A background image showing two women in a professional setting, possibly a meeting or collaborative work environment. The image is overlaid with a dark teal color. The woman on the right is smiling and looking towards the left. The woman on the left is looking towards the right.

CONTROL STATE SCORECARD

USER GUIDE

Vendor



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INTRODUCTION

The purpose of this system is to monitor, analyze, communicate, and control the inbound logistics from Vendors to the Control State where they operate. This tool:

- Captures the instances of deliveries from inbound logistics and communicates the results to external vendors.
- Communicates the financial impacts of those delivery instances from vendors to drive better performance (emails, vendor logins, contact pages, graphs, and unified score-carding).
- Allows state agencies to configure the delivery instance by entering custom delivery instance questions, custom groupings (small, medium, large), fiscal years, contact information, vendor information, customizable fee's, and fee update tracking for accounting departments.
- Gives vendors visibility on the state of existing submitted deliveries, a clear way to measure their performance, and act on data driven decisions to help improve their performance across states.

1. HOME

Action Bar: This section of the Control State Scorecard is the navigation pane to the Vendor.

- **Home:** This button returns the user back to the initial login screen. Both the State Agency Receiving Calendar and the State Agency Contact Page are available here (see [Figure 1](#)).
 - ❖ **State Agency Receiving Calendar:** A Vendor can access any states published publically viewable Receiving calendar. Each state controls a vendor's access to their receiving calendar. If one is not available then one will not be available.
 - First, select the agency from the dropdown list.
 - Second, select the calendar button to launch access.
 - If the site is not accessible a popup message will notify the user.

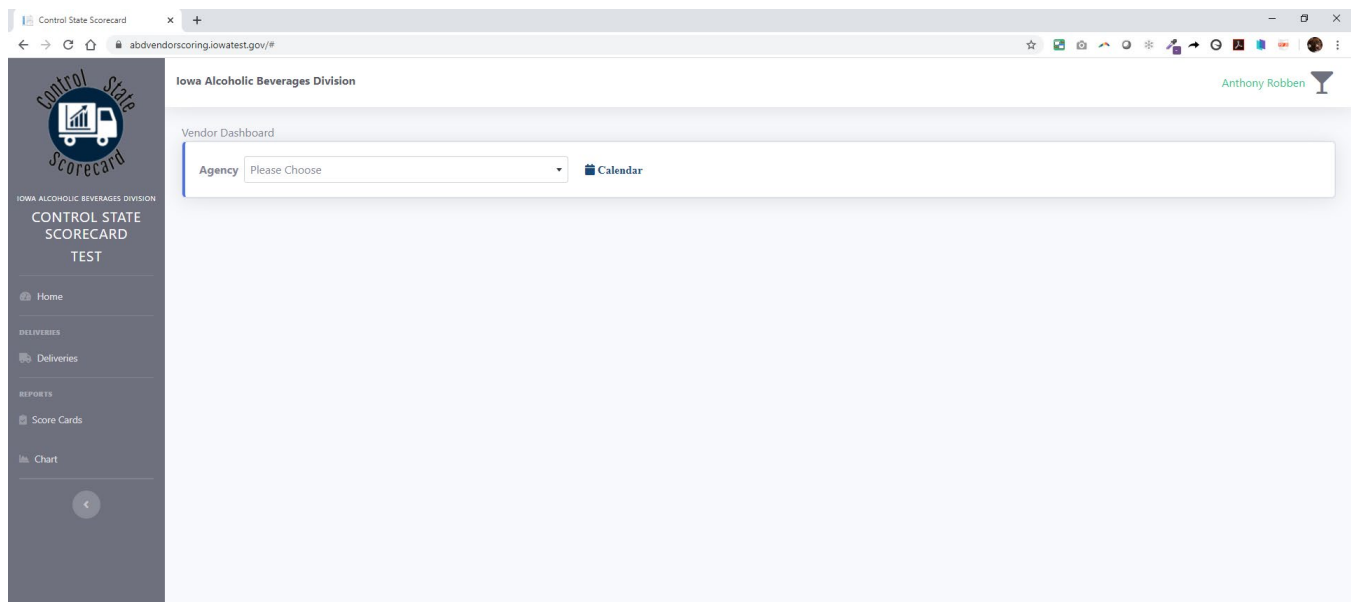


Figure 1; Home

- ❖ **State Agency Contact Us:** This is currently under development but will follow the same rational as the State Agency Receiving Calendar function located on the Home tab in [Figure 1](#).

2. SCORECARD

In this section, the Control State Admin can configure deliveries, control instance fields, such as fees, create custom instance questions, and control internal Control State Users/Other Admins.

- **Scorecard Selection:** A user must select the state they wish to view the scorecard of. The scorecard is only a representation of submitted deliveries and not deliveries in progress (see [Figure 2](#)).
 - ❖ First, select a State Agency at the top of the Scorecard
 - ❖ Second, select the specific vendor or All Vendors in one of the two cards.
 - Two cards are provided for side to side comparison purposes.
 - **NOTE:** The small, medium, large categories seen attached to each vendor are set specifically at the Control State Agency level. Please contact your individual state agency for what constitutes a small, medium, or large vendor.
 - ❖ Optional third, select any dates by typing them in or selecting using the calendar selection tool. Select Refresh to apply any date changes.
 - ❖ Optional fourth, the selected scorecard may be downloaded for sharing outside the Control State Scorecard system.

