



Supplier Handbook

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Purpose

This handbook communicates Ranir, LLC's specific procurement requirements and expectations to direct suppliers that provide products that are shipped to Ranir, LLC for distribution to Ranir, LLC's customers. These requirements and expectations are Ranir, LLC's standards for each supplier and supplier agrees to comply with them; such compliance is evidenced by supplier's acceptance of Ranir purchase orders.

Intent

All Ranir standards were developed using three basic principles:

1. Incorporate quality as one of the key expectations in all suppliers;
2. Assure that the tools and processes outlined in this handbook are utilized by all suppliers; and
3. Provide a framework for sustaining and improving the efficiencies of supplier products and processes.

Scope

This supplier handbook applies to all suppliers of Ranir, LLC.

Supplier Social Accountability Standards

Ranir is committed to do what is right and hold ourselves to the highest ethical standards. We lead by example and take responsibility for our actions while being transparent with our intentions.

Our principles of respect for the individual and corporate integrity have always been core foundations of our business. These foundational principles apply to all aspects of Ranir's business, including its employees and suppliers. These principles, when applied to the supply chain, mean Ranir and its suppliers must operate in a socially and environmentally responsible manner everywhere we do business.

Ranir's suppliers are vital partners to the success of our business. As partners, Ranir believes that all of its suppliers should hold themselves to the same high standard for social and environmental responsibility. We use the Supplier Social Accountability Standards (Standards) in selecting our suppliers and expect compliance by our suppliers.

Ranir Standards for suppliers

1. Compliance with your local laws; and
2. Anti-corruption compliance.

Download the PDF of the [Ranir Supplier Social Accountability Standards](#)

Partnership, Honesty and Trust

Ranir, LLC hopes to build a global supply chain to provide the best total delivered cost and selection of products to support the specified needs of our customers and consumers. We believe in a key supplier alliance and aspire for our suppliers to become our strategic partners. Our goal is to create long term partnerships through a rigorous and collaborative approach requiring honesty and integrity. In doing so, we ask for two-way communication, innovation in our products, quality and sustainability and fast reaction times.

Quality

Supplier selection, approval, and assessment

Ranir selects and approves its suppliers and service providers based on Ranir internal procedures. Our selection and approval process includes that suppliers fill out informational forms that are used to determine if the supplier or service provider is sufficiently qualified to support Ranir and its customers. Criteria for supplier approval includes but is not limited to: production experience, production capacity, financial solvency, quality history and quality system, certifications, familiarity with regulatory requirements (e.g., FDA, BRC, ISO), human resources, pricing and delivery. In order to fully assess a supplier's ability to partner with Ranir it is important you complete any forms provided to the best of your ability. If you have questions on the process or how to complete forms please discuss with your Ranir procurement representative. We would be happy to assist or explain the process.

Audits

Depending on the product or service, Ranir or its customer may request audit(s) of a supplier. The audit would be scheduled as part of the supplier approval process. Ranir will contact the supplier, propose a date and a time for the audit, and both the supplier and Ranir will agree before the audit is confirmed. Audits may be performed by Ranir staff or Ranir may contract a qualified 3rd party (e.g., UL, SGS, Intertek) to perform the audit. The types of audits performed include Good Manufacturing Practices (FDA 21CFR820) and Social/ Ethical audits (e.g., WCA, ETI or SMETA). Ranir staff can assist in preparing for an audit if the supplier requests assistance. Audits for the purpose of supplier approval are paid for by Ranir. Poor audit scores may disqualify a supplier. Generally, audits are performed for suppliers that provide finished goods to Ranir (i.e., contract manufacturers) although a material, component or service provider may also be audited dependent on the criticality of material or service.

Annual audits may be required to demonstrate continued compliance. The most common annual audits are Good Manufacturing Practices (FDA 21CFR820, BRC, ISO) and Social/ Ethical audits. Ranir and its customers are committed to the fair and safe treatment of workers that support the production of our products. It is critical that workers are exposed to safe and healthy working conditions and that their wages are in accordance with local laws. Unsafe working environments, unlawful wages, and underage workers are just a few social standards that will immediately disqualify a supplier.

Audit Fees

All audits used to support the original approval of a supplier will be paid for by Ranir. Subsequent audit costs for materials or service providers will also be paid for by Ranir. Subsequent annual audit costs for contract manufacturers will be financed per the below table.

