

**Ortho-McNeil Janssen  
Pharmaceutical Services**  
Division of Ortho-McNeil Pharmaceutical, Inc.

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**Totally Compliance Portal**



**User Documentation**

**Version 1.06**

## Revision History

Version	Revision Date	Status	Author	Description
1.00	March 30, 2007	Draft	Evan/Pam Barnet	Draft
1.01	May 1, 2007	Draft	Brian Reid	Draft
1.01	May 4, 2007	Draft	Evan/Pam Barnet	Revision/Edits from version 1.00
1.02	May 29, 2007	Draft	Brian Reid	Revision/Edits from version 1.01
1.03	May 30, 2007	Draft	Evan/Pam Barnet	Revisions/Edits from version 1.02
1.04	June 6, 2007	Draft	Brian Reid	Revision/Edits from version 1.03
1.04	June 22, 2007	Draft	Evan/Pam Barnet	Revision/Edits from version 1.03 – from Brian
1.05	June 26, 2007	Draft	Brian Reid	Revision/Edits from version 1.04
1.06	January 2, 2008	Draft	Brian Reid	Update FAQs

## Request a HCP Add

If an HCP is not found in the Access HCP Master Data section the user can request that one or more new HCP's be added to our HCP Master Data.

Additional Healthcare Professional Master data can be requested in this area. If you are interested in requesting additions, click on the link that reads "[Request an Add of one or more HCPs to HCP Master form in Excel \(.xls\) format](#)". The form is filled out for Individuals or Institutions. Complete the HCP Add Form, email it to [TotalitySS@pfsus.inj.com](mailto:TotalitySS@pfsus.inj.com) and your request will be reviewed. Please include the following text in the subject line of your e-mail "[Request an Add of one or more HCPs to HCP Master](#)"

The user will be notified via email once their HCP add request has been successfully completed

Email Subject: Totality Gateway HCP Add/Change Notification

Email contents:

Customer Name "Jimmie Johnson"

City "Salisbury"

State "MD"

HCPID = "15026448".

- ❖ If multiple HCP adds were requested, a file containing the new information will be attached.

Our HCP Master Data is updated monthly, usually the first full week of the calendar month. Therefore once your request has been successfully processed the new information may not appear in the Access HCP Master Data section until the next calendar month.

**⚠ NOTE:** Due to European Union (EU) Privacy requirements, requests to add ex-US HCP's can only be accommodated after a fully executed contract is in place between the HCP and the J&J affiliate company. Therefore, only an internal affiliate company employee should request ex-US HCP additions to our HCP Master Data.

Request A HCP Add - Third Party Extranet - Microsoft Internet Explorer provided by Network & Computing Services

File Edit View Favorites Tools Help

Address <https://stag-totality.eu.ini.com/tpextranet/hcpaddrequest.do>

**Totality** Welcome Singh, Brajesh  
Supplier No: 344725 503

[Home](#) [Download Templates](#) [Upload A File](#) [Request A HCP Add](#) [Access HCP Master Data](#) [Upload Activity](#) [Change Password](#) [Exit](#)

### Request a HCP Add

We offer our suppliers the ability to request additions to our Healthcare Professional Master data. If you are interested in requesting additions please complete the request form below and email it to [TG@ordus.ini.com](mailto:TG@ordus.ini.com). We will review your request and contact you within five(5) business days.

