IRMS

Field Codes Guide

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Chapter 1   Introduction

Welcome to IRMS

Now that you have implemented the **Information Request Management System** (**IRMS**) from Online Business Applications, Inc. (OBA) for your medical communications solution, there are many field codes that are used in the generation of response letters and emails. This guide lists the merge and replacement fields used in the Medical Information system.

Purpose of this Manual

The purpose of this guide is to provide a list of the merge and replacement fields used in response letters and emails.

This manual is intended for IRMS Users who create documents and emails.

How to Use this Guide

What this guide includes

This guide includes the merge and replacement fields used throughout the IRMS application.

How this guide is setup

Each chapter in this guide provides information on specific field codes used in IRMS. Chapter 1 provides an introduction to IRMS and this guide.

Chapter 2 Merge Field Codes discusses how to insert merge field codes into different documents. Following the explanation there is a list of all the merge fields used in IRMS organized by module and screen.

Chapter 3 – Replacement Field Codes discusses how to insert replacement field codes into different email templates. Following the explanation there is a list of all the replacement fields used in IRMS organized by module and screen.

Chapter 4 – Appendixes provides an index of the where to find specific field codes in alphabetical based on the screen name of a field.

Chapter 5 – Index provides a listing of the topics discussed in the guide.

Key to the Guide:

◈	Explanation of data field
☑	Explanation of Checkbox
◉	Explanation of Radio Button
■	Explanation of Command Button
➡	**Recommendation from OBA**

Important Information – Please Read

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Make a Note

Additional information is explained here.

Communicating with Online Business Applications, Inc.

Via Phone

Account Management	**(630) 243-9810** ext **215**.
Sales	**(630) 243-9810** ext **209**.
Technical Support	**(630) 243-9810** extension **250**. Support Team Hours – 8:00 AM to 6:00 PM US Central Standard Time.
Training	**(630) 243-9810** ext **218**.

Via Website

Our website is **www.IRMS*Online*.com.** To contact us from our website, go to the Quick Links section on the Home page and click Email Support or Email Sales.

Visit our website for information on new releases, documentation, training, the IRMS User Group, and the latest information at Online Business Applications, Inc.

Via E-mail

E-mail us at **Support@IRMS*Online*.com**.

Via Fax

Fax number is **630-243-9811**.

Browsing our Website

Our website at **www.IRMS*Online*.com** contains the latest information on OBA and IRMS.

Everything from information on our products, news articles on the latest workshops, current and previous newsletters, registration for training classes and workshops, to User Group information is available. This is the place with the latest updates on new IRMS releases, education, and documentation.

We are creating a new *User Center* with IRMS Knowledge Base Articles, Tips & Tricks, FAQ's, Client Workshop Presentations, and Focus Group Results. It should be available soon on the website.

Information on the latest version of IRMS

The Support menu provides information about new features and functionality added to IRMS. Information for previous versions is also available here. From the Support menu, click Release Notes or Documentation. The following information is available.

Release Notes	View the latest release notes to find out what's changed in IRMS. Release Notes for previous versions are also found here.
Release Documents	View the latest documents for a release. The set of documents for a new version includes User Requirement Specifications, Functional Specifications, Upgrade Instructions, and Deployment Plans.
Documentation Guides	View the guides for current and previous releases of **IRMS**. In 2006 OBA began releasing documentation for each major release.

Information on IRMS Education

The Services menu provides information about training courses and training class availability. From the Service menu, click Education. The following information is available.

Course Descriptions	View the latest courses offered to efficiently operate IRMS.
Training Classes	Find out when and what training courses are offered at the IRMS Education Center in Lemont, Illinois.
Training Packet	Download a Training Packet containing all the information needed to select and schedule a training class at the OBA Education Center. You can also register for classes online.

IRMS Support

The Support Team answers questions and responds to problems encountered in IRMS. Important information about our Support Team is listed below.

Contacting the Support Team

Support Team Hours:	Monday through Friday **8:00 AM to 6:00 PM** US Central Standard Time
Phone:	**(630) 243-9810** extension **250**
Email:	**support@IRMS*Online*.com**

How the Support Team Works

When a call is received by the Support Team it is logged into a Support Database. At this time a case number and priority is assigned. The case is assigned to a member of the Support Team.

The question or problem is investigated by the Support Team. During the investigation the Support Team may request additional information. This may include additional questions, screen prints, and reports. If a problem cannot be resolved quickly, sometimes a workaround is provided until the problem can be fixed.

If the problem is not resolved in a reasonable amount of time, the problem is escalated to the next level of support. The Support Team member assigned to the case will provide periodic updates on the status of the problem and call with a resolution or workaround.

Reporting a Problem to Online Business Applications

It is important to notify OBA of problems. Any information provided (screen name, action being taken, etc.) will help to eliminate these issues in future releases of IRMS. Serious problems affecting the operation of **IRMS** will be addressed as soon as possible.

The Best Way to Report a Problem

When problems are found in IRMS, they should be reported to the Support Team at OBA with as much detail as possible. Below is a list of information that may be requested to aid in resolving problems. Additional information may be requested after contacting our Support Team.

❑ **Provide a screen printout (if needed)**

A screen can be captured by executing the following steps:

1. Move the error message so any important information can be seen in the screen capture.
2. With the error displayed on the screen, press the **Print Screen** key located on the top row of the keyboard.
3. Activate Microsoft Word and start a new document.
4. Perform a **Paste**. (Point to **Edit** from the menu bar and click **Paste** from the options presented.)
5. Print the screen to fax to OBA. Provide details on the process being executed. For example, what was clicked and data that was entered.

6. If manually faxing a screen print, fax it to **630-243-9811**. If electronically faxing or e-mailing, save the document to a file to be attached to the message or use File Send to **support@IRMS*Online*.com**.

❑ **Provide a report sample (if needed)**

If there is a problem with a report, a report sample will be requested by the Support Team. If providing a report in error, follow the steps below to send the report to OBA:

1. Email the report as a PDF. Provide the Report Type and Criteria. Provide any other details about how the report was printed, what options were selected, and what parameters were entered. Email the report to **support@IRMS*Online*.com**.

2. If manually faxing a report, print the report and fax it to **630-243-9811**. Include the company name, contact information, a brief description of the problem, the report type and criteria with any additional information.

❑ **Capture workstation settings (if needed)**

Workstation settings can be emailed to OBA by executing the following steps:

1. From the IRMS toolbar point to **Help** and click **About IRMS**. The **About IRMS** screen is displayed.

2. An email screen is opened with the current IRMS values. Enter a brief description of the error in the subject line and enter your contact information in the body of the email. Click **Send Email to Online**.

❑ **Schedule a Webex session (if needed)**

If a problem is persistent and cannot be resolved based on the requested information, the Support Team may request a Webex session to walk through the problem. If requested, the Support Team will provide the necessary information for the Webex session.

IRMS Education

Online Business Applications, Inc. offers a variety of education for all its products. Training is provided in Continuing Education Courses and Workshops.

❑ Continuing Education Classes offered at the IRMS Education Center in Lemont, Illinois.

❑ Continuing Education Courses offered at the Client's location.

❑ Semi-Annual IRMS Workshops offered at the Drug Information Association show and various locations throughout the country.

How to Find Education Information

Available Courses:	**www.IRMS*Online*.com**	**Services** / **Education**
Workshop Information:	**www.IRMS*Online*.com**	**Home Page**
Class Location:	**IRMS Education Center** in Lemont, Illinois or Client's Location	

Contacting the Education Team

Phone:	**(630) 243-9810** extension **218**
Email:	**training@IRMS*Online*.com**

Overview of Training

During the implementation of IRMS, Administration and Basic User courses are taught. At this time, the training courses are tailored to meet the client's business requirements defined during the Business Development Meeting.

After IRMS has been used for a while, clients can receive additional training by attending workshops, attending continuing education courses at OBA, or scheduling training at the client's location. Courses are tailored to meet the requirements of the individual and client.

Who Should Receive Training?

New Users - After the initial training of IRMS personnel during implementation, new employees may move into the Medical Information Department to work with IRMS. New Users should receive Basic User Training. If the employee will have Administration responsibilities, they should receive Administration Training.

Users Needing In Depth Knowledge – After using IRMS for a while, some clients request additional training for specific functions in IRMS. Continuing Education Courses meet this request.

Continuing Education Courses

For more information on our courses, visit our website at **www.IRMS*Online*.com**.

Basic User Training	**Advanced User Training**	**Reporting & Query**
Documents in Depth	**System Administration**	**System IT Training**
Adverse Events	**Product Complaints**	

Effective Tables Admin for Effective Entry and Reporting

IRMS Documentation

There are several documentation guides available which describe how to efficiently operate IRMS. Each guide focuses on a specific function of IRMS. The documentation guides are updated to match new releases of IRMS. The guides are available on the website.

How to find Documentation Guides

Website:	**www.IRMS*Online*.com**	**Support / Documentation**
New Installation:	Documentation Folder installed during installation	

Contacting the Documentation Team

Phone:	**(630) 243-9810** extension **203**
Email:	**documentation@IRMS*Online*.com**

Current Documentation Guide

IRMS Maintenance Guide	A detailed guide explaining how to maintain the **IRMS** environment for efficient operations, **IRMS** maintenance that may be performed, and an overview of the **IRMS** upgrade process.

Additional Guides Available from Online Business Applications, Inc.

IRMS Administration Guide	A detailed guide explaining how to setup **IRMS**, define system security, add users, define parameters, and setup initial table values.
IRMS Adverse Events Guide	A detailed guide explaining how to use the Adverse Events module of **IRMS**. (Module purchased separately.)
IRMS Document Management Guide	A detailed guide explaining how to add and maintain documents, set up letter formats, and use letter templates in **IRMS**.
IRMS How To Guide	A short, simple guide explaining how to log into **IRMS**, enter new cases, create letters, and process response letters.
IRMS Merge Fields Guide	A guide containing a complete listing of merge and replacement fields in **IRMS**.
IRMS Product Complaints Guide	A detailed guide explaining how to use the Product Complaints module of **IRMS**. (Module purchased separately.)
IRMS Reporting Guide	A detailed guide explaining the reports available in **IRMS** and how to setup ad hoc reports using the **IRMS** Report Wizard.
IRMS Users Guide	A more advanced, detailed guide explaining how to launch **IRMS**, enter cases, create letters, process letters, find information, and more.

IRMS User Group

The IRMS User Group was established in 2006. The purpose of the IRMS User Group is to provide effective two-way communications between Online Business Applications (OBA) and its customers. The goal of the user group is to provide:

❑ A means by which customers can influence the direction, development and support of the IRMS software product

❑ An efficient mechanism for OBA to share information about IRMS

❑ A forum for the exchange of practical IRMS implementation and user experiences

Contacting the User Group Liaison at OBA

Phone: **US Code (630) 243-9810** extension **215**

Email: **David.Hayward@IRMS*Online*.com**

How to Join the IRMS User Group

The IRMS User Group is a fully independent organization. The User Group Chairperson is elected from participating clients. Focus Groups are offered that meet regularly to discuss issues that directly affect the enhancement process of our software. In addition, issues of a general nature affecting the gathering of medical information and industry issues are discussed.

