

# Past Performance Evaluation Report (PPE) Order Ordering Instructions and Frequently Asked Questions Table of Contents

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## PPE Ordering Instructions and Frequently Asked Questions

### I. OVERVIEW OF PAST PERFORMANCE EVALUATION

#### What is the Past Performance Evaluation (PPE) Report?

The Past Performance Evaluation (PPE) report provides a robust and independent view of supplier past performance by leveraging survey feedback from a supplier's customers together with business intelligence and analytical expertise powered by Open Ratings, a division of Dun & Bradstreet (D&B). The report assesses supplier performance relative to peers in the same industry and is often requested as part of a vendor bid process.

#### How do I order a PPE?

A D-U-N-S® Number is a prerequisite for ordering a PPE report. The nine-digit D-U-N-S Number, managed by D & B, is a widely accepted, unique identifier for companies around the world. If the business for which you are ordering a PPE report does not have a D-U-N-S Number, please contact D&B at 888-299-3118 to request one.

**Step 1:** Login to [www.ppereports.com](http://www.ppereports.com). You will be prompted to enter your contact information and then search for the business for which you are ordering the PPE report. For best results, it is advisable to use Google Chrome or Internet Explorer to place a PPE order. If you are having problems logging in, see the Troubleshooting Cache document located in the Appendix (page 9).

**Please note that the name of the person who is designated as the contact will appear in the email invitation.**

**Step 2:** Review the information shown under the Company Information page. This information is provided by D & B and will be shown in the PPE report. You can choose the primary company name and the alternate name (trade style or dba) that you want to be shown on the PPE report. **Please note that only the "primary name" will be shown on the email invitation request to your references. If any of the information shown requires updates, please contact D&B at 888-299-3118. Once a request is made, D&B will launch an investigation to verify the updates to the company profile. Generally, the updates will take between 7 – 15 business days to post to your PPE account.**

**Step 3:** Choose the type of report required. You may choose just the PPE report or the PPE report along with the Supplier Qualifier Report. The Supplier Qualifier Report is a D&B report that includes information on the business in question including history and operations, financial data, public filings data, and payment history data (the Supplier Qualifier Report was formerly available as the Supplier Evaluation Report). In general, federal agencies require just the PPE report, while the state and county agencies and the US Army require the PPE report along with the Supplier Qualifier Report.

**Step 4:** Enter 6-20 customer references here. **When you click the “Add Reference” button the reference name should populate below. If you click the “Add Reference” button and nothing populates below, you have timed out and will need to log out and log back in. All reference names that have already populated below will be saved.** These customer references will be

contacted to fill out a very short 10-question survey on their experience doing business with your company. The PPE report will be generated within the time frame outlined, even if you have less than 6 complete surveys. For each customer reference, you will be asked to provide:

- First and last name
- Company name
- Telephone number
- Email address

**Step 5:** Enter the name and e-mail information for the recipients that should receive the completed PPE report. Please note that you will also receive a copy of the report. If you would like for us to send a copy of the report to the agency you are applying to, you will need to add them as your second recipient.

**Step 6:** Review order information and edit any information as needed. By pressing confirm at the bottom of the page, you are initiating the order process and agreeing to the order terms and conditions, once your payment information has been input and accepted.

**Step 7:** Enter credit card information to complete the transaction. **Please note that the credit card information must be entered exactly as it is showing on the credit card statement.** Once the credit card information has been processed, you will receive an order number and confirmation page via email. If your application instructions require you to include a copy of your "order form", submit this email confirmation receipt as the order form. The email will include the list of customer references you provided and the subject line of the emails that your customers will receive. Once your order has been paid for, you may not add any more references or make changes.

**How long does the order fulfillment process take?**

The order fulfillment process generally takes 14-21 days, but can take up to 35-45 days depending on the responsiveness of the customer references provided with the order.

**To facilitate the process, it is recommended that you reach out to your customer references to let them know that they will be receiving an email from [orders@openratings.com](mailto:orders@openratings.com) and will be asked to fill out the performance survey on your business. When you proactively reach out to the customer references, they tend to respond to the survey in a more timely fashion and survey response rates are higher.**

If you are facing a deadline and need to have the report generated early, you have that option once four surveys have been completed by your customer references. **Note: GSA may require a minimum of 6 completed surveys.** You will need to login to the PPE application and access the pending order from the order status page. From there, you can click on the "Force Report Generation" link if four or more surveys have been completed. This will close the order and you will receive the report within 24 hours.