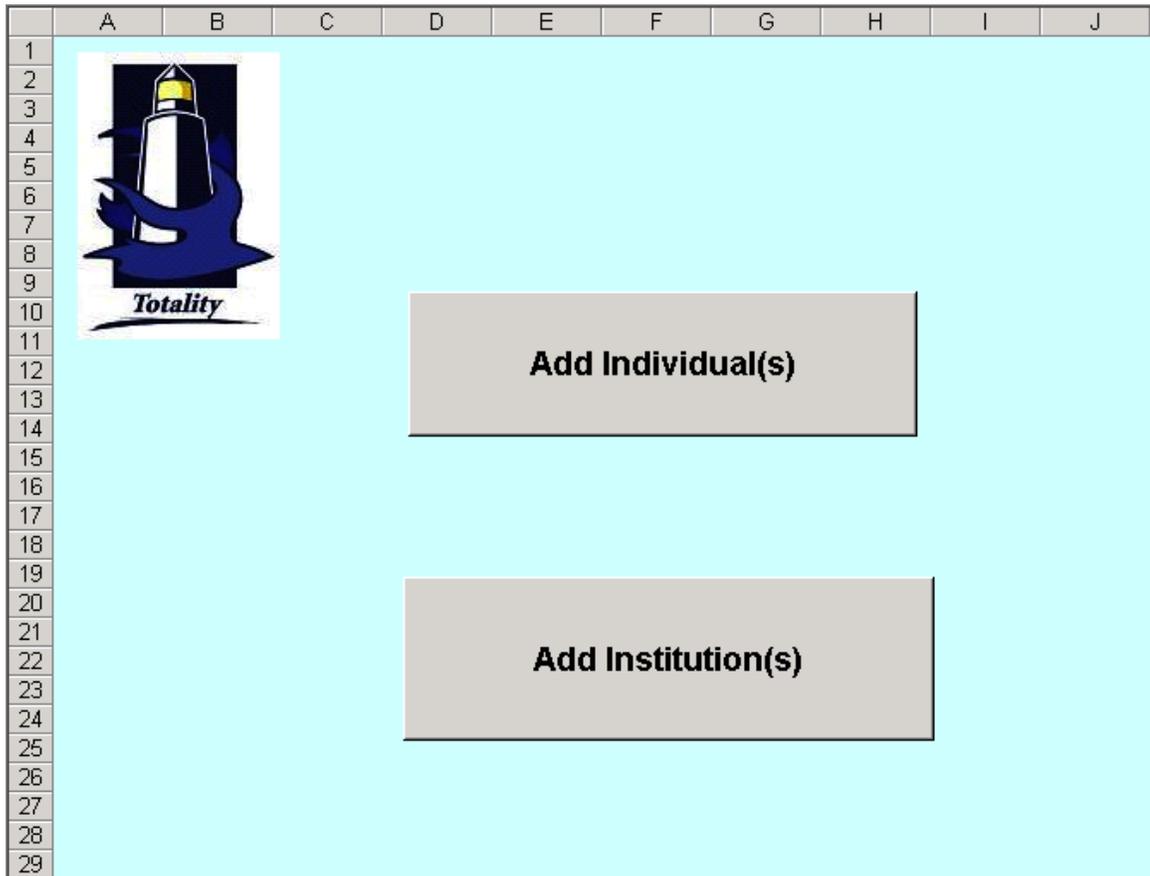
- Request an add of one or more HCPs to HCP Master form in Excel (.xls) format.
- Request an add of one or more HCPs to HCP Master instructions in Acrobat (.pdf) format.

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Done Trusted sites

### 1.1. HCP Add Form (Individuals)

In the HCP Add Form Intro Page, click the Add Individual(s) button.



The following four screen shots show the HCP Add Form for Individual. Each column indicates the Field Name, whether that field is Required or Optional, and validation for the type of input expected.

	A	B	C	D	E	F	G
1						<b>HCP Add Form</b>	
2						<b>Individual</b>	
3		<i>picklist</i>	<i>picklist</i>				
4		<b>HCP Type</b>	<b>Type of Request</b>	<b>Current HCP ID Number</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b>
5		Required	Required	Optional	Required	Optional	Required
6		<b>Validation:</b> can only be "PROF"	<b>Validation:</b> can only be "Add" or "Change"	<b>Validation:</b> (1) must be provided for all "change" requests (2) must be numeric	<b>Validation:</b> must be alphanumeric	<b>Validation:</b> must be alphanumeric	<b>Validation:</b> must be alphanumeric
7		<i>Enter Information Below:</i>					
8		PROF		N/A			
9	1	PROF		N/A			
10	2	PROF		N/A			
11	3	PROF		N/A			
12	4	PROF		N/A			
13	5	PROF		N/A			
14	6	PROF		N/A			
15	7	PROF		N/A			
16	8	PROF		N/A			

	H	I	J	K	L	M	N
			<i>Prints &amp; M</i>				
		<i>picklist</i>	<i>picklist</i>	<i>picklist</i>	<i>picklist</i>	<i>picklist</i>	<i>picklist</i>
	<b>Suffix</b>	<b>Title</b>	<b>Degree</b>	<b>Primary Specialty</b>	<b>Customer Type</b>	<b>Customer Sub Type</b>	<b>Customer Status</b>
	Optional	Required	Required	Required	Required	Required	Required
	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> can only be "Active"
							Active
							Active
							Active
							Active
							Active
							Active
							Active
							Active

Q	P	Q	R	S	T
				<i>picklist</i>	<i>picklist</i>
<b>ME Number</b>	<b>State License number</b>	<b>DEA number</b>	<b>Phone Number</b>	<b>Address Type</b>	<b>Address Status</b>
<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	Required	Required
<b>Validation:</b> (1) can not modify current information in HCP Master (2) must be alphanumeric	<b>Validation:</b> (1) can not modify current information in HCP Master (2) must be alphanumeric	<b>Validation:</b> (1) can not modify current information in HCP Master (2) must be alphanumeric	<b>Validation:</b> must be alphanumeric	<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> can only be "Active"
					Active

