

Q. Who do I contact with questions regarding Supply Chain Performance programs, the compliance portal, deduction backup and disputes?

A. First, please review the informational documents available on <https://cvssuppliers.com/supply-chain-performance>. If you can't find the information you need send an email to the SCP team at supplychainperformance@cvshealth.com

Q. What is the compliance portal URL address?

A. <https://cvs.compliancenetWORKS.com/>

Q. How do I obtain access to the compliance portal?

A. Forward the following information to supplychainperformance@cvshealth.com

COMPANY NAME: _____

COMPANY VENDOR NUMBER(S): _____

CONTACT NAME: _____

EMAIL ADDRESS _____

PHONE (OPTIONAL):

Q. Who do I contact if I need someone added to OTIF report distribution and the Compliance Portal?

A. If you have an active account someone should have been designated as the Portal Admin. They have the ability to add Users and Active/Deactivate accounts. Admin Instructions can be found in the Self Help tool, Portal Help Documents, scroll down to Admin User. If an Admin has not been designated or you don't know who the Admin is contact supplychainperformance@cvshealth.com (provide your company name and vendor numbers).

Q. How do I reset my password?

A. Click the following link <https://cvs.compliancenetWORKS.com/>

Enter your email address as the Username, click Reset Password. An email with your new password will be sent within 24hrs. If you do not receive an email contact cvssupplychainperformance@traversesystems.com

Q. Where can I find user guides for the Compliance Portal?

A. Portal utilization guides can be found in the Self Help tool, under Portal Help Documents

Q. I received a dispute resolution that states "Deny Charge"; what does that mean?

A. If a dispute is resolved when a charge is still in pending status the charge can either be denied or approved. If denied, the charge has been flagged as invalid and will not be applied to the monthly PBC percentage. If a charge is approved, it is flagged as valid and will be applied to the monthly PBC percentage.

Q. Where can I find helpful information to understand the Supply Chain Performance programs and improve performance?

A. The following guides are available on <https://cvssuppliers.com/supply-chain-performance>

- Supply Chain Performance Program Instructions
- Supply Chain Performance OTIF Webinar-Reporting, Charge Investigation and Disputes
- CVS Routing Guide Instructions

- CVS Carrier-Supplier Prepaid LTL Expectations
- CVS eAppointment Portal User Guide

Q. How are OTIF (On Time In Full) charges calculated.

A. Complete details about OTIF charges can be found in the pdf named Supply Chain Performance OTIF Webinar-Reporting, Charge Investigation and Disputes <https://cvssuppliers.com/supply-chain-performance>

Q. What functions can I do within the Compliance Portal?

A. The following is available within the portal.

- View SCP charge information
- View Reports (OTIF Performance Summary, Compliance Summary, Monthly PBC Performance Summary)
- Submit disputes and review resolutions

Q. What do I do if I have access to the portal but can't obtain charge information?

A. Forward the SCP charge information to supplychainperformance@cvshealth.com (provide you company name and vendor numbers)

Q. There are multiple deduction codes on my check remittance. How do I know who to contact?

A. Refer to the Vendor Contact List for Finance Deductions

- Go to cvssuppliers.com
- Click on Contact CVS Health (upper right hand corner)
- Click on Vendor Contact List for Finance Deductions (under Accounts Payables)
- Click on the tab named Deduction Guide Reference
- Scroll down to locate the invoice code (ie. Invoice # Beginning with "AD")
- Click on the hyper link to the right or refer to the name listed on the tab

Q. What deductions codes are handled by the Supply Chain Performance Team and how do I obtain backup?

A. Refer to the Vendor Contact List for Finance Deductions (see above) and click on the Supply Chain Performance tab

Q. How long do I have to submit a dispute?

A. All disputes related to the OTIF program must be submitted within **90 days** of release of the monthly OTIF Scorecard. Generally scorecards are issued during the second or third week of the month following the evaluation period (i.e. July Scorecards to be released in mid-August). The OTIF dispute process is facilitated through the vendor portal and tutorials/instruction on dispute procedures can be found by accessing the "Self Help" menu at the top right section of the vendor portal.

