peterson	00001
14	177 Biaxin OS 125mg 4/10	100012177	1/1/2005	2	Submitted	ceH6PO3 2:2HWG3 T	12/06/2002 12:45:02	Disbursement	Submitted		Liming Chang	00001
15	178 Biaxin OS 250mg 4/10	100012178	1/1/2005	2	Submitted	ceH6PO3 2:2HWG3 T	12/06/2002 12:45:02	Disbursement	Submitted		Liming Chang	00001

The information contained in this report is confidential and is not to be disclosed to or discussed with anyone outside the Abbott Organization. 1

Figure 70 Sample History displayed in the Siebel Report Viewer

Exporting a Report to Excel

You can also export the Sample History report to an Excel spreadsheet, where you can perform more detailed analysis of the data.

Exporting a report to Excel

To export a report to Excel, use the following procedure:

Step	Action
1	Use a query to display the sample history information you want to export.
2	Select **Export** from the File menu.

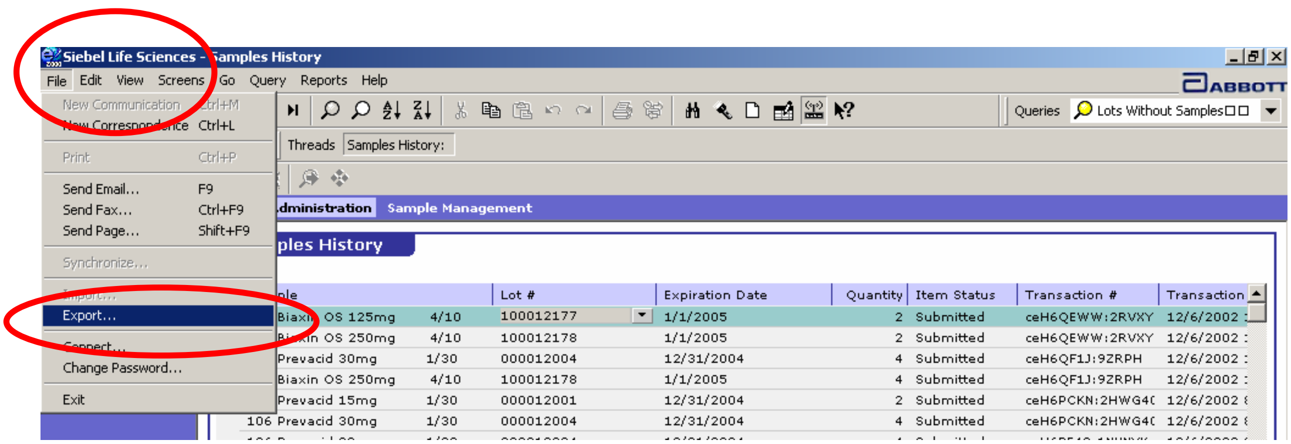


Figure 71 Starting the export of data

Step	Action
3	Complete the Export dialog box and click **OK.**

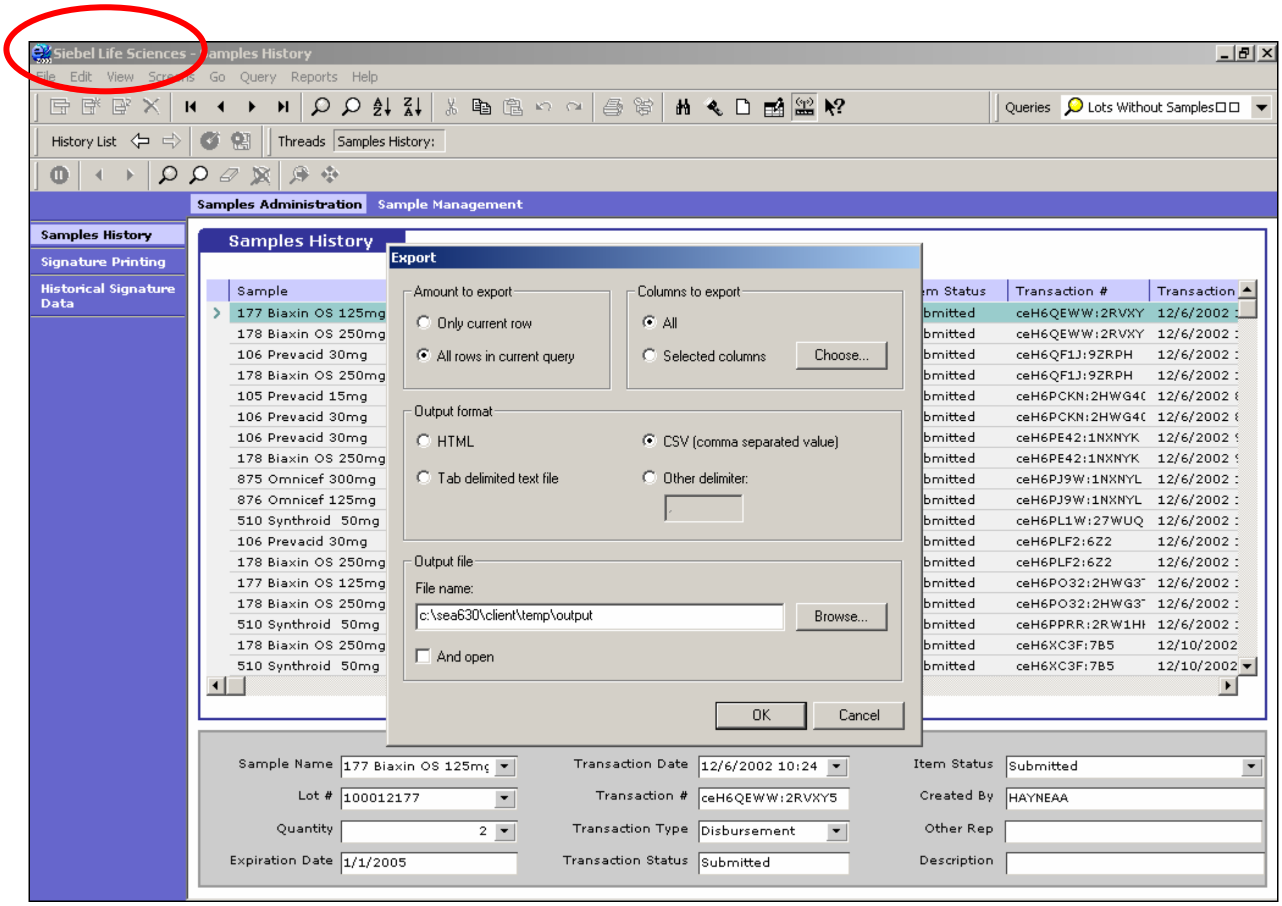


Figure 72 Completing the Export dialog box

Step	Action
4	Open Excel.
5	Select **Open** from the Excel File menu.