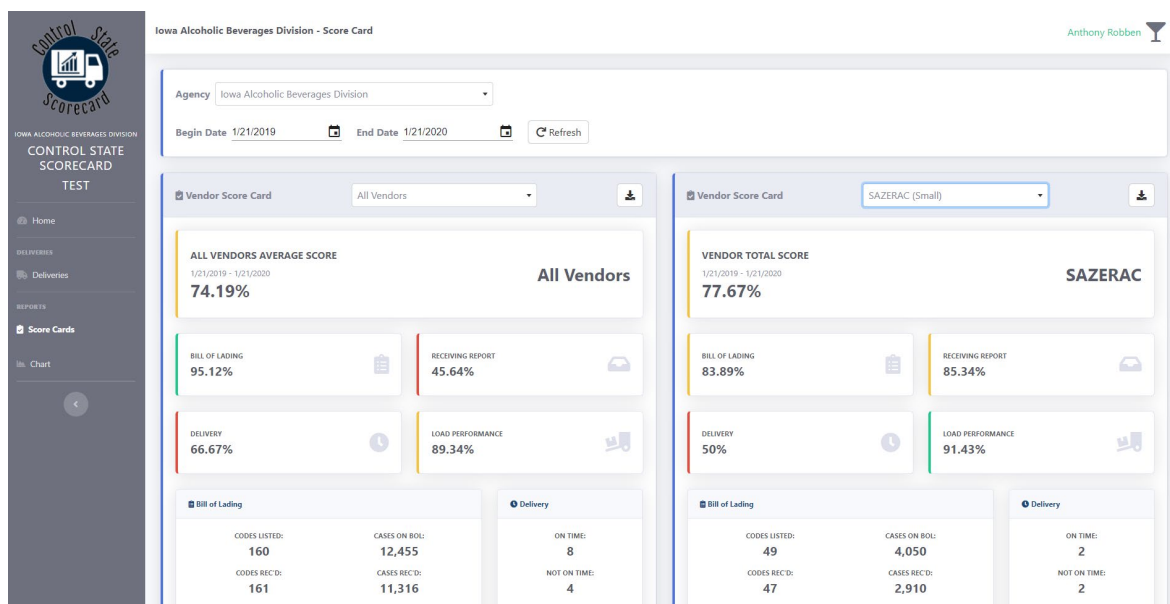


Figure 2; Scorecard

Control State Scorecard

Vendor User Guide v1.2

- **Calculations:** The vendor scorecard is calculated based off the weighted averages of each of the respective sections of Bill of Lading, Receiving Report, Delivery, and Load Performance. Each Control State manages how each of the categories are weighted between the four separate sections.

❖ **Formula:** All Average Score = ((Bill of Lading*BoL Percentage Weight)+(Receiving Report*Rr Percentage Weight)+(Delivery*Del Percentage Weight)+(Load Performance*Lp Percentage Weight))

- **Live Example All Vendors** [weighted at 25% each] [See Figure 3](#)

- $92.24\% = ((100\% * 25\%) + (100\% * 25\%) + (71.43\% * 25\%) + (97.52\% * 25\%))$

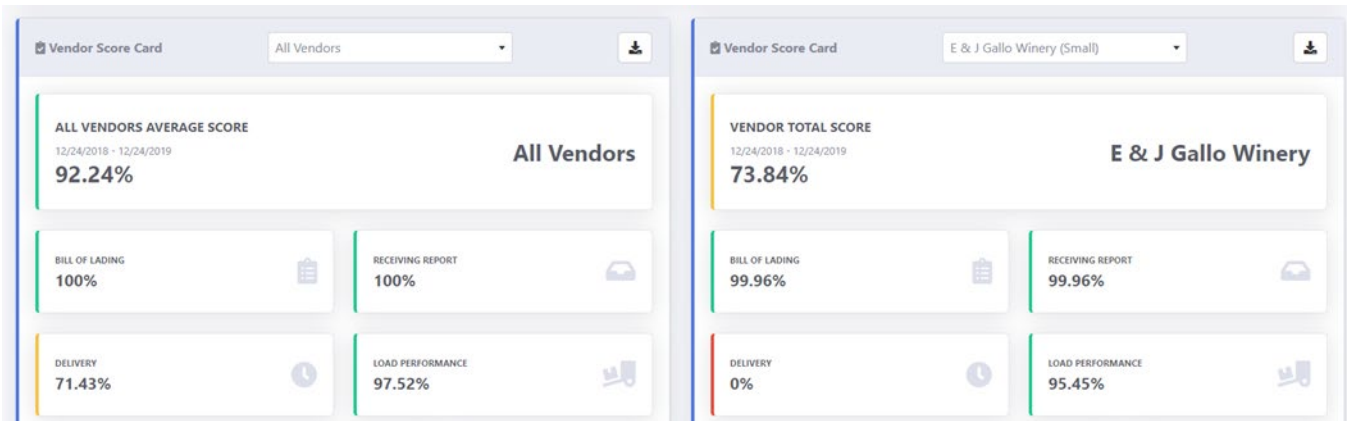


Figure 3

3. DELIVERY & INSPECTION(S)

This section allows data entry of inbound logistics. This comes in two parts. First, is the delivery section which tracks the truck that arrives, second, is the Inspection section tracks the vendor(s) products that arrive on the truck.

