

Company User Guide

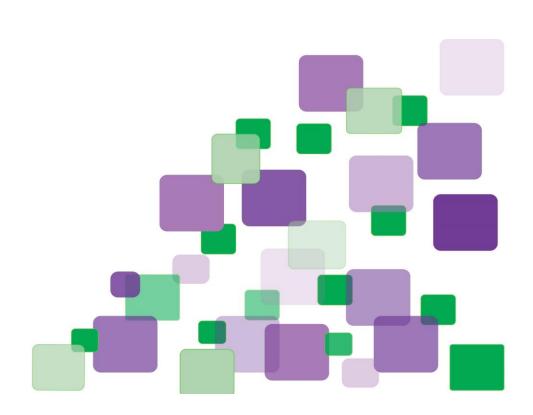




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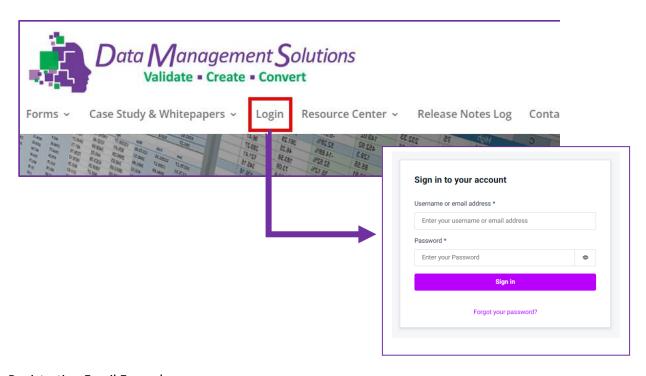
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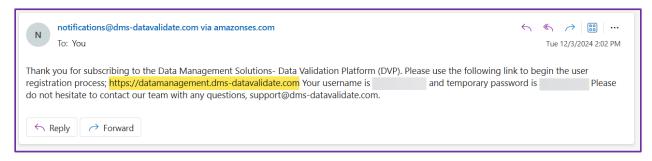
Login



The Data Management Solutions – Data Validation Platform can be accessed from https://dms-datavalidate.com/ using supplied username or registered email address. A temporary password is provided in the registration email and requires update during the registration process.



Registration Email Example:





Users



The Data Validation Platform supports six (6) user types, each with varying levels of access and functionality:

1. Organization Admin – Full Access

Provides complete access to all features within the platform, including the ability to add and deactivate users.

2. Organization Comparer – Limited Access

Allows full compare and merge functionality, but only for designated (whitelisted) companies. This role does not have the ability to add new companies.

3. Organization Task Manager - Limited Access

Grants the same permissions as the Organization-Level Comparer, excluding access to compare and merge functions.

Note: This user type does not count against your licensed user seats. You may create an unlimited number of Task Managers.

4. Organization Verifier - Partial Access

Permits verification of discrepancies and missing data for existing compares. Compare and merge functionality is not available for this role.

Note: This user type does not count against your licensed user seats. You may create an unlimited number of Organization Verifiers.

5. Company Admin – Limited Access (Platinum Elite Plan only)

Offers full compare and merge capabilities, but only for the specific company under which the user is created. This role is exclusive to the Platinum Elite subscription.

6. Company Verifier - Partial Access

Allows verification of discrepancies and missing data for existing compares within a single company. This role does not include compare and merge functionality.

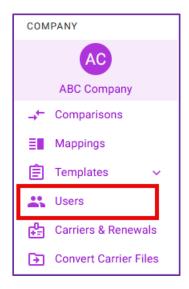
Note: This user type does not count against your licensed user seats. You may create an unlimited number of Company Verifiers.

Only Company level users are discussed in this set of instructions. Please reference the Organization Level User process document for information pertaining to that level.

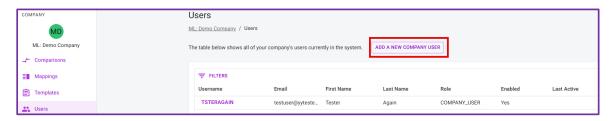


Adding a Company Level Verifier user

Select Users in the left menu bar.

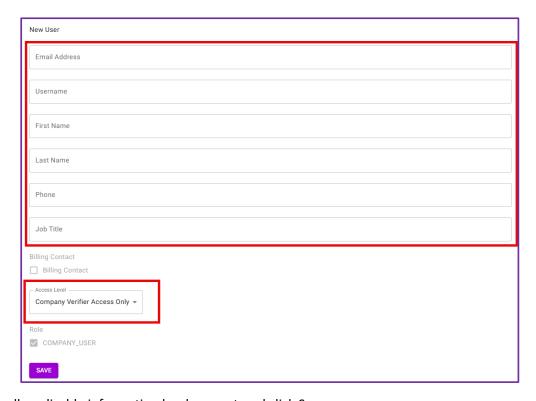


Select ADD A NEW COMPANY USER.



Enter all applicable information for the newly created user. Company admin users are restricted to creating company level verifiers only. The verifier access is limited to verifying discrepancies and missing data for existing compares only. No compare and merge functionality exists for this level.





Once all applicable information has been entered click Save.

The user will then receive an auto-generated email with a temporary password and a link to register their account.



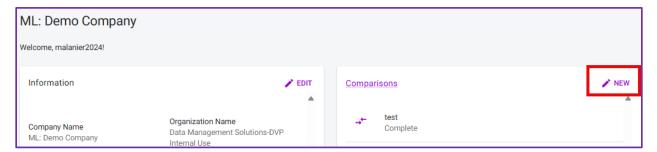
Create the Compare Only



Please note audit creation is restricted to Company Admin users which are only available under the Platinum Elite Plan. The compare process consists of several steps from naming the compare up to the completion of the comparison. Each step must be completed to advance through the compare process. All steps beyond Step 5 - Compare can be ignored if not needed. Prior completed steps with the exclusion of the compare creation can be revisited and reset if desired.

Create New Compare

Select NEW to begin a new comparison

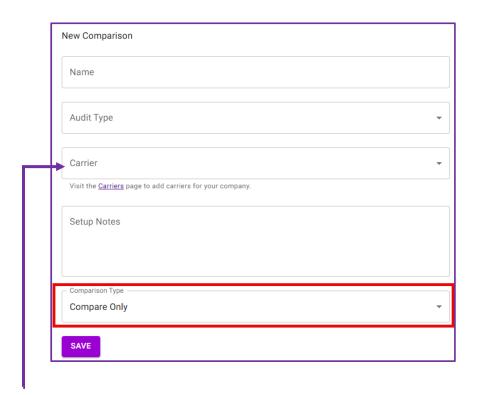


Name the Compare

Enter the comparison name in the field provided. Select Audit Type from the dropdown and add Additional Notes if desired. Select Compare Only for the Comparison Type and click SAVE.

Please Note that once the comparison type is selected and saved, it cannot be changed.



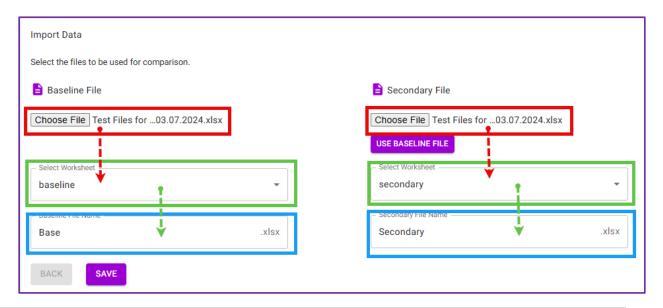


Carrier Selection is only available under the Platinum Elite or Subscription Based Audits plans

Import Files

Import baseline and secondary files, select specific worksheets (if applicable), then click SAVE. If you use same file for both baseline and secondary, click USE BASELINE FILE. Rename file names using 31 characters or less, if desired.





Select Data Points & Create Import Template

Matching data points will be auto filled. Add and/or Delete data points as needed. Select a minimum of One (1) unique identifier. Click CLEAR ALL to delete all data points.

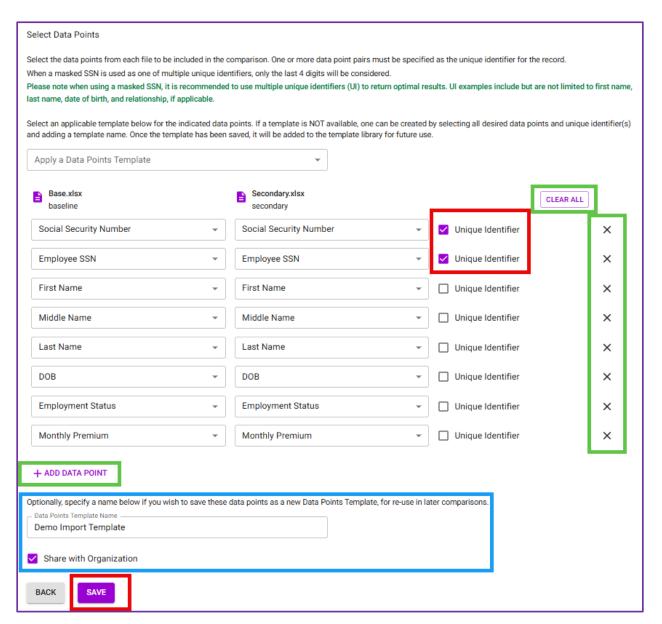
When a masked SSN is used as one of multiple unique identifiers, only the last 4 digits will be considered.

Please note when using a masked SSN, it is recommended to use multiple unique identifiers (UI) to return optimal results. UI examples include but are not limited to first name, last name, date of birth, and relationship, if applicable.

Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.

Once all desired data points and unique identifier(s) have been selected, an import template can be created for future use by adding a template Name and clicking SAVE.

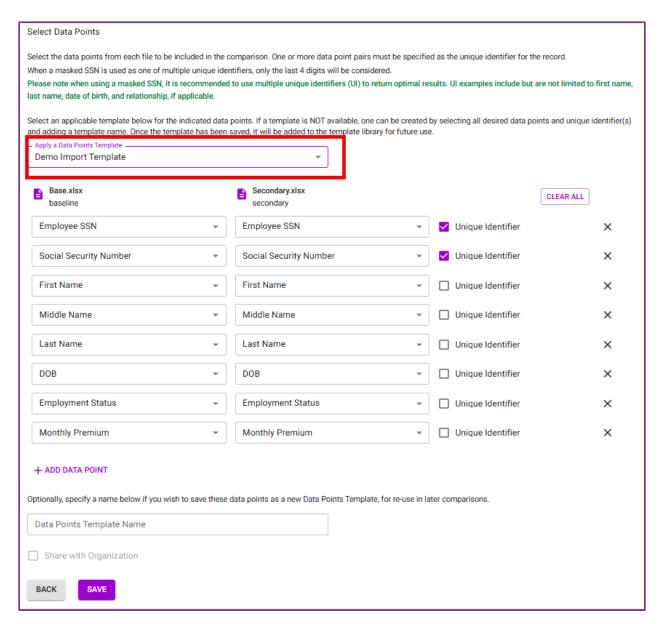




Select Data Points & Reuse Existing Template

Select an applicable data points template from the dropdown for the indicated data points. A template will only appear if the data points correspond to the import file column names. If a template is NOT available, one can be created by selecting all desired data points and unique identifier(s) and adding a template name. Once the template has been saved, it will be added to the template library for future use.



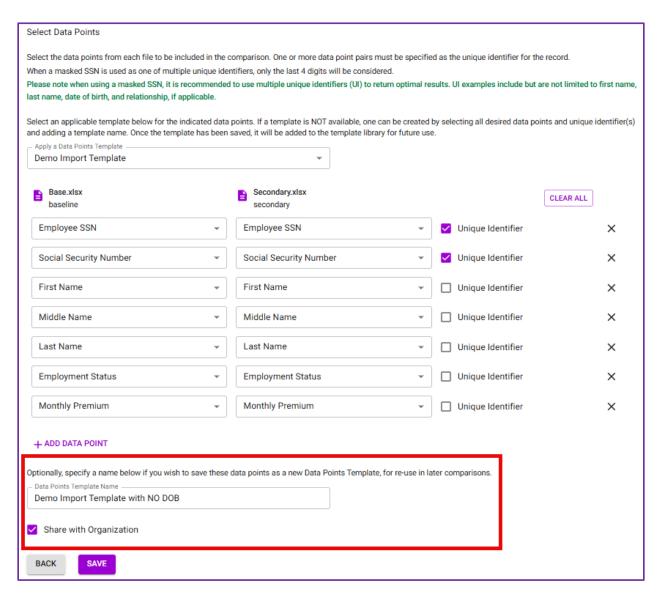


PLEASE NOTE if utilizing a saved template, any changes made such as adding or deleting data points during the audit are temporary and will not be saved to the existing template.

