

## Portable Fire Extinguisher (PFE) and Rangehood Company Tags & Decals

### FREQUENTLY ASKED QUESTIONS

#### I would like to order:

- 1. How will I know when the BULK ordering period is ending?**  
*Notifications will be sent via email when bulk ordering period opens. FDNY will also send reminder emails throughout the bulk ordering period.*
- 2. I have not submitted any order for TAGS/DECALS/STAMPS, what should I do?**  
*Browse to <https://fdny.easystore.com/> and place your order.*
- 3. Is there a manual for placing orders?**  
*YES, the step by step instructions can be found by going to the following link:  
<https://www1.nyc.gov/assets/fdny/downloads/pdf/business/instructions-for-users-vanguard.pdf>*
- 4. If we can't sign into our Vanguard account to place an order, who can help us?**  
*If you are having an issue with your login information, reach out to Vanguard by e-mail: [jmehl@vanguarddirect.com](mailto:jmehl@vanguarddirect.com). If you need FDNY assistance reach out to [Tags.Decal@fdny.nyc.gov](mailto:Tags.Decal@fdny.nyc.gov).*
- 5. What happens if I miss the BULK ordering period, can I still get a discounted price?**  
*Unfortunately, NO.*
- 6. How can I save on costs?**  
*Order as soon as the BULK ordering period begins. Avoid ordering during the ON DEMAND period.*
- 7. My new company was added to the FDNY approved list during the ON DEMAND ordering period. If I order during ON DEMAND period, can I still get BULK pricing?**  
*Unfortunately, NO. You have two options:*
  - *Wait until the next BULK order period, or*
  - *Order during ON DEMAND.*
- 8. What is the minimum PFE tag order?**  
*The minimum order for INDOOR PFE tags is 3,000 pieces. The minimum order of OUTDOOR use tags is 1,000 pieces.*
- 9. What is the minimum order for Rangehood decals?**  
*The minimum order for decals is 1,000 pieces.*

**10. What is the minimum order for COF stamps?**

*COF stamps can be purchased in any quantity.*

**11. Can COF stamps be ordered separately?**

*YES; however, tags and decals must have been ordered previously.*

**12. Who is eligible for a Certificate of Fitness stamp?**

*Eligible employees (W-96 and/or P-64/W-64 Certificate of Fitness) of your company.*

**13. How can I order Certificate of Fitness stamps for my Certificate of Fitness holders?**

*The Vanguard website allows you to enter the name and Certificate of Fitness number. The FDNY will verify the data before authorizing production of the order.*

**14. Can employees continue to use the COF stamp after they leave the company?**

*The COF stamp is designed to only be used under one company. Once employee leaves the company, he or she cannot continue to use the COF stamp with a different company.*

**15. Will I see the total price of the order prior to submitting it on the Vanguard website?**

*YES. You will see the total amount due on the Vanguard before you submit your order.*

**16. Will I see what the product looks like before it is ordered?**

*YES. All the products will be available to view on the Vanguard website.*

**17. I never sent my company logo to the FDNY, can I still add it to the order?**

*YES. You can upload your company logo when placing the order on vanguard website.*

**18. How do I know if Vanguard has my correct company information?**

*When placing your order, check the Vanguard "proof image" to ensure the address, logo, LIC # and phone number are correct. If you notice an error, do NOT approve. Contact [jmehl@vanguarddirect.com](mailto:jmehl@vanguarddirect.com) for assistance.*

**19. When should I pay for my order?**

*You will receive an e-mail from FDNY with instructions to pay on FDNY Business. If you fail to pay, your order will be cancelled.*

**20. Where can any order be shipped?**

*The order may be shipped to any U.S. address. They may NOT be shipped to a P.O. Box., all deliveries must be signed for (NO EXCEPTIONS).*

**21. Is there a calendar identifying bulk and on-demand ordering periods?**

*YES. Calendars are included in email notifications.*

## What if I cannot access locations I have cleaned in the past:

As of August 1, 2019, Non-Compliance decals are available on the Easy Order Website.