RANIR PREVIOUS CALENDER YEAR SPEND WITH CONTRACT MANUFACTURER		
≤\$500,000 USD	>\$500, 000 USD ≤ \$1,000,000 USD	<\$1,000,000 USD
RANIR PAYS ALL AUDIT FEES	RANIR AND SUPPLIER SPLIT ALL AUDIT FEES	SUPPLIER PAYS ALL AUDIT FEES

Regardless of above costs, for re-audits resulting from poor audit performance will be the responsibility of the supplier. Additional financial penalties may be assigned to the supplier due to poor audit performance.

Delisting

Delisting means that a Ranir customer refuses further acceptance of product supplied by a Ranir supplier. Typically, delisting is the result of continuous poor audit performance or the identification of a critical audit finding (e.g., underage workers). Delisting will typically result in no future purchase orders and refusal of any product in transit to Ranir or its customers. Additional financial penalties may be assessed against the supplier. Delisting should be avoided. Ranir Quality Assurance or Ranir Supply Chain will notify a supplier if they are at risk for delisting and will assist the supplier in creating a plan to avoid delisting. In case of delisting, Ranir will not be responsible for any open purchase orders or remaining inventory including but not limited to raw materials, components, finished goods, packaging, etc.

Quality Agreements

For suppliers providing a finished good to Ranir or a critical service, Ranir may require that the supplier sign a Quality Agreement with Ranir. The Quality Agreement is a document that describes the responsibilities of Ranir and the supplier with regard to the product or service provided. Quality Agreements are reviewed and updated annually. Before signing a Quality Agreement, if you have any questions you should discuss with your Ranir procurement representative. If at any time you would like a copy of your quality agreement, please contact your Ranir procurement representative.

United States Food and Drug Administration (U.S. FDA) Registration and Device Listing

Most Ranir products are regulated by the U.S. FDA either as medical devices or over the counter (OTC) drugs or cosmetics. Suppliers must register their facilities with U.S. FDA if they manufacture a medical device or OTC for Ranir. If they provide a medical device they must also list that medical device with FDA. Further, they must register any facility that is utilized to distribute products. For example, a shipping address or warehouse or distribution center. Suppliers are responsible for registration fees and keeping registrations current (i.e., annual renewal). A lapse in FDA registration will result in a delay or refusal of a shipment. If unsure about your registration status, please discuss with your Ranir procurement representative. Costs associated with FDA registration are the responsibility of the supplier.

Specifications

In order to correctly manufacture products to Ranir requirements a supplier must obtain, control and update product specifications. If the product is a Ranir-owned product, Ranir will provide the supplier with the product specifications including quality requirements. The supplier can put the specification into the supplier's own format but must not change any specifications without Ranir approval. Product may be refused if specifications have been changed without Ranir approval. It is the supplier's responsibility to make sure they are providing items as per the latest specifications.

Product Testing

Some Ranir customers require that new products from Ranir or its contract manufacturers be tested prior to first product launch by the customer. This testing is paid for by Ranir or its customer. A representative of the customer will make arrangements to come to the production facility and randomly select product from production to be tested by a third party to the product specifications. As a Ranir supplier you will be expected to support these customer requirements. This testing may also be required for significant changes to existing products.

Supplier Product Monitoring

As a Ranir supplier of finished goods you may be asked to participate in our supplier product monitoring program. The objectives of the program are to 1) ensure that supplier specifications for a Ranir finished good and Ranir specifications for the same product are aligned; 2) Ensure that contract manufactured product meets Ranir specifications and any Standards applicable to the product (e.g., ISO22126); 3) Monitor dock to stock product and reduce incoming testing of contract manufactured product. This program is very important to ensuring the quality of Ranir products and minimizing the amount of incoming testing performed on contract manufactured products. Your participation is encouraged.

The supplier's responsibility in supporting the program include:

- When requested, supplying to Ranir randomly selected samples of product from your manufacturing. Instructions on where to ship or when Ranir will pick up the product will be provided.
- Providing your specification, we may for the requested product.
- If your product does not meet specification, we may ask you to investigate why it does not meet specification, and if necessary, make changes to address any non-conformances.

Ranir's responsibilities include:

- Notifying suppliers when samples are to be collected. This should be done in a timely fashion.
- Notifying suppliers of testing results.
- Working with suppliers to address any issues and establish root cause for when supplier's and Ranir specifications do not align.

Change Control

Change control is the process by which changes are made to product or component specifications, labeling, molds, packaging, facility locations, materials, quality tests or any other product requirement. If a supplier or Ranir wants to make a change they will need to follow the Ranir change control process. Changes to products or materials that are not approved by Ranir may be returned or will not be accepted by Ranir or its customers. Approved suppliers will be trained on the change control process as part of the Supplier Onboarding Process.