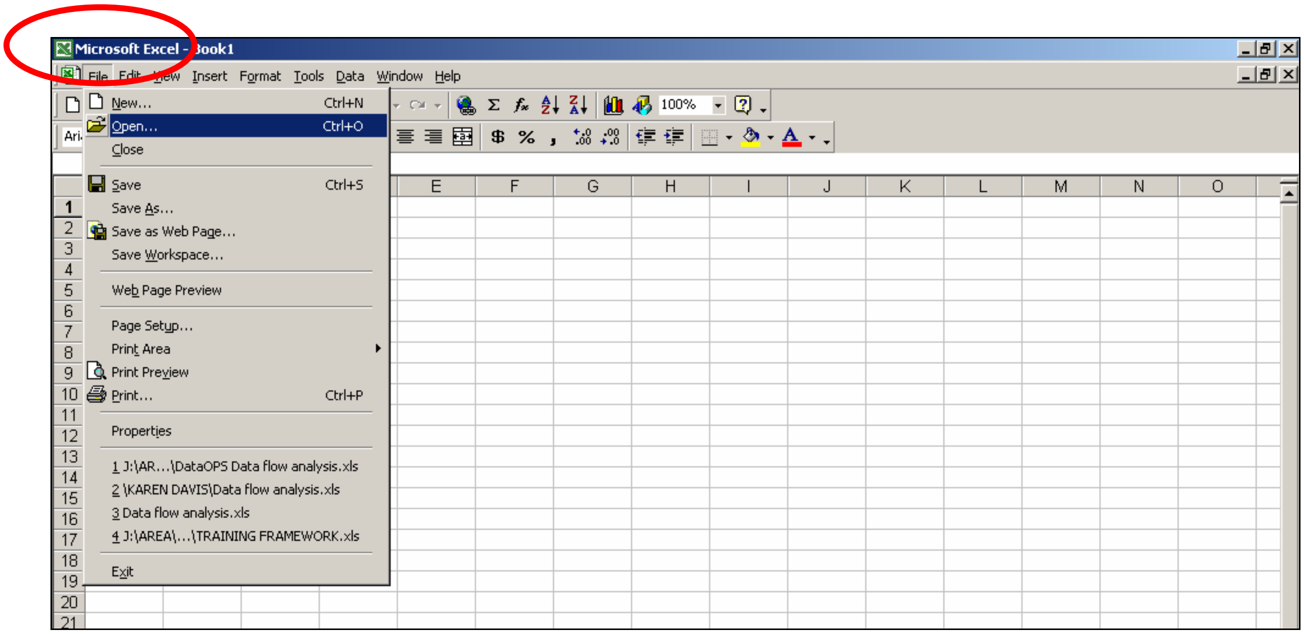


Figure 73 Beginning to import a report into Excel

Step	Action
6	In the Open dialog box, navigate to the location of the file you exported from MAX.

