

WALTON COUNTY BOARD OF COUNTY COMMISSIONERS

Office of Central Purchasing

Procedure No: PP-007

Title: Requisition - Processing Delay Documentation

Effective Date: March 25, 2008

Revised Date: September 3, 2008

I. Purpose:

To establish procedures for dealing with purchase delays.

II. Scope:

This procedure applies to purchases.

III General:

Delays occur in the processing of purchase requisitions. Typical reasons for such delays are as follows:

- A. Poorly written requisitions, such as deficient scope of work.
- B. Difficulty in sourcing a vendor or outsourcing services.
- C. Wrong account number.
- D. Delay by the vendor, for example, back orders.
- E. Incomplete requisitions.
- F. Requisition with insufficient available funds.

IV. Procedure:

When processing delays occur, Purchasing Agent/Buyers will adhere to the following procedures to provide the highest level of customer service to the client department.

- A. Advise Department Head/Director by email or phone, discussing the reason(s) for delay and provide projection of when the requisition will be processed. This can be done via telephone or email within 72 hours.

- B. Discuss incomplete requisition with Department Head/Director, for example, poorly written scope of work, no delivery date provided, insufficient funds, or anything that a brief conversation may resolve. Serious deficiencies may result in returning requisition to the Department for correction and re-submission.
- C. Delays from the Purchasing Agent will sometimes occur. In cases, where “Requisition Processing Priorities” as outlined in the procedure, are not met, the Purchasing Agent will immediately notify the Department Head/Director either by phone or email.
- D. Difficulties in outsourcing to qualified vendors will be discussed with the requesting Department Head/Director for their guidance and assistance.
- E. Department Head/Directors and/or their authorized representatives are urged to discuss any issues with the Purchasing Agent/Buyer at any time. The Office of Central Purchasing is committed to the highest standards of service and with everyone’s cooperation we can achieve this important goal and objective.