Q. How do I submit disputes?

A. Dispute details can be found in the pdf named Supply Chain Performance instructions <https://cvssuppliers.com/supply-chain-performance> The following is a quick reference:

- SCP deduction disputes - OTIF disputes are handled through the Compliance Portal. Refer to the Self Help tool, Portal Health Documents, Create and Research Disputes
- LOG deduction dispute - Instructions for obtaining and reviewing shipping documents and repayment inquiries were outlined when backup was provided. Please refer to the Repayment email address for dispute submittals.
- PL or BL deduction dispute - Packing List and Bill of Lading deductions are nondisputable except for deductions taken against an incorrect vendor number. If the deduction was clearly processed against your vendor number in error, send an email to the SCP team, include your company name, vendor number and the paperwork obtained from the CVS Distribution Center supplychainperformance@cvshealth.com
- Appointment Integrity deduction dispute - Obtain the APPTINT Dispute Template and follow the instructions. The template can be found on <https://cvssuppliers.com/supply-chain-performance>

Q. Are backorders subject to OTIF (On Time In Full) charges?

A. No. OTIF compliance is measured against the initial PO receipt. If the PO is late the charge is against the entire PO. If the PO is on time the charge will be against the backordered item(s).

Q. My dispute was flagged as invalid and I'm trying to resubmit with additional information that I believe will prove the dispute is valid. How can I do this if a dispute can't be resubmitted?

A. Please note, charges are only disputable **once**. The Supply Chain Performance Team will not review disputes multiple times therefore it is imperative to review the requirements outlined below before submitting a dispute and ensuring you have met all the requirements.

Q. How can I obtain a POD (proof of delivery)?

A. Whether you're shipping Prepaid or Collect, Less Than Truckload, or Truckload, please reach out to your carrier for a copy of the POD? Please note that Ground shipments will not have PODs.

Q. What is considered a valid POD (proof of delivery)?

A. A valid POD includes the CVS DC stamp with your PO number listed somewhere on the paperwork, the Receiver's signature, and the receipt date. Paperwork with just the Driver's signature or only a notation of "STC" (said to contain/subject to count) is not a valid POD. With regard to Ground Shipments, valid PODs are not available, the tracking info with the PO number, ship date and delivery date are sufficient.

Q. Who do I contact if I need to make PO changes (item cut, qty adjustments, STA dates, etc)

A. Reach out to your Supply Planner (the person who creates your POs). If you don't know who that is send an email to supplychainperformance@cvshealth.com (provide a list of applicable POs).

Q. If a PO adjustment (quantity, item cut, STA date, etc) is approved by the CVS Planner is the PO exempt from OTIF penalties?

A. OTIF compliance is based on the initial PO creation. PO adjustments are NOT automatic exemptions. Exemptions are valid only with written approval for exemption by the CVS Merchant team.

Q. Who do I contact with regard to ASN certification?

A. [EDI ASN Onboarding@cvshealth.com](mailto:EDI_ASN_Onboarding@cvshealth.com)

Q. Who do I contact for labeling requirements?

A. Labeling requirements (carton, seasonal, and pallet) can be found in the CVS Routing Guide Instructions <https://cvssuppliers.com/supply-chain-performance>

Q. Where can I find information about CVS Preferred Carriers and if I use a Preferred Carrier am I exempt from compliance charges?

A. A list of CVS Preferred Carriers, contact information, and exemption details can be found in the CVS Routing Guide Instructions <https://cvssuppliers.com/supply-chain-performance>

Q. LTL carriers are required to fill trailers before requesting delivery appointments. If my freight gets to the carrier terminal on time why am I responsible if the carrier's request date is late?

A. On-Time compliance for LTL shipments is largely dependent on when the freight is picked up. You must take transit time and trailer consolidation time into consideration when determining pickup dates. Refer to the CVS Carrier-Supplier Prepaid LTL Expectations document <https://cvssuppliers.com/supply-chain-performance>

Q. How do I calculate transit time around weekends and holidays?

A. Do not include weekends and do not include CVS closures or your company closures in your calculation. Refer to the Distribution Center Holiday Calendar <https://cvssuppliers.com/supply-chain-performance>

Q. I am a collect supplier and CVS manages my freight. Why am I responsible for carriers delivering on-time and in-full?

A. In order for the CVS Routing Team to manage your freight in a timely manner the shipping information entered into the portal must be correct, and the portal entry date (Create Date) and Available for Pickup Dates must be timely. Refer to the Collect/CVS Managed Freight section of the Supply Chain Performance Instructions <https://cvssuppliers.com/supply-chain-performance>

Q. CVS has multiple portals; how do I know who to contact for access?

A. The Supply Chain Performance team manages the following portals. To request access, forward an email with your company name and vendor number(s) to supplychainperformance@cvshealth.com

- Compliance Portal for OTIF (On Time In Full / listed as SCP123456 on your check remittance)
- eAppointment Portal for obtaining appointment details

The Warehouse Payables team manages the following portals. To request access, forward an email with your company name and vendor number(s) to warehousepayables@cvscaremark.com

- eSettlement
- ImageSilo