One delivery can have several inspections by many or the same vendor.

There are core Scorecard fields that are required. There are primary identifier fields that exist, but if a Control State does not have these fields, then a filler number can be used to pass by and submit the Inspection.

A State Admin or User can Start Delivery (i.e. goes straight to data input) or select Deliveries which shows all deliveries and uses a filterable list (a delivery can also be started here).

A Vendor is only able to view submitted deliveries.

- **Start Delivery (Not Available to Vendors)**: This button immediately prompts the user into a Delivery and Inspection output. First, the Delivery section appears as it is the parent and then followed by one or many inspections as many inspections can be tied to a single delivery (see [Figure 4](#)). Later, in Delivery Data Input we will go over how to input a delivery and what the fields represent.

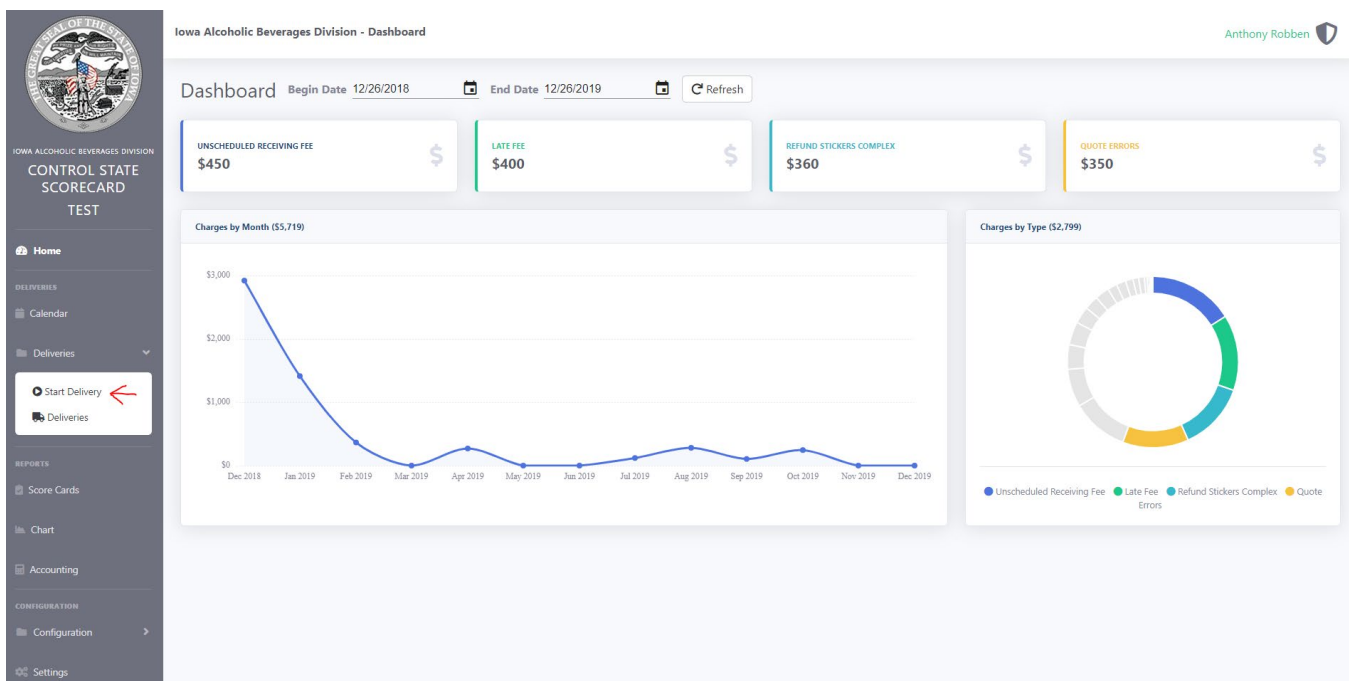


Figure 4; Start Delivery

Control State Scorecard

Vendor User Guide v1.2

- **Deliveries (View only for Vendors):** In this section the Control State Admin and Vendor to review Deliveries inputted in the system. High-level information is readily available and the Control State Admin can filter the information to look for specific information given many different conditions (see [Figure 5](#)).