A new template can be created by adding a new data points template name and clicking SAVE.

In the example provided below, the auditor utilized the Demo Import Template but then removed the DOB data point. This change is temporary and is not removed from the existing template. By adding a new template name, a new template is created without the DOB.



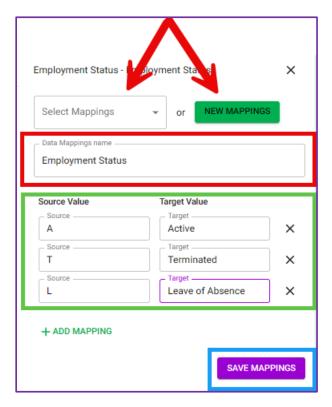


Mapping

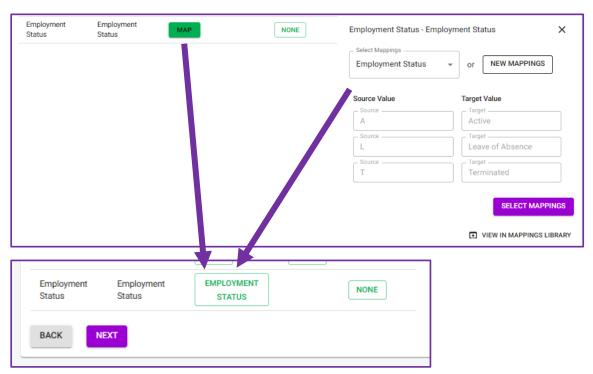
Add customized mapping for data such as plans, tiers, or departments by utilizing the MAP buttons. Existing mappings for the company or created and shared at the DMS Admin or Organization level can be re-used or new mappings can be created.

To add a new mapping click NEW MAPPINGS. Add a mapping name and then enter the source value data as well as the target value by clicking ADD MAPPINGS. Multiple mapped values can be added.

Click SAVE MAPPINGS to newly created mapping to save.

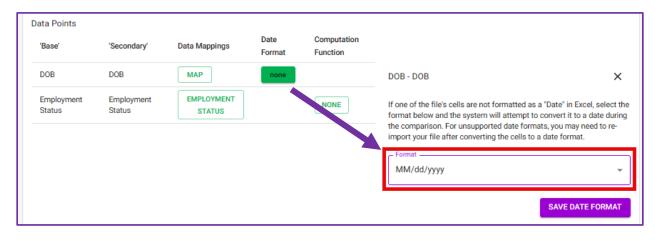


If you use existing mapping, click SELECT MAPPINGS.

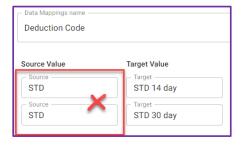


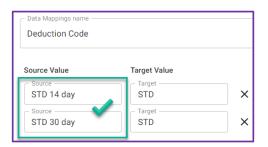


If the date is not formatted in the files as a date, select the matching format to convert from text to date and then SAVE DATE FORMAT. If matching format is not available, the date must be corrected manually in the files and then re-imported. Click NEXT once the mapping is complete.



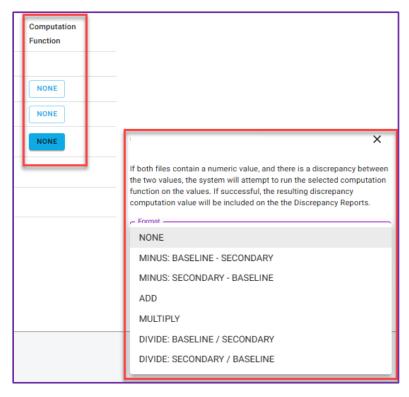
NOTE: The SOURCE VALUE in mapping must be unique. If the same value is used more than once under SOURCE, an error will occur. However, it is acceptable to use the same TARGET VALUE multiple times.





Mapping – Computation

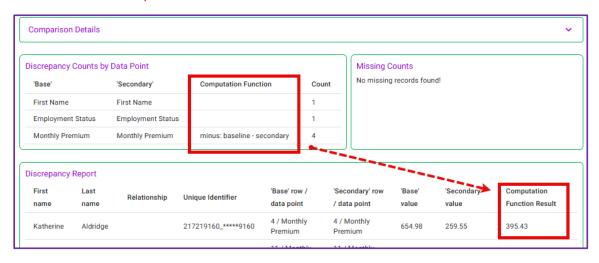
Add a computation (subtraction, addition, multiplication, division) to any numeric data point from the baseline file to any numeric data point in the secondary file. Add the computation by clicking the button under the Computation Function column for the desired data points and then selecting the function required.



The computation function will create a new column as a result of the computation in the downloadable Discrepancy Report and will be reflected in the discrepancy counts and discrepancy report tables.

Please note that this functionality will **ONLY** apply to numeric fields and then **ONLY** to data points that have **NOT** been selected as part of the unique identifier.

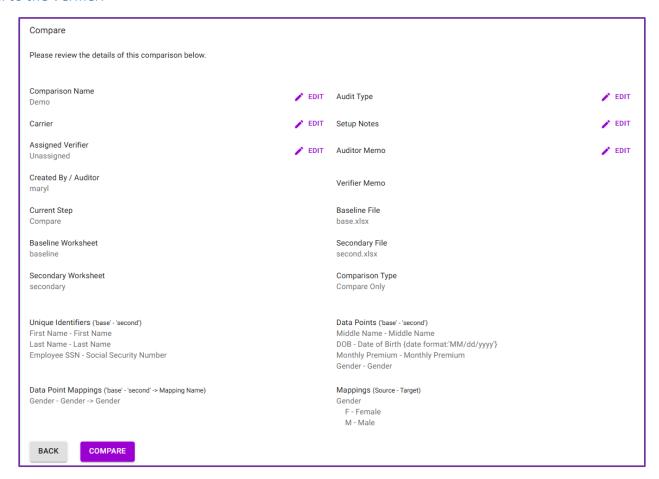
Only the subtraction (minus) results will continue through the remainder of the compare process. All other functions will end at Step 5.





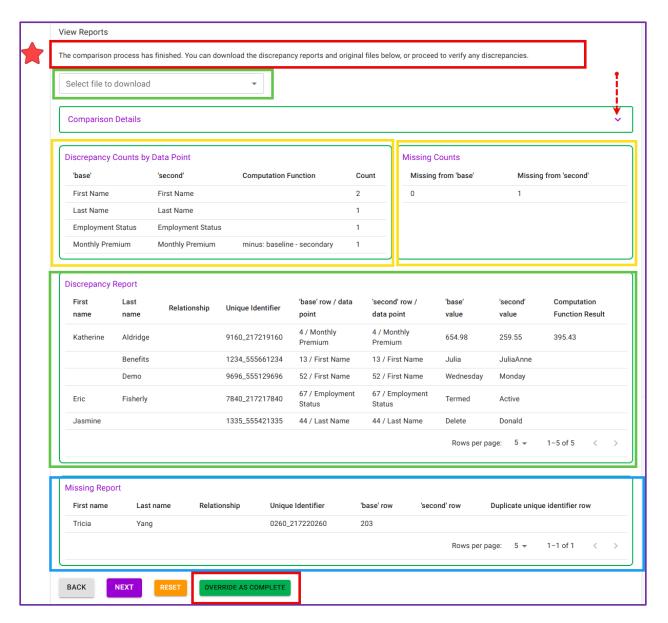
Compare

Verify selected information and click COMPARE. Comparison Name, Carrier (if applicable), Audit Type, Setup Notes, and Auditor Memo can be edited. The Auditor Memo is automatically included in the email to the Verifier.



Compare is complete. Comparison results are available for view and for download by clicking the SELECT FILE TO DOWNLOAD. The original files can also be accessed from the dropdown as well as another discrepancy report where all data points are included for the row where a discrepancy was identified. If Verification is not needed, Compare can be closed by clicking OVERRIDE AS COMPLETE.



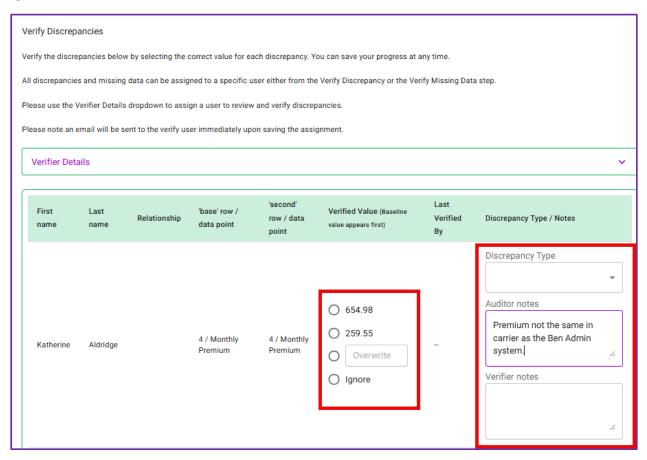


Verify Discrepancies

Verify Discrepancy Data entries are identified by the system when the unique identifier from one file is matched to an entry in the opposing file and one or more of the remaining data points do not match. Verify the data discrepancies by selecting the existing value, creating new, or ignoring. A discrepancy type can also be selected from the dropdown. Once ALL have been verified click SAVE and then NEXT. Auditor comments can be added to Discrepancy Type / Note in the Auditor Notes field.

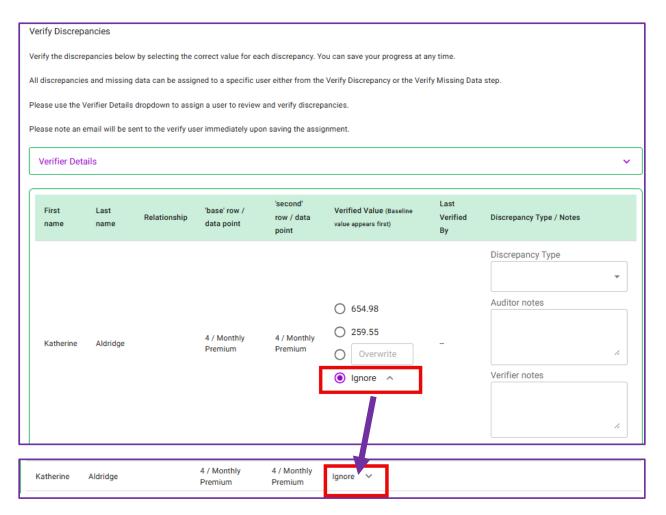


Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.



If the discrepancy is not a true discrepancy or if the verifier desires to ignore it, select IGNORE. Any discrepancy marked as IGNORE, can be minimized by clicking the caret (^)





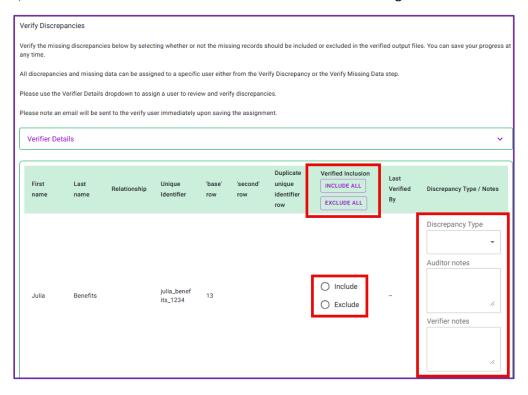
Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





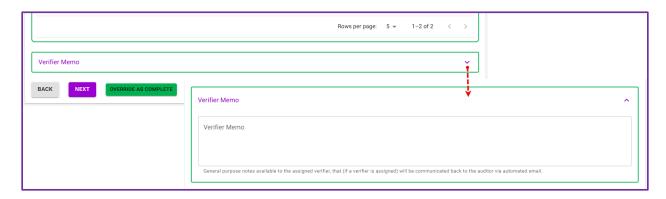
Verify Missing

Verify Missing Data entries are identified by the system when the unique identifier from one file cannot be found in the other. If the entry needs to be included, check Include? For a shortcut, click INCLUDE ALL or EXCLUDE ALL to select/deselect all entries. If INCLUDE is selected, the entry will be included in the export files. Once the Verify Missing Data has been verified, click SAVE and then NEXT. Auditor comments can be added to Discrepancy Type / Notes in the Auditor Notes field and a specific discrepancy type can be selected in the Discrepancy Type dropdown. Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.



