

## SOP – Obtain and Interpret Appointment Data within Traverse Portal

**Purpose:** New procedure / platform for obtaining historical appointment data

Appointment data has been integrated into Traverse Systems, the same application currently used to manage OTIF, Small Parcel, and ASN compliance.

**Traverse Access:** If you are an existing CVS Supplier someone from your company may already have access with administrative rights which allows them to create Traverse accounts for other colleagues. If you are a new CVS Supplier or there currently isn't an administrator assigned to Traverse, please forward a request for access to [supplychainperformance@cvshealth.com](mailto:supplychainperformance@cvshealth.com) and include the following:

- Supplier Name
- CVS 5-digit Vendor Number(s) – include all applicable vendor numbers
  - A recent PO # is helpful to verify CVS vendor number(s)
- Username (first/last)
- Email Address

**Utilization:** The following instructions pertain to obtaining appointment data within Traverse for the purpose of researching noncompliant charges related to AI (Appointment Integrity) compliance and OTIF (On Time In Full) compliance. The following Standards Operating Procedures are not applicable for CVS Managed Freight routed through the MercuryGate routing portal.

**Appointment Transaction Data Fields and Definitions:** Appendix I

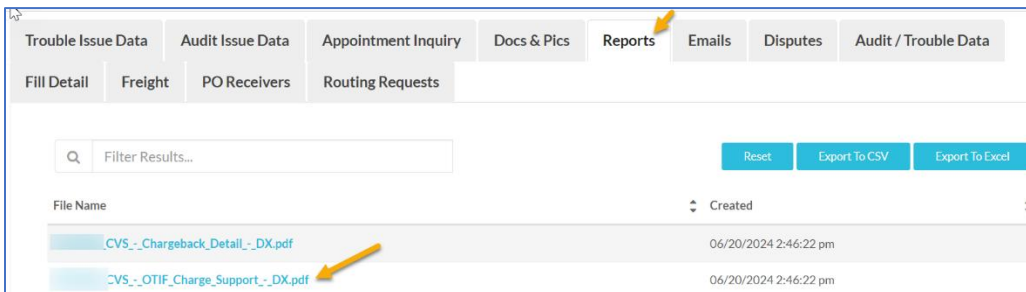
**Manhattan Appointment Number Reference by DC Prefix:** Appendix II

### ***Reviewing Appointment Data for OTIF Charge Investigation:***


*The following instructions are unique to POs that did not meet the On Time portion of OTIF compliance where the ship mode was prepaid TL & LTL, as well as prepaid & collect small parcel/ground.*

You have determined the PO did not meet the On Time parameters. To further investigate the charge, make note of the CVS Receiver Number on the OTIF Charge Support report and perform the following steps.

The OTIF Charge Support can be obtained in the Reports tab



The OTIF charge is associated with the On Time portion of OTIF when all lines in the *On Time?* column are blank or contain a *N*.



**CVS - OTIF Charge Support for Chargeback:** [Redacted]

OTIF Non-Compliance

PO Number: [Redacted] Create Date: [Redacted] PO STA Date: [Redacted] PO Bill Type: Pre-Paid

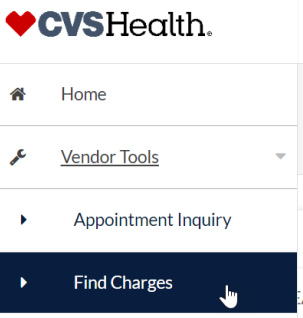
OTIF % > 95%: EXEMPT OTIF % >=85% & < 95%: 1.5% of Non Compliant OTIF % < 85%: 5.0% of Non Compliant

OTIF % PO: 0% Penalty Tier: < 85% Charge Amt: [Redacted] Received On Time Order Cost: \$0.00 PO Cost: [Redacted]

