

Supplier **Tip Sheet**

Totality - Important Reminders and Tips

Registration & Access:

- Must be a *Registered User* to access/upload into Totality
- Multiple Users can register for a Supplier. Recommend at least one User have “Supplier Administrator” access
- **Must** use **Internet Explorer** as the internet browser to access/login to the Totality Extranet

HCP Search and/or Add Functionality:

- Supplier can access/search the Common Customer Master database for valid **HCP JNJ ID #**
- Totality will perform an “auto search” for missing JNJ ID #'s – only for HCP Individuals
- Required Search Criteria: “Individual/ Institution”, HCP Last Name and State (or Country)
- HCP Add Requests: Single HCP Add - complete on line; Multiple Adds – submit excel Form

Data Templates:

- Only a **Standard Data Template** saved in **.CSV format** will be accepted for upload/processing.
- Standard Template files are available for download (.xls format) from the Totality Extranet.
- Standard Templates should never be changed (i.e., columns added/deleted).
- All HCP payments/value exchange must be associated with a valid **HCP JNJ ID #**

Uploading Data Templates:

- During File upload process - User will receive an on-screen message indicated that the “*system has accepted the file for processing*”. This does **NOT** complete the process.
- All uploaded template files must go through **OVERNIGHT** system validation for errors.
- Only line items that fail a validation rule will generate an error. All other records/lines will be accepted by the system.

Template “Upload Status” Notification:

- User/processor will receive an **“Upload Status”** email the day following template upload (i.e., **“Upload Status for PO/CR #”**) to confirm if the file upload was “successful” or “had errors”.

If a template generated errors, the email will include **2** files/file names:

- **The Error file (.csv format)** – includes only lines/records from original file that had an error
- **The Log File (.txt format)** – provides the error message for the lines/records in error

The Error & Log Files are now available for viewing
 Error File Name - ERR_10_344725401_992209969_051507214305_data.csv
 Log File Name - LOG_10_344725401_992209969_051507214305_data.txt

Correcting Data Template Record Errors:

- **Only** lines/records that were in **Error** should be correct and re-uploaded.
- **Never** re-load records from the original file that were previously "**successfully accepted**" by the system. **This will result in duplicate HCP data records in system.**
- Correct "**amount**" errors by processing a record with a "**Negative**" adjustment amount (e.g., original honoraria amount uploaded as \$10,000, but should have been \$1,000 - process an adjustment/template record with a negative/(\$9,000). All other line data should remain same.

Deleting Duplicate HCP Payment (template) Records:

- Supplier must correct/delete any duplicate HCP "value exchange" data records from system prior to Final Project Attestation.
- Supplier must process an "adjustment" template to delete/reverse the duplicate records.

Uploading "Other Compliance Documents":

- The "**Document Only**" "Template Type" must be selected when uploading Documents
- Documents must be uploaded by the appropriate required "**Document Type**" (i.e., HCP contract; Agenda; Approved materials, etc)
- Multiple documents can be uploaded at one time
- Document files are limited to **20MB**. Can Zip or imbed multiple documents **only if the "same required Type"** (i.e., contracts; OIG checks, etc) into a single document for upload

Activity/Close-Out Reports:

Always "**Request an Activity Report**" and review to validate all uploaded HCP payment/value exchange data is complete, accurate and not duplicated before complete Final Project Attestation.

Supplier Project Attestation:

- Complete **Only After** the project/activity is complete and **All** Compliance Deliverables have been met (i.e., templates uploaded without error/all supporting documents loaded).
- **Multi-Year Projects:** (*Current process*) Supplier Attestation required only at end of entire project. However, HCP value exchange data required to be uploaded on an Annual basis.
- Attest Process completed from the "*Data Template/Document Upload*" Login Screen.
- If Attested and requires subsequent data correction/ document upload, must re-attest.
- If project is in "**Closed**" status, supplier can no longer upload against project. Supplier must contact the Project Manager to "**re-open**" the project to facilitate additional upload/action.

Questions and Contacts:

Contact the J&J Affiliate Project Managers for questions/clarification on the project, HCC policy requirements, or project documentation requirements.

Totality system or process related questions – Training and Reference Materials are available on the Totality Extranet site to registered Supplier Users.