

## **Knox Box Telephone Ordering Instructions**

**To order by phone**, please call the Knox Company at 1-800-566-9269.

When ordering by phone, you will always need the system account number, and sub account number.

If you are unsure which fire service area your property is in, please call Casey Laughlin at 907-861-8005 to confirm.

Once you know which service area you need, you can then call Knox to order via telephone, or go online to order.

See below for system account numbers:

- **Mat-Su Borough Emergency Services PS-50-0026-11-00**
  - Central FSA - Sub District 1
  - West Lakes FSA - Sub District 2
  - Palmer/Butte/Sutton FSAs - Sub District 3
  - Houston FSA - Sub District 4
  - Talkeetna/Willow/Caswell FSAs - Sub District 5
  
- **See below for online ordering instructions**

# **Knox Box Online Ordering Instructions**

## **ONLINE:**

To streamline your on-line ordering process and eliminate the possibility of accidentally ordering a box from the wrong service area, we have put together a few simple steps for placing your order. If you have any questions while attempting to complete your on-line order, you can contact either Casey Laughlin at 861-8005 or Michelle Wagner at 861-8030.

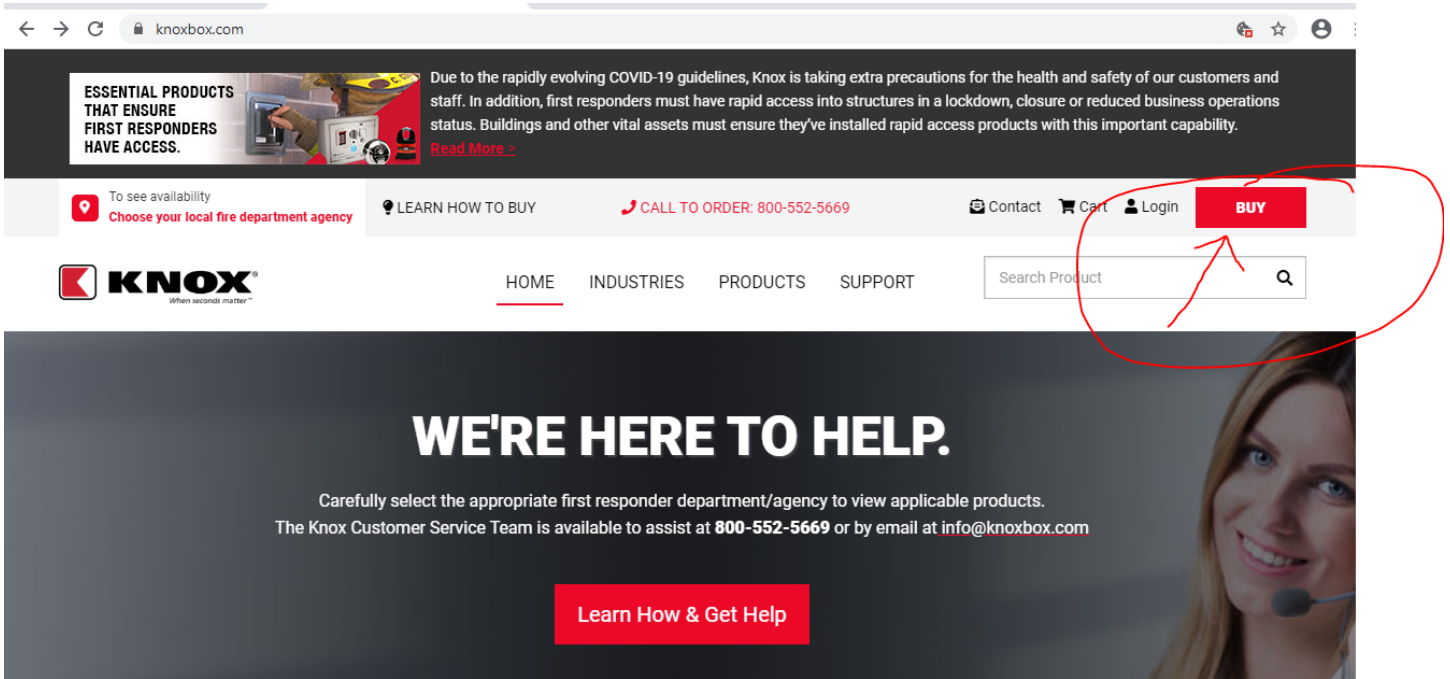
## **To place your online order:**

1. Visit [www.knoxbox.com](http://www.knoxbox.com)
2. Click the RED "Buy" button in the upper right corner.
