

SCAN DATA ISSUES RESOLUTION GUIDE: RETAILER EDITION



Altria
Altria Group
Distribution Company

Servicing:
Philip Morris USA
U.S. Smokeless Tobacco Company
John Middleton
Helix Innovations
Nu Mark

Issue Resolution Guide - Reporting



[Scenario 1: No Multi-Pack “Y” Indicators](#)

[Scenario 2: No Loyalty Codes; UPCs](#)

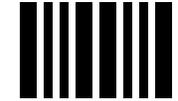
[Scenario 3: Incorrect Multi-Pack/Can Reporting-Failing Volume Example](#)

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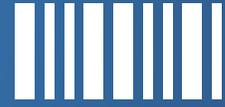
[Scenario 7: Store elected to Scan – No File Submitted](#)



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to the main menu

Store Missing Multi-Pack Indicators

Situation: Store is elected into Multi-Pack, but none of the Scan Data submitted by the Store shows any Multi-Pack transactions.



Example for illustration purposes only

Multi-Pack Report for March 2020

This report is unlocked and will update when resubmissions are processed

Data Through	02/29/2020 03/07/2020 03/14/2020 03/21/2020
Latest Submission Date	03/17/2020 03/23/2020 03/16/2020 03/23/2020

Election	Initiative Status	STORE Anchor Price	Price Buffer	Marlboro Multi-Pack Allowance	Mainline Non-Menthol Allowances	Validation Price	Total Multi-Pack Reported Volume Passing Price	Total Multi-Pack Reported Volume Failing Price	Ineligible Multi-Pack Volume (Carton and Product Promotion Multi-Pack)	Total Marlboro Non Multi-Pack volume
MLP II	Opted-In, No Multi-Pack Indicator									

STEP 1 Determine if your system has an active Multi-Pack/Can promotion running for the Promotion Period.

- If **No**, you will need to set up the Multi-Pack/Can promotion according to your elected promotion and ensure you are following the AGDC Scan Data Retail Reporting Requirements.
- If **Yes**, then determine if Multi-Pack/Can promotion is ringing up correctly at the register during a transaction. If the promotion is not ringing up, make sure Multi-Pack/Can promotion is sent to the Point of Sale (POS) register from the back office system.

STEP 2 If Multi-Pack/Can promotion is running correctly make sure the you have enabled the “Y” indicators for all Multi-Pack/Can transactions within your file. See AGDC Scan Data Retail Reporting Requirements. If using a Third Party Scan Data Service Provider to report Scan Data, you will need to contact your Third Party Scan Data Service Provider and ask them to turn on the “Y” indicators for Multi-Pack/Can transactions.

STEP 3 If you have additional questions, please reach out the AGDC Retail Service Center for additional support at 1-866-928-3510.

Store Missing Loyalty Codes

Situation: Store is elected into PM USA or USSTC Loyalty Fund Program (LFP), but none of the Scan Data submitted by the Store shows any Loyalty transactions.



Example for illustration purposes only

Loyalty Report for 04/05/2020 - 09/19/2020									
This report is unlocked and will update when resubmissions are processed									
Data Through	04/11/2020 04/18/2020 04/25/2020 05/02/2020 05/09/2020 05/16/2020 05/23/2020 05/30/2020 06/06/2020								
Latest Submission Date	06/11/2020 06/11/2020 06/11/2020 06/11/2020 06/11/2020 06/11/2020 06/11/2020 06/04/2020 06/08/2020								

Initiative Status	LFP Election	Brand Name	LFP Effective (Start) Date	LFP Termination (End) Date	LFP Offer (Allowance)	202004	202005	202006	Period Running Total
Opted In, No Loyalty Promotion Code	PERIOD 2 2020 LFP MARL LEAD BUY 2 SAVE \$1.00 NOW	Marlboro	04/05/2020	06/27/2020	1.00				

STEP 1 Determine if you have an active Loyalty promotion running in your Store’s system for the Promotion Period.

- If **No**, you will need to set up the Loyalty promotion and ensure that it is reported accurately using the AGDC Scan Data Retail Reporting Requirements.
- If **Yes**, then make sure you have the correct Loyalty Promotion Codes to report. **Loyalty Codes available on the page 5.**

STEP 2 If **Yes**, then determine if Loyalty promotion is ringing up correctly at the register. If the Loyalty promotion is not ringing up correctly make sure the Loyalty promotion is sent to the Point of Sale (POS) register from the back office system. If utilizing a Third Party Scan Data Service Provider, contact the Third Party Scan Data Service Provider for additional support.

