

# Section 5

## Ordering Information and Forms

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### General Ordering Information

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The Alphabetical Listing of Subjects (Section 3) and Numerical Listing of Publications (Section 4) sections are included in this catalog to help you find the names of documents that interest you. Once you have identified a document you would like to order, you must turn to the Alphabetical Listing of Titles (Section 2) to find the order number and the type of order form to use. All the publications available from this catalog are listed in the Alphabetical Listing of Titles (Section 2).

Look carefully at the shaded line beneath the title of the document you would like to order. If the shaded line reads “Order Form: OSW,” you can order the document free of charge by using the OSW order form in this section or by calling the RCRA Call Center at 800 424-9346. Be sure to include the document title and the appropriate order number, which will begin with EPA.

If this line reads “Order Form: NTIS,” you can order the document for a fee by using the NTIS order form in this section or by calling NTIS at 800 553-6847 or 703 605-6000. NTIS accepts VISA, MasterCard, American Express, and Discover. Be sure to include the title of the document and the appropriate order number, which will begin with the letters PB or SUB.

If the shaded line reads “Order Form: GPO,” you can order the document for a fee by using the GPO order form in this section or by calling GPO at 866 512-1800 or 202 512-1800. GPO also accepts VISA, MasterCard, American Express, and Discover. Be sure to include the title of the document and the appropriate order number.

You cannot order GPO or NTIS documents on the OSW order form. For more specific information on how to order NTIS, GPO, and OSW documents, please refer to the ordering instructions and forms on the following pages.



# Ordering Information and Forms for OSW Publications

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# Order Form for OSW Publications



See the ordering form information in Alphabetical Listing of Titles (Section 2) before using this form. Use this form only when "OSW" is listed as the order form to be used. To order, either call the RCRA Call Center or mail in this form with your request.

**Phone:**

You can call the RCRA Call Center, Monday through Friday, 9 a.m. to 6 p.m., eastern time. The national toll free number is 800 424-9346; TDD 800 553-7672 (hearing impaired); in Washington, DC, the number is 703 412-9810, TDD 703 412-3323.

**Mail to:**

EPA Dockets  
OSWER Docket Team (5305T)  
U.S. Environmental Protection Agency  
1200 Pennsylvania Avenue, NW  
Washington, DC 20460  
Fax: 202 566-0272  
E-mail: [superfund.documentcenter@epa.gov](mailto:superfund.documentcenter@epa.gov)

**You cannot order GPO or NTIS documents with this form.  
You also cannot order documents that are not listed in this catalog.**

OSW Document #	Document Title	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____
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**Customer Address**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Daytime Phone Number



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OSW Document #	Document Title	Quantity
_____	_____	_____
_____	_____	_____
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_____	_____	_____
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**Customer Address**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Daytime Phone Number



# Ordering Information and Forms for NTIS Publications

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## Ordering Options

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### Telephone Orders

Sales Desk: 800 553-6847 or 703 605-6000, available 8 a.m. to 6 p.m., eastern time, Monday through Friday.

Subscriptions: 800 363-2068 or 703 605-6060, available 8:30 a.m. to 5 p.m., eastern time, Monday through Friday.

Hearing impaired: TDD 703 487-4639, available 8:30 a.m. to 5 p.m., eastern time, Monday through Friday.

### Mail Orders

Send your mail order to:

NTIS  
5285 Port Royal Road  
Springfield, VA 22161  
*Please do not mail rush orders.*

### FAX Orders

703 605-6900

Fax service is available 24 hours a day, 7 days a week. To verify receipt of your fax, call 703 605-6090, 7:00 a.m. to 5 p.m., eastern time, Monday through Friday.

### E-Mail Orders

Order through the Internet 24 hours a day by e-mailing <[orders@ntis.gov](mailto:orders@ntis.gov)>. If you are concerned about security, you may register your credit card at NTIS to avoid sending your account number with each order. Call 703 605-6070, leave your credit card number and expiration, date, and NTIS will automatically charge your card when they process your e-mail order.

### NTIS OrderNow

Use this free service to locate and order online the most recently added products in the NTIS collection. OrderNow provides both secure and standard ordering options for orders charged to a credit card or NTIS Deposit Account.

