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To: Audra Ahumada

From: Arizona ACT team

Date: 10/19/2020

Subject: October 20 – Material Shortages

ACT appreciates the partnership demonstrated by ADE during this Fall testing season. ADE consistently provided information with ACT on the testing status of districts within the Menu program. As school closures across the state impacted the ability for sites to utilize the first two ACT Fall testing dates, ADE collected this information and shared it with ACT.

Due to spring testing cancelations, 11 state partners and numerous districts across the US participated in ACT's Fall testing. Although we planned for additional testing volume beyond the normal trend due to impacts of COVID and challenges schools were facing with their class schedules, demand for materials across the country was far greater than we had anticipated.

Official ordering for the October 20th test date began on October 6th. Standard inventory monitoring was in place. On October 9th, the material demand was greater than inventory on-hand.

While standard processes require consistent monitoring of inventory levels the sudden change in material demand was not apparent until October 9th.

First, we immediately started working with print vendors to replenish inventory based upon ordering trends and information made available to us to gauge appropriate reprint quantities.

Then, we requested our packaging and distribution vendor to return all unused/unopened packages of materials that were returned from the September 22nd test date into inventory so they could be used to fulfill backorders.

- Additional measures taken included:
 - posting an informational banner in PearsonAccessnext to inform schools they may have backordered items and a separate shipment will arrive soon
 - receiving daily updates from the packaging and distribution vendor to monitor inventory shortages

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- reviewing a list of customers with backordered answer documents and contacting districts to determine if schools have sufficient unused answer documents from the September 22nd material shipment they plan to use on October 20th.

We know this was an unsatisfying experience for customers, and we're sorry for the difficulties customers faced when materials did not arrive as expected the week prior to testing.

We are putting plans in place to have a thorough review of the inventory management process and reports, including a root cause analysis to prevent a reoccurrence.

COVID-19 has created a number of challenges for our industry, but we're committed to supporting you and your students every step of the way.

Sincerely,

Andrew Jopling

Director, State Partnerships

ACT