

Duncanville ISD Vendor Performance Report Card

Instructions: Complete this form to report exceptional to unsatisfactory vendor performance. Send the original to the Purchasing Department and retain a copy for your campus/department records.

Person Submitting Report:

Vendor Name:

Title:

Campus/Department:

Vendor #:

Email:

PO #:

Date:

Nature of Comments (Check all that apply)

Quality	Delivery	Customer Service
☐ Exceptional performance	☐ Exceptional delivery service	☐ Exceptional customer service
☐ Inferior/defective material	☐ Unsatisfactory delivery time	☐ Inability to access sales staff
☐ Unauthorized substitution	☐ Incorrect quantity delivered	☐ Did not return calls promptly
☐ Unsatisfactory substitution	☐ Delivery to wrong destination	☐ Did not reply to emails promptly
☐ Unsatisfactory performance	☐ Item(s) damaged in shipment	☐ Slow replacement item(s)
☐ Unsatisfactory installation	☐ Partial delivery; missing items	☐ Incorrect invoice(s)
☐ Other	☐ Other	☐ Other

Detailed Explanation: (Be specific and use additional pages if needed)

Vendor Response: (To be completed by the Purchasing Department)

Final Disposition: (To be completed by the Purchasing Department)

- ☐ Resolved; no additional action required.
- ☐ Unresolved and resolution is ongoing.
- ☐ Can not be resolved.
- ☐ File retained for future reference.

Date:

Signature: