RUSH ORDER
FLEXIBLE FULFILLMENT SOLUTIONS

Vendor Scorecard   **Date:**

SCORE DEFINITIONS
5 = Constantly exceeds expectations
4 = Meets and exceeds expectations
3 = Meets expectations
2 = Requires improvement or additional assistance
1 = Failing to perform - corrective action plan required within 5 days

	OBJECTIVES	Metric or Standard (if applicable)	RATING	WEIGHT (%)	ADJUSTED VALUE	COMMENTS
OUTBOUND QUALITY	Accurate order capture	100%	5	2.94%	0.15	
	Accurate shipment of correct items	99.99%	5	2.94%	0.15	
	Accurate inventory (cycle count results w/minimum variance)	99.9%	5	2.94%	0.15	
	Provides appropriate packing materials		5	2.94%	0.15	
	Demonstrates ability to ship via desired carrier & location	100%	5	2.94%	0.15	
	Demonstrates ability to ship within desired time of order receipt	In by 12pm local time, out same day	5	2.94%	0.15	
	Accurate reporting / integration for revenue recognition		5	2.94%	0.15	
INBOUND QUALITY	Provides proper and accurate receiving receipts		5	2.94%	0.15	
	Demonstrate ability to receiving goods properly into inventory	24 hour turn	5	2.94%	0.15	
	Demonstrate ability to receive and process product returns	36 hour turn	5	2.94%	0.15	
AGREEMENT	Complies with terms of service agreement		5	2.94%	0.15	
COMPLIANCE	Complies with national, local, and state legal requirements		5	2.94%	0.15	
	Takes environmental responsibility / engages in ethical sourcing		5	2.94%	0.15	
	Complies with national, state, and local safety requirements		5	2.94%	0.15	
	Complies with client's security standards		5	2.94%	0.15	
	PCI compliant for transaction processing		5	2.94%	0.15	
OVERALL SERVICE	Provides real-time inventory and order status information		5	2.94%	0.15	
	Capacity for scalability		5	2.94%	0.15	
	Sends alerts about issues or concerns in a timely manner		5	2.94%	0.15	
	Account management is effective, timely and efficient	<4 hour avg. reply time	5	2.94%	0.15	
	Completes product kitting / Value Added Services timely & accur	<5 day VAS project turn	5	2.94%	0.15	
	Provides prompt technical assistance for order issues		5	2.94%	0.15	
	Availability of reporting dashboard	99.9%	5	2.94%	0.15	
	Handles complaints efficiently and correctly		5	2.94%	0.15	
COST / PRICING	Offers the most competitive cost for goods, services, and freight		5	2.94%	0.15	
	Provides consistent pricing with minimal change		5	2.94%	0.15	
	Communicates price estimates for projects in advance		5	2.94%	0.15	
	Suggests and implements cost-reduction ideas		5	2.94%	0.15	
FINANCE / ACCOUNTING	Sends invoices and reporting in a timely manner		5	2.94%	0.15	
	Sends easily to understood & reconcile invoices / reports		5	2.94%	0.15	
	Accounts for inventory transfers & movement correctly		5	2.94%	0.15	
	Provides reasonable payment terms		5	2.94%	0.15	
	Invoices accurately		5	2.94%	0.15	
	Reconciles issues promptly		5	2.94%	0.15	

100.00%

SCORE = **5**