Any client with IRMS installed is welcome to join the user group. Conference calls are held frequently to discuss User Group business. Participation from our clients is encouraged. The meetings are organized and chaired by one of the User Group Members (client).

User Group meetings are held at our semi-annual workshops.

For more information on the User Group, visit our website. To join the IRMS User Group register at **www.IRMS*Online*.com**   **Support / User Group**.

Chapter 2　　Merge Field Codes

Overview

IRMS provides the ability to substitute specific pieces of data into Openings, Closings, and Standard documents using merge fields. This chapter explains how merge field codes work with different types of documents and the merge field codes that are available in IRMS.

The Merge Field Codes are used when creating Opening and Closing templates, as well as Standard documents. These documents are created in MS Word. The templates and standard documents are defined in Document Maintenance and incorporate the content from MS Word. For more information about defining different types of documents, see **Document Maintenance** in the *IRMS Document Management Guide*.

Documents can be setup in MS Word in one of two ways.

- Document content can be setup in MS Word independently and imported into IRMS Document Maintenance at a later time when the templates and standard documents are defined.

- MS Word can be accessed from Document Maintenance and the document content can be setup at the same time the template or standard document is defined.

Reasons to Use Merge Field Codes

➢ Merge fields are used to insert data elements into Standard Documents and Opening and Closing Templates.

➢ Merge fields provide the ability to merge data elements into the content of a document. For example, substituting "*Jennifer Smith*" for the Merge Field **RepName**.

➢ Merge fields provide the ability to merge multiple data elements into a single merge field in a document. For example, substituting "*Dear Dr. Tanner*" for the Merge Field **FullSalutation**.

Prerequisites (Cautions) Prior to using Merge Field Codes

➢ To add or update documents with merge fields, the user needs rights to access **Document Maintenance**.

➢ To use merge fields in Response Letters, the user needs rights to create and update Response Letters in **Case Entry**.

Working with Merge Fields

Merge fields are inserted into documents and templates from Document Maintenance. Document Maintenance accesses Microsoft Word when adding or editing information for a Response Letter. Below is an explanation of how to insert merge fields into documents.

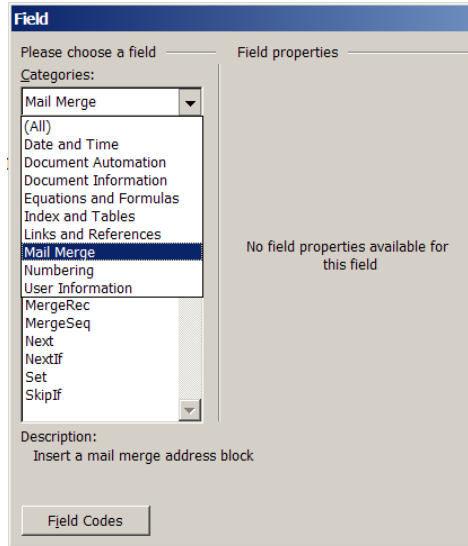### How to Insert a Merge Field into IRMS

Microsoft Word is used to insert IRMS Merge Fields into documents. A list of IRMS Merge Fields follows the explanation on **How to Insert a Merge Field**.

1.   Access **Microsoft Word** either from the desktop or within **IRMS** from the **Document Maintenance** screen.

2.   Access the document to contain the merge field. In Microsoft Word, navigate to the appropriate location in the document for the merge field and then select **Field** from the <u>**Insert**</u> menu. The <u>**Field**</u> screen is displayed as shown.
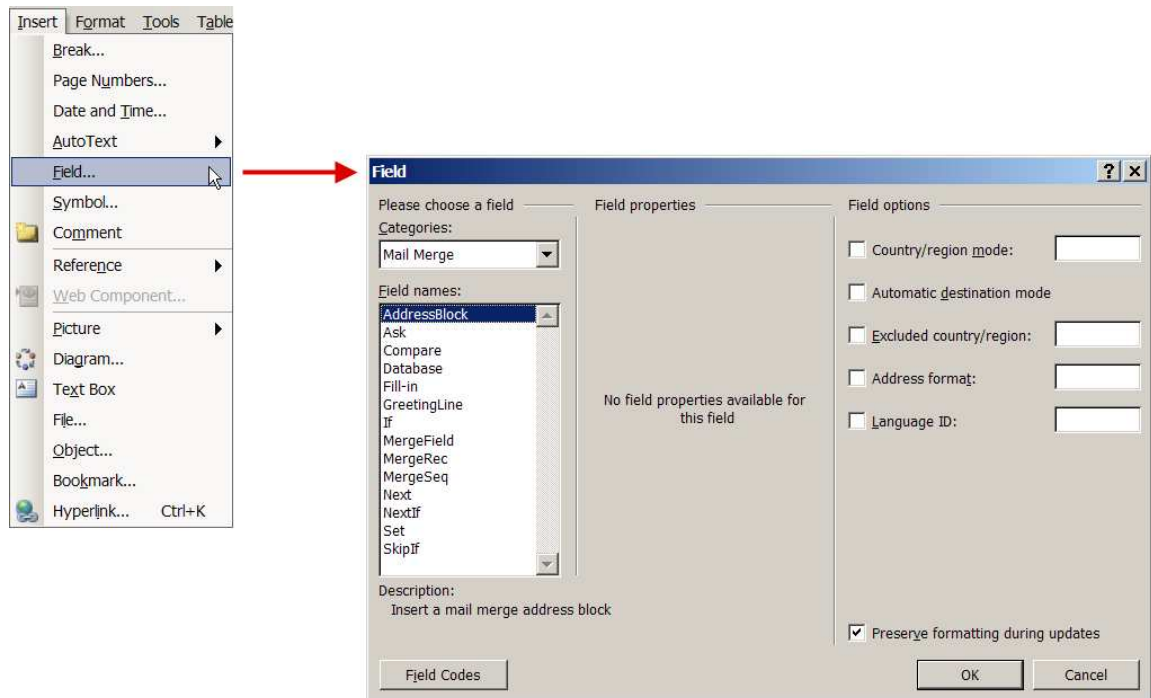
Insert a Merge Field - Step One

3.   From the **Categories** pick list, click **Mail Merge** as shown.

Insert a Merge Field Step Two

4.   From the **Field names** pick list, click **MergeField** as shown. The **Field properties** section is displayed as shown.
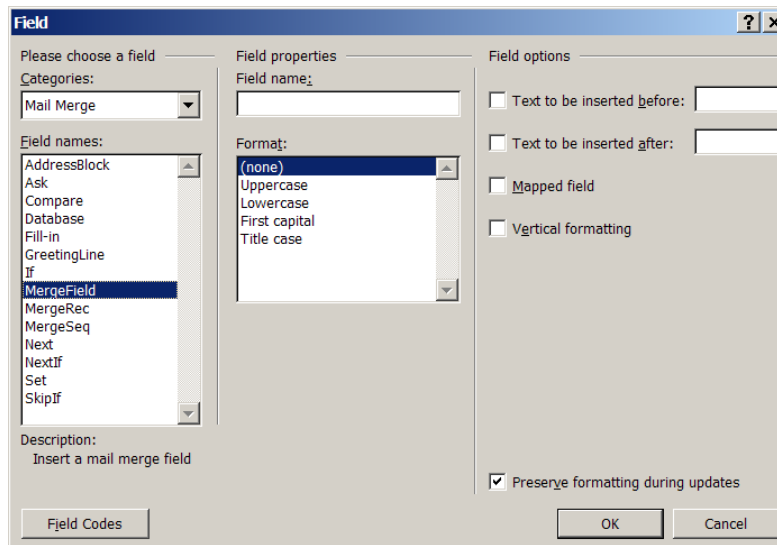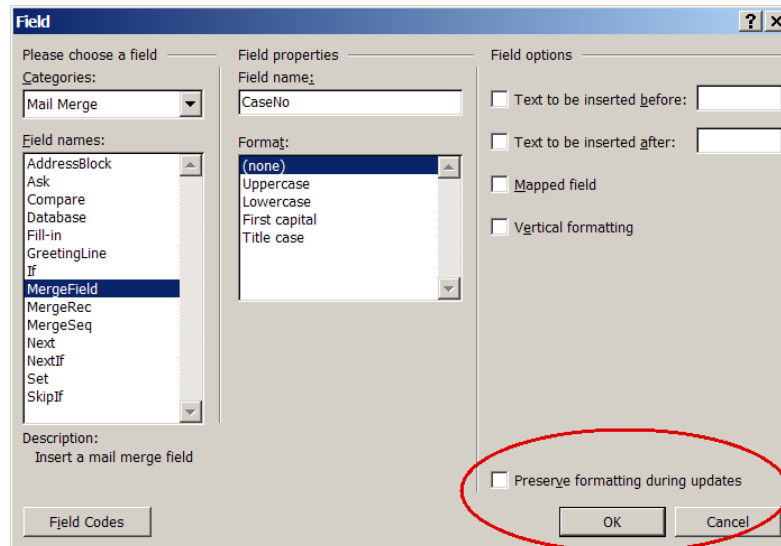
Insert a Merge Field - Step Three

5.   Enter an **IRMS** Merge Field into the **Field name** in the **Field properties** section as shown. (A complete list of the Merge Fields is included in this chapter).

Insert a Merge Field - Step Four

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6.	Un-check the **Preserve Formatting during updates** box.

Insert a Merge Field - Step Five

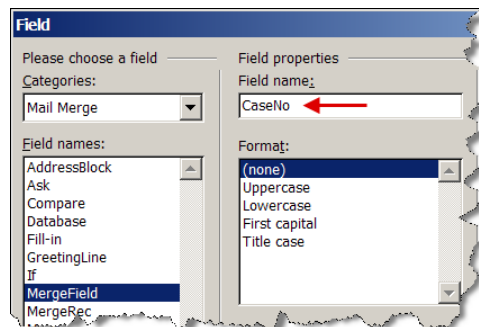7.	Select **OK**. Microsoft Word will insert the field into the document. The field is displayed with double greater than and less than symbols. For example, the merge field FullSalutation is displayed as **«FullSalutation»**.

8.	When changes to the document are complete, save the document. If the document was opened from Document Maintenance, the Document Maintenance screen is displayed with the new changes.

When the document is merged in the **Response Letter** screen, the data from Case Entry, Product, Document or Signature Maintenance will be substituted in the document.

MEDICAL INFORMATION MERGE FIELD CODES

The Medical Information merge field codes are defined for fields in **Case Entry**, **Response Letters**, **Product Maintenance**, **Document Maintenance**, **Signature Maintenance**, and **Division Parameters**.

If a merge field is blank, then the field is not incorporated into the document. For example, if "*RepName*" is used in the document and the Representative's name is blank in **Case Entry**, then the field is not incorporated into the final substitution.

