

CUACMD2021 Panel 2 Device Leasing Procurement Lifecycle Document

Vestone Capital

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Vestone Capital Pty Ltd t/as Vestone Capital

ABN: 44 112 079 268

ACN: 112 079 268

Contact Information

Primary Contact

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Role: Senior Relationship Manager
Mobile: 0408 858 443
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Office Address: Level 23, 240 St Georges Terrace, Perth, WA 5000

Secondary Contact

Name: Jennifer Lichaa
Role: Senior Relationship Manager/CUA Contract Manager
Mobile: 0447 082 637
Email: Jennifer.lichaa@vestonecapital.com

Tertiary Contact

Name: Maria Cavallo
Role: Head of Enterprise Operations
Phone: 02 9189 4910
Mobile: 0414 335 266
Email: Maria.cavallo@vestonecapital.com

Please refer to General Enquiries for general contact details.

Business Hours:

8.30am – 5pm (WST) Monday to Friday

Orders (Quoting and Account Enquiries) Via:

Name: Michael Harris
Role: Senior Relationship Manager
Mobile: 0408 858 443
Email: Michael.harris@vestonecapital.com

Offered Services

Vestone Capital offers operational leasing for devices and other hardware for all CUA Brands.

A summary of leasing services offered by Vestone Capital are below:

Leasing Services	Description
Master Credit Facility	Once Vestone receives all required details, Master Credit Facility is approved and established. Certain asset values/ types and credit risks may be subject to further review.
Quotations	Once Vestone receives all required details, a complete and accurate quotation for CUA-approved items is submitted electronically to the customer.
New Business Drawdowns	
Master Lease Agreement	Once Vestone receives all required details, a complete and accurate Master Rental Agreement is issued for signature.
Supplier Accreditation	All Suppliers on CUACMD2021 will be accredited for supply of CUA-approved items with Vestone.
Servicing Existing Business	
Invoicing	System generated invoices for periodic rental amounts issued by Vestone to Customer.
Payment of Suppliers	Once Vestone receives confirmation of equipment acceptance payment is made to the Supplier.
Contract Meetings and Reporting	All meetings and reporting requirements specified in the CUA Master Agreement fulfilled as scheduled and specified
Ad Hoc Reporting	Subject to report type, data requested and availability of data
End of Lease Management	
Extensions	Once Vestone receive the direct to extend the lease, the system is updated.
Returns	Customer notifies of assets to be returned whereby our service provider will collect, matched data wiped and scanned though the system. Once the return is confirmed, the contract is terminated within 48 hours.

Value-added Services

Vestone has also structured additional leasing services for CUA customers which includes a wide range of value-added features and services.

Leasing Services	Benefit
120 day automatic notification of assets coming to end date	Allows customer to retain a transparent timeline of the asset lifecycle whilst not adding to the administrative burden or oversight. Triggers proactive conversation between account management and customer to actively manage the portfolio of leased assets with the strategy of the customer.
Rental minimising profile	Helps minimise cost to the customer should they wish to opt for a Month-to-month extension rather than locking in a fixed term extension; profile will automatically be triggered at end of lease if notification has not been received.
7 days free grace period	Gives customer additional 7 days to return equipment at end of lease without triggering additional costs
Asset substitution available	Allows customer to swap damaged assets for owned assets of a like make and model to minimise costs associated with any damaged assets
Billing is daily pro-rated	Helps minimise cost to the customer should they wish to opt for extension at end of term
Exclusive Lease and Service Discounts	CUA customers have exclusive discounts available to their lease pricing and to their service pricing which creates greater cost savings for reinvestment.
Flexible end of lease	Allows for proactivity between customer and Vestone and a strategic, transparent approach to asset management
Customisable Reporting	Allows for understanding of costs, increases clarity and functionality of customers internal reporting abilities, reduces administrative burden on customer.
Streamlined consolidated billing	Reduces administrative burden on customer and simplifies the periodic invoicing function
High care service model	Each customer is allocated dedicated client and account management staff specific to their portfolio which increases service capabilities.
Customisable Reporting	Allows for understanding of costs, increases clarity and functionality of customers internal reporting abilities, reduces administrative burden on customer.
E-Signature Available	Electronic signatures (if requested) simplifies the documentation process and increases time efficiencies.
Free online asset management portal	Greater transparency over complete asset portfolio and reporting requirements

Leasing Services	Benefit
Buyback Program	The program offers a cash payment for assets that are owned by the client to generate capital back to the customer.

