

Ordering Best Practices

EMEA & APAC REGIONS

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

globalorders@amag.com

OVERVIEW

Purchase orders will be reviewed to ensure all required information is included and an order acknowledgement will be issued within two working days of receipt of the PO. The acknowledgement will have an estimated ship date that is based upon product availability. If you do not receive an acknowledgement within this time period, please contact Customer Services at globalorders@amag.com.

SHIPMENTS

AMAG Technology currently uses UPS shipping services for standard shipments or the customer's account can be used. Any other shipping services desired must BE CLEARLY INDICATED on the purchase order.

1. End User / Site Name

2. Final shipment location of equipment, include City and Country

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. Special delivery/paperwork requirements (if applicable)

- a. Certificate of origin
- b. Additional customs paperwork

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. 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 Country)
 - vi. GUID# (for new) or Product ID# (for an existing installation)
 - vii. Symmetry CompleteView software you are running: One, Professional or Enterprise? (required when ordering a server only)

8. Stentofon/ Zenitel

- a. AMAG requires the following information
 - i. The MAC IP Address - if ordering licenses
 - ii. Name of End User/ Project Name
 - iii. Location of End User/ Project Name (City and Country)