**How much does a PPE cost?**

The cost for the PPE process is:

- \$190.00 plus applicable state and local taxes for the PPE Report option, or
- \$215.00 plus applicable state and local taxes for the PPE Report plus Supplier Qualifier

## Report Option

Once the evaluation is complete, it will be emailed to the two recipients chosen to receive the results. The price includes gathering the survey responses from customer references, generating the PPE report, and generating the performance ratings based on survey feedback combined with D&B's business intelligence and analytical expertise.

## **II. ORDER FULFILLMENT PROCESS AND CUSTOMER REFERENCES REQUIREMENTS**

### **How does the order fulfillment process work?**

Once an order has been placed, on the following business day, customer references will receive an automated e-mail requesting that they fill out the performance survey online. **Emails are not sent on Friday or Saturday. Any orders placed on these days will be processed on the following Monday.** Once a customer reference completes the survey or opts out, no further contact is made. If the reference does not respond to the original email, two further reminder emails are sent, generally on the 4th and 8th calendar day after the order has been placed.

If all references complete the survey, the report will be generated within 24 hours.

If 13 days have elapsed since the order submission and at least 50% of the customer references have completed the survey, subject to a minimum of 6 completed surveys, the fulfillment process is completed, the PPE report is produced, and the order is closed.

If, after 13 days, the PPE process has not been fulfilled:

For orders where at least 6 customer references have responded, but fewer than 50% of the references have responded, the order will remain open until day 21 or until at least 50% of the surveys are complete, whichever comes first. The PPE report is then generated and the order is closed.

For orders where less than 6 customer references responded, your order is forwarded to our call center and we will attempt to contact your customer references via telephone or email (for international customer references) to request that they fill out the performance survey via email or telephone. Once the order is sent to the call center, references will no longer be able to complete the survey online.

If 6 customer references have not completed the survey, you may also be contacted to supply additional references so the PPE report can be generated. Once an order is closed, references will no longer be able to respond to the survey. One copy of the report is distributed to the company that ordered the report and the other copy is distributed to the other recipient listed on the order.

**If a minimum of 6 survey responses is not received after 35-45 days, the order is closed and a neutral letter is issued to the order recipients. A neutral letter informs the recipients that a PPE report could not be produced due to an insufficient number of survey responses.** Refunds are not available for orders where neutral letters are issued.

### **What is a customer reference?**

A customer reference is an individual who can evaluate your company's performance as a supplier. References should be listed who have recently ordered products or services from your business. You may list up to two references per business. It is acceptable to list government employees. However, you will want to make sure their internal policies allow them to participate. International references are also accepted, but please note, if your order is sent to the call center, we will not be able to call those references. **Vendor references are NOT accepted and should not be listed. Relatives and personal acquaintances that have e-mail addresses associated with public domains should not be used as customer references.**

**Suspect references may be rejected, thereby delaying the completion of the PPE order and requiring that additional references be provided.**

### **How many customer references should I submit?**

A minimum of 6 customer references is required since a PPE report cannot be generated without at least 6 completed surveys. To obtain at least 6 completed surveys in a timely manner, it is recommended that you provide 10-20 customer references. Due to your customers' schedules and company policies, all customer references may not complete the survey and an inadequate number of survey responses may delay the fulfillment process to generate the PPE report. GSA solicitations are now requiring a minimum of 6 completed surveys. In that case, it is your responsibility to follow up with references to ensure you get 6. The Open Ratings requirement is a minimum of 6 and once all parameters are met, we will close the order as outlined in this document.

### **How can I facilitate the fulfillment process so the report can be generated expeditiously?**

Choose customer references that are inclined to participate in the survey process. It is also advisable to notify your participating customers that you are requesting their participation as part of your bid process. Also, **let participants know that our automated survey solicitation emails will come from [orders@openratings.com](mailto:orders@openratings.com) and may be treated as spam by their email filters. The subject line of the email that references will receive will include your business name followed by the phrase "Past Performance Evaluation" so you can pass this information along to the survey references as a means to update their email filters, or simply to recognize that the email is not spam.**

### **Can I place my order on hold once I have paid for it and received the order confirmation?**

Once you have placed your order and received confirmation, the order fulfillment process will begin and the order cannot be placed on hold. Please be sure to review your order carefully before confirming your transaction. Once the order is paid for, you may not add additional references.

### **Can I cancel my order?**

You are able to cancel an order at any time. **However, all orders are nonrefundable once emails are triggered for customer references to fill out the survey.**

### **III. PERFORMANCE RATINGS AND SAMPLE PAST PERFORMANCE REPORT**

#### **What does the report look like?**

**A sample PPE can be accessed at:**

[https://www.supplierriskmanager.com/ppe-order/static/layout/include/PPE\\_How-to-read.pdf](https://www.supplierriskmanager.com/ppe-order/static/layout/include/PPE_How-to-read.pdf)

The sections of the report are:

**Company Overview:** Contains basic location, contact and operating data for the company being evaluated. This information is provided by D & B according to the DUN-S Number provided.

