

## Section 2.33

### Expediting & Follow-up

#### Expediting

Expediting is a concept in purchasing and project management for securing the quality and timely delivery of goods and components.

The procurement department or an external expeditor makes sure that the required goods arrive at the appointed date in the agreed quality at the agreed location.

The contractor is required to meet the delivery schedule agreed upon as documented in the contract or purchase order.

#### Follow-up

Follow-up is an effort on the part of an agency to ensure that the contractor meets the delivery timeline on the contract or purchase order.

By practicing follow-up, an agency places contractors on notice that orders are being monitored. This usually ensures prompt delivery or notification from a contractor when delivery delays are anticipated.

Follow-up often prevents unnecessary purchase order cancellations due to communication problems between the contractor and the agency.

The purchasing process is complete only when the merchandise is delivered and the contractor is paid.

Suggestions for follow-up:

- Develop an effective system for making timely initial contact with contractors to make them aware that delivery is expected as acknowledged at the time of order.
- Initiate the follow-up process by e-mail, mail or telephone.
- For delivery acknowledgements that take an extended period of time to accomplish, make a second follow-up contact half-way through the delivery period to assure it is still on track.
- Forward copies of all correspondence regarding a late delivery to the appropriate TPASS purchaser.
- Request assistance from TPASS as needed.
- Vendor Performance - Ordering entities shall report the vendor's performance on any purchases over \$25,000 or more from contracts administered by TPASS, or any other purchase made through an agency's delegated authority, or a purchase made pursuant to the authority in Texas Government Code, Title 10, Subtitle D, or a purchase exempt from TPASS procurement rules and procedures. Ordering entities are also encouraged to report vendor performance for purchases under \$25,000 (see Section 2.36 Vendor Performance).

**NOTE:** ALWAYS report performance issues and comments to the Vendor Performance Tracking System to document and advise the TPASS of exceptional performance or problems relating to purchased products or services.

## (Sample Expediting Letter)

Date  
Ordering Entity:  
Contractor:  
Order No.:  
Requisition No.:  
Dated:

Sir or Madam:

The referenced order was due (Date). Our records indicate that we have not received this merchandise. We request that delivery be made within ten (10) days from the date of this letter. If delivery cannot be completed, you will need to contact (Purchaser Name) at (Contact Information) immediately regarding the status of this order. Otherwise, we will cancel the order, purchase this commodity elsewhere, and may assess damages as permitted in your contract with (Name of Agency).

Your prompt attention to this matter is appreciated.

Sincerely,

Ordering Entity's Purchaser  
Phone Number