

VENDOR PERFORMANCE/RESOLUTION FORM

Instructions: Please complete this form to report all Vendor performance issues to Craig Pruett in the Purchasing office. Be sure to keep a copy for your records/files.

Purchase Order No.	Requisition No.	P. O. Date	Category/Sub-Category	Today's Date
To: Vendor Name, Address, Phone No. and Fax No.			From: PISD (Department, Name, Address, Phone No.)	
Nature of report (Check all applicable boxes):				
<p style="text-align: center;"><u>POOR PERFORMANCE</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> (100) Late Delivery <input type="checkbox"/> (102) Failure to Deliver <input type="checkbox"/> (104) Delivery made to wrong destination <input type="checkbox"/> (106) Failure to identify shipments per contract terms <input type="checkbox"/> (108) Short weight or count <input type="checkbox"/> (110) Vendor shipped incorrect merchandise <input type="checkbox"/> (112) Failure to replace damaged goods <input type="checkbox"/> (114) Slow replacement of damaged goods <input type="checkbox"/> (116) Failure to pick up incorrect shipment <input type="checkbox"/> (118) Improper product packaging <input type="checkbox"/> (120) Failure to follow palletizing instructions <input type="checkbox"/> (122) Failure to meet specifications <input type="checkbox"/> (124) Poor product quality <input type="checkbox"/> (126) Poor product performance <input type="checkbox"/> (130) Failure to respond to letter or phone call <input type="checkbox"/> (135) Failure to promptly notify PISD concerning manufacturer discontinuation of an item <input type="checkbox"/> (140) Poor customer service (requires comment) <input type="checkbox"/> (145) Unauthorized substitution <input type="checkbox"/> (150) Failure to supply performance bond (within required time) <input type="checkbox"/> (155) Unsatisfactory installation <input type="checkbox"/> (160) Service not performed within specifications <input type="checkbox"/> (165) Repair parts not available <input type="checkbox"/> (170) Incorrect invoicing <p style="text-align: center;"><u>ACTION TAKEN BY PISD/PURCHASING DEPT.</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> (200) 1ST written notice issued for poor performance <input type="checkbox"/> (205) 2nd written notice issued for poor performance <input type="checkbox"/> (210) Damages Assessed <input type="checkbox"/> (215) Vendor commended <input type="checkbox"/> (220) Shipment rejected <input type="checkbox"/> (225) Vendor counseled 			<p style="text-align: center;"><u>RESOLUTION CODES</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> (300) Complaint withdrawn <input type="checkbox"/> (305) Vendor failed to receive purchase order <input type="checkbox"/> (310) Delivery made after late notice sent <input type="checkbox"/> (315) Performance corrected <input type="checkbox"/> (320) Material or item replaced <input type="checkbox"/> (325) Equipment performance corrected <input type="checkbox"/> (330) Performance bond received <input type="checkbox"/> (335) Invoice corrected <input type="checkbox"/> (340) Item cancelled from contract <input type="checkbox"/> (345) Entire order cancelled <input type="checkbox"/> (350) Entire contract cancelled (Vendor fault) <input type="checkbox"/> (355) Entire contract cancelled (No fault of Vendor) <input type="checkbox"/> (360) Damages paid <input type="checkbox"/> (365) Vendor counseled <input type="checkbox"/> (370) Order completed <input type="checkbox"/> (375) Correct shipment received <input type="checkbox"/> (380) Damages not paid-Vendor suspended from list <input type="checkbox"/> (385) Performance not corrected-Vendor suspended from list <p style="text-align: center;"><u>EXCEPTIONAL PERFORMANCE</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> (900) Shipment made early upon department request <input type="checkbox"/> (910) Product upgrade substitution suggested and accepted <input type="checkbox"/> (920) Exceptional customer service response <input type="checkbox"/> (930) Exceptional service provided for return of products <input type="checkbox"/> (940) Provided technical/training/set-up assistance when not required <input type="checkbox"/> (950) Voluntary price reduction <input type="checkbox"/> (960) Vendor commended 	
Detailed explanation (Please be specific; attach additional sheets if required):				
Vendor Instructions: Complete and return entire form with attachments to PISD Purchasing Dept. within 5 working days.				
Vendor Response (Attach additional sheets if required):				
Vendor Response Completed by:				
Printed Name & Signature		Title:	Phone No.:	Date:
PISD Purchasing Dept. Use Only - Purchaser comments:				