Non-Conforming Materials Process

Upon receipt of a raw material, component or finished good, Ranir may inspect the item against its specification. If the item is found to be non-conforming, it will be quarantined and a final disposition of the material will be made. In some cases the disposition will be to return to the supplier. In all cases, the supplier will be notified of the disposition prior to shipment back to supplier. The supplier will be responsible for shipment fees. Ranir maintains metrics relating to non-conforming materials and the supplier and the timing for shipment back to the supplier. We request that suppliers act with the appropriate level of urgency in the processing of materials deemed to be non-conforming that Ranir returns to the supplier. Depending on the criticality of the non-conformance and the frequency of the non-conformance, Ranir may request the supplier initiate a corrective action to determine the root cause for the non-conformance and address the issue. Continued shipments of non-conforming materials will affect the supplier's approval status.

Sub-Contracting of Production or Services

Under no circumstances can a Ranir supplier or service provider sub-contract production or services to a third party without prior notification and written approval by Ranir Supply Chain and Quality Assurance. Sub-contracting without prior written approval will result in the refusal of products and services and associated payments.

Tooling

Ranir Responsibility

Ranir is responsible for:

- Paying supplier the cost of tooling based on competitive quotes after validation.
- Providing asset tags for all Ranir owned tooling.

Ranir reserves the right to perform tooling audits to ensure compliance with its requirements.

Supplier Responsibility

Ranir owned tooling shall be used to manufacture Ranir POs only and shall not be used to manufacture parts, components or samples for any other customer or supplier's brand or business, including third-parties. The supplier will not move tooling to another location without the prior written consent of Ranir.

The supplier is responsible for:

- Maintaining and using the tooling in accordance with Good Engineering Practices.
- Sharing the tooling health report (as per tooling matrix) with Ranir on a quarterly basis.
- Performing all preventive maintenance on the tooling and paying for all tooling repairs.
- Marking tooling with Ranir asset tags to demonstrate ownership during the operational life. These tags are to be displayed and maintained on all of Ranir's tooling. Pictures may be requested to show the asset tag and identification details.
- Meeting Ranir's program and service requirements.
- Responding within 5 business days when Ranir sends a request for quote (RFQ) for any new, additional or replacement of existing tooling. Response to the RFQ should be sent directly to the respective sourcing manager.
- Completing the validation documents and getting approval from the Ranir Tooling and QA manager prior to any production or payment.
- Disposing of decommissioned tooling as advised by Ranir.

Purchase Order Information

Purchase Order Terms and Conditions

Each purchase order that Ranir, LLC or its affiliate issues is pursuant to these Terms and Conditions of Purchase (terms). In these Terms, “Buyer” means Ranir, LLC or its affiliate, as specified in the purchase order, “goods” and “services” refer to the goods or services described in the purchase order (purchase order) that are to be purchased by Buyer from the seller named in the purchase order (seller), and “Contract” refers to any contract formed pursuant to the purchase order.

Download the PDF for [Ranir, LLC’s Terms and Conditions](#)

Agreement to purchase is authorized only by a Ranir issued PO. Any other method - email, verbal, phone call - will not form any commitment between Ranir and the supplier. If supplier produces or ships material based on any method other than a PO, it will be at supplier’s risk. If supplier chooses to procure material beyond any open PO’s then supplier will do so at their own risk. Ranir will not be liable to pay for any such material. If Ranir cancels the PO, then Ranir will pay PO cancellation charges on a prorated basis.

Ranir Vendor Routing Instructions (Parcel, Expedite, LTL & TL)

- Download the PDF for [United States Routing Guide](#)
- Download the PDF for the [European Routing Guide](#)

Packaging Requirements

Raw Materials + Finished Goods

Pallet Requirements

- 40” L x 48” W x 54” H standard wooden pallet - hardwood only required for international shipments.
- No material overhang on pallet.
- Gross weight under 1,600 pounds, including weight of pallet.
- Broken board pallets will be rejected at Ranir’s discretion.
- Product must be secured with shrink wrap or banded to the pallet.
- Multiple items on a pallet must be placarded “Mixed Product” on all 4 sides.
- Ranir does not participate in a Pallet Exchange Program unless previously arranged with Ranir.

