Scorecard Guide

2025 Version

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Section 1: Introduction

The goal of the Vendor Scorecard is to provide visibility and accountability to our Vendor partners. The scorecard shows data on how our Vendors are performing related to EDI communications, order fulfillment, and logistics guidelines. Vendors have access to their monthly Vendor Scorecard in Zapporo. Compliance Contacts and Brand Reps will receive a monthly email notifying them that new scorecard data is available.

Vendors can view data for the supplier(s) that they are associated to within Zapporo.

If you need access to an additional supplier's Scorecard or have any questions about the Scorecard, please reach out to zappos-vendorsupport@amazon.com.

Section 2: Report Timeframe

Each Scorecard report will provide a historical view of a Vendor's performance for the previous month. For example, the report available in November will be a reflection of the performance for the month of October. The report will include a rolling six month view of history to assess trends over time. Vendors may see timestamps that go beyond the current month for the Scorecard. This is because the Scorecard is calculating all POs that shipped within that month. A PO that ships on October 31st could have potential receipts into the following months based on transit times and other factors.

The Zappos timeframe for PO crossover activity is 15 days into the start of the next month. Some POs may have additional receipt activity after a Scorecard report has been distributed. Therefore, Vendors may see adjustments that are made retroactively to metrics in subsequent Scorecard reports. For example, a PO that ships on October 31st with receipts that occur after November 15th would not have that receipt information included on the original October Scorecard. Instead it would be adjusted and shown on the November Scorecard that will also contain the historical Scorecard for October.

Section 3: Vendor Scorecard Metrics

The Zappos/6pm Vendor Scorecard currently measures the performance of Vendors across four main categories: Fill Rate, Potential Loss of Sales, ASN, and Invoice.

Fill Rate
The Fill Rate percentage consists of the total quantity of units received versus the total quantity ordered. Purchase Orders, especially initial Purchase Orders, should ship 100% complete on one single dispatch/shipment.

How it affects Zappos and the Vendor
Accurate Fill Rate percentages helps to properly forecast and prepare for incoming Purchase Orders. Additionally, receiving an entire Purchase Order provides a better selection of product to our customers. In turn this will help increase profitability for Zappos and the Vendor.

Improving your score

We offer the following solutions for working towards a compliant fill rate.

- If you are unable to fulfill the entire Purchase Order, request to update the PO quantity by sending an EDI-855 (Purchase Order Acknowledgement) or by making a vendor change request within Zapporo with the new quantity.
  - The EDI-855 should be sent no later than two weeks prior to shipping.
- Manually update the PO in our purchasing system, Zapporo.
  - All Brand Reps should have full access to Zapporo. If you are unable to access or login to Zapporo, please reach out to your Zappos/6pm buyer or email zappos-vendorsupport@amazon.com.
  - Assistance with navigating and using Zapporo can be found in the Zapporo Help section on the Vendor Resource page.
- Do not communicate PO changes via email. This is not an effective way of updating the system.
- Do not communicate PO changes via the EDI-856/ASN as they are not accepted.

Potential Loss of Sales

The Potential Loss of Sales is based on gross sales of unfulfilled units. This metric provides a monetary value of unfulfilled units that were requested on the Purchase Order.

How it affects Zappos and the Vendor

Partially fulfilled POs make it difficult to maintain inventory as we strive to provide the best selection to our customers. Zappos and our Vendors are missing out on additional sales opportunities when POs are not shipped in their entirety.

Improving your score

- Improving fill rate will drive down the potential loss of sales numbers.
- If you are unable to fulfill the entire Purchase Order, request to update the PO quantity by sending an EDI-855 (Purchase Order Acknowledgement) with the new quantity.
- Manually update the PO in our purchasing system, Zapporo.

Advanced Ship Notice (EDI-856/ASN)

The ASN is an EDI formatted electronic notification of pending deliveries. Think of it as an electronic packing list. All Vendors are required to send an EDI-856/ASN for each shipment.

How it affects Zappos and the Vendor

The information reflected on the ASN is tied to the GS1-128 carton label that we use to receive in each shipment. Without the ASN we do not know when to expect a shipment and we are not able to efficiently receive the goods. Accurate ASNs prevent receiving delays and improve the overall time from being received to being available for purchase on the site.

Improving your score

EDI information and mappings can be found on the [Vendor Resource page](#) (EDI mappings for the [ASN](#)). This information should be shared with your EDI Team and/or EDI provider. In addition to the information found on the Vendor Resource page we offer the following solutions to transmitting an accurate/successful ASN.

