



## How to Dispute a Scorecard Penalty

You have 30 days to dispute scorecard pending compliance charges from 6<sup>th</sup> of the month (when you receive the email alert )until 6<sup>th</sup> of the following month

Any dispute request should be sent to your Inventory Planner. **We do not accept disputes outside of 30-day window. When MSC debit generated you can no longer dispute**

### 1. Download the penalties

Using the, “Export to Excel” button on the PO detail screen, download the penalties from scorecard. PO lines that have one of the below codes have a non-compliance charge. For item level detail please click on ASN accuracy% on the scorecard page and go to item detail tab. You can download the data into an Excel spreadsheet.

- SVC-LVL- Service level fell below the required 98%
- SVC-LVL/Late- Service level fell below the required 98% and PO did not ship on the requested ship date
- Late PO (Collect Managed) –PO did not ship on the requested ship date or (Prepaid Non-Managed) PO did not arrive by expected delivery date (Prepaid Non-Managed)
- No ASN -Advanced Ship Notice was not received for the PO non-waivable \$100 charge

## 2. Fill out the Vendor Comment for each disputed PO

- **Late PO** If a PO is LATE, we need to know why you're disputing:
  - Collect (Managed): PO's were confirmed on time (48 hours before the requested ship date), ASN's were transmitted on time (within 24 hours of PO's actual ship date)
  - Prepaid (Non-Managed): PO'S were shipped on time and it arrived by expected delivery date; bad weather, carrier delivery delay, etc. caused delay.
  
- **SVC-LVL** If a PO has SERVICE LEVEL (fill rate) below 98% we need to know why you're disputing:
  - It was shipped complete. Please provide a BOL with your dispute email
  - Planner changed order quantity or cancelled items. Please provide a confirmation email from your Inventory Planner with their approval that you are exempted from charges with your dispute email
  - Shipped from 2 locations- Provide email communication indicating you let the Inventory Planner know about shipping from multiple locations
  - Truck load didn't have enough space. Provide email communication indicating you let the Inventory Planner know that truck didn't have enough space
  
- **No ASN** – Advanced Ship Notice was not received for the PO
  - If you sent the ASN we need the raw data and 997 acknowledgment
  - It is possible that a PO was created/used to receive a late item from an already closed PO. Your Inventory Planner can verify this scenario
  - ASN Rejected-Item Number, PO or UPC could be incorrect
  - ASN was late-Was ASN received on time? It should be sent before the PO is received. We expect ASN's to be sent within 24 hours from PO's actual ship date

### 3. Materials to Include with your email

- **LATE PO Penalties:**
  - For Collect (Managed) vendors – just the PO date, PO number, RDC # and the notation that you confirmed on time, screen print of Transplace showing you confirmed on time, emails from Transplace on pickup delay
  - For Prepaid (Non-Managed) vendor – Carrier and pro#
  - If we need more information, we will let you know. Normally POD, Invoice, and BOL will be helpful.
  
- **Service Level Penalties:**
  - Any written communication from the True Value Inventory Planner clearly indicating they agreed to waive the penalty for a shortage. Not just an email from your company stating a shortage.
  - Please note that just because notification is given on back orders or if items are canceled, does not automatically exempt you for compliance fees - your goal is to ship on time and complete.
  - Other information as requested.
  
- **NO ASN Penalties:**
  - If you sent the ASN we need the raw data and 997 acknowledgment

### 4. Product Debit Memo Process

- If AP department issues a debit for shortages (Your invoice number with DR at the end), you will need to provide paperwork to AP disputing the product debit
- Supplier Performance cannot waive/reverse until the AP research is complete
- Once the research is complete and AP provides you with a credit number, then we can revisit to waive/reverse the non-compliance debit
- We need a copy of the actual credit that AP provided.

## 5. Damage Refused and/or Concealed

- Provide the POD showing that the PO was signed for as damage refused
- Concealed damage is recorded as a shortage and will need to be disputed with our AP via the product debit memo and providing back-up paperwork.
- Non-managed vendors must work directly with the carrier on ongoing damages to fix the issue. If can't be resolved, please contact our Transportation department for guidance at [transportation@truevalue.com](mailto:transportation@truevalue.com)