Label Requirements

Each shipping unit, *i.e.* case/bag/gaylord must be labeled to match the packing slip, including the following:

- Description.
- Supplier Name and Origin
- Ranir Part Number with barcode (code 128).
- Ranir/Vendor Lot Number with barcode (code 128).
- Ranir PO Number.
- Quantity.
- Lot Number.
- Manufacture Date or Shelf Life.
- Hazardous Material Labels.

OHSA Chemical Labeling Requirements

As you may be aware, OSHA's Hazard Communication Standard aligned with the Globally Harmonized System (GHS) of Classification and Labeling of Chemicals. This International GHS was developed and implemented to standardize hazard communications globally by developing an approach to classifying chemicals and standardize chemical hazard communications on labels and Safety Data Sheets. The standard requires that information about chemical hazards be conveyed on labels using quick visual notations to alert the user, providing immediate recognition of the hazards. Labels must also provide instructions on how to handle the chemical so that chemical users are informed about how to protect themselves.

- Manufacturer contact information
- Product identification
- Pictograms;
- Signal words (Danger or Warning);
- Hazard statements; and
- Precautionary statements

As Ranir works to implement a more robust chemical management system, we are asking that our suppliers confirm that their container labeling is compliant with the Global Harmonization System. Your efforts and diligent labeling help keep Ranir a safe place for its employees. Proper labels help our employees safely segregate and store materials in a way that minimizes the risk of hazardous chemical interactions and fires.

For further details on container labeling requirements, please reference this [OHSA communication](#).

Supplier Shipper Label

The purpose of this section is to establish shipper label requirements and guidelines for shipping of product from approved Ranir, LLC suppliers. This procedure applies to suppliers that supply finished products that are shipped to Ranir for distribution to Ranir customers, as well as suppliers that provide components and materials used to manufacture or assemble products at Ranir.

Definitions

Purchase order (PO): a document issued by Ranir LLC Purchasing to a supplier, indicating the type, quantities, and agreed prices for materials, components, or product. Acceptance of PO by the supplier forms a contract between Ranir and the supplier for the goods listed within the PO.

Procedure

Each individual shipping case must be identified by a label on two adjacent sides.

Customer Product Number or SKU:		Batch Number:
		
Brand:		
Description:		
Units per Inner:	Units per case:	Mfg. Part Number:
		
UPC:	Production date:	
		

Specific information requirements are:

Finished goods

Label will be a 4 by 11 inches wrap-around label showing on adjacent sides:

- Purchase order number with barcode.
- Ranir part number with barcode.
- Customer brand.
- Part name/description.
- Inner and packing quantity.
- Date of production.
- Shipper UPC and barcode.
- Customer SKU (if required).
- Expiration date (if required).
- Lot number (if required)
- Hazardous material label (if required).

Bulk or raw material

Label will be 4 by 6 inches and placed on two adjacent sides

- Purchase order number.
- Ranir part number.
- Part name/description.
- Packing quantity.
- Date of production.
- Expiration date (if required).
- Lot number (if required).

All information for the label is required to match the information listed on the Purchase Order. If product has an expiry date, include date below batch number. Supplier is to create the shipper label and send to respective buyer for review and approval. Buyer will accept or reject shipper label.

Example

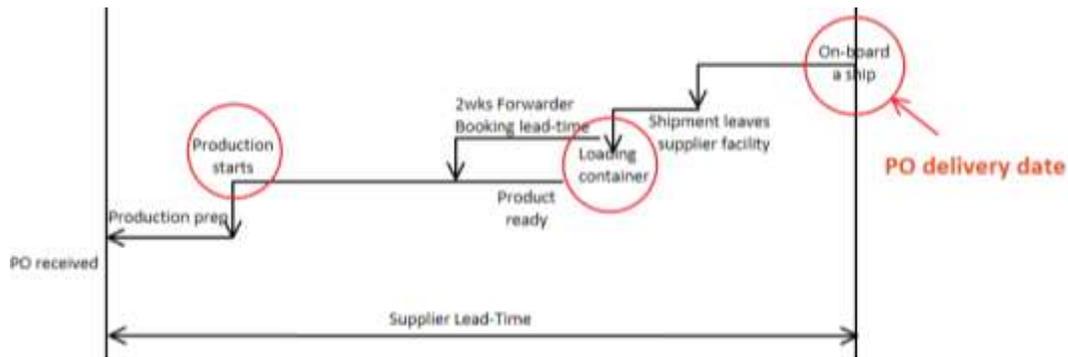
- Below is an example of how the information will appear on the PO.
- Note: not all PO's will include every field because some customers do not require it.
- Information as required should be displayed in the example format below:

