



Supply Chain Vendor Dispute Support Checklist 2026

Dispute Identification & Documentation

Initial steps to capture all evidence, including purchase orders, invoices, and communication logs related to the discrepancy.

Date of Discrepancy Discovery

Dispute Reference Number

Dispute Category

- ☐ Shortage/Missing Items
- ☐ Damaged Goods
- ☐ Incorrect Pricing/Invoicing
- ☐ Late Delivery
- ☐ Quality Non-Compliance

Detailed Description of Discrepancy

Write something...

Supporting Evidence (Photos/Scanned Invoices)

 Upload File

Affected Purchase Orders

- ☐ PO-2026-001
- ☐ PO-2026-002
- ☐ PO-2026-003

Internal Auditor Verification

Impact Assessment

Evaluation of how the dispute affects production timelines, inventory levels, and downstream supply chain operations.

Dispute Severity Level

- ☐ Low - Minor discrepancy, no production impact
- ☐ Medium - Potential delay in production or shipping
- ☐ High - Critical stoppage or significant financial loss

Estimated Financial Impact (USD)

Enter a number...

Affected Operations

- ☐ Inventory Levels
- ☐ Production Schedule
- ☐ Customer Delivery Deadlines
- ☐ Warehouse Capacity
- ☐ Downstream Distribution

Detailed Operational Impact Description

Write something...

Date of Impact Detection

Enter date...

Evidence of Impact (Photos/Logs)

 Upload File

Vendor Communication Protocol

Standardized procedures for notifying the vendor, assigning a dedicated point of contact, and initiating formal dispute notifications.

Primary Vendor Contact Name

Write something...

Vendor Email Address

Write something...

Communication Channel Used

- ☐ Email
- ☐ Phone Call
- ☐ Video Conference
- ☐ Official Dispute Portal

Date of Initial Contact

Enter date...

Summary of Communication Log

Write something...

Copy of Dispute Notification Letter

 Upload File

Internal Support Manager Approval

Root Cause Analysis

Investigation into whether the issue stems from logistics errors, quality control failures, incorrect invoicing, or contractual non-compliance.

Primary Dispute Category

- ☐ Inaccurate Quantity
- ☐ Damaged Goods
- ☐ Incorrect Documentation/Invoicing
- ☐ Delayed Delivery
- ☐ Product Non-Compliance/Quality Issue

Detailed Description of Discrepancy

Write something...

Contributing Factors

- ☐ Logistics/Carrier Error
- ☐ Manufacturing Defect
- ☐ Warehouse Handling Error
- ☐ Data Entry Error
- ☐ External Environmental Factor

Supporting Evidence (Photos/Reports)

 Upload File

Date of Incident Discovery

Enter date...

Analyst Verification

Resolution & Negotiation Strategy

Steps for reviewing contractual terms, calculating potential credits or refunds, and preparing a formal settlement proposal.

Proposed Resolution Type

- ☐ Full Refund
- ☐ Partial Credit
- ☐ Replacement Shipment
- ☐ Discount on Future Order
- ☐ Service Credit

Negotiated Credit Amount

Enter a number...

Negotiation Summary

Write something...

Resolution Deadline

Enter date...

Signed Settlement Agreement



Upload File

Internal Approval Signature

Corrective Action Plan (CAPA)

Collaborative steps with the vendor to implement long-term fixes and prevent recurrence of the specific supply chain failure.

Root Cause Summary

Write something...

Detailed Corrective Action Steps

Write something...

Implementation Deadline

Enter date...

Action Owner

- ☐ Procurement Manager
- ☐ Quality Assurance Lead
- ☐ Logistics Coordinator
- ☐ Vendor Representative

Required Resources

- ☐ Staff Training
- ☐ Software/System Update
- ☐ New Equipment/Tools
- ☐ Updated SOP Documentation

Updated Process Documentation

 Upload File

Final Approval

Financial Reconciliation

Verification of adjusted invoices, processing of credit memos, and updating accounts payable records to reflect the resolution.

Reconciliation Completion Date

Enter date...

Total Credit/Refund Amount

Enter a number...

Resolution Type

- ☐ Full Refund
- ☐ Partial Credit
- ☐ Replacement Shipment
- ☐ Service Credit

Updated Invoice or Credit Memo

 Upload File

Financial Impact Summary

Write something...

Finance Manager Approval

Vendor Performance Update

Updating the vendor scorecard and internal risk assessment database based on the dispute outcome and resolution efficiency.

Vendor Performance Rating

- ☐ Critical - Immediate Audit Required
- ☐ Warning - Probationary Status
- ☐ Satisfactory - No Change
- ☐ Improved - Positive Trend

Root Cause Summary

Write something...

Impacted Shipment Value (USD)

Enter a number...

Next Review Date

Enter date...

Corrective Actions Implemented

- ☐ Updated SLA Agreement
- ☐ Increased Inspection Frequency
- ☐ Vendor Training Conducted
- ☐ New Quality Documentation Required

Supply Chain Manager Approval

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✓ Finish

🔧 Generate Sample Report