CVS Receiver Number	SKU	Order Units	Adjusted Recv Units	Order Cost	Received On Time Cost	On Time?	Receiver Status	Non Compliant Cost	Exclude Reason
[Redacted]	[Redacted]	[Redacted]	0	[Redacted]	\$0.00	N	[Redacted]	[Redacted]	OT1 - Prepaid not On Time In Full
[Redacted]	[Redacted]	[Redacted]	0	[Redacted]	\$0.00	N	[Redacted]	[Redacted]	OT1 - Prepaid not On Time In Full
[Redacted]	[Redacted]	[Redacted]	0	[Redacted]	\$0.00	N	[Redacted]	[Redacted]	OT1 - Prepaid not On Time In Full
[Redacted]	[Redacted]	[Redacted]	0	[Redacted]	\$0.00	N	[Redacted]	[Redacted]	OT1 - Prepaid not On Time In Full
<b>Appointment Sub-Total</b>		[Redacted]	<b>0</b>	[Redacted]	<b>\$0.00</b>			[Redacted]	

To obtain the appointment details:

- 1) From the Traverse Home page, open Vendor Tools, Find Charges



- Home
- Vendor Tools
- Appointment Inquiry
- Find Charges

- 2) Enter desired search criteria (most often PO or Charge #)

Search - Date filter is restricted to the past 365 days

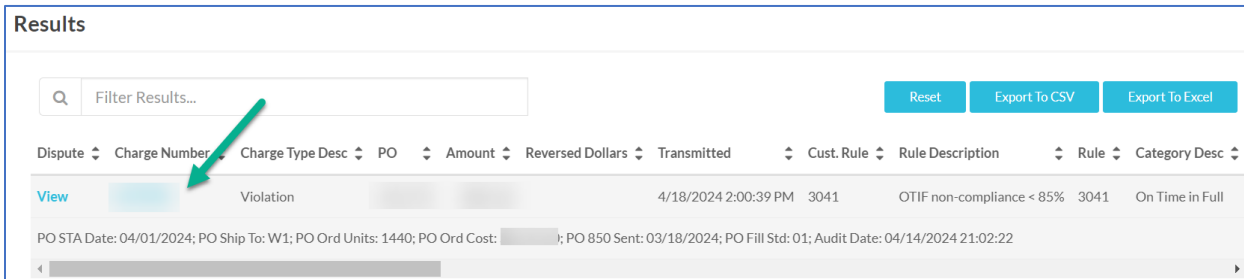
Vendor: [Dropdown] Debit Date - Start: [Text] Debit Date - Stop: [Text]

Purchase Order: [Text] Category Desc: [Dropdown] Rule Num: [Dropdown] DC/Store: [Dropdown]

Minimum Charge Amount: \$ 0.01 Enter charge #'s (ex.123456,123457,...): [Text]

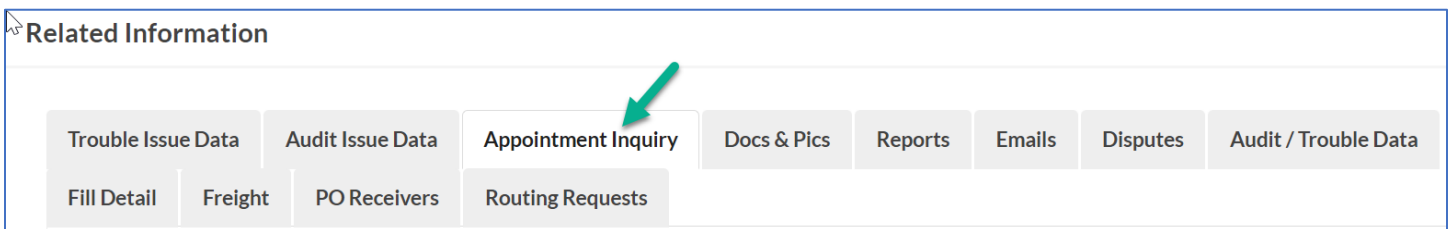
Search

3) Click on the Charge Number hyperlink



4) Scroll down the Related Information section

5) Open the Appointment Inquiry tab



The following three examples pertain to POs that did not meet On Time parameters and shipped via any one of the following shipping modes:

