



ADVANCING STANDARDS
TRANSFORMING MARKETS

ASTM International Proficiency Testing Programs

Frequently Asked Questions

General Questions

Q. What is the ASTM Proficiency Testing Program?

ASTM Proficiency Testing (PTP) programs are statistical quality assurance programs that enable laboratories to assess their performance in the use of ASTM test methods with other laboratories worldwide.

Q. Can I still participate if I am only going to test and submit results for a few of ASTM Methods listed in the scope of the program? Will the participation fee remain the same?

Participation in any PTP is not contingent upon performing all program tests. The participation fee will remain the same no matter how many tests you perform or do not perform.

Q. Do I have to be a member of ASTM?

No. Participation is open to all laboratories from around the world.

Q. Can I receive a discount if I am a member of ASTM?

No. We do not offer discounts for PTP participation if you are a member of ASTM.

Q. Does ASTM honor confidentiality arrangements?

Yes, submit your request to PTP@ASTM.org with request.

Registration

Q. How do I register?

Visit <http://go.astm.org/ptp> for a list of programs and register directly.

Q. I have participated in the ASTM PTP in the past. Should I do anything differently during registration?

Since you are already a customer, it is important that you contact us to complete your registration. By registering using the same account, you ensure:

- Historical Data Tracking and Reporting
- Consolidated Billing

Please contact ptp@astm.org or call +1.610.832.9534 so we can quickly register you for all of your programs under one account.

Q. How do I add a product to my shopping cart?

Click on Add Additional Items to Cart. That will take you to the list of products available to add to the cart. Click in the box to add item to shopping cart. Be sure to click on Add Items to cart at bottom of page.

Q. How do I delete a product from my shopping cart?

Click on Remove Items from Cart - that will take you to the list of products in your shopping cart - click on the item to remove it from the cart, then click Remove Items.

Q. I have multiple labs to register. How should I handle the registration?

If you have more than one lab to register, you must fill out separate registration forms for each participating location. This is necessary in order to document shipping information for each participating facility.

Q. I want to register for a program, but it looks as if I missed the first test cycle. Can I still sign up?

Yes. You can still register for a program if you have missed the first test cycle. Please follow the instructions on the online registration form.

Q. What is the difference between Bill to address, Ship to address and Third-Party Shipping information?

- The Bill to address is where your receipts/invoices will be mailed.
- The Ship to address is where your samples will be delivered (can be the same as your bill to address, but we cannot accept any P.O. boxes in the Ship to fields).
- The Third-Party Shipping information is required for labs outside the United States only. Those labs outside the United States have the following options for delivery of samples:

Ship through a third-party shipping agent. Provide ASTM with the complete address and phone number of your designated U.S. Trans-Shipping Agent who will be responsible

for shipping samples from the U.S. to your facility. Participants are responsible for making financial and shipping arrangements to receive samples directly with your shipping agent.

Ship directly from sample distributor via UPS, DHL, or FEDEX. Provide ASTM with your shipping account number to cover shipping charges. Check that your carrier will deliver test materials to your location.

Q. What is ASTM International's shipping policy?

The program participation fee includes the shipment of the sample material to all participating labs in the United States. The participation fee for the programs listed below also include the shipment of samples to all labs outside the United States. All other products for laboratories outside the United States require the lab to provide a freight forwarder or courier information.

- Determination of Gold in Bullion
- Flammability
- Multiplastics (ASTM and ISO)
- Polyethylene
- Thermal Analysis of Plastics
- Elemental Analysis of Thermoplastics

Q. The system is telling me the product I am selecting may be hazardous - what does this mean?

Some couriers will not ship hazardous materials (HAZMAT). Be sure that the freight forwarder or courier that you use will deliver hazardous materials to your location. The following products may be and/or are hazardous:

- #2 Diesel Fuel
- Additive Manufacturing Powder Metallurgy
- Aromatic Hydrocarbons
- Aviation Turbine Jet Fuel
- Cetane
- Crude Oil
- Gear Oil
- Liquefied Petroleum Gas
- Motor Gasoline
- Octane
- Purified Terephthalic Acid
- Reformulated Gasoline
- F24 Military Aviation Fuel

Billing and Payments

Q. What is the "Invoice" payment type?

When you select "invoice" as a payment type - an invoice will be emailed to your chosen billing contact from our Billtrust billing portal from astm@billtrust.com. An Invoice will also be mailed to your billing address within a few weeks - ASTM International payment terms are Net 30.

Q. What are the ASTM PTP Payment Terms and Conditions?

Billing and Purchase Order Terms

ASTM accepts purchase orders solely for payment processing purposes. POs are not accepted as payment. Please note that ASTM's Proficiency Testing Terms and Conditions take precedence over any conflicting terms stated in your purchase order.

ASTM's standard payment terms are Net 30 days, which override any alternate payment terms listed in your purchase order. Payment terms commence on the date the registration is completed, and the invoice is issued to the billing contact provided on the registration form.

It is the registrant's responsibility to ensure that all information on the registration form is accurate and complete, including shipping and billing details. Any information submitted via the registration forms such as billing contact information, addresses, and shipper information—will supersede conflicting details provided in the customer's purchase order.