U	V	W	X	Y	Z	AA
					<i>picklist</i>	<i>picklist</i>
<b>Address 1</b>	<b>Address 2</b>	<b>Address 3</b>	<b>City</b>	<b>State/Province</b>	<b>Postal Code</b>	<b>County</b>
Required	<b>Optional</b>	<b>Optional</b>	Required	Required	Required	Required
<b>Validation:</b> must be alphanumeric [picklist available]	<b>Validation:</b> must be alphanumeric	<b>Validation:</b> must be alphanumeric [picklist available]				

The following fields must match HCP Master Data specific criteria [pick lists are available within each column of the file]

1. Title
2. Degree
3. Primary Specialty
4. Customer Type

5. Address Type

- ❖ Please use the CRM Standard Values information to complete these fields



"CRM Standard Values.pdf"

The following field must match HCP Master Data specific criteria [pick lists are available within each column of the file]

6. Customer Sub-Type

- ❖ Please use the CRM Standard Sub-Type, Type information to complete these fields



"CRM Sub-Types\_Types.pdf"

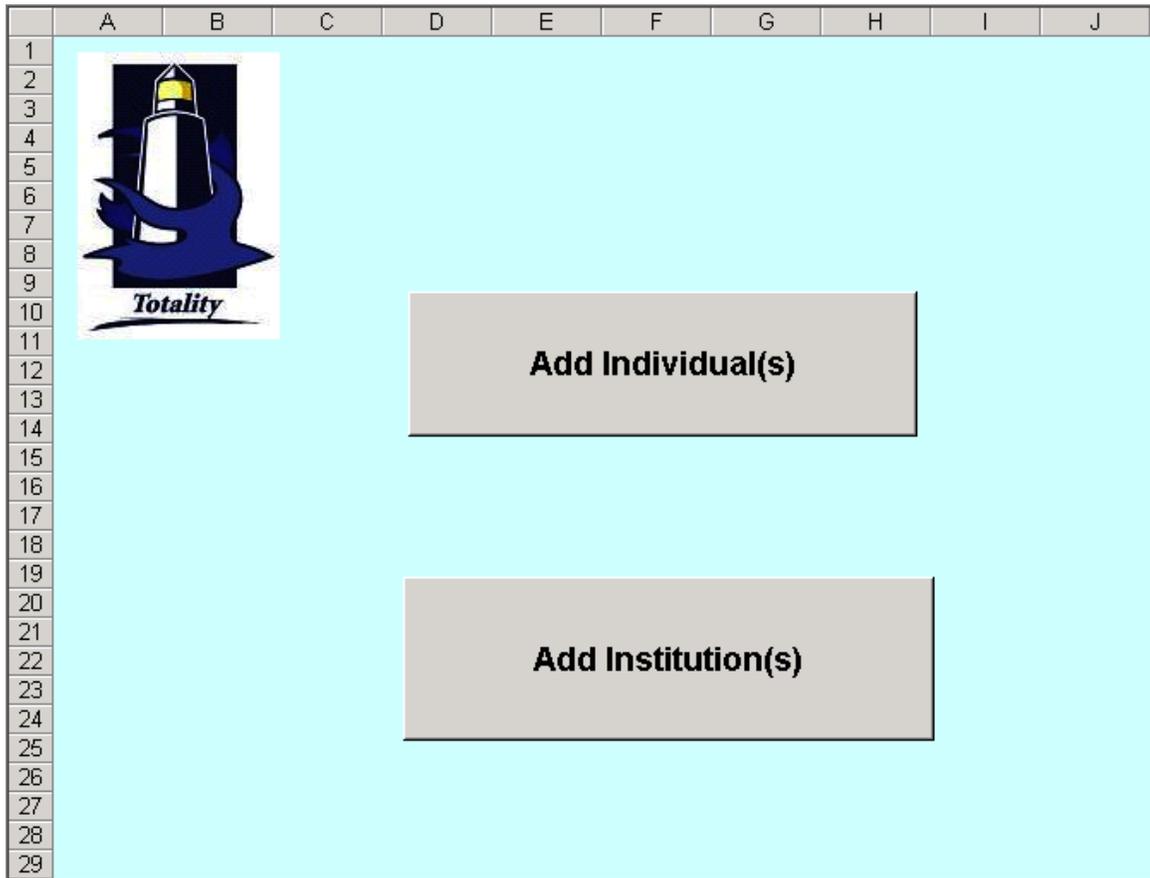
**NOTE:**

When entering addresses for US HCPs, it should be a valid address as per the United States Postal Service. You can use the USPS site to validate an address if you are unsure. Go to <http://zip4.usps.com/zip4/welcome.jsp> for verification. Many townships use a different town's post office, so keep this in mind. An address in Eatontown, NJ is in reality within the Tinton Falls post office. The address should be the correct location. If an address is considered "Not Valid" by the computerized Customer Master add process, the record will need to be reviewed manually. After a review of the address to insure they do not contain "invalid" data, they most likely will be added. This however, will delay the addition of the record due to time it takes for a manual review.

Once you have completed the HCP Add Form, email it to [TotalitySS@pfsus.jnj.com](mailto:TotalitySS@pfsus.jnj.com) and your request will be reviewed. Please include the following text in the subject line of your e-mail "Request an Add of one or more HCPs to HCP Master"

### 1.2. HCP Add Form (Institution)

In the HCP Add Form Intro Page, click the Add Institution(s) button.



The following two screen shots show the HCP Add Form for Institution. Each column indicates the Field Name, whether that field is Required or Optional, and validation for the type of input expected.



Please use the CRM Standard Values information to complete these fields



"CRM Standard  
Values.pdf"

The following field must match HCP Master Data specific criteria [pick lists are available within each column of the file]

7. Customer Sub-Type

Please use the CRM Standard Sub-Type, Type information to complete these fields



"CRM  
Sub-Types\_Types.pdf"