- ✓ Prepaid TL & LTL – On Time compliance is measured against:
  - The Trailer Arrive Date - a compliant date falls on or before the PO STA Date - or -
  - The Requested Delivery Date - a compliant date falls on the PO STA Date and up to 4 business days before the PO STA Date.
    - The Requested Delivery date is entered by the carrier and represents when freight is available to be delivered.
- ✓ Prepaid & Collect Small Parcel/Ground - On Time compliance is measured against the Requested Delivery Date entered by the CVS DC scheduler which represents actual delivery date. This date must fall on the PO STA Date or up 4 business days before PO STA Date.

In this example the Requested Delivery Date falls after the PO STA date resulting in noncompliance.

Appointment Inquiry tab

**Related Information**

Trouble Issue Data    Audit Issue Data    **Appointment Inquiry**    Docs & Pics    Reports    Emails    Disputes    Audit / Trouble Data

Fill Detail    Freight    PO Receivers    Routing Requests

Filter Results...    Reset    Export To CSV    Export To Excel

PO Num    **PO STA DATE**    Request Number    **Appointment Number**    **Requested Delivery Date**    Appointment Date    Trailer Arrive Date    Reason Description    Mo

	06/03/2024	4606302	5606302	06/04/2024	6/4/2024 6:00:00 AM	6/4/2024 5:24:00 AM	Received On Time	6/4
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Charge Support Report – make note the Appointment Number in the above screen is the same as the CVS Receiver Number on the OTIF Charge Support

**CVS - OTIF Charge Support for Chargeback:** [REDACTED]

OTIF Non-Compliance

PO Number: [REDACTED]    Create Date: 6/14/2024    **PO STA Date : 6/3/2024**    PO Bill Type: Pre-Paid

OTIF % > 95%: EXEMPT    OTIF % >=85% & < 95%: 1.5% of Non Compliant    OTIF % < 85%: 5.0% of Non Compliant

OTIF % PO: 0%    Penalty Tier: < 85%    Charge Amt: [REDACTED]    Received On Time Order Cost: \$0.00    PO Cost: [REDACTED]

CVS Receiver Number	SKU	Order Units	Adjusted Recv Units	Order Cost	Received On Time Cost	On Time?	Receiver Status	Non Compliant Cost	Exclude Reason
5606302		8	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5606302		8	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5606302		864	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5606302		45	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5606302		132	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5606302		306	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
<b>Appointment Sub-Total</b>		<b>1,363</b>	<b>0</b>	<b>\$11,573.89</b>	<b>\$0.00</b>			<b>\$11,573.89</b>	

In this example the Appointment Inquiry results contain multiple appointment numbers indicating the PO was entered into the scheduling system for multiple appointments.

Refer to the CVS Receiver Number on the Charge Support report (5579079). This represents the Appointment in which the PO was delivered / received against and contains the data utilized for OTIF analysis. Reference this number with the Appointment Number in the Appointment Inquiry tab.

Charge Support Report

CVS Receiver Number	SKU	Order Units	Adjusted Recv Units	Order Cost	Received On Time Cost	On Time?	Receiver Status	Non Compliant Cost	Exclude Reason
5579079		336	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5579079		264	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5579079		696	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5579079		144	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full

*Appointment Inquiry tab (the Requested Delivery Date for Receiver/Appointment # 5579079 falls after the PO STA Date).*

