STANDARD OPERATING PROCEDURE

Event Vendor Coordination SOP

Document no.	SOP-EVT-003
Revision	1.0
Owner	Event Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To select reliable vendors, formalize agreements clearly, and coordinate their work so every vendor arrives on time and delivers what was contracted.

2. Scope

Applies to event coordinators sourcing and managing vendors such as catering, decor, entertainment and AV for an event. Day-of cue calling is covered by the event day run of show SOP.

Definitions

Vendor scope of work	The specific services, deliverables and timing a vendor is contracted to provide for the event.
Load-in window	The scheduled time slot a vendor has to bring in and set up their equipment or materials.
Preferred vendor list	The list of vendors a venue or company has vetted and recommends for use at their events.

3. Responsibilities

Event Coordinator	Sources vendors, negotiates scope, schedules load-in windows, and manages day-to-day vendor communication.
Event Manager	Approves vendor contracts and payments, and resolves vendor performance issues.
Venue Manager	Approves vendor load-in access and enforces venue rules for outside vendors.

RACI matrix

Activity	Event Coordinator	Event Manager	Venue Manager
Source and shortlist vendors	R/A	C	I
Approve vendor contracts	R	A	I
Schedule load-in windows	R	I	A
Review vendor performance after the event	R	A	C

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Preferred vendor list
- Vendor scope of work template
- Vendor contract template
- Load-in schedule
- Vendor payment tracker
- Vendor performance review form

5. Procedure

Step	Task	Owner	Done
5.1	**Identify vendor needs** Review the event budget and brief to identify which vendor categories are needed, such as catering, decor, entertainment or AV.	Event Coordinator	☐
5.2	**Source and shortlist vendors** Check the preferred vendor list first, and source additional quotes from outside vendors when needed, comparing at least two or three options per category.	Event Coordinator	☐
5.3	**Request and compare quotes** Request an itemized quote from each shortlisted vendor covering the same scope of work, so pricing and deliverables can be compared fairly.	Event Coordinator	☐
5.4	**Confirm scope of work in writing** Document the agreed scope of work with each selected vendor, including deliverables, timing, headcount if relevant, and cancellation terms. **Checkpoint:** Every selected vendor has a written scope of work before a contract is signed.	Event Coordinator	☐
5.5	**Get contracts approved and signed** Route each vendor contract to the event manager for approval, and get it signed by both parties before paying any deposit. **Warning:** Never pay a vendor deposit against an unsigned contract.	Event Manager	☐
5.6	**Track deposits and payment schedule** Record each vendor's deposit and remaining balance due dates in the payment tracker, and confirm payments are made on schedule.	Event Coordinator	☐
5.7	**Schedule load-in windows** Coordinate with the venue manager to assign each vendor a load-in time window that avoids conflicts with other vendors and the venue's own schedule. **Checkpoint:** No two vendors are scheduled the same load-in window in a space that cannot fit both at once.	Event Coordinator	☐
5.8	**Confirm details before the event** Contact each vendor about a week before the event to reconfirm timing, final headcount or quantities, and any last details.	Event Coordinator	☐
5.9	**Share the run sheet with vendors** Send each vendor the relevant sections of the event run sheet so they know their cues and timing on event day.	Event Coordinator	☐
5.10	**Manage vendor issues on event day** Address vendor delays, substitutions or scope issues on event day by working with the event lead, following the event day run of show SOP.	Event Coordinator	☐

Step	Task	Owner	Done
5.11	**Process final payments** Confirm the vendor delivered per the scope of work before releasing the final payment, noting any shortfall before paying in full.	Event Manager	☐
5.12	**Review vendor performance** Complete a vendor performance review after the event covering reliability, quality and communication, and update the preferred vendor list accordingly.	Event Coordinator	☐

6. Quality checks

- Every vendor has a signed contract before a deposit is paid.
- No two vendors share a conflicting load-in window in the same space.
- Vendor delivery is confirmed against the scope of work before final payment.
- A performance review is completed for every vendor used.

7. Records

- Signed vendor contracts and scopes of work
- Vendor payment tracker
- Load-in schedule
- Vendor performance review forms

8. KPIs

- Percentage of vendors delivering per the agreed scope of work
- Vendor payment schedule compliance
- Load-in scheduling conflicts per event
- Preferred vendor list retention rate

9. Common mistakes

- Paying a vendor deposit before the contract is signed.
- Scheduling two vendors into the same load-in window and space.
- Not reconfirming details with vendors close to the event date.
- Releasing final payment without confirming the vendor met the scope of work.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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