

6/1/18



TO ALL CONCERNED IN RANGEHOOD AND PORTABLE FIRE EXTINGUISHER (PFE) COMMUNITY:

The FDNY wishes to thank everyone who attended the public forum on May 7th, 2018. Your attention to this new initiative is appreciated.

This robust program will introduce and adopt standardized rangehood decals and PFE tags. They will be available for purchase only by approved FDNY companies.

Vanguard will be the exclusive provider for the tags, decals and stamps. The new program will launch on June 4th. The first bulk ordering period will be from June 4th to August 3rd. This was extended by 2 weeks to allow business owners extra time to familiarize and order these products.

These tags and decals were designed with strong security measures in mind. This includes a hologram, individual and personalized company logos, scannable QR codes, 3 of 9 barcodes, gloss embossed FDNY logo etc. This is intended to prevent counterfeiting. In addition, a new system will allow business owners to purchase individual stamps for their eligible Certificate of Fitness employees for enhanced security measures.

After the forum, the requested adjustments to both tags and decals were made. All of the PFE tags will be delivered pre-cut, and will include fiber patch reinforced holes, as well as be pre-strung with a wire. There will be two separate types of PFE tags, one for indoors and the other for more durable outdoor use. The rangehood decals will feature a clear gloss UV layer that was further enhanced. This will allow it to be more easily recognized from a counterfeit product.

There will be several BULK pricing time frames every year, which will significantly discount the price for the tags and decals. The mission is to provide the best possible service for our rangehood and PFE community. The FDNY promises to continuously work to improve the process as well as the products.

Payments will be accepted online as well as at FDNY HQ, 9 Metro Tech Center, Brooklyn, NY 11201. Payments can be made in person by credit/debit card, check, money order or cash. This will make it more convenient to all of our clients.

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Weekly and monthly updates will be made to the community about this program. FDNY will ensure public awareness of important deadlines, changes and initiatives.

Additionally, the FDNY is hiring a full-time employee to act as a liaison between Vanguard and the PFE / rangehood community - specifically for this program. The liaison will personally assist, as needed with answering all correspondences and helping with streamlining the whole process.

A special e-mail account (TagsDecal@fdny.nyc.gov) has been created and will be constantly monitored. Companies can contact the FDNY with inquiries regarding this program.

Vanguard will be providing technical assistance on the ordering process, including live web training (see FAQs for more details) and a manual on how to order.

The PFE and Rangehood companies which have any questions can always reach the FDNY by e-mail TagsDecal@fdny.nyc.gov, or by phone at 718-999-1102.

The benefits of this program will be readily apparent to all the principal stakeholders.

The FDNY highly recommends that you read the "Frequently Asked Questions" attached.

Tag and Decal Ordering FAQs

1. **Q.** During the May 7th Portable Fire Extinguisher (PFE) / Rangehood public forum, there were concerns raised about the tags and decal designs. Were they resolved?

A. YES. All PFE tags will come pre-cut, will include fiber patch reinforced holes, and be pre-strung with a wire. The tags with the logos will be in color. There will be two (2) types of PFE tags, one designed for indoor use and the other for outdoor (synthetic) use. All the other security features, which had been discussed earlier will remain on the PFE tags. The clear gloss UV layer was also enhanced on the rangehood decals. This will allow people to more easily recognize the security features.

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

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

3. **Q.** What items are available to order on June 4th?

A. Indoor Portable Fire Extinguisher (PFE) tags, rangehood decals, and stamps ONLY.

4. **Q.** When can I order outdoor PFE tags?

A. You can begin placing orders for outdoor PFE tags from June 15th.
* Pricing will be announced June 8th.

5. **Q.** Where can I place my order?

A. Orders can be placed at <https://fdny.easyorderv2.com/>

6. **Q.** How do I log-in for the first time?

A. First time users will receive their log-in information (username and password) from Vanguard. Your e-mail address has been given to Vanguard.

* Ensure the FDNY has your correct, current e-mail address.