3. The next screen will say "To view products in your area, locate your local first responder department/agency - 1. Choose Alaska from the "Your Location" drop down menu. 2. In the "Your Department Name" box, always enter Mat-Su Borough Emerg Svc (not case sensitive but you need the hyphen). Then click the "Search" button.
4. Choose the Fire Service Area that the property is located in. THIS IS AN IMPORTANT STEP. PLEASE BE SURE YOU HAVE CONFIRMED WHICH FSA YOUR PROPERTY IS LOCATED IN. IF YOU ORDER INCORRECTLY, THE FIRE DEPARTMENT IN YOUR AREA WILL NOT BE ABLE TO OPEN YOUR KNOX BOX. Click the RED "Select" button.
5. If you don't see any products listed on this next page, be sure you click on the "Products" tab near the top of that page, then scroll down a bit. This page will give you the options available to order the 3200 or 4400 Series Commercial boxes. There are other types of products as well, such as residential boxes, gate switches, and padlocks. Once you have made your selection, enter an accurate installation address (very important - there are times where box maintenance is necessary and we need to be sure your box doesn't get overlooked), then click "add to cart". Then proceed to the checkout process.
  - Notes about gates: Electronic Gates need to order a "Key Switch" and be wired to the gate. Padlocks are available for gates that are not electronic.

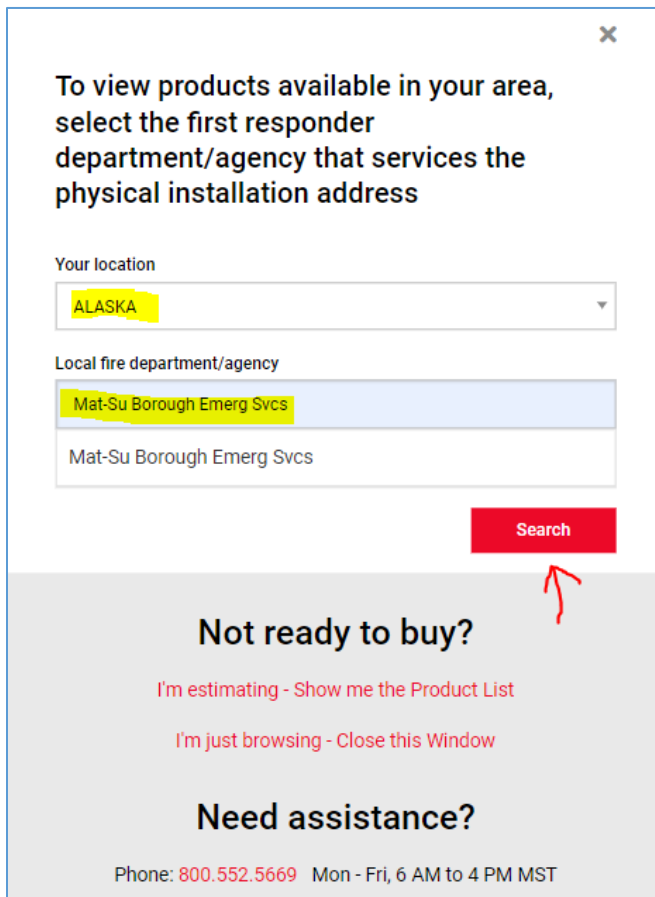
When you have installed your box, contact Casey Laughlin at 861-8005 or Michelle Wagner at 861-8030 to arrange for someone to come out and lock your key in your Knox Box.

