

## IMPORTANT INFORMATION FOR CUSTOMERS

### • Possible consequences to scheduled appointment no-shows or late arrivals:

- No-shows: You will lose your appointment and will have to reschedule
- Late arrivals: If you are more than 10 minutes late, you will probably lose your appointment and will have to reschedule

*Because we routinely book a full day of consecutive appointments, late arrivals can rarely be accommodated on the same day. You will likely lose your appointment and will have to reschedule. The rescheduled appointment may be up to two months later.*

### • How much in advance to schedule appointments:

*It may be possible for small loads to be accommodated sooner, but as a rule of thumb, you should schedule about two months in advance.*

- It is a good idea to schedule at least two months prior to the desired appointment date.
- Link to [calibration appointment scheduling forms](#)

### • Key points concerning the importance of providing serial numbers:

- Positive identification of your artifacts will prevent the loss of your equipment.
- Incorrect numbers or other identification must be corrected upon check-in and signed by your representative.
- Whether the person delivering your artifact is simply a truck driver or an actual employee of your company, we will consider them to be your authorized representative.

*Customer representatives should examine and confirm that the items delivered are the same as shown on the serial number report.*

### • Payment options

*Cash or credit cards are not accepted.*

- Payment must be by check or money order.
- Calibration reports will not be released until payment is received.
- Customers may pay upon pickup or may be invoiced by mail.

### • Drop-off/unloading and pick-up/loading instructions

- Two lab staff members must be present for unloading or loading.
- Always check in at lobby first – before approaching drive through area.
- All visitors must sign-in on the digital tablet located in the lobby.
- Customers/representatives are responsible for unloading and loading the items for calibration.
- Customers/representatives are to remain in authorized areas only (lobby & rest room, drive-through area).
- Customers/representatives may not empty, clean, paint, repair or work on equipment on the lab grounds.
- A lab staff forklift operator will assist with unloading and loading.
- An overhead crane will be used by lab staff to assist with unloading and loading of delivery vehicle.
- A compact loader will be used by lab staff to move prover trailers into and out of lab.
- Customers/representatives may not use lab equipment, i.e. forklift, compact loader or overhead crane.
- Customer/representative must make all decisions about load placement on delivery vehicle or securing loads.

*Customers/representatives may view calibration procedures from specifically designated locations only upon receiving prior approval by lab staff.*

### • Recommended conduct for visitors and customers at the lab

- Visitors and customers must remain in authorized areas only.
- No test measures are allowed in lobby area.
- Visitors and customers may not enter lab areas, break room, office area, conference room, computer server room, janitor room, hallways or electrical room unless authorized and escorted by lab staff.

### • Care and handling of equipment to be calibrated

*Also see the [NPL Good Practice Guide, Cleaning, Handling and Storage of Weights](#)*

- See [Care & Handling instructions for Class F](#) field standard weights.
- Lead seals must not be removed.
- If test measures arrive with any liquid or product inside, they will be rejected. The customer/representative must take the test measure to an off-site location to properly dispose of the contents. If time allows and you are given prior approval (with a time cut-off), these may be resubmitted on the same day.
- Provers must be free of serious damage and leaks.
- New provers or provers not previously calibrated by TDA, or provers with neck damage must have a neck calibration performed.
- LPG provers must have the relief valve, check valve and the bottom piping and drain plug removed before arrival.

### • Unacceptable items that will be rejected (dismiss as inadequate or not meeting standards)

- Wet weights – weights with any sign of significant moisture in the adjustment cavity
- Test measures with product inside.
- Any artifacts not complying with NIST specifications.

• **Unacceptable items that will be condemned** (declared unfit for use; incapable of meeting standards)

- Weights for calibration that come in wet for two consecutive years.
- Any item to be calibrated that is incorrect (when impractical or impossible to repair it) and cannot be made correct.

• **Rejected artifacts may be assessed fee charges if discovered after calibration process begins**

- If upon visual inspection, a defect cannot be determined, but one is found upon further examination during the calibration process, a calibration fee will be charged.

• **Acceptance of Gifts, Benefits, and Favors by Employees**

As employees of the State of Texas and TDA, laws and guidelines have been established governing the acceptance of gifts, benefits or favors.

Also see the [Texas Ethics Commission Guide to Ethics Laws for State Officers and Employees](#)

- employees shall not solicit, accept, or agree to accept any gift, favor, or service that might reasonably tend to influence them in the discharge of official duties; or is offered with the intent to influence official conduct;
- employees shall not solicit, accept, or agree to accept any benefit for having exercised official powers or performed official duties in favor of another;
- employees shall not solicit, accept, or agree to accept anything of value from any person or business regulated by TDA and from which the business must obtain a permit or license to operate the business; and
- employees shall not solicit, accept, or agree to accept anything of value from any person or business that is seeking to obtain business from or financial relations or employment with TDA.
- possibly acceptable items include promotional or commemorative items of minimal value such as caps, coffee mugs, tee shirts, and key rings are unsolicited and not offered or accepted in exchange for any action or inaction on the part of a TDA employee.