STEP 3 If you have additional questions, please reach out the AGDC Retail Service Center for additional support at 1-866-928-3510.

Loyalty Codes



Operating Company	Date(s) of Loyalty Fund Program	Rate Offer	Loyalty Promotion Code
PM USA	Current	Varies by State and election	028200197214
USSTC	Current to 4/3/2021	Varies by State and election	073100070013
	4/4/2021 – 8/28/2021	\$0.25 off transaction	073100056703
	4/4/2021 – 8/28/2021	\$0.50 off transaction	073100056710
	8/28/2021 – 1/1/2022	TBD	TBD
	8/28/2021 – 1/1/2022	TBD	TBD
Helix	Current	Varies by election	840095781008

***Last updated 3/25/21. Please reference insightsc3m.com Message center, Scan Data Resource Center, Loyalty Information*

Incorrect Multi-Pack/Can Reporting-Failing Price

Situation: Store is reporting Multi-Pack/Can transactions, but they are not reporting accurately. This causes Multi-Pack/Can transaction failures.

The most common cause for this failure occurs when the Multi-Pack/Can discount is not correctly applied to transactions with an odd number of packs/cans.



Example for illustration purposes only

Multi-Pack Report for May 2020

This report is unlocked and will update when resubmissions are processed

Data Through		05/02/2020 05/09/2020 05/16/2020 05/23/2020							
Latest Submission Date		05/05/2020 05/11/2020 05/19/2020 05/27/2020							
Initiative Status	STORE Anchor Price	Price Buffer	Marlboro Multi-Pack Allowance	Mainline Non-Menthol Allowances	Validation Price	Total Multi-Pack Reported Volume Passing Price	Total Multi-Pack Reported Volume Failing Price	Ineligible Multi-Pack Volume (Carton and Product Promotion Multi-Pack)	Total Marlboro Non Multi-Pack volume
Active	6.95	0.00	0.25	0.00	6.70	896	56	0	1530

Multi-Can Report for May 2020

Initiative Name	Brand Name	Initiative Status	Single Can Mode Price	Minimum Retailer Required Discount Per Can	USSTC Contribution	Validation Price	Mode Unit Price of Multi-Can	Pass/Fail	Total Multi-Can Reported Volume	Ineligible Multi-Can (Refer to Glossary)	Total Non Multi-Can volume for elected brand
CopeWG/MT & Skoal Classic/Xtra MultiCan \$0.15/can	Skoal Classic/X-Tra	Active	4.58	0.00	0.15	4.43	4.48	Fail	300	120	83

STEP 1 Determine if your promotion is set up to accurately discount SKUs based on multi-unit amount.

- If not, update the promotion set up to apply the correct savings per pack/can to meet the requirements of your multi-unit election.
- If yes, determine if any SKUs are incorrectly priced causing packs/cans to not meet the validation prices when the discount is applied. If so, correct pack/can price as necessary to meet requirements to earn promotion funds.

STEP 2 If you have additional questions, please reach out the AGDC Retail Service Center for additional support at 1-866-928-3510.

Incorrect Multi-Pack/Can Reporting-Ineligible Volume



Situation: Store is elected into Multi-Can BEF, but they are not reporting accurately. In this example the discount is only being applied to two of the three cans within the transaction. The example below would be an accurate report for the Transaction +2 BEF, but not for the Multi-Can BEF.

Example for illustration purposes only

Multi-Can Report for May 2020

This report is unlocked and will update when resubmissions are processed

Data Through	05/02/2020 05/09/2020 05/16/2020 05/23/2020
Latest Submission Date	05/05/2020 05/11/2020 05/19/2020 05/27/2020

Initiative Name	Brand Name	Initiative Status	Single Can Mode Price	Minimum Retailer Required Discount Per Can	USSTC Contribution	Validation Price	Mode Unit Price of Multi-Can	Pass/Fail	Total Multi-Can Reported Volume	Ineligible Multi-Can (Refer to Glossary)	Total Non Multi-Can volume for elected brand
CopeWG/MT & Skoal Classic/Xtra MultiCan \$0.15/can	Skoal Classic/X-Tra	Active	4.58	0.00	0.15	4.43	4.48	Fail	300	120	83

What is Ineligible Volume: The number of ineligible packs or cans with a Multi-Pack/Can Indicator in file submission. For buy 2+ and save Multi-Pack/Can options, ineligible volume includes Product Promotions cartons and rolls. For buy 5+ cans or rolls and save Multi-Can options, ineligible transactions include Product Promotions.