**TO ORDER KNOX BOXES ONLINE, GO TO KNOXBOX.COM AND FOLLOW THE BELOW INSTRUCTIONS:**

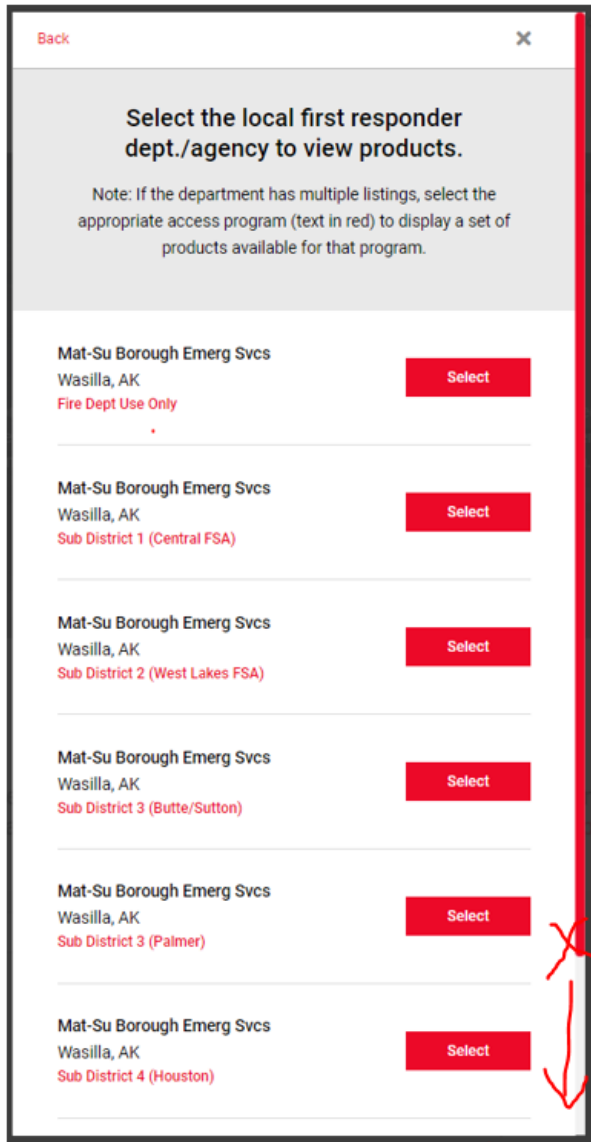
**1. CLICK THE "BUY" BUTTON**



**2. ENTER ALASKA, AND MAT-SU BOROUGH EMERG SVCS, THEN CLICK "SEARCH"**



IF YOU DON'T INITIALLY SEE THE DEPARTMENT YOU NEED, PULL THE RED SCROLL BAR DOWN AS SHOWN. IF YOU DO NOT KNOW WHAT FIRE SERVICE AREA YOU ARE IN, YOU CAN CALL CASEY LAUGHLIN AT 907-861-8005, OR MICHELLE WAGNER AT 907-861-8030. TO ORDER A RESIDENTIAL BOX, THE STEPS ARE THE SAME AS ORDERING A COMMERCIAL BOX.



3. CLICK THE "SELECT DEPARTMENT" BUTTON NEXT TO THE FIRE SERVICE AREA YOU NEED TO ORDER A BOX THROUGH.

4. YOU WILL NOW SEE A SELECTION OF ITEMS TO PURCHASE. CHOOSE THE ITEM THAT YOU WANT. IT WILL ASK YOU ABOUT COLOR, TYPE OF MOUNT, ETC., AND ONCE YOU HAVE CHOSEN YOUR OPTIONS, CLICK SUBMIT AND IT SHOULD ADD IT TO YOUR CART. FROM THERE IT WILL ASK YOU TO FILL IN YOUR INFORMATION AND CREATE AN ACCOUNT. ONCE ALL THAT IS DONE, YOU SHOULD BE ABLE TO EASILY CHECK OUT AND PAY BY CREDIT CARD.

IF YOU HAVE ANY ISSUES, PLEASE GIVE CASEY LAUGHLIN A CALL AT 907-861-8005.