If a merge field is comprised of several fields, and one of the fields is blank, then the blank field is not replaced. For example, if "**FullAddress**" is used in a document and the **Department** and **Title** are blank in the case record, then those fields are not incorporated into the final substitution.

The Merge Field Definitions often identify the source record as the "*active*" record. An "*active*" record is the current Case, Contact, or Question record displayed in **Case Entry**.

Language Notes

Merge Fields containing the word "*and*"

If a merge field is comprised of several fields that will be printed with the word "and", it will be printed in the language specified in the letter. For example, "*generic1, generic2, and generic3*". The languages supported are listed below.

Long Date Fields

The long date fields used in Response Letters will be printed in the local language. The format of the long date is based on the Language of the letter and the Country defined for the Division. (The country is defined on the General tab in the Division Parameters.)

Languages supporting Long Date Fields and "*and*"

Bulgarian	French	Japanese	Romanian
Czech	German	Korean	Slovak
Chinese	Greek	Norwegian	Swedish
Danish	Hindi	Polish	Turkish
Finnish	Hungarian	Portuguese	

Case Entry

Case Entry   Version 5.9.2.1

Based On Field Name	Merge Field Name	Source Data	Merge Field Definition
	Address 1011 State Street Suite 210 Lemont, IL 60439 AUSTRALIA	Case Entry – Contact Section	Incorporates and formats only address information from the active Contact record. The address information includes: **Address** **City, State/Region Zip/Postal** **Country Code (Not printed for U.S.)**
	FullAddress Gail Snail, MD Medical Doctor Allergy and Asthma OBA Hospital 1011 State Street Suite 210 Lemont, IL 60439 AUSTRALIA	Case Entry – Contact Section	Incorporates and formats address information for Response Letters from the active Contact record. The address information includes: **First Name Last Name, Degree** **Title** **Dept** **Company** **Address** **City, State/Region Zip/Postal** **Country Code (Not printed for U.S.)** **Notes:** The following languages are supported: Belgium, Canada, France, Germany, Italy, Netherlands, and United Kingdom.

Based On Field Name	Merge Field Name	Source Data	Merge Field Definition
	FullSalutation Dear Dr. Snail:	Case Entry – Contact Section	Incorporates and formats the active salutation for Response Letters from the active Contact record. The salutation includes: **"Dear" Salutation Last Name**
Address	**Street** 1011 State Street Suite 210	Case Entry – Contact Section	The Address field from the active Contact record. Includes multiple line addresses.
Attention	**Attention**	Case Entry – Contact Section	The Attention field from the active Contact record
Call Center	**CallCenterCode**	Case Entry – Basic Case Section	The Call Center Code displayed in Case Entry which is defined in Group Security
Case No	**ReqNo** US07-000004	Case Entry – Basic Case Section	The numeric portion of the Case Number assigned
Case No	**CaseNo**	Case Entry – Basic Case Section	The complete case number assigned as defined by the Case Mask in the Division Parameters
Case Product	**CaseProduct**	Case Entry – Basic Case Section	The product in the first question when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Product	**CaseProdName**	Case Entry – Basic Case Section	The trade name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Product	**CaseGenericName**	Case Entry – Basic Case Section	The generic name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Product	**CaseProdGeneric** Cherzac(Cherzac Happy Formula)	Case Entry – Basic Case Section	The trade and generic name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Type	**CaseType**	Case Entry – Basic Case Section	The Case Type from the active Case record
City	**City**	Case Entry – Contact Section	The City from the active Contact record
Class	**ContactClass**	Case Entry – Contact Section	The class assigned to the contact selected from the pick list for the active Contact record
Class	**ContactClassDesc**	Contact Class Maintenance	The description of the class defined in Contact Class Maintenance based on the Class from the active Contact record

Based On Field Name	Merge Field Name	Source Data	Merge Field Definition
Client Data Memo Field	**Client Data Memo Field "*Value*"** There are additional comments for this case located in the file for all drug questions.	Case Entry – Client Data Button	The "*value*" as defined in the Client Data Memo Field on the Case Entry / Response Letter tab in the Division Parameters
Client Data	**Field 1 "*Value*" – Field 10 "*Value*"** Non Smoker Likes to snack No OTC drugs Lots of Vitamins Fairbanks	Case Entry – Client Data Button	The "*value*" as defined in Field 1 through Field 10 on the Case Entry / Response Letter tab in the Division Parameters
Company	**Company**	Case Entry – Contact Section	The name of the Company from the active Contact record
Contact ID	**ContactAccount**	Account Maintenance	The Account Code assigned to the active Contact record
Country	**Country**	Case Entry – Contact Section	The Country from the active Contact record. If the Contact Country is the same as the Division Country, the Country will not be merged into the document.
Country	**ContactCountry**	Case Entry – Contact Section	The Country from the active Contact record
Degree	**Degree**	Case Entry – Contact Section	The Degree from the active Contact record
Department	**CaseDepartment**	Case Entry – Basic Case Section	The Department from the active Case record.
Department	**ContactDepartment**	Case Entry – Contact Section	The Department from the active Contact record.
Department	**Department**	Case Entry – Contact Section	The Department from the active Contact record.
Division	**DivName**	Case Entry – Basic Case Section	The Division Name from the active Case record.
Division	**Division**	Case Entry – Basic Case Section	The Division Code associated with the Division Name defined in the Division Parameters.
E-mail	**Email**	Case Entry – Contact Section	The E-mail address from the active Contact record.
Entered Date	**CaseEntryDate**	Case Entry – Basic Case Section	The date the case was entered from the active Case record
Entry Period	**CaseEntryPeriod**	Case Entry – Basic Case Section	The period the case was entered from the active Case record
Fax	**FaxPhone**	Case Entry – Contact Section	The Fax number from the active Contact record

Based On Field Name	Merge Field Name	Source Data	Merge Field Definition
First	**FirstName**	Case Entry – Contact Section	The First name from the active Contact record
Gr (Greeting)	**Greeting**	Case Entry – Contact Section	The Greeting from the active Contact record
Handling	**DelMethod**	Case Entry – Basic Case Section	The Handling method from the active Case record
Last	**LastName**	Case Entry – Contact Section	The Last name from the active Contact record
M/F	**Gender**	Case Entry – Contact Section	The Gender from the active Contact record
Misc (Contact)	**Misc**	Case Entry – Contact Section	The miscellaneous information from the active Contact record
Misc (Contact)	**MiscContact**	Case Entry – Contact Section	The miscellaneous information from the active Contact record
Misc Data	**MiscRequest**	Case Entry – Basic Case Section	The miscellaneous data from the active Case record
Notes	**Notes**	Case Entry – Notes Button	Information entered in the Notes field from the active Case record
P. I. Info	**ContactPIInfo**	Case Entry – Contact Section	The indicator which determines if contact data is hidden or visible from the active Contact record
Phone (first)	**Phone**	Case Entry – Contact Section	The phone number in the first Phone field from the active Contact record
Priority	**CasePriority**	Case Entry – Basic Case Section	The Priority from the active Case record
Received (Date)	**RequestDate**	Case Entry – Basic Case Section	The date the case was received from the active Case record printed in the long date format
Ref To	**RefToName**	Case Entry – Basic Case Section	The name of the Ref To Representative defined in Add/Edit Users based on the Ref To User ID from the active Case record
Ref To	**RefInit1**	Case Entry – Basic Case Section	The User Id in the Ref To field from the active Case record
Rep Contact	**RepPhone**	Case Entry – Basic Case Section	The phone number of the Sales Representative from the active Case record
Rep Name	**RepName**	Case Entry – Basic Case Section	The name of the Sales Representative from the active Case record
Rep Type	**RepType**	Case Entry – Basic Case Section	The type of sales representative from the active Case record
Rep/Terr#	**RepEmployer**	Case Entry – Basic Case Section	The Employer Name of the Sales Representative assigned in Representative Maintenance

Based On Field Name	Merge Field Name	Source Data	Merge Field Definition
Rep/Terr#	**RepNo**	Case Entry – Basic Case Section	The territory number of the Sales Representative in the active Case record
Requested Via	**ReqBy**	Case Entry – Basic Case Section	The type of group requesting the information from the active Case record
Sal (Salutation)	**Salutation**	Case Entry – Contact Section	The Salutation from the active Contact record
Service Rep	**PSRep**	Case Entry – Basic Case Section	The User ID of the Service Rep as it appears in the active Case record
Service Rep	**PSRepName**	Case Entry – Basic Case Section	The Full Name of the Service Rep defined in Add/Edit Users based on the Service Rep Code from the active case record
Service Rep	**UserInits**	Case Entry – Basic Case Section	The initials of the Service Representative defined in Add/Edit Users based on the Service Rep User ID from the active Case record
Service Rep	**CSRep**	Case Entry – Basic Case Section	The User ID of the Service Rep in lower case letters from the active Case record
Source	**Source**	Case Entry – Basic Case Section	The Source from the active Case record
Specialty	**Specialty**	Case Entry – Contact Section	The type of specialty as defined in General Table Maintenance "*Specialty*" based on the specialty selected from the active Contact record
State/Region	**RegionName**	Case Entry – Contact Section	The name of the State or Region defined in the General Table Maintenance "*States and Provinces*" based on the state or region from the active Contact record
State/Region	**Region**	Case Entry – Contact Section	The State or Region Code from the active Contact record
Title	**Title**	Case Entry – Contact Section	The title of the Contact from the active Contact record
Type	**ContactType**	Case Entry – Contact Section	The type of contact from the active Contact record
Verbatim	**CaseQuestion**	Case Entry – Question Section	The first Question from the active Question record
Zip/Postal	**Postal**	Case Entry – Contact Section	The Postal or Zip Code from the active Contact record

Response Letters

Below is a table containing the Merge Field Codes for Response Letters.