**Overall Performance Rating:** Provides the supplier's Summary Performance Rating, which is an assessment of likely overall performance. **The overall performance rating is based on the survey responses to the question: "Overall, how satisfied do you feel about the performance of this company during this transaction?" It is not an aggregate or average of the detailed performance ratings.**

This section also contains your SIC Level Quintile, which is a rating that benchmarks the overall performance of a supplier against all other suppliers in its Standard Industry Classification code (SIC).

**Detailed Performance Ratings:** Provides the detailed performance ratings based on the detailed performance questions that customer references are asked in the survey.

**Customer References Surveyed:** Indicates the industries of the companies that provided ratings on this supplier overtime. Individual raters are not identified in order to preserve confidentiality. The total number of surveys may be higher than the number of references submitted for the order. This number indicates all surveys submitted over time for your D-U-N-S Number. However, the Distribution Feedback section of the report itself will only reflect data for surveys submitted in the past 12 months.

**Distribution Feedback:** Provides a breakdown of the survey responses received from raters (references) of this supplier in the past 12 months. The responses are rated on a 0 - 10 scale for each survey question.

**9-10 Positive Feedback**

**5-8 Neutral Feedback**

**0-4 Negative Feedback**

### **Can I use the PPE report for marketing or promotional use?**

No, the report is provided solely for the limited use of responding to a government related bid process. The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of D&B. The report may not be reproduced in whole or part in any manner whatsoever.

### **How is the overall performance rating calculated?**

The performance rating is calculated using statistical analysis of various performance related data elements and survey responses that D&B collects. The analysis places a greater weighting on recent data collections such as the surveys completed by the references you provided for your PPE order. **The analysis may also consider, with a lesser weighting, performance information collected in the past.**

The score is reported in two ways: the actual score (performance rating) and how your score ranks relative to your peers in the same Standard Industrial Classification (SIC level quintile). **Having the correct SIC is critical to being benchmarked within the correct industry, so be sure to review your D-U-N-S Number related information to ensure that your company is classified with the correct SIC classification.** If you would like to submit a correction for your companies SIC classification, please contact D&B at 888- 299-3118.

### **What is an SIC Level Quintile?**

The SIC Level Quintile compares your ratings to the other companies in the same SIC classification. Performance ratings within an SIC are ranked from best to worst and divided into five groups called quintiles. The top 20% performance ratings are in the first quintile (top quintile), the next 20% are in the second quintile and so forth.

Scores vary significantly from industry to industry. For example, management Consultants will almost invariably receive higher absolute scores compared to building contractors. Providing the SIC Level Quintile normalizes the score based on the industry, making interpretations of that score easier. It also provides a less granular view of performance, which helps stabilize volatility over time. Where absolute scores may vary more over time, quintile placement is less likely to be volatile.

### **How do I interpret the results?**

All scores are relative to the companies that are listed in the SIC code you provide. Favorable scores are those in the top quintile. If your scores rate in the lower quintile it does not mean that your references gave you poor results, only that the scores were lower than other companies with the same SIC code.

### **How long is the rating good for?**

The rating is good for 12 months from the original date of issue, depending on the parameters set forth by the rules of the bid schedule. **You may request changes to the company data within the first 6 months of the report's original date of issue. After 6 months you will need to place a new order to reflect any company data changes.**

### **Can I see my customer references' survey responses?**

All individual survey results are confidential and are not shared with anyone.

#### **IV. APPENDIX**

##### **PPE Caching Issues - Resolution Options These fixes are meant to address this specific issue:**

1. Users attempting to log into PPE Reports and being returned to the Login screen.

##### **Reasons issue is occurring:**

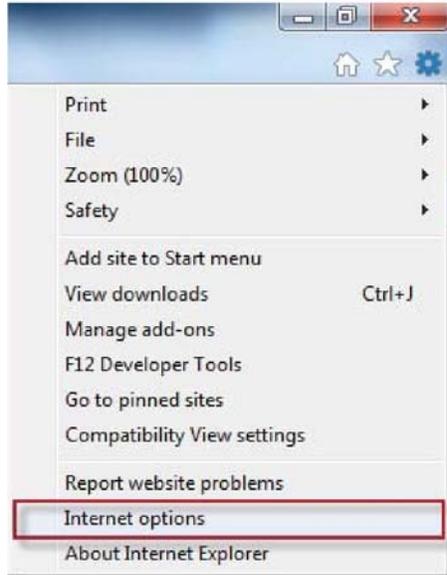
1. Internet browsers utilize shared libraries, so deleting the cache from Internet Explorer does not completely remove temporary files placed by another browser, such as Chrome.
2. An additional `exe' may be running in the background.
3. Unnecessary temporary files may be stored on your hard drive causing browser confusion.