7. **Q.** When is the first BULK ordering period?

A. The first BULK ordering period starts on June 4th (Monday) and ends August 3rd (Friday). The FDNY strongly recommends ordering ASAP.

8. **Q.** What is the minimum number of tags / decals that I must order?

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

9. **Q.** What are the shipping fees?

A. The shipping fee is \$12 per shipping box for PFE tags and \$20 per shipping box for rangehood decals.

10. **Q.** Can I pick up the shipping boxes from Vanguard or FDNY Headquarters instead of having them shipped to me?

A. Unfortunately, NO. We are exploring alternatives to the present shipping arrangement.

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

A. 1000 PFE tags fit into each shipping box.
The minimum order is 3 shipping boxes (3000 tags).

12. **Q.** Can I order more tags?

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

13. **Q.** How many rangehood decals fit into a box?

A. 2000 rangehood decals fit into each shipping box.
The minimum order is 1 shipping box (2000 decals).

14. **Q.** Can I order more decals?

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

15. **Q.** Can you provide an example of the total costs associated with a minimum indoor PFE tag order during a “BULK” period?

A. YES. A minimum PFE order of 3,000 indoor tags during a bulk period would be \$1,146, including the shipping costs.

16. **Q.** Can you provide an example of the total costs associated with a minimum indoor PFE tag order during an “ON DEMAND” period?

A. YES. A minimum PFE order of 3,000 indoor tags during an on demand period would be \$2,256, including the shipping costs.

17. **Q.** Can you provide an example of total costs associated with a minimum outdoor PFE tag order during a “BULK” period?

A. Unfortunately, NO. Outdoor PFE tag pricing will be available after June 8th.

18. **Q.** Can you provide an example of total costs associated with a minimum outdoor PFE tag order during an “ON DEMAND” period?

A. Unfortunately, NO. Outdoor PFE tag pricing will be available after June 8th.

19. **Q.** Can you provide an example of total costs associated with a minimum rangehood decal order during a “BULK” period?

A. YES. A minimum rangehood order of 2,000 decals during a bulk period would be \$840, including shipping costs.

20. **Q.** Can you provide an example of total costs associated with a minimum rangehood decal order during an “ON DEMAND” period?

A. YES. A minimum rangehood order of 2,000 decals during an on demand period would be \$2,160, including shipping costs.

21. **Q.** Must the order be shipped to billing address?

A. 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).

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

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

23. Q. How can I order Certificate of Fitness stamps for my Certificate of Fitness holders?

A. 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.

24. Q. How much are the stamps?

A. \$15.00 per stamp.

If you order a stamp(s) together with tags or decals, you will not be charged for additional shipping costs.

25. Q. When will my order be delivered?

A. Delivery will be approximately 10-12 weeks following the placement of the order.

Initial deliveries of indoor/outdoor PFE tags and rangehood decals will begin in Oct 2018.

After the rollout, the processing and shipping is planned for a shorter period (6-8 weeks).

