

**CUSTOMER REGISTRATION AND SATISFACTION REPORT CARD
FOR STANDARD REFERENCE MATERIALS**

To be notified of any updates or developments of a product, please register your SRM. We also invite you to rate our services.

You can complete and return this card.

Please Print

Online registration and the customer survey are also available:

http://www.nist.gov/srm_reg
http://www.nist.gov/srm_survey

Visit us at
<http://www.nist.gov/srm>

Thank you.

PURCHASE INFORMATION		
SRM/RM Number:		
Order Date:		
NIST Division:		
Sales Order Number (S.O): Example (0800000)		
Purchase Order Number:		
SRM/RM Lot Number:		
SRM/RM Serial Number:		
Purchased directly from NIST?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
CUSTOMER INFORMATION		
User First Name:		
User Surname:		
Organization/Company:		
Address:		
Address (continued):		
City, State/Province:	City:	State/Province:
Country, Postal Code:	Country:	Postal Code:
Phone:		
Fax:		
E-mail:		

Preferred Method of Contact: Email Phone Fax

Do NOT cut.

Fold, staple, and mail.

Do NOT cut.

Please rate your SRM purchasing experience by checking the appropriate box in the table below.

	Excellent (5)	Very Good (4)	Good (3)	Fair* (2)	Poor* (1)	N/A
SRM availability						
Pre-purchase information from the SRM web site						
Pre-purchase information from the SRM printed catalog						
Purchase transaction experience using the telephone						
Purchase transaction experience using the online ordering web site						
Telephone customer service after purchase						
Email customer service after purchase						
Timeliness of delivery after purchase						
Material packed properly						
Certificate/Report information quality						
Material Safety Data sheet quality						
Overall SRM Quality						
Overall Value						
How could NIST serve you better in the future?						
*Let us know why this score was Fair or Poor.						
Other comments?						
How did you hear about NIST Standard Reference Materials?						
<input type="checkbox"/> Advertisement <input type="checkbox"/> Catalog/Brochure <input type="checkbox"/> Colleague <input type="checkbox"/> Exhibit/Meeting <input type="checkbox"/> Web <input type="checkbox"/> Repeat Customer						

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
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POSTAGE WILL BE PAID BY THE ADDRESSEE



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