



# TIPS FOR BUILDING AND MAINTAINING EFFICIENT RELATIONSHIPS WITH LOCAL VENDORS

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## ORDERING

- ▶ Ask for annual product availability and price list from the vendor
- ▶ Work with vendor to ensure that product and packaging specifications meet your needs
- ▶ Request product samples as appropriate
- ▶ Ask for signage and vendor promotional materials
- ▶ Set, maintain and communicate specific times for placing orders
- ▶ Clarify the primary point of contact on each end (the store and the vendor)
- ▶ Confirm all orders to ensure accuracy

## DELIVERY

- ▶ Set and communicate standard delivery hours (e.g., Monday through Friday 8am to 3pm)
- ▶ Ensure that vendor is clear on precise delivery location prior to their first store delivery (i.e., loading dock, front door)
- ▶ Ensure that all products are properly checked in by store staff (i.e., product delivered matches product ordered, product meets store quality standards and specifications, product includes invoice)
- ▶ Determine policy for saving returnable crates, boxes, etc.

## INVOICING AND BILLING

- ▶ Set and communicate requirements for invoices (i.e., date of delivery, vendor name, product name, case size, quantity, total cost, QuickBooks, Excel or Word format)
- ▶ Require all deliveries to be accompanied by an invoice, and ensure that product is properly received and signed by appropriate store staff
- ▶ Set and communicate store billing terms (ideally within net 7 days, but no more than net 30 days)

## CREDITING

- ▶ Set and communicate credit policy to vendors and store staff (24 hour credit policy and approximately 3% product loss/damage are industry standards)
- ▶ Ensure that store staff are properly receiving product at the door, and they are identifying sub-standard
- ▶ In the event of a credit, clarify the reason (e.g., product quality, shipping damage, wrong item)

## ADDITIONAL REQUIREMENTS AND POLICIES

- ▶ Develop, maintain and communicate additional store policies regarding product liability insurance, food safety requirement, etc.



## Store Summary Sheet for Local Vendors

**Retailer's Name:** \_\_\_\_\_

**Buyer Contact / Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Store Address:** \_\_\_\_\_

**Website:** \_\_\_\_\_

**Ordering Times:** \_\_\_\_\_

**Delivery Days and Times:** \_\_\_\_\_

**Delivery Location:** \_\_\_\_\_

**Invoice Requirements:** \_\_\_\_\_

**Payment Terms:** \_\_\_\_\_

**Credit Policy:** \_\_\_\_\_

**Additional Requirements:** \_\_\_\_\_

