



ANA
We make your world easier.



Procurement & Purchasing FAQ

This FAQ is designed to help customers navigate the final stages of the purchasing process by providing clear, consistent answers to common procurement, purchasing, and order readiness questions. It is intended to improve transparency, clarify expectations, and help customers move confidently from quotation to order placement and delivery.

SECTION 1

Pricing & Commercial Terms

How long is my quote valid?

The validity period is listed on each quotation. If you need additional time for internal approvals, please contact your ANA representative to discuss available options.

Can Pricing be locked in for a future purchase?

Depending on your project scope, timeline, and current pricing policies, ANA may be able to extend quoted pricing. Your ANA representative can discuss the options available for your project.

Are there any upcoming price increases?

If known pricing changes may affect your project, your ANA representative will communicate them during the quotation process and discuss opportunities to secure current pricing.

What payment terms are available?

ANA's standard payment terms are Net 30 for approved accounts. Payment terms are established based on customer account status and credit approval. If alternative terms are needed, your ANA representative can review available options.

Are deposits required?

Deposit requirements vary depending on the product, order size, and customer account status. Your ANA representative will advise if a deposit is required for your order.

Is a credit application required?

New customers or customers requesting credit terms may be asked to complete a credit application before an account can be established.



SECTION 2

Procurement Documentation

Can ANA provide a budgetary quote?

Yes. Budgetary quotations are available to support project planning, budgeting, and preliminary capital requests.

Can ANA provide a W-9?

Yes. A current W-9 is available upon request as part of your organization's vendor onboarding process.

Can ANA provide a detailed line-item quote?

Yes. Quotations can include equipment pricing, optional accessories, freight, and other applicable charges. The level of detail can be customized to meet your procurement requirements.

Can ANA provide a Certificate of Insurance (COI)?

Yes. Certificates of Insurance are available upon request to satisfy procurement or contractual requirements.

What documentation can ANA provide to support procurement?

ANA can provide a variety of documentation to support your purchasing process, including:

- Equipment quotations
- Product specifications
- Warranty information
- Technical documentation
- W-9 forms
- Certificates of Insurance (COIs)
- Sales Terms & Conditions
- Other supporting documentation (as required)
- Certificates of Insurance (COIs)
- Sales Terms & Conditions
- Other supporting documentation, (as required)

SECTION 3

Contracts & Legal

Can ANA provide a mutual Non-Disclosure Agreement (NDA)?

Yes. ANA can provide a mutual NDA when appropriate to support confidential discussions during the evaluation process.

What legal documentation can ANA provide during procurement?

Depending on your procurement requirements, ANA can provide:

Will ANA review our company's NDA?

Yes. Customer-provided NDAs can be submitted for review when confidential information will be shared as part of the engagement. Review timelines may vary depending on the complexity of the agreement.

- Mutual Non-Disclosure Agreements (NDAs)
- Sales Terms & Conditions
- Certificates of Insurance (COIs)
- W-9 forms
- Other contractual documentation, as required

SECTION 4

Order Planning

What are the current manufacturing lead times?

Lead times vary based on product configuration and current production schedules. Estimated lead times will be provided during the quotation process based on your requested product configuration.

Are expedited production or shipping options available?

Expedited production or shipping may be available for an additional cost, depending on manufacturing capacity and inventory availability.

Can delivery dates be guaranteed?

ANA provides the most accurate estimated delivery timeline available during the quotation process. While every effort is made to meet estimated delivery dates, actual delivery timing may be affected by production schedules, product availability, and transportation factors.

What inventory is currently available?

Inventory availability varies by product configuration and current production planning. Your ANA representative can confirm availability and recommend the most appropriate solution based on current inventory and production schedules

Can freight be quoted separately?

Yes. Freight can be quoted separately or included within your overall quotation based on your purchasing requirements.

Can partial shipments be accommodated?

When operationally feasible, partial shipments may be arranged to support your project schedule.

SECTION 5

Purchase Order & Order Processing

Can ANA provide a mutual Non-Disclosure Agreement (NDA)?

To process your order efficiently, please provide:

- Purchase Order (PO)
- Billing information
- Shipping information
- Requested delivery location
- Any applicable project or reference information

Your ANA representative will let you know if any additional documentation is required.

Can changes be made after a purchase order is submitted?

Depending on the status of your order, changes may be possible. Please contact your ANA representative as soon as possible to discuss available options.

Who should I contact with questions after placing an order?

Your ANA Sales Representative and Inside Sales team will remain your primary points of contact throughout order processing and fulfillment and will keep you informed of your order status.

What happens after we submit a purchase order?

Once your purchase order is received, ANA will review the order, confirm product specifications, and issue an order acknowledgment outlining the next steps and expected order timeline.

Need Additional Assistance?

If you have questions that are not covered in this FAQ, please contact your ANA Sales Representative. Our team is committed to making the procurement and purchasing process as efficient and seamless as possible.

Learn more about



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*Specifications shown are subject to change without notice.
Please contact ANA, Inc for current specifications and model information.