Trouble Issue Data		Audit Issue Data		Appointment Inquiry		Docs & Pics	Reports	Emails	Disputes	Audit / Trouble Data
Fill Detail	Freight	PO Receivers		Routing Requests						
Filter Results...										
Reset    Export To CSV    Export To Excel										
PO Num	PO STA DATE	Request Number	Appointment Number	Requested Delivery Date	Appointment Date	Trailer Arrive Date	Reason Description			
	04/01/2024	4576373	5576373	03/29/2024	3/29/2024 7:00:00 AM	3/29/2024 6:43:00 AM	Received On Time			
	04/01/2024	4579079	5579079	04/04/2024	4/4/2024 3:00:00 PM	4/4/2024 9:06:00 AM	Received On Time			

In this example the reason for the charge isn't immediately transparent because the Appointment Inquiry tab populates just the last line of the appointment data extracted from the Manhattan Scheduling System. This line of data may not be applicable to the charge reason, prompting the need to research further.

### Charge Support Report

CVS Receiver Number	SKU	Order Units	Adjusted Recv Units	Order Cost	Received On Time Cost	On Time?	Receiver Status	Non Compliant Cost	Exclude Reason
5631812		6	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5631812		192	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full
5631812		156	0		\$0.00	N	Disqualified		OT1 - Prepaid not On Time In Full

*Appointment Inquiry tab – note the Requested Delivery Date on this line is compliant indicating noncompliance was captured before or after this data line*

PO Num	PO STA DATE	Request Number	Appointment Number	Requested Delivery Date	Appointment Date	Trailer Arrive Date	Reason Description
	07/24/2024	4631812	5631812	07/22/2024	7/25/2024 5:30:00 AM	7/25/2024 5:24:00 AM	Received On Time

Viewing 1 - 1 of 1 records. Items per page: 100

The last line of the appt data populates in the Appointment Inquiry tab but this may not be where noncompliance took place

To obtain the full appointment data:

- Click on the Request Number hyperlink
- Ensure the Modify Date column is in Ascending order (click on Modify Date to change)
- Identify the most recent Requested Delivery Date associated with the last Appointment Date that falls on or before the PO STA Date. This is the date used to measure compliance.
  - a. PO STA was **7/24/24**
  - b. First Appointment falling on or before STA was 7/19/24
  - c. Requested Delivery Date associated with this appointment was **7/15/24 (more than 4 business days before the STA date)**
    - a. One day after the DC approved an Appointment Date for 7/19/24, the carrier changed the Requested Delivery Date to 7/22/24
    - b. The DC approved a new Appointment Date for 7/25/24 which falls *after* the STA
    - c. Therefore, OTIF analysis is based on the Requested Delivery Date that coincides with the first appointment.

Request Number	Appointment Number	Requested Delivery Date	Appointment Date	Trailer Arrive Date	Reason Description	Modify Date	Modifie
4631812		7/15/2024 5:30:00 AM				7/11/2024 1:47:28 PM	Memphi
4631812		7/15/2024 5:30:00 AM				7/11/2024 1:56:53 PM	Annette
4631812	5631812	7/15/2024 5:30:00 AM	7/19/2024 5:30:00 AM			7/11/2024 1:57:03 PM	Annette
4631812	5631812	7/15/2024 5:30:00 AM	7/19/2024 5:30:00 AM			7/18/2024 4:39:26 PM	Annette
4631812	5631812	7/22/2024 5:30:00 AM	7/25/2024 5:30:00 AM	7/25/2024 5:24:00 AM		7/25/2024 9:25:35 AM	Ed Lynn
4631812	5631812	7/22/2024 5:30:00 AM	7/25/2024 5:30:00 AM	7/25/2024 5:24:00 AM		7/25/2024 3:58:46 PM	Ed Lynn

Viewing 1 - 7 of 7 records. Items per page: 100

**PO STA Date was 7/24/24**

**OTIF analysis is based on the most recent Requested Delivery Date (7/15) associated with the last Appointment Date (7/19) that falls on the PO STA Date or before.**

### Reviewing Appointment Data for AI Charge Investigation

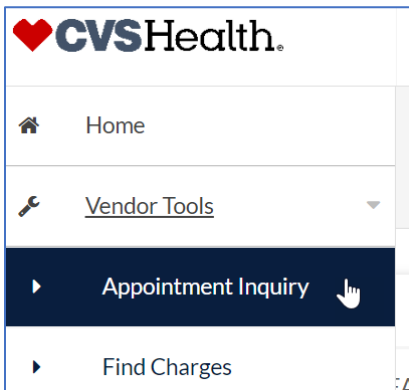
The Traverse Appointment Inquiry data provides visibility to exactly where the AI violation occurred.