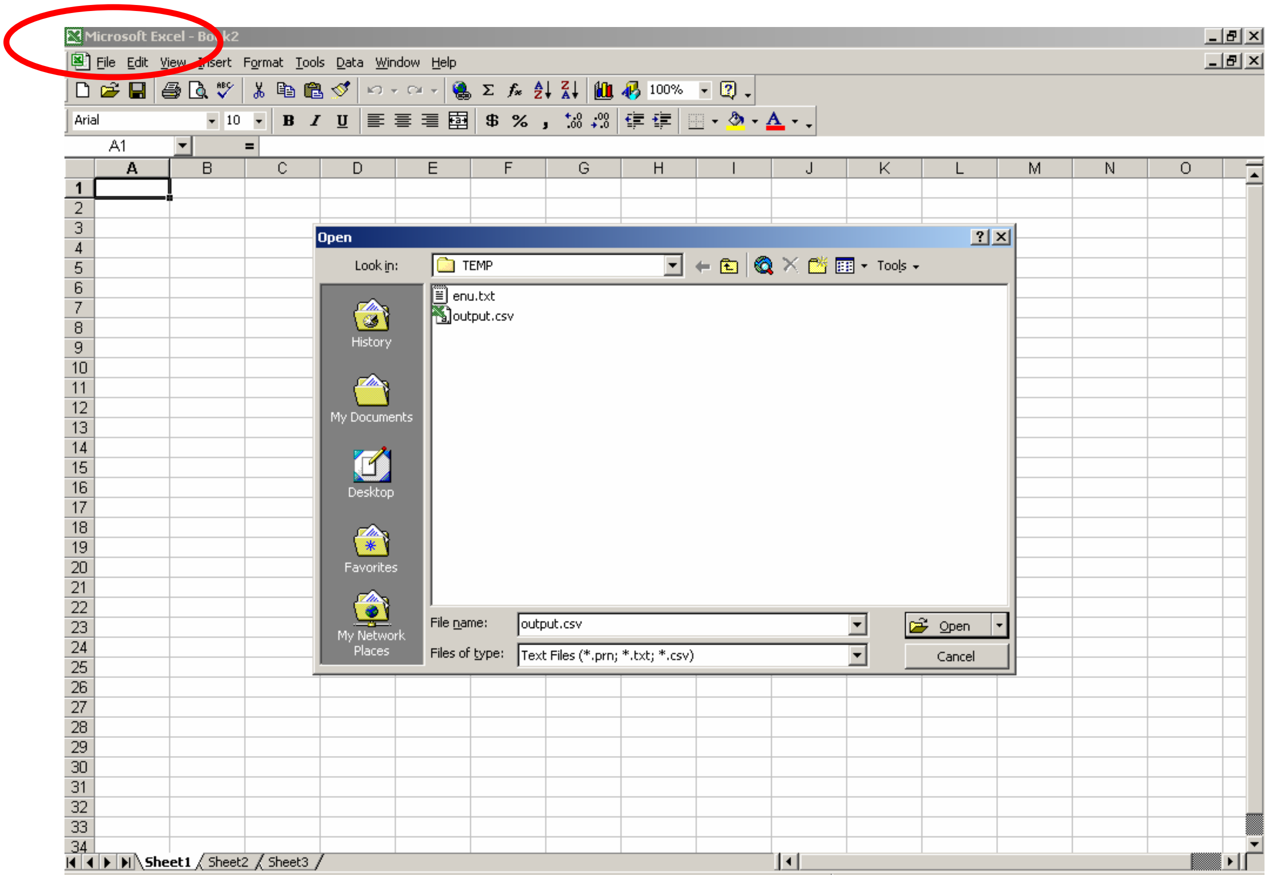


Figure 74 Opening a .csv file in Excel

Step	Action
6	Click Open. The report will open in Excel.
7	Adjust the columns as needed.
8	In Excel, select File, Save As and save the file.

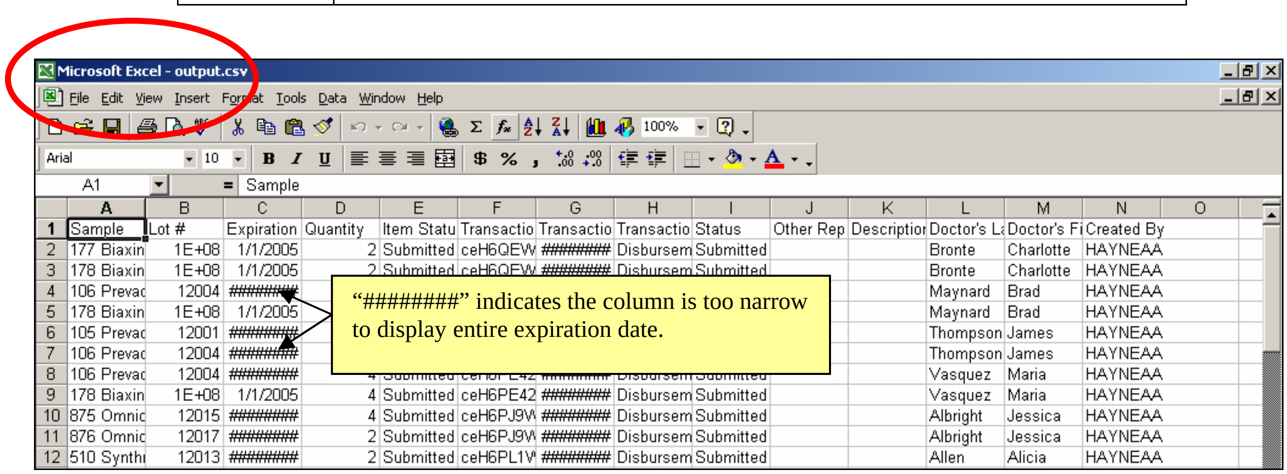


Figure 75 Report has been imported into Excel

Using Hyperlinks to "Drill Down" to Disbursement Details

By now, you probably realize that MAX offers you many ways to filter data and navigate between different views of the data. To complete your introduction to MAX, let's look at the way MAX uses hyperlinks to allow you to "drill down" from a high-level list to the details of the record.

To see this drill down feature, let's take a look at the Signature Printing view.