**NOTE:** When entering addresses for US HCPs, it should be a valid address as per the United States Postal Service. You can use the USPS site to validate an address if you are unsure. Go to <http://zip4.usps.com/zip4/welcome.jsp> for verification. Many townships use a different town's post office, so keep this in mind. An address in Eatontown, NJ is in reality within the Tinton Falls post office. The address should be the correct location. If an address is considered "Not Valid" by the computerized Customer Master add process, the record will need to be reviewed manually. After a review of the address to insure they do not contain "invalid" data, they most likely will be added. This however, will delay the addition of the record due to time it takes for a manual review.

Once you have completed the HCP Add Form, email it to [TotalitySS@pfsus.jnj.com](mailto:TotalitySS@pfsus.jnj.com) and your request will be reviewed. Please include the following text in the subject line of your e-mail "Request an Add of one or more HCPs to HCP Master"

## Search HCP Database

In this area, you may access the HCP Master data information that contains over seven million records, which **can not** be downloaded for future reference but can be searched.

The Search HCP Database link allows users to look up Health Care Professional ([HCP](#)) information in order to locate the HCP ID (HCP JNJ ID number).

HCPs can be searched for by Professional (Individual) or by Institution.

HCP Search by Institution:

### HCP Search

HCP Main Type:   Use Fuzzy Search

---

**HCP Name:	<input type="text"/>	**State:	<input type="text" value="--"/>
HCP Type:	<input type="text" value="--"/>	Address Line 1:	<input type="text"/>
HCP Sub Type:	<input type="text" value="--"/>	Address Line 2:	<input type="text"/>
*HCP ID:	<input type="text"/>	Address Line 3:	<input type="text"/>
*DEA Number:	<input type="text"/>	City:	<input type="text"/>
		**Zip/Postal Code:	<input type="text"/>
		Country:	<input type="text" value="United States"/>
		Phone Number:	<input type="text"/>

\* If the HCP ID or DEA # is known, that is all that is required.

\*\* If no key information is known, minimal search requirements are HCP Name and State OR Zip/Postal code.

HCP Search by Professional:

**HCP Search**

HCP Main Type:   Use Fuzzy Search

---

**\*\*HCP's Last Name:**  **\*\*State:**

---

HCP Type: <input type="text" value="--"/>	Address Line 1: <input type="text"/>
HCP Sub Type: <input type="text" value="--"/>	Address Line 2: <input type="text"/>
HCP's First Name: <input type="text"/>	Address Line 3: <input type="text"/>
HCP's Middle Name: <input type="text"/>	City: <input type="text"/>
Suffix: <input type="text"/>	<b>**Zip/Postal Code:</b> <input type="text"/>
Former Name: <input type="text"/>	Country: <input type="text" value="United States"/>
Primary Specialty: <input type="text" value="--"/>	Phone Number: <input type="text"/>
Title: <input type="text"/>	
Degree: <input type="text" value="--"/>	
*HCP ID: <input type="text"/>	
*ME Number: <input type="text"/>	
*DEA Number: <input type="text"/>	
*Medical License #: <input type="text"/> -State- <input type="text" value="--"/>	

\* If the HCP ID, ME #, DEA # or Medical License # is known, that is all that is required.