##### **Corrective Actions:**

- 1 Users must clear cached and temporary files from all browsers to effectively remove the shared temporary files (pages 10-12).
  - 2 Check to ensure that only one `exe' for each browser is running (page 13).
  - 3 Be sure that all windows/browsers are closed except for the one you are clearing. Once each is cleared, close that browser and restart in whichever browser you prefer.
- 
- 1 These instructions MUST be followed for each browser installed.
  - 2 Check the *`Every time I visit the webpage'* option (page 14).
  - 3 Remove all unnecessary temporary files that may be stored on your hard drive (page 15-17).

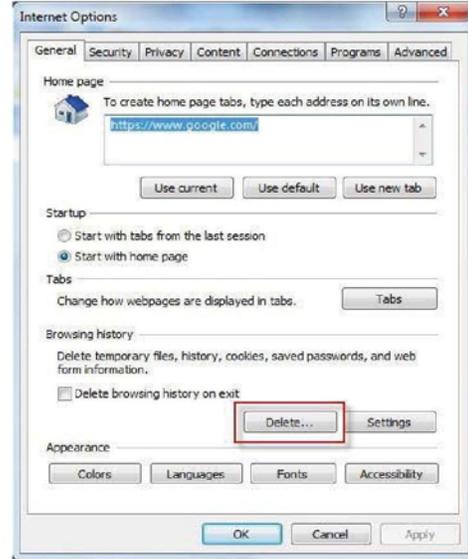
## Internet Explorer

1. From *Settings*, choose *'Internet Options'*.



2. From the *General* tab, under *browsing history*, select *'Delete'*.

4. Check all boxes shown to the right.



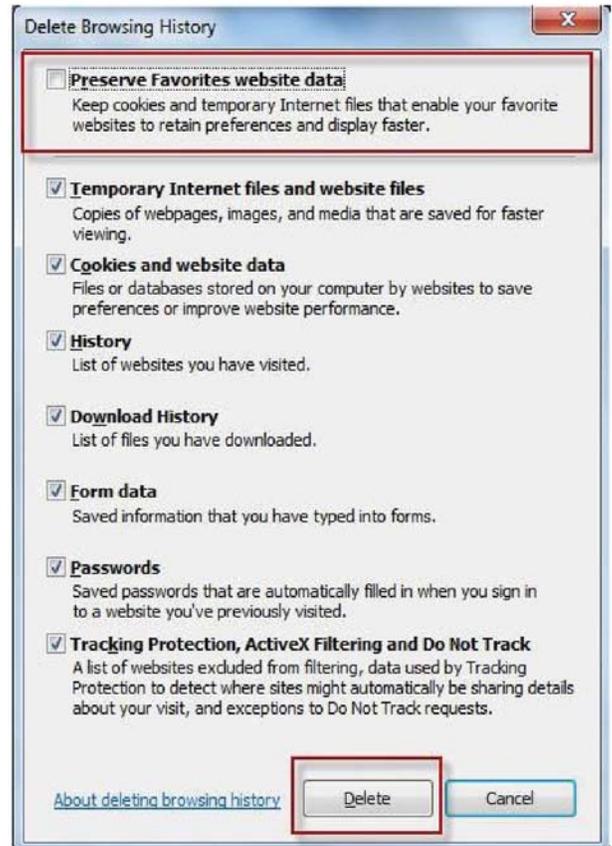
5. If you have PPE Reports saved as a **Favorite**, you must UNCHECK the *'Preserve Favorites website data'*.

6. It is VERY important that you check all the boxes shown. Skipping any of them, such as *'Cookies'* or *'Passwords'*, will result in the issue remaining unresolved.

