[Company name]

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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:** _____

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.