

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.

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.

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.