## On-Line Orders Via Vendors

Inquiries should be addressed to:

DATA-STAR (Dialog Corporation): 800 221-7754

DIALOG: 800 334-2564

OCLC: 800 848-5800

STN International/CAS: 800 848-6533

STN International/CAS in Ohio: 800 848-6538

## Method of Payment

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Customers may pay for reports (and other NTIS products and services) by credit card (American Express, Discover, MasterCard, or VISA); check or money order, payable to NTIS in U.S. dollars, drawn on a U.S. or Canadian bank or an international bank with a U.S. address on the check; an NTIS Deposit Account; or by asking to be billed (add \$10 per order). Billing is available in the United States, Canada, and Mexico only.

## Shipping and Handling

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### Handling Fee

The handling fee is \$5 per total order for delivery to any location in the United States, Canada, and Mexico.

Orders outside of North America have a handling fee of \$10 per total order.

The fee does not apply to rush service, SRIM, subscriptions, standing orders, or pickup orders. Documents downloaded directly from NTIS are exempt, while all other documents ordered from NTIS are subject to the handling fee.

### Postage and Shipping

All regular U.S. orders are shipped either by express delivery or USPS first class, depending on destination and shipping weight. Air mail service for printed reports is \$4 per report to Canada and Mexico and \$8 per report to other countries. Air mail for microfiche is \$1 per report to Canada and Mexico and \$1.25 per report to other countries. International orders for computer products are shipped by air courier at no additional fee.

## Special Delivery Options

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### Pickup Service

Orders may be picked up at the NTIS Bookstore at 5285 Port Royal Road, Springfield, Virginia (I-495, Exit 5 West), between 8:30 a.m. and 5 p.m., eastern time, Monday through Friday. The handling fee is waived for pickup orders. The NTIS Bookstore phone number is 703 605-6043.

### Rush Service

Technical report rush orders are generally shipped the next day by express courier in the United States or by air mail to Canada, Mexico, and other countries. It is available for an additional fee.

## Customer Service Information

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### Tracing an Order

If you have questions about your order, write or call the NTIS Customer Service Department 888 584-8332 or 703 605-6050, available 8:30 a.m. to 5 p.m., eastern time, Monday through Friday. Or you can send your questions about a product or an order via <info@ntis.fedworld.gov>. To use these comment links, your browser must be set up for outgoing mail. If not, these e-mail addresses will work with standard e-mail software.

### Refund Policy

Although NTIS cannot accept returns for credit or refund, they will replace any item you requested if they made an error in filling the order, if the item was defective, or if you received it in damaged condition. Call the Customer Service Department at 888 584-8332 or 703 605-6050.

### Holiday Hours

The NTIS Sales Desk, Bookstore, and Customer Service Department are open from 8:30 a.m. to 5 p.m., eastern time, on four federal holidays: Martin Luther King, Jr. Day; Presidents Day; Columbus Day; and Veterans Day.

### Original Stock

After the original stock of a technical report is exhausted, NTIS reprints directly from the master archival copy. These printed-to-order copies are the best possible reproductions.

### Out-of-Print Pricing

A 25 percent surcharge will be added to titles acquired by NTIS 3 years prior to the current calendar year.

NTIS Web Site — <http://www.ntis.gov>

**SHIP TO ADDRESS** (please print or type)

CUSTOMER MASTER NUMBER (IF KNOWN)		DATE
ATTENTION NAME		
ORGANIZATION	DIVISION / ROOM NUMBER	
STREET ADDRESS		
CITY	STATE	ZIP CODE
PROVINCE / TERRITORY	INTERNATIONAL POSTAL CODE	
COUNTRY		
PHONE NUMBER ( )	FAX NUMBER ( )	
CONTACT NAME	INTERNET E-MAIL ADDRESS	

**ORDER BY PHONE** (ELIMINATE MAIL TIME)  
8:00 a.m. - 6:00 p.m. Eastern Time, M-F,  
Sales Desk: 1-800-553-NTIS (6847) or (703) 605-6000  
TDD: (703) 487-4639 (8:30 a.m. - 5:00 p.m.)

**CUSTOMER SERVICE**  
1-888-584-8332 or (703) 605-6050

**ORDER BY FAX - (703) 605-6900**  
To verify receipt of fax call: (703) 605-6090,  
7:00 a.m. - 5:00 p.m. Eastern Time, M-F.

**ORDER BY MAIL**  
National Technical Information Service  
5285 Port Royal Road  
Springfield, VA 22161

**RUSH SERVICE** is available for an additional fee.  
Call 1-800-553-6847 or (703) 605-6000.

**ORDER VIA E-MAIL** - For Internet security when placing your orders via e-mail, register your credit card at NTIS; call (703) 605-6070. Order via E-mail 24 hours a day: [orders@ntis.gov](mailto:orders@ntis.gov)

**BILL ME** (U.S., Canada, and Mexico only)  
NTIS will gladly bill your order, for an additional fee of \$10.00. A request to be billed must be on a purchase order or company letterhead. An authorizing signature, contact name, and telephone number should be included with this request. Requests may be mailed or faxed.