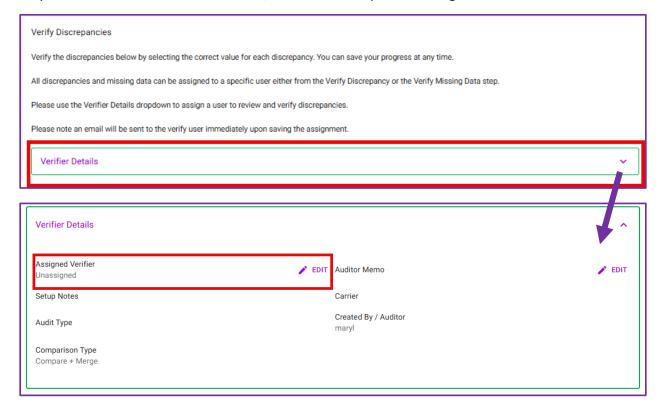
Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





Assign a Verifier to the Compare

A verifier can be assigned to complete the comparison. To assign a verifier, select the Verifier Details dropdown. In the Verifier Details section, select the EDIT option for Assigned Verifier.



This will open up the comparison edit section. In the Assigned Verifier dropdown, select an applicable user. An audit can be assigned to anyone who has access to the specific company and only to users with the same level access. For example, a Company Admin user can only assign an audit to other



Company Admins or Company Verifiers within the same company. An Org Level user can assign to other users within the same organization and all company level users.

A notification email containing Auditor name, Organization/Company Name, Audit Name, and a link to the specific audit is generated once a verifier has been assigned.

Hello {Verifier First Name},

{Auditor First Name and Last Name} at {Organization Name if Org Level or Company Name if Company Level User} has finished auditing your data and has designated you as the verifier for this comparison: {Comparison Name} for {Company Name}.

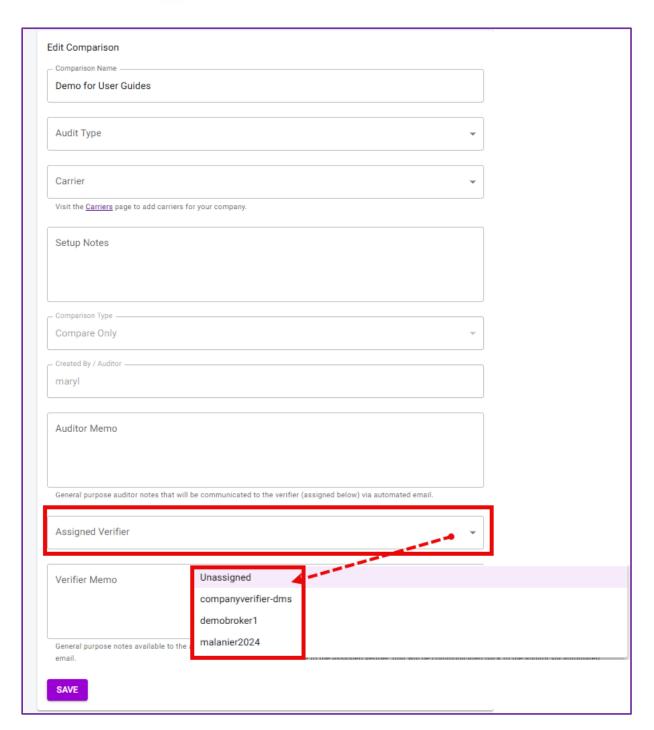
Please <u>click here</u> below to log in and complete the verification process for any discrepancies.

{Auditor Memo}

Thank you,

On behalf of {Auditor First Name and last Name}, {Organization Name if Org Level or Company Name if Company Level User}

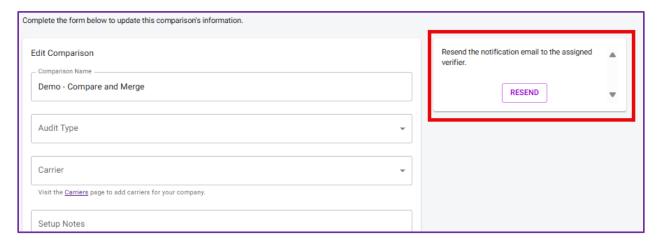
This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.



The notification email can be sent from either the Verify Discrepancy Step or the Verify Missing Data step.



A notification email can be resent if the audit has not reached the completion step (Step 8). To resend the notification email. Navigate to the Verifier Details and click EDIT for the Assigned Verifier. Click RESEND to resend the notification email to the currently assigned verifier.



Complete the Compare

Data verification is complete.

If the audit was assigned to a specific user within the Platform, the auditor will receive a notification email that the audit is complete.

Hello {Auditor First Name},

This is to inform you that the assigned verifier, {Verifier First Name and Last Name}, has finished verifying the discrepancies for your comparison: {Comparison Name} for {Company Name}.

Please <u>click here</u> below to log in and complete the audit process.

{Verifier Memo}

Thank you,

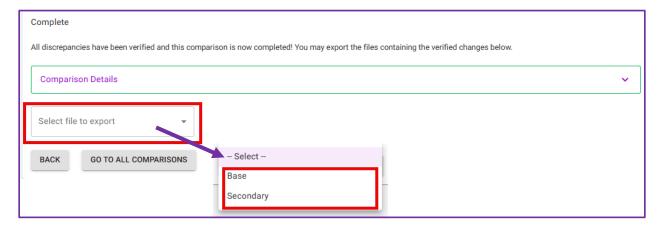
On behalf of {Verifier First Name and Last Name}, {Organization Name if Org Level or Company Name if Company Level User}

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

The verified baseline and secondary files can be downloaded with all records including verified or verified records only by utilizing dropdown. If a discrepancy was ignored, the record <u>will not be included</u>

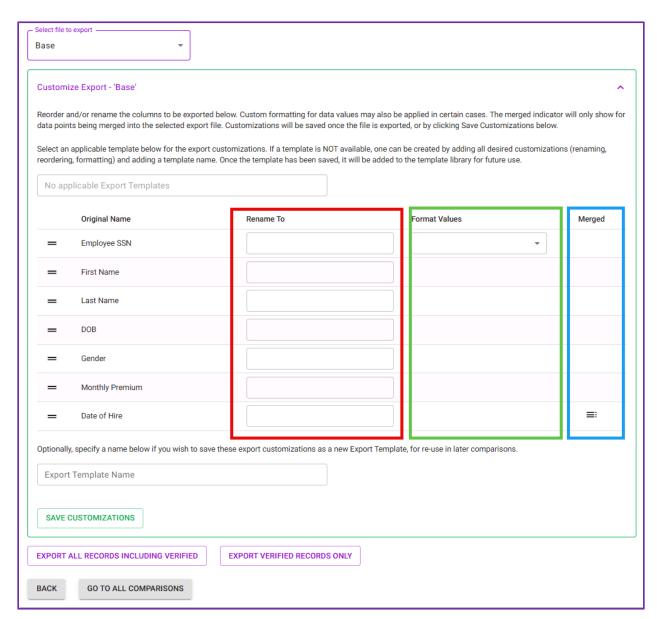


in the Verified records only download. The ignored record will continue to show in the All records including verified download.



Column names can be renamed and saved. Employee SSN and like key words such as Social Security Number can be formatted with or without dashes. The Format Values option will also appear if the Rename To value is one of the Platforms key words. For a list of the keywords, please reference the Key Words page.



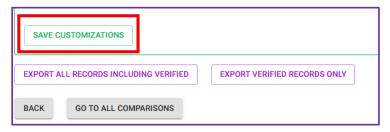




Column names can also be reordered by dragging and dropping data point in desired location.



Click SAVE CUSTOMIZATIONS if desired. Customization is also automatically saved when the export files (All Records Including Verified and Verified Records Only) are downloaded.

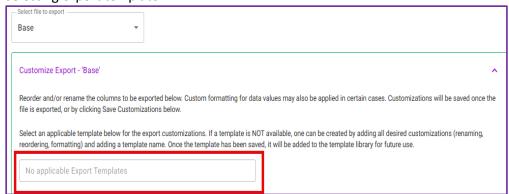


Export Template

Select an applicable export template from the dropdown for the indicated data points. A template will only appear if the data points correspond to the file column names. If a template is NOT available, one can be created by adding customizations such as renaming, reordering, or reformatting then naming and saving the template. Once the template has been saved, it will be added to the template library for future use.

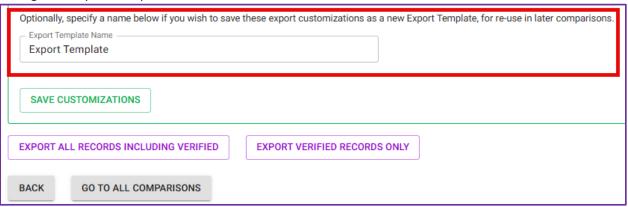
Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.

Selecting export template:





Saving New Export Template:



The data comparison and verification processes are complete. To see other comparisons or to begin a new one, click GO TO ALL COMPARISONS.

Questions: Contact Support@dms-datavalidate.com



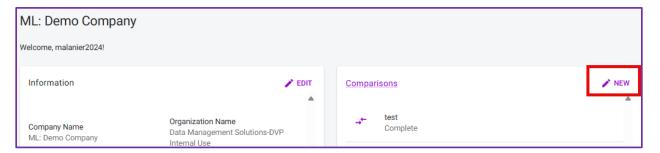
Create the Compare and Merge



Please note audit creation is restricted to Company Admin users which are only available under the Platinum Elite Plan. The compare process consists of several steps from naming the compare up to the completion of the comparison. Each step must be completed to advance through the compare process. All steps beyond Step 5 - Compare can be ignored if not needed. Prior completed steps with the exclusion of the compare creation can be revisited and reset if desired.

Create New Compare

Select NEW to begin a new comparison.

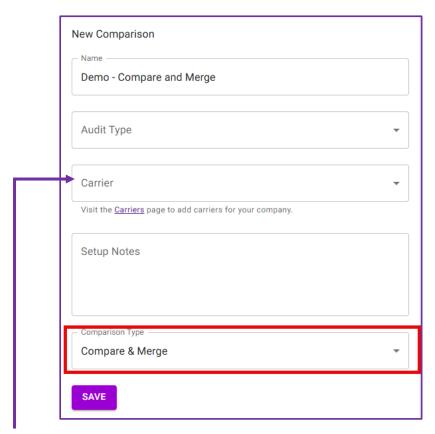


Name the Compare

Enter the comparison name in the field provided. Select Audit Type from the dropdown and add Additional Notes if desired. Select Compare & Merge for the Comparison Type and click SAVE.

Please Note that once the comparison type is selected and saved, it cannot be changed.



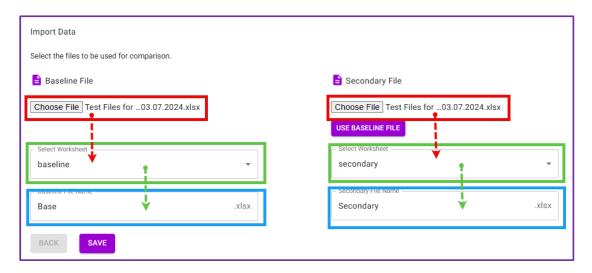


Carrier Selection is only available under the Platinum Elite or Subscription Based Audits plans

Import Files

Import baseline and secondary files, select specific worksheets (if applicable), then click SAVE. If you use same file for both baseline and secondary, click USE BASELINE FILE. Rename file names using 31 characters or less, if desired.





