



REPORT OF VENDOR PERFORMANCE

State Form 21322 (R4 / 4-06)

**DEPARTMENT OF ADMINISTRATION
PROCUREMENT DIVISION**
402 W. Washington St., Rm. W468
Indianapolis, IN 46204

- INSTRUCTIONS:**
1. Complete this form to report complaints or compliments against vendors, commodities, or to report any unsatisfactory service.
 2. Be sure to furnish all necessary detail so that a satisfactory settlement of the complaint can be made.
 3. Verify all information to insure accuracy. Vendor performance reports become a permanent record of the commodity or vendor concerned and must be accurate to guarantee intelligent and equitable settlement and to serve as a guide for future action.

Name of agency				Date (month, day, year)	
Requisition number	Purchase order number	Name of buyer	Item number	QPA number	
Name of vendor			Name of vendor contact		
Address of vendor (number and street, city, state, and ZIP code)					
Telephone number ()			E-mail address of vendor		

POSITIVE COMMENTS	PROBLEMS WITH DELIVERY AND QUALITY	
<input type="checkbox"/> Vendor confirms delivery time and date prior to delivery. <input type="checkbox"/> Vendor responds to complaints in a timely manner. <input type="checkbox"/> Vendor is responsive to our needs. <input type="checkbox"/> Vendor is reliable and dependable. <input type="checkbox"/> Other (explain in Remarks section)	<input type="checkbox"/> Delivery not made on date ordered or promised. <input type="checkbox"/> Delivery in damaged condition. <input type="checkbox"/> Quality of commodity is inferior to quality requested. (explain in Remarks section) <input type="checkbox"/> Unsatisfactory and unauthorized substitute delivered by vendor.	<input type="checkbox"/> Unsatisfactory workmanship in installation of commodity. <input type="checkbox"/> Quantity delivered in excess of order and cannot be accepted. <input type="checkbox"/> Quantity delivered less than ordered. Balance is required. <input type="checkbox"/> Other (explain in Remarks section)

REMARKS (give detailed explanation of complaint / compliment in this space, using reverse side if additional space is necessary)

Performance Report executed by:

Name (please print)	Title
Telephone number ()	E-mail address
Signature	Date (month, day, year)