7. Click *'Delete'*.

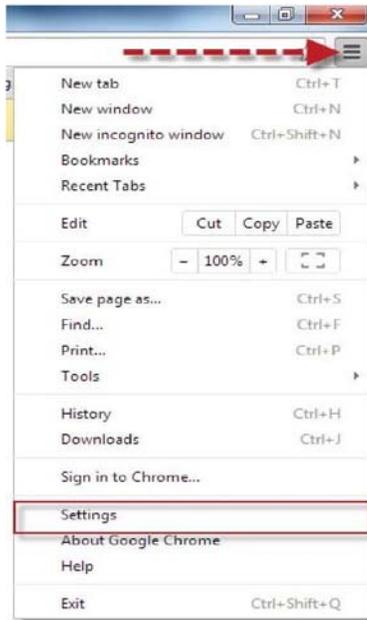
8. Close the browser and if you have any other browsers, such as Chrome or Firefox, proceed to the Chrome or Firefox instructions in this document.

9. When finished clearing all browsers, close out of PPE Reports and reopen in whichever browser you prefer.

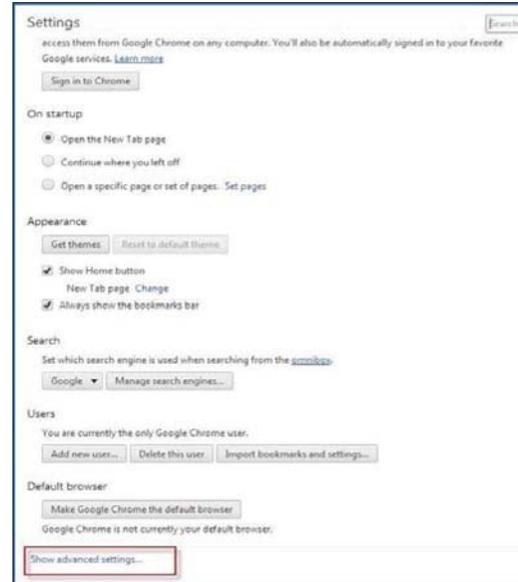


## Chrome

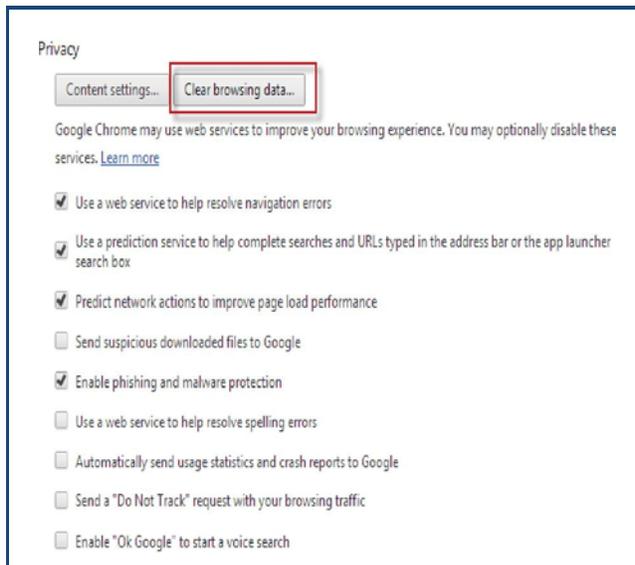
1. From the **Customize** button, choose **'Settings'**.



2. From the **Settings** page, scroll down and select **'Show advanced settings'**.

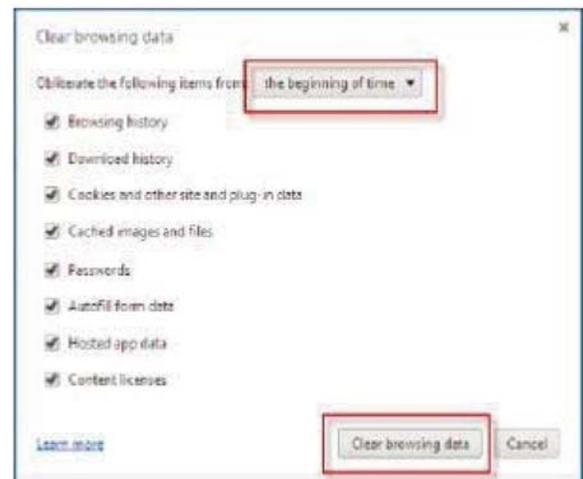


3. Under the **Privacy** section, select **'Clear Browsing Data'**.



4. Check all boxes listed below and ensure **'the beginning of time'** option is chosen for the time range.

10. Click **'Clear browsing data'**.

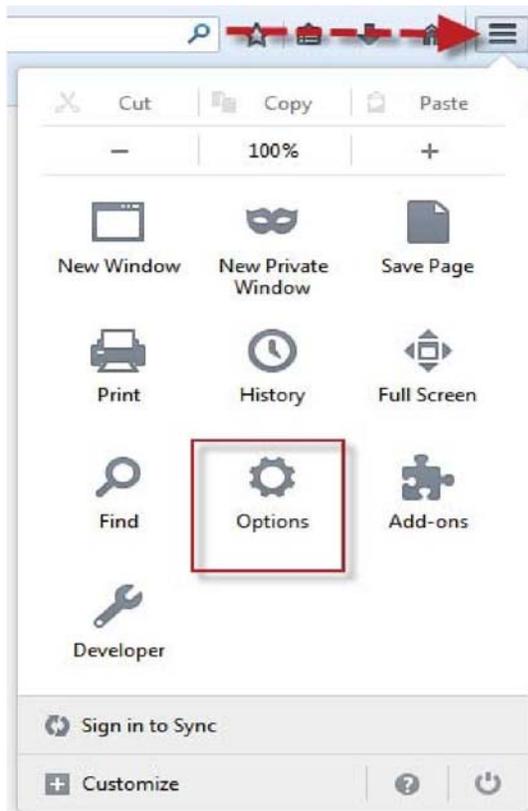


11. Close the browser and if you have any other browsers, such as Internet Explorer or Firefox, proceed to the Internet Explorer or Firefox instructions in this document.

12. When finished clearing all browsers, close out of PPE Reports and reopen in whichever browser you prefer.

## Firefox

1. Click on **Menu**, then choose **'Options'**.



2. From the **Privacy** tab, click the link to **'clear your recent history'**.



3. Check all boxes listed to the right and ensure **'Everything'** option is chosen for the time range.

1. Click **'Clear Now'**.

2. Close the browser and if you have any other browsers, such as Internet Explorer or Chrome, proceed to the Internet Explorer or Chrome instructions in this document.

