

Mandatory requirements

All POs should be on the purchasing company's letterhead and/or bear the corporate logo.

POs should be addressed to:

Arrow ECS Australia Pty Limited
6/39 Herbert Street
St Leonards, NSW 2065

POs should be sent to:

ecsanz.orders@arrow.com

Invoice To Name & Address:

The full legal company name and mailing address
Including name, telephone and email of contact
Including Company ABN

Ship to address:

Physical Delivery Address
PO Box Numbers are NOT acceptable
Including name, telephone and email of contact
Note to include any special requirements e.g. data centres

Please make sure all POs include the following information:

- PO Number (Quote Number is NOT acceptable)
- PO Date
- Arrow ECS Quote Number
- List each product being ordered
- Include Part Number, Product Name, Quantity, Unit Price and Extended Price
- PO total excluding GST
- GST amount
- PO total including GST
- Currency – AUD unless otherwise specified
- All pricing must be in the same currency as the Arrow ECS Quote
- Special Instructions – any other special instructions related to the order or delivery
- Signature – if your PO document provides for a signature it must be signed (electronically produced POs do not require a signature)

Other Requirements

PO requirements can vary on a vendor by vendor basis. As a general rule however the following are minimum requirements:

- End User Details – name, address, contact name, contact phone, contact e-mail
- Any vendor supplied Deal Registration or Discount Authorisations (including but not restricted to NFR, Education, Government etc)
- RMA Services – site information per appliance
- Renewal orders – serial number and contract dates
- Any other requirement as listed in the following “Additional Vendor Specific requirements” list or the sales quotation
- Must include freight cost if provided in the quote

Important Notice

Incomplete POs, or POs containing terms and conditions that conflict with those of Arrow ECS will be referred back to the buyer and/or Arrow ECS sales representative for clarification and/or correction. Such issues may cause a delay in order entry and delivery.

Additional vendor specific requirements

The vendors listed below have specific requirements in addition to the mandatory requirements.

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|---------------------------|---|
| Arista | A signed end user statement may be requested prior to order fulfilment, which is part of the Strategic Goods Compliance Regulation. |
| Aruba | <ul style="list-style-type: none"> For renewals – serial numbers and support dates Support is mandatory for new orders (except when purchasing AP units) |
| Avaya | <ul style="list-style-type: none"> A Feature Key must be provided for IP Office orders for existing control units All non IP Office orders must have an End User FLID number. |
| Blue Coat | <ul style="list-style-type: none"> For renewals – serial numbers and support dates Support is mandatory for new orders |
| CommVault | <ul style="list-style-type: none"> For renewals – CCID# must be provided ELA Orders – these must be accompanied by the Reseller and End User PO A copy of the End User PO is required for orders \$100K or over |
| Extreme | <ul style="list-style-type: none"> For renewals – serial numbers and support dates Support is mandatory |
| F5 | <ul style="list-style-type: none"> For renewals – serial numbers and support dates Any orders with RMA-3 require an approved RMA-3 form Support is mandatory for new orders |
| Infoblox | <ul style="list-style-type: none"> For renewals – serial numbers and support dates Support is mandatory for new orders |
| NetApp | <ul style="list-style-type: none"> End User PO number is required For Renewals – serial numbers and dates are required For Upgrades - Serial Number of existing hardware Delivery address MUST be confirmed prior to the PO being submitted |
| Palo Alto Networks | <ul style="list-style-type: none"> Support is mandatory for all orders Serial numbers and support dates must be provided for renewals |
| Riverbed | <ul style="list-style-type: none"> Support is mandatory for new orders For renewals – serial numbers and dates are required |
| Sonus | (formerly Network Equipment Technologies) <ul style="list-style-type: none"> For renewals – serial numbers and support dates |
| Sophos | <ul style="list-style-type: none"> Confirmation of type of order (Renewal or New) |
| Varonis | <ul style="list-style-type: none"> End User email address for license registration must be provided as all licenses will be applied to this email address |
| Xirrus | <ul style="list-style-type: none"> Support is mandatory for new orders For renewals – serial numbers and dates are required |

In Person

1300 673 506

Via Email

ecsanz.orders@arrow.com

Online

www.ecs-anz.arrow.com



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