

GENERAL SERVICES ADMINISTRATION
REGION 9
San Francisco, California 94103

June 26, 1969

GSA REGIONAL BULLETIN FPMR 9-E-31
SUPPLY AND PROCUREMENT

TO : Heads of Federal Agencies (California, Nevada, and Hawaii)

SUBJECT: Reporting quality complaints on merchandise received

1. Purpose. This bulletin provides guidelines for reporting complaints on the quality of merchandise received from the General Services Administration, whether from the General Services Administration supply facilities or by direct delivery.
2. Expiration date. This regional bulletin contains material of a continuing nature and will remain in effect until canceled.
3. Exception. Complaints on the quality of merchandise received directly from suppliers or manufacturers through Federal Supply Schedules should be handled as outlined in Federal Supply Catalog, "Guide to Sources of Supply and Service," Section 1.
4. Reporting procedure. Submit an original and two copies of Form R9-2051, Quality Complaint. Attached is a copy of the form. A supply of this form may be obtained by request from:

General Services Administration
Order Processing and Control Division, FSS (9FNPI)
49 Fourth Street, Mail Station 29
San Francisco, California 94103

5. Cancellation. GSA Regional Bulletin FPMR 9-E-5 is canceled.

T. E. Hannon
T. E. HANNON
Regional Administrator

Distribution: F; G-6; H-6; I-6; 9-X-5, and
GSA Stock Catalog Mailing List

Attachment

(GSA USE ONLY)

QUALITY COMPLAINT

(Submit in original and two copies. Mail in window envelope.)

INITIAL, DATE, AND ROUTE		3. QUALITY CONTROL DIV.	M.S. 27
. ORDER PROC. & CONTROL DIV.		4. INVENTORY MGT. DIV.	M.S. 16A
2. INVENTORY MGT. DIV.	M.S. 16A	5. ORD. PROC. & CONTROL DIV.	M.S. 29

PERSON TO BE CONTACTED
(NAME, TITLE, TELEPHONE NO.)

General Services Administration
Order Processing and Control Div., FSS (9FNPI)
49 Fourth Street, Mail Station 29
San Francisco, California 94103

LOCATION OF MERCHANDISE
(INCLUDE STREET AND CITY)

FEDERAL STOCK NUMBER	MANUFACTURER OR SUPPLIER	QUANTITY		
		RECEIVED	ON HAND	DEFECTIVE
DATE RECEIVED				

ITEM DESCRIPTION

GSA MANIFEST NUMBER (DEPOT SHIPMENTS ONLY)	PURCHASE ORDER NUMBER (FROM CONTAINER)
GSA CONTRACT NUMBER (FROM CONTAINER)	AGENCY DOCUMENT NO. (REQUISITION CODE, JULIAN DATE SERIAL NUMBER)

NATURE OF COMPLAINT (CONTINUE ON REVERSE, IF NECESSARY)

APPROVED BY (SIGNATURE AND TITLE)	DATE
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