



WASHINGTON STATE DEPARTMENT OF
Natural Resources

**DEPARTMENT OF NATURAL RESOURCES
MATERIALS MANAGEMENT WAREHOUSE**

INSTRUCTIONS TO NON-DNR CUSTOMERS

PLACING AN ORDER

1. Documentation Required

- Please provide your request on the supplied order form available at http://www.dnr.wa.gov/RecreationEducation/Topics/PreventionInformation/Pages/rp_fire_dnrfdassistprog.aspx
- If you use Purchase Orders or Field Orders you may attach a copy with the order form. You may provide your own purchase order number (up to 7 characters) or we will provide one for you.

2. Information To Include When Placing An Order If Not Using The Supplied Form

- Include the following information on company letterhead.
- Your current shipping address
- Your current billing address if it is different from your shipping address
- A control number or purchase order number (for reference and billing purposes)
- Name and phone number of a contact person
- The order must be signed by an authorized person
- Item number (from the DNR catalog)
- Item description (from the DNR catalog)
- Quantity requested
- Stock Keeping Unit (SKU)
- Handling fee

3. Where to Send Your Order

Orders can be faxed to us at (360) 586-0070, Attn: Warehouse, or they can be mailed to the warehouse at the following address.

Department of Natural Resources
Attn: Warehouse
1111 Washington Street SE
MS47042
Olympia, WA 98504

GENERAL INFORMATION

(**Reminder:** Washington State sales tax is included in the unit cost. **Do Not** add sales tax to the cost of your order.)

Stock Keeping Unit (SKU)

The Stock Keeping Unit is also referred to as Unit of Issue. The following is a list of SKU's and the abbreviation which you will see listed in the catalog.

AY - Assembly	CK - Cake	EA - Each	PD - Pad	SE - Set
BA - Ball	CL - Coil	FT - Foot	PG - Package	SH - Sheet
BD - Bundle	CN - Can	GL - Gallon	PL - Pail	SL - Spool
BE - Bale	CO - Container	HD - Hundred	PR - Pair	TU - Tube
BG - Bag	CS - Case	JR - Jar	PT - Pint	
BK - Book	CT - Carton	KT - Kit	QT - Quart	
BT - Bottle	DR - Drum	LB - Pound	RM - Ream	
BX - Box	DZ - Dozen	LG - Length	RO - Roll	

Unit Cost

The unit cost listed in the DNR Warehouse catalog is the same for all customers and includes Washington State sales tax. Prices are subject to change without notice. To obtain the current price of an item, please call the DNR Warehouse at (360) 586-0361. Price quotes apply to items currently in stock and could change if current stock is depleted prior to receiving your order.

Handling Fee

A handling fee of \$5.00 will be charged on each order. Since non-DNR customers are not in the automated warehouse system, your orders must be processed manually. The purpose of the handling fee is to cover the additional cost of processing this type of order. This fee is **per order**, not **per item** and is only charged once for each order processed.

Shipping Instructions

Please let us know if your order will be picked up at the DNR Warehouse in Olympia or if it is to be shipped to you. Shipping charges will be included on your billing if applicable. Please call the warehouse at (360) 586-0361 if you would like an estimate of the shipping costs. Our primary shipper is UPS.

Since they are prohibited from shipping certain items (i.e. fusees, road flares, chemicals, etc.) special arrangements will have to be made to accommodate restricted items. Please contact warehouse staff if you have any questions regarding shipping.

Walk-in Service

We also provide a walk-in service at our warehouse. It is best to call ahead and verify that we have stock on hand before coming to the warehouse to place an order. Since all items in stock are issued on a "first come, first served" basis as a convenience to our customers, we cannot guarantee that the item(s) requested will be in stock when you arrive at the warehouse. Additionally, we are unable to hold items, and availability of items can change within a short period of time. In these cases, we will be happy to backorder your item(s) for you.

Warehouse Catalog

The DNR Warehouse catalog is a computerized list of warehouse stock items and, as such, does not contain pictures or detailed descriptions of items. All items are listed in alphabetical order by item description. If you have any difficulty finding an item, please call the warehouse at (360) 586-0361 for assistance. The DNR Warehouse catalog is available to all qualified agencies and is regularly updated. Please call the warehouse to request copies of the catalog or to receive an update. The catalog is also available on the web at http://www.dnr.wa.gov/Publications/rp_fire_warehouse_catalog.pdf. Instructions for placing orders through the warehouse will be included with your catalog.

DNR Priority

In order to meet DNR fire-fighting obligations, occasionally orders from our non-DNR customers may not be completely filled even though we have stock of the requested item(s) on hand. In these cases, your requested item(s) will be placed on backorder and shipped when additional stock is received unless you instruct us otherwise.

Customer Service

Please contact Warehouse staff at (360) 586-0361 if you need assistance or have any questions.
