

**CUA Number:** CUAOFP2023  
**Last Updated:** 12 October 2023

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

## **Procurement Lifecycle Document**

### **Winc Australia Pty Ltd**

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**Last updated:12 October 2023**

# Winc Australia Pty Ltd



## CONTACT INFORMATION

### General Enquiries

#### Administration

**Phone:** 13 26 44

**Email:** [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au)

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

**Postal Address:** 9 Ulm Place, PERTH AIRPORT WA 6105

#### Orders

Online ordering: [www.winc.com.au](http://www.winc.com.au)

Email ordering: [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au)

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

#### Hours

Monday to Friday

8.00am-5.00pm AWST

# Offered Products

## Offered Brands

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

### Sustainability:



- Winc offer 300+ Winc Earth environmentally preferable own brand products.
- Winc's own brand packaging is continually being re-designed to produce more sustainable packaging eliminating the use of plastic.
- Our Supply partners are also working towards eliminating plastic with their packaging and have already introduced and continue to work towards introducing sustainable packaging including the use of recycled cardboard and PET plastic (which can be recycled).
- The ban of **single use plastics** came into effect 1<sup>st</sup> October 2022 in WA. Winc identified around 150 sustainable Bio brand alternatives to transition across to and no longer stock and supply Plastic Shopping bags, paper shopping bags with plastic laminate, disposable plastic straws and stirrers, disposable cutlery, plates, cups, bowls without lids and food containers without lids and expanded polystyrene food containers and trays.
- 100% of the plastic void fill, previously used in Winc delivery boxes, was replaced with recycled perforated cardboard or recycled paper in 2022. The recycled perforated cardboard is made from repurposed inbound delivery boxes from Winc suppliers. Any cardboard not used in this way is recycled by our waste management supplier and used in products such as the recycled paper products we sell to our customers.

## Further Discounts

### Bulk Orders

Bulk Order Discounts			
Nominated Goods / Categories	Sub-Category (Level 2)	Threshold	Bulk Order Discount
All Categories	All Categories	\$1,000.00	1%

## Non-Standard Items

<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Adhesives, Tapes & Dispensers	Adhesive	10%
Office Stationery	Adhesives, Tapes & Dispensers	Glue Sticks	10%
Office Stationery	Adhesives, Tapes & Dispensers	Tapes	10%
Office Stationery	Books & Pads	Binder Books	20%
Office Stationery	Books & Pads	Exercise Books	20%
Office Stationery	Books & Pads	Graph & Tracing Paper	20%
Office Stationery	Books & Pads	Lecture Books	20%
Office Stationery	Books & Pads	Note Pads - A4	20%
Office Stationery	Books & Pads	Note Pads - Other	20%
Office Stationery	Books & Pads	Notebooks - A4	20%
Office Stationery	Books & Pads	Notebooks - A5	20%
Office Stationery	Books & Pads	Notebooks - Other	20%
Office Stationery	Books & Pads	Scrap Book & Drawing Pads	20%
Office Stationery	Calculators	Desktop	20%

<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Cash Boxes & Key Accessories	Keytags	20%
Office Stationery	Conference & Presentation	Identification	20%
Office Stationery	Conference & Presentation	Whiteboard Accessories	20%
Office Stationery	Cutters & Trimmers	Scissors	20%
Office Stationery	Desk & Office Accessories	Desk Trays & Stackers	20%
Office Stationery	Desk & Office Accessories	Picture & Certificate Frames	20%
Office Stationery	Desk & Office Accessories	Rubber Bands	20%
Office Stationery	Diaries & Planners	Desk Calendars & Holders	20%
Office Stationery	Diaries & Planners	Diaries - A4	20%
Office Stationery	Diaries & Planners	Diaries - A5	20%
Office Stationery	Electrical Supplies	Power Boards & Cords	20%
Office Stationery	Media & Computer Accessories	Wristrests & Mousepads	20%
Office Stationery	Filing & Storage	Binder - Ring	20%
Office Stationery	Filing & Storage	Binder - Inserts	20%
Office Stationery	Filing & Storage	Book - Display	20%
Office Stationery	Filing & Storage	Clipboards	20%

<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Filing & Storage	Dividers & Indices	20%
Office Stationery	Filing & Storage	Document Tray	20%
Office Stationery	Filing & Storage	File - Lever Arch	20%
Office Stationery	Filing & Storage	File - Lateral	20%
Office Stationery	Filing & Storage	File - Organiser	20%
Office Stationery	Filing & Storage	Files & Covers - Report	20%
Office Stationery	Filing & Storage	Sticky Notes & Memos	20%
Office Stationery	Filing & Storage	Flags & Tabs - Adhesive	20%
Office Stationery	Filing & Storage	Folder - Manilla	20%
Office Stationery	Filing & Storage	Protectors - Sheet & Document	20%
Office Stationery	Filing & Storage	Wallet - Document	20%
Office Stationery	Laminating Machines & Supplies	Laminating Machines - A3	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A4	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A5	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A3	20%
Office Stationery	Staplers & Fasteners	Clips	20%



