



Hello,

The CIBMTR would like to announce an improved data query resolution process. In an effort to increase each center's visibility to unresolved queries, a new report will be sent weekly detailing specific queries to address.

The automated Query Report will include two sections, the Query Summary Count and Query Detail Report.

- The *Query Summary Count* will display the total number of open/unresolved queries by infusion type, first by the number of forms then by the number of individual queries. NOTE: The Query Count column may have a higher count than the Form Count column due to multiple individual queries placed on a form.
- The *Query Detail Report* displays details of each query such as Question Text, Query Comments and length of time (in months) the query has been open/unresolved.

The first Query Report will be sent on August 20, 2019, and then weekly thereafter in tandem with the CPI reports.

We value our partnership with you and thank you for your commitment to providing high quality data to support the CIBMTR research program and federal reporting requirements.

If you have any questions or issues receiving or opening the Query Report, please contact the DQ Team by opening a ServiceNow ticket as shown below:

The screenshot shows a ServiceNow form for creating a ticket. It includes the following fields and steps:

- Center Type:** A dropdown menu with "Transplant" selected.
- CCN:** A dropdown menu.
- What is your question regarding?:** A dropdown menu with "FormsNet3" selected.
- Relating to:** A dropdown menu with "Query/ECF" selected.
- Describe your question in detail:** A text area with the instruction "Make sure to provide form, detailed question, and/or CRID# if applicable".
- Keep In the Loop:** A text area with the instruction "Since you are submitting this you will receive any notifications. If you are submitting on behalf of someone else, they will also automatically receive the notifications."
- Submit:** A blue button labeled "Submit".
- Add attachments:** A red button with a paperclip icon labeled "Add attachments".

1. Click **Center Type** and select **Transplant**
2. Select your **Center Name**
3. Click **What is your question regarding?** And select **FormsNet3**
4. Click **Relating to** and select **Response to Query/ECF**
5. Complete as indicated
6. Click **Add Attachments** to upload your document
7. Click **Submit**