	Ranir LLC P.O. Box 8877 Grand Rapids, MI 49518-8877 t/ 616 698 8880 f/ 616 222 0710	Purchase order: A P080344						
		<table border="1"> <thead> <tr> <th>Date</th> <th>Page</th> </tr> </thead> <tbody> <tr> <td>9/21/2017</td> <td>1 of 1</td> </tr> </tbody> </table>	Date	Page	9/21/2017	1 of 1	Rev. 2	
Date	Page							
9/21/2017	1 of 1							
To: 100667		Delivery address						
Mode of Delivery	Delivery Terms	Payment Terms	Tax exempt number					
Expeditors Ocean	FREE ON BOARD (NAMED PORT OF	Net 75 Days	34-2041122					
Ranir Item Number/Description	Quantity	Unit Price	Ext. Price	Delivery	Confirmed			
G 303571529 529 C Brand Name	Product UPC : 628915080797	1,002.00 EA	2,659.00	2,664.32	11/29/2017			
			price per 1000					
		B Customer SKU : 30781129		E Inner quantity : 3				
		Inner package UPC : 40628915080795		F Packing quantity : 18.00				
D ITEM DESCRIPTION	H Shipper UPC : 20628915080791							

Customer Product Number or SKU: B 307811229		Batch Number: A P080344 
Brand: C BRAND NAME		
Description: D ITEM DESCRIPTION		
Units per Inner: E 3	Units per case: F 18	Mfg. Part Number: G 303571529 
UPC: H  20628915080791	Production date: 1/01/2017 	

Purchase Order Delivery Rule – Freight on Board Terms

1. Ranir Purchase Order Delivery Dates:
 - International Supplier: the port date where Ranir takes title to the shipment
 - Domestic Supplier: the date required at Ranir dock
2. Supplier lead-time shall cover preparation for production, production, loading container, transfer to port, and delivery on-board a ship.
 - Production preparation 15 – 20 days.
 - Production time 20 – 25 days.
 - Forwarder booking 14 days ahead of loading a container.
 - Container drop-in, loading and ready to ship 1 – 2 days.
 - Container leave facility to board a ship 7 days.
 - Total 43 – 55 days.
 - Although production preparation and production each may vary more or less, the total time of preparation and production is about 45 days or less for most cases.
 - Total lead-time can be set as 45 days from PO date to product ready, and 10 days from container drop-in to delivery on board a ship for a total of 55 days.



3. Supplier acknowledges acceptance to confirm the product, quantity, price, and delivery. Once confirmed, a contract is formed.
4. It is supplier's responsibility to make sure the PO is accurate in terms of Quantity, Price, Lead-time, and other terms.
5. Ranir will pay per PO according to the PO terms. Ranir will not entertain any dispute after the fact.
6. Ranir will issue PO per negotiated lead-time. If supplier is late, supplier is responsible for expedited delivery (air freight) and shall bear the extra freight cost.
7. Supplier shall not ship partial shipments. In case partial shipment becomes necessary, supplier must obtain buyer's preapproval before making any arrangement for partial shipment.
8. If supplier experiences any issue when making 2-week advance booking for container through Ranir designated forwarder, and is unable to receive confirmation to release container on time from the forwarder, supplier is responsible to notify Ranir immediately. Supplier will be responsible for expedited delivery if supplier does not notify Ranir promptly for any container booking problem.
9. If Ranir wants product inside supplier's lead-time, buyers will check supplier first. If supplier confirm acceptance, then supplier is responsible to ship on time. If late, supplier will be responsible for expedited delivery through airfreight and shall bear the cost.
10. If supplier receives a PO with a delivery shorter than pre-set lead-time, it is supplier's responsibility to communicate to buyer and agree on a delivery date that is acceptable to supplier and has the PO reissued.

Early Warning System Implementation

A weekly report will be sent to supplier each Sunday and supplier will provide update for the listed orders (*i.e.* shipment on time, no changes, delayed by 1 week with reason, etc.) for this auto-generated report by each Wednesday. In addition to the status update, supplier will provide signature and a date from the individual providing the status of the open orders. Supplier can scan this report back weekly to your supply chain facilitator. Supplier will verify that all of the listed information is accurate. Supplier will need to pay close attention to the PO numbers, Vendor Name, Item numbers, Unit, Quantity, Delivery Remainder, Created Date, Delivery Date, Unit Price, and Amount Ordered. All other fields will be used internally.