Offered Ancillary Services

Vestone's trusted service partner is Renew IT. Renew IT was established in 2008 as one of Australia's first ITAD organisations by current CEO, James Lancaster. Renew IT started with a focus in the server/enterprise sector dealing with IBM, HP, EMC, NetApp, Cisco and Dell midrange and enterprise assets. Over its years of operation, the business has developed to focus on fleets of end user compute and mobility assets, with the business processing upwards of 15,000 assets per month in Australia.

Renew IT offers services across Australia and New Zealand, it includes but is not limited to:

- Asset buybacks for customer owned devices
- Secure data destruction
- State-wide collections of IT Hardware from customer sites
- Asset Imaging, configuration, and deployment
- Asset Recycling via R2 Recycling standards.
- Remarketing of used/refurbished IT Hardware

With regards certifications, Renew IT holds ISO accreditations (ISO27001, 45001, AS/NZS5377, 9001 and 14001) for the technology services ensuring vigilance with maintaining the highest standards of service delivery. The same standard of excellence applies to the method in which data security, e-waste and equipment disposal are handled for Vestone Capital's customers - all potentially high-risk milestones in the asset lifecycle.

As part of our process for continual improvement, Renew IT is always looking for ways to reduce their impact on the environment by:

- Reusing hardware packaging instead of building new cartons.
- Reducing the amount of packaging required by packing PC's loose on containers.
- Reusing peripherals that aren't resalable by providing to IT-related charities.
- Working towards complete carbon neutrality across all its sites in Australia.

Buying Process

To establish a lease agreement with Vestone Capital under Panel 2, Customers must follow the process summarized below:

Step	Responsible Party	Action
1	Customer	Define Product and service requirements.
2	Customer	Issue RFQ to Panel 1 Contractors in accordance with CUA Buying Rules.
3	Panel 1 Contractors	Submit pricing to the customer in response to RFQ for the required Products and Services.
4	Customer	Select best value for money Offer and advise successful Panel 1 Contractor of acceptance of Offer and intention to Lease.
5	Customer	Prepare RFQ which includes the Device prices from the successful Panel 1 Contractor's Offer including any additional Service requirements.
6	Customer	Issue the RFQ to Panel 2 Contractors in accordance with the CUA Buying Rules.
7	Vestone Capital	Submit Offers to the Customer in response to the RFQ for the required Services.
8	Customer	Select best value for money Offer and advise successful Panel 2 Contractor of acceptance of Offer.
9	Customer	Sign a Master Lease Agreement (MLA) document with the successful Panel 2 Contractor.
10	Vestone Capital	Pay the Panel 1 Contractor for the devices and the Lease Term commences (Lease Settlement Date).
11	Panel 1 Contractor	Provide any Pre-Deployment Ancillary Services ordered by the Customer (where applicable).
12	Panel 1 Contractor	Deliver Products to the Customer and provide any applicable installation Services ordered by the Customer.
<i>POST LEASE</i>		
1	Customer	Notify Vestone Capital of decision to return assets or extend lease.
2	Vestone Capital RenewIT	Coordinate arrangements for collection of products with the Customer.
3	Vestone Capital RenewIT	Undertake collection of the Products from Customer's premises or an alternative collection point agreed with Customer.
4	Vestone Capital RenewIT	Undertake inventory and condition audit of consignment returned by Customer and notify Customer of any discrepancies within 20 business days.
5	Vestone Capital RenewIT	Provide post-lease Ancillary Services ordered by Customer at the Lease term's end.

Step	Responsible Party	Action
6	Vestone Capital	Issue invoice for any outstanding costs to Customer – i.e. post-lease service feed and remediation fee for return of device after destruction of hard drive (WA Police Option)
6	Customer	Pay final invoice for any post-lease service fees.