Below are data fields extracted from an Appointment Inquiry Monthly Report. These contain the relevant data fields utilized to research AI violations

PO_NBR	APPT_NBR	APPT_DT	CATEGORY
	5607650	6/14/2024	Carrier Late
	5607660	6/14/2024	No Show
	5607917	6/14/2024	Rescheduled After Appt Time
	5621290	6/25/2024	Rescheduled w/less than 24hr notice

The Appointment data can be obtained from the Appointment Inquiry tool as follows:

From the Traverse Home page, open Vendor Tools, Appointment Inquiry



Enter desired search criteria (most often PO #)

### Appointment Inquiry

**Search**

Request Number	Request Date Begin	Request Date End	PO Num (copy/paste or 1234567,1589735,...)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Vendor	Appointment Number	Appt Start Dt	Appt Stop Dt
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Carrier Late violation

Ensure Modify Date column is in Ascending order (click on *Modify Date* to change). The Reason Description column indicates the AI violation.

### *Appointment Inquiry results*

Reason Description	PO Number	Appointment Number	Modified By Name	Modify Date	Requested Delivery Date	Appointment Date	Trailer Arrive
			JAYLE ENGBERG Midland Transport	5/29/2024 3:22:25 PM	6/14/2024 10:30:00 AM		
		5607650	Priscilla Arteaga La Habra Scheduler	5/30/2024 2:11:23 PM	6/14/2024 10:30:00 AM	6/14/2024 9:30:00 AM	
		5607650	Priscilla Arteaga La Habra Scheduler	6/13/2024 5:33:04 PM	6/14/2024 10:30:00 AM	6/14/2024 9:30:00 AM	
		5607650	LA Guards La Habra	6/14/2024 5:37:30 PM	6/14/2024 10:30:00 AM	6/14/2024 9:30:00 AM	6/14/2024 10:
Received - Carrier Late		5607650	Erik Arrendo LHA	6/14/2024 7:55:45 PM	6/14/2024 10:30:00 AM	6/14/2024 9:30:00 AM	6/14/2024 10:
Received - Carrier Late		5607650	LA Guards La Habra	6/14/2024 8:09:05 PM	6/14/2024 10:30:00 AM	6/14/2024 9:30:00 AM	6/14/2024 10:

The appointment data utilized to measure a Late violation is based on the delivery mode.

- *LTL Drop Trailer* = refer to the Appointment Date time vs the Trailer Arrive Date time (the Check In date/time for drop trailers represents when the unload process was initiated)
- *Live Unload Trailer* = refer to the Appointment Date time vs the Check In Date time (the Check In date/time for live unload delivers represents when the driver checks in at the DC receiving desk and is ready to be offloaded)

**Additional Appointment Inquiry results (move scroll bar to the right for additional data depicting Late violation)**

Appointment Date	Trailer Arrive Date	Check In Date	Check Out Date	Trailer Depart Date	Status Description	Carrier Party Name	Pro Bill Number
6/14/2024 9:30:00 AM					Submitted	Midland Transport	
6/14/2024 9:30:00 AM					Approved	Midland Transport	
6/14/2024 9:30:00 AM	6/14/2024 10:35:00 AM					Midland Transport	
6/14/2024 9:30:00 AM	6/14/2024 10:35:00 AM	6/14/2024 10:35:00 AM	6/14/2024 12:55:00 PM		Departed	Midland Transport	
6/14/2024 9:30:00 AM	6/14/2024 10:35:00 AM	6/14/2024 10:35:00 AM	6/14/2024 12:55:00 PM	6/14/2024 1:09:00 PM	Departed	Midland Transport	