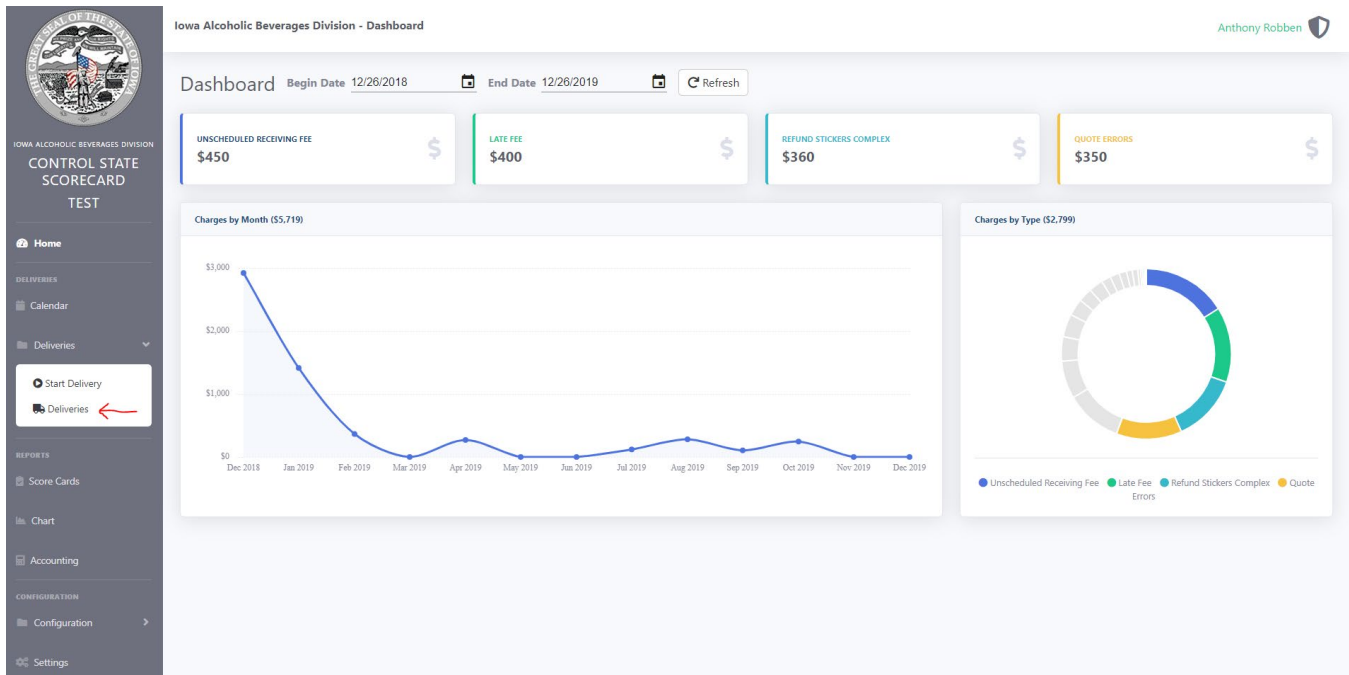


Figure 5; Deliveries

- **Deliveries (Filter):** In the Deliveries section the Control State Admin is able to filter down the list of deliveries by many different criteria. The Criteria can be cleared by removing them with the subtraction sign (-) or selecting the clear button. The Search button executes the search criteria (see [Figure 6](#)).

Control State Scorecard

Vendor User Guide v1.2

Iowa Alcoholic Beverages Division - Deliveries

Anthony Robben

Advanced Search

+ Add Condition

Search Field: Purchase Order Condition: Contains Search Term: []

Search Field: Purchase Order Condition: Contains Search Term: []

Search [] Clear [X]

Id	Delivery Date	Carrier	Vendor	Date Last Updated	Action
17	12/9/2019 Scheduled Time: 14:00 Unloaded Time: 14:15 Departure Time: 14:16 On Time: Yes	M & M TRUCKING	DIAGEO AMERICAS PO: 12345665 Portal PO: 98765431 ASN: 123456 Fees: \$50.00	12/26/2019 11:53 AM	Action
5	11/21/2019 Scheduled Time: 23:59 Unloaded Time: 22:49 Departure Time: 00:59 On Time: Yes	ADVANCE LOGISTICS	PERNOD RICARD USA PO: 10 Portal PO: 10 ASN: 10 Fees: \$180.00	12/12/2019 2:34 PM	Action

Figure 6; In Deliveries under Advanced Search

- **Delivery Data Input (Control State Only):** The Delivery Data Input can be done by either selecting Start Delivery in the selection bar on the left side or Deliveries in the same section under Deliveries (see [Figure 5](#) or [Figure 6](#)). While in Deliveries, a delivery can be inputted by selecting the three dots located below the search bar on the right side of the screen above the data output.
- **Creating a Delivery (Control State Only):** Any field with a red asterisk * must be inputted before submission. Once submitted, only the Control State Admin can unlock the delivery for further edits. A delivery can be left un-submitted for any amount of time. Each field will automatically save after it is entered. Any amount of edits can be done to a delivery before it is submitted and locked. Once locked it can only be edited after it is unlocked (see [Figure 7](#)).
 - ❖ **Delivery Date*** = The date the truck arrived.
 - ❖ **Scheduled Time*** = The time the truck was scheduled to arrive (military time).
 - ❖ The clock symbol can be used to trigger a time picker or a user can type in the time manually.
 - ❖ **Unloaded Time*** = The time the truck started unloading (military time).
 - ❖ The clock symbol can be used to trigger a time picker or a user can type in the time manually.

Control State Scorecard

Vendor User Guide v1.2

- ❖ **Departure Time*** = The time the truck left the site (military time).
 - ❖ The clock symbol can be used to trigger a time picker or a user can type in the time manually.
- ❖ **Carrier*** = The trucking line that carried the product to the site. If not known select “UNKNOWN”. These can be added in manually by users but a pre-populated list will begin to be filled in based off the Carrier list. These can be deleted by the State Admin as explained in the Configuration section.
- ❖ **On Time? *** = Was the Carrier considered on time by the State? This is a Yes/No.
- ❖ **Comments*** = Any additional notes the agency would like to add about the truck delivering the goods. This section is intended to fill any gaps or need the agency might have to tell the story of the delivery to answer internal and external questions.
- ❖ **Print Preview** = At the top right of the Delivery data entry section, the user can print the delivery for physical record keeping. This will give the user the ability to download the delivery information.

