

CDOS PROCESS UPDATE

CDOS Maintenance Request — Quick Reference Guide

How to submit, format, and track a compendium update under the automated compendium loader.

IMPORTANT — The CDOS loader overwrites your entire CDOS every time a request is submitted. You do not need to highlight changed fields — but you must not change column order, column descriptions, or add/delete columns, or the import will fail.

WHY THIS BENEFITS YOU — Because your submitted file becomes the compendium exactly as you build it, you're in control of your data — you know it, and how you want it structured, better than we do. It's also faster, with fewer manual transcription errors.

Step 1 — Start your request

Go to the hc1 Support Portal and select the CDOS Portal tile, then choose Compendium Update. This is the only request type needed for test changes and General Information page changes.

Portal link: <https://hc1.atlassian.net/servicedesk/customer/portals>



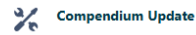


hc1 Support & Service Select / CDOS Portal



Need to update a Compendium? Use the CDOS Portal!
Have an issue/other request, contact Support.

What can we help you with?



Step 2 — Complete the request form

Required fields are marked with an asterisk *

Raise this request on behalf of *

Jane Sample (jsample@labname.com)

CDOS Request

CDOS Identifier *

Please supply the specific url for the CDOS change

Desired Implementation Date *

e.g. 6/24/2026

Do you need to edit multiple CDOS?

☐ Yes

Summary *

Description *

Normal text **B** *I* ... 99 —

Supporting Documentation

Drop files to attach or [browse](#)

[Send](#) [Cancel](#)

- **CDOS Identifier:** the specific URL for the CDOS you're changing.
- **Desired Implementation Date:** dates more than 5 days out are placed in Awaiting Scheduled Date.
- **Supporting Documentation:** attach your updated master file here — required for all test/compendium changes.

WARNING — No attachment on a compendium change = Returned to Client – Insufficient/Unclear Information.

NOTE — For General Information page changes (links, documents, site photo), describe the request in plain language and attach any file being added.

LINKING CONSTRAINT — You can't link a General Information document directly to a specific test without an external URL. Either link straight to the external source or place the file on the General Information tab and reference it in the test's own field.

Step 3 — Prepare your file

Start from your last Master CDOS file, — never an older saved copy.

MULTIPLE PEOPLE EDIT YOUR FILE? — See our separate Document Control Guide for tips on avoiding conflicting edits when more than one person on your team works on the compendium.

File naming:

- Do not change the root file name: XYZ (Client Lab Name)_
- Do update the date only, using MMDDYYYY format.

EXAMPLE — XYZ (Client Lab Name)_06202026

Never change column order, column descriptions, or add/delete columns.

Step 4 — Modify or add a test

Modifying an existing test

- Edit directly in the row for that order code.
- Multiple changes at once? Make all edits in the same version of the file before submitting.

Adding a new test

- Add the new row to the end of the file and populate all required fields.

FORMATTING — LabCorp order codes often start with "00" — enter them as text in column AY so the prefix isn't dropped. Lab links for other laboratories go in column AX.

Step 5 — Delete a test

1. Use Excel's Find & Select to locate the specific Test ID.
2. Highlight the entire row, then cut and paste it into the "Removed per client" tab.
3. Return to your lab's tab, right-click the empty row, and select Delete.

Step 6 — Client-side guardrails

Before submitting your compendium, please verify the following:

- Confirm you are working from your most recent Master CDOS file — do not submit a file that predates your last accepted update.
- Verify the date in the file name reflects today's submission date using MMDDYYYY format. A stale or incorrect date will cause the file to load incorrectly or be skipped entirely.
- Do not reuse a previously submitted file without first confirming it contains all current, intended changes.
- Review all modified rows before submitting — once submitted, the automated process overwrites the entire CDOS immediately.

Step 7 — hc1-side validation

What happens on the hc1 side when a compendium is submitted?

hc1's automated process includes a date validation check to confirm the file name date is current and properly formatted. Files that fail this check will not be processed.

PLEASE NOTE — During the first month following go-live, hc1 will perform a QA review of submitted compendiums. After that period, date validation remains the primary automated control. Clients are responsible for ensuring the accuracy and completeness of their submitted file prior to submission.

Step 8 — Track your request status

Status	What it means
To Do	Received, not yet addressed.
Returned to Client	Missing the required master file attachment, or an image/PDF request came in with no attachment.
Awaiting Scheduled Date	Requested implementation date is more than 5 days out.
In Progress	Assigned and actively being worked.
In QA Review	Developer changes complete; analyst is verifying.
Waiting for Customer	We've asked a question and are waiting on your reply.
Cancelled	You asked us to cancel the ticket.
Cancelled – No Client Response	No reply to a question or missing attachment; ticket closed.
Done	Complete and closed.
Duplicate	Matches an earlier ticket; this one is cancelled.
Escalated	Needs action from another internal/external team (e.g. LabCorp weekly file, CDOS URL/framework change, new General Information upload).

Quick checklist before you submit

- Started from the latest Master CDOS file
- File name root unchanged; date updated (MMDDYYYY)
- No column order, description, or count changes
- All related edits made in one version of the file

- Master file attached in Supporting Documentation
- New rows added at the end of the file
- Deleted rows moved to "Removed per client" tab
- LabCorp codes entered as text with "00" prefix intact

Questions? Contact your hc1 Client Success representative or submit a request through the hc1 Support Portal.