\*\* If no key information is known, minimal search requirements are HCP Last Name and State OR Zip/Postal code.

**NOTE:** If the HCP ID, ME#, [DEA #](#), or Medical License# is known, that is all that is required. Minimal search requirements are HCP Last Name and State OR Zip/Postal code.

**HCP Search**

HCP Main Type:   Use Fuzzy Search

---

**\*\*HCP Name:**  **\*\*State:**

---

HCP Type: <input type="text" value="--"/>	Address Line 1: <input type="text"/>
HCP Sub Type: <input type="text" value="--"/>	Address Line 2: <input type="text"/>
*HCP ID: <input type="text"/>	Address Line 3: <input type="text"/>
*DEA Number: <input type="text"/>	City: <input type="text"/>
	<b>**Zip/Postal Code:</b> <input type="text"/>
	Country: <input type="text" value="United States"/>
	Phone Number: <input type="text"/>

\* If the HCP ID or DEA # is known, that is all that is required.

\*\* If no key information is known, minimal search requirements are HCP Name and State OR Zip/Postal code.

Additional information about an HCP can be viewed by clicking on the HCP ID.

**Institution Search Results**

If you do not see the HCP you are looking for, you can [refine your search](#) or [add/modify an HCP](#).

Leave Totality : Fri Dec 15 19:57:26 EST 2006  
 Arrive Web/Method: Fri Dec 15 19:57:26 EST 2006  
 Leave Web/Method: Fri Dec 15 19:57:35 EST 2006  
 Display Result : Fri Dec 15 19:57:35 EST 2006

19 items found, displaying all items. 1

HCP ID	Full Name	Address	City	State/Provn	Postal Code	Country								
▶ <a href="#">12832006</a>	Johns Hopkins Hosp	600 Wolf St	Baltimore	MD	21287	US								
▼ <a href="#">12906092</a>	Johns Hopkins Hosp	601 N Caroline St	Baltimore	MD	21287	US								
<table border="0"> <tr> <td><b>Address Status:</b> Active</td> <td><b>Customer Type:</b> Hospital</td> </tr> <tr> <td><b>Address Type:</b> OFC</td> <td><b>Customer Sub Type:</b> Other</td> </tr> <tr> <td><b>Address Phone:</b></td> <td><b>Customer Status:</b> Active</td> </tr> <tr> <td></td> <td><b>Customer Phone:</b></td> </tr> </table>							<b>Address Status:</b> Active	<b>Customer Type:</b> Hospital	<b>Address Type:</b> OFC	<b>Customer Sub Type:</b> Other	<b>Address Phone:</b>	<b>Customer Status:</b> Active		<b>Customer Phone:</b>
<b>Address Status:</b> Active	<b>Customer Type:</b> Hospital													
<b>Address Type:</b> OFC	<b>Customer Sub Type:</b> Other													
<b>Address Phone:</b>	<b>Customer Status:</b> Active													
	<b>Customer Phone:</b>													
▶ <a href="#">8375610</a>	Johns Hopkins Hosp Main Pharm	600 N Wolfe St	Baltimore	MD	21287	US								
▶ <a href="#">8814289</a>	Johns Hopkins Hosp Phs	600 N 180Th	Baltimore	MD	21287	US								

## Appendix

### 1.3. Glossary

Term	Definition
HCP	Health Care Professional – includes a wide range of people in the Health Care industry. <a href="#">Click here to see, "What is an HCP?"</a>
Supplier	Any organization receiving payment through the J&J procurement system is considered by Totality to be a supplier/payee. <a href="#">Click here to see, "What is a Supplier/Payee?"</a>
Totally ID	The unique ID assigned by the internal J&J Totality system

### 1.4. Expanded Definitions

#### 1.4.1. What is an HCP?

An HCP is classified as any person to whom a J&J company markets its products and services that is in a position to prescribe, acquire or influence the selection of the products furnished or purchased. This includes traditional Health Care Professionals licensed by states to provide health care services directly or indirectly to patients (e.g., physicians, nurse practitioners, nurses, etc.) as well as hospital, health system, Managed Care Organizations and other institutions

