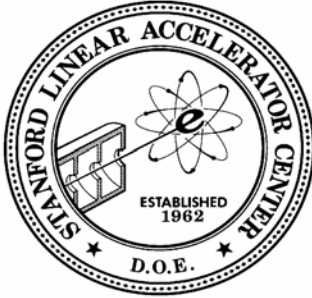


EXHIBIT IV



SLAC PURCHASING DEPARTMENT SURVEY

Date: June 28, 2004

To: All Purchase Card holders

From: Robert S. Todaro
Purchasing Officer

Subject: Survey of Purchasing Level of Service to Purchase Card holders

The Purchasing Department is measuring its performance for Fiscal Year 2004. As one of its annual measures, the Purchasing Department is interested in determining the satisfaction level of our P-Card holders for this fiscal year. Therefore, it would be greatly appreciated if you would take the time to provide answers to the following questions. Upon completion of this survey, please submit this form via email back to Kimberly Swanson by July 2, 2004 so that your responses can be incorporated into our survey results. Thank you for your participation.

1. You believe you are sufficiently trained by the Purchasing Department representative to efficiently understand your P-Card responsibilities.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
2. When dealing with Purchase Card issues, the Purchasing representative responds to your questions and/or problems in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
3. Your questions are thoroughly answered and clearly explained
 Strongly Agree Agree Neutral Disagree Strongly Disagree
4. You believe you are kept current on Purchase Card requirements and policy changes.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
5. The Purchasing Representative responds to my voicemails and emails in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
6. Overall, as a P-Card holder you are satisfied with the customer service provided.
 Strongly Agree Agree Neutral Disagree Strongly Disagree

EXHIBIT IV