

ISLD SCORECARD FAQ

Where do I find the Scorecard?

On the Supplier Portal <https://liquor.idaho.gov/suppliers/isld-reports.aspx>

When will these be posted each month?

Scorecards will be posted on the Supplier Portal by the 15th of each month.

Why did you implement a Scorecard?

We feel it is important to measure performance of our Suppliers through a Scorecard for freight and inventory with hopes we can improve operations at our facility and meet the needs of our customers. We want Suppliers to be held accountable for inbound freight and inventory levels and this tool will give a Dashboard to reference each month.

What consequences will be applied to the Supplier for poor performance?

We have not set specific parameters to apply to poor performance, however, we will be utilizing this tool during listing meetings and programming meetings to make our decisions.

What is considered poor Performance?

We have not set a specific rating to be determined as poor performance. Consistent issues with Freight and Inventory will be evaluated and discussed as needed.

How is this data captured?

As loads are scheduled, received, and or otherwise processed, we document in the notes and tag sections of the application. Emails are also sent for specific receiving issues and no shows. We utilize the export tool to pull through a data file to review stats each month. These are reviewed in detail to ensure the documentation is accurate.

What if the Supplier notices an error on the report?

Please communicate with products@liquor.idaho.gov.

Why is a 'Hot Load' considered an infraction?

A Hot Load is only scheduled when there is a need for out of stock inventory. This correlates to poor inventory management and additional work is put on our team. It is expected that there will be enough regular appointments to sustain appropriate inventory levels.

What is a 'Receiving Issue' and why is it considered an infraction?

A Receiving Issue infraction is applied when we receive mixed pallets, mislabeled products, loads that were not approved arrived, packing slip information is not accurate, and if product is sent on slip sheets or without wrapping. These issues cause an impact on our team and require additional handling. These notes are made within the appointment and sent in email to the supplier and broker team.

What is considered a 'Late/Missed Appointment'?

If a truck does not show up in the window of the appointment scheduled, it is deemed late, which interferes with the daily operations and workflow. For example, if a truck is scheduled for a 5AM full truck appointment, but shows up at 6:30AM, it is deemed late. We will typically work this truck into the day, but it impacts schedules of our team and can incur overtime.

Why is a 'Cancellation' considered an infraction?

We allow Suppliers to schedule place holder loads to meet the needs of their business and ensure they have a load when needed. We require accurate packing slips to be uploaded 14 days prior to the load arriving. If a Supplier continues to overbook appointments and then cancel, it impacts the access for another supplier to schedule a load they need. While it is helpful for the load to be cancelled prior to 14 days out, we still want to see Suppliers only booking the appointments they need.

Why is a 'No Show' considered a violation?

While most No Show appointments are not in a Supplier/Carrier's control, this does impact our schedule and warehouse operations.

Why are inventory levels considered in the Scorecard?

Out of Stock inventory and Over Stock inventory impact the space in our warehouse and serving our customers. It is important that these levels are monitored and maintained between 4 and 8 weeks.

Why does the Inventory Portal show more overstock items than the number included in the Excess Overstock column of the report?

While some items may be in Overstock status, we are focused on excessive overstock, which is calculated by anything over 8 weeks of inventory that is taking up multiple locations in the warehouse. For example, if 14 weeks of inventory is 1 pallet, you are not considered 'Excessive Overstock'. If you move 1 pallet every 8 weeks of inventory and currently are sitting at 24 weeks of inventory with 3 pallets, you are in excess of 2 pallets. Those excess pallets are typically required to be returned on a return authorization.

What is 'Administrative Compliance' and why is it tracked on this report?

We have included a tally of administrative compliance for issues that include insufficient inventory for displays, supply invoicing delays, out of compliance with pricing, out of compliance with a recently listed item and other issues that impact the administrative team. We have not found a way to score these but are identifying them each period as an additional data point.