

# Sign up for value-added services

## Online Order Tracking

Track the progress of your orders online, from order entry on through to the completion of certifications and return shipments, using *Iti live update* on our website. Please contact one of our Sales/Customer Service representatives for more information or to sign up.

## E-mail Notification of Events

Contact Sales/Customer Service to register your company for e-mail notification of events during processing of your orders. You choose to be notified any time one or more of the following events occurs:

- Receipt of order
- Completion of testing, calibration or machining
- Completion of certification
- Shipping of samples, parts or instruments

## E-mail Certifications

Certified Test Reports include detailed test results, standards or specifications followed during testing and information on accreditations, when applicable. A Certificate of Calibration is prepared for each item calibrated and lists “as found” and “as left” conditions, our NIST-traceable standards, complete calibration results, applicable accreditation information, and any adjustments or repairs made during calibration.

You can receive your company’s certifications by e-mail. Just contact our Sales/Customer Service Department with your name, company name and the e-mail address that will receive the certifications.

NOTE: If your PO # must be referenced on your certification, please provide that number when the order is placed.

## Calibration Reminders by E-mail

Calibration reminder notices are sent to customers when items come due for recalibration. Our policy is to send the notices by e-mail to your company’s main calibration contact. If your company does not use e-mail, the notice can be mailed or faxed. Please contact our Sales/Customer Service Department with the name, company name and e-mail address (fax or mailing address) of the employee who should receive all calibration reminder notices.

NOTE: Please include the Calibration Frequency for your instruments on your purchase orders, so that we can send your reminder notices at the appropriate time. Otherwise, the default is a 12-month frequency.