- The ASN should only include UPCs that are on the PO as it is reflected in Zapporo.
  - Do not include additional quantities of UPCs that are not listed on the PO.
- Do not communicate any PO changes via the EDI-856/ASN as they are not accepted.
- The ASN should be sent within two hours of the shipment leaving your dock.
- The Dispatch Number must be requested from the Zappos Logistics Team using the Routing Request Portal and entered on the ASN in the REFBX segment for every shipment.
- Only one ASN should be used for the entire shipment. Do not ship multiple times on a single Purchase order.

Invoice (EDI-810)

An invoice must be provided for products shipped pursuant to a Purchase Order. All Vendors must use EDI for issuing invoices to Zappos. <u>We do not accept paper invoices.</u>

How it affects Zappos and the Vendor

Our Accounts Payable Team is not able to pay a Vendor without the receipt of an EDI-810 (invoice).

Improving your score

EDI information and mappings can be found on the [Vendor Resource page](#) (EDI mappings for the [810](#)). In addition to the information found on the Vendor Resource page we offer the following suggestions for transmitting a successful invoice (EDI-810).

- Each invoice must refer to our Purchase Order Number and contain the total number of units being billed.
  - Issue separate invoice numbers for each unique Purchase Order Number (Do not include multiple PO numbers on an invoice).
- The Vendor ID number must be included on the REFO2 segment of the invoice and it must match the Vendor ID received on the PO.
  - If you do not know your Vendor ID please reach out to your Zappos/6pm buyer, email zappos-vendorsupport@amazon.com, or reference the REF*VR segment of the PO.
- Each UPC/EAN should only be used one time on each invoice.
- Zappos expects to receive the invoice within hours after the ASN.
  - The invoice should be sent within two hours of the shipment leaving your dock.
  - The ASN and the invoice should match.
- Invoice failure notifications are sent to the EDI contact on file for each supplier. If you need assistance understanding the notification sent please reach out to zappos-edi@amazon.com.
  - Email Vendor support or zappos-edi@amazon.com to update your EDI contact
- The Zappos systems will not accept any invoice that includes UPCs that are not existing in the Zappos UPC catalog systems.

Section 4: How to read your Vendor Scorecard

To view your Scorecard, click on the "External Vendor Scorecard" on the Zapporo Dashboard.
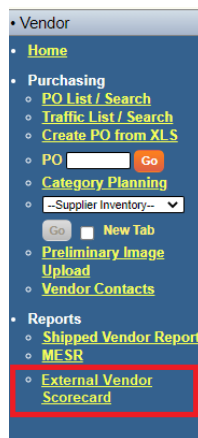
Vendor Scorecard Homepage

The Vendor Scorecard Homepage will default to the most recent month's data and display all parent companies and suppliers (brand and product types) you have access to. Vendors have the option to export the scorecard into an excel document.

The homepage provides a summary view of the main metrics (ASN Accuracy, On Time Invoice Rate, Fill Rate, and the Potential Loss of Sales) for the parent company and the associated supplier(s) for the selected month's shipped Purchase Orders.

The goal is to have a 100% score in each category. Scores highlighted in red are either greater than 100% or less than 95%. Vendors with red highlighted scores should review their Scorecard data and make any necessary adjustments to be fully compliant and to improve their scores. Scores highlighted in green range from 95%-100%. Green scores represent areas that Vendors are meeting expectations.

