

CVS eAppointment Portal Instructions for Obtaining Appointment Details

This document is applicable for Suppliers who already have access to the eAppointment portal for the purpose of obtaining PO appointment details.

This information is helpful in reviewing compliance charges associated with the On Time portion of OTIF and Appointment Integrity charges.

To request access to the eAppointment portal, please send an email to supplychainperformance@cvshealth.com and provide the following information:

- Company Name
- Pay Vendor Number
- Full Name / Email Address / Phone Number

LOGIN INFO:

Website - <https://www.services.Lnos.com/da/?CompanyName=cvs>

All lower case, Company Name is cvs

- Company Name: **cvs**
- Login Name:
- Password:

Once logged in you, double click on the highlighted report to open

Using the PO Number parameter:

- Place the cursor in the first box and using the drop down menu select Contains (String) or In a List (String) to enter multiple PO #s
- Type the PO # in the box to the right (can also copy & paste PO #s)
- Click 'Run Report'

To clear the report and run a new one; click "Run Time Parameters" (second tab located on the upper left-hand side).

Trouble Shooting:

If the report comes up "empty":

- ✓ Verify the information was entered correctly
- ✓ Pos with appointment dates older than 6 months may not be available

To export the report to an Excel file:

- Once the data results are populated, place the cursor on any cell, right click and select 'export to CSV' (you'll be prompted to open or save the results)

A. Appointment review as it relates to the On-Time portion of OTIF compliance (On Time In Full):

In addition to reviewing the appointment details it would be helpful to obtain the following information:

1. Carrier's transit time for each ship origin and destination
2. Pickup date for each PO
 - a. If you are shipping LTL, also review the Supplier-Carrier Guidelines for Prepaid LTL Shipments document provided on <https://cvssuppliers.com/supply-chain-performance>
3. Ground shipments – obtain the carrier tracking info (ship/deliver dates).

What is considered compliant for the On-Time portion of OTIF?

1. The Arrival, Drop Date or Check-In Time falls ON or BEFORE the PO STA date – or -
2. The carrier's **first** and **last** Requested Time (regardless of the Appointment Time) fell within the 5 day compliance window (on STA date and up to 4 business days before STA)

What is considered NON-compliant?

1. The Arrival, Drop Date or Check-In Time falls AFTER the PO STA Date AND/OR one of the following applies:
 - The carrier's Requested Time was AFTER the PO STA date
 - The carrier's Requested Time was more than 4 business days prior to the PO STA date
 - The carrier's FIRST Requested Time was compliant AND the DC's Approved Appointment was on or before STA **however** the carrier reschedules with a new Requested Time that falls after the PO STA

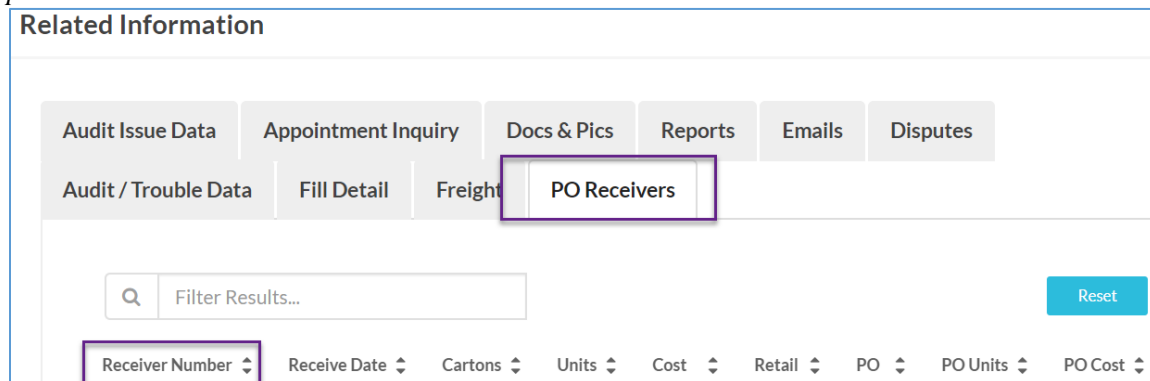
Key fields to look at when reviewing appointment details for OTIF compliance.

Approval #	Status	Transaction Date/Time	Saved By	Carrier	STA	Requested Time	Appointment Time	Reason	Comments	Gate Arrival	Drop Date	Check-In Time
auto generated when DC approves appt	i.e. submitted, approved, arrived, departed	Date & Time in which a change was made	the person who made the change	Carrier Name	PO Ship to Arrive Date	carrier's requested delivery date & time	DC's approved appointment	i.e. No Show, Carrier Late	additional info entered by all parties associated w/scheduling	at the Guard Shack	trailer drop date	live unload check-in or drop trailer offload date

Important Call Out:

A single PO may have multiple appointments (even if shipped complete on the initial pickup). The appointment associated with the Receiver Number in the Compliance portal is the appointment that was analyzed for OTIF compliance.

