

## 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. shipping to a data centre, tail-gate required, site cannot accept pallets, overnight shipment required.

**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.

<b>Avaya</b>	<ul style="list-style-type: none"> <li>• A Feature Key must be provided for IP Office orders for existing control units</li> <li>• All licensing orders must have an End User FLID number</li> </ul>
<b>Blackberry Cylance</b>	<ul style="list-style-type: none"> <li>• End user must be referenced</li> </ul>
<b>F5</b>	<ul style="list-style-type: none"> <li>• Support is mandatory for new orders</li> <li>• All Purchase Orders must be itemised or a valid Arrow quote must be referenced on the PO</li> </ul>
<b>Infoblox</b>	<ul style="list-style-type: none"> <li>• Support is mandatory for new orders</li> </ul>
<b>NetApp</b>	<ul style="list-style-type: none"> <li>• End User PO number is required</li> <li>• For Upgrades - Serial Number of existing hardware</li> <li>• Delivery address MUST be confirmed prior to the PO being submitted</li> </ul>
<b>Nutanix</b>	<ul style="list-style-type: none"> <li>• End user PO number must be provided</li> <li>• Installation address must be confirmed</li> </ul>
<b>Palo Alto Networks</b>	<ul style="list-style-type: none"> <li>• Support is mandatory for all orders</li> </ul>
<b>Pure Storage</b>	<ul style="list-style-type: none"> <li>• Installation address must be confirmed</li> </ul>
<b>Riverbed</b>	<ul style="list-style-type: none"> <li>• Support is mandatory for new orders</li> <li>• For upgrades and evaluation conversions the serial number of the existing hardware must be provided</li> </ul>
<b>Symantec</b>	<ul style="list-style-type: none"> <li>• Support is mandatory for new orders</li> <li>• For add-ons and upgrade licenses the subscription ID and serial numbers must be provided</li> </ul>
<b>Varonis</b>	<ul style="list-style-type: none"> <li>• End User email address for license registration must be provided as all licenses will be applied to this email address</li> </ul>

### In Person

1300 673 506

### Via Email

[ecsanz.orders@arrow.com](mailto:ecsanz.orders@arrow.com)

### Online

[www.ecs-anz.arrow.com](http://www.ecs-anz.arrow.com)



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