<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Staplers & Fasteners	Pins	20%
Office Stationery	Staplers & Fasteners	Punches - 2 Hole	20%
Office Stationery	Staplers & Fasteners	Staplers - Desktop	20%
Office Stationery	Staplers & Fasteners	Staples & Staple Removers	20%
Office Stationery	Torches & Batteries	Batteries - Alkaline	20%
Office Stationery	Torches & Batteries	Batteries - Rechargeables	20%
Office Stationery	Torches & Batteries	Batteries - Specialty	20%
Office Stationery	Writing Instruments	Correction Products	20%
Office Stationery	Writing Instruments	Erasers	20%
Office Stationery	Writing Instruments	Highlighters	20%
Office Stationery	Writing Instruments	Markers - Permanent	20%
Office Stationery	Writing Instruments	Markers - Whiteboard	20%
Office Stationery	Writing Instruments	Pencils - Coloured	20%
Office Stationery	Writing Instruments	Pencils - Lead	20%
Office Stationery	Writing Instruments	Pencils - Sharpener	20%
Office Stationery	Writing Instruments	Pens - Ballpoint Ink	20%

<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Writing Instruments	Pens - Ballpoint Ink - Retractable	20%
Office Stationery	Writing Instruments	Pens - Fine Line	20%
Office Stationery	Writing Instruments	Pens - Fountain	20%
Office Stationery	Writing Instruments	Pens - Ballpoint Gel	20%
Office Stationery	Writing Instruments	Pens - Rollerball Ink	20%
Office Stationery	Writing Instruments	Pens - Rollerball Ink - Retractable	20%
Office Stationery	Writing Instruments	Pens - Rollerball Gel	20%
Office Stationery	Writing Instruments	Pens - Rollerball Gel - Retractable	20%
Office Stationery	Writing Instruments	Rulers & Tape Measurers	20%
Office Kitchen Provisions	Office Kitchen Provisions	Cleaning Wipe	20%
Office Kitchen Provisions	Office Kitchen Provisions	Confectionery and Biscuits	20%
Office Kitchen Provisions	Office Kitchen Provisions	Dishwashing liquid and cleaners	20%
Office Kitchen Provisions	Office Kitchen Provisions	Kitchen Utensils and Containers	20%
Office Kitchen Provisions	Office Kitchen Provisions	Paper Towels, Facial Tissues, Napkins	20%
Office Kitchen Provisions	Office Kitchen Provisions	Tea, Coffee, Sugar and Beverages	20%

<b>Panel A Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Kitchen Provisions	Office Kitchen Provisions	Waste Bins and Bin Liners	20%
Copy Paper	Copy Paper	Copy Paper	15%

<b>Panel B Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Cleaning	Chemicals	General Cleaning	20%
Cleaning	Chemicals	Toilet & Urinal Cleaning	20%
Cleaning	Janitorial Supplies	Bin Liners	20%
Cleaning	Janitorial Supplies	Buckets	20%
Cleaning	Janitorial Supplies	Cleaning Wipes	15%
Cleaning	Janitorial Supplies	Miscellaneous	20%
Cleaning	Janitorial Supplies	Mops & Brooms	20%
Cleaning	Washroom Supplies	Cleansing & Washing	20%
Cleaning	Washroom Supplies	Facial Tissue	20%
Cleaning	Washroom Supplies	Hand Towel	20%

<b>Panel B Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Cleaning	Washroom Supplies	Toilet Tissue	20%
Hospitality	Food Packaging	Food Packaging	20%
Hospitality	Food Service Disposables	Disposable Cups	20%
Hospitality	Food Service Disposables	Disposable Cutlery	20%
Hospitality	Food Service Disposables	Disposable Napkins	20%
Hospitality	Food Service Disposables	Disposable Plates	20%
Personal Goods	Accoutrements	Gloves	15%
Personal Goods	Accoutrements	Masks	15%
Personal Goods	Accoutrements	Infection Control	15%
Personal Goods	Personal Care	Oral Care	15%
Personal Goods	Personal Care	Personal Hygiene	15%
Personal Goods	Personal Care	Personal Wipes	15%
Safety Goods	Eye & Face Protection	Safety Glasses	15%

# Buying methods

## **Access to order from the CUA Catalogue is via your login.**

Winc online ordering via [www.winc.com.au](http://www.winc.com.au)

CUA Customers can search for Catalogue products, place orders, view stock availability, track their orders, forward schedule order deliveries, download copy invoices/delivery notes and open orders via the self-service functionality on the Winc ordering portal. Live Chat is also now available via the chat icon on any page of the website.

