

Walton County Tax Collector Vendor/Supplier Report Card



Supplier Name:	
Product or Service	
Contact person:	
Phone:	
Email:	

Rating System
1 = Poor
2 = Needs Improvement
3 = Average
4 = Good
5 = Excellent

Customer Service	Score
Product or service conforms to specifications	
Meets delivery schedules, including shipping	
Ability to return products	
Problem resolution	
Availability/response time of sales reps	
Returns calls in timely fashion	
Communicates price changes	
Competitive pricing	

Support	Score
Adequate training included in pricing	
Training effectiveness	
Informed of new products/services	
Understands Action Plans & MVV	
Accessibility of support personnel	
Turnaround time on tech support	
Website usefulness	

Administrative Services	Score
Prompt Invoicing (w/in 30 days)	
Accurate invoicing	
Overall organizational stability	
Accessibility to administrative personnel	
Written order or delivery acknowledgment	
Packing slips accurate and easy-to-read	

Total Score:		0.0
Final Rating:		0.0

Rating Period:	April 2014 - April 2015
Action Plans Vendor:	
Evaluators:	
Data Reviewed	

Comments from Evaluator:

--

Comments from Vendor:

--

Steps to be taken:

--