



Supplier Quick Guide FAQs: Supply Chain Performance Compliance On Time Delivery Programs

Start Here: Identify the Compliance Type

Freight type	Compliance is based on	Required rule	Tool or system
Prepaid TL/LTL	Delivery date or Requested Delivery Date	STA date or any of the four preceding business days	Appointment scheduling system and Traverse
Collect/CVS-managed TL/LTL	Routing Request Date and Shipment Ready Date	Routing Request Date at least four business days before Shipment Ready Date; Shipment Ready Date must allow required transit before STA	MercuryGate Collect Routing Calculator
Prepaid CPU/Backhaul	Shipment Ready Date	At least four business days before original STA	MercuryGate; do not use the Collect Routing Calculator
Prepaid or Collect Small Parcel/Ground	Delivery date	STA date or any of the four preceding business days	Appointment details in Traverse

Purpose: Use this guide to identify the compliant routing, delivery, and appointment requirements for each freight type. Review the full CVS Supply Chain Performance Program Instructions for all SCP guidelines.

Three rules apply to every shipment: On Time is measured against the **original PO Ship-to-Arrive (STA) date** from the initial EDI transmission; weekends and CVS Distribution Center holiday closure dates are not business days; and the date used to determine compliance varies by freight terms and shipping mode.

What system access should I have?

- ✓ [TMS Mercury Gate](#) – Collect Routing Portal: contact InboundScheduling@CVSHealth.com
- [Traverse portal Link](#) Compliance Portal: contact supplychainperformance@cvshealth.com

Is the lead time correct?

Calculate lead time during vendor setup to ensure orders are transmitted with the correct STA date.

Suppliers should review the lead time in the CVS Stibo portal and make any necessary updates. [STIBO LINK](#)

Lead time should include all segments listed below so POs are transmitted with the correct STA date.

****Collect shipments – The carrier routing time below is the required 4 business days prior to the shipment ready date****

Lead Time Analysis

	Supplier Pick Pack Ship	Carrier Routing Time (LTL & Collect)	Transit time to CVS DC	Total Lead Time
DC1	5	4	6	15
DC2	5	4	4	13
DC3	5	4	3	12

Pick, Pack & Ship
PO Received to Ship Ready
Consolidator
Additional days needed for Carrier to get shipment ready to deliver to CVS
Transit Days
Days in transit from supplier or consolidator
Total Lead Time
Sum of all stages

Which dates count as business days?

Exclude weekends and CVS Distribution Center holiday closure dates. If a closure affects the compliant window, adjust the routing entry or pickup date one business day earlier. Notify the CVS demand planner if the PO lead time does not allow for compliance because of a holiday closure.

[DC Holiday Closure Dates](#)

How do I ship within compliance for Prepaid TL or LTL?

Compliance is based on: The delivery date or Requested Delivery Date must fall on the original STA date or within the four preceding business days.

- ✓ LTL deliveries should include transit time plus 4 business days for trailer consolidation
- ✓ TL should account for the carrier's transit time to each DC
- ✓ Consider using a Preferred or Approved Drop carrier. Carrier list is in the [CVS Routing Guide Instructions](#)

How do I route Collect/CVS-managed TL or LTL?

Compliance is based on the Routing Request Date and Shipment Ready Date entered in MercuryGate. Actual pickup dates, delivery dates, and appointment dates do not determine On Time compliance for Collect/CVS-managed freight.

1. Locate the PO in [MercuryGate](#).
2. Open **Support**, then **News and Information**, and select the **Collect Routing Calculator**.
3. Enter the Routing Request Date. It must be at least four business days before the Shipment Ready Date.
4. Confirm the Shipment Ready Date allows the required transit days before the original STA date.
5. Adjust for weekends and CVS DC holiday closure dates.
6. Enter the compliant dates in MercuryGate. Best practice is to route on the first business day the PO is available, which is normally one business day after EDI transmission.

What should a compliant Collect Routing Calculator result show?

The Collect Routing Calculator identifies compliant Routing Request and Shipment Ready dates.

If entered dates are noncompliant, the status field identifies the correct Routing Request Date. Use the illustration below as a visual reference.

