

Supply and Equipment Complaint Process

GSA prefers the following processes to remedy product and shipping deficiencies.

By Telephone: Call 800-525-8027 and select Option 2 for Customer Service. Indicate that you are calling about a fire suppression item.

The call center is staffed 7:00 a.m. – 6:00 p.m. (Central time). Callers outside those hours should leave a clear message with name, commercial phone number and a brief description of the problem.

eResolve: Report a problem by going to www.gsa.gov/ncsc and select eResolve, an online customer service solution. eResolve allows direct reporting of problems with a requisition or GSA Global Supply order shipment, including damage, short/over, wrong item, quality, tracing shipments, and merchandise return issues. Indicate that you are calling about a fire suppression item.

Email: Send a message to NCSCcustomer.service@gsa.gov indicating “Fire Suppression” on the subject line.

Critical quality defects: Quality issues on critical items or that may pose immediate threats to users should also be reported to the GSA National Fire Item Quality Coordinator, Jack Tekus; telephone (830) 220-1050, email – John.Tekus@gsa.gov.

Although GSA prefers you utilize the telephone or electronic methods mentioned above, forms can still be sent via the following methods:

Customers seeking the Product Quality Deficiency Report (QDR) form can download it online at www.gsa.gov/forms and searching for SF368.

Fax: 816-926-5561.

Mail: U.S. General Services Administration
Attn: Fire Suppression
National Customer Service Center (6FR)
1500 E. Bannister Road, Bldg. 4
Kansas City, MO 64131-3088

Notifying your servicing Cache in addition to the above process is recommended.
Contact information available in the NFES 0362 Catalog
and the
National Interagency Support Cache website:
<http://www.fs.fed.us/fire/cache/index.html>

On an Incident please tag any broken or defective item with the problem if known. Take the item to the supply area and let the Supply Unit Leader and/or Ordering Manager follow up by notifying the servicing Cache.

A similar process should be followed for items obtained from a local or district cache and followed through by the procurement or operations staff.