



**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.

Best Method of Contact: Email Phone Fax

PURCHASE INFORMATION		
SRM/RM Number:		
Date Shipped:		
NIST Division:		
NIST Sales Order Number: Example (0800000)		
Customer Purchase Order Number:		
Lot Number (if available):		
Serial Number (if available):		
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:
E-mail:		
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.

Category	Question	Excellent	Very Good	Good	Fair*	Poor*	N/A
<i>Website</i>	Navigation and usability of the SRM web site						
	Web presentation of SRM product information						
	Overall website experience						
<i>Order Placement</i>	SRM availability for purchase						
	Ease with getting in touch with SRM Sales and Customer Service						
	Response time with your request for a quote or order						
	Overall experience with order placement (via online, email, phone, or fax)						
<i>Order Fulfillment</i>	Once the order for available items was placed, timeliness of delivery						
	Carrier treatment of shipment						
	Packaging of SRM(s)						
<i>Product</i>	SRM Certificate or Report of Investigation information						
	Material Safety Data sheet or SRM Exemption Letter information						
	Overall SRM Quality						
	Overall SRM Value						

How could NIST serve you better in the future?

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

What is the intended use of this SRM 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
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