Buying Methods

The Customer must follow the **CUA Buying Process**. After obtaining quotes from Panel 1 Contractors the Customer must prepare a Request for Quotation (RFQ), using the **CUACMD2021 – Panel 2 Quote and Order Form** or other appropriate methodology.

1. Obtain Quotes

You can use the **CUACMD2021 – Panel 2 Quote and Order Form** or your organisation's own quote form to seek leasing quotes from Vestone Capital. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Copy Contractor pricing from accepted Panel 1 – Device Hardware offer into **Appendix A of the CUACMD2021 – Panel 2 Quote and Order Form** ("P2 Quote Form") or as an appendix to your organisation's own form.

STEP 2: Complete the P2 Quote Form or your organisation's own quote form with the ancillary services you require into **Appendix B**.

STEP 3: To obtain a Quote for Panel 2 products/services, send the CUA Order Form or your agency's order form to **Michael Harris** Michael.harris@vestonecapital.com or **Sales Team** sales@vestonecapital.com along with the other two Panel 2 Contractors via email.

Note: CUA Buying Rules require Customers to request written quotations from **all Panel 2 Contractors** irrespective of monetary value.

STEP 4: Evaluate quotes and if you determine that Vestone Capital has suitable Goods and/or Services, then proceed to **2. Place an Order**.

2. Confirm the Lease

Option A – Using Order Form

You can use the CUACMD2021 – Panel 2 Quote and Order Form (“P2 Order Form”) or your organisation’s own order form to accept Vestone Capital’s Lease Offer.

STEP 1: Confirm all details are correct in the P2 Order Form and complete the “Order Summary” Sheet.

STEP 2: Complete and sign the Master Lease Agreement (MLA) and reference this document in the P2 Order Form. Obtain signoff from the relevant delegated authority within your organization.

STEP 3: Send the signed Order Form including any attachments to Vestone Capital via email to: Michael.harris@vestonecapital.com and maria.cavallo@vestonecapital.com

STEP 4: The Contractor will issue a confirmation of the Order, advising of Lease Settlement and commencement.

3. Post Lease Services

You can engage with Vestone Capital for optional post-lease services. These post-lease services must be ordered and paid upfront as a lump sum fee or order and paid as a lump sum post-service.

Service charges cannot be rolled into lease instalments and subject to interest payments under CUACMD2021.

STEP 1: Per Method 2 include post-lease services in the Order Form to Vestone Capital. To finalise these services details must be included in the MLA.

1. Collection (optional)

Vestone has a service partnership with Renew IT, who are a trusted service provider. Renew IT offers state-wide collection services to all CUA Customers. Renew IT employees perform collections in all metro locations (within 50km of Perth CBD). Renew IT’s Freight Partners, MacknSons, will perform collections in all regional and remote locations.

All collection services offer packing of the equipment onsite, ready for secure transport back to Renew IT’s facility in Canning Vale.

- a. Where required, Renew IT can provide a packaging and collection service from the customer site.
- b. Prior to activating this service, it is requested that the customer provide the relevant information to ensure the team are correctly equipped to complete the service. This information includes;
 - i. Collection Address
 - ii. Onsite Contact
 - iii. List/Photos of assets to be collected
 - iv. Preferred collection date
 - v. Notable site difficulties/restrictions

2. Data Sanitisation (optional)

Vestone's service partner Renew IT offers full Data Sanitation Services in accordance with the Australian Government Information Security Manual (AGISM). All drives received are at a minimum, single pass Data Sanitised via NIST 800-88 using either Blancco or White Canyon's Data Sanitation Software. Other Sanitation Levels and Processes are offered at the client's request. Upon completion of erasure, the client is provided with a Data Sanitation Report.

If any drives fail this process, they are destroyed onsite with a drill-press prior to being securely shredded by our partners, Shred-X.

