

## Datacard Product Installation Report

Measuring product quality at the point of installation is a high priority for Datacard Group. Please complete a report for each system. Thank you for selecting our products.

Use one of the following methods to send us your completed report.

- Submit:** Channel Partners or Datacard Group Personnel – [www.PartnerPage.com](http://www.PartnerPage.com)  
 Direct Customers – [www.datacard.com/info/quality\\_feedback](http://www.datacard.com/info/quality_feedback)  
**Fax:** 952.988.7035  
**E-Mail:** [installation\\_reports@datacard.com](mailto:installation_reports@datacard.com)

	<b>DCC Order Number:</b>
<b>Product Name:</b>	<b>Serial Number:</b>
<b>Component:</b>	<b>Serial Number:</b>
<b>Component:</b>	<b>Serial Number:</b>
<b>Customer Company / Channel Partner Name:</b>	<b>Install Date:</b>
<b>Customer / Installer Contact Name:</b>	<b>Phone Number:</b>

### Product Installation Data

1.	Did the product installation meet your expectations? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If Yes, Thank you for your time!      If No, please explain:</b> _____ _____
2.	Did the product arrive without shipping damaged? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If No, please contact your Customer Service Rep who will be able to provide you with the information needed to submit your claim.</b>
3.	Did the product(s) received match the shipping document? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If No, please complete and contact the Datacard Call Center at 1.800.328.3996 (U.S.) / 952.988.2316 (Outside U.S.)</b> <b>Part #:</b> _____ <b>Description:</b> _____ <b>Part #:</b> _____ <b>Description:</b> _____
4.	Did the product(s) received arrive in working condition? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If No, please complete and contact the Datacard Call Center at 1.800.328.3996 (U.S.) / 952.988.2316 (Outside U.S.)</b> <b>Part #:</b> _____ <b>Description:</b> _____ <b>Part #:</b> _____ <b>Description:</b> _____
5.	<b>Hardware:</b> Were you able to power up the equipment and run a test card without problems? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>Software:</b> Were you able to load and run the software? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
6.	Could you complete the installation without making adjustments? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If No, please explain:</b> _____ _____
7.	Did you receive sufficient documentation to install the system and was it easy to follow? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> <b>If No, please explain:</b> _____ _____