



CONTRACTOR SCORECARD METRIC LOGIC

$$\text{Acknowledgement Status Performance} = \frac{\text{\# orders acknowledged}}{\text{\# orders received}}$$

**The requirement is to acknowledge purchase orders within one business day. The logic determines if you acknowledged the order (855), shipped the order (856), backordered (855) or canceled the order (855) by the 3rd day after receipt of the order to accommodate for weekends/holidays.*

$$\text{Shipment Status Performance} = \frac{\text{\# orders with 856 shipment status or backorder ESD}}{\text{\# orders due per PO due date}}$$

**The requirement is to submit shipment status within one business day following shipment, and to submit backorder requests when you will not meet the PO due date. The logic determines if you submitted either a shipment status, a backorder ESD or a cancellation prior to the PO due date by the 3rd day after the PO due date to accommodate for weekends/holidays.*

$$\text{On-Time Performance} = \frac{\text{\# orders shipped or delivered on-time per PO due date or backorder ESD}}{\text{\# total shipped or delivered orders which are due per PO due date or backorder ESD}}$$

**The requirement is to ship/deliver by the PO due date depending if your ARO terms are deliver by or ship by. Deliver by Contractor: On the 7th day (to accommodate data compiling) after the PO due date or backorder ESD (whichever is later), the logic determines if a PO was on-time if a tracking number delivery date is on or before the PO due date or backorder ESD (whichever is later) (cancellations are not included in this metric). *if a delivery date from a tracking number is not available the invoice date or customer receipt acknowledgement is utilized.*

*Ship by Contractor: On the 7th day (to accommodate data compiling) after the PO due date or backorder ESD (whichever is later), the logic determines if a PO was on-time if a submitted shipment date is prior to the PO due date or backorder ESD (whichever is later) (cancellations are not included in this metric). *if a shipment date (856) is not available, invoice date or customer receipt acknowledgment is utilized.*