Select Data Points & Create Import Template

Matching data points will be auto filled. Add and/or Delete data points as needed. Select a minimum of One (1) unique identifier. Click CLEAR ALL to delete all data points.

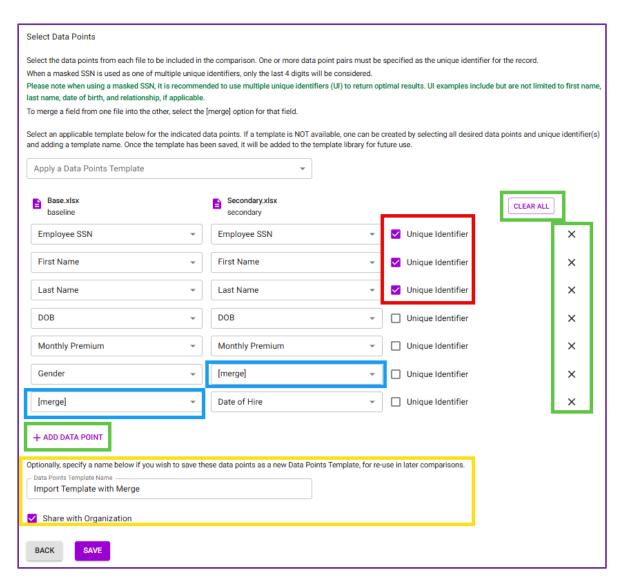
When a masked SSN is used as one of multiple unique identifiers, only the last 4 digits will be considered.

Please note when using a masked SSN, it is recommended to use multiple unique identifiers (UI) to return optimal results. UI examples include but are not limited to first name, last name, date of birth, and relationship, if applicable.

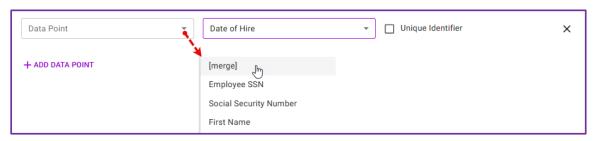
Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.

Once all desired data points and unique identifier(s) have been selected, an import template can be created for future use by adding a template Name and clicking SAVE.





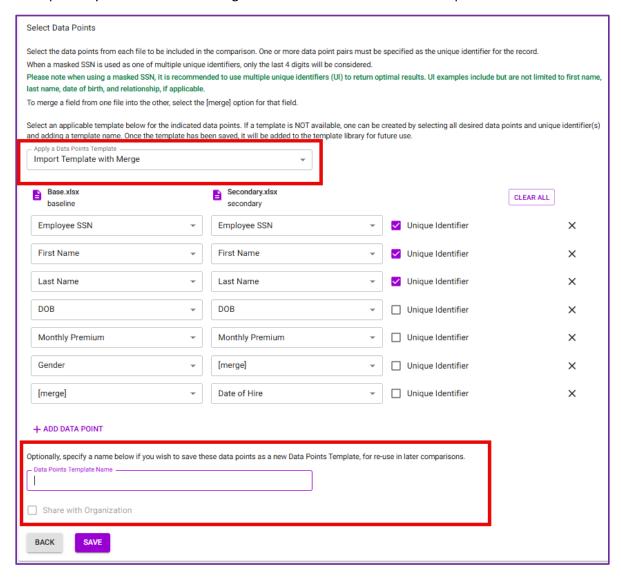
To Merge a data point without comparing, select [merge] in the corresponding dropdown



Select Data Points & Reuse Existing Template



Select an applicable data points template from the dropdown for the indicated data points. A template will only appear if the data points correspond to the import file column names. If a template is NOT available, one can be created by selecting all desired data points and unique identifier(s) and adding a template name. Once the template has been saved, it will be added to the template library for future use and can optionally be shared with the organization for reuse under other companies.



PLEASE NOTE if utilizing a saved template, any changes made such as adding or deleting data points during the audit are temporary and will not be saved to the existing template.

A new template can be created by adding a new data points template name and clicking SAVE.



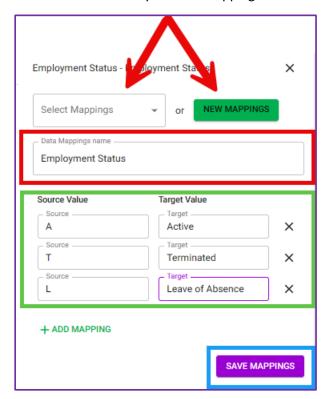
In the example provided below, the auditor utilized the Demo Import Template but then removed the DOB data point. This change is temporary and is not removed from the existing template. By adding a new template name, a new template is created without the DOB.

Mapping

Add customized mapping for data such as plans, tiers, or departments by utilizing the MAP buttons. Existing mappings for the company or created and shared at the DMS Admin or Organization level can be re-used or new mappings can be created.

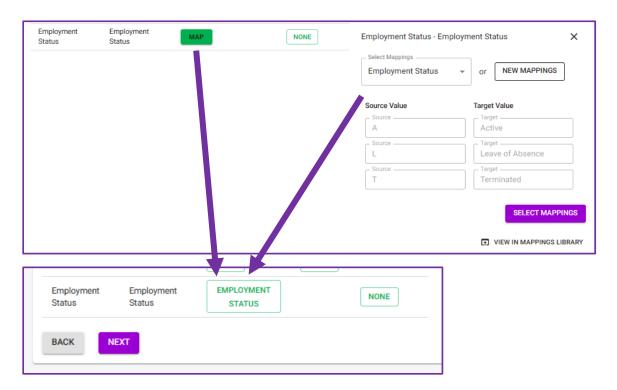
To add a new mapping click NEW MAPPINGS. Add a mapping name and then enter the source value data as well as the target value by clicking ADD MAPPINGS. Multiple mapped values can be added.

Click SAVE MAPPINGS to newly created mapping to save.



If you use existing mapping, click SELECT MAPPINGS.



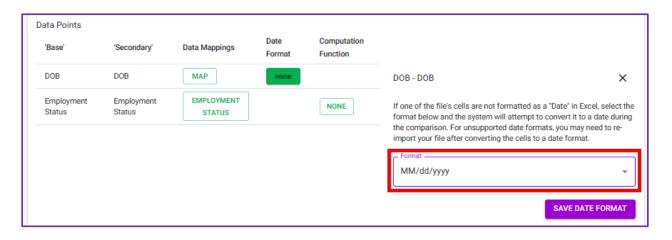


Mapping can also be added to Merged data points using the same process. The Source value will contain the original value from the file while the Target value will be what the data will be changed to in the export files.

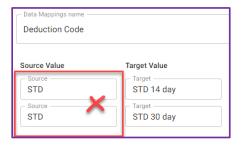


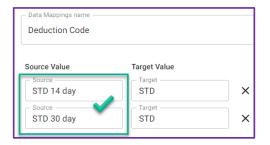
If the date is not formatted in the files as a date, select the matching format to convert from text to date and then SAVE DATE FORMAT. If matching format is not available, the date must be corrected manually in the files and then re-imported. Click NEXT once the mapping is complete.





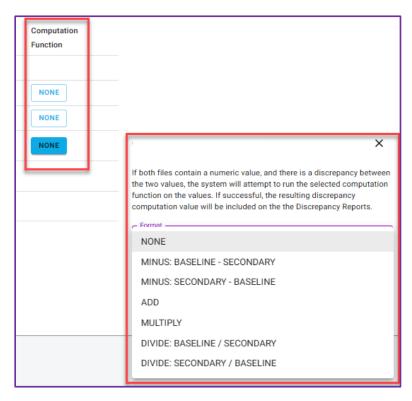
NOTE: The SOURCE VALUE in mapping must be unique. If the same value is used more than once under SOURCE, an error will occur. However, it is acceptable to use the same TARGET VALUE multiple times.





Mapping – Computation

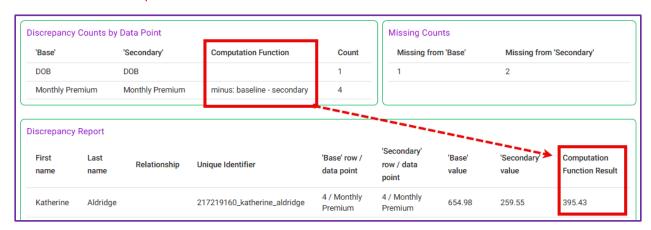
Add a computation (subtraction, addition, multiplication, division) to any numeric data point from the baseline file to any numeric data point in the secondary file. Add the computation by clicking the button under the Computation Function column for the desired data points and then selecting the function required.



The computation function will create a new column as a result of the computation in the downloadable Discrepancy Report and will be reflected in the discrepancy counts and discrepancy report tables.

Please note that this functionality will **ONLY** apply to numeric fields and then **ONLY** to data points that have **NOT** been selected as part of the unique identifier.

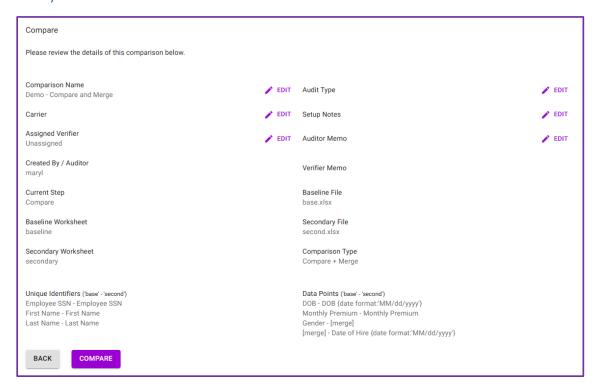
Only the subtraction (minus) results will continue through the remainder of the compare process. All other functions will end at Step 5.





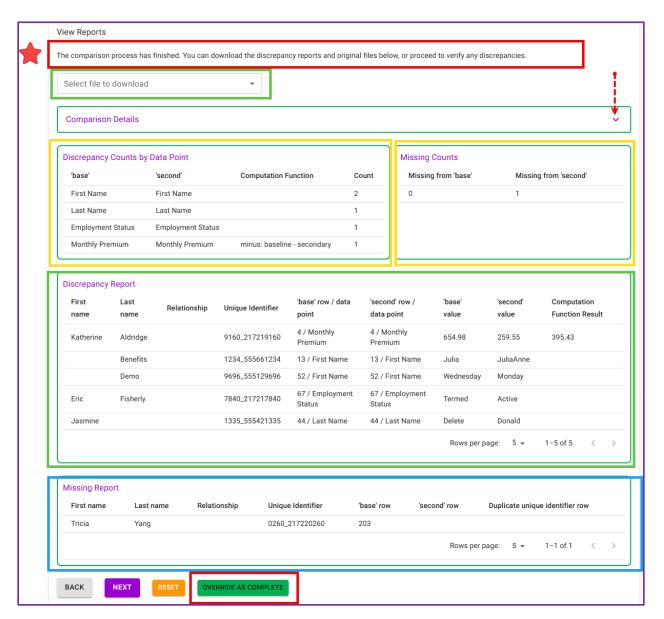
Compare

Verify selected information and click COMPARE. Comparison Name, Carrier (if applicable), Audit Type, Setup Notes, and Auditor Memo can be edited. Please note that the Auditor Memo is automatically included in the email to the Verifier.



Compare is complete. Comparison results are available for view and for download by clicking the SELECT FILE TO DOWNLOAD. The original files can also be accessed from the dropdown as well as another discrepancy report where all data points are included for the row where a discrepancy was identified. If Verification is not needed, Compare can be closed by clicking OVERRIDE AS COMPLETE.