Response Letter Window   5.9.2.1

Based on Field Name	Merge Field Name	Source Data	Merge Field Definition
Bcc	**BCC**	Response Letter Email	The names of people receiving a blind courtesy (carbon) copy of the Response Letter as defined in the Response Letter Copies screen accessed from the CCs toolbar button.
Cc	**CC**	Response Letter Email	The names of people receiving a courtesy (carbon) copy of the Response Letter as defined in the Response Letter Copies screen accessed from the CCs toolbar button.
Complete Date	**PrintDate**	Response Letter Screen	The date printed on the Response Letter in the long date format
Document Title	**AllBulls1** • Clear Sinus Clinical Trials • Clear Sinus Safety • How Aspirin Works	Document Maintenance – Standards	Lists the Bullet Text of all the Standard Documents included in the Response Letter.
Document Title	**AllBulls2** • Clinical Trials • Clear Sinus Safety • How Aspirin Works	Document Maintenance – Standards	Lists the Subjects of all the Standard Documents included in the Response Letter

Based on Field Name	Merge Field Name	Source Data	Merge Field Definition
Document Title	**AllSubjects** Clinical Trials, Clear Sinus Safety, How Aspirin Works,	Document Maintenance – Standards	Concatenates the Subjects of all the Standard Documents included in the Response Letter
Document Title	**Bull1 – Bull20** Clear Sinus Clinical Trials Clear Sinus Safety	Document Maintenance – Standards	Lists the Bullets of all the Standard Documents included in the Response Letter
Document Title	**CoverTitle**		If the response letter uses a "*Cover*" format, the Bullet Text in the document is used for the CoverTitle field, otherwise the field is blank.
Document Title	**DocID1-DocID20** Clear Sinus Trials Clear Sinus Safety	Document Maintenance – Standards	Lists the Doc IDs of all the Standard Documents included in the Response Letter
Document Title	**HasRefs**	Document Maintenance – Reference	Checks all the Standard documents in the Response Letter to determine if there is a Reference document that matches the Standard document. If a Standard Document is found, "*Yes*" is incorporated into the merge field.
Document Title	**Link1-Link20**	Document Maintenance – Standards	If the "*Web Doc?*" checkbox is selected and a Product URL is defined in the General Table Maintenance "*Product URL*", the link fields will be populated based on the link in the Product URL Description
Document Title	**MultiSubject** ClearSinus and Clinical Trials ClearSinus and Clear Sinus Safety and Aspirin and How Aspirin Works	Product Maintenance	Concatenates the Subjects of all the documents used in a Response Letter
Document Title	**Subj1-Subj20** Clinical Trials Clear Sinus Safety	Document Maintenance – Standard	Lists the Subject of all the Standard Documents included in the Response Letter
Document Title	**SubjPara1** ClearSinus (Clear Sinus) and Clinical Trials, and Clear Sinus Safety; and Aspirin (Acetylsalicylic Acid) and How Aspirin Works	Document Maintenance – Standard	Concatenates the Trade Name, Generic Description, and Subject of all the Standard Documents used in the Response Letter. The Trade Name and Generic Description is printed once for multiple subjects.

Based on Field Name	Merge Field Name	Source Data	Merge Field Definition
Document Title	**SubjPara2** ClearSinus and Clinical Trials, and Clear Sinus Safety; and Aspirin and How Aspirin Works	Document Maintenance – Standard	Concatenates the Trade Name and Subject of all the Standard Documents used in the Response Letter. The Trade Name and Subject is printed for each Standard Document.
Document Title	**SubjPara3** ClearSinus (Clear Sinus) and Aspirin (Acetylsalicylic Acid); and Clinical Trials, Clear Sinus Safety, How Aspirin Works,	Document Maintenance – Standard	Concatenates the Trade Name and Generic Description for all the Standard Documents, then adds the Subject of all the Standard Documents used in the Response Letter
Document Title	**SubjPara4** ClearSinus and Aspirin; and Clinical Trials, Clear Sinus Safety, How Aspirin Works,	Document Maintenance – Standard	Concatenates the Trade Name for all the Standard Documents, then adds the Subject of all the Standard Documents used in the Response Letter. The Trade Name is printed once for multiple subjects.
Document Title	**SubjPara5** ClearSinus (Clear Sinus) and Clinical Trials; ClearSinus (Clear Sinus) and Clear Sinus Safety; Aspirin (Acetylsalicylic Acid) and How Aspirin Works; and	Document Maintenance – Standard	Concatenates the Trade Name, Generic Description, and Subject of all the documents used in the Response Letter. Each Trade Name is printed for each subject.
Document Title	**SubjPara6** ClearSinus and Clinical Trials; ClearSinus and Clear Sinus Safety; Aspirin and How Aspirin Works; and	Document Maintenance – Standard	Concatenates the Trade Name and Subject of all the documents used in the Response Letter. The Trade Name is repeated for each subject.
Enclosure Title	**Enclosures**	Document Maintenance – Enclosure	Lists the title of all the Enclosures used in the Response Letter
Opening	**RespFormat**	Response Letter Screen	The name of the Opening Template from the Response Letter screen
Output Type	**OutputType**	Response Letter Screen	Specifies the type of document to be printed: Letter or Sample
Product	**AllGenerics** Clear Sinus and Acetylsalicylic Acid	Product Maintenance	Concatenates the Generic Description of all the documents used in a Response Letter
Product	**AllProds1** ClearSinus (Clear Sinus) and Aspirin (Acetylsalicylic Acid)	Product Maintenance	Concatenates the Generic Description of all the documents used in a Response Letter

Based on Field Name	Merge Field Name	Source Data	Merge Field Definition
Product	**AllProds2** ClearSinus and Aspirin	Product Maintenance	Concatenates the Trade Names of all the documents used in a Response Letter
Product	**AllProdsMisc** Clears sinuses and Low dose blood thinner	Product Maintenance	Concatenates the Miscellaneous Description of all the products used in the Standard Documents used in a Response Letter
Product	**ApprovedProds** ClearSinus or Aspirin	Product Maintenance	Concatenates any of the Products in the Response Letter screen with a Product Status of "*FDA Approved*" or "*Approved*". The Product Names are separated by an "*or*". If no products have an "*FDA Approved*" or "*Approved*" Product Status, then the merge field is returned blank.
Product	**BulletsByProduct** Aspirin 　• How Aspirin Works ClearSinus 　　• Clear Sinus Clinical Trials 　• Clear Sinus Safety	Document Maintenance – Standards	Lists the Bullet Text of all the products used in the Standard Documents included in the Response Letter by Product
Product	**Generic1-Generic20** Clear Sinus Acetylsalicylic Acid	Product Maintenance	Lists the Generic Description of all the documents used in a Response Letter
Product	**Indic1-Indic20** Clogged Sinuses Pain Reliver	Product Maintenance	Lists the Indications of all the documents used in a Response Letter
Product	**NoTmProds1** ClearSinus (Clear Sinus) and Aspirin (Acetylsalicylic Acid)	Document Maintenance – Standards	Concatenates the Trade and Generic name of all the products used in the Standard Documents included in the Response Letter. Any trademark (™) symbols in the names are removed.
Product	**NoTmProds2** ClearSinus and Aspirin	Document Maintenance – Standards	Concatenates the Trade name of all the products used in the Standard Documents included in the Response Letter. Any trademark (™) symbols in the names are removed.
Product	**Prod1-Prod20** ClearSinus Aspirin	Product Maintenance	Lists the Product Description of all the products used in a Response Letter
Product	**ProdLink1-ProdLink20**	Product Maintenance	Lists the Package Insert URL of all the products used in the Response Letter. The Product PI URL is defined in General Table Maintenance "*Product PI URL*" using the Product Code and Product Insert URL address.

Based on Field Name	Merge Field Name	Source Data	Merge Field Definition
Product	**ProdMisc1 – ProdMisc20** Clears sinuses Low dose blood thinner	Response Letter Screen	Lists the Miscellaneous Product Description of all the documents used in a Response Letter
Signature	**RefInit2**	Response Letter Screen	The Signature Code of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignCode**	Response Letter Screen	The signature code of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignDept**	Signature Maintenance	The Department of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignName**	Response Letter Screen	The Name of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignPhone**	Signature Maintenance	The Phone Number of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignPhoneEmail**	Signature Maintenance	The Email of the signor as defined in Signature Maintenance based on the Signature
Signature	**SignTitle**	Signature Maintenance	The Title of the signor as defined in Signature Maintenance based on the Signature
User	**UserID**	Response Letter Screen	The User ID of the Service Rep preparing the Response Letter

Other Medical Information Field Codes

Document Maintenance

Below is a table containing the Merge Field Codes, Replacement Field Codes, and Reportable Fields for Product Maintenance.

Document Maintenance - Standard Document
Version 5.8.3.2

Based On Field Name	Merge Field Name	Merge Field Definition
Approved Date	**AppDate**	The date the document was approved
Bullet Text	**Bullet**	The Bullet Text for the document
Control#	**DocRefNo**	The Control Number of the document
Doc ID	**DocFile**	The Document ID of the document
Document Title	**CoverTitle**	If the response letter uses a "*Cover*" format, the Bullet Text in the document is used for the CoverTitle field, otherwise the field is blank.
Full Citation (Enclosures Only)	**EnclosureTitle**	The **Full Citation** field for Enclosures in Document Maintenance. If "*EnclosureCitation*" is set to "*Yes*" in the **Other** tab of **Division Parameters**, the **EnclosureTitle** merge field can be used.
Status	**DocStatus**	The status of the document
Subject	**Subject**	The Subject of the document

Based On Field Name	Merge Field Name	Merge Field Definition
Title	**DocTitle**	The Title of the document
You are Working With… (Document Type)	**RespType**	The You are Working with… type, also called the document type of the document

Product Maintenance

Below is a table containing the Merge Field Codes for Product Maintenance.
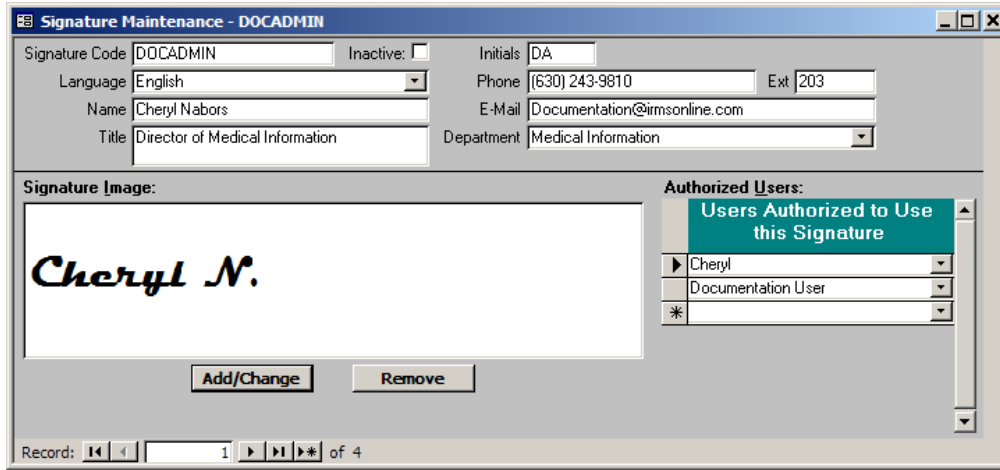
Product Maintenance Screen   Version 5.8.1

Based On Field Name	Merge Field Name	Merge Field Definition
Product Status	**ApprovedProds**	Concatenates any of the Products in the Response Letter screen with a Product Status of "*FDA Approved*" or "*Approved*". The Product Names are separated by an "*or*". If none of the products on the Response Letter have an "*FDA Approved*" or "*Approved*" Product Status, then the merge field is returned blank
Product Status	**InvestProds**	Checks if the Status from the Product Master is "*Investigational*"

Signature Maintenance

Below is a table containing the Merge Field Codes, Replacement Field Codes, and Reportable Fields for Contact Maintenance.

