**[Company name]**

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

# Vendor Communication Log

**Supplier legal name:** _____ **Goods or services covered by this log:** _____

**Name of internal owner of this log:** _____ **Log period start date:** _____

**Log period end date:** _____ **Contract or order reference:** _____

**1. Key contacts** Record the contacts used for this supplier, so anyone picking up the log can reach the right person without searching through past messages.

| Role | Name | Email address | Telephone number | Notes |
|---|---|---|---|---|
| Supplier account contact | [Name of supplier account contact] | [Email address of supplier account contact] | [Telephone number of supplier account contact] | [Notes on supplier account contact] |
| Supplier operational contact | [Name of supplier operational contact] | [Email address of supplier operational contact] | [Telephone number of supplier operational contact] | [Notes on supplier operational contact] |
| Internal owner | [Name of internal owner of this log] | [Email address of internal owner of this log] | [Telephone number of internal owner of this log] | [Notes on internal owner of this log] |
| Internal finance contact | [Name of internal finance contact] | [Email address of internal finance contact] | [Telephone number of internal finance contact] | [Notes on internal finance contact] |

**2. Communication log** Log every material contact in date order, as soon as it happens. Record decisions and commitments in the summary column, not only that a contact took place, so the log can be relied on later. Add or remove rows to fit the number of contacts in the period.

| Date | Method of contact | Contacted by and with | Subject | Summary, decisions, and commitments | Follow-up action | Owner of follow-up | Follow-up due date | Status |
|---|---|---|---|---|---|---|---|---|
| [Date of communication one] | [Method of communication one] | [Names of people involved in communication one] | [Subject of communication one] | [Summary, decisions, and commitments from communication one] | [Follow-up action from communication one] | [Name of owner of follow-up action one] | [Due date for follow-up action one] | [Status of follow-up action one] |
| [Date of communication two] | [Method of communication two] | [Names of people involved in communication two] | [Subject of communication two] | [Summary, decisions, and commitments from communication two] | [Follow-up action from communication two] | [Name of owner of follow-up action two] | [Due date for follow-up action two] | [Status of follow-up action two] |
| [Date of communication three] | [Method of communication three] | [Names of people involved in communication three] | [Subject of communication three] | [Summary, decisions, and commitments from communication three] | [Follow-up action from communication three] | [Name of owner of follow-up action three] | [Due date for follow-up action three] | [Status of follow-up action three] |
| [Date of communication four] | [Method of communication four] | [Names of people involved in communication four] | [Subject of communication four] | [Summary, decisions, and commitments from communication four] | [Follow-up action from communication four] | [Name of owner of follow-up action four] | [Due date for follow-up action four] | [Status of follow-up action four] |

### 3. Summary for this log period

**Total number of contacts logged:** _____ **Number of follow-up actions still open:** _____

# [Company name]

**Date of most recent contact:** _____ **Most important open follow-up action:** _____

**Owner of the most important open follow-up action:** _____ **Due date of the most important open follow-up action:** _____

**Recurring issue identified in this period, if any:** _____

Escalation: any follow-up action that passes its due date without completion must be escalated to [Name or role to whom overdue vendor follow-up actions are escalated] and the escalation recorded as a new log entry above.