

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 New Zealand Limited
Level 2, 136 Customs Street West
Auckland, New Zealand 1001

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 NZBN (New Zealand Business Number)

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 – NZD 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.

Avaya	<ul style="list-style-type: none"> • A feature key must be provided for IP Office orders for existing control units • All licensing orders must have an end user FLID number
Blackberry Cylance	<ul style="list-style-type: none"> • End user must be referenced
Extreme	<ul style="list-style-type: none"> • Support is mandatory
F5	<ul style="list-style-type: none"> • Support is mandatory for new orders • All Purchase Orders must be itemised or a valid Arrow quote must be referenced on the PO
Infoblox	<ul style="list-style-type: none"> • Support is mandatory for new orders
NetApp	<ul style="list-style-type: none"> • End User PO number is required • For Upgrades - Serial Number of existing hardware • Delivery address MUST be confirmed prior to the PO being submitted
Nutanix	<ul style="list-style-type: none"> • End user PO number must be provided • Installation address must be confirmed
Palo Alto Networks	<ul style="list-style-type: none"> • Support is mandatory for all orders
Riverbed	<ul style="list-style-type: none"> • Support is mandatory for new orders
Symantec	<ul style="list-style-type: none"> • Support is mandatory for new orders • For add-ons and upgrade licenses the subscription ID and serial numbers must be provided
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

In Person

0800 32 22 55

Via Email

ecsanz.orders@arrow.com

Online

www.ecs-anz.arrow.com



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