

## **WESTONE MILITARY ORDERING GUIDELINES**

Follow these steps for the most efficient ordering process for our MILITARY DEPT:

### **FOR ANY ORDERS WHICH INCLUDE EARPIECES:**

1. Have the impressions made:
  - A. To ensure the best custom fit –
    - Canals must be discernable to the second bend
    - All of the retentive features must be filled (helix, concha, tragus, anti-tragus)
    - There should be no voids
    - There should be an adequate amount of material on the outside of the ear
  - B. Place pairs of impressions in individual zip lock bags.
  
2. Fill out the modifiable PDF - ACCES or CEP Order Form:
  - A. Westone Account Number – Leave blank if unknown
  - B. Point of Contact (POC) Name and Phone Number
  - C. Members Name (impressions will be kept on file 2yrs in Military Dept)
  - D. Earpiece Style – select from dropdown or GSA Catalog for P/N
  - E. Color Choices (up to 3 swyrled) for OTOBLAST & AQUANOT Material
  - F. Laser Engraving – up to 7 characters for most earpiece styles

#### **NOTE:**

If sending multiple impressions for the same order, please include all impressions in the same box OR, when sending multiple Individual Westone Mailer Boxes, please number 1 of X, 2 of X, and so on.

3. Ship impressions with a paper copy of Order Form to Westone  
Westone Laboratories, Inc  
ATTN: MILITARY DEPT.  
2235 Executive Circle  
Colorado Springs, CO 80906

#### **NOTE:**

If using the Individual Westone Mailer Box – Please copy your tracking number and mark for ATTN: MILITARY on the outside of the box to expedite it to the proper department for processing. Due to the delivery time of 1<sup>st</sup> class mail, mailing the individual boxes may delay your order by a couple of days.

4. The impressions will be inspected for quality upon receipt.
  - A. Westone will contact the ordering or impression POC to let them know if any impressions need to be redone.
  - B. All good impressions will be placed into production upon payment auth.
  - C. If there are any bad impressions, we will request you to send new ones. We will treat those as their own order and follow the steps above.

5. To initiate production:

A. OPTION ONE:

- i. Westone will initiate a quote based on the order form information and email to the Order or Payment POC listed on the form. The payment POC authorizes payment directly with Westone via telephone or email (800) 525-5071 (ask for Military Department) or by email at [gsa@westone.com](mailto:gsa@westone.com).
- ii. Payment is authorized when the order is placed. Auto-Capture will occur once the order is completed and shipped.

B. OPTION TWO:

- i. The payment POC can go to [www.gsaadvantage.gov](http://www.gsaadvantage.gov) and place GSA Catalog supply order. See Supply Only Orders referenced below. Try keywords: Westone ACCES (earpieces, cables, and replacement parts), or Westone Ear (impression taking supplies, etc.)

NOTE:

All items listed in our GSA Catalog (GS-07F-0039T) are available on GSA Advantage.

- ii. Once the order is placed on the GSA Advantage website, we will receive it, place the order, and submit it for processing.
- i. Payment is authorized when the order is placed. Auto-Capture will occur once the order is completed and shipped.

Military standard turn around time for earpieces is 10-14 working days.

**FOR ANY ORDERS WHICH IMPRESSIONS ARE ALREADY ON FILE:**

1. Complete the ACCES Order form and if available send an electronic copy to [gsa@westone.com](mailto:gsa@westone.com)
  - Annotate on the order form that impressions are already on file.

**FOR ANY 'SUPPLY ONLY' ORDERS (WHICH DO NOT INCLUDE EARPIECES):**

**The most efficient way to order GSA Catalog supplies is through GSA Advantage or orders can be placed directly by calling 800-525-5071 (ask for Military Department) or by email at [gsa@westone.com](mailto:gsa@westone.com).**

[https://www.gsaadvantage.gov/advgsa/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advgsa/advantage/main/start_page.do)