This report will help cut down on errors (pricing, quantities, delivery dates, missing orders, etc.), late shipments, and miscommunications internally, and with all of our supply chain. For instance, there have been times at which a Purchase Order was generated, but a supplier did not receive it. Everyone reviewing this report will see a list of all open purchase orders which will allow supplier and Ranir to reconcile open purchase orders.



Ranir LLC
P.O. Box 8877
Grand Rapids, MI 49518-8877
t/ 616 698 8880
f/ 616 222 0710

Purchase order copy: PXXXXX

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Purchase order number must appear on all packages, containers, invoices, and correspondence

Delivery address

DESIGNATED PORT
CONSIGNEE
RANIR LLC
4701 EAST PARIS
Grand Rapids, MI 49512

Delivery Confirmed

2/24/2017

Mode of Delivery	Delivery Terms	Payment Terms	Tax exempt number
Expeditors Ocean	FREE ON BOARD (NAMED PORT OF		

Ranir Item Number/Description	Quantity	Unit Price	Ext. Price	Delivery	Confirmed
				2/24/2017	

price per 1000

If supplier believes that you are not the correct person to provide status updates on Ranir's Purchase Orders has not received the report, please advise so that we can update this list. Also, for some suppliers there will be more than one person receiving this report, so please consult with one another to determine who the point person should be to provide the necessary updates.

Purchase Order	Vendor Account	Vendor Name	Warehouse	Item Number	Name	Brand Name	Buyer Group	Unit
P0xxx	XXX	XXX	EPW	XXXXX	XXXX	XX	40R	EA

Quantity	Delivery Remainder	Created Date	Delivery Date	Confirmed Date	Supplier confirmed date	Comments	Booking
30,000.00	30,000.00	5/30/2017	7/24/2017	7/24/2017		shipped	

Forecast Report

The forecast report is intended to assist the supplier for planning purposes by providing an estimated forecast over a future period of time.

The forecast report applies to suppliers that provide components and materials used to manufacture or assemble products at Ranir, and also to finished products that are shipped to Ranir for distribution to Ranir customers. This report is to be used as a projected forecast for suppliers to reference. This report is not intended to indicate new firm purchase orders or approval to purchase additional materials for products and/or components and is not binding on Ranir.

A	B	C	D	E	F	G					
Item	Item name	Status	Buyer code	Vendor ID	Type	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
123456789	MANUAL TOOTHBRUSH A	A	40R	324	Forecast	0	0	9000	9000	9000	9000
					Planned orders	0	0	0	0	0	0
					Open purchase orders	0	0	0	0	0	0
234567890	MANUAL TOOTHBRUSH B	C2	40R	324	Forecast	0	0	2799	2844	2976	2844
					Planned orders	0	0	0	0	0	0
					Open purchase orders	0	0	0	0	0	0
987654321	MANUAL TOOTHBRUSH C	A	40	324	Forecast	0	0	16464	18237	23559	8870
					Planned orders	0	0	0	0	0	0
					Open purchase orders	0	0	0	0	0	0

Process

The supplier forecast report will be emailed to the supplier by the specified buyer for the account.

Definitions of the report

- A – Item: Supplier item number for component, material, finished good.
- B – Item Name: Description of item number.
- C – Status: Used for Ranir, LLC internal purposes only, supplier can disregard.
- D – Buyer Code: Internal number for each specific buyer. The 'R' at the end is on regular planning.
- E – Vendor ID: Internal number assigned to each supplier.
- F – Type: Separated into three categories – forecast, planned orders, open purchased orders.
 - Forecast: Ranir, LLC's sales order forecast.

- Planned Order: Projected purchase orders based upon the sales order forecast to be used by supplier for planning purposes. Note – The planned order column does not indicate an actual purchase order for the supplier.
- Open Purchase Order: Firm purchase orders that have been issued to the supplier by the buyer.
- G – Dates: Dates will be shown by month for a specified period of time.

*Note the disclaimer at the end of report. This report does not indicate actual firm purchase orders, nor does it give supplier approval to purchase material outside of a firm purchase order.

Supplier Scorecard

A supplier scorecard is used to measure, rate, and rank suppliers on a continuous basis. Areas taken into consideration are delivery date and quantity received as it relates to a purchase order. If these are not as stated on the purchase order, the supplier will take a mark on their scorecard reflecting the error made, as well as any late shipment automatically incurring a 5% charge back. The goal is to maintain a 95% score. If a supplier falls below this percentage an action plan created by the supplier to improve their score will be required.