



# 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](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

#### 6. Software

- AMAG requires a project name
- 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

- AMAG requires the following information for Homeland (HSE)
  - Project Name
  - Name of End User
  - Location of End User (City & State)
  - Email address
  - All Servers - Which windows server being used 2012, 2016, 2019.

#### 8. Symmetry Complete View

- 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: One, 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. *NOTE: Supplier does not ship using third party accounts*
- 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.