26. Q. What happens if I miss the BULK ordering period, can I still get a discounted price?

A. Unfortunately, NO.

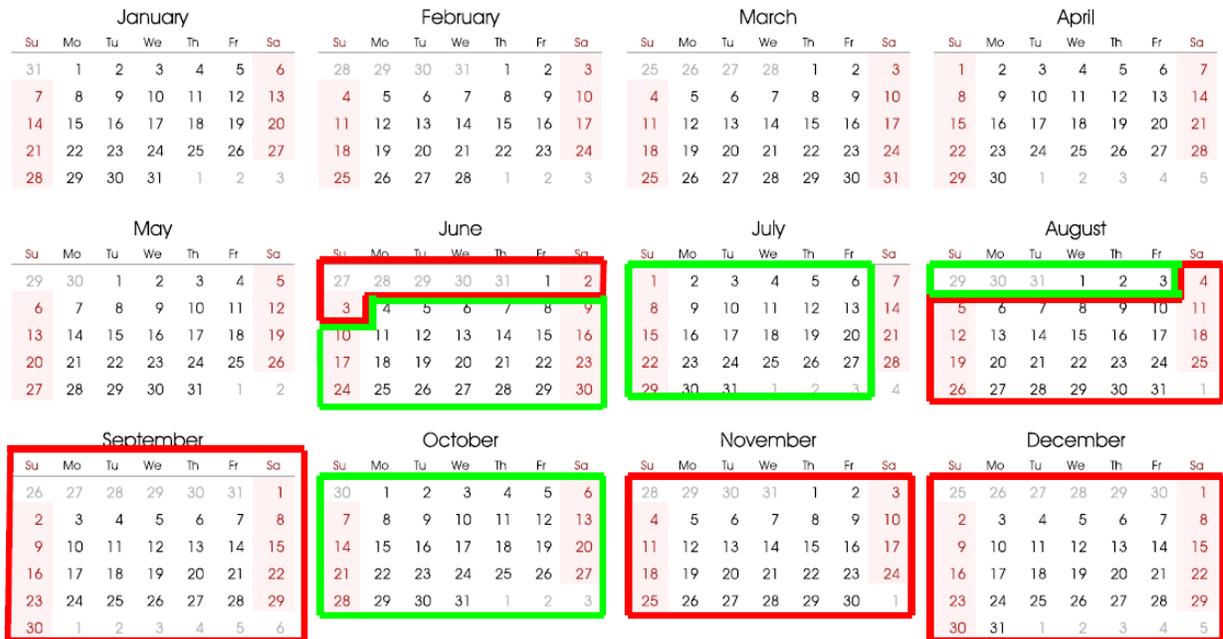
27. Q. How can I save on costs?

A. Order as soon as the BULK ordering period begins. Avoid ordering during the ON DEMAND period.

28. Q. Can we be provided with the 2018 “bulk” and “on demand” ordering calendar?

A. YES. See copy of the calendar below. Green is “bulk” period, red is “on demand”.

2018 Calendar



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

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

30. Q. 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?

A. Unfortunately, NO. You have two options. One, wait until the next BULK order period, or two, order during ON DEMAND.

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

A. Unfortunately, NO to both questions. Once you place the order on the Vanguard website, you will receive a confirmation e-mail. FDNY will follow-up with payment instructions. Vanguard does NOT accept payments.

32. Q. When can I pay for my submitted order?

A. 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.

33. Q. How can I pay for my order?

A. You can pay online at <http://a836-citypay.nyc.gov/citypay/NYCFDNY-Account> with e-check or credit / debit card.

Payment can be made in person by check (payable to FDNY), debit/credit card, money order or cash. Bring your FDNY account number. FDNY address is 9 Metro Tech Center, Brooklyn NY 11201. FDNY business hours are 8am-2pm.

34. Q. Will there be training on how to place an order?

A. YES. Vanguard is providing basic instructions on how to place the order. Vanguard will also conduct 2 online live web training sessions (details to follow). The first training session will be: Tuesday (June 4th) at 10 AM. The second training session will be: Thursday (June 7th) at 2PM.

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

A. You can contact John Mehl at jmehl@vanguarddirect.com from Vanguard or FDNY at TagsDecal@fdny.nyc.gov

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

A. You can contact FDNY at TagsDecal@fdny.nyc.gov

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

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

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

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

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

A. When placing your order, check the Vanguard “proof image” to ensure the address, logo, LIC # and phone number are correct. Do NOT approve. Notify the FDNY, if you spot any error.

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

A. 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.

41. **Q.** What is the best day to order, and when will the invoice be ready?
- A.** The invoice will be available on Friday, providing that you place the order no later than Monday.
42. **Q.** What if I placed an order during BULK order period but made the payment during an ON DEMAND period?
- A.** Unfortunately, you will pay the ON DEMAND price.
43. **Q.** Will I see the total price of the order prior to submitting it on the Vanguard website?
- A.** YES. You will see the total amount due on the Vanguard before you submit your order.