Top Ten AR Process Best Practices

Note: All Best Practice points apply to testpostdata and postdata submissions.

1. The raw data XML files should contain up to 100 systems each. Customers should avoid submitting XML files that contain more than 100 systems.

2. Customers should combine systems in individual files (adhering to the 100 system maximum). Stated another way, 1 file with 100 systems is better than 100 files with 1 system each.

3. The testpostdata files should reflect the XML in the postdata files.

4. Customers should take advantage of the 10 day reporting window and avoid waiting until the end of the window to do their processing. Stated another way, it is better to send 1 file per day for 10 days during the reporting window than wait until the last day and send 10 files.

5. Customers should avoid re-submitting testpostdata files that contain failed systems until the issue(s) that caused the system failures are addressed.

6. Customers should work through problems with customer support during the testpostdata phase.

7. Customers should submit their testpostdata files as early in the 10 day reporting window as possible.

8. If the XML file submission processed correctly, customers should see a result for each system in the submitted XML file (regardless of whether or not a given system had an error). If a customer gets back a results file with incomplete data (not every system is accounted for in the results) there could be a file load problem.

9. If there is evidence of a load problem, the complete XML file containing the raw data should be resubmitted by the customer. There is no harm in resubmitting the complete raw data XML file even if the original file was partially processed.

10. The process should be that a customer submits a raw data XML file. That file should process successfully but it may return some failed systems. Should this happen, the best practice is for the customer to address the issues that caused the system failures. Once the issues are addressed, the customer should resubmit a raw data XML file that contains only systems that failed the original submission.