LTL drop trailers are analyzed against the Trailer Arrive Time

Live Unloads are analyzed against the Check In Time

Appt time was 9:30 AM

Both Trailer Arrive & Check In times are more than 30 min AFTER appt time

**No Show violation**

Ensure Modify Date column is in Ascending order (click on *Modify Date* to change).

A No Show violation does not indicate the freight was not delivered. It indicates the freight was not delivered against the Appointment Number noted.

- There may be multiple Appointment Numbers listed in the results. This indicates the carrier submitted separate appointment requests and may have delivered against a different Appointment Number without incident.
- If there is a single Appointment Number flagged as a No Show, with no other delivery information, this may indicate the PO was delivered on another appointed trailer. This requires contacting the carrier directly for delivery info.

**Appointment Inquiry results**

Reason Description	PO Number	Appointment Number	Modified By Name	Modify Date	Requested Delivery Date	Appointment Date	Trail
	8332973		JAYLE ENGBERG Midland Transport	5/29/2024 3:26:42 PM	6/14/2024 3:30:00 PM		
	8332973	5607660	Priscilla Arteaga La Habra Scheduler	5/30/2024 3:41:02 PM	6/14/2024 3:30:00 PM	6/14/2024 9:30:00 AM	
Re-Submitted by Carrier/Supplier	8332973		JAYLE ENGBERG Midland Transport	5/30/2024 4:13:19 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	
Re-Submitted by Carrier/Supplier	8332973		Priscilla Arteaga La Habra Scheduler	5/31/2024 2:09:06 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	
	8332973	5607660	Priscilla Arteaga La Habra Scheduler	5/31/2024 2:09:26 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	
	8332973	5607660	Priscilla Arteaga La Habra Scheduler	6/13/2024 5:57:26 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	
	8332973	5607660	Priscilla Arteaga La Habra Scheduler	6/13/2024 6:04:07 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	
No Show	8332973	5607660	Erik Arrendo LHA	6/14/2024 6:50:55 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM	

Indicates there is no additional data lines. Would need to contact carrier for delivery confirmation

**Appointment Inquiry results (move scroll bar to the right for additional appt data)**

	Modify Date	Requested Delivery Date	Appointment Date	Trailer Arrive Date	Check In Date	Check Out Date	Trailer Depart Date	Status Description
Transport	5/29/2024 3:26:42 PM	6/14/2024 3:30:00 PM						Submitted
Scheduler	5/30/2024 3:41:02 PM	6/14/2024 3:30:00 PM	6/14/2024 9:30:00 AM					Approved
Transport	5/30/2024 4:13:19 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					Submitted
Scheduler	5/31/2024 2:09:06 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					Submitted
Scheduler	5/31/2024 2:09:26 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					Approved
Scheduler	6/13/2024 5:57:26 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					Approved
Scheduler	6/13/2024 6:04:07 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					Approved
	6/14/2024 6:50:55 PM	6/14/2024 12:30:00 PM	6/14/2024 9:30:00 AM					No Show

Viewing 1 - 8 of 8 records. Items per page: 100

**Rescheduled After Appt Time violation**

Ensure Modify Date column is in Ascending order (click on *Modify Date* to change). Look for the line in which *Submitted by Carrier/Supplier* is noted and the Requested Delivery Date has changed. Note the Appointment Date/time vs the Modify Date/time.

