



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

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# **CUAPCS2018 – Procurement Lifecycle Document**

## **Toner Plus**

**This Contractor is qualified to sell:**

- Panel 4 – Consumables



# Contact Person for Customer Queries

## Toner Plus

ABN No: 67 122 455 850

ACN No: 122 455 850

**Ms Eddy Bulich**

**T:** (08) 9409 6664    **M:** NA

**F:** (08) 9409 7558

**E:** [Ebulich@tonerplus.com.au](mailto:Ebulich@tonerplus.com.au)

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

**Postal Address:**

Unit 1, 53 Berriman Drive, 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 Toner Plus'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 – Eddy Bulich – 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 Toner Plus, 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 Toner Plus represents good value for money then send the CUA Order Form to email or fax for fulfilment. If you have any questions, contact Eddy Bulich via the details on page 2 for further information.

## OPTION B

### Use Toner Plus's E-Commerce Website.

You can also use Toner Plus's E-Commerce Website 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 – Eddy Bulich – via the contact details on page 2 to set up a CUAPCS2018 Account and Login details for the Toner Plus website.

**STEP 2:** Browse the Toner Plus 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 Toner Plus, 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 Toner Plus represents good value for money, then either pay online via the Toner Plus website, or indicate that you will pay on your Account in the near future. If you have any questions, contact Eddy Bulich via the details on page 2 for further information.

## Payment of Invoices

Either pay online via the Toner Plus' E-Commerce Website, or pay on your Account via: [Ebulich@tonerplus.com.au](mailto:Ebulich@tonerplus.com.au).

## 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 Eddy Bulich via the details on page 2 for further information.

## Warranty and Maintenance

Toner Plus will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. Toner Plus 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 Eddy Bulich who can be contacted via the details on page 2.

## Disposal and Recycling

Toner Plus provides a cartridge collection service for Customers in the Perth Metropolitan Area. For further details, please contact Eddy Bulich who can be contacted via the details on page 2.

## Account Management and Invoicing

If required, Toner Plus must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Eddy Bulich who can be contacted via the details on page 2.