



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

To be notified of any updates or developments of a product, please register your Standard Reference Material (SRM).

We also invite you to rate our services. Information provided by you is very valuable to our continued efforts to enhance our features and content of our measurement services.

You can complete and return this card.

Please Print

To submit a registration and customer survey online, go to http://www.nist.gov/srm_survey.

To submit a registration only, go to http://www.nist.gov/srm_reg.

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

PURCHASE INFORMATION		
SRM/RM Number:		
Order Date:		
NIST Sales Order Number (S.O): Example (0800000)		
Customer Purchase Order Number:		
SRM/RM Lot Number:		
SRM/RM Serial Number:		
Did you purchase 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 Contact

Do NOT cut.

Fold, staple, and mail.

Do NOT cut.

Please rate our NIST SRM services and product by checking the appropriate boxes and answering the questions below.

Please rate the following:	Excellent (5)	Very Good (4)	Good (3)	Fair* (2)	Poor* (1)	N/A
Packaging of the SRM(s)						
Once order for available items was placed, timeliness of delivery						
Carrier treatment of shipment						
SRM Safety Data Sheet or SRM Exemption Letter content						
SRM Certificate or Report of Investigation information						
Overall SRM quality						
Overall SRM value						

Please answer the following:	Yes	No	If "No" please describe the issue.
Did you get what you ordered?			
Does the SRM have proper labels?			
Was the documentation included with the SRM?			

If you had an issue with the fulfillment process, please rate the following:	Excellent (5)	Very Good (4)	Good (3)	Fair* (2)	Poor* (1)	N/A
Our response time with resolving issues with your order						
How well did we resolve issues with your order						
Overall customer service experience						

***Let us know why this score was Fair or Poor.**

How could NIST have made your order fulfillment process experience better?

What is the application of this SRM or RM to your work?

Other comments?

How did you hear about NIST Standard Reference Materials?

Advertisement Catalog/Brochure Colleague Exhibit/Meeting Web Repeat Customer

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 11 GAITHERSBURG, MD

POSTAGE WILL BE PAID BY THE ADDRESSEE

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY
MEASUREMENT SERVICE DIVISION, MS 2300
PO BOX 7139
GAITHERSBURG MD 20898-9941