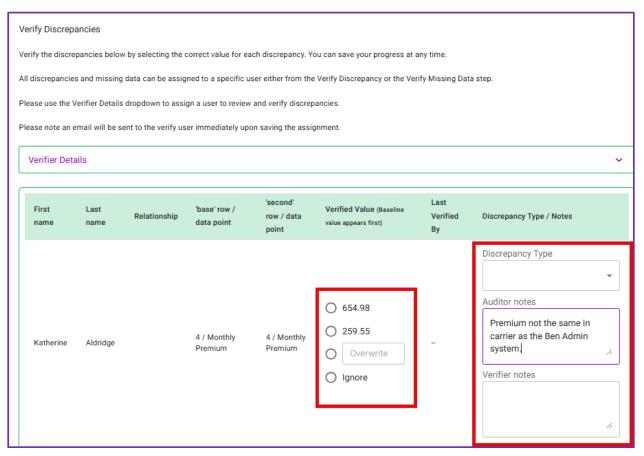


Verify Discrepancies

Verify Discrepancy Data entries are identified by the system when the unique identifier from one file is matched to an entry in the opposing file and one or more of the remaining data points do not match. Verify the data discrepancies by selecting the existing value, creating new, or ignoring. A discrepancy type can also be selected from the dropdown. Once ALL have been verified click SAVE and then NEXT. Auditor comments can be added to Discrepancy Type / Note in the Auditor Notes field.

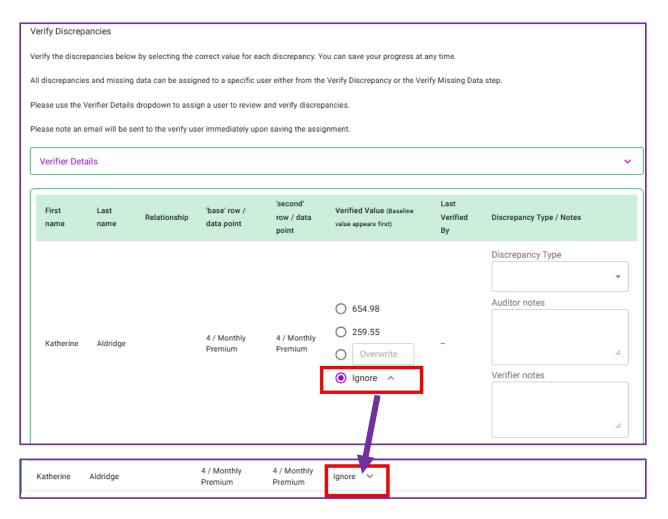


Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.



If the discrepancy is not a true discrepancy or if the verifier desires to ignore it, select IGNORE. Any discrepancy marked as IGNORE, can be minimized by clicking the caret (^)





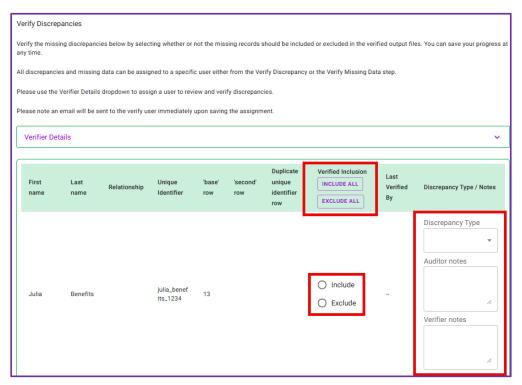
Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





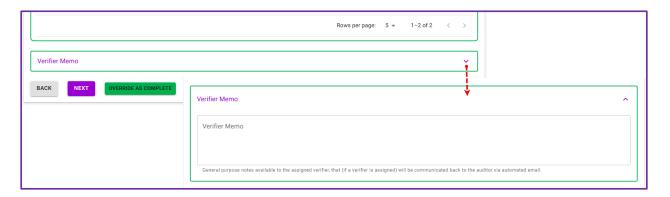
Verify Missing

Verify Missing Data entries are identified by the system when the unique identifier from one file cannot be found in the other. If the entry needs to be included, check Include? For a shortcut, click INCLUDE ALL or EXCLUDE ALL to select/deselect all entries. If INCLUDE is selected, the entry will be included in the export files. Once the Verify Missing Data has been verified, click SAVE and then NEXT. Auditor comments can be added to Discrepancy Type / Notes in the Auditor Notes field and a specific discrepancy type can be selected in the Discrepancy Type dropdown. Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.



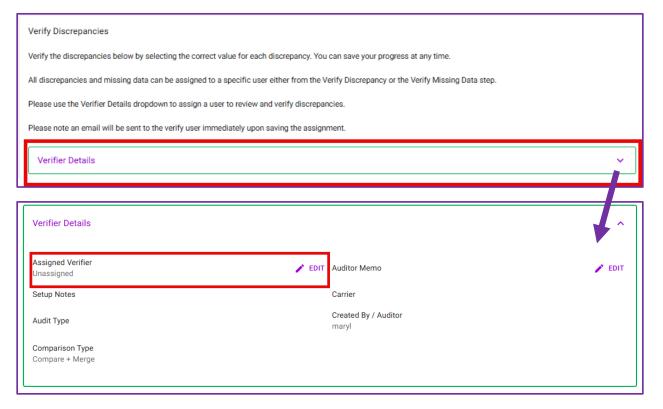
Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





Assign a Verifier to the Compare

A verifier can be assigned to complete the comparison. To assign a verifier, select the Verifier Details dropdown. In the Verifier Details section, select the EDIT option for Assigned Verifier.



This will open up the comparison edit section. In the Assigned Verifier dropdown, select an applicable user. An audit can be assigned to anyone who has access to the specific company and only to users with the same level access. For example, a Company Admin user can only assign an audit to other



Company Admins or Company Verifiers within the same company. An Org Level user can assign to other users within the same organization and all company level users.

A notification email containing Auditor name, Organization/Company Name, Audit Name, and a link to the specific audit is generated once a verifier has been assigned.

Hello {Verifier First Name},

{Auditor First Name and Last Name} at {Organization Name if Org Level or Company Name if Company Level User} has finished auditing your data and has designated you as the verifier for this comparison: {Comparison Name} for {Company Name}.

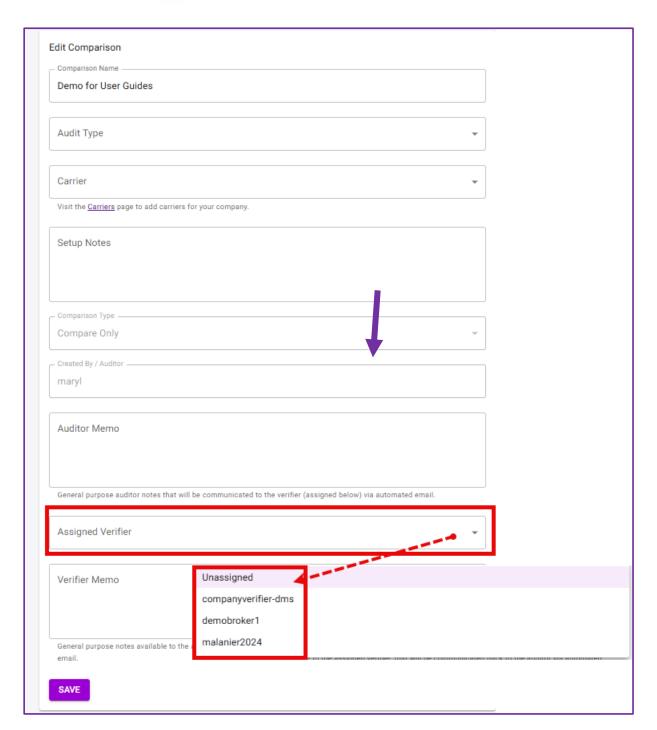
Please <u>click here</u> below to log in and complete the verification process for any discrepancies.

{Auditor Memo}

Thank you,

On behalf of {Auditor First Name and last Name}, {Organization Name if Org Level or Company Name if Company Level User}

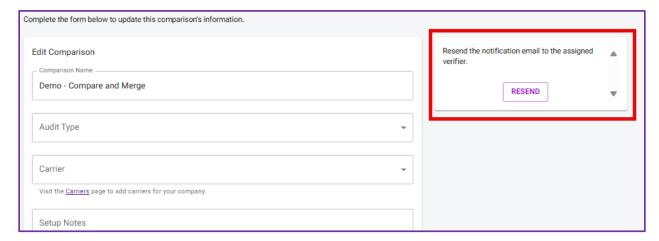
This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.



The notification email can be sent from either the Verify Discrepancy Step or the Verify Missing Data step.



A notification email can be re-sent if the audit has not reached the completion step (Step 8). To resend the notification email. Navigate to the Verifier Details and click EDIT for the Assigned Verifier. Click RESEND to resend the notification email to the currently assigned verifier.



Complete the Compare

Data verification is complete.

If the audit was assigned to a specific user within the Platform, the auditor will receive a notification email that the audit is complete.

Hello {Auditor First Name},

This is to inform you that the assigned verifier, {Verifier First Name and Last Name}, has finished verifying the discrepancies for your comparison: {Comparison Name} for {Company Name}.

Please click here below to log in and complete the audit process.

{Verifier Memo}

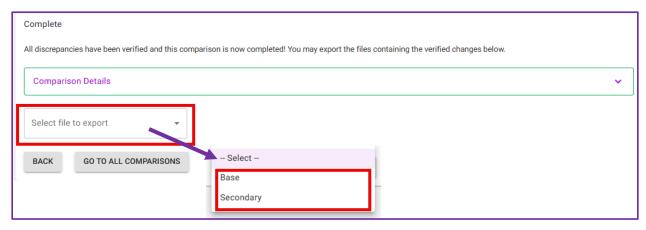
Thank you,

On behalf of {Verifier First Name and Last Name}, {Organization Name if Org Level or Company Name if Company Level User}

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

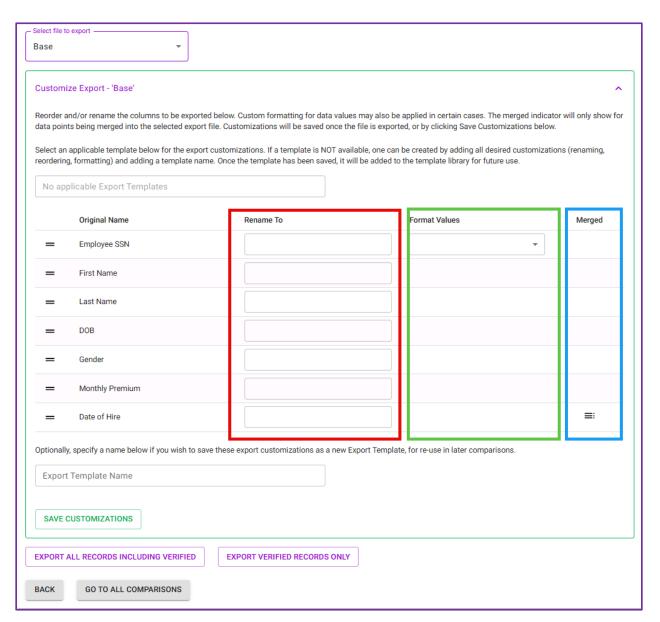


The verified baseline and secondary files can be downloaded with all records including verified or verified records only by utilizing dropdown. If a discrepancy was ignored, the record <u>will not be included</u> in the Verified records only download. The ignored record will continue to show in the All records including verified download.



Column names can be renamed and saved. Employee SSN and like key words such as Social Security Number can be formatted with or without dashes. The Format Values option will also appear if the Rename To value is one of the Platforms key words. For a list of the keywords, please reference the Key Words page.



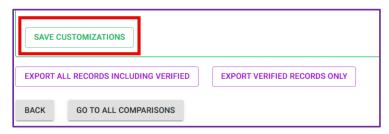




Column names can also be reordered by dragging and dropping data point in desired location.



Click SAVE CUSTOMIZATIONS if desired. Customization is also automatically saved when the export files (All Records Including Verified and Verified Records Only) are downloaded.



