

Auburn University Procurement & Business Services Preferred Vendor Contract Feedback Form

Campus departments should use this form to provide feedback on Preferred Vendor Contracts.

Department Name:	
Employee Name:	
Vendor Name:	
Contract Name:	
Date of Service:	

Nature of Feedback	
Overall Contract	
<input type="checkbox"/> Product offering on contract meets or exceeds departmental needs	<input type="checkbox"/> Product offering on contract does not meet departmental needs
Delivery	
<input type="checkbox"/> Delivery meets or exceeds expectations	<input type="checkbox"/> Improper method of delivery or handling
<input type="checkbox"/> Delivery not made on promised date	<input type="checkbox"/> Delivery of damaged goods
<input type="checkbox"/> Delivery made to the wrong destination	<input type="checkbox"/> Delivery made at an unsatisfactory hour
<input type="checkbox"/> Unauthorized delivery	
Customer Service	
<input type="checkbox"/> Sales representative was available and provided useful information	<input type="checkbox"/> Customer service inquiries were not handled in a timely manner
<input type="checkbox"/> Sales representative was not helpful or could not be reached	
Quality	
<input type="checkbox"/> Product quality meets or exceeds expectations	<input type="checkbox"/> Unsatisfactory and unauthorized substitute item delivered by vendor
<input type="checkbox"/> Quality of product/service is inferior	<input type="checkbox"/> Unsatisfactory or improper packaging
<input type="checkbox"/> Unsatisfactory workmanship and/or installation	
Other	
<input type="checkbox"/> I would support extension of this contract with this vendor	<input type="checkbox"/> Vendor website was easy to navigate
<input type="checkbox"/> Excessive billing discrepancies	<input type="checkbox"/> Unsatisfactory service response
<input type="checkbox"/> Vendor website was unsatisfactory	

Remarks: Please give a detailed explanation and/or make additional comments in this section.

Preparer: _____

Date: _____

E-mail completed form to Preferred Vendor (preferred.vendor@auburn.edu) or print and fax to 334-844-4306.