Multiple sections of the Scorecard are hyperlinked to display additional data and resources. Each infraction column provides the infraction definition when you hover over the header name.
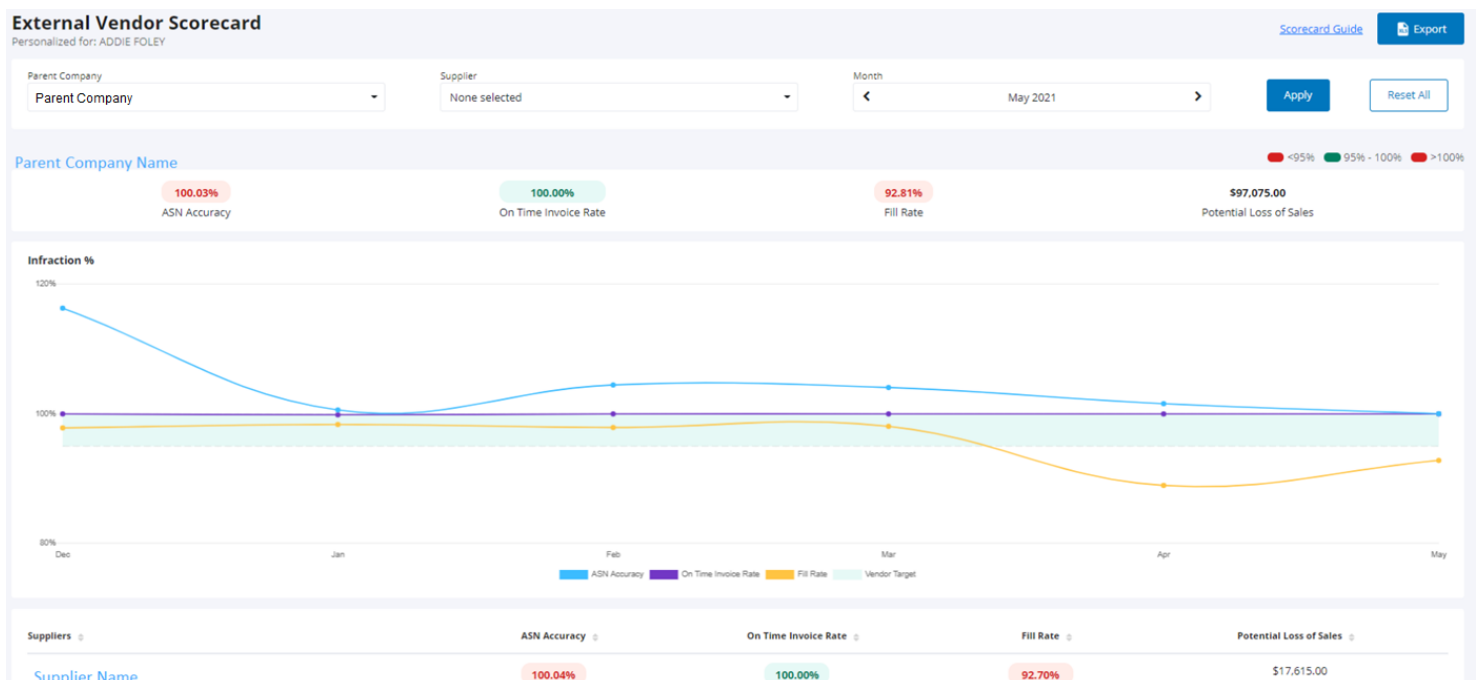
Filter and Sort Options:

- Parent Company: If you have access to multiple parent companies, you can filter by one parent company or multiple parent companies, by using the "Parent Company" drop down.
- Supplier: If you have access to multiple suppliers, you can filter by one supplier or multiple suppliers using the "Supplier" drop down.
- Date: You can review a previous month's scorecard using the "Month" drop down.

Parent Company	Supplier	Month		
None selected ▾	None selected ▾	‹ May 2021 ›	Apply	Reset All

- Sort: Vendors can sort by the various columns of information: Supplier Name, ASN Accuracy, On Time Invoice Rate, Fill Rate, and Potential Loss of Sales.

Suppliers ⇅	ASN Accuracy ⇅	On Time Invoice Rate ⇅	Fill Rate ⇅	Potential Loss of Sales ⇅

Scorecard Data

By selecting a specific parent company or supplier, Vendors can view a Scorecard Summary that includes the Scorecard Details (previous 6 month's data), PO Details, EDI Details, and Potential Loss of Sales tabs.

Scorecard Summary   Export

Supplier: **Supplier Name**   Displaying Data Through: May 2021

Scorecard Details	PO Details		EDI Details		Potential Loss of Sales		
	Dec ⇅	Jan ⇅	Feb ⇅	Mar ⇅	Apr ⇅	May ⇅	Vendor Target ⇅
Total Quantity Ordered	18230	3635	14463	55588	73369	70902	-
Total ASN Quantity	16606	2196	13677	53466	72556	69075	-
Total Quantity Received	16610	2195	13721	53491	72464	69347	-
Total Quantity Invoiced	16606	2196	13677	53466	72556	69427	-
Fill Rate	91.11%	60.39%	94.87%	96.23%	98.77%	97.81%	100%
ASN Accuracy	100.02%	99.95%	100.32%	100.05%	99.87%	100.39%	100%
On Time Invoice Rate	100%	100%	100%	99.35%	94.23%	100%	100%
Routing Request Submission	100%	94.44%	97.44%	98.09%	96.3%	97.95%	100%
# of POs With More Than One(1) Dispatch	1	0	1	1	0	0	0
# of POs With Less Than One(1) Dispatch	0	0	0	0	0	0	0

Section 5: Data Explanation

Vendor Scorecard Home

Metric	Target	Data Details	Notes
ASN Accuracy	100%	[Total ASN Quantity]/[Total Units Received] Expressed as a ratio of units received to units on ASN(s) for POs in the report month.	An exact match between units received and units on corresponding ASNs will yield 100%.
On Time Invoice Rate	100%	Percentage of at least one invoice received before units are received.	On time invoices = 100% / Late or Missing Invoices = 0%.
Fill Rate	100%	[Total Units Received]/[Total Quantity Ordered] Expressed as a ratio of units received to units ordered for POs in the report month.	An exact match between units received and units on corresponding PO in Zapporo will yield 100%.
Potential Loss of Sales	$0	Gross sales of unfulfilled units on PO.	Based on sales if we achieved 100% sell through on all products.

