**[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. Add or remove table rows to fit your needs. 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

| Item | Detail |
|---|---|
| Supplier legal name | [Legal name of supplier] |
| Goods or services covered by this log | [Goods or services covered by this log] |
| Name of internal owner of this log | [Name of internal owner of this log] |
| Log period start date | [Log period start date] |
| Log period end date | [Log period end date] |
| Contract or order reference | [Contract or order reference for this supplier] |

## 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] |

[Company name]

## 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.

| te | Method of contact | Contacted by and with | Subject | Summary, decisions, and commitments | Follow-up action | Owner of follow-up | Follow-up due date | Status |
|---|---|---|---|---|---|---|---|---|
| te of mmunication ] | [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 |
| te of mmunication ] | [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 |
| te of mmunication e] | [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 thre |
| te of mmunication r] | [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 fou |

## 3. Summary for this log period

| Summary item | Detail |
|---|---|
| Total number of contacts logged | [Total number of contacts logged in this period] |
| Number of follow-up actions still open | [Number of follow-up actions still open] |
| Date of most recent contact | [Date of most recent contact with this supplier] |
| Most important open follow-up action | [Description of the most important open follow-up action] |
| Owner of the most important open follow-up action | [Name of owner of the most important open follow-up action] |
| Due date 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 | [Description of any recurring issue identified in this period] |

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.