



Ordering Best Practices

EMEA & APAC REGIONS

Listed below is important information to be included on your purchase order. Failure to supply this could result in the delay of processing & shipping your order.

PLACING AN ORDER

Email

globalorders@amag.com

ORDERING PROCESS

1. Send purchase order.
2. Receive an OA (order acknowledgment) within 2 working days. This initial OA/email will highlight any queries/missing information/credit holds or dates that are TBC (to be confirmed).
3. We send a revised OA every time something changes on the order.
4. Any order queries please email: globalorders@amag.com. Include your order reference and our 'ORD' reference if possible in your email.

SHIPMENTS

Shipments are Ex Works (EXW). If you would like to arrange your own transport, please state this clearly in your purchase order.

Please also clearly state any special requirements on your purchase order. These include Certificates of Origin; EUR I; Declaration of Conformity; special declarations e.g.: "Demonstration Purposes" or specific signed invoices. We are unable to amend invoices once these are created. **Please bear this in mind as regards local customs regulations.**

1. **End User / Site Name**
2. **Final shipment location of equipment, include City, State, Contact Name & Number**
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 a special pricing; **a copy of the quote from AMAG must accompany your purchase order.**
 - b. Any quote reference must be quoted on your purchase order for the discount to apply. Retrospective discounts will not be given.
5. **Credentials/Cards**
 - a. When being ordered the following must be included to avoid processing delays:
 - i. Site Code
 - ii. Start Number
 - iii. Format Number
 - iv. Bit Number (if applicable)
6. **Software**
 - a. AMAG requires End User/Site Name.
 - b. Ensure correct software version is on your order. You might be subject to a restocking fee if software needs to be returned.
7. **Servers**
 - a. All Hardware orders are drop shipped directly from supplier. AMAG requires the following information:
 - i. Project Name
 - ii. Name of End User
 - iii. Location of End User (City & State)
 - iv. Contact Name & Number
8. **Symmetry CompleteView**
 - a. AMAG requires the following information:
 - i. Confirm whether existing OR new installation
 - ii. Name of Installer
 - iii. Name of End User
 - iv. Location of End User (City & State)
 - v. GUID# or Product ID# (If it's an existing installation)
 - vi. Symmetry CompleteView software you are running: Professional or Enterprise (required when ordering a server only)
9. **Zenitel**
 - a. Software requires End User Name/ Unique site code
 - b. City/Country
 - c. Confirm whether new or existing installation
10. **Specialist documents:**
 - a. If required for importation must be clearly defined & may be subject to additional costs (which will be confirmed at the time of order receipt). These include Certificates of Origin; EUR I; Declaration of Conformity; special declarations e.g.: "Demonstration Purposes" or specific signed invoices. We are unable to amend invoices once these are created. **Please bear this in mind as regards local customs regulations.**