Health Care Professional
Prescribers: Doctors, Nurse Practitioners, Physician Assistants
Acquirers: Hospitals, Clinics, Pharmacies
Acquirers: Pharmacists
Influencers: Medical Administrators, Purchasing Agents, Materials Management, Formulary Committee members, Trade Associations
Influencers: Nurses, Study Nurses
Influencers: Managed Care Organizations and their employees
Influencers: Primary Clinical Investigators, Non-Prescribing Key Opinion Leaders (e.g. PhD)
Influencers: Medical Societies, Advocacy Groups, Charitable Organizations (in a position to influence, acquire or recommend)
Influencers: Educational Institutions (for study grants, contributions)
Influencers: Health Economists

Medical classifications that require an HCP JNJ ID number (all institutions require an ID #)	
A.P.N.	Advanced Practice Nurse
A.P.R.N.	Advanced Practice Registered Nurse
And	Advanced Degree in Nursing

<b>Medical classifications that require an HCP JNJ ID number (all institutions require an ID #)</b>	
BSN	Bachelor of Science in Nursing
C.N.S.	Clinical Nurse Specialists
C.N.W.	Certified Nurse Midwife
C.R.N.A.	Certified Nurse Nurse Anesthetist
C.R.N.P.	Certified Registered Nurse Practitioner
CM	Certified Professional Midwife
CPM	Certified Professional Midwives
CSN	Clinical Nurse Specialist
D.D.S.	Doctor of Dental Surgery
D.M.D.	Doctor of Dental medicine
D.O.	Doctor of Osteopathy
D.P.M.	Doctor of Podiatric Medicine
D.V.M.	Doctor of Veterinary Medicine
F.N.P.	Family Nurse Practitioner
G.N.P.	Gerontological Nurse Practitioner
M.D.	Medical Doctor
MS	Master of Science
MSN	Master of Science in Nursing
MSPH	Master of Science in Pharmacy
N.D.	Naturopathic Doctor
N.P.	Nurse Practitioner
O.D.	Doctor of Optometry
P.A.	Physician Assistant
P.A.-C	Physician Assistant Certified
P.M.H.N.	Psychiatric-mental health nurse
Pharm D	Doctor of Pharmacy
PMHNP	Psychiatric and Mental Health Nurse Practitioner
R.N.C.	Registered Nurse Certified
Resident	
RN	Registered Nurse
RN-BC	Registered Nurse-Board Certified
RPh	Registered Pharmacist

<b>Medical classifications that <b>MAY</b> require a JNJ ID number (all <i>institutions</i> require an ID #)</b>	
Billing Manager	
BS	Bachelor of Science
C.A.D.C.	Certified alcohol and drug counselor
C.G.C.	Certified Genetic Counselor
CMPE	Certified Medical Practice Executive
CPHQ	Certified Professional in Health Care Quality
CPhT	Certified Pharmacy Technician
D.S.W.	Doctor of social work
Ed.D.	Doctor of education
Ed.S.	Education specialist
L.C.P.C.	Licensed Clinical Professional Counselor
L.C.S.W.	Licensed clinical social worker
L.I.C.S.W.	Licensed independent clinical social worker
L.M.H.C.	Licensed mental health counselor
L.P.	Licensed psychologist
L.P.C.	Licensed professional counselor
LMSW	Licensed Master Social Worker
LPC	License Professional Counselor
LPN	Licensed Practical Nurse
LSW	Licensed Social Worker
LVN	Licensed Vocational Nurse
M.Ed.	Master of education
MA	Masters of Arts
MHA	Medical Health Administrator
MPA	Master of Public Administration
MPH	Masters of Public Health
MSHA	Master of Science in Health Administration
MSW	Master of Social Work
Office Manager	
Ph.D.	Doctor of philosophy
Pharmacy Student	PS1, PS2, PS3, PS4
Psy.D.	Doctor of psychology
PT	Physical Therapist

Medical classifications that <b>MAY</b> require a JNJ ID number (all <i>institutions</i> require an ID #)	
RD	Registered Dietitian
Receptionist	
RPT	Registered Physical Therapist

#### **1.4.2. What is a Supplier / Payee?**

Totality must record who is receiving the money associated with a transaction. Totality defines any party receiving payment as a Supplier / Payee.

- A Supplier / Payee may include an HCP or a Third Party (Clinical Research Organizations, Site Management Organizations, Speaker Bureaus, Meeting Logistics Companies, Medical Education Companies, etc)

## **1.5. Frequently Asked Questions (FAQ's)**

### **Q1. How do I locate a HCP JNJ ID number for an individual or institution?**

A1.

- Search for the individual or institution on the extranet under the Access HCP Master data tab.
- An automated search for an individual can be performed as part the data template upload process
- Contact your affiliate company project manager to obtain this information before the start of the project.

### **Q2. What are the supporting documentation requirements for each in-scope Johnson & Johnson affiliate company?**

A2.