## **Order By email**

CUA Customers can simply send an email to [customerservice@winc.com.au](mailto:customerservice@winc.com.au) to place their orders and they will receive a reply within 24 hours upon receipt of request.

# Delivery

## Timeframes and Fees

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Perth Metropolitan Region &amp; City of Mandurah</b>	All Perth Metro and City of Mandurah (6180, 6210, 6211) Postcodes	YES	Inclusive - If above minimum order threshold	Next working day	Mandurah CUA Customers' orders need to be placed by 2pm for next day delivery
<b>Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)</b>	6701 (where deemed Regional, not Remote)	YES	Inclusive - If above minimum order threshold	3 days	CUA Customers in remote areas other than Carnarvon may need to pick up orders in a designated depot in regional town centre/area or freight forwarded depending on location.
<b>Gascoyne Region: All Other Locations</b>	All Gascoyne except listed in 2.1	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)</b>	6450 (where deemed Regional, not Remote)	YES	Inclusive - If above minimum order threshold	4 days	CUA Customers other than those located in Esperance may have to pickup from Esperance Depot or

### Delivery Fee/Lead Time by Location

Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
					freight forwarded depending on location
<b>Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)</b>	6430, 6431, 6432	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Goldfields-Esperance: All Other Locations</b>	All Goldfields-Esperance except listed in 3.1 & 3.2	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Great Southern: City of Albany LGA</b>	6327, 6328, 6330	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Great Southern: All Other Locations</b>	All Great Southern except listed in 4.1	YES	Inclusive - If above minimum order threshold	4 days	-
<b>Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)</b>	6725 (where deemed Regional, not Remote), 6726	YES	Inclusive - If above minimum order threshold	5 days	CUA Customers outside Broome and Cable Beach may need to pickup orders in a designated depot in regional town centre/area or freight forwarded depending on location

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)</b>	6740 (where deemed Regional, not Remote)	YES	Inclusive - If above minimum order threshold	10 days	CUA Customers located other than Wyndham other locations may need to pick up orders from Wyndham Depot or freight forwarded depending on location.
<b>Kimberley: Other Locations</b>	All Kimberley except listed in 5.1 and 5.2	YES	Inclusive - If above minimum order threshold	5-10 days	-
<b>Mid-West: City of Greater Geraldton LGA (specified postcodes)</b>	6530, 6532	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Mid-West: All Other Locations</b>	All Mid-West except listed in 6.1	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Peel: All Locations Except City of Mandurah</b>	All Peel except City of Mandurah (6180, 6210, 6211)	YES	Inclusive - If above minimum order threshold	Next working day	CUA Customers' orders need to be placed by 2pm for next day delivery
<b>Pilbara: Town of Port Hedland LGA including Port Hedland,</b>	6721, 6722	YES	Inclusive - If above minimum order threshold	4 days	-



<b>Delivery Fee/Lead Time by Location</b>					
<b>Region / Location</b>	<b>Postcodes / Areas Included</b>	<b>Deliverable Location (Yes/No)</b>	<b>Delivery</b>		<b>Details/Exceptions</b>
			<b>CUA Cost (\$)</b>	<b>Lead Time (Business Days)</b>	
<b>South Hedland and Wedgefield.</b>					
<b>Pilbara: City of Karratha LGA</b>	6713, 6714, 6718, 6720	YES	Inclusive - If above minimum order threshold	4 days	-
<b>Pilbara: All Other Locations</b>	All Pilbara except listed in 8.1 & 8.2	YES	Inclusive - If above minimum order threshold	5 days	-
<b>South West: City of Bunbury LGA and surrounds (including Australind)</b>	6230, 6231, 6232, 6233	YES	Inclusive - If above minimum order threshold	Next working day	CUA Customers' orders need to be placed by 12pm for next day delivery
<b>South West: City of Busselton LGA</b>	6280, 6281, 6282	YES	Inclusive - If above minimum order threshold	3 days	-
<b>South West: All Other Locations</b>	All South West except listed in 9.1 & 9.2	YES	Inclusive - If above minimum order threshold	3 days	-
<b>Wheatbelt: Shire of Northam LGA</b>	6401, 6403, 6560, 6562, 6564	YES	Inclusive - If above minimum order threshold	3 days	-

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Wheatbelt: All Other Locations</b>	All Wheatbelt except listed in 10.1	YES	Inclusive - If above minimum order threshold	3 days	-

All deliveries typically arrive between 8.00 AM and 4.30 PM.