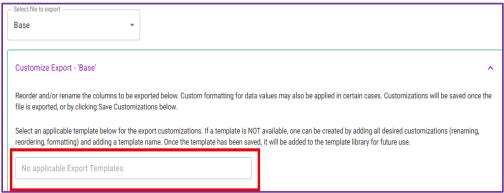
Export Template

Select an applicable export template from the dropdown for the indicated data points. A template will only appear if the data points correspond to the file column names. If a template is NOT available, one can be created by adding customizations such as renaming, reordering, or reformatting then naming and saving the template. Once the template has been saved, it will be added to the template library for future use.

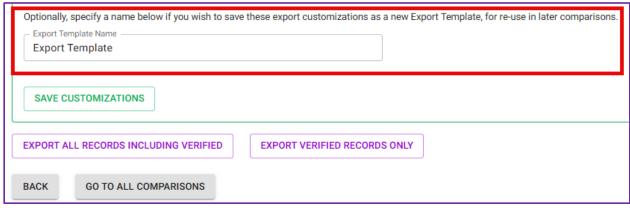
Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.



Selecting export template:



Saving New Export Template:



The data comparison and verification processes are complete. To see other comparisons or to begin a new one, click GO TO ALL COMPARISONS.

Questions: Contact Support@dms-datavalidate.com

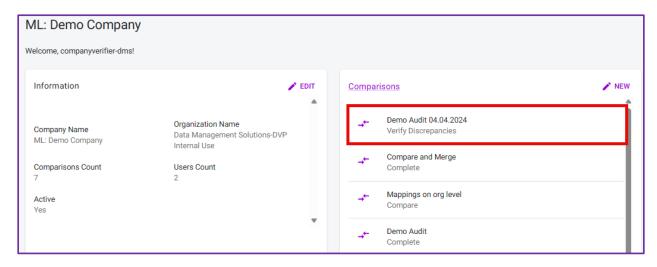


Company Verifier Process



Select company

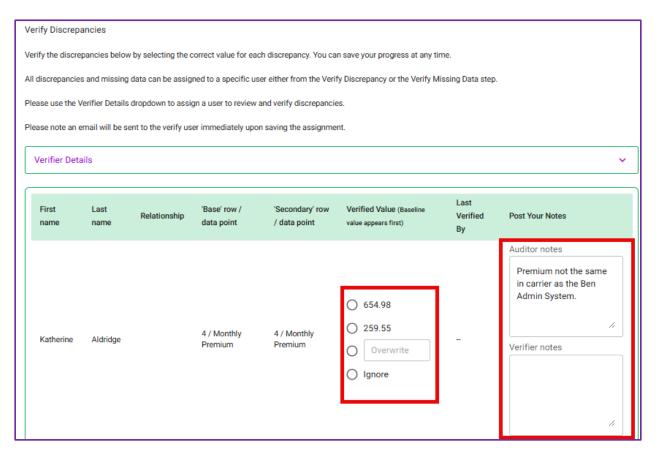
Select the comparison to verify the audit.



Verify Discrepancies

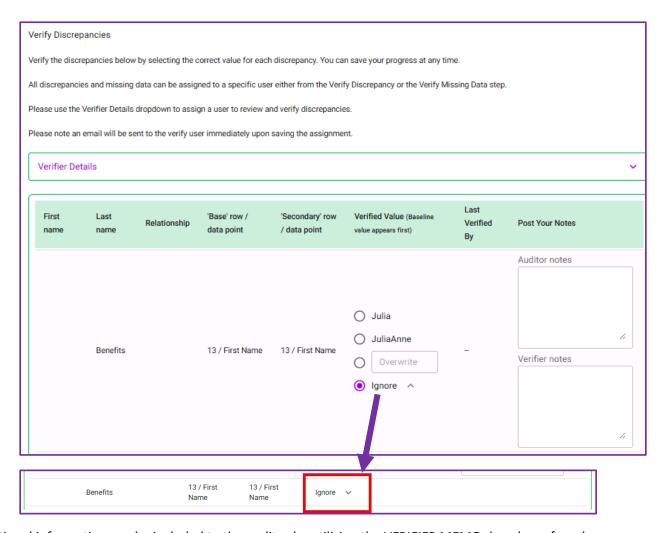
Verify Discrepancy Data entries are identified by the system when the unique identifier from one file is matched to an entry in the opposing file and one or more of the remaining data points do not match. Verify the data discrepancies by selecting the existing value, creating new, or ignoring. Once ALL have been verified click SAVE and then NEXT. Auditor comments can be added to POST YOUR NOTES in the Auditor Notes field. Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.





If the discrepancy is not a true discrepancy or if the verifier desires to ignore it, select IGNORE. Any discrepancy marked as IGNORE, can be minimized by clicking the caret (^)





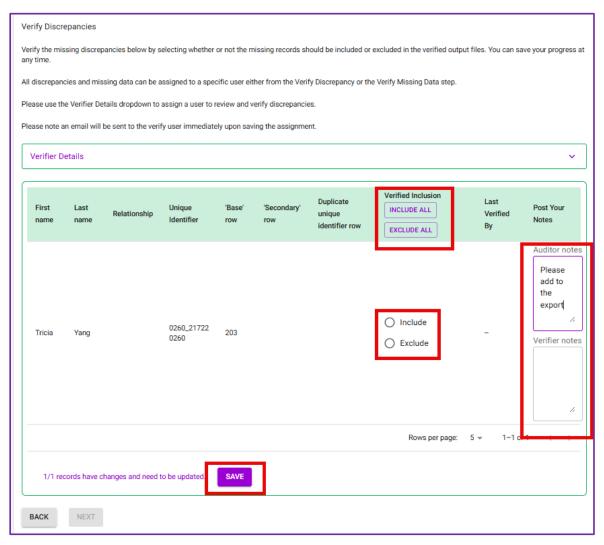
Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





Verify Missing

Verify Missing Data entries are identified by the system when the unique identifier from one file cannot be found in the other. If the entry needs to be included, check Include? For a shortcut, click INCLUDE ALL or EXCLUDE ALL to select/deselect all entries. If INCLUDE is selected, the entry will be included in the export files. Once the Verify Missing Data has been verified, click SAVE and then NEXT. Auditor comments can be added to POST YOUR NOTES in the Auditor Notes field. Verifier Notes are also available. However, Auditor Notes are locked to Verifier Users and cannot be changed.



Additional information can be included to the auditor by utilizing the VERIFIER MEMO dropdown found at the bottom of the Verify Discrepancies and Verify Missing steps. The Verifier Memo is automatically included in the email back to the Auditor.





Complete the Compare

Data verification is complete.

If the audit was assigned to a specific user within the Platform, the auditor will receive a notification email that the audit is complete.

Hello {Auditor First Name},

This is to inform you that the assigned verifier, {Verifier First Name and Last Name}, has finished verifying the discrepancies for your comparison: {Comparison Name} for {Company Name}.

Please <u>click here</u> below to log in and complete the audit process.

{Verifier Memo}

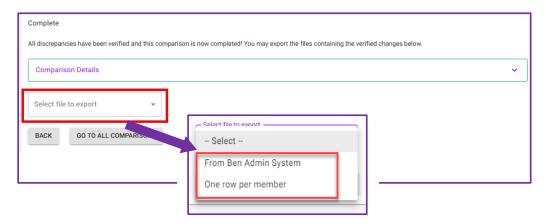
Thank you,

On behalf of {Verifier First Name and Last Name}, {Organization Name if Org Level or Company Name if Company Level User}

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

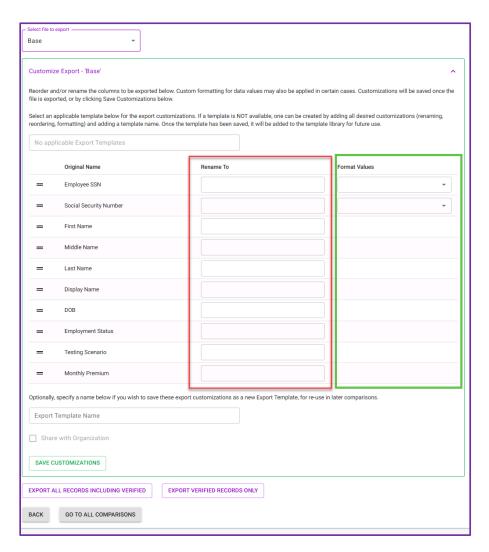
The verified baseline and secondary files can be downloaded with all records including verified or verified records only by utilizing dropdown. If a discrepancy was ignored, the record <u>will not be included</u> in the Verified records only download. The ignored record will continue to show in the All records including verified download.





Column names can be renamed and saved. Employee SSN and like key words such as Social Security Number can be formatted with or without dashes. The Format Values option will also appear if the Rename To value is one of the Platforms key words. For a list of the keywords, please reference the Keys Words page.





Column names can also be reordered by dragging and dropping data point in desired location.



Click SAVE CUSTOMIZATIONS if desired. Customization is also automatically saved when the export files (All Records Including Verified and Verified Records Only) are downloaded.



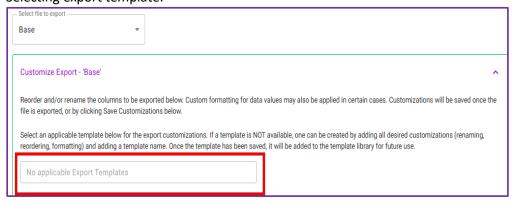


Export Template

Select an applicable export template from the dropdown for the indicated data points. A template will only appear if the data points correspond to the file column names. If a template is NOT available, one can be created by adding customizations such as renaming, reordering, or reformatting then naming and saving the template. Once the template has been saved, it will be added to the template library for future use.

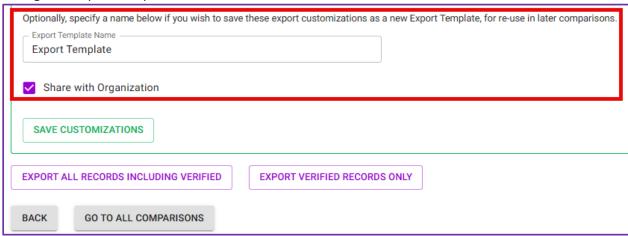
Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.

Selecting export template:





Saving New Export Template:



The data comparison and verification processes are complete. To see other comparisons, click GO TO ALL COMPARISONS.

Questions: Contact Support@dms-datavalidate.com



Email Customization



The Data Validation Platform has customized emails for verifiers and auditors at both the organization and company levels. Please note that Email customization is only available on the Platinum Elite and Subscription Based Audits plans AND only for Admin users.

Key Features:

- 1. Customizable Templates:
 - Email templates can be found in the template library at both the organization and company levels.
 - o Default language can be fully customized to suit user preferences.

2. Additional Tokens:

 Include dynamic data like carrier name, discrepancy counts, and missing counts in your emails for more personalized and informative communication.

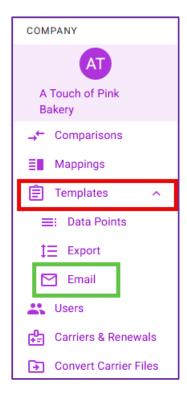
3. Priority Rules:

- Company-Level Priority: If email templates are customized at both the organization and company levels, the company-level template will take precedence.
- Fallback to Organization-Level: If no company customization is present, the Platform will use the organization-level customization.
- Default System Emails: If no customization is made at either level, the Platform will default to the system-generated email.

Verifier Email

To customize the verifier email, click on the Template Library Company Level and then EMAIL



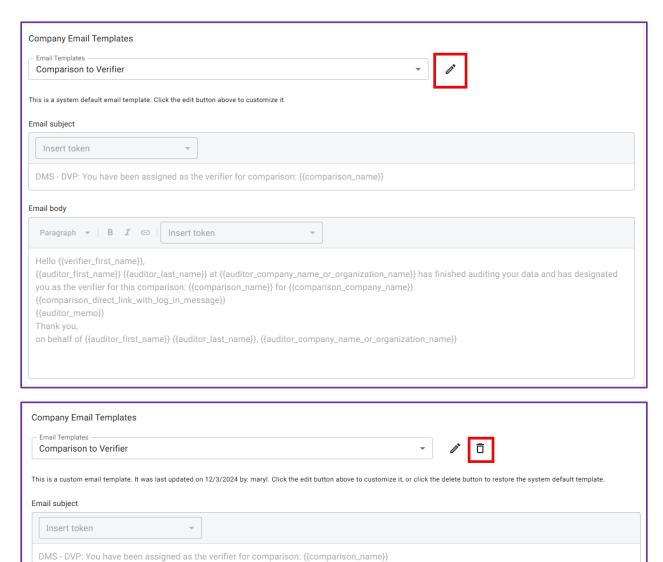


Select COMPARISION TO VERIFIER from the dropdown menu



Click the edit icon (\checkmark). Please note that if a trashcan icon ($^{\tiny{\textcircled{\tiny 1}}}$) is available, there is current customization in place for this email.