**Appointment Inquiry results**

Reason Description	PO Number	Appointment Number	Modified By Name	Modify Date	Requested Delivery Date	Appointment Date
			JAYLE ENGBERG Midland Transport	6/10/2024 9:05:55 PM	7/8/2024 3:15:00 PM	
		5620232	Priscilla Arteaga La Habra Scheduler	7/8/2024 3:15:00 PM	7/8/2024 3:15:00 PM	7/9/2024 5:30:00 PM
No Show		5620232	Erik Arrendo LHA	7/9/2024 1:36:20 PM	7/8/2024 3:15:00 PM	7/9/2024 5:30:00 PM
Re-Submitted by Carrier/Supplier			JAYLE ENGBERG Midland Transport	7/9/2024 5:05:35 PM	7/10/2024 3:15:00 PM	7/9/2024 5:30:00 PM
		5620232	Priscilla Arteaga La Habra Scheduler	7/9/2024 5:19:13 PM	7/10/2024 3:15:00 PM	7/16/2024 7:00:00 PM
		5620232	LA Guards La Habra Scheduler			7/16/2024 7:00:00 PM
Received On Time		5620232	Roxanne Nhem La Habra Scheduler			7/16/2024 7:00:00 PM

**Rescheduled w/less than 24hr notice violation**

Ensure Modify Date column is in Ascending order (click on *Modify Date* to change). Look for the line in which *Submitted by Carrier/Supplier* is noted and the Requested Delivery Date has changed. Note the Appointment Date/time vs the Modify Date/time.

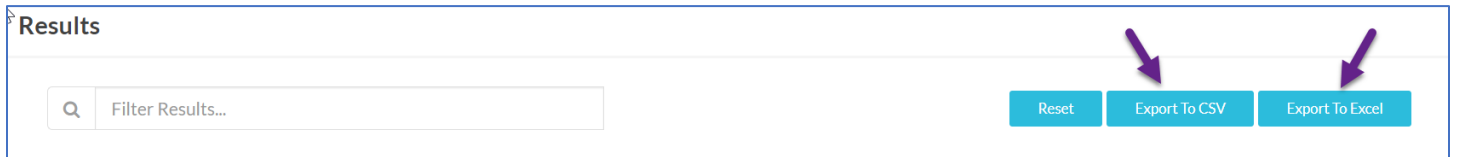
**Appointment Inquiry results**

Reason Description	PO Number	Appointment Number	Modified By Name	Modify Date	Requested Delivery Date	Appointment Date
	2555683		JAYLE ENGBERG Midland Transport	6/25/2024 8:30:00 AM	6/25/2024 8:30:00 AM	
	2555683	5621290	Deborah Gilbert Lumberton	6/25/2024 8:30:00 AM	6/25/2024 8:30:00 AM	6/25/2024 8:00:00 AM
Re-Submitted by Carrier/Supplier	2555683		JAYLE ENGBERG Midland Transport	6/24/2024 7:46:33 PM	6/26/2024 8:30:00 AM	6/25/2024 8:00:00 AM
	2555683		JAYLE ENGBERG Midland Transport	6/24/2024 9:17:50 PM	6/25/2024 8:30:00 AM	6/25/2024 8:00:00 AM

## Extracting Appointment Data

Appointment data is a required when submitting Appointment Integrity disputes (historical appt details must be provided for each disputed PO). Appointment information might also be required when submitting OTIF disputes.

Data search results can be extracted from Traverse anywhere you see the Export Buttons.



For the purpose of submitting historical appointment data for dispute documentation, perform the following steps:

- Export to Excel
- Sort the *Modify Date* column in *Ascending* order
- Highlight the data relevant to supporting the reason for the dispute
- Save Excel file
  - AI disputes – attach to the email prior to submittal
  - OTIF disputes – attach in Traverse prior to submittal

## Appendix I

### ***Appointment Data Transactions and Field Definitions***

Each line of the appointment data represents a transaction and or change to the appointment. This includes opening an appointment for viewing purposes only, the transaction will be captured and will create a data line.

