

VENDOR OPERATIONS PACK

Wedding Vendor Communication & Final Handoff Pack

Keep decisions clear, control changes, confirm final details, organize day-of contacts, separate balances from optional tips, and hand operations to the right person.

COMMUNICATE · CONFIRM · HAND OFF · CLOSE

Move From Planning Conversation to Clean Operations

This pack is not a second vendor tracker. Use it for communication rules, decision records, final confirmations, day-of contacts, payment handoff, gratuity planning, and coordinator transition.

1 CONTROL

Use one inbox, one primary contact, one decision record, and a defined approval path.

2 CONFIRM

Verify arrival, setup, scope, contacts, balances, and escalation rules.

3 HAND OFF

Give the coordinator a short operational packet instead of the entire planning history.

CORE RULE

Changing vendor data belongs in the master Vendor Tracker. This pack holds decisions and approved handoff snapshots, not a competing database.

FINAL OPERATIONS OWNER

Primary vendor contact before handoff: _____

Day-of vendor owner: _____ Handoff date: _____

Set the Vendor Communication System

Decide where communication lives, who answers, where decisions are recorded, and how important changes become written confirmation.

System element	Our choice	Owner	Rule
Dedicated wedding email			
Shared access			
Primary vendor contact			
Backup contact			
Decision log location			
Contract / document folder			
Vendor Tracker			
Naming convention			

SYSTEM CHECK

Can every final vendor decision be found without searching old message threads? [] Yes [] No

Give Every Vendor One Primary Communication Owner

Multiple people may need visibility, but one person should have clear authority to send final instructions and approve ordinary planning decisions.

Vendor	Primary contact	Backup	Decision authority	Main channel
Venue				
Planner / coordinator				
Catering / bar				
Photo / video				
Florals / rentals				
Music / entertainment				
Beauty / cake / transport				
Other				

CONFLICT PREVENTION

Directions from another person must still be recorded in the same decision log and confirmed by the authorized owner.

Make Every Important Message Easy to Retrieve

Clear subject lines help the inbox; a decision log keeps final choices from disappearing inside message threads.

SUBJECT-LINE FORMULA

Wedding Date · Couple · Vendor · Topic

Topic tag	Use for	Example subject / note
QUESTION	Information still needed	
APPROVAL	Final choice accepted	
CHANGE	Approved modification	
PAYMENT	Invoice / balance / receipt	
FINAL DETAILS	Final count / arrival / logistics	
TIMELINE	Timing / service windows	
DELIVERY / SETUP	Access / load-in / pickup	

DECISION LOG

Date	Vendor	Topic	Decision	Approved by	Confirmed?

Close Every Call or Meeting With a Written Record

Anything that changes scope, money, timing, staffing, or responsibility should be summarized and confirmed in writing.

MEETING BASICS

Vendor: _____ Date: _____ Attendees: _____

Purpose: _____

WHAT CHANGED / WHAT WAS APPROVED

Open item	Owner	Deadline	Follow-up sent?

Connect Every Approved Change to Every File It Affects

A vendor change is not complete until scope, price, timeline, written documents, payment schedule, budget, and tracker agree.

Original state	Requested change	Confirmed?	Price change	Timing change	Written doc updated?

UPDATE CHECK

- ☐ Vendor Tracker updated
- ☐ Contract / proposal updated
- ☐ Payment schedule updated
- ☐ Wedding timeline updated
- ☐ Budget updated if needed
- ☐ Coordinator notified if relevant

Use Cadence, Not Constant Check-Ins

Communication should become more operational as the wedding approaches. Respect a stated milestone date unless something material changes.

Planning phase	Typical communication	What should trigger a message	Next contact
Early planning	Inquiry, proposal, booking	Availability, scope, pricing, contract	
Middle planning	Milestone decisions	Design, quantities, selections, approvals	
Final phase	Operational confirmation	Final count, timeline, balance, arrival, setup	

OUR COMMUNICATION RHYTHM

Routine vendor review day / cadence: _____

When we will not send a check-in: _____

What qualifies as urgent: _____

Run One Final Confirmation Round

Reconcile the latest guest count, timeline, operational contact, arrival, access, setup, final scope, and payment status.

Vendor	Final count	Arrival	Access / setup	Final scope	Balance status	Confirmed date
Venue						
Planner / coordinator						
Catering / bar						
Photo / video						
Florals / rentals						
Music / entertainment						
Beauty / cake / transport						

Transfer Vendor Communication Deliberately

Tell vendors exactly when the coordinator becomes the operational contact and what still requires couple approval.

HANDOFF BASICS

Handoff date: _____ Coordinator: _____
Coordinator mobile: _____ Email: _____

Question	Our rule
Vendors notified of handoff?	
Couple remains copied?	
Coordinator may approve routine timing / logistics?	
Coordinator may approve paid changes?	
What still requires couple approval?	
Emergency escalation rule	

SUCCESS CONDITION

By wedding day, vendors know whom to contact without using the couple as the default operations desk.

Wedding Vendor Contact Sheet

Keep this page short enough to scan under pressure. Use direct day-of contacts and only operational notes.

Vendor	Lead + mobile	Arrival	Setup / location	Balance	Backup / emergency	Operational note
Venue						
Planner / coordinator						
Catering / bar						
Photo / video						
Florals / rentals						
Music / entertainment						
Beauty / cake / transport						
Other						

Distribute the Contact Sheet Only to People Who Need It

This contains direct contact information and operational details. It is a coordination document, not a guest-facing handout.

Recipient	Needs a copy?	Why	Version sent	Confirmed?
Planner / coordinator				
Venue point person				
Trusted family / wedding-party backup				
Couple				
Other				

FINAL CONTACT-SHEET CHECK

- ☐ Lead person still correct
- ☐ Direct mobile current
- ☐ Arrival matches timeline
- ☐ Setup instructions current
- ☐ Balance status current
- ☐ Emergency contact valid

Separate Contractual Balances From Optional Gratuities

Use this page only for payments someone may need to handle around the wedding. Keep the full payment history in the financial master.

Vendor	Balance due?	Amount	Due when	Method	Handled by	Proof saved?

PAYMENT RULE

Do not combine tips or voluntary gifts with contractual balances. The owner must know immediately which amounts are required and which are discretionary.

Build the Tip / Gratuity Plan From the Contract First

A service charge, gratuity, and voluntary tip are not automatically the same. Verify what the contract already includes before adding anything.

Vendor / team	Service charge?	Gratuity included?	Additional tip / gift?	Recipient	Timing	Handoff owner

RECOGNITION OPTIONS

- ☐ Cash tip
- ☐ Gift
- ☐ Review
- ☐ Referral
- ☐ Thank-you note
- ☐ Other

Close the Vendor System Before Wedding Day

Complete this quality-control pass before the operational packet is handed off.

- | | |
|--|---|
| ☐ All lead contacts verified | ☐ All direct mobile numbers verified |
| ☐ Arrival times match the latest timeline | ☐ Setup / loading instructions are current |
| ☐ Outstanding contractual balances identified | ☐ Tips kept separate from required balances |
| ☐ Emergency / backup contacts verified | ☐ Coordinator has the final contact sheet |
| ☐ Vendors know the correct day-of contact | ☐ Approved changes are reflected in the tracker |
| ☐ Contact sheet has a current version / date | ☐ Couple is not the default for routine operations |

FINAL HANDOFF APPROVAL

Operations owner: _____

Current packet version / date: _____

Status: [] Ready to hand off [] Needs one final correction

Use this space for final confirmations, coordinator questions, payment handoff details, and approved changes that still need to be returned to the master Vendor Tracker.