3. When finished clearing all browsers, close out of PPE Reports and reopen in whichever browser you prefer.

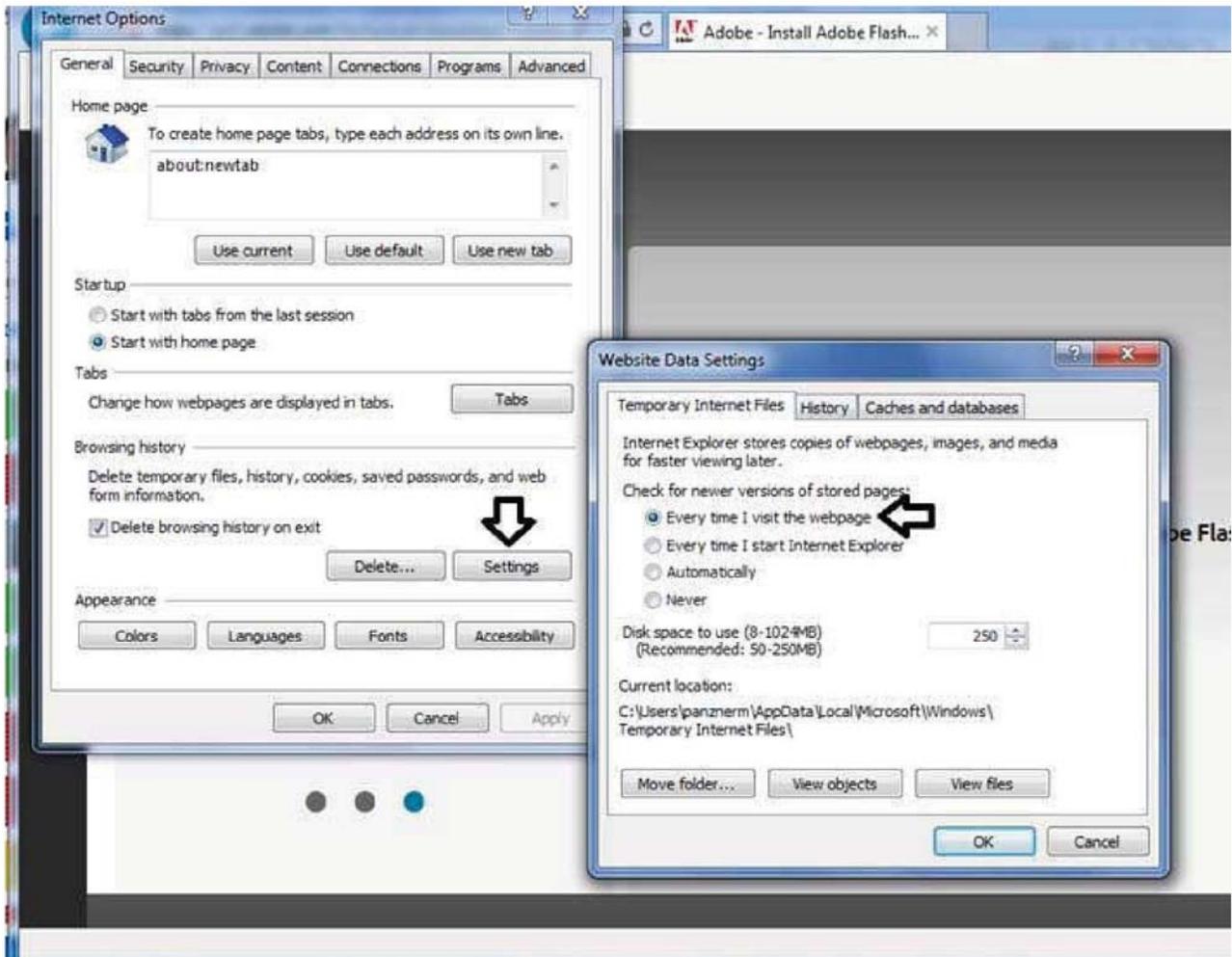


## Clearing `exe`

4. Even though you have closed your browser, an additional `exe` may still be running in the background. In the example below, you can see that there are six **chrome.exe's** running, however, there are only four tabs open in the screen shot behind.
5. Highlight each of the lines showing an `exe`, then hit *End Process*

‘Every time I visit the webpage’

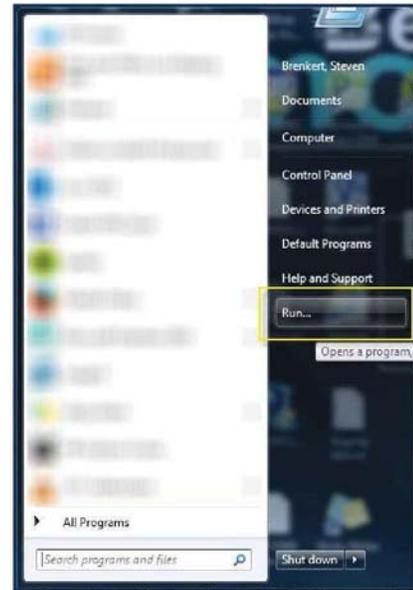
In *Internet Options* / *Browsing History* / *Settings* check the *Every time I visit the website*



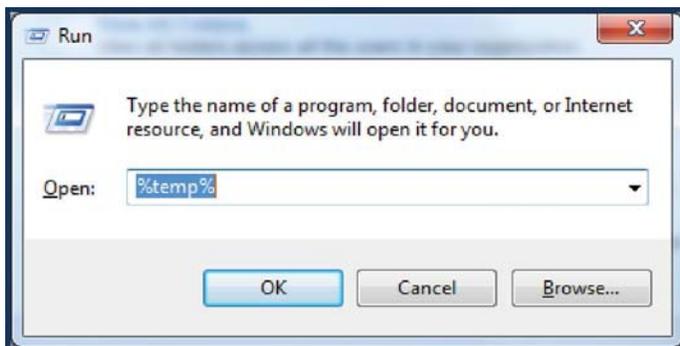
## Removing Temporary Hard Drive Files

This technique has been found to be successful for IE9 on Windows 7.

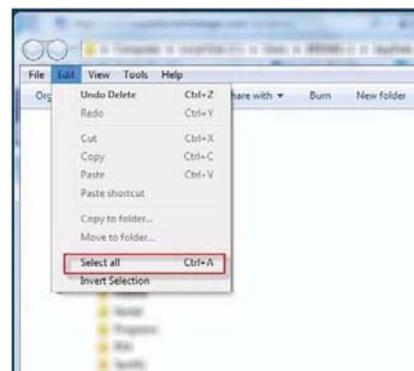
1. Close all browser sessions
2. Click **'Start'** button
3. Select **'Run'** from the Options screen