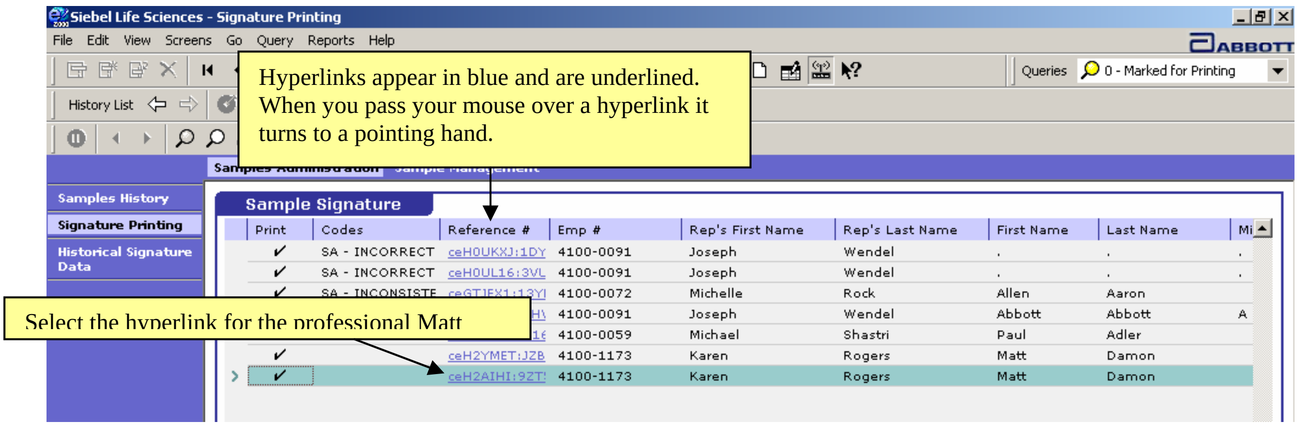


Figure 76 Hyperlinks displayed in MAX

To see more details about any of the records shown in the Sample Signature list applet, click the hyperlink in the Reference # field. The hyperlink will take you to the Disbursements & Follow-Up view of the record.

