



Supplier Problem Report

Purpose: Each member shall utilize the Supplier Problem Report as a method of communicating problems to the Supplier and to assist in proactive problem prevention.

Procedure: The Supplier Problem Report is to be completed immediately following a supplier problem occurrence. This report should be utilized to report any problem that may occur with any purveyor. Please complete this form using as much detail as possible. On a bi-weekly basis this form should be returned to **Tidewater Group Purchasing, ATTN: Chris Cox**, who will then review, forward to purveyors, and follow up with the members.

Facility: _____ **Date:** _____ **Manager:** _____

Supplier	Date	Invoice Number	Short Delivery	Excessive Out of Stocks	Miscode	Damaged/ Dirty Goods	Late Delivery	No Substitution Call	Delayed Credit	Poor Quality	Late Credit	Late Pickup	Detail Description / Corrective Action

Please return copy to: **Tidewater Group Purchasing**
ATTN: Chris Cox
300 Techne Center Drive
Milford, OH 45150
Fax (410) 385-4367

If a problem occurs in any of these categories, please check the appropriate box and provide an explanation.

- Short Delivery -** Shortages on delivery whether invoiced/ not received/ not billed, (please provide an explanation). These were shortages you were unaware of prior to delivery.
- Excessive Out of Stocks -** A large number of out of stocks, continuous out of stocks, out of stocks that interfere with the operation of your facility. Please provide a description of items. Out of Stocks are items which you were previously notified.
- Miscode -** Items mislabeled by the distributor, (please provide an explanation).
- Damaged/ Dirty Goods -** Please list extent of damage. Please note if this is a continuous problem.
- Late Delivery -** Delivery was very late, please note if the facility was notified.
- No Substitution Call -** Substitutions were made without notification. Please provide an explanation.
- Delayed Credit -** Credits should be issued from our purveyors within five (5) days of notification and should be issued to the Tidewater Member, not the Bookkeeper or Corporate Office.
- Poor Quality -** Substandard quality items should be noted here and an explanation provided.
- Late Credit/ Pickup -** Delayed time period between the notification of damaged products to supplier and credit/ pick-up of those items.