



Government of **Western Australia**  
Department of **Finance**  
Government **Procurement**

**Contract Number:** CUAPCS2018

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# CUAPCS2018 – Procurement Lifecycle Document

## Aussie IT

**This Contractor is qualified to sell:**

- Panel 4 – Consumables



## Contact Person for Customer Queries

### Aussie IT

ABN No: 64 009 235 214

ACN No: 009 235 214

**Ms Cherylle Culloton**

**T:** (08) 9445 2755   **M:** NA

**F:** (08) 9445 7288

**E:** [Accounts@aussie-it.com.au](mailto:Accounts@aussie-it.com.au)

**Website:** [www.aussie-it.com.au](http://www.aussie-it.com.au)

**Postal Address:**

U1 / 40 King Edward Road, OSBORNE PARK WA 6017

**Orders Via:**

Please see Buying Process Outline

**Hours:**

8.00am to 5.00pm Monday to Friday

## Buying Process Outline

### Placing an Order

NOTE: Applies to both Catalogue and Non-Catalogue items.

#### OPTION A

**Use CUA Order Form or Agency Order Form for Product Catalogue Items.**

You can use the CUA Order Form or your organisation's own order form to make a purchase from Aussie IT's Product Catalogue. Please make sure that you cite the CUA number "CUAPCS2018".

**STEP 1 (if required):** Use email or phone to communicate with the Contact Person for Customer Orders – Cherylle Culloton – via the enquiries email address as per the contact details on page 2 to set up a CUAPCS2018 Account.

**STEP 2:** Fill in the CUA Order Form or your organisation's own order form with the products you require.

**STEP 3 (if required):** If the estimated value of your order will exceed \$250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Aussie IT, or document that you have browsed the prices of at least one other supplier for the same products. This will allow you to determine whether other qualified Contractors can provide better value for money.

**STEP 4:** If Aussie IT represents good value for money then send the CUA Order Form to email or fax for fulfilment. If you have any questions, contact Cherylle Culloton via the details on page 2 for further information.

## OPTION B

### Use Aussie IT's Website.

**STEP 1 (if required):** Use email or phone to communicate with the Contact Person for Customer Orders – Cherylle Culloton – via the contact details on page 2 to set up a CUAPCS2018 Account and Login details for the Aussie IT website.

**STEP 2:** Browse the Aussie IT website and select the required products.

**STEP 3 (if required):** If the estimated value of your order will exceed \$250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Aussie IT, or document that you have browsed the prices of at least one other supplier for the same products. This will allow you to determine whether other qualified Contractors can provide better value for money.

**STEP 4:** If Aussie IT represents good value for money, then either pay online via the Aussie IT website, or indicate that you will pay on your Account in the near future. If you have any questions, contact Cherylle Culloton via the details on page 2 for further information.

## Payment of Invoices

Either pay online via Aussie IT's website, or pay on your Account via Cherylle Culloton at [accounts@aussie-it.com.au](mailto:accounts@aussie-it.com.au), or call by phone on 08 9445 2755. We accept credit card payments and bank transfer.

## Delivery

For Metropolitan areas, products will be delivered by Foxline Couriers free-of-charge to your site within 24 hours of ordering. For Regional orders, Toll Ipec will deliver in a 1-2 day timeframe. If you have any questions, contact Darren Saggars [sales@aussie-it.com.au](mailto:sales@aussie-it.com.au) or call 08 9445 2755 for further information.

## Warranty and Maintenance

Aussie IT will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. Aussie IT will also take complete financial responsibility for any damage to equipment caused by faulty consumable Products supplied by the Contractor, such that any requirements to replace, clean, repair the associated equipment occurs without any cost to the Customer. The contact person for warranty issues is Darren Saggars at [sales@aussie-it.com.au](mailto:sales@aussie-it.com.au) or call 08 9445 2755.

Warranty issues are logged on our quality management system register. We require the faulty item code, invoice number, machine part number and machine serial number. Manufacturers may need to troubleshoot the issue with the end-user to verify the fault. Aussie IT will give the customer a return number, which is to be written on the outside of the box along with our address. Aussie IT will arrange courier collection, and either replace or credit the faulty item.

## Disposal and Recycling

Aussie IT can provide a cartridge recycling service for Customers in the Perth Metropolitan Area. Please email the end-user contact person's name, email address, phone number and delivery address to [sales@aussie-it.com.au](mailto:sales@aussie-it.com.au). Aussie IT will organise the delivery of a recycling starter kit which includes a box and heavy-duty bags. Full bags are collected by our recycling organisation "Close the Loop". Collections can be booked on their website [www.closestheLoop.com.au](http://www.closestheLoop.com.au) or by calling 1800 24 24 73.

## Account Management and Invoicing

If required, Aussie IT must provide consolidated invoicing in specific formats as agreed with the Customer. The customer can contact Aussie it by email [sales@aussie-it.com.au](mailto:sales@aussie-it.com.au) or call 08 9445 2755 to establish an invoice format. Please contact us for any invoicing errors by emailing [sales@aussie-it.com.au](mailto:sales@aussie-it.com.au) so the error can be checked. Aussie IT will correct any verified errors on our system, so that it does not occur again, and process a pricing credit if required. The Account Manager for Customer queries and invoicing is Darren Saggars who can be contacted via the details on page 2.