Ordering Best Practices

AMERICAS REGION

Important Items to Include on your PO. Failure to include any of this required information on an order May result in the delay of processing and shipping your order.

PLACING AN ORDER

Email
orders@amag.com

OVERVIEW

Purchase orders will be reviewed to ensure all required information is included and an order acknowledgement will be issued within 24 -48 hours upon receipt of the PO. The acknowledgement lines will have an estimated ship date that is based upon product availability or indicate TBA (to be advised). If you do not receive an acknowledgement within that 24-48 hour time period, please contact AMAG Customer Relationship Department at (800) 889-9138.

SHIPMENTS

AMAG Technology, Inc. currently uses UPS and FedEx shipping services. If not indicated on the purchase order, all products will be shipped via UPS Ground service. Any other shipping services desired must BE CLEARLY INDICATED on the purchase order.

AMAG WOW

AMAG's online tracking service makes it easy for you to track orders online. To get registered, please visit our website www.amag.com and sign in as a partner. The WOW Request Form is located on a tab labeled as "AMAG WOW". Here are the perks:

- Track your order in real-time so you can plan your installations
- Obtain tracking information and freight charges
- Print a copy of your invoice

1. **End User / Site Name**
2. **Final shipment location of equipment, include City and State**
3. **Due date for equipment**
   a. AMAG will work on providing the best date to meet your noted request date.
4. **Special / Discounted Pricing**
   a. If there is special pricing on an order, a copy of the quote from AMAG must accompany your purchase order. Also, a notation of "special or discounted pricing approved by _____" must be CLEARLY INDICATED on your purchase order.
5. **Credentials**
   a. If credentials are being ordered, the following must be included to avoid processing delays:
      i. Format Number
      ii. Bit Size
      iii. Facility Code
      iv. Start Number
6. **Software**
   a. AMAG requires a project name
   b. Ensure correct software version is on your order, especially when adding-on to an existing Symmetry system. AMAG offers various versions. You might be subject to a restocking fee if software needs to be returned
7. **Computers**
   a. AMAG requires the following information for Homeland (HSE)
      i. Project Name
      ii. Name of End User
      iii. Location of End User (City & State)
      iv. Email address

8. **Symmetry Complete View**
   a. AMAG requires the following information
      i. Existing or New Installation
      ii. Name of Installer
      iii. Project Name
      iv. Name of End User
      v. Location of End User (City and State)
      vi. GUID# or Product ID# (for an existing installation)
      vii. Symmetry CompleteView software you are running: One, Professional or Enterprise (required when ordering a server only)
9. **Stentofon/ Zenitel**
   a. AMAG requires the following information
      i. The MAC IP Address - if ordering licenses only
      ii. Name of End User/ Project Name
      iii. Location of End User/ Project Name (City and State)
      iv. Contact name and phone number
   b. All orders are drop shipped directly from supplier and shipped via FedEx only. All freight cost will be invoiced. *NOTE: Supplier does not ship using third party accounts*
   c. Florida and Canada orders will ship to AMAG first and then AMAG will ship to the customer.
10. **SQL Software**
    a. AMAG requires the following information
       i. INTEGRATOR/END USER:
       ii. END USER ADDRESS:
       iii. END USER CONTACT NAME:
       iv. END USER PHONE#:
       v. END USER EMAIL:

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