



## Welcome to Alcatel-Lucent's Order Administration! Enterprise Product Group (EPG)

Below are some frequently asked questions when starting to conduct business with Alcatel Lucent!

1. Methods of placing an order.
2. Tools available to track your order.
3. Methods of Invoicing.
4. Payment Methods and remit to address.
5. RMA Instructions.
6. Contact Information

### 1. Methods of placing an order

- a. Fax 818-880-1546
- b. E-mail [ALUEBG.ORDERS@Alcatel-Lucent.com](mailto:ALUEBG.ORDERS@Alcatel-Lucent.com)
- c. Order online EBUY <https://ebuy.businesspartner.alcatel-lucent.com>

### 2. Tools available to track your order

- a. **Oracle Alerts** – If you provide us the contact e-mail address then we would provide you with alerts that tell you what was booked, schedule date, shipping information.
- b. **I-Store** - This tool give you visibility into our system of orders shipping per your account number. This access is given to selected individuals per your request.
- c. **EBUY** – This tool also provides tracking information and status.

### 3. Methods of invoicing

- a. Paper Copy-Standard invoice is printed and mail to your bill to location.
- b. EDI- Electronic invoicing.
- c. WEB Interface – Log on to Web interface and submit them electronically.

### 4. Payment Methods and remit to address

- a. Standard Check – ATTN: ACCOUNTS RECEIVABLE  
Alcatel-Lucent USA Inc.  
P.O. BOX 910169  
DALLAS, TX 75391
- Wire Transfer – Electronic transfer of funds.  
Alcatel USA Marketing, Inc.  
JPMorgan Chase Bank  
2200 Ross Avenue  
Dallas, TX 75201  
ACCOUNT: 08805089115  
ABA: 021000021  
SWIFT: CHASUS33

Credit Card- Fees will apply.

### 5. RMA Instructions

- a. **Return Material Authorization** – In case the need arises that material needs to be returned for credit. An RMA form should be filled out and submitted to your account manager for return authorization. Once approved an RMA Number will be issued and the ship to address will be provided.

### 6. Contact information

- a. **Account Manager** – Assigned person will be provided when order processing begins
- b. **Order Administration** – Tim Ballew, Phone 818-878-4816, email [tim.m.ballew@alcatel-lucent.com](mailto:tim.m.ballew@alcatel-lucent.com)



**Rules for booking orders**

1. Purchase Orders matching Actis file – part number, pricing, end user address.
2. Contact information for shipping
3. All discounts approved.
4. Shipping terms stated and approved per contract
5. Correct ship to address, No P.O. Boxes.
6. Requested delivery date

**Note:**

**If you need assistance on Product Configuration & Pricing, Order Administration and/or any other related matters, please be sure to contact your local Alcatel-Lucent Representative and/or Alcatel-Lucent approved Business Partner(s).**