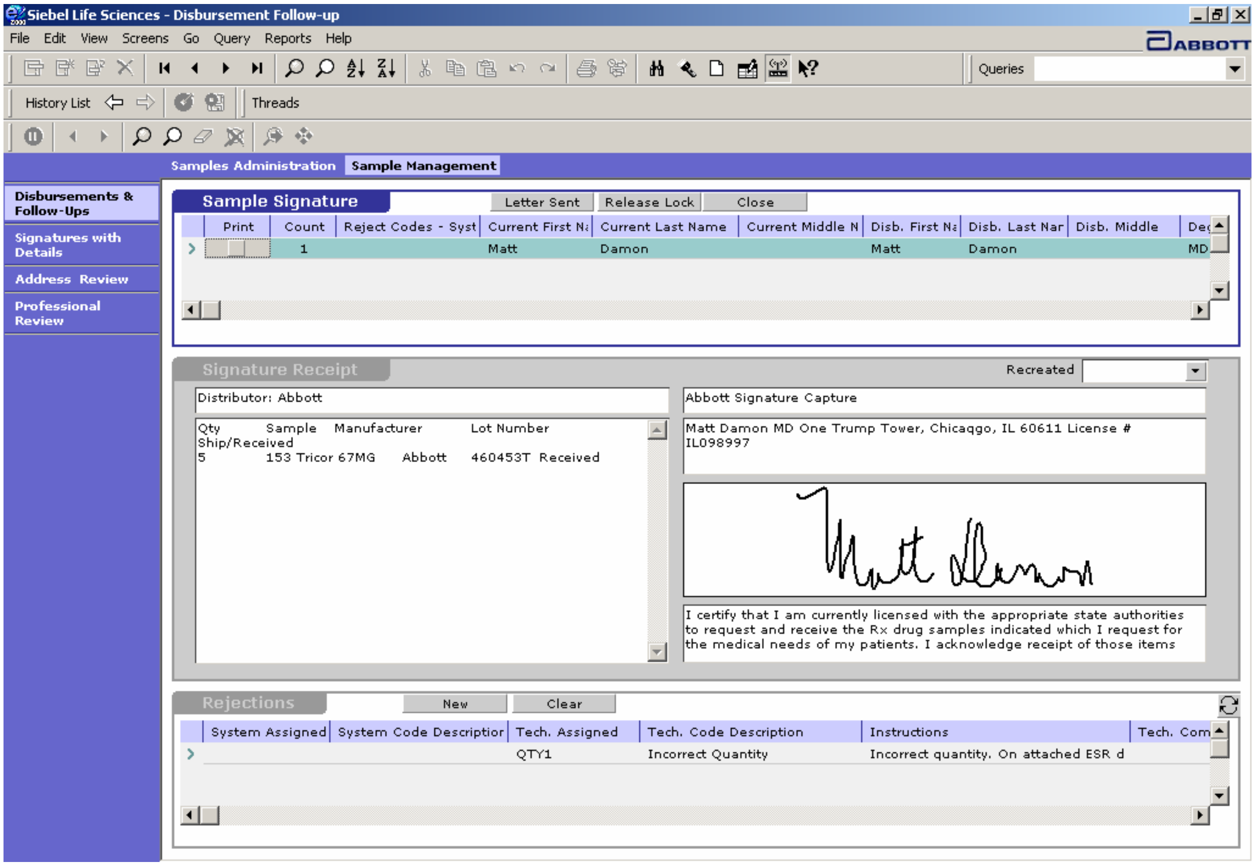


Figure 77 Result of selecting a hyperlink in the Signature Printing view

Appendix A: Reject Codes

A list of the reject codes appears on the next two pages.

System Assigned	Tech Assigned	Type	Display Value	Description (MIN 1 Char MAX 50 Chars)	Size	Order	Instructions for Letter (MAXIMUM 255 Characters)
N	Y	REJECTION_CODES	CLEAR	Cleared	[illegible]	1	
Y	Y	REJECTION_CODES	NAME1	Incomplete Name	15	2	Incomplete Name. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Update your laptop. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	NAME2	Incomplete Name	15	2	Incomplete Name. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Update your laptop. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	ADDR1	Incomplete Address	18	2	Incomplete Address. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	ADDR2	Incomplete Address	18	2	Incomplete Address. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	ADDR3	Incorrect/Incomplete City	25	2	Incorrect City. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date, write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	ADDR4	Incorrect/Incomplete Zip Code	29	2	Incorrect/Incomplete Zip Code. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	DISB1	Old call date	13	2	Call date is 45 days or more than current date. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	DISB2	Incorrect call date	19	2	Incorrect call date. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	DISB3	Incorrect time recorded	23	2	Incorrect time recorded. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	NP	Nurse Practitioner sampled in non-sampling state	48	15	NP sampled in non-sampling state. Recover samples and return on RGM. Correct sample quantities on attached ESR and NP signs and dates each change. If samples unrecoverable Rep writes "Samples Unrecoverable" on attached ESR and NP signs and dates.
Y	Y	REJECTION_CODES	PA	Physician Assistant samples in non-sampling state	49	15	PA sampled in non-sampling state. Recover samples and return on RGM. Correct sample quantities on attached ESR and PA signs and dates each change. If samples unrecoverable Rep writes "Samples Unrecoverable" on attached ESR and PA signs and dates.
N	Y	REJECTION_CODES	DISB8	Name does not match practitioner signature	42	5	If practitioner who signed does not match the name on the attached ESR, draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	DISB4	Missing signature	18	11	Missing signature. Practitioner must sign and date attached ESR. Return ESR to Sample Management.