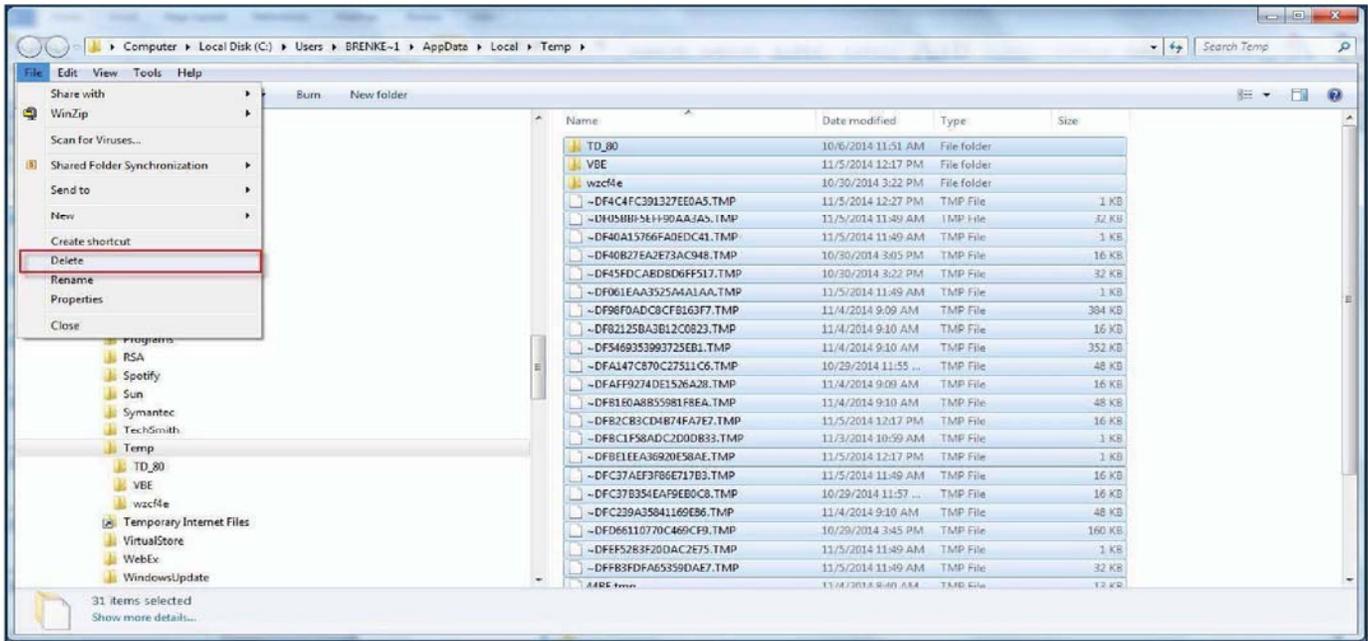
4. In the dialogue box, type **'%temp%'**, and click **'OK'**.



5. From the newly opened window menu, select **'Edit>Select All'**.



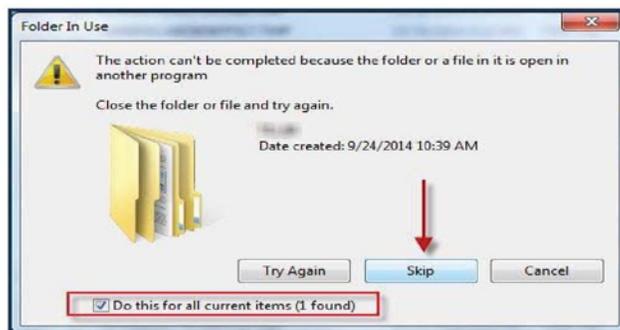
- 6. Select all the files that appear in the temp location.
- 4. Click 'File' from the toolbar and 'Delete' from the drop down.



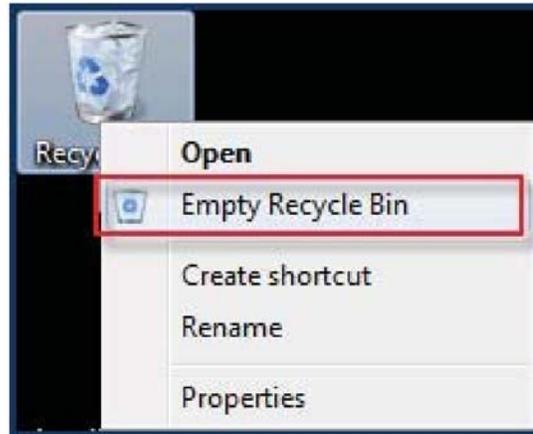
- 1. A delete confirmation message will appear, click 'Yes' to continue.



- 5. You may encounter a message stating that Folders/Files cannot be deleted, check the 'Do this for all current items' box and click the 'Skip' button. Please note: you may receive multiple messages of this type; continue to check the 'Do this for all current items' box and click the 'Skip' button.



- At this point the Temporary Files are not fully deleted; they reside in the Recycle Bin. Follow these steps to purge them from the system. From the Desktop, *right* click on the **'Recycle Bin'** icon and select **'Empty Recycle Bin'**.



- A delete confirmation message will appear, click **'YES'** to continue.



- A message may appear asking for confirmation of deleting a specific file, click **'Continue'** or **'OK'** to proceed with the deletion process. All temp files will now be removed.