

# VENDOR PERFORMANCE / RESOLUTION FORM

## DEPARTMENT INFORMATION

FORM DATE: \_\_\_\_\_  
 SUBMITTED BY: \_\_\_\_\_ PHONE #: \_\_\_\_\_  
 DEPARTMENT: \_\_\_\_\_ EMAIL: \_\_\_\_\_

## VENDOR INFORMATION

VENDOR NO: \_\_\_\_\_ VENDOR CONTACT: \_\_\_\_\_  
 VENDOR NAME: \_\_\_\_\_ VENDOR PHONE NO: \_\_\_\_\_

## ORDER INFORMATION

REQ NO: \_\_\_\_\_ ORDER DATE: \_\_\_\_\_  
 P.O. NO: \_\_\_\_\_ CONTRACT #: \_\_\_\_\_

	POOR PERFORMANCE	RESOLUTION
	Late Delivery	Complaint Withdrawn
	Failure to Deliver	Delivery Made After Follow Up
	Delivery Made at Wrong Destination	Performance Corrected
	Failure to Identify Shipments Per Contract Terms	Material or Item Replaced
	Short Weight or Count	Equipment Performance Corrected
	Vendor Shipped Incorrect Merchandise	Performance Bond Received
	Failure to Replace Damaged Goods	Invoice Corrected
	Slow Replacement of Damaged Goods	Item Canceled from Contract (Vendor Failure-Vendor Initiated)
	Failure to Pick Up Incorrect Shipment	Item Canceled from Contract (Vendor Failure-State Initiated)
	Improper Product Packaging	Item Canceled from Contract (No Fault of Vendor)
	Failure to Follow Palletizing Instructions	Damages Paid
	Failure to Meet Specifications	Vendor Counseled
	Poor Product Quality	Order Completed
	Poor Product Performance	Correct Shipment Received
	Failure to Respond to Letter or Phone Call	
	Failure to Promptly Notify MISD Concerning Manufacturer Discontinuation of An Item	<b>ACTION TAKEN BY MISD PURCHASING</b>
	Poor Customer Service (Requires Comment)	1 <sup>st</sup> Written Notice Issued (Issue Date: _____)
	Unauthorized Substitution	2 <sup>nd</sup> Written Notice Issued (Issue Date: _____)
	Unsatisfactory/Delayed Installation (Requires Comment)	Vendor Counseled
	Service Not Performed Within Specifications	Written Notice to Cease Doing Business (Issue Date: _____)
	Repair Parts Not Available	Damages Assessed
	Incorrect Invoices	Shipment Rejected
	Failure to Provide Samples Upon Request	Vendor Commended
	PRODUCT PERFORMANCE	EXCEPTIONAL PERFORMANCE
	Failure to Meet Specifications	Shipment Made Early Upon Agency Request
	Poor Product Quality	Product Upgrade Substitution Suggested and Accepted
	Poor Workmanship	Exceptional Customer Service Response
	Poor Product Performance	Exceptional Service Provided for Return of Products
	Delivery of Used or Shopworn Goods	Price Reduction for Large Order
	Failure to Provide Required Documentation	Vendor Commended
	Failure to Provide MSDS (Material Data Safety Sheets)	Provided Technical/Training/Set Up Assistance When Not Required
	Failure to Provide Required Warning Labels	
	Required Inspection Stamps/Labeling Materials	

**COMMENTS:**

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