System Assigned	Tech Assigned	Type	Display Value	Description (MIN 1 Char MAX 50 Chars)	Size	Order	Instructions for Letter (MAXIMUM 255 Characters)
Y	Y	REJECTION_CODES	DIS87	Rep sampled an expired lot#	28	15	Expired lot #. Recover samples and return on RGM. Correct sample quantities on attached ESR and Practitioner signs and dates each change. If samples unrecoverable Rep writes "Samples Unrecoverable" on attached ESR and Practitioner signs and dates.
N	Y	REJECTION_CODES	DIS85	Invalid/Incomplete signature	29	11	Invalid/Incomplete signature. Practitioner must sign and date attached ESR. Return ESR to Sample Management.
Y	Y	REJECTION_CODES	DIS86	Incorrect MD/DO/NP/PA.	22	2	Incorrect MD/DO/NP/PA. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
N	Y	REJECTION_CODES	OTHER	Other	5	17	Please see comments
N	Y	REJECTION_CODES	QTY1	Incorrect quantity	18	2	Incorrect quantity. On attached ESR draw a single line through the incorrect quantity, record the correct quantity beside it and have the Practitioner sign and date each change.
N	Y	REJECTION_CODES	QTY2	Incorrect product code and/or quantity	38	2	Incorrect product code and/or quantity. On attached ESR draw a single line through the incorrect product code and/or quantity, record the correct product code and/or quantity beside it and have the Practitioner sign and date each change.
N	Y	SIGN_REJECTION_CODES	SA - INCOMPLETE	Incomplete signature	20	11	Incomplete signature. Practitioner must sign and date attached ESR. Return ESR to Sample Management.
N	Y	SIGN_REJECTION_CODES	SA - INCORRECT1	Incomplete Name	15	2	Incomplete Name. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Update your laptop. Return ESR to Sample Management.
N	Y	SIGN_REJECTION_CODES	SA - INCORRECT2	Incomplete Address	18	2	Incomplete Address. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
N	Y	SIGN_REJECTION_CODES	SA - INCORRECT3	Incorrect MD/DO/NP/PA	21	2	Incorrect MD/DO/NP/PA. On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
N	Y	SIGN_REJECTION_CODES	SA - INCORRECT4	Name does not match practitioner signature	42	5	If practitioner whose signed does not match the name on the attached ESR, draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
N	Y	SIGN_REJECTION_CODES	SA - INCONSISTENT	Signatures are inconsistent	27	7	Signatures are inconsistent
N	Y	SIGN_REJECTION_CODES	SA - OTHER	Other	5		Please see comments
Y		REJECTION_CODES	ADDR_INVALID	Address is invalid			Addr. Invalid: On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.
Y		REJECTION_CODES	PROF_INVALID	Professional is invalid			Name Invalid: On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Update your laptop. Return ESR to Sample Management.
Y		REJECTION_CODES	PROF_TYPE	Professional Type recorded differs than actual			Prof Type Chg: On attached ESR draw a single line through the incorrect information, record the correct information beside it, sign, date and write an explanation for the change. Return ESR to Sample Management.

Appendix B: Glossary

Applet: A data layout. MAX uses two types of data layout, lists and forms.

Ellipses: A symbol made up of three periods (**…**) In computer menus, used to indicate additional options are available. In MAX, used as the label for a button that opens a multi-valued grid (MVG).

Field: A piece of data that makes up a record.

History bar: A MAX toolbar used to re-trace a user's path through various views and screens.

List of Values (LOVs): The data values that make up a pick list.

Multi-valued grid (MVG): Used to display the multiple values contained in a field.

Navigation shortcut: Combinations of keystrokes that replace the use of a mouse to select an option from a menu or toolbar.

Organization: A sales force.

"Pick list": A list of values (LOVs) used to make data entry fast, consistent, and compliant with business rules. Usually displayed as a drop-down list.

Position: A territory.

Pre-defined query (PDQ): A commonly used query that the system admin creates and maintains for a view. PDQs are accessed from the Pre-Defined Query bar.

Pre-Defined Query bar: Contains a drop-down list of pre-defined queries created by the System Administrator or by users.

Record: A collection of fields that describe a single disbursement.

Screen: A collection of views that are all related to a common work area.

Screen bar: Lists available screens. Used to navigate between screens.

View: Collections of fields, usually organized around a common subject, such as professional name.

View bar: Lists available screens. Used to navigate between views.

Appendix C: Navigation Shortcuts

Function	Laptop Shortcut	PDA Shortcut	Note
Add new record	CTRL + N	CTRL + N	
Insert new record	CTRL + I	CTRL + I	
Delete record	CTRL + D	CTRL + D	
Copy record	CTRL + B		
Cut	CTRL + X	CTRL + X	
Copy	CTRL + C	CTRL + C	
Paste	CTRL + V	CTRL + V	
Undo	CTRL + Z	CTRL + Z	
Redo	CTRL + Y	CTRL + Y	
Print	CTRL + P		
New query	CTRL + Q	CTRL + Q	
Refine query	CTRL + R	CTRL + R	
Save query as	CTRL + S		
Find	CTRL + F	CTRL + F	
Undo	CTRL + Z	CTRL + Z	
Execute query	ENTER	ENTER	
Clear		DELETE	
Next Record	Ctrl+Down	Ctrl+Down	Ctrl is not needed
First Record	Ctrl+Page Up	Alt+Ctrl+PgUp	Alt is needed on the PDA
Last Record	Ctrl+Page Dn	Alt+Ctrl+PgDn	Alt is needed on the PDA
Previous Record	Ctrl+Up	Ctrl+Up	Ctrl is not needed
New Correspondence	Ctrl+L		

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