The screenshot shows the 'Delivery' data entry form. The form includes the following fields and sections:

- Delivery Date ***: 12/26/2019
- Scheduled Time ***: (empty)
- Unloaded Time ***: (empty)
- Departure Time ***: (empty)
- Carrier ***: (empty)
- On Time? ***: Please Choose
- Comments**: (empty text area)
- Date Last Updated**: 12/26/2019 2:04 PM
- Last Updated By**: controlstatescorecard@gmail.com
- Buttons**: Back to Deliveries, Submit

Below the form is the 'Inspections' section, which includes a search bar and a table with the following columns: Id, Vendor, Purchase Order (PO), Portal PO, ASN, Fees, Date Last Updated, and Action. The table currently shows 'No data available in table'.

Figure 7; Delivery Data Entry form

- **Creating an Inspection (Control State Only):** Once a delivery is set, the Control State Admin or user may create an inspection that is tied to a vendor. A Delivery can have many inspections by many different vendors tied to it (e.g. a single delivery truck came to the dock with multiple PO's by multiple vendors, each vendor would have their own inspection). An inspection is a single PO & BOL. If a truck has three inspections then the Delivery

Control State Scorecard

Vendor User Guide v1.2

should have 3 inspections. Feel free to input fake numbers in fields that the Agency does not use (for example Purchase Order vs Portal Purchase order).

- ❖ **Vendor** = In this section, the general inspection report information is entered for tracking and to note if they were the responsible vendor for the delivery.
 - **Vendor*** = The company that owns the product. Examples: Sazerac, Bacardi, Fifth Generation, Luxco, etc...
 - This list is managed in the Vendors section in Configuration.
 - **Purchase Order*** = This is the Purchase Order. In Iowa, this is the PO in our ERP that is unknown to the Vendor but known by the Control State Admin. Numeric Only
 - If not used then enter a fake number that can easily be incremented.
 - Cannot be repeated in the Purchase Order section but can be used in other areas.
 - **Portal Purchase Order*** = This is a unique field that is useful if an Agency uses two PO fields and needs to track both. If an agency doesn't use two PO or PO like tracking numbers then feel free to use a non-repeatable fake number in the Portal PO field. Numeric Only
 - **Advanced Shippers Notice** = This is the ASN field managed by those vendors that use an EDI system. This field is optional as not every vendor uses an ASN. Numeric Only
 - **Responsible for Delivery?** = If the vendor on the inspection is the responsible vendor for the delivery (i.e. the vendor hired the delivery truck system or owns the truck the delivery came in. It is possible that nobody is responsible). In the event that there are multiple inspections on a delivery then only one is marked as responsible if only one vendor is responsible. If multiple vendors are responsible for the truck then check one for each (see [Figure 8A](#)).
- ❖ **Receiving Report Information** = In this section the information from the Receiving Report is placed (see [Figure 8A](#))
 - **Codes Listed*** = These are the Codes (SKU's) that were communicated to be sent by the Receiving Report. Numeric Only

Control State Scorecard

Vendor User Guide v1.2

- **Codes Received*** = This is the actual result of the Codes coming off the truck. This can be over received or under-received in the number of codes. Numeric Only
- **Cases on PO*** = This is the number of cases the vendor communicated they would send to the Agency. Numeric Only
- **Cases Received*** = This is the actual number of cases that came off the delivery truck sent by the vendor. Numeric Only
- ❖ **BOL Delivery Information** = This is the Bill of Lading that commonly comes with the Delivery Truck (see [Figure 8A](#)).
 - **Codes Listed*** = This is the codes (SKU's) that were listed on the Bill of Lading. Numeric Only
 - **Codes Received*** = This is the codes (SKU's) that actually came off the truck. Numeric Only
 - **Cases on BOL*** = This is the cases listed on the Bill of Lading. Numeric Only
 - **Cases Received*** = This is the actual cases that came off of the truck. Numeric Only
 - **Pallets on Truck*** = This is a count of the pallets that came off of the delivery truck.
 - **Rework*** = This is the number of pallets on the truck (above field) that had to be reworked. On [Figure 8B](#), 9 pallets were on the delivery truck but 1 of the 9 pallets needed to be reworked. Note: if there is no rework then enter 0.

Control State Scorecard

Vendor User Guide v1.2

Iowa Alcoholic Beverages Division - Inspection

Anthony Robben

Inspection

Back to Delivery

Vendor

Vendor * SAZERAC Purchase Order * 1234567890 Portal Purchase Order * 0987654321 Advanced Shippers Notice 4321098765

Responsible For Delivery?

Receiving Report Information

Codes Listed * 12 Codes Received * 11 Cases on PO * 1000 Cases Received * 900

BOL Delivery Information

Codes Listed * 13 Codes Received * 11 Cases on BOL * 1050 Cases Received * 900

Pallets on Truck * 9 Rework * 1

Figure 8A; Inspection Form (Top Half)

- ❖ **Fees** = This is the section where fees are tracked. This section starts out blank and if an agency has fees or special instances they want to track then the user can check the box and fill in the details. See Fees in the Configuration section. See [Figure 8B](#).
 - In [Figure 8B](#) the Inspection as 1 bad pallet, 1 late fee, 5 cases over 2 days for Over Max Shipment Storage, has purchased 2 rolls of Refund Stickers, and had 3 Quote Errors.
 - Any and all fees can be overwritten by changing the Amount section. If this is done then the details will show in red as an **Applied** amount. This is to show that more or less than what is considered standard (the amount entered into the fee under the Configuration option).
 - **NOTE:** If a delivery has fees associated with it then the Vendor Contact (found and changeable in Vendor under Configuration tab) is emailed when the delivery is submitted (Locked).
 - **ACCOUNTING OPTION:** If a state agency wants to add and use the Accounting feature on the Scorecard then when the fee is configured please either check ITEM CODE REQUIRED or input a Fee Code found on the fees section of the Configuration section within the specific fee.

