

**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_reg)  
[http://www.nist.gov/srm\\_survey](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
<b>SRM availability</b>						
<b>Pre-purchase information from the SRM web site</b>						
<b>Pre-purchase information from the SRM printed catalog</b>						
<b>Purchase transaction experience using the telephone</b>						
<b>Purchase transaction experience using the online ordering web site</b>						
<b>Telephone customer service after purchase</b>						
<b>Email customer service after purchase</b>						
<b>Timeliness of delivery after purchase</b>						
<b>Material packed properly</b>						
<b>Certificate/Report information quality</b>						
<b>Material Safety Data sheet quality</b>						
<b>Overall SRM Quality</b>						
<b>Overall Value</b>						
<b>How could NIST serve you better in the future?</b>						
<b>*Let us know why this score was Fair or Poor.</b>						
<b>Other comments?</b>						
<b>How did you hear about NIST Standard Reference Materials?</b>						
<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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