

# Ordering Best Practices

## AMERICAS REGION

**Important items to include on your PO. Failure to include any of this required information below on a PO 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 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 orders@amag.com

### SHIPMENTS

AMAG Technology, Inc. currently uses UPS and FedEx shipping services. Any 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](http://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

- AMAG will work on providing the best date to meet your noted request date.

### 4. Special / Discounted Pricing

- 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/Cards

- If credentials are being ordered, the following must be included to avoid processing delays:
  - Format Number
  - Bit Size
  - Facility Code
  - Start Number
  - Site Location, City/State and Zip Code

### 6. Software

- AMAG requires the 'End User Form' filled in (request this from your sales representative if you don't have this form). It is important to list the End User/Site Name/Project name as well as relevant email contact.
- Ensure correct software version is on your order, especially when adding-on to an existing Symmetry system. **Software returns are not permitted.**

### 7. Computers

- AMAG requires the following information for Homeland (HSE)
  - Project Name
  - Name of End User
  - Location of End User (City & State)
  - Email address
  - All Servers - Please indicate on the PO which Windows Server you require: 2019 or 2022

### 8. Symmetry CompleteView

- AMAG requires the following information
  - Existing or New Installation
  - Name of Installer
  - Project Name
  - Name of End User
  - Location of End User (City and State)
  - GUID# or Product ID# (for an existing installation)
  - Symmetry CompleteView software you are running: Professional or Enterprise (required when ordering a server only)

### 9. Zenitel

- All orders are drop shipped directly from supplier and shipped via FedEx only. All freight cost will be invoiced.
- Florida and Canada orders will ship to AMAG first and then AMAG will ship to the customer.
- Must have a contact name and phone number.