- a. Upon return to the Renew IT Facility, each device will be individually recorded by its serial number and UID applied by Renew IT.
- b. Post recording, all applicable devices will undergo Data Erasure via Blancco Erasure Software
 - vi. NIST 800-88 Erasure Standard will be applied where a standard is not requested

3. Disposal

Vestone's service partner Renew IT's end-to-end Disposal Service works as per the following:

1. The collection of equipment from locations around Western Australia,
2. Transporting equipment to Renew IT's processing facilities,
3. Triage to separate the equipment by return batch,
4. The equipment will then be audited, with asset information and condition being recorded during the following stages:

Test and Inspect

- Stage asset on Renew IT test bench
- Power on asset
- Run diagnostics test
- Record the following in Renew IT's Warehouse Management System
 - Completeness (including internal components and power adaptors)
 - Operability (the function of each asset)
 - Condition (the external condition of asset)
- Power down machine
- Provide report to Vestone Capital

Data Erasure

- Securely perform data erasure on a device's drive
- Provide certification of data erasure to Vestone Capital

Clean Asset

- Remove non-standard labels and stickers
- Perform a dry wipe on asset to remove surface dust

Where possible, devices will be sold for reuse. If a device is deemed no longer functional or not economically viable, it will be environmentally disposed of as e-waste. These devices will be identified as such in the final report to the customer.

4. Credits

All credits to be issued back to CUA customers will be netted off in the next periodic invoice for payables.

These credits will be represented by a separate line item.

Payment of Invoices

Payments are made in arrears and details are specified in the MLA document.

The typical payment methodology is monthly by either EFT or Direct Debit. Vestone Capital does not accept Credit Card payment.

Note: Credit card surcharges are prohibited under CUACMD2021.

Disposal and Recycling

Vestone's services partner, Renew IT, hold ISO accreditations (ISO9001, 14001, 18001 and OHAS4801) for the technology services ensuring vigilance with maintaining the highest standards of service delivery. The same standard of excellence applies to the method in which data security, e-waste and equipment disposal are handled for our customers - all potentially high-risk milestones in the asset lifecycle.

We have an Environmental Management System that underpins the ISO accreditation. As part of our process for continual improvement we're always looking for ways to:


- Reducing our impact on the environment by:
 - Reusing hardware packaging instead of building new cartons
 - Reducing the amount of packaging required by packing PC's loose on containers
 - Reusing peripherals that aren't resalable by providing to IT-related charities (like providing unused laptop bags to WorkVentures)
- Providing ISO14001 accredited hardware recycling services into the market to reduce industries impact with landfill.

Account Management and Invoicing

Vestone Capital Account Management involves both servicing new and existing business.

Servicing new business involves reviewing the customers funding requirements, establishing funding facilities and head agreements, preparation of quotations, settling contracts and making payment to suppliers.

Servicing existing business involves issuing rental invoices, resolving customer queries, generating reports (periodic and all additional as requested) and reviewing accounts receivable.



In line with the Master Rental Agreement and underlying lease schedules, rental payments are invoiced periodically over the specified term, along with any charges associated with equipment damage, buyout or early return. Types of invoice and the process for generating and issuing invoices are summarised in the table below. All invoices can be paid via Direct Debit or a one-off Electronic Funds Transfer.

Invoice Type	Invoice process
Consolidated Rental Invoice Rental charges for all active assets under lease with Vestone during a defined period (monthly / quarterly / annual).	Once the lease is active, periodic Consolidated Rental Invoices are automatically generated according to the terms of the lease contract and emailed directly from our system to the nominated customer representative.
Partial Invoice Rental amount payable from contract acceptance date to contract start date	Invoices are generated overnight and issued to the customer support team daily. Once checked for accuracy, invoices are forwarded the same day, via email, to the nominated customer representative, ensuring sufficient time to review and organise payment in line with agreed payment terms.
Termination Invoice Charges related to buy out, or early return, of assets	
Damages Invoice Charges related to damages post return of the goods	
Credit Memo An adjustment, in favour of the customer, for over payment, or any system adjustments that have been made to a rental/termination to reflect a termination	

Contact Information

General Enquiries

Admin

Phone:

Fax:

Email:

Website:

(02) 9189 4921

N/A

Cm1@vestonecapital.com

www.vestonecapital.com

Orders

Please see Buying Process Outline

Hours



Business Hours:

8.30am – 5pm (WST) Monday to Friday