

CUA Number: CUAOFP2023
Last Updated: 2 May 2023

CUAOFP2023 PANEL A & B – STATIONERY GOODS (incl. COPY PAPER) & KITCHEN PROVISIONS / JANITORIAL & PERSONAL ITEMS

Procurement Lifecycle Document

Complete Office Supplies Pty Ltd (COS)

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Complete Office Supplies Pty Ltd (COS)



General Enquiries

Administration

Phone: 1300 88 22 44

Email: customerservice@cos.net.au

Website(s): www.cos.net.au

Postal Address: 25 Nyrang Street Lidcombe NSW 2141

Orders

www.cos.net.au

Phone: 1300 88 22 44

Email: customerservice@cos.net.au

Refer to [Buying methods](#) section for further information.

Hours

8am – 5pm Monday-Friday

Offered Products

Complete list of CUA offered products can be found in the Product Catalogue - [Office and Facility Products CUAOFP2023 \(www.wa.gov.au\)](http://www.wa.gov.au).

Products Offered:

Cash Boxes & Key Accessories	Office Kitchen Provisions
Conference & Presentation	Filing & Storage
Cutters & Trimmers	Laminating Machines & Supplies
Diaries & Planners	Staplers & Fasteners
Electrical Supplies	Torches & Batteries
Media & Computer Accessories	Writing Instruments
Filing & Storage	Office Kitchen Provisions
Laminating Machines & Supplies	Copy Paper
Staplers & Fasteners	

Chemicals	Food Service Disposables
Janitorial Supplies	Accoutrements
Washroom Supplies	Personal Care
Food Packaging	Eye & Face Protection

Our Business:

COS is the largest Australian owned and operated national office product company. We are passionate and committed to the customer experience and the office products industry. Following in his father's footsteps, COS was founded in 1977 by Dominique Lyone as a local office stationery business.

Over 45 years later, COS has over 500 staff delivering thousands of products to businesses across Australia with warehouses in every state and territory. COS remains a family run and privately owned business with Dominique's daughters Amie & Belinda Lyone now leading the business together as Co-CEO.

Sustainability: Eco Conscious Range

We offer an expansive range of eco-conscious products designed to make sustainable choices easy and part of your everyday life. All it takes is just a few small changes to create real, positive change, and reduce the harmful effects businesses can have on the environment.

Net Zero Operations in 2023

The actions we have taken have brought us to net zero operations, constantly working to make sure our business doesn't come at the expense of the planet.

By taking a step-by-step approach through sustainability initiatives across our operations, product choice, customer activity and delivery service, we are improving sustainability outcomes for COS, our customers, and the environment.

Our Logistics

COS has invested heavily in creating a nation-wide presence, with an extensive network of sales offices, warehouses and distribution centres across Australia.

COS will support Western Australian Government customers with orders supplied in full and on-time from our new warehouse in Wangara. This warehouse is fully stocked to meet the demand of the Western Australian Government and our local team will tailor our service delivery to your local requirements.

Our Suppliers

COS is compliant with the Modern Slavery Act (2018). It's our policy to only work with suppliers who practice ethically responsible methods of sourcing resources, manufacturing processes and who maintain world best-practice labour standards.

We also give priority to suppliers who demonstrate ongoing innovation and investment in environmentally friendly products.

Further Discounts

Bulk Orders

Speak directly to a COS representative to find out offerings.

Non-CUA Items

Speak directly to a COS representative to find out offerings.

Buying methods

Best Customer Experience

The COS “Best Customer Experience” is delivered every day to your end users.

Your dedicated Account Management team and our Customer Relations Helpdesk will ensure your workplace supplies requirements are understood and your company objectives are achieved.

Reliable Support from Australia-based Customer Service



Call toll-free number **1300 88 22 44** to talk to helpdesk staff



Email us at customerservice@cos.net.au for online support



‘Live Chat’ via our online ordering system, COSnet

Our team are available 8.30 AM – 8.00 PM AEST Monday to Friday. Outside these operating hours, your Account Manager will be available via mobile or email to respond to queries.

Online Ordering System

Our online ordering website is www.cos.net.au which is available to access via desktop PC, laptop, smartphone and tablet devices.

Email

Purchasers can email customerservice@cos.net.au at any time to place an order.

Phone

Orders via telephone can be initiated by calling **1300 88 22 44**.

Delivery

Timeframes and Fees

Speak directly to a COS representative to find out offerings.

All deliveries typically arrive between 8:30 AM and 5:00 PM.

Minimum Orders

Speak directly to a COS representative to find out offerings.

Perth metropolitan area

Orders placed prior to 5pm weekdays will be delivered next day via COS drivers.

Regional Deliveries

Orders placed prior to 2pm weekdays will be despatched overnight for delivery via COS preferred suppliers.

6. Payment of invoices

Pay your account via the following options:

EFT / Direct Deposit

Pay on your Account via EFT – Account details as follows:

Account Name: Complete Office Supplies Pty Ltd

BSB: 332027

Account: 551155551

Email remittances: Accounts@cos.net.au

Credit Card

Credit card payments will be accepted on the Supplier's website www.cos.net.au. No fees will be charged for Visa and Mastercard.

7. Takeback Services

Please contact COS Customer Service to request a return.

Phone: 1300 88 22 44

Email: customerservice@cos.net.au

8. Disposal and recycling

Please contact the COS Account Manager for more information on solutions available.

9. Return of rejected goods

Please contact COS Customer Service to request a return.

Phone: 1300 88 22 44

Email: customerservice@cos.net.au

10. Account management and invoicing

Please include general information.

Who	Service	Contact Details
COS Accounts	Account queries	Accounts@cos.net.au
Paul Kaye	All other account management	0403 904 366 paulk@cos.net.au
Steven Clayton	All other account management	0451 196 552 stevenc@cos.net.au

Contractor information

ABN: 92 001 634 715

ACN: 001 634 715

Contractor Details

Contact Information

Paul Kaye

Position: Account Director

Phone: 0403 904 366

Email: paulk@cos.net.au

Steven Clayton

Position: Account Director

Phone: 0451 196 552

Email: stevenc@cos.net.au

Business Hours: 8am – 5pm

Orders Via:

www.cos.net.au

Phone: 1300 88 22 44

Email: customerservice@cos.net.au