Control State Scorecard

Vendor User Guide v1.2

- A fee code is an internal two digit numeric code for a fee in lieu of the fee name. Either of these being used will allow a fillable textbox to appear below the fee for comments on the specific fee. Iowa, for example, uses the SKU# - Number of units with a colon separator between sections (e.g. 1234-2,6574-3). How this function is used is entirely up to the Control State Agency. It is merely another tool that can be used with the system at your disposal (See [Figure 8B.2](#) for what this looks like when active in a fee section vs [Figure 8B](#) when it is not active).

The screenshot shows a web interface for configuring fees. The main heading is '\$ Fees'. Below it, there are several fee categories, each with a checkbox and a description. Some categories are expanded to show input fields for 'Amount', 'Pallets', 'Instances', 'Cases', and 'Days'. The 'Bad Pallet' category is checked and expanded, showing an amount of 50.00 and 1 pallet. The 'Late Fee' category is checked and expanded, showing an amount of 200.00 and 1 instance. The 'Over Max Shipment Storage' category is checked and expanded, showing an amount of 5.00, 5 cases, and 2 days. Other categories like 'Purchase Refund Stickers' and 'Quote Errors' are also expanded with their respective values. The interface is clean and organized, with a dark sidebar on the left.

Figure 8B; Fee's

Control State Scorecard

Vendor User Guide v1.2

\$ Fees

- Bad Pallet**
Amount: 50.00 Pallets: 1
Fee for Bad Pallet per pallet
Item Codes: The Pallet was broken
Enter Item Codes
- Case Coding**
Amount: 20.99 Cases: 3
Fee for Case Coding per case
Item Codes: 12343 - 1, 4568 - 2 ← SKV - CASES,
Enter Item Codes
- Case Coding with Warning**
Amount: 10.00 Instances: 1
Fee for Case Coding with Warning per case
Item Codes: This is a test of item codes
Enter Item Codes
- Defective Merchandise/Samples-Handling
- Late Fee
- Missed Appointment
- Missing Paperwork
- Over Max Shipment Storage
- Pallet Restack
- Product Delisted/Return to Supplier
- Product Destruction
- Product Repack Complex
- Product Repack Simple
- Product RTS Storage**
Amount: 5.00 Cases: 1 Days: 1
Fee for Product RTS Storage per case
Item Codes: 1
Enter Item Codes
- Purchase Refund Stickers
- Quote Errors
- Refund Stickers
- Refund Stickers Complex
- Refund Stickers with Warning
- Shrink Wrap Pallet
- Unscheduled Receiving Fee**
Amount: 250.00 Instances: 1
Fee for Unscheduled Receiving Fee per instance
Item Codes: 1
Enter Item Codes

Figure 8B.2; Fee's with Accounting function activated

❖ **Attachments** = In this section the State Admin can add attachments. PDFs and Images can be added. The size limit is currently set to 10MB but can be increased by the Master Admin. The master admin can be contacted using the Contact US section (see **Email Settings**). Multiple attachments can be added.

- **Note:** Attachments cannot have special symbols in the document name being attached, examples being !@#\$\$%^&*. This causes upload issues.
 - All attachments can be perceived after upload and must have a description and name. These do not need to be unique. Select the Green + button to preview (see **Figure 8C**).
 - Multiple attachments can be added.
 - They can be added by using the three dots at the top of the Attachments section.
 - Any attachment can be deleted by using the Action tab it is associated with.