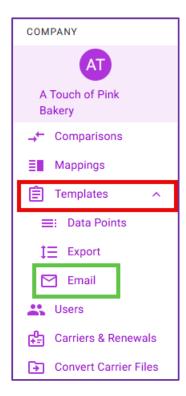
Add customized language to the subject line as well as the body. Tokens are available as well and can be added to the email.

Click SAVE once customized.

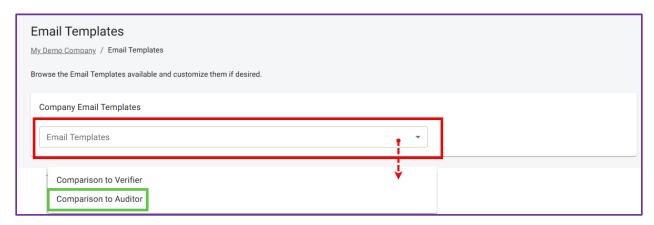
Auditor Email

To customize the auditor email, click on the Template Library on the Company Level and then EMAIL



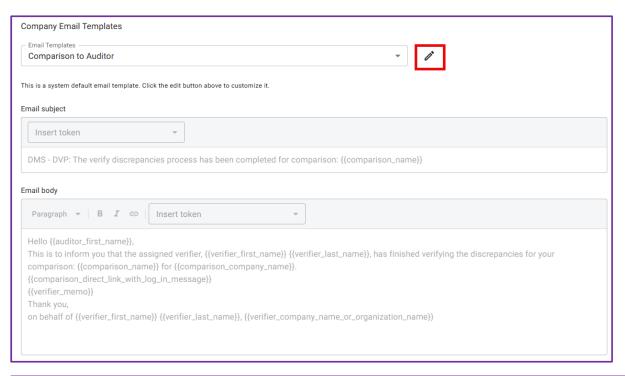


Select COMPARISION TO AUDITOR from the dropdown menu



Click the edit icon (\checkmark). Please note that if a trashcan icon ($^{\tiny{(i)}}$) is available, there is current customization in place for this email.







Add customized language to the subject line as well as the body. Tokens are available as well and can be added to the email.

Click SAVE once customized.



Carrier Invoice Conversion



The Data Validation Platform has functionality to convert carrier invoices that are not platform-friendly and require significant manual adjustments before they can be used for auditing. This conversion functionality is available to all compare users but can only be converted on the company level.

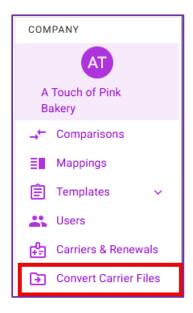
What This Functionality Does:

- 1. Removes adjustments and blank rows to streamline data processing.
- Expands member names into separate columns for First Name, Last Name, and Middle Initial (MI).
- 3. Totals costs where benefits have separate charges on separate rows for spouse and child, such as Critical Illness and Voluntary Life.
- 4. Adds additional total columns for benefits that are separated in one file but combined in another. This applies to Group Life and AD&D, as well as Voluntary Life and AD&D.

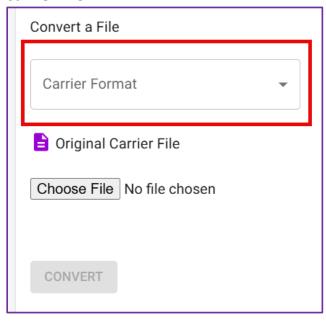
The converted file is then ready for audit use, significantly reducing manual effort and improving efficiency.

To convert a carrier invoice:

- 1. Navigate to a company if organization user.
- 2. Under the company, select Convert Carrier Files in the left-hand menu.

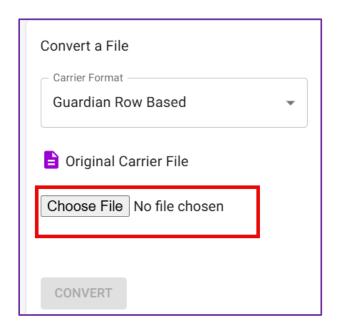


3. Select Carrier Format dropdown and then the applicable carrier file.

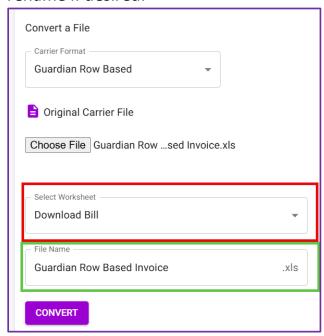


4. Click Choose File and select the carrier invoice





5. If multiple tabs, select the one to be converted and then rename if desired.



6. Click CONVERT. A successful message will show no conversion errors.





- 7. The converted file is automatically downloaded to the user's computer and is not saved in the Platform.
- 8. The file is now ready to be used in a comparison.



Carrier Tracking



The Data Validation Platform provides the option to manually add carrier information for a company. The following information can be added into the Platform:

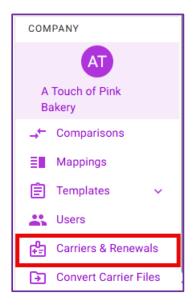
- Company Name (Required and must match company name in Platform)
- Carrier Name (Required and must match carrier name found in Import Template)
- Group Number
- Renewal Month (Required)
- Renewal Kickoff Days in Advance (Can choose between 30 to 90 days)
- Carrier Invoice Day of Month (Optional)
- Eligibility Management Type (Optional)
- Carrier Inception Date (Optional)
- Carrier End Date (Optional)
- Disable Renewals (Optional Checkbox)
- Carrier Contact Name (Optional)
- Carrier Contact Email (Optional)
- Carrier Contact Phone Number (Optional)
- Notes (Optional)
- Secondary Carrier Contact Name (Optional)
- Secondary Carrier Contact Email (Optional)
- Secondary Carrier Contact Phone Number (Optional)
- Audit Service (Optional Checkbox)
- Organization Eligibility Contact (Optional select from available dropdown)
- Organization Audit Contact (Optional select from available dropdown)

Carrier information tracking, however, is only available through the Platinum Elite or Subscription Based Audits subscription plans.

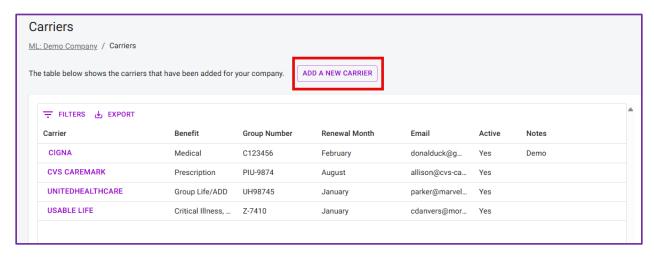


Manually Add Carrier

Carrier information can be added on the Company level by selecting Carriers & Renewals from the left menu.



Click ADD A NEW CARRIER



Complete all required fields highlighted in red and any optional fields highlighted in yellow, if applicable.

- Carrier Name: The available carriers are provided. If a desired carrier is not listed, a request can
 be made to add through our enhancement request form: Enhancement Request Form DMS
 Data Validate (dms-datavalidate.com)
- Renewal Month: Please select the company's annual benefit renewal month.

New Carrier	
Carrier	*
Please contact us to add a carrier not in this list	
Group Number	
Renewal Month	*
Renewal Kickoff Days In Advance	*
Carrier Invoice Day Of Month	~
Eligibility Management Type	~
Carrier Inception Date	
Carrier End Date	
Disable Renewals Disable Renewals	
Carrier Contact Name	
Carrier Contact Email	
Carrier Contact Phone	
Secondary Carrier Contact Name	
Secondary Carrier Contact Email	
Secondary Carrier Contact Phone	
Audit Service Audit Service	
Organization Eligibility Contact	-
Organization Audit Contact	~
Notes	
SAVE	



Click SAVE once all information has been added.

Once a carrier has been added to the company carrier library, it can then be selected during the audit creation process or updated at a later date.



Carrier Plan Tracking



The Data Validation Platform provides the option to manually add carrier plan information for a company and a specific carrier. The following information can be added to the Platform:

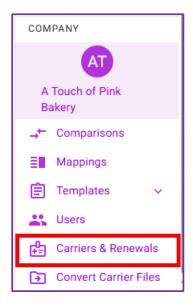
- Carrier (Required and auto defaults to selected carrier)
- Plan Name (Required)
- Benefit Type (Required select from available dropdown options)
- Group Number (Optional If Group Number was added at Carrier Level, it will default to the Plan level. However, this field can be overwritten at the plan level)
- Eligibility Management Type (Optional If Type was added at Carrier Level, it will default to the Plan level. However, this field can be overwritten at the plan level)
- Disable Renewals (Optional Checkbox)
- Notes (Optional)

Carrier plan information tracking, however, is only available through the Platinum Elite or Subscription Based Audits subscription plans.

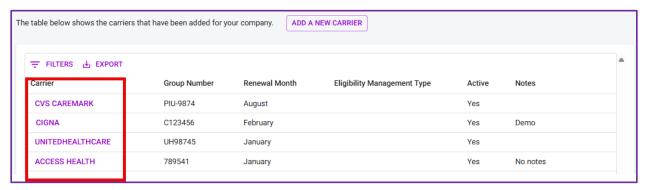
Manually Add Plan

Plan information can be manually added on the Company level by selecting Carriers from the left menu.



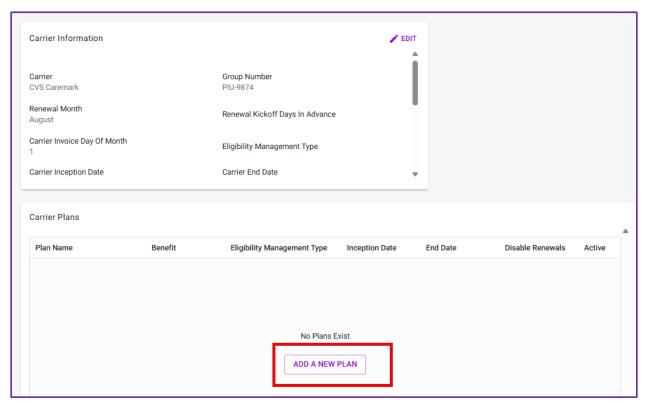


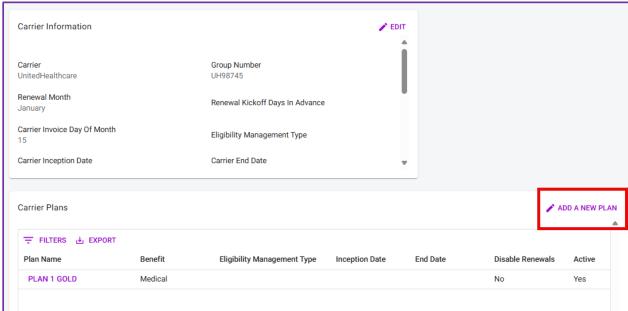
Select the carrier that you would like to add a plan to. Please note that the carrier has to be added prior to adding a plan.



Click ADD A NEW PLAN. The location of ADD A NEW PLAN will vary if there are existing plans under the carrier.







Complete all required fields highlighted in red and any optional fields highlighted in yellow, if applicable. The fields highlighted in Green are for Agency use only and are not editable to the company user. Click SAVE once all information has been added.