- STEP 1** Determine if you are including ineligible SKUs (Roll UPCs or Promotional UPCs) in the Multi-Can reporting.
 - If **Yes**, remove ineligible SKUs from Multi-Pack/Can promotional set up.
- STEP 2** If you have additional questions, please reach out the AGDC Retail Service Center for additional support at 1-866-928-3510.

Pricing Opportunities

Example Report shows opportunity for Marlboro Black Family Non-Menthol SPP.



Example for illustration purposes only

Pricing Opportunities for April 2020 Marlboro Black Family Non-Menthol SPP	
Data Through	04/04/2020 04/11/2020 04/18/2020 04/25/2020
Latest Submission Date	04/10/2020 04/22/2020 04/22/2020 04/30/2020

Daily Mode Price of All Marlboro Mainline SKUs	Promotional Allowance	Total Allowance	Promotion Max Price	Daily Mode Price of Promoted SKUs
\$6.03	\$0.23	\$0.23	\$5.80	\$6.03

Mode Price is the most frequently reported final price for a particular SKU each day.

STEP 1 Review failing price group(s) and determine affected SKUs. Validate if SKUs are at or below the promotion max price to meet the requirements necessary to earn promotion funding.

- If no, update necessary SKUs to meet pricing pass-through requirements for your chosen program election.

STEP 2 If you have additional questions, please reach out the AGDC Retail Service Center for additional support at 1-866-928-3510.

Submission Opportunities

Example Report shows opportunity for missing AOT submission, failing timely scan submission requirement and corrective actions for other submission opportunities a store may encounter.



Example for illustration purposes only

Scan Data Submissions	
Account #	
Cycle / Year	Apr 2020
Company	AGDC

Contract Plan Code	Submitter Name	Submission Requirement	# of Weeks In Cycle	# of Weeks Submitted	03/29 - 04/04	04/05 - 04/11	04/12 - 04/18	04/19 - 04/25	Weeks Failing "Timely" Requirement	# File Submissions
TS	ACCOUNT #1	All Tobacco	4	3	YES	YES		YES	1	3
TS	ACCOUNT #1	PM USA	4	4	YES	YES	YES	YES	1	4
TS	ACCOUNT #1	USSTC	4	4	YES	YES	YES	YES	1	4

Corrective Actions:

Missing Scan Submissions – Resubmit Scan Data file(s) for missing week(s) prior to resubmission deadline.

Failing Timely Scan Submissions –Submitted Scan Data files after the submission deadline. Stores must submit each week’s Scan Data file no later than two (2) Fridays after the week ending date for the file.

Failing Submission Cap – Exceeded the maximum number of resubmissions for any Scan Data files, and therefore will not earn any AGDC Scan Data Program payments for the Promotion Period.

Refer to the AGDC Scan Data Program External Presentation (Pages 13 – 21)

No Scan Files Submitted



Example for illustration purposes only

Scan Data Submissions	
Account #	
Cycle / Year	Apr 2020
Company	AGDC

Contract Plan Code	Submitter Name	Submission Requirement	# of Weeks In Cycle	# of Weeks Submitted	03/29 - 04/04	04/05 - 04/11	04/12 - 04/18	04/19 - 04/25	Weeks Failing "Timely" Requirement	# File Submissions
TS	ACCOUNT #1	All Tobacco	4	0					4	0
TS	ACCOUNT #1	PM USA	4	0					4	0
TS	ACCOUNT #1	USSTC	4	0					4	0

Corrective Actions:

Review Scan Data Submissions Report. Resubmit files or follow up with Third Party Scan Data Service Provider, if applicable, to do so. If you have done so already, you can contact the **Scan Data Help Desk @ 1-844-230-3454** or email ScanDataHelpDesk@IRIworldwide.com for additional assistance.