### 1. Why would I order Non-Compliance Decals?

- Not accessible, missing, and/or damaged access doors.
- Your company is unable to perform a complete FDNY required cleaning.
- Clients who are due for cleaning and are not willing to have service performed and simply want a compliance decal to be affixed to their hood to show compliance.
- Incomplete jobs when the cleaning does not meet required codes and regulations.

### 2. Do I have to report Non-Compliance?

*Yes. Non-Compliance must be reported to Glenn Mendez [Glenn.Mendez@fdny.nyc.gov](mailto:Glenn.Mendez@fdny.nyc.gov)*

## I have ordered:

### 1. If I need to edit, delete and/or order, who can help me?

*You can contact FDNY at [TagsDecal@fdny.nyc.gov](mailto:TagsDecal@fdny.nyc.gov).*

### 2. After I placed an order, I realized I made an error. What should I do?

*Contact Vanguard by e-mail: [jmehl@vanguarddirect.com](mailto:jmehl@vanguarddirect.com) and/or the FDNY via e-mail: [TagsDecal@fdny.nyc.gov](mailto:TagsDecal@fdny.nyc.gov) immediately.*

### 3. When can I pay for my submitted order?

*You will receive an e-mail from FDNY within 48 hours after submitting an order. The e-mail will include your order number, amount due, and instructions on how to make the payment.*

### 4. How can I pay for my order?

*You can pay online at [FDNY Business](#) with e-check or credit / debit card. Payment can be made by mail. Check payments must be sent to:*

*FDNY Headquarters  
Attn: Cashier's Office  
9 Metro Tech Center, 1<sup>st</sup> Floor  
Brooklyn NY 11201*

*You must include your FDNY Record Number, which can be found on your email confirmation.*

### 5. How much time do I have to make a payment for the order that I submitted?

*We recommend making the payment as soon as possible (online preferred). All payment for BULK orders must be made before end of BULK ordering period.*

### 6. What if I placed an order during BULK order period but made the payment during an ON DEMAND period?

*Unfortunately, you will pay the ON DEMAND price.*

### 7. Will I see the total price of the order prior to submitting it on the Vanguard website?

*YES. You will see the total amount due on the Vanguard before you submit your order.*

**8. Must the order be shipped to billing address?**

*NO. The order may be shipped to any U.S. address. They may NOT be shipped to a P.O. Box., and all deliveries must be signed for (NO EXCEPTIONS).*

**9. Does my order begin to be processed and shipped as soon as I place it on Vanguard? Does Vanguard accept payment for the order?**

*Once you place the order on the Vanguard website, you will receive a confirmation e-mail containing instructions for making payment online. You can also make payment via US Mail. Vanguard does NOT accept payments.*

**10. When will my order be delivered?**

*Bulk orders may take up to 2 months. On demand orders can take up to 6 weeks.*

**11. How many PFE tags fit into the shipping box?**

*1000 PFE tags fit into each shipping box. The minimum order is 3 shipping boxes (3000 tags). Additional orders of Tags must be ordered at a minimum of 3000.*

**12. How many rangehood decals fit into the shipping box?**

*2000 rangehood decals fit into each shipping box. The minimum order is 1000 decals. Additional orders of Decals must be ordered at a minimum of 1000.*

**If I have NOT ordered:**

**1. I did NOT order TAGS/DECALS, will I be penalized?**

*YES. As of October 1, 2018, FDNY will remove companies from the monthly FDNY approved list. Your company must order and receive TAGS/DECALS (including Non-Compliance decals)/COF stamps in order to be reinstated on the FDNY approved list. It generally takes 5-7 weeks to receive the orders placed during on-demand period.*

**2. When is the next BULK ordering period?**

*You will receive an email when bulk ordering period is open. The email will include the start and the end date of the bulk ordering period. There will also be an attached calendar that shows the bulk ordering and on demand period for the current year.*

**3. I have never placed an order. Should I wait till the next bulk ordering period?**

*It is NOT advised. You may not do in business in NYC until tags/decals/COF stamps are received.*

**4. Are the currently installed rangehood decals acceptable until they expire?**

*After November 1, 2018 only new rangehood decals are compliant.*

**5. How will I know when the BULK ordering period is ending?**

*Notifications will be sent via e-mail before ending of BULK ordering periods.*