



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

**Contract Number:** CUAPCS2018

**Last Updated:** 16 November 2018

**Document number:** 03002253

# CUAPCS2018 – Procurement Lifecycle Document

## Quality Printers & Cartridges

**This Contractor is qualified to sell:**

- Panel 4 – Consumables



## Contact Person for Customer Queries

### Quality Printers & Cartridges

ABN No: 29 306 430 440

ACN No: 306 430 440

**Ms Caitlyn McKie**

**T:** (08) 9303 3888 **M:** NA

**F:** (08) 9303 3889

**E:** [Support@qpca.com.au](mailto:Support@qpca.com.au)

**Website:** [www.qpca.com.au](http://www.qpca.com.au)

**Postal Address:**

2 Glory Road, GNANGARA WA 6077

**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 Quality Printers & Cartridges'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 – Caitlyn McKie – 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 Quality Printers & Cartridges, 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 Quality Printers & Cartridges represents good value for money then send the CUA Order Form to email or fax for fulfilment. If you have any questions, contact Caitlyn McKie via the details on page 2 for further information.

## OPTION B

### Use Quality Printers & Cartridges' Online Order Form.

You can also use Quality Printers & Cartridges easy Desktop Online Order Form to make an order. When you make this purchase online in the correct manner, as per below, you will be automatically allocated with reduced CUA pricing.

**STEP 1 (if required):** Use email or phone to communicate with the Contact Person for Customer Orders – Caitlyn McKie – via the contact details on page 2 to set up a CUAPCS2018 Account and Login details for the Quality Printers & Cartridges website.

**STEP 2:** QPC's exclusive order form is customised to your organisation, printing fleet and departments. With no logins or passwords to remember, your order form sits conveniently on your desktop available for you to double click when you are ready to order. Your order form automatically logs in and displays only your devices, matching consumables and CUA Approved prices ready for you to type in your quantities and press "send". Your form can be customised so devices are grouped into departments or labelled as "Jeff's printer" right up to having a centralised purchasing officer approving orders with a click of a button.

**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 Quality Printers & Cartridges, 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 Quality Printers & Cartridges represents good value for money, then either pay using your Credit Card or indicate that you will pay on your Account in the near future. If you have any questions, contact Caitlyn McKie via the details on page 2 for further information.

## Payment of Invoices

Either pay online via the Quality Printers & Cartridges' online system, or pay on your Account via:

Kelly Osredecki (08) 9303 3888 [accounts@qpca.com.au](mailto:accounts@qpca.com.au)

EFT: BSB: 036-237

Account: 26 5554

NOTE: Please reference invoice number or company name for EFT payments

## Delivery

For Metropolitan areas, products will be delivered free-of-charge to your site within 24 hours of ordering. For Regional orders, the order timeframes are likely to be longer. If you have any questions, contact Caitlyn McKie via the details on page 2 for further information.

## Warranty and Maintenance

Quality Printers & Cartridges will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. Quality Printers & Cartridges 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 Caitlyn McKie who can be contacted via the details on page 2.

## **Disposal and Recycling**

Quality Printers & Cartridges provides a cartridge collection service for Customers in the Perth Metropolitan Area. For further details, please contact Caitlyn McKie who can be contacted via the details on page 2.

## **Account Management and Invoicing**

If required, Quality Printers & Cartridges must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Caitlyn McKie who can be contacted via the details on page 2.