



Ordering Best Practices

PLACING AN ORDER



AMAG WOW
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OVERVIEW

Purchase orders will be reviewed to ensure all required information is included and an order acknowledgement will be issued within 24 hours upon 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 that 24 hour time period, please contact AMAG Customer Relationship Department immediately 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 ordering and tracking service makes it easy for you to place orders online and watch them get fulfilled and shipped. To get signed up, 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:

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

IMPORTANT ITEMS TO INCLUDE ON YOUR PO

FAILURE TO INCLUDE ANY OF THIS REQUIRED INFORMATION ON AN ORDER WILL RESULT IN THE DELAY OF PROCESSING AND SHIPPING YOUR ORDER.

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 the AMAG Regional Sales Manager must be accompanied with 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. 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:

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# (for new) or Product ID# (for an existing installation)
 - vii. Symmetry 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
 - ii. Name of End User/ Project Name
 - iii. Location of End User/ Project Name (City and State)
- b. All orders are drop shipped directly from supplier and shipped via FedEx only *NOTE: freight costs will be invoiced.*
- c. AMAG can accommodate any required ship method, which means the order will be directed to our location first and AMAG will use your specified method and carrier. If you choose this option, clear notations on your purchase order outlining special handling must be provided
- d. Zenitel cannot drop ship to Florida, the order will ship to AMAG first and then AMAG will ship to the customer.

10. Seneca Data

- a. AMAG requires the following information
 - i. Project Name
 - ii. Name of End User
 - iii. Location of End User (City and State)

For Inquiries please contact our Customer Relationship Department at orders@amag.com or (800)889-9138