New Plan				
- Carrier				
Plan Name				
Benefit Type	_			
Group Number				
Using Carrier Group Number: 7841				
Eligibility Management Type	-			
Using Carrier Eligibility Management Type: BBS Managed Proprietary				
Disable Renewals				
Disable Renewals ☐ Disable Renewals				
Disable Renewals				
Disable Renewals Number of Eligible				
Number of Eligible Number of Enrolled				
Number of Eligible Number of Enrolled GA Eligibility Contact	*			
Number of Eligible Number of Enrolled GA Eligibility Contact Using GA Eligibility Contact: gaagent	*			
Disable Renewals Number of Eligible Number of Enrolled GA Eligibility Contact Using GA Eligibility Contact: gaagent GA Audit Contact	•			
Disable Renewals Number of Eligible Number of Enrolled GA Eligibility Contact Using GA Eligibility Contact: gaagent GA Audit Contact Using GA Audit Contact: gaagent	•			



Template Library



The Data Management Solutions – Data Validation Platform template library contains three individual libraries:

- 1. Data Points templates
- 2. Export templates
- 3. Email templates

Both data points and export templates can be created and re-used during a compare. These two templates are created at the company level and are restricted to the specific company. To access the library, click on TEMPLATES under the company left side menu and then select the type of template.

PLEASE NOTE: Company admins which are available under our Platinum Elite subscription will only have access to the templates that are created under their specific company.

The data points and export templates are not editable other than the name. However, they can be deleted. Please be aware that a deleted template cannot be recovered, and the deletion is permanent. If deleted in error, the template will need to be recreated during the compare.

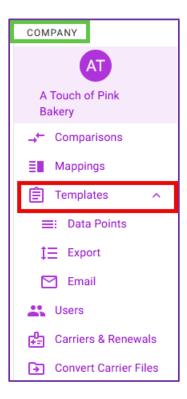
The email template library contains the default system generated emails for both the auditor and the verifier on both the organization and company levels. Please note that Email customization is only available on the Platinum Elite and Subscription Based Audits plans.

If customization is present the priority is

- 1. Company-Level Priority: If email templates are customized at both the organization and company levels, the company-level template will take precedence.
- 2. Fallback to Organization-Level: If no company customization is present, the Platform will use the organization-level customization.

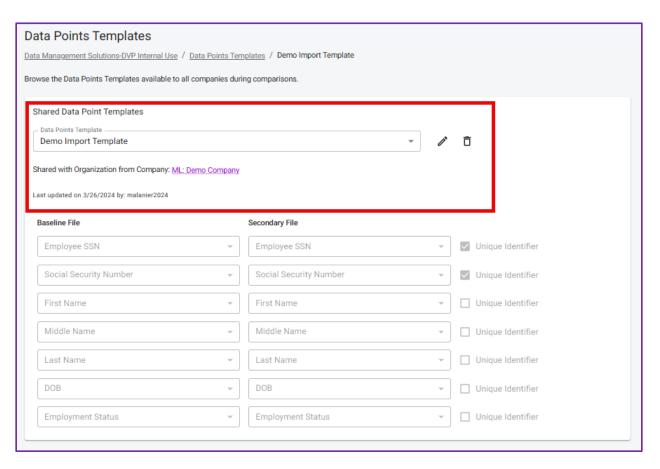


3. Default System Emails: If no customization is made at either level, the Platform will default to the system-generated email.



A shared data point or export template will also contain the user who created/last updated the template as well as which company the template originated from.







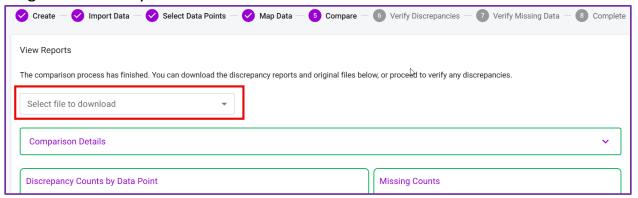
Reports



The Data Validation Platform provides several downloadable reports

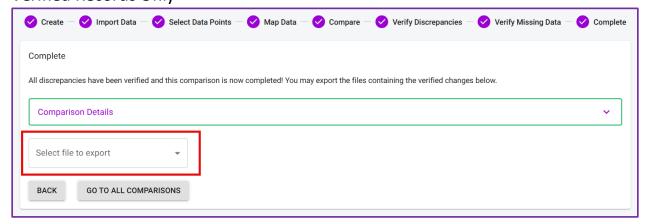
Available on Step 5 Compare

- Discrepancy Report
- Original Baseline File- discrepancies only
- Original Secondary File discrepancies only
- Original Baseline File
- Original Secondary File



Available on Step 8 Complete

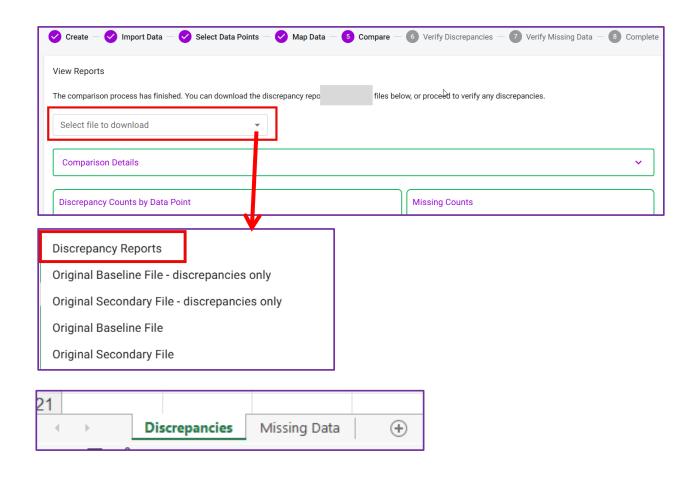
- All Records Including Verified
- Verified Records Only





Discrepancy Report

This is a downloadable report located on Step 5 - Compare that contains all data discrepancies and missing data identified during the compare process. The report will include a results column along with the discrepancy function column IF this functionality was selected during the mapping process.



<u>Original Baseline File – discrepancies only / Original Secondary File – discrepancies only</u>

These are downloadable reports located on Step 5 – Compare. These reports display all data points within a row from either the baseline or secondary file, regardless of where the discrepancy occurs.



A dedicated discrepancy column is included that highlights the specific data point where the mismatch is found. This additional report is designed for scenarios like imports, and it ensures all relevant data points—alongside the discrepancy—are readily available for further processing.

The new Discrepancy Report can now be accessed in Step 5 Compare within the updated Download Reports dropdown. They are named: Original Baseline File – discrepancies only and Original Secondary File – discrepancies only.

Original Baseline File / Original Secondary File

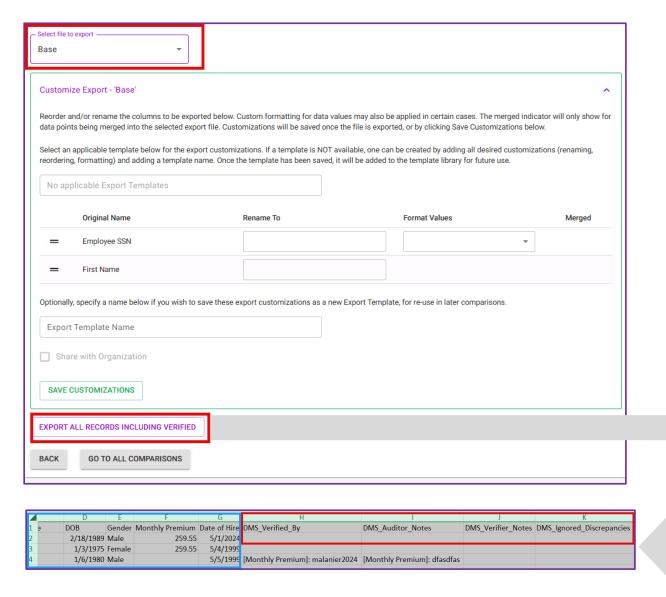
This is a downloadable report located on Step 5 - Compare that contains all data from the original import files prior to mapping and is available for either the baseline or the secondary.

All Records Including Verified

This is a downloadable report located in Step 8 - Complete that contains all records from either the baseline or secondary file including the verified records (discrepancies and missing). The *All Records Including Verified* report also includes 4 additional columns added to the original files:

- DMS_Verified_By
- DMS_Auditor_Notes
- DMS_Verifier_Notes
- DMS_Ignored_Discrepancies



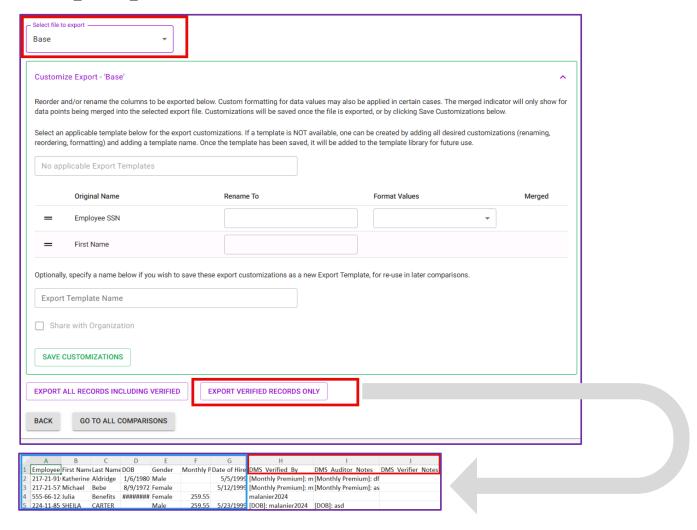


Verified Records only

This is a downloadable report located in Step 8 - Complete that contains **only** records from either the baseline or secondary file that have been verified (discrepancies and missing). The *Verified Records only* report also includes 3 additional columns added to the original files:



- DMS_Verified_By
- DMS Auditor Notes
- DMS_Verifier_Notes



Ignored Records will **not** show in the *Verified Records only* report.



Key Words



The Platform has key words that it utilizes to determine a match between columns. These key words are:

SSN:

- ssn
- social security number
- socialsecuritynumber
- SS#
- social security #
- ee id
- social security no
- memberid

First Name:

- first name
- firstname
- first name
- fname

Last Name:

- last name
- lastname

. .

Address:

- Address
- Address 1
- Address 2
- Address

- Date of Hire:
 - doh
 - date of hire
 - hire date

Date of Birth:

- dob
- date of birth
- birth date

Termination Date

- dot
- term date
- termination date

Zip

- Zip
- Zip code

ADDRESS LINE 1

ADDRESS LINE 2



Knowledge Base



The Data Validation Platform provides a knowledge base for frequently asked questions.

DV Platform Knowledge Base - DMS Data Validate (dms-datavalidate.com)

Benefit Systems



The Data Validation Platform provides instructional videos for various carrier files for enrollments and invoices.

DV Platform Benefit Systems - DMS Data Validate (dms-datavalidate.com)

Release Notes



The Data Validation Platform release notes are available through our website for reference.

Release Notes Log - DMS Data Validate (dms-datavalidate.com)



Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
Draft 1	06/01/2021	New document	Mary Lanier
1.0	06/01/2021	Approved document	Mary Lanier
2.0	06/23/2023	Updated instructions	Mary Lanier
3.0	04/04/2024	Updated instructions to include new color scheme, website, and enhancements.	Mary Lanier
4.0	05/24/2024	Updated verbiage to include masked social security number and how to assign a verifier. Also included notification emails to verifier and to auditor	Mary Lanier
5.0	07/09/2024	Updated to include carrier tracking enhancement	Mary Lanier
6.0	10/15/2024	Added verbiage to include discrepancy type dropdown and additional field to the carrier tracking information	Mary Lanier
7.0	12/05/2024	Updated with new enhancements including additional discrepancy reports and customized emails	Mary Lanier
8.0	02/19/2025	Updated with new enhancement for Carrier Invoice Conversion	Mary Lanier
9.0	05/20/2025	Updated with new carrier plan feature and additional user fields	Mary Lanier
10.0	06/12/2025	Updated carrier and plan fields	Mary Lanier
11.0	10/23/2025	Updated images	Mary Lanier