Signature Maintenance Screen   Version 5.8.1

Based On Field Name	Merge Field Name	Merge Field Definition
Department	**SignDept**	The Department of the person signing the Response Letter.
E-mail	**SignPhoneEmail**	The E-mail address of the person signing the Response Letter
Ext	**SignPhoneExt**	The phone extension of the person signing the Response Letter
Initials	**SigInits**	The initials of the person signing the Response Letter
Phone	**SignPhone**	The phone number of the person signing the Response Letter
Signature Code	**RefInit2**	The Signature Code of the person signing the Response Letter
Title	**SignTitle**	The title of the person signing the Response Letter

Division Parameters – General Tab

Below is a table containing the Merge Field Codes for Adverse Events defined in the Division Parameters.

Divsion Parameters - General Tab   Version 5.8.1

Based On Field Name	Merge Field Name	Merge Field Definition
Address	**DivisionAddress**	The address captured in the Division Parameters screen.
City	**DivisionCity**	The city captured in the Division Parameters screen.
Country	**DivisionCountry**	The country captured in the Division Parameters screen.
State/Region	**DivisionRegion**	The region/state captured in the Division Parameters screen.
Zip/Postal	**DivisionPostal**	The zip code captured in the Division Parameters screen.

Chapter 3　　Replacement Field Codes

Overview

IRMS provides the ability to substitute specific data in E-mail Templates using replacement fields. This chapter explains how replacement field work and provides a list of replacement field codes that can be used in IRMS.

The Replacement Field Codes are used when creating E-mail Templates. The templates are defined in Document Maintenance and incorporate the content from MS Word. For more information about defining different types of documents, see **Document Maintenance** in the *IRMS Document Management Guide*.

The remainder of this chapter explains how to incorporate replacement field codes into E-mail Templates.

Reasons to Use Replacement Field Codes

➢　　Replacement fields are used to insert data elements into E-mail Templates.

➢　　Replacement fields are used to insert a single data element into the body of an email. For example, substituting "*Jennifer Smith*" for the Replacement Field **RepName**.

➢　　Replacement fields are used to replace multiple data elements into the body of an email. For example, substituting "*Dear Dr. Tanner*" for the Replacement Field **Name**.

Prerequisites (Cautions) Prior to using Replacement Field Codes

➢　　To add or update templates with replacement fields, the user needs rights to access **Document Maintenance**.

➢　　To use replacement fields in Case Entry and Response Letters, the user needs rights to create and update Response Letters in **Case Entry**.
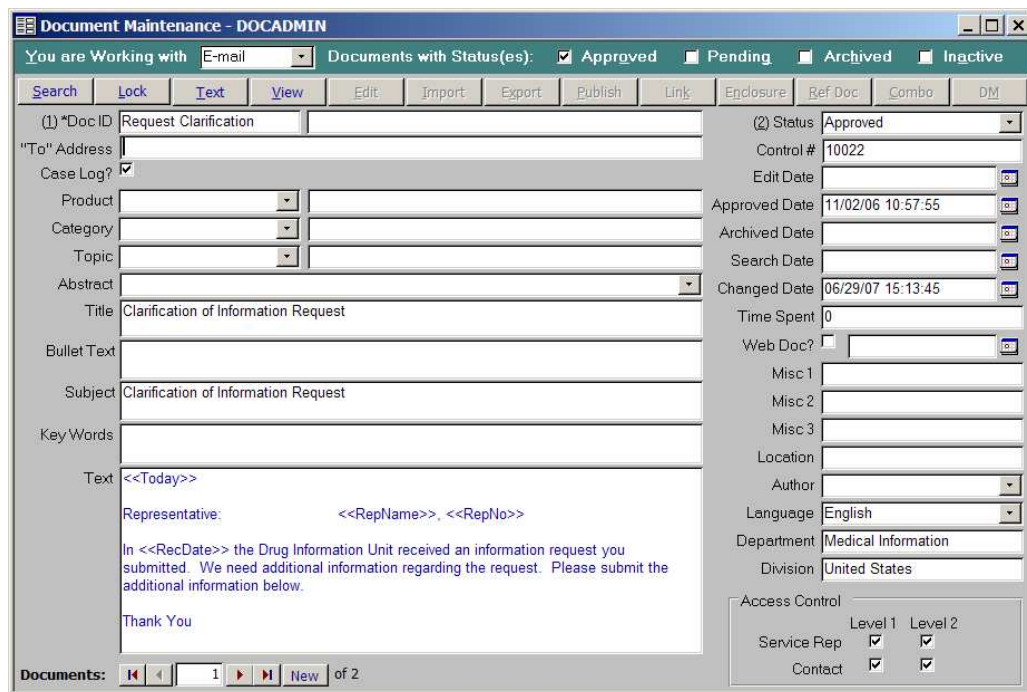
Working With Replacement Fields

Replacement field codes are used in e-mail templates. E-mail templates are used in correspondence with sales representatives, the corporate office, and case contacts. There are many fields within **IRMS** that can be accessed to create e-mail templates through the use of IRMS replacement fields.

The values for the replacement fields are replaced during the emailing process.

How to Insert a Replacement Field into IRMS

1. E-mail templates are setup in **Document Maintenance**. To access **Document Maintenance**, point to the **Documents** menu and click **Maintenance**. From **Document Maintenance**, in the **You are Working With** field, select **E-mail** as shown below.

2. The wording for the e-mail template will be in the Text box. (Do not select the Edit button, as you would with other types of documents.)

3. Type the appropriate replacement field surrounded by the << and >> symbols as shown above.

4. The values for the replacement fields are replaced during the e-mailing process. Below is an example of an e-mail template when the template is created, followed by an example of how the information will appear after the field codes are replaced in the template.
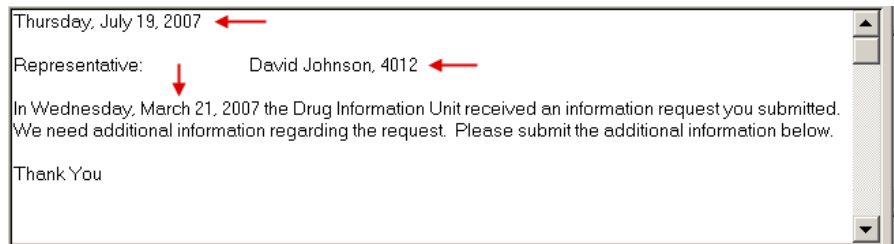
<<Today>> ◄——

Representative: <<RepName>>, <<RepNo>> ◄——

In <<RecDate>> the Drug Information Unit received an information request you submitted. We need additional information regarding the request. Please submit the additional information below.

Thank You

E-mail Template with Field Codes   **Version 5.7.1**

In this example, the Replacement Field Codes are replaced with the values in the e-mail below.

Thursday, July 19, 2007 ◄——

Representative: David Johnson, 4012 ◄——

In Wednesday, March 21, 2007 the Drug Information Unit received an information request you submitted. We need additional information regarding the request. Please submit the additional information below.

Thank You

E-mail Template with Field Codes Replaced   **Version 5.7.1**

MEDICAL INFORMATION REPLACEMENT CODES

E-mail Corporate/Representatives from Case Entry

The Medical Information replacement field codes are defined for fields in **Case Entry**, **Response Letters**, **Document Maintenance**, and an from any screen in **IRMS**.

If a replacement field is blank, then the field is not incorporated into the document. For example, if "*RepName*" is used in the document and the Representative's name is blank in **Case Entry**, then the field is not incorporated into the final substitution.

If a replacement field is comprised of several fields, and one of the fields is blank, then the blank field is not replaced. For example, if "**FullAddress**" is used in a template and the **Department** and **Title** are blank in the case record, then those fields are not incorporated into the final substitution.

The Replacement Field Definitions often identify the source record as the "*active*" record. An "*active*" record is the current Case, Contact, or Question record displayed in **Case Entry**.

Emailing Corporate

E-mailing Corporate will have a different field replaced based upon the screen that is the active at the time the E-mail Corporate selection is made. If you select E-mail Corporate when Case Entry is not open, then the e-mail will not be populated with Case Entry fields.

Emailing Representative

E-Mail Representative is only available from the **Shortcuts** menu when you are in **Case Entry**.

Replacement Fields for Case Entry

If the **Case Entry** screen is active, then the following replacement fields will be available.

Case Entry Window   Version 5.8.4.0

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
	AllContactsEmails Cheryl@irmsonline.com;Document @irmsonline.com	Case Entry – Contact Section	Incorporates and formats the email addresses for all the contacts from the Case. The emails are separated by a semicolon as shown. **Email1;Email2;Email3;…**
	AllDocIDTitle Clear Sinus Safety : Clear Safety Clear Sinus Trials : Clear Clinical Trials	Case Entry – Question Section and Response Letters Window	Lists all documents when using E-mail Case Info. Documents include Verbal, Multiple Verbal documents, and Response Letter documents. Each Document ID appears on a separate line as shown. **Document1** **Document2 …**
	ContactNA Doctor Aliese Tanner Medical Doctor OBA Medical 14300 Bell Road Suite C Homer Glen, IL 60491	Case Entry – Contact Section	Incorporates and formats the address information from the Contact record. The address information includes: **Salutation First Name Last Name** **Title** **Company** **Address** **City, State/Region Zip/Postal** **Country Code (Not printed for U.S.)** **Notes:** The following languages are supported: Belguim, Canada, France, Germany, Italy, Netherlands, and United Kingdom.
	FullAddress Aliese Tanner, MD Medical Records Dept Medical Doctor Allergy and Asthma OBA Medical 14300 Bell Road Suite C Homer Glen, IL 60491 CANADA	Case Entry – Contact Section	Incorporates and formats the address information from the active Contact record. The address information includes: **First Name Last Name, Degree** **Attention** **Title** **Department** **Company** **Address** **City, State/Region Zip/Postal** **Country Code (Not printed for U.S.)** **Notes:** The following languages are supported: Belgium, Canada, France, Germany, Italy, Netherlands, and United Kingdom.
	FullSalutation Dear Doctor Tanner:	Case Entry – Contact Section	Incorporates and formats the salutation from the active Contact record. The salutation includes: **"Dear" Salutation Last Name**