**SATISFACTION GUARANTEED** - NTIS strives to provide quality products, reliable service, and fast delivery. Please contact us for a replacement within 30 days if the item you receive is defective or if we have made an error in filling your order.

► E-mail: [info@ntis.gov](mailto:info@ntis.gov)  
► Phone: 1-888-584-8332 or (703)605-6050

**METHOD OF PAYMENT** (please print or type)

VISA     MasterCard     American Express     Discover

CREDIT CARD NUMBER	EXPIRATION DATE
CARDHOLDER'S NAME	

NTIS Deposit Account Number:

Check / Money Order enclosed for \$ \_\_\_\_\_ (PAYABLE TO NTIS IN U.S. DOLLARS)  
Your check will be converted into an electronic fund transfer, see reverse side for details.

**PRODUCT SELECTION** (please print or type)

Most of the documents available from NTIS are reproduced on demand from our electronic archive and are not original stock.

NTIS PRODUCT NUMBER	INTERNAL CUSTOMER ROUTING (OPTIONAL) UP TO 3 CHARACTERS	UNIT PRICE	QUANTITY					INTERNATIONAL AIRMAIL FEES (SEE BELOW)	TOTAL PRICE
			PAPER COPY	MICRO-FICHE	MAILED DAY *	DISKETTE	CD-ROM		
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
* CIRCLE REQUIREMENTS		3400 CARTRIDGE	6250 BPI	LABELING		FORMAT		TOTAL	\$
				STANDARD	NONLABELED	EBDIC	ASCII		

**PLEASE NOTE**  
Unless microfiche or other is specified, paper copy will be sent.  
Please call the Sales Desk at 1-800-553-NTIS (6847) or (703) 605-6000 for information on multiple copy discounts available for certain documents.

**Out-Of-Print Surcharge**  
A 25% out-of-print surcharge is already included in the price of titles acquired by NTIS prior to 1997.

**International Airmail Fees**  
All regular prepaid orders are shipped "air-to-surface" unless airmail is requested. Airmail service is available for an additional fee. Canada and Mexico add \$4 per item. Other countries add \$8 per item.

HANDLING FEE PER TOTAL ORDER	\$ 5.00
Outside North America-\$10.00	\$
<b>GRAND TOTAL</b>	<b>\$</b>

*Thank you for your order!*

## Notice to Customers Making Payment by Check

*Authorization to Convert Your Check:* If you provide us a check to make your payment, your check will be converted into an electronic fund transfer. "Electronic fund transfer" is the term used to refer to the process in which we electronically instruct your financial institution to transfer funds from your account to our account, rather than processing your check. By providing your completed, signed check to us, you authorize us to copy your check and to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

*Insufficient Funds:* The electronic fund transfer from your account will usually occur within 24 hours, which is faster than a check is normally processed. Therefore, make sure there are sufficient funds available in your checking account when you send us your check. If the electronic fund transfer cannot be completed because of insufficient funds, we may try to make the transfer up to two times.

*Transaction Information:* The electronic fund transfer from your account will be on the account statement you receive from your financial institution. However, the transfer may be in a different place on your statement than the place where your checks normally appear. For example, it may appear under "other withdrawals" or "other transactions." You will not receive your original check back from your financial institution. For security reasons, we will destroy your original check, but we will keep a copy of the check for recordkeeping purposes.

*Your Rights:* You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your account statement was not properly authorized or is otherwise incorrect. Consumers have protections under a Federal law called the Electronic Fund Transfer Act for an unauthorized or incorrect electronic fund transfer.

**Privacy Act** – A Privacy Act Statement required by 5 U.S.C. § 552a(e)(3) stating our authority for soliciting and collecting the information from your check, and explaining the purposes and routine uses which will be made of your check information, is available from our internet site at <http://www.ntis.gov/help/eft.asp>, or call 1-800-553-6847 or (703) 605-6000 and request a copy of NTISPR-1076. Furnishing the check information is voluntary, but a decision not to do so may require you to make payment by some other method.

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CARDHOLDER'S NAME	

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		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
		\$						\$	\$
* CIRCLE REQUIREMENTS		3400 CARTRIDGE	6250 BR	LABELING		FORMAT		TOTAL	\$
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# Ordering Information and Forms for GPO Publications

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