Supplier/Parent Level Details

Metric	Target	Data Details	Notes
Total Quantity Ordered	N/A	Displays the total sum of unit quantity requested on the purchase order for all POs within the given receipt month.	No target provided since order activity may be variable and tied to multiple factors
Total ASN Quantity	N/A	Displays the total sum of unit quantity on all Advanced Shipping Notices transmitted for POs within a given receipt month.	No target provided since order activity may be variable and tied to multiple factors
Total Units Received	N/A	Displays the total unit quantity received at the Zappos warehouse(s) for POs within a given report month.	Total(s) are inclusive of, and will reflect any receiving adjustments that may occur over time.
Total Quantity Invoiced	N/A	Displays the total sum of unit quantity on all Invoices transmitted for POs within a given receipt month.	No target provided since order activity may be variable and tied to multiple factors
Fill Rate	100%	[Total Units Received]/[Total Quantity Ordered] Expressed as a ratio of units received to units ordered for POs in the report month.	An exact match between units received and units on corresponding PO in Zapporo will yield 100%.
ASN Accuracy	100%	[Total ASN Quantity]/[Total Units Received] Expressed as a ratio of units received to units on ASN(s) for POs in the report month.	An exact match between units received and units on corresponding ASNs will yield 100%.
On Time Invoice Rate	100%	The On Time Invoice Rate is based on invoices received before units are received. On time invoices = 100% / Late or Missing Invoices = 0%.	
# of POs With More Than One(1) Dispatch	0%	Displays count of all PO's with more than 1 dispatch	Dispatch = Routing request. All PO's are expected to have a min/max of 1 dispatch
# of PO with Less Than One(1) Dispatch	0%	Displays count of all PO's with no dispatch	Dispatch = Routing request. All PO's are expected to have a min/max of 1 dispatch

PO Details

Metric	Target	Data Details	Notes
PO Number	N/A	Zappos PO Number	Unique ID number that Zappos associates with the purchase order
PO Closed Date	N/A	Timestamp of PO lifecycle status change to from any open status to 'Closed'	POs may be re-opened multiple times after being closed. For these cases, the display will reflect the most recent 'Closed' timestamp.
Quantity Ordered	N/A	Displays the total sum of unit quantity requested on the purchase order for all POs within the given receipt month.	No target provided since order activity may be variable and tied to multiple factors
ASN Quantity	N/A	Displays the total sum of unit quantity on all Advanced Shipping Notices transmitted for POs within a given receipt month.	No target provided since order activity may be variable and tied to multiple factors
Quantity Received	N/A	Displays the total unit quantity received at the Zappos warehouse(s) for POs within a given report month.	Total(s) are inclusive of, and will reflect any receiving adjustments that may occur over time.
On Time Invoice Rate	100%	The On Time Invoice Rate is based on invoices received before units are received. On time invoices = 100% / Late or Missing Invoices = 0%.	
# of Dispatches	100%	Displays count of all dispatches recorded for purchase order.	
Fill Rate %	100%	[Total Units Received]/[Total Quantity Ordered] Expressed as a ratio of units received to units ordered for POs in the report month.	An exact match between units received and units on corresponding PO in Zapporo will yield 100%.
ASN Accuracy	100%	[Total ASN Quantity]/[Total Units Received] Expressed as a ratio of units received to units on ASN(s) for POs in the report month.	An exact match between units received and units on corresponding ASNs will yield 100%.
On Time Invoice Rate	100%	[Total Units Received]/[Total Invoice Quantity] Expressed as a ratio of units received to units on Invoice(s) for PO's in the report month.	An exact match between units received and units on corresponding ASNs will yield 100%.

EDI Detail

Metric	Target	Data Details	Notes
PO Number	N/A		
EDI Doc Type	N/A	Numeric identifier for EDI Standardized document	
File Creation Date Time	N/A	Timestamp logged when the EDI doc was generated	
File Interchange Date	N/A	Timestamp logged when EDI doc transmission	
EDI ISA Control #	N/A	Unique identifier for EDI document transaction	
Edi Transaction Set Id Count	N/A	Count of EDI Transactions for the current set	
Errored Edi Transaction Set Id Count	N/A	Count of EDI transactions with errors for the current set	