- Please contact the individual affiliate company for their specific requirements

### **Q3. What information is required for each data template?**

A3.

- See the "Template Details" section of this document for the specific requirements for each data template.

### **Q4. How can I upload multiple supporting document files at one time?**

A4.

- Multiple files can be embedded into one single file. See the instructions on how to complete this procedure in the "Upload a File" section of this document.

### **Q5. How will I know if my data template contained no errors?**

A5.

- Within one business day (24 hours) from the time of upload the person that has uploaded the data template will receive an e-mail notification which will state if the upload contained errors or contained no errors.

### **Q6. Will an internal J&J affiliate company employee be notified when a data template or document file has been uploaded?**

A6.

- Yes, at least two internal affiliate company employees will receive a notification every time a file is uploaded. At least two internal affiliate company employees will also receive the same error or no error notification e-mail received by the supplier.

### **Q7. I received an e-mail that my data template had errors, how do I correct the errors?**

A7.

- See the "Error Files" section of this document.

**Q8. I can't find the HCP JNJ ID number for the individual or institution what should I do?**

A8.

- Perform a search using only the name and state, double check that the name is spelled correctly.
- Perform a partial name search with the last name (e.g. Smi) or institution name (e.g. Hopkins)
- Try searching for last name without a hyphen or only one of the last names (e.g. Danielle Mele Arends, Danielle Mele-Arends, or Danielle Mele)
- If various searches fail to produce required result complete the form to request an HCP Add

**Q9. I found an HCP with multiple JNJ ID numbers which JNJ ID number should I select?**

A9.

- Select the JNJ ID with an address that closely matches your information.
- Select the JNJ ID with an address that you recognize even if it does not match your exact address (e.g. your information is the residential address but only the business address exists in our HCP Master).
- Use an separate data source to cross-reference the address information [e.g. hospital website, webmd.com, ama-assn.org(Doctorfinder), etc]
- Contact the affiliate company project manager for guidance

**Q10. I found an HCP with multiple JNJ ID numbers with the same address which JNJ ID number should I select?**

A10.

- Contact the affiliate company project manager for guidance

**Q11. How should I report the per person cost for a meal if only 10 people received a meal but due to contractual attendance commitments we were required to pay for 12 meals?**

A11.

- In the appropriate data template please report the per person cost based on the commitment amount (e.g. 12) and provide supporting documentation to explain this special situation.

**Q12. For a meeting attendee the fee for service (honorarium) is paid to an institution but the travel and meals provided to the individual. Which data template should I use?**

A12.

- The Consulting (HCP institution) would be required to report the fee for service and the Consulting (HCP individual) would be required to report all other expenses.

**Q13. Should I report ex-US HCP expenses?**

A13.

- Most in-scope affiliate companies only require US HCP expense but speak with the affiliate company project manger to understand all reporting requirements before the start of the project.

**Q14. Should I report pass-through costs (copy, fax) and management fees?**

A14.

- No, only compliant direct value exchanges to an HCP (individual or institution) should be reported.

**Q15. There are two suppliers working on my project and each will make payments to HCP's on behalf of the J&J affiliate company. Which supplier should report the HCP expenses?**

A15.

- Both, each supplier will be required to complete the appropriate data template and upload the information.

**Q16. We provided an HCP with a nominal gift (e.g. pen, product logo shirt) as part of a meeting but the gift was purchased by the affiliate company and is not an expense line item on our statement of work. Do we need to report this item?**

A16.

- No, gifts purchased and provided by the affiliate company are the responsibility of the company to report not the supplier.

**Q17. We made a payment to an HCP in the current year for an event that will not occur until the next year. When should this expense be reported**

- (i) the year when the expense occurs (current year)
- (ii) the year when the event occurs (next year)?

A17.

- Report expenses in the year in which they are paid.

**Q18. J&J meetings and conventions department was utilized to book the airfare and lodging. Who is responsible for reporting the expenses the supplier or J&J meetings and conventions?**

A18.

- The reporting responsibility may vary by operating company. Please speak with the affiliate company project manager.

**Q19. I want to see upload history and/or error reports that are older than three months. How do I obtain this information?**

A19.

- Contact [TG@prdus.jnj.com](mailto:TG@prdus.jnj.com) to request this information or speak with the affiliate company project manager.

**Q20. I have reviewed your reporting frequency guidelines but I cannot meet the 30 day after month/quarter calendar requirement. Can I still upload information?**

A20.

- Yes, but your affiliate company project manager should be informed of any reporting delays.

**Q21. I can't access the extranet site, who do I contact?**

A21.

- Please call our technical help desk at 1-800-209-9951.