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
	Name Aliese Tanner, MD	Case Entry – Contact Section	Incorporates and formats the name from the active Contact record. The name includes: **First Name Last Name, Degree**
	Tab		The Tab places five spaces anywhere within an email.
	Today Wednesday, February 27, 2008		The current date in the long date format
Abstract	**AbstractCode**	Case Entry – Question Section	The Abstract Code defined in Abstract Control based on the Abstract Description from the active Question record.
Abstract	**Abstract**	Case Entry – Question Section	The Abstract description selected from the pick list from the active Question record
Address	**Address** 14300 Bell Road Suite C	Case Entry – Contact Section	The address field from the active Contact record. Includes multiple address lines.
Address	**Street** 14300 Bell Road Suite C	Case Entry – Contact Section	The address field from the active Contact record. Includes multiple address lines.
Attention	**Attention**	Case Entry – Contact Section	The attention field from the active Contact record
Call Center	**CaseCallCenter**	Case Entry – Basic Section	The call center of the logged in user.
Case No	**ReqNo**	Case Entry – Basic Case Section	The numeric portion of the case number assigned
Case No	**CaseNo** US07-000009	Case Entry – Basic Case Section	The complete Case Number assigned as defined by the Case Mask in the Division Parameters.
Case Product	**CaseProduct**	Case Entry – Basic Case Section	The product in the first question when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Product	**CaseProdName**	Case Entry – Basic Case Section	The trade name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Product	**CaseGenericName**	Case Entry – Basic Case Section	The generic name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Case Product	**CaseProdGeneric** Cherzac(Cherzac Happy Formula)	Case Entry – Basic Case Section	The trade and generic name of the product from the Product Master when Case Product in the Division Parameters is set to "*Force*" or "*Default*".
Case Type	**CaseType**	Case Entry – Basic Case Section	The Case Type from the active Case record
Category	**CategoryDesc**	Case Entry – Question Section	The Category description defined in General Table Maintenance for *Category* based on the Category from the active Question record
Category	**Category**	Case Entry – Question Section	The Category selected from the pick list from the active Question record
City	**City**	Case Entry – Contact Section	The City from the active Contact record
Class	**ContactClassDesc**	Case Entry – Contact Section	The Class description defined in Contact Class Maintenance based on the Class from the active Contact record
Class	**ContactClass**	Case Entry – Contact Section	The Class from the active Contact record
Classification	**Classification**	Case Entry – Question Section	The Classification from the active Question record
Company	**Company**	Case Entry – Contact Section	The Company name from the active Contact record
Completed (Date)	**CaseCompletedDate**	Case Entry – Basic Section	The date automatically populated when the Status of a case is changed to "*Completed*"
Consent Denied	**ContactConsentDenied**	Case Entry – Contact Section	The date consent to release personal information was denied.
Consent Received	**ContactConsentReceived**	Case Entry – Contact Section	The date consent to release personal information was received.
Consent Requested	**ContactConsentRequested**	Case Entry – Contact Section	The date consent to release personal information was requested.
Consent Type	**ContactConsentType**	Case Entry – Contact Section	The type of consent given selected from the pick list. For example, Written or Verbal.
Contact Account?	**ContactAccount**	Case Entry – Contact Section	The Account code assigned to the active Contact record
Country	**Country**	Case Entry – Contact Section	The Country from the active Contact record
De (Degree)	**Degree**	Case Entry – Contact Section	The Degree from the active Contact record

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Department	**CaseDepartment**	Case Entry – Basic Case Section	The Department from the active Case record
Department	**ContactDepartment**	Case Entry – Contact Section	The Department from the active Contact record
Department	**Department**	Case Entry – Contact Section	The Department from the active Contact record
Division	**Division**	Case Entry – Basic Case Section	The Division code associated with the Division Name defined in the Division Parameters
Division	**DivName**	Case Entry – Basic Case Section	The Division Name from the active Case record.
E-mail	**Email**	Case Entry – Contact Section	The E-mail address from the active Contact record
Entered Date	**EntryDate**	Case Entry – Basic Case Section	The date the case was entered from the active Case record
Entry Period	**EntryPeriod**	Case Entry – Basic Case Section	The period the case was entered from the active Case record
Fax	**Fax**	Case Entry – Contact Section	The Fax number from the active Contact record
First	**FirstName**	Case Entry – Contact Section	The First name from the active Contact record
First Response Date	**CaseFirstResponseDate**	Case Entry – Basic Section	The date of the initial response to the request.
Gr (Greeting)	**Greeting**	Case Entry – Contact Section	The Greeting from the active Contact record
Handling	**CaseHandling**	Case Entry – Basic Case Section	The Handling method from the active Case record
Language	**Language**	Case Entry – Basic Case Section	The Language from the active case record
Last	**LastName**	Case Entry – Contact Section	The Last name from the active Contact record
M/F	**Gender**	Case Entry – Contact Section	The Gender from the active Contact record
Misc (Contact)	**MiscContact**	Case Entry – Contact Section	The Miscellaneous information from the active Contact record
Misc Data	**CaseMiscData**	Case Entry – Basic Case Section	The miscellaneous data from the active Case record
NDC/DIN	**QuestionNDC/DIN**	Case Entry – Question Section	The NDC/DIN number defined for he Product and selected from the pick list.

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Notes (button)	**CaseNotes**	Case Entry – Contact Section	The information from the case notes in the active Case record
Owner (Question)	**QuestionOwner**	Case Entry – Question Section	The owner of the question selected from the pick list of users.
P. I. Info	**ContactPIInfo**	Case Entry – Contact Section	The indicator which determines if contact data is visible or hidden from the active Contact record
Phone (first)	**ContactPhone**	Case Entry – Contact Section	The Phone number in the first Phone field from the active Contact record
Phone (first)	**Phone**	Case Entry – Contact Section	The Phone number from the first phone field from the active Contact record
Priority	**CasePriority**	Case Entry – Basic Case Section	The Priority from the active Case record
Product	**ProdName**	Case Entry – Question Section	The Name of the product from the active Question record
Product	**GenericName**	Case Entry – Question Section	The generic name of the product as defined in Product Maintenance based on the Product in the active Question record
Q Completed (Date)	**QuestionCompletedDate**	Case Entry – Question Section	If the question is completed, the date the question was completed
Q Status	**QuestionStatus**	Case Entry – Question Section	The status of the question for the active Question record
Question	**ChooseQuestions**	Case Entry – Question Section	Multiple questions are selected from a pop up form displaying all the questions for the active Contact. The selected questions are replaced in the template.
Question	**Question**	Case Entry – Question Section	The Question text from the active Question record
Received (Date)	**RecDate** Thursday, August 23, 2007	Case Entry – Basic Case Section	The date the case was received from the active case record printed in the long date format
Ref To	**RefInit1**	Case Entry – Basic Case Section	The User Id in the Ref To field from the active Case record
Ref To	**RefToDept**	Case Entry – Basic Case Section	The Department of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record
Ref To	**RefToEmail**	Case Entry – Basic Case Section	The E-mail address of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Ref To	**RefToInitials**	Case Entry – Basic Case Section	The initials of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record
Ref To	**RefTo**	Case Entry – Basic Case Section	The user id of the Ref To Representative from the active Case record
Rep Contact	**RepPhone**	Case Entry – Basic Case Section	The phone number of the Sales Representative from the active Case record
Rep Name	**RepName**	Case Entry – Basic Case Section	The name of the sales representative of the active case record
Rep Name	**CasePsRepName**	Case Entry – Basic Case Section	The Full Name of the service rep defined in Add/Edit Users based on the Service Rep Code from the active case record
Rep Name	**PsRepName**	Case Entry – Basic Case Section	The Full Name of the service rep defined in Add/Edit Users based on the Service Rep Code from the active case record
Rep/Terr#	**RepEmployer**	Case Entry – Basic Case Section	The Employer Name of the Sales Representative assigned in Representative Maintenance
Rep/Terr	**RepNo**	Case Entry – Basic Case Section	The Territory Number of the Sales Representative from the active Case record
Rep Type	**RepType**	Case Entry – Basic Case Section	The type of sales representative from the active Case record
Requested Via	**CaseReqBy**	Case Entry – Basic Case Section	The type of group requesting the information from the active Case record
Resolution	**Resolution**	Case Entry – Question Section	The Resolution selected from the pick list from the active Question record
Resolution	**ResolutionType**	Case Entry – Question Section	The type of Resolution as defined in General Table Maintenance for "*Resolution / Resolution Type*" based on the Resolution selected from the active Question record
Response	**Response**	Case Entry – Question Section	The Response text from the active Question record
Sal (Salutation)	**Salutation**	Case Entry – Contact Section	The Salutation from the active Contact record
Service Rep	**PsRep**	Case Entry – Basic Case Section	The User Id of the Service Rep as it appears in the active case record
Service Rep	**PsRepDept**	Case Entry – Basic Case Section	The Department of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Service Rep	**PsRepEmail**	Case Entry – Basic Case Section	The E-mail of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record
Service Rep	**PsRepInitials**	Case Entry – Basic Case Section	The initials of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record
Service Rep	**CaseRefToName**	Case Entry – Contact Section	The name of the Ref To representative defined in Add/Edit Users based on the Ref To User ID from the active Case record
Service Rep	**RefToName**	Case Entry – Contact Section	The name of the Ref To representative defined in Add/Edit Users based on the Ref To User ID from the active Case record
Service Rep	**UserName**	Case Entry – Basic Case Section	The name of the Service Representative defined in Add/Edit Users based on the Service Rep from the active Case record
The replacement fields for the Signature are only available if a letter has been merged from the Response Letters screen			
Signature	**RefInit2**	Case Entry – Basic Case Section	The user id in the Ref To field from the active Case record
Signature	**SigInits**	Case Entry – Basic Case Section	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignDept**	Case Entry – Basic Case Section	The department of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignEmail**	Case Entry – Basic Case Section	The email address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID. If there is no Signature record for the User Id, then the E-mail address in User Preferences is used.
Signature	**SignInits**	Case Entry – Basic Case Section	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignName**	Case Entry – Basic Case Section	The name of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhoneEmail**	Case Entry – Basic Case Section	The email address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID. If there is no Signature record for the User Id, then the E-mail address in User Preferences is used.
Signature	**SignPhoneExt**	Case Entry – Basic Case Section	The phone extension of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Signature	**SignTitle**	Case Entry – Basic Case Section	The title of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhone**	Case Entry – Basic Case Section	The phone of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Source	**CaseSource**	Case Entry – Basic Case Section	The Source from the active Case record
Specialty	**Specialty**	Case Entry – Contact Section	The Specialty from the active Contact record
State/Region	**RegionName**	Case Entry – Contact Section	The name of the State or Region defined in the General table "*States and Provinces*" based on the state or region from the active Contact record
State/Region	**Region**	Case Entry – Contact Section	The name of the State or Region defined in the General table "*States and Provinces*" based on the state or region from the active Contact record
Status (Case)	**CaseStatus**	Case Entry – Basic Section	The state of the case selected from the pick list.
Sub Classification	**SubClassification**	Case Entry – Question Section	The Sub Classification from the active Question record
Title	**Title**	Case Entry – Contact Section	The Title of the Contact from the active contact record
Topic	**TopicDesc**	Case Entry – Question Section	The Topic description defined in General Table Maintenance for *Topic* based on the Topic from the active Question record
Topic	**Topic**	Case Entry – Question Section	The Topic selected from the pick list from the active Question record
Transfer (Case)	**CaseTransfer Status**	Case Entry – Basic Section	The status of the case transferred selected from the pick list.
Type	**ContactType**	Case Entry – Contact Section	The Type from the active Contact record
Type (Verbal)	**QuestionType**	Case Entry – Question Section	Indicates if the question response is a Verbal response.
The replacement fields for a Verbal are only available if a Verbal Document has been selected.			
Verbal, Document Title	**DocAuthor**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the Author as defined in Document Maintenance based on the active Standard Document used in the Verbal Response

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Verbal, Document Title	**DocID**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the Doc ID as defined in Document Maintenance based on the active Standard Document used in the Verbal Response
Verbal, Document Title	**DocSearchDate**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the Search Date as defined in Document Maintenance based on the active Standard Document used in the Verbal Response
Verbal, Document Title	**DocTitle**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the title of the document as defined in Document Maintenance based on the active Standard Document used in the Verbal Response
Verbal, Document Title	**DocType**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the Document Type as defined in Document Maintenance based on the active Standard Document used in the Verbal Response
Verbal, Document Title	**GlobalDocID**	Document Maintenance – Standard Document	Global Document ID from the active document record used in the Response Letter
Verbal, Document Title	**DocApprovedDate**	Document Maintenance – Standard Document	If the Verbal checkbox is selected, the Approved Date as defined in Document Maintenance based on the active Standard Document used in the Verbal Response
User Id	**UserName**	Response Letter Screen	The name of the user as defined in Add/Edit Users based on the User ID
Verbatim	**CaseQuestion**	Case Entry – Question Section	The first Question from the active Question record.
Zip/Postal	**Postal**	Case Entry – Contact Section	The Postal or Zip Code from the active Contact record

E-mail Corporate From Response Letters Screen

Emailing Corporate

E-mailing Corporate will have a different field replaced depending upon the active screen at the time the E-mail Corporate selection is made. If the **Response Letters** screen is the active screen, then the following replacement fields are available.

