

All catalog items and related shipping charges are provided on a cost recovery basis by the US Department of the Interior, Bureau of Land Management.

All catalog item prices are adjusted annually April 1 each year. Individual item prices may be subject to change without advance notice.

National Fire Equipment System (NFES) numbers are assigned to identify/order all catalog items. Each item has a unique NFES number.

ORDERING PROCEDURE

Questions? Supply Office 208-387-5104

PHONE ORDERS NOT ACCEPTED

Mail or Fax Orders to:

USDI-BLM Great Basin Cache Supply Office

National Interagency Fire Center

3833 South Development Avenue

Boise ID 83705

FAX: 208-387-5573 / 5548

Use the suggested order format and credit card forms provided in this catalog or any other forms that contain the following **required information**:

Shipping Address:

- No PO Box Addresses will be accepted
- Company/agency title
- Shipping contact person and telephone number

Payment Method:

- **Credit Card :** Visa, MasterCard, Discover and Amex accepted
- **Invoice:** Company/agency title
Invoice/accounts payable address (**if different from shipping address**)
Office reference/order number (if applicable)

Shipping Method:

- Annotate: **Best Means** (normally takes 2 weeks after receipt) **or**
Overnight (normally 48 hours after receipt)
- Shipping is **FOB Origin** (shipping charges are in addition to order cost)
- Shipping charges are "cost recovery." The cost to ship to the destination is the exact shipping charge billed.
- GBK will **NOT** estimate shipping charges.

Item Information:

REQUIRED

- **NFES Number** (item number)
- **Brief item description, course number and/or form number.**
- **Quantity ordered & unit of issue:** The unit of issue in this catalog is each (EA) or package (PG)
Orders will **NOT** be processed without the above information. No exceptions will be made

Credit Card Procedure

Questions? Supply Office 208-387-5104

- All ordering units may use credit cards for PMS Catalog Items.
- Federal agencies, private individuals, university/college bookstore contractors, and military units must Use credit cards. Orders from these groups are not processed without credit card information.
- *For privacy and security, credit card information must be separate from the order form.* Refer to the credit card form provided.
- Orders billed to a credit card will not allow for “back-ordered” items. You will need to reorder if an item is out of stock. **Please see “Comments” on the packing list within your shipment.**
- GBK will not take credit card information over the phone. This information **must** be faxed or mailed with the order on the credit card form provide.
- If the credit card account is declined by the bank for any reason, GBK will contact the cardholder by telephone for verification and request another credit card if necessary. Failure to rectify any problems with payment can affect the ability to order from GBK in the future.

Invoice Procedure

Questions? Billing/Collection 208-387-5533

- A *USDI BLM Bill for Collections* will be sent within 21 days of order receipt. Payment is due within 30 days of bill date. Payment may be made by check, money order or credit card. Backup documentation is provided for reference and itemization purposes.
- The cost of items ordered and shipping charge(s) will appear on the bill.
- Orders billed to an invoice will not allow for “back-ordered” items. You will need to reorder if an item is out of stock. **Please see “Comments” on the packing list within your shipment.**
- GBK reserves the right to refuse orders from any agency/unit with past due balances over 90 days old until payment has been received in full. Submission of an order to GBK is an agreement to pay for all costs incurred by the USDI BLM to provide these materials. These costs include any and all shipping charges regardless of whether such costs were included on the original ordering/purchasing document. It is the responsibility of the person ordering materials to assure that all requirements have been met for their payment offices. Credit cards may become mandatory for any agency/unit that is found to be consistently difficult to collect from.
- GBK is not responsible for the validity of any order received.

Shipment Receipt Procedure

Questions? Supply Office 208-387-5104

- Items are shipped with an issue/packing list. Immediately verify that all items listed on the computer issue/packing list are enclosed.
- **Please see “Comments” are on the issue/packing list** for information about back-orders, items not carried, discontinued items, or any other specific information about your order. If there are questions once you receive your order, please refer to the “issue number” when calling GBK Supply Office.

Return Procedure

Questions? Supply Office 208-387-5104

- Please refer to the issue number on the packing list in your correspondence when returning items. Items ordered from Part 2 of the catalog may be returned for credit within **30 days of receipt ONLY** if they have not been used and are still a viable item stocked by GBK. Discontinued or obsolete items will not be credited.
- Returned items on credit cards will be credited to the credit card originally charged.
- Credit for returned items on invoiced items will be applied to the subsequent order whenever possible within the current year. If no subsequent order or a specific request for credit received, a refund check will be issued by U.S. Department of Treasury. This action is avoided due to the cost that reverts back to the Federal Government.
- Due to costs incurred, future refunds may require banking information to initiate an EFT/ACH payment.