**Q22. My account has become inactive how do I re-activate my account?**

A22.

- Contact [TotalitySS@pfsus.inj.com](mailto:TotalitySS@pfsus.inj.com) to have your account re-activated
- Call our technical help desk at 1-800-209-9951.

**Q23. How do I locate my supplier number?**

A23.

- Your supplier number can be obtained from several places.
  - 1) From your Johnson & Johnson purchase order.
  - 2) From the bottom of a Johnson & Johnson Accounts Payable check.
  - 3) By contacting your Buyer at Johnson & Johnson.

**Q24. If I have multiple meetings/events (e.g. advisory board series, speaker training) for the [same purchase order](#) can I submit all the HCP information on one data template or do I need to submit a separate data template for each meeting/event?**

A24.

- All information can be submitted on one data template

**Q25. Do I have to provide screenshots of OIG, EPLS, and FDA checks in separate files for each HCP or can they be combined into one Pdf file?**

A25.

- In most cases all the required exclusion check screenshots can be combined into one file.

**Q26. I tried to upload a data template but I am getting an error that I have already upload this file, what does this error mean?**

A26.

- The error is being generated because you are trying to upload a file with the exact same file information as previously uploaded. A "checksum" number is automatically generated for each file received by a supplier regardless of purchase order or check requisition number. The "checksum" number is made up of data elements within the file line count, line count word count, word count, and character count.

**Q27. The HCP ID for the HCP I used during my previous data upload is no longer valid, has the HCP been deleted from database?**

A27.

- No, the HCP has not been deleted from the database. Periodically the database is cleansed for duplicate records and in this process the HCP ID you previously used was deemed as a duplicate record and deleted from our database but the HCP still exists in the database just with a different HCP ID. Please search the database to locate the HCP ID for this HCP.

**Q28. How should “No Shows” be reported?**

A28.

- “No Show” expense (e.g. Airfare, Lodging, Ground Transportation, Meals, etc) should not be reported in a data template because the individual never received the any actual item of value. It is a good practice to provide a separate document to explain this type of special situation.

**Q29. How should per person Meal cost be reported?**

A29.

“No Show” expense (e.g. Airfare, Lodging, Ground Transportation, Meals, etc) should not be reported in a data template because the individual never received the any actual item of value.

Guaranteed meals - use the number of guaranteed persons to calculate your per person cost

Example of How to report per person meal cost: speaker training meeting

Scenario:

1. 100 expected total attendees for the meeting (includes J&J employees & all supplier(s) employees)
2. guarantee and pay for a pre-meeting buffet dinner enough to feed 65 people but only 50 people attend.

Option#1

For all meals you will have to keep track of who attends each meal and report the actual attendee amount, which is highly unlikely.

Pre-meeting dinner cost divided by 65 not the 50 that attended.

**Option#2**

At the end of the meeting you know who attend the meeting (including J&J employees & all supplier(s) employees)

apply the actual attendee or the guaranteed attendee amount to all meals to calculate the per person cost for each meal. We are not looking for the suppliers to track down to the penny especially for large meetings.

**actual attendees 90**

cost	guaranteed/ attendees	per person		cost	guaranteed/ attendees	per person	
pre-meeting	\$3,000	65	\$46.15	breakfast	\$2,000	90	\$22.22
lunch	\$4,500	90	\$50.00	dinner	\$8,500	90	\$94.44
breakfast	\$2,000	90	\$22.22	lunch	\$4,500	90	\$50.00
Total Per Person Cost \$285.03							

**Q30. How do I request an HCP Add for an EX-US individual?**

A30.

- ❑ Due to European Union (EU) Privacy requirements, requests to add ex-US HCP's can only be accommodated after a fully executed contract is in place between the HCP and the J&J affiliate company. Therefore, only an internal affiliate company employee should request ex-US HCP additions to our HCP Master Data.

**Q31. The actual Fee for Service (Honorarium) payment is made payable to an institution not the individual that provided the consulting service. How should I report this payment in the data template?**

A31.

- ❑ Even though the check is made payable to an institution the expense should be associated to the individual that provided the consulting service.

Example:

McNew Psychiatric Services, LLC - payee

Michelle McNew, NP – individual that performed consulting service

Consolidated Behavioral Health Services - payee

Satish Kulkarni, MD – individual that performed consulting service

**Q32. For a Speaker Bureau Program how should the meal cost for the following individuals be reported [Speaker, Sales Rep]?**

A32.

- ❑ The meal cost for the sales rep should not be reported in the data template. Meal cost for the Speaker should be reported in the Speaker Bureau completed programs(speaker) data template.