Q. What methods of payments are acceptable?

The different methods of payment include:

- Credit Card - Visa, American Express and MasterCard
- Check/Money Order - Payable to ASTM International in U.S. dollars (drawn on a U.S. bank)
- Electronic Funds Transfer

Q. Is it safe to use my credit card?

Our website is secure. We use HTTPS (Secure HTTP) Protocol to ensure that ordering information is sent directly to ASTM, and that only ASTM can decode it. Of course you can place your order over the telephone by calling +1.610.832.9534 Monday through Friday, 8:30 am - 4:30 p.m. ET.

Q. I chose Electronic Funds Transfer as my payment. What is your bank information?

Please send payment to:

TRUIST

214 N Tyrone St.

Charlotte, NC 28202

A#1390004241750

Routing #031309123

SWIFT: BRBTUS33

Q. When will I receive my first sample?

Samples are shipped during the month of the test cycle. Visit go.astm.org/ptp to view cycles.

Q. How do I get to my interactive data entry form?

You will receive an email from ptp@astm.org during the week the sample is scheduled to ship, advising you to access the PTP portal.

Q. My sample was scheduled to ship this month, but I have not received it yet. What should I do?

If you received your email notification from ptp@astm.org regarding the sample shipment and you still have not received the sample, please allow one week for delivery of your sample. If it has been more than one week, please contact ASTM PTP at ptp@astm.org for tracking information.

Q. I have received my sample, but I have not received the samples sent email notification. How should I proceed?

Please check your email for the samples notification from ptp@astm.org. The links are typically sent out before the sample is delivered to you. If you did not receive the email, please contact ASTM PTP at ptp@astm.org

Q. I have some questions regarding testing/procedures?

Please download and read over the test instructions for further clarification. If you still have questions, please contact ASTM PTP at ptp@astm.org.

Q. When are the test results due to ASTM?

Your test results are due to ASTM eight weeks after the sample has been shipped. To find these dates, please see your interactive data form or the samples out email notification from ASTM PTP.

Data Entry

Q. I am entering data online and have received an error message. It will not allow me to save my data. What does this mean?

The fields where you enter your data are set with validation rules. You will receive this error message if you are not entering your data point as per the ASTM Test Method. Please refer to the reporting section of the ASTM Test Method for the correct reporting measurement.

Q. How do I successfully submit my data to ASTM after entering?

When are finished entering and saving your data on the interactive data entry form, you must click on the Finish and Submit to ASTM button. Once you click on this button, you will be asked to print or review your data before submitting results to ASTM by then clicking on the yellow Submit Results button.

Q. I have entered and submitted my data to ASTM, how do I know if it was received?

If you have successfully submitted your data to ASTM, you will receive a message stating that the results have been received by ASTM PTP.

Q. I just received the reminder email to submit my data to ASTM, but I have already done so. What should I do?

Go back into the link and make sure you have submitted your data to ASTM by following the instructions above on how to successfully submit your data to ASTM. If you have already submitted your data, please contact ASTM PTP at ptp@astm.org

Q. I have made an error in data entry and officially submitted my results. How can I make a correction before deadline date?

Please contact ASTM PTP at ptp@astm.org or +1.610.832.9534 for further instructions on how to correct/edit your data.

Final Report

Q. I have entered and submitted my data to ASTM, when will I receive the final report?

Final reports are provided to participants electronically approximately 25 business days following data submission deadline. Mechanical Properties of Metals reports are provided electronically approximately 35 business days following data submission deadline. Reformulated Gasoline and Ultra Low-Sulfur Diesel reports are provided electronically approximately 15 business days following data submission deadline. You will receive an email from ptp@astm.org that contains the link to the final report. We suggest once you receive this link, that you save or print the report for easy accessibility.

Q. It has been over 25 business days, and I have not received the final report. When will it be released?

Please contact ASTM PTP at ptp@astm.org or +1.610.832.9534 for further information regarding the final report.

Q. I have received the final report link, but I am having difficulty accessing the report.

All final reports are in PDF format. First, please make sure you have Adobe Reader to access the file. Some of the reports are large files, so it may take a few minutes for the report to load. If you have clicked on the link and the report is not opening, please contact ASTM-PTP at ptp@astm.org or call +1.610.832.9534.

Q. What is my lab ID code for a specific report?

Your lab ID code is located in the email advising that the final report is available on the PTP portal. It is highlighted in bold text. Please take note of your lab ID code before discarding the email.

Q. Will my lab ID code be the same for each program that I participate in?

No, your lab ID code will randomly change for each program and test cycle that your lab participates in.

Q. I have misplaced my final report email from ASTM. How can I receive it again?

Final reports are housed on the PTP portal for two years. You can download reports and request lab ID codes on the PTP portal. If you need a report more than two years old, please contact ASTM-PTP at ptp@astm.org or call +1.610.832.9534.

Q. I have accidentally lost/misplaced previous reports sent to me. How can I get another copy?

If you have misplaced previous final report links, please contact ASTM-PTP at ptp@astm.org or call +1.610.832.9534.

Q. What is the process for handling complaints?

Complaints, feedback, and appeals are received, substantiated, and investigated by the PTP Staff. They are logged into a tracking system to be reviewed and investigated to determine if action is needed. If the complaint, feedback, or appeal warrants action, PTP Staff will contact all parties involved to implement the resolution.