

VANGUARD ORDERING FREQUENTLY ASKED QUESTIONS

1. Do we have to buy stamps from Vanguard?

YES, stamps can only be purchased from Vanguard.

2. Can we order the tags/decals with the COF information printed on them so we don't have to buy and use the stamps?

No, the tags and decals cannot have COF holder's information printed on them due to security concerns.

**3. (A) Do we have to write in the PFEs serial number and location?
(B) If so, can we use our own labels?**

A. Serial numbers are meant to safeguard the industry and avoid removal and relocation of equipment.

B. If you want to use the label maker on top of the vanguard tag/decals, you may do so.

4. Do we have to write in the service location and address?

Yes, you must provide location information.

5. When is the first BULK ordering period?

The first BULK ordering period started last week and ends on August 3rd (Friday). The FDNY strongly recommends ordering ASAP. After August 3rd and until September 30th companies will pay on-demand price (higher price) for tags and decals. FDNY strongly advises ordering during BULK period to get lower pricing. (See at the end of FAQs for complete 2018 ordering calendar).

6. What is the minimum number of tags / decals that I must order?

The minimum order is 3,000 PFE tags / 2,000 rangehood decals.

7. Can I order more tags?

YES. Tags can be ordered in increments of 3,000.

8. Can I order more decals?

Yes. Decals can be ordered in increments of 2,000.

9. 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., all deliveries must be signed for (NO EXCEPTIONS).

10. Do I have to place an order for TAGS/DECALS when I order stamps?

NO, if you already have placed the order for TAGS/DECALS you can order ONLY stamps. Keep in mind, STAMPS must be used on VANGUARD TAGS/DECALS only.

11. Who is eligible for a Certificate of Fitness stamp?

Employees of your company with a valid W-96 and/or P-64/W-64 Certificate of Fitness.

12. If I made a mistake while ordering, after the order was submitted, what course of action can I take?

Contact the FDNY immediately via e-mail TaqsDecal@fdny.nyc.gov

13. 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.

14. If I have questions on how to log-in to order, who can help me?

You can contact FDNY at TaqsDecal@fdny.nyc.gov

15. If I have to edit, delete and/or order, who can help me?

You can contact FDNY at TaqsDecal@fdny.nyc.gov

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

Notifications will be sent via email 20 days, 10 days, and 5 days before ending of BULK ordering periods.

17. 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.

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

We recommend making the payment ASAP. We allow a maximum of 20 days to make the payment. All payment for BULK must be made before end of BULK ordering period.

2018 Calendar