Replacement Fields for Response Letters Screen

If the **Response Letter** screen is the active screen, then the following replacement fields will be available.

Case Entry - Response Letter Screen   Version 5.8.1

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
	AllContactsEmails Cheryl@irmsonline.com;Document @irmsonline.com	Case Entry – Contact Section	Incorporates and formats the email addresses for all the contacts from the Case. The emails are separated by a semicolon as shown. **Email1;Email2;Email3;…**

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition

	ContactNA
	
	Doctor Aliese Tanner
	Medical Doctor
	OBA Medical
	14300 Bell Road
	Suite C
	Homer Glen, IL 60491
		Response Letter Screen	Incorporates and formats the address information from the Contact selected for the response letter. The address information includes:
			
			    Salutaion First Name Last Name
			    Title
			    Company
			    Address
			    City, State/Region Zip/Postal
			    Country Code (Not printed for U.S.)
			Notes:
			The following languages are supported: Belgium, Canada, France, Germany, Italy, Netherlands, and United Kingdom.

	FullAddress
	
	Aliese Tanner, MD
	Medical Records Dept
	Medical Doctor
	Allergy and Asthma
	OBA Medical
	14300 Bell Road
	Suite C
	Homer Glen, IL 60491
	CANADA
		Response Letter Screen	Incorporates and formats the address information from the Contact selected for the response letter. The address information includes:
			
			    First Name Last Name, Degree
			    Attention
			    Title
			    Department
			    Company
			    Address
			    City, State/Region Zip/Postal
			    Country Code (Not printed for U.S.)
			Notes:
			The following languages are supported: Belgium, Canada, France, Germany, Italy, Netherlands, and United Kingdom.

	FullSalutation Dear Doctor Tanner:	Case Entry – Contact Section	Incorporates and formats the salutation from the active Contact record. The salutation includes: **"Dear" Salutation Last Name**
	Name Aliese Tanner, MD	Case Entry – Contact Section	Incorporates and formats the name from the Contact selected for the response letter. The salutation includes: **First Name Last Name, Degree**
	Tab		The Tab will place five spaces anywhere within an email.
	Today Wednesday, February 27, 2008		The Current Date in the long date format

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Abstract	**Abstract**	Case Entry – Question Section	The Abstract description selected from the pick list from the active Question record for the response letter
Abstract	**AbstractCode**	Case Entry – Question Section	The Abstract Code defined in Abstract Control based on the Abstract Description from the active Case record for the response letter.
Case No	**ReqNo** US07-000009	Case Entry – Basic Case Section	The numeric portion of the Case No assigned
Case No	**Case No** Case: US08-000020	Case Entry – Basic Case Section	The number assigned to the Case record for the Case preceeded with "*Case:*"
Case No	**CaseNo**	Case Entry – Basic Case Section	The complete number assigned as defined by the Case Mask in the Division Parameters.
Category	**CategoryDesc**	Response Letter Screen	The Category description defined in General Table Maintenance for *Category* based on the first Category from the active Response Letter record
Category	**Category**	Case Entry – Question Section	The first Category in the active Response Letter record
Contact	**Attention**	Case Entry – Contact Section	The Attention line from the Contact record selected for the response letter
Contact	**Company**	Case Entry – Contact Section	The Company Name from the Contact record selected for the response letter
Contact	**ContactClass**	Case Entry – Contact Section	The Class from the Contact record selected for the response letter
Contact	**ContactClassDesc**	Case Entry – Contact Section	The Class description defined in Contact Class Maintenance based on the Class from the Contact record selected for the response letter
Contact	**ContactPhone**	Case Entry – Contact Section	The Phone number in the first Phone field from the Contact record selected for the response letter
Contact	**ContactPIInfo**	Case Entry – Contact Section	The indicator which determines if contact data is visible or hidden from the Contact record selected for the response letter
Contact	**ContactType**	Case Entry – Contact Section	The Type from the Contact record selected for the response letter
Contact	**Country**	Case Entry – Contact Section	The Country from the Contact record selected for the response letter

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Contact	**Degree**	Case Entry – Contact Section	The Degree from the Contact record selected for the response letter
Contact	**Department**	Case Entry – Contact Section	The Department of the Contact record selected for the response letter
Contact	**Fax**	Case Entry – Contact Section	The Fax number from the Contact record selected for the response letter
Contact	**FirstName**	Case Entry – Contact Section	The First name from the Contact record selected for the response letter
Contact	**Gender**	Case Entry – Contact Section	The Gender from the Contact record selected for the response letter
Contact	**Greeting**	Case Entry – Contact Section	The Greeting from the Contact record selected for the response letter
Contact	**LastName**	Case Entry – Contact Section	The Last name from the Contact record selected for the response letter
Contact	**MiscContact**	Case Entry – Contact Section	The Miscellaneous information from the Contact record selected for the response letter
Contact	**Phone**	Case Entry – Contact Section	The Phone Number from the first phone field from the Contact record selected for the response letter
Contact	**Postal**	Case Entry – Contact Section	The Postal or Zip Code from the Contact record selected for the response letter
Contact	**Region**	Case Entry – Contact Section	The name of the State or Region defined in the General table "*States and Provinces*" based on the state or region from the Contact record selected for the response letter
Contact	**RegionName**	Case Entry – Contact Section	The name of the State or Region defined in the General table "*States and Provinces*" based on the state or region from the Contact record selected for the response letter
Contact	**Salutation**	Case Entry – Contact Section	The Salutation from the Contact record selected for the response letter
Contact	**Specialty**	Case Entry – Contact Section	The Specialty from the Contact record selected for the response letter
Contact	**Street** 14300 Bell Road Suite C	Case Entry – Contact Section	The Address field from the Contact record selected for the response letter. Includes multiple address lines.
Contact	**Title**	Case Entry – Contact Section	The Title of the Contact from the Contact record selected for the response letter

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Contact	**Address** 14300 Bell Road Suite C	Case Entry – Contact Section	The Address field from the Contact selected for the response letter. Includes multiple address lines.
Contact	**City**	Case Entry – Contact Section	The City from the Contact record selected for the response letter
Contact	**Email**	Case Entry – Contact Section	The E-mail address of the Contact record selected for the response letter
Division	**Division**	Case Entry – Basic Case Section	The Division Code associated with the Division Name defined in the Division Parameters
DocID	**DocAuthor**	Document Maintenance – Standard Document	The Author as defined in Document Maintenance based on the active Standard Document
DocID	**DocSearchDate**	Document Maintenance – Standard Document	The Search Date as defined in Document Maintenance based on the active Standard Document
DocID	**DocSubType**	Document Maintenance – Standard Document	The document sub type as defined in Document Maintenance based on the active Standard Document
DocID	**DocType**	Document Maintenance – Standard Document	The Document Type as defined in Document Maintenance based on the first document used in the Response Letter
DocID	**GlobalDocID**	Document Maintenance – Standard Document	Global Document ID from the active document record used in the Response Letter
DocID	**DocID**	Response Letter Screen	The Doc ID as defined in Document Maintenance based on the active Standard Document
Document Title	**DocApprovedDate**	Document Maintenance – Standard Document	The Approved Date as defined in Document Maintenance based on the active Standard Document
Document Title	**DocTitle**	Response Letter Screen	The Title of the document as defined in Document Maintenance based on the active Standard Document
Language	**Language**	Response Letter Screen	The Language of the active Response Letter record
Let Date	**LetDate**	Response Letter Screen	The date of the letter of the active Response Letter record
Letter #	**LetNo**	Response Letter Screen	The number assigned to the Response Letter when the Response Letter screen is initially selected from Case Entry or a New Response Letter is created.
Merge Date	**MergeDate**	Response Letter Screen	The date the letter, fax, or email was merged together from the active Response Letter record

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
PC No	**PC No** PC: US08-000006	Product Complaint Screen	The number assigned to the Product Complaint record for the Case preceeded with "*PC:*"
PC No	**PCNumber**	Product Complaint Screen	The number assigned to the Product Complaint record for the Case
Product	**ProdName**	Case Entry – Question Section	The name of the Product from the first Product in the active Response Letter record
Product	**GenericName**	Case Entry – Question Section	The Generic Name of the Product as defined in Product Maintenance based on the first Product in the active Response Letter record
Received (Date)	**RecDate** Thursday, August 23, 2007	Case Entry – Basic Case Section	The date the case was received from the active case record printed in the long date format
Ref To	**RefToDept**	Case Entry – Basic Case Section	The Department of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record
Ref To	**RefToEmail**	Case Entry – Basic Case Section	The E-mail address of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record
Ref To	**RefToInitials**	Case Entry – Basic Case Section	The initials of the Ref To Service Representative defined in Add/Edit users based on the Ref To User ID from the active Case record
Ref To	**RefInit1**	Case Entry – Basic Case Section	The User Id in the Ref To field from the active Case record
Ref To	**RefToName**	Case Entry – Contact Section	The name of the Ref To representative defined in Add/Edit Users based on the Ref To User ID from the active Case Record
Ref To	**RefTo**	Case Entry – Basic Case Section	The User ID of the Ref To Representative from the active Case record
Rep	**PsRepEmail**	Response Letter Screen	The E-mail of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record
Rep	**PsRepInitials**	Response Letter Screen	The initials of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record
Rep	**PsRepName**	Case Entry – Basic Case Section	The Full Name of the Service Rep defined in Add/Edit Users based on the Service Rep Code from the active case record

