



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

**Contract Number:** CUAPCS2018

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# CUAPCS2018 – Procurement Lifecycle Document

## Complete Office Supplies

**This Contractor is qualified to sell:**

- Panel 4 – Consumables



## Contact Person for Customer Queries

### Complete Office Supplies

ABN No: 92 001 634 715

ACN No: 001 634 715

**COS Customer Service**

**T:** 1300 882 244

**F:** 1300 738 820

**E:** [Customerservice@cos.net.au](mailto:Customerservice@cos.net.au)

**Mr Paul Kaye**

**T:** 1300 882 244   **M:** 0403 904 366

**F:** 1300 738 820

**E:** [Paulk@cos.net.au](mailto:Paulk@cos.net.au)

**Website:** [www.cos.net.au](http://www.cos.net.au)

**Postal Address:**

48 Luisini Road, WANGARA WA 6065

**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 Complete Office Supplies' 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 – Paul Kaye – 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 Complete Office Supplies, 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 Complete Office Supplies represents good value for money then send the order form to Email – [Customerservice@cos.net.au](mailto:Customerservice@cos.net.au) OR Fax – 1300 738 820.

## OPTION B

**Log on to [cos.net.au](https://www.cos.net.au).**

**STEP 1 (if required):** If you do not have access to COSnet please contact Paul Kaye via the contact details on page 2.

**STEP 2:** Use the Search Products box or Toner Finder to find the products you wish to order.

**STEP 3:** Click on the product to review the specs in more detail.

**STEP 4:** Select quantity and add to cart.

**STEP 5 (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 Complete Office Supplies, 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 6:** If Complete Office Supplies represents good value for money, then follow the shopping cart check out process.

NOTE: More detailed information can be found at – <https://www.cos.net.au/c/cos-support>. Alternatively, please phone 1300 882 244 with any queries.

## Payment of Invoices

Customers can either pay online when they check out of the COSnet website – <https://www.cos.net.au> – or pay via invoice.

COS has established accounts with an agreed invoicing method for most WA government agencies. The invoicing method may be consolidated monthly invoice, invoice with goods, credit card payment, etc. – depending on what the agency requests. If your agency does not have an account or if it requires changes to the invoicing method, please contact Paul Kaye (contact details above).

## Delivery

For Metropolitan areas, products can be delivered free-of-charge the next working day. Most Metropolitan deliveries will be actioned by a COS driver, and the receiver will be asked to sign for the delivery.

For Regional orders, the order timeframes are likely to be longer. Regional deliveries will be actioned by leading courier companies, including Startrack and Toll Express, and the receiver will be asked to sign for the delivery. If you have any questions, contact Paul Kaye (contact details above).

## Warranty and Maintenance

Complete Office Supplies will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel.

Complete Office Supplies will also take complete financial responsibility for any damage to equipment caused by faulty consumable Products supplied by Complete Office Supplies, such that any requirements to replace, clean, repair the associated equipment occurs without any cost to the Customer.

All warranty queries will be managed by COS, and the COS Customer Service team will escalate any OEM warranty queries with the supplier. COS will follow-up with the Customer to ensure satisfactory completion of the warranty request or query.

The contacts for warranty issues are COS Customer Service or Paul Kaye (contact details above).

## **Disposal and Recycling**

Complete Office Supplies suggest Close the Loop.

Customers can register for their toner collection service at <https://www.closesthe-loop.com.au/register/> and completing the online form.

## **Account Management and Invoicing**

If required, Complete Office Supplies must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Paul Kaye (contact details above).