Control State Scorecard

Vendor User Guide v1.2

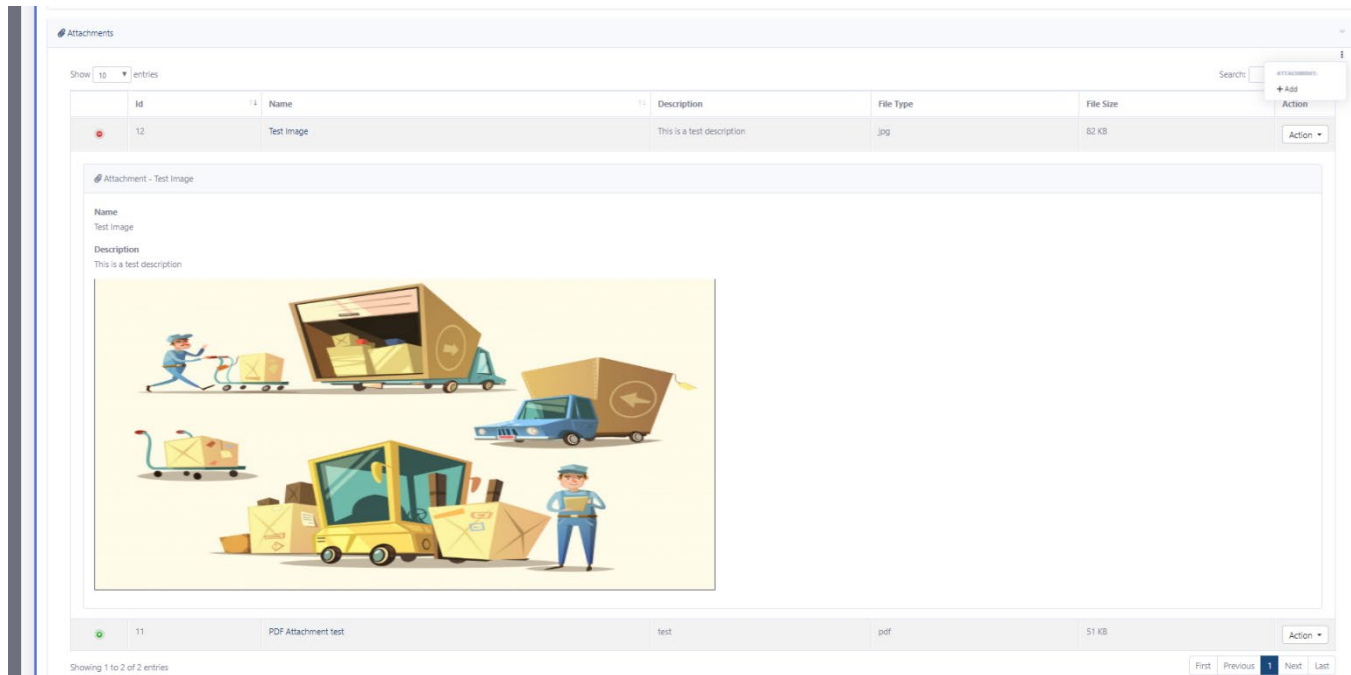


Figure 8C; Attachments

- ❖ **Comments** = This is the section where the vendor inspection can be given any additional information that the Agency deems useful. This can be letters, numbers, symbols, and up to 255 characters

4. CHARTS & GRAPHS

The purpose of the charts is to use the defined fields from the Inspection & Delivery to help tell the story to the vendor about how they are performing. Many of these charts are actionable (you can click on them and they will redirect to a filtered list with the data).

Below is an explanation of what each chart means. The Charts section is located on the Chart selector on the leftmost action bar and contains a charts selector area (see [Figure 9](#)).

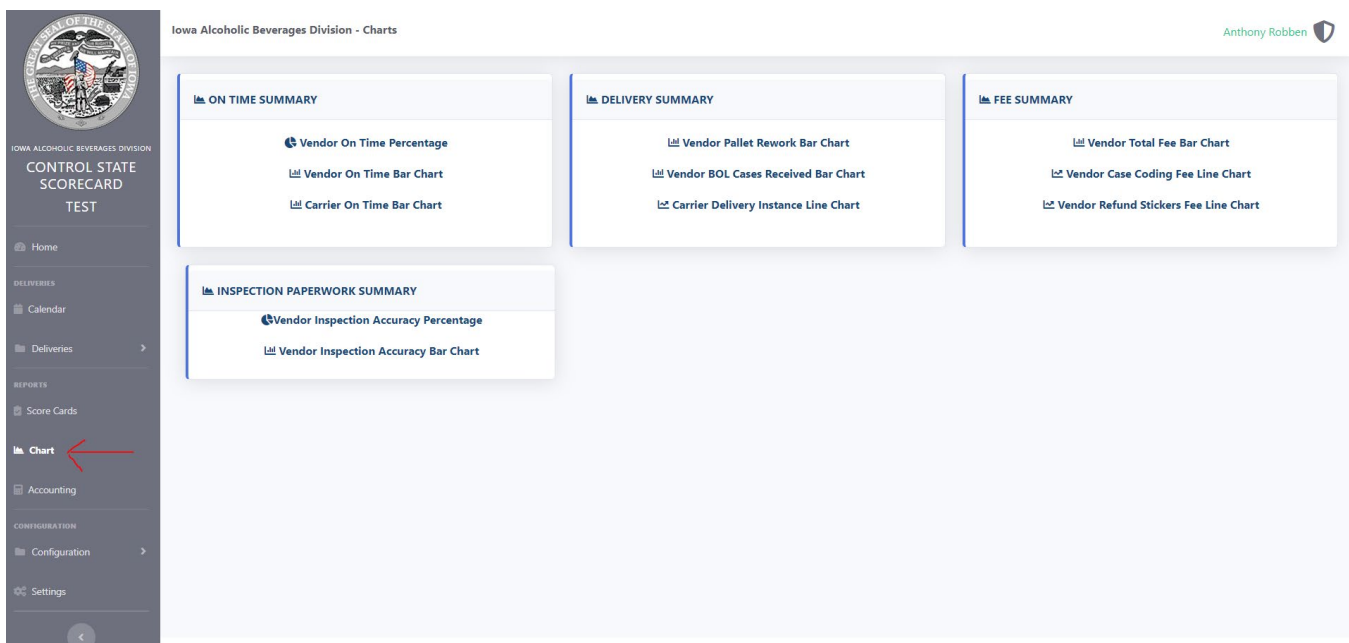


Figure 9

- **Vendor On Time Percentage:** Displays in a pie chart over a period of time the number of times a Vendor (Sazerac, Beam, Bacardi, etc...) has delivery trucks they are responsible for that are marked as On-time or Late (yes/no box in delivery section + They are marked as the responsible party in the Inspection form). **Note:** This Graph will redirect to a filtered list.
- **Vendor On Time Bar Chart:** This chart shows the same information that is available in “Vendor On Time Percentage” but does so in a bar chart, the user can also select up to 5 vendors to compare or All Vendors.
- **Carrier On Time Bar Chart:** This chart is similar to the “Vendor On Time Bar Chart” except it shows Carriers. **Note:** This Graph will redirect to a filtered list.