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Rep	**RepName**	Case Entry – Basic Case Section	The name of the Sales Representative of the active case record
Rep	**RepNo**	Case Entry – Contact Section	The territory number of the Sales Representative in the active Case record
Rep	**PsRepDept**	Response Letter Screen	The department of the Service Representative defined in Add/Edit users based on the Service Rep User ID from the active Case record
Rep	**PsRep**	Response Letter Screen	The User ID of the Service Rep as it appears in the active case record
Report No	**AE No** AE: US08-000010	Adverse Event Screen	The number assigned to the Adverse Event record for the Case preceeded with "*AE:*"
Report No	**AENumber**	Adverse Event Screen	The number assigned to the Adverse Event record for the Case
Signature	**RefInit2**	Response Letter Screen	The User Id in the Ref To field from the active Case record
Signature	**SignName**	Response Letter Screen	The name of the Service Rep as defined in Signature Maintenance based on the Signature User ID
Signature	**SigInits**	Case Entry – Basic Case Section	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignDept**	Case Entry – Basic Case Section	The department of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignEmail**	Case Entry – Basic Case Section	The email address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignInits**	Case Entry – Basic Case Section	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignName**	Case Entry – Basic Case Section	The name of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhoneEmail**	Case Entry – Basic Case Section	The e-mail address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhoneExt**	Case Entry – Basic Case Section	The phone extension of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignTitle**	Response Letter Screen	The title of the Service Rep as defined in Signature Maintenance based on the Signature User ID

Based On Field Name	Replacement Field Name	Source Data	Replacement Field Definition
Signature	**SignPhone**	Response Letter Screen	The phone number of the Service Rep as defined in Signature Maintenance based on the Signature User ID
Topic	**TopicDesc**	Response Letter Screen	The topic description defined in General Table Maintenance for *Topic* based on the first Topic from the active Response Letter record
Topic	**Topic**	Response Letter Screen	The first Topic from the active Response Letter record
User Id	**UserName**	Response Letter Screen	The name of the user as defined in Add/Edit Users based on the User ID

E-mail Corporate From Document Maintenance

Emailing Corporate

There are several replacement fields available for emailing corporate from Document Maintenance. E-mailing Corporate will have a different field replaced depending upon the active screen at the time the E-mail Corporate selection is made.

Replacement Fields for Document Maintenance

Document Maintenance - Standard Document   Version 5.8.3.2

Based On Field Name	Replacement Field Name	Replacement Field Definition
	Tab	The Tab will place five spaces anywhere within an email.
	Today	The Current Date in the long date format
Abstract	**Abstract**	The Abstract description defined in Abstract Control based on the Abstract Code selected from the pick list
Abstract	**AbstractCode**	The Abstract Code selected from the pick list that is defined in Abstract Control
Approved Date	**DocApprovedDate**	The Date the document was approved in the long date format
Author	**DocAuthor**	The Author of the document as defined in General Table Maintenance for *Doc Author* and users defined in Add/Edit Users

Based On Field Name	Replacement Field Name	Replacement Field Definition
Category	**Category**	The Category selected from the pick list defined in General Table Maintenance
Category	**CategoryDesc**	The Category description defined in General Table Maintenance for *Category* based on the Category selected from the pick list
Department	**Department**	The Department of the user as defined in Add/Edit Users.
Division	**Division**	The Division of the user as defined in Add/Edit Users
Doc ID	**GlobalDocID**	Global Document ID from the active document record used in the Response Letter
Doc ID	**DocID**	The unique code used to identify the document
DocID	**DocSubType**	An additional classification for the Document Type
Document Title	**DocTitle**	The Title of the document
Expiration Date	**DocExpDate**	The date the document will expire
Language	**Language**	The Language the document is written in
Product	**GenericName**	The Generic Name of the product as defined in Product Maintenance based on the Product Code selected
Product	**ProdName**	The name of the product as defined in Product Maintenance based on the Product Code
Search Date	**DocSearchDate**	The date the document was last searched
Signature	**RefInit2**	The User Id in the Ref To field from the active Case record
Signature	**SignName**	The name of the Service Rep as defined in Signature Maintenance based on the Signature User ID
Signature	**SigInits**	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignDept**	The department of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignEmail**	The e-mail address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignInits**	The initials of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID

Based On Field Name	Replacement Field Name	Replacement Field Definition
Signature	**SignName**	The name of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhoneEmail**	The email address of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignPhoneExt**	The phone extension of the Service Rep as defined in Signature Maintenance based on the Service Rep User ID
Signature	**SignTitle**	The title of the Service Rep as defined in Signature Maintenance based on the Signature User ID
Signature	**RefInit2**	The user id of the user working on the document
Signature	**SignName**	The name of the user as defined in Signature Maintenance based on the User ID
Signature	**SignPhone**	The phone number of the user as defined in Signature Maintenance based on the User ID
Signature	**SignTitle**	The title of the user as defined in Signature Maintenance based on the User ID
Topic	**Topic**	The Topic selected from the pick list defined in General Table Maintenance
Topic	**TopicDesc**	The Topic description defined in General Table Maintenance for *Topic* based on the Topic selected from the pick list
User Id	**UserName**	The name of the user as defined in Add/Edit Users based on the User ID
You are Working with	**DocType**	The type of document defined in You are Working With

E-mail Corporate From Anywhere in IRMS

Emailing Corporate

There are several replacement fields available for emailing corporate from anywhere in IRMS. Below are the Replacement Fields available for any general email to corporate.

Replacement Fields for Anywhere in IRMS

Based On Field Name	Replacement Field Name	Replacement Field Definition
	Tab	The Tab will place five spaces anywhere within an email.
	Today	The Current Date in the long date format
Department	**Department**	The Department of the user as defined in Add/Edit Users.
Division	**Division**	The Division of the user as defined in Add/Edit Users
User Id	**UserName**	The name of the user as defined in Add/Edit Users based on the User Id
Signature	**SignName**	The name of the user as defined in Signature Maintenance based on the User ID

Chapter 4   Appendix

IRMS Based On Merge Field Name Listing

IRMS Merge Field Listing for Medical Information

IRMS Based On Replacement Field Name Listing

IRMS Replacement Field Listing for Medical Information

Appendix A

Based On Merge Field Name Listing

Below is a listing of the *Based On* field names for the merge fields.   The fields listed below are defined in the first column of the Merge Field tables.

Appendix B

Merge Field Listing for Medical Information

Below is a listing of the merge field names for Case Entry.

Appendix E

Based On Replacement Field Name Listing

Below is a listing of the *Based On* field name for the replacement fields. The fields listed below are defined in the first column of the Replacement Field tables.

Appendix F

Replacement Field Listing for Medical Information

Below is a listing of the replacement field names for Medical Information.

Chapter 5   Index

REVISION HISTORY

Rev	Release	Date	Author	Comments
1.0	5.9.2.1	08/29/2011	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Case Entry** section Add the following Merge Fields: *CaseQuestion*. **Chapter 3 – Replacement Fields** **Case Entry** section Add the following replacement fields: *CaseQuestion*.
1.0	5.9.2.0	01/31/2010	Cheryl Nabors	No changes necessary for Version 5.9.2.0.
1.0	5.9.1.1	12/15/2010	Cheryl Nabors	No changes necessary for Version 5.9.1.1.
1.0	5.9.1.0	10/01/2010	Cheryl Nabors	**Chapter 3 – Replacement Fields** **Case Entry** section Add the following replacement fields: *QuestionNDC/DIN, QuestionOwner, QuestionType, CaseCallCenter, CaseCompletedDate, CaseFirstRepsonseDate, CaseStatus, CaseTransferStatus, ContactConsentDenied, ContactConsentType, ContactConsentReceived, ContactConsentRequested.*.
1.0	5.8.5.0	05/01/2010	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Case Entry** section Add note for the languages supported when using "*and*". Add note for the languages supported when using Long Date fields. **Chapter 3 – Replacement Fields** **Case Entry** section Add the following replacement fields: *AllDocIDTitle*.
1.0	5.8.4.2	02/01/2010	Cheryl Nabors	No changes necessary for Version 5.8.4.0.
1.0	5.8.4.0c	11/02/2009	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Case Entry** section Add the following Merge Fields: *CaseProduct, CaseProdName, CaseGenericName, CaseProdGeneric*. **Chapter 3 – Replacement Fields** **Case Entry** section Add the following replacement fields: *CaseProduct, CaseProdName, CaseGenericName, CaseProdGeneric*.

1.0	5.8.4.0	08/05/2009	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Case Entry** section Add the following Merge Fields: *CaseDepartment*, *CaseEntryDate*, *CaseEntryPeriod*, *CasePriority*, *ContactDepartment*. **Chapter 3 – Replacement Fields** **Case Entry** section Add the following replacement fields: *CaseDepartment*, *CaseEntryDate*, *CaseEntryPeriod*, *CasePriority*, *CaseType*, *CaseHandling*, *CaseMiscData*, *RepEmployer*, *RepPhone*, *RepType*, *CaseReqBy*, *CaseSource*, *CaseRefToName*, *CasePsRepName*, *DivName*, *ContactDepartment*.
1.0	5.8.3.3	05/08/2009	Cheryl Nabors	No changes necessary for Version 5.8.3.3.
1.0	5.8.3.2	04/08/2009	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Document Maintenance** section Update Screen **Chapter 3 – Replacement Fields** **Document Maintenance** section Update Screen and fix **DocExpDate**
1.0	5.8.3.1	03/15/2009	Cheryl Nabors	No changes necessary for Version 5.8.3.1.
1.0	5.8.3.0	12/15/2008	Cheryl Nabors	**Chapter 3 – Replacement Fields** **E-mail Corporate/Representative in Response Letter**section Add **Case No, AENumber, AE No, PCNumber, and PC No** to Replacement Field table and indexes
1.0	5.8.2.1	07/08/2008	Cheryl Nabors	No changes for version 5.8.2.1.
1.0	5.8.2.0	05/01/2008	Cheryl Nabors	**Chapter 2 – Merge Field Codes** **Case Entry** section Add **ContactClass** and **ContactPIInfo** to Merge Field table and indexes **Chapter 3 – Replacement Fields** **E-mail Corporate/Representative in Case Entry** section Add **QuestionStatus** and **QuestionCompletedDate** to Replacement Field table and indexes Add **DocSubType** to Replacement Field table and indexes

1.0	5.8.1	11/15/2007	Cheryl Nabors	**Chapter 2 – Merge Field Codes** Add **ContactType** to table. **Chapter 6 –Replacement Fields** Add **CategoryDesc** to table. Add **TopicDesc** to table. Add **RefToInitials** to table. Add **RefToEmail** to table. Add **RefToDept** to table. Add **PsRepInitials** to table. Add **PsRepEmail** to table. Add **PsRepDept** to table. Add **Classification** to table. Add **SubClassification** to table.
1.0	5.8.0	08/01/2007	Cheryl Nabors	Initial Issue for the IRMS Field Codes Guide. The merge fields and replacement fields are incorporated into this guide. This guide replaces the *IRMS Merge Field Guide*.