- ✓ Routing Request date = 2/16/26 (first business day after PO Create date)
- ✓ Shipment Ready date = 2/20/26, 2/23/26, or 2/24/26
- ✓ If a **holiday falls in the Routing Request date** calculation, adjust back one business day



- ✓ If a holiday falls in the Shipment Ready date calculation, adjust BOTH dates back one business day

Illustration of a Compliant Calculator Result

Portal Entry Date (Routing Request Date)	2	16	2026
STA DATE	2	27	2026
Origin State	GA		
Destination State	PA		
Transit Days (CVS Matrix)	3		
Early Pickup Date (Shipment Ready Date)	2/20/2026		
Latest Pickup Date	2/24/2026		
Early/Late Delivery Date (STA)	2/27/2026		
Status			
ENTRY DATE	COMPLIANT		

THANK YOU!

How do I route Prepaid CPU/Backhaul freight?

Compliance is based on: The Shipment Ready Date entered by the supplier. Enter the shipment in MercuryGate, but do **not** use the Collect Routing Calculator. The Shipment Ready Date must be at least four business days before the original STA. Later pickup, delivery, or appointment activity does not change the result.

How do I ship within compliance for Prepaid or Collect Small Parcel/Ground?

- ✓ **Compliance is based on the delivery date.** It must fall on the original STA date or within the four preceding business days.
- ✓ The delivery date is shown as the Requested Delivery Date in appointment details.
- ✓ Include one business day for carrier consolidation.
- ✓ Ground shipments must be 15 cases or fewer.
- ✓ Collect Ground shipments display as "Prepaid" in the Traverse portal.

How do standing appointments affect compliance?

A standing appointment does not replace the delivery-specific compliance rules. For Prepaid TL/LTL, the Requested Delivery Date tied to each PO must remain within the STA-to-four-business-days-before-STA window. For Collect and CPU/Backhaul freight, follow the required MercuryGate routing dates even when a recurring appointment exists.



On Time vs. Appointment Integrity

On Time	Confirms whether the correct compliance date was used for the freight terms and shipping mode.
Appointment Integrity	Confirms whether the carrier honored the approved delivery appointment.

What appointment actions can cause Appointment Integrity charges?

- ✓ Arriving or checking in more than 30 minutes after the appointment time. Live-unload deliveries are measured against Check-In time; drop deliveries are measured against Trailer Arrive time.
- ✓ Cancelling or requesting a reschedule less than 24 hours before the appointment, excluding weekends, holidays, and other DC closures.
- ✓ Not arriving, leaving an appointment open and unused, or cancelling or rescheduling after the appointment time.

For Prepaid freight, the supplier is responsible for carrier performance. Appointment Integrity does not apply to CVS-managed Collect or CPU/Backhaul freight, or to shipments using a CVS preferred LTL carrier.

What must I do to meet In Full compliance?

Ship the original PO items and quantities. Each PO line must reach at least 98% within the receipt window: the first receipt date plus the next four business days. Changes made after the PO was originally created do not change the Fill Rate requirement.

Which systems and references should I use?

MercuryGate Routing Portal: Route Collect/CVS-managed freight and Prepaid CPU/Backhaul freight;

- ✓ **MercuryGate** Access contact to InboundScheduling@CVSHealth.com
- ✓ Collect Routing Calculator only for Collect/CVS-managed TL/LTL.

Traverse Compliance Portal provides suppliers with access to compliance data

- ✓ [Traverse portal Link](#) contact supplychainperformance@cvshealth.com
- ✓ Communications from the Supply Chain Performance team
- ✓ Weekly charge notifications and monthly performance reports
- ✓ Ensures disputes submitted within 45 calendar days from the charge transmitted date
- ✓ Review, investigate, and dispute SCP charges
- ✓ Obtain appointment history details
- ✓ Access resources in the Learning Center tool

CVS Supplier Supply Chain Performance (SCP) page: [Supply Chain Performance](#)

- CVS Routing Guide Instructions (for prepaid and collect)
- CVS Supply Chain Performance Programs Instructions
- DC holiday closure calendar.
- **Access support:** Contact supplychainperformance@cvshealth.com for Traverse access or account support.