This is a screen print taken from the PO Receivers tab on the bottom portion of the Charge Detail page in the Compliance portal.



NON-compliant & NON-disputable situations related to the On-Time portion of OTIF compliance:

- Noncompliant carrier Requested Times due to arranged pickup dates that didn't allow for enough transit time which includes an additional 4 days for LTL shipments (to accommodate for trailer consolidation time).
- * Noncompliance due to carrier scheduling failure (arranged for pickup with plenty of transit time however carrier's Requested Time was after PO STA).

* Non-Compliance due to carrier failure is not disputable. It is the supplier's responsibility to ensure their carriers are handling their freight and scheduling correctly. If carrier failures exist, please consult directly with your carrier.

B. Appointment review as it relates to Appointment Integrity compliance:

In addition to reviewing the appointment details it would be helpful to obtain the following information:

1. The appointment Approval # in which the penalty is associated with (a single PO may have multiple appointments)
2. Carrier's transit time for each ship origin and destination
3. Pickup date for each PO
 - a. If you are shipping LTL, also review the Supplier-Carrier Guidelines for Prepaid LTL Shipments document provided on <https://cvssuppliers.com/supply-chain-performance>

Key fields to look at when reviewing appointment details for AI compliance.

Approval #	Status	Transaction Date/Time	Saved By	Carrier	STA	Requested Time	Appointment Time	Reason	Comments	Gate Arrival	Drop Date	Check-In Time	Check-Out Time	Gate Depart
auto generated when DC approves appt	i.e. submitted, approved, arrived, departed	Date & Time in which a change was made	the person who made the change	Carrier Name	PO Ship to Arrive Date	carrier's requested delivery date & time	DC's approved appointment	i.e. No Show, Carrier Late	additional info entered by all parties associated w/scheduling	at the Guard Shack	trailer drop date	live unload check-in or drop trailer offload date		

- Each line of the report data represents a change to the appointment. The Transaction Date/Time column and the Saved By column provides information as to when and who initiated the change
 - If the appointment is opened but not changed, the system will still generate an event line
- A single PO may have multiple appointments associated with it. This can be identified by the Approval #s
- The Reason column offers information as to why an Appt Integrity penalty occurred
 - Penalties for **RESCHEDULED/CANCELED** – refer to the Appointment Time vs the Transaction Date/Time (there must be at least 24 business hrs between the 2 dates/times)
 - Penalties for **NO SHOW** – This doesn't necessarily mean the PO was not delivered.
 - The carrier may have missed the initial appointment and later rescheduled for a new appointment ultimately delivering with no further issues. – or-
 - The carrier may have created another appointment leaving the first appointment open and unused
 - Penalties for **RECEIVED CARRIER LATE** (arrived more than 1hr past Appointment Time) – refer to the Appointment Time and compare it to the following:
 - For Drop trailers look at the Gate Arrival and/or Drop Date
 - For Live Unloads look at the Check-In Time (not the Gate Arrival)
- Gate Arrival – date/time trailer arrived at the Security Check Point prior to being allowed on the DC grounds (not available at all DCs).
- Drop Date – date/time trailer was dropped in DC yard
- Check-In Time – represents 2 different events based on the following:
 - Drop trailers – the Check-In Time represents when trailer offloading began (not when trailer was dropped)
 - Live Unload trailers – the Check-In Time represents when the driver arrived at the Receiving Window to check in and begin offloading (not necessarily the same as the Gate Arrival)
- Check-Out Time – date/time offloading is complete (may not represent completion of receiving process)
- Gate Depart – date/time driver checks out at the Security Check Point when leaving the DC grounds

Important Call Outs:

Please keep in mind that carrier PODs are not valid supporting documents when disputing AI charges. Prior to submitting disputes please review the appointment details. Any dispute submitted without a copy of the appointment details will be returned for resubmittal.

POs shipped as CVS Managed Freight and freight tendered to CVS Preferred Carriers are exempt from Appointment Integrity charges (this does NOT apply to OTIF charges). A list of preferred carriers can be found in the CVS Routing Guide Instructions <https://cvssuppliers.com/supply-chain-performance>

Non-Compliance on behalf of all other carriers is not disputable. Suppliers are responsible for ensuring their carriers are handling their freight and scheduling correctly. If failures exist, please consult directly with your carrier.

Questions? Please reach out to the SCP compliance group at supplychainperformance@cvshealth.com