

## Auburn University Procurement & Payment Services Preferred Vendor Contract Feedback Form

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

<b>Department Name:</b>	
<b>Employee Name:</b>	
<b>Vendor Name:</b>	
<b>Contract Name:</b>	
<b>Date of Service:</b>	

Nature of Feedback			
Overall Contract			
	Product offering on contract meets or exceeds departmental needs		Product offering on contract does not meet departmental needs
Delivery			
	Delivery meets or exceeds expectations		Improper method of delivery or handling
	Delivery not made on promised date		Delivery of damaged goods
	Delivery made to the wrong destination		Delivery made at an unsatisfactory hour
	Unauthorized delivery		
Customer Service			
	Sales representative was available and provided useful information		Customer service inquiries were not handled in a timely manner
	Sales representative was not helpful or could not be reached		
Quality			
	Product quality meets or exceeds expectations		Unsatisfactory and unauthorized substitute item delivered by vendor
	Quality of product/service is inferior		Unsatisfactory or improper packaging
	Unsatisfactory workmanship and/or installation		
Other			
	I would support extension of this contract with this vendor		Vendor website was easy to navigate
	Excessive billing discrepancies		Unsatisfactory service response
	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](mailto:preferred.vendor@auburn.edu)) or print and fax to 334-844-4306.