## Minimum Orders

Minimum Order Threshold Product Conditions	Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
Metro	\$50	-	YES	\$5.95
Regional	\$300	-	YES	\$19.95
Remote	\$500	-	YES	\$29.95

A small order fee has been introduced to discourage the placement of smaller orders and reduce the amount of carbon emissions and packaging waste created through our deliveries.

### Perth metropolitan area

WA Destination	Order Cut Off
• Perth	• 4:00pm
• Mandurah City	• 2:00pm

## Regional Deliveries

For regional orders, the order timeframes are likely to be longer depending on the location and maybe subject to Force Majeure events such as flooding etc. For regional deliveries, Winc Australia use the services of TOLL EXPRESS who deliver to all remote areas where their Agencies are used.

## 6. Payment of invoices

Pay on your account via the following options:

- CUA Customers may pay online via credit card or Account.
- When establishing the account with an agreed invoicing method for most WA Government agencies.

The invoicing method may be a consolidated monthly invoice, invoice with goods, credit card payment etc. This is depending on what the agency requests in the initial

set up. These arrangements can be changed any time with written request to [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au) from the Agency.

Account Queries: [ARAdmin@winc.com.au](mailto:ARAdmin@winc.com.au)

## EFT / Direct Deposit

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

**Account Name: Winc Australia Pty Limited**

**BSB: 082282**

**Account: 528647849**

**Email remittances:**

[remittances@winc.com.au](mailto:remittances@winc.com.au)

Fax: (02) 9087-2981

## Credit Card

Credit Cards payments can be made either via login at checkout stage or on the phone to Customer Service 13 26 44

## 7. Takeback Services

Any goods, which are damaged or defective, delivered after their “use by” or “best before” date, or which are not otherwise in accordance with the customer’s order, may be returned to Winc within a reasonable time after delivery, at no cost to the customer. Within 7 days of the delivery date, Winc must be notified of delivery errors including non-delivery, delivery of incorrect quantities or incorrect goods.

We have made it easy to return goods with three simple steps:

1. **Fill in Form** – CUA customers can sign into their account, click on the Online Returns link under My Orders and fill in the Online Returns Form.
2. **Review** – our friendly Customer Experience Team will review and respond to their request.
3. **Refund or Credit** – CUA Customers’ refund, or credit is then provided.

## 8. Disposal and recycling

100% of the plastic void fill, previously used in Winc delivery boxes, was replaced with recycled perforated cardboard or recycled paper in 2022. The recycled perforated cardboard is made from repurposed inbound delivery boxes from Winc suppliers. Any

cardboard not used in this way is recycled by our waste management supplier and used in products such as the recycled paper products we sell to our customers.

**Winc Recycling:**

For Decommissioning, eWaste and responsible end-to-end recycling solutions please contact your Account Manager or our Customer Experience Team on 13 26 44.

**9. Return of rejected goods**

Any returns of rejected goods can be returned with the driver at time of delivery or by contacting [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au) or phone 13 26 44.

**10. Account management and invoicing**

Please include general information.

Who	Service	Contact Details
Customer Experience Team	Orders, Order enquiries, new accounts, product information, returns, Website Support, Billing, new login creations, general enquiries	<a href="mailto:customerexperience@winc.com.au">customerexperience@winc.com.au</a> Phone 132 644
Claims/Returns	Returns, credits/debits and warranty claims	<a href="mailto:csclaimsnational@winc.com.au">csclaimsnational@winc.com.au</a> Phone 132 644
Invoicing Team AR Admin	(Copy Invoices can be downloaded via the user’s login.) Queries/refunds/Customer billing changes	<a href="mailto:ARAdmin@winc.com.au">ARAdmin@winc.com.au</a> Phone 132 644
For Account Manager information please contact our Customer Experience Team		<a href="mailto:customerexperience@winc.com.au">customerexperience@winc.com.au</a> Phone 132 644

# Contractor information

**ABN:** 94 000 728 398

**ACN:** 000 728 398

## Contractor Details

### Contact Information

**NAME:** Angellina Willsher

Position: WA Government Strategic Business Manager

**Mobile:** 0400 841 313

**Email:** [Angellina.Willsher@winc.com.au](mailto:Angellina.Willsher@winc.com.au)

**NAME:** Victoria Cooper

Position: WA Sales Manager

**Mobile:** 0431 754 027

**Email:** [victoria.cooper@winc.com.au](mailto:victoria.cooper@winc.com.au)

**Business Hours:**

8.00am – 5.00pm

**Orders Via: Winc login or** [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au)