The following is a list of the appointment inquiry data fields and their definitions

Field Name	Definition
<b>Status Description</b> – varies based on the event	<p><b>Submitted</b> – initial appt request or rescheduling request</p> <p><b>Approved</b> - CVS DC approved appt date, appt changes, etc.)</p> <p><b>Arrived</b> – CVS DC entered a Check In Date</p> <p><b>Departed</b> – CVS DC enters final departure at yard gate</p>
<b>Reason Description</b> – varies based on the event	<p><b>Resubmitted by Carrier/Supplier</b> – a change was made to the appointment (new delivery date requested, entered a comment, etc.)</p> <p><b>Cancelled by Carrier/Supplier</b> – appt was canceled</p> <p><b>Received On Time</b> – delivered without incident</p> <p><b>Received Carrier Late</b> - carrier arrived more than 30 minutes after the approved appt time</p> <p><b>No Show</b> – carrier never arrived or arrived several hours after appt time</p>
<b>Request Number</b> – generated within the scheduling system when an appointment request is submitted	<p><b>Pre-Manhattan</b> – 1<sup>st</sup> digit of request # begins with a “4”, (changes to “5” when appt is approved - i. e. Req # 4622952 / Appt # 5622952)</p> <p><b>Post-Manhattan</b> – N/A</p>
<b>Appointment Number</b> – auto generated after CVS scheduler approves the submitted appointment	<p><b>Pre-Manhattan</b> - 1<sup>st</sup> digit of the request # will change by 1 digit (i. e. Req # 4622952 / Appt # 5622952)</p> <p><b>Post-Manhattan</b> – Appt # begins with DC prefix followed by 7 digits (Conroe DC = CON0000123). Refer to DC Prefixes in Appendix II</p>
<b>Modified By Name</b>	The person responsible for the scheduling event
<b>Modify Date</b>	Date & time coinciding with the scheduling event
<b>Requested Delivery Date</b> Note: A Requested Delivery Date of 01/01/2036 indicates the appointment was submitted with error and will change once corrected	Entered by the carrier or supplier, represents when freight is available to deliver
<b>Appointment Date</b>	CVS DC approved appointment date/time
<b>Trailer Arrive Date</b>	carrier’s initial check-in at the CVS facility (yard gate arrival)
<b>Check In Date</b> – definition depends on delivery mode	<ul style="list-style-type: none"> <li>• <b>Live unload</b> - carrier arrives at the DC receiving window to initiate unload process</li> <li>• <b>Drop trailer</b> – trailer pulled into a receiving door, initiates unload process</li> </ul>
<b>Check Out Date</b>	CVS DC notification – unload process is complete
<b>Trailer Depart Date</b>	CVS DC notification - carrier’s final departure
<b>Routing Number</b>	CVS generated load # for CVS managed freight (i.e., LD001234567). Schedulers sometimes utilize this field for additional notifications

## Appendix II

Manhattan Appointment Numbers begin with a DC location prefix. The following is a reference guide for all DC locations.

DC State	DC City	Manhattan Appointment Prefix
AZ	Tolleson	TOL
CA	La Habra	LAH
CA	La Habra (seasonal)	LHS
CA	Patterson	PAT
FL	Orlando	ORL
FL	Vero Beach	VER
FL	Vero Beach (bulk)	VBK
HI	Kapolei	KAP
IN	Indianapolis	IND
MI	Novi	NOV
MO	Kansas City	KSC
Nj	Hainesport	HAN
NJ	Jersey City	JRC
NJ	Lumberton	LUM
NY	Chemung/Waverly	CHE
PA	Somerset	SOM
RI	North Smithfield	NOS
RI	Woonsocket	WOO
SC	North Augusta/Beech Island	NOA
TN	Knoxville	KOX
TN	Loudon	LOU
TX	Conroe	CON
TX	Ennis	ENN
TX	Houston	HOU
VA	Fredericksburg	FRE
VA	Fredericksburg (bulk)	FRB