

# Knox Box Online Ordering Instructions

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. Choose the Knox Box Series you wish to order from the left hand side menu of the home page – the generally ordered products are the 3200 line for businesses and the 1650 line for residential.
3. In the box that says *“If you would like to proceed with purchase of products in this category in select jurisdictions, please enter the product installation zip code OR fire department name here:”* **Do not enter a zip code.** In the Department Name box, always enter **Mat-Su Borough** (not case sensitive but you need the hyphen). Then click the “Search Departments” button.
4. From the list of options that will appear next, you will click on the FSA area that you want to order a box for. Caswell area is included in Talkeetna/Willow sub-district. It might not show until we get the website updated.
5. Be sure when you get to the next screen that the FSA you have chosen is shown in the box at the top of the page.
6. From here, continue with the ordering options of your choice, create an account, and check out.

Knox usually ships quite promptly so there shouldn't be a long delay in receiving your box.