



Board of County Commissioners  
Office of Purchasing  
**Title: Requisition - Processing Delay Documentation**

Effective Date: 6/10/99      Supersedes Date:

Procedure No: PP-032

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Purpose:

I. To establish procedures for dealing with purchase delays.

II. Scope:

This procedure applies to **all** 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. Delays by the Purchasing Agent
- D. Delay by the vendor, for example, providing W-9 requirement, licenses, and certificates of insurance.

IV. Procedure:

When processing delays occur, Purchasing Agents will adhere to the following procedures to provide the highest level of customer service to the client department:

- A. Advise Department Director immediately, discussing the reasons(s) for delay and provide projection of when requisition will be processed.



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- B. Discuss incomplete requisition with Department 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 occasionally occur for whatever the difficulty. In **all** cases where "Requisition Processing Priorities," as outlined in Procedure No. PP-031, are not met, the Purchasing Agent will immediately notify the Department Director and the Purchasing Manager.
- D. Difficulties in outsourcing to qualified vendors will be discussed with the Department Director for their guidance and assistance.
- E. Department Directors and/or their authorized representatives are urged to discuss any customer service issues with the Purchasing Manager at any time. In turn, we promise our immediate attention to your departmental needs. The Office of Purchasing is committed to the highest standards of customer service and with everyone's cooperation we can achieve this important goal and objective.