Control State Scorecard

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- **Vendor Pallet Rework Bar Chart:** This graph is a Pass/Fail of charts. It counts the amount of total Pallets & Rework (both are fields in the Inspection form).
- **Vendor BOL Cases Received Bar Chart:** This graph looks at the actual cases that come off the trucks in the Bill of Lading. This helps show the volume of cases from specific vendors over a period of time.
- **Carrier Delivery Instance Line Chart:** This graph helps show the volume of trucks coming in from specific carriers. **Note:** This graph will redirect to a filtered list.
- **Vendor Total Fee Bar Chart:** This graph helps show the volume of Fees (if the Control State uses fees) that are being accrued (marked without charge) and applied (has been modified from the original fee amount). The purpose of this graph is to display to vendors the impact of their fees on the bottom line and how the Agency has applied them. **Note:** This graph will redirect to a filtered list.
- **Vendor Case Coding Fee Line Chart:** This chart specifically looks at the fees named “Case Coding” and “Case Coding with Warning”. These fees are specific to Iowa. If a Control State wish’s to use this fee type then they merely need to name a fee that name. The chart specifically looks for those names. **Note:** This graph will redirect to a filtered list.
- **Vendor Refund Stickers Fee Line Chart:** This chart specifically looks at the fees named “Refund Stickers” , “Refund Stickers Complex” , and “Refund Stickers with Warning”. These fees are specific to Iowa. **Note:** This graph will redirect to a filtered list.
- **Vendor Inspection Accuracy Percentage:** This chart compares the accuracy between the Receiving Report (RR) and the Bill of Lading (BOL) in the Inspection form of each respective Inspection that is filled out. The reason for this chart is to compare the accuracy of what the vendor promises they will send (The Receiving Report) and what was actually sent (The Bill of Lading).The ideal situation is that the RR Codes & Cases match’s the BOL Codes & Cases. The relationships are shown below in [Figure 10](#) for which fields should match. If a field does not match then the pie chart will count it as inaccurate and if all 4 fields match then the graph will show as accurate.

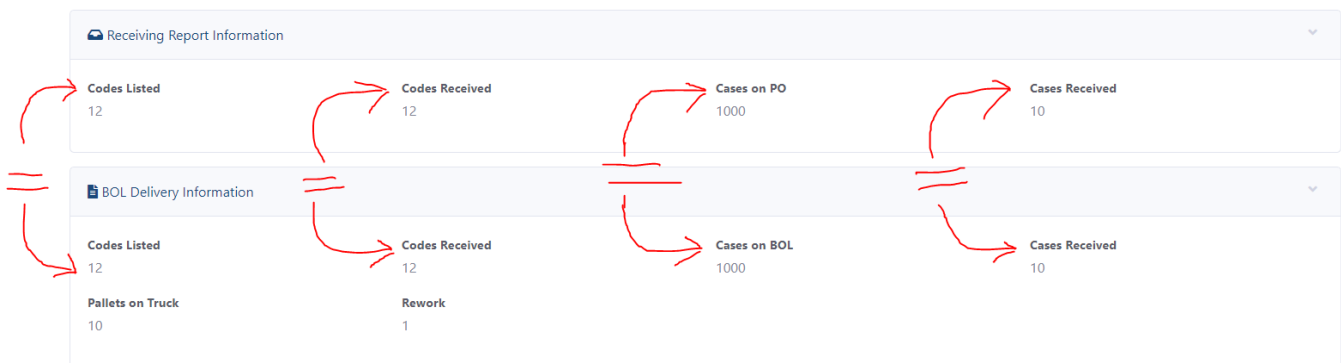


Figure 10; All 4 sections must match to qualify as accurate for the pie chart in [Vendor Inspection Accuracy Percentage](#)

Control State Scorecard

Vendor User Guide v1.2

- **Vendor Inspection Accuracy Bar Chart:** This chart is the same as Vendor Inspection Accuracy Percentage Pie Chart except it is in bar chart form and the control state may compare up to five vendors at the same time. See [Figure 10](#) for how a vendor qualifies as Accurate or Inaccurate from a delivery inspection.

5. EMAILS & CONTACT PAGES

The Control State Scorecard system does have automated emailing. Depending on how the State Agency sets up the emails for themselves, their contact, and their vendors.

- **Automated Vendor Emails:** Vendors receive automated emails when they have fees attached to an inspection that has been submitted. Each vendor has one email contact that is controlled by each State Agency. The No-Reply email address is a generic address set up by the Master Admin, this is configurable but only broadly. The subject changes depending on the State it is issued from (the below copy will be from Iowa but another entity will be different). A link to the scorecard inspection is provided. The generic language is shown below in [Figure 11](#). As adding attachments is highly troublesome each email notification will have a redirecting link back to the inspection in question so the attachment and details may be viewed there.



[Figure 11](#); example of a no-reply email sent to a listed Vendor contact