



# Procurement Lifecycle Document for Danjoo Business Solutions Pty Ltd trading as Danjoo Business Solutions

## CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

### Contents

Company Details.....	1
Contact information.....	1
Offered Brands and Minimum Discounts .....	1
Buying methods.....	3
Services .....	6
Account management and invoicing .....	7



## Company Details

# Danjoo Business Solutions

**ABN:** 23 668 241 370

**ACN:** 668 241 370



## Contact information

### General enquiries

Phone	08 6331 6336 / 0424315056
Email	info@danjoo.com.au / gwilliams@danjoo.com.au
Website(s)	www.danjoo.com.au
Admin hours	Business Hours AWST
Operations	Business Hours AWST

### CUA Account Manager

Name	Gareth Williams
Direct Phone	0424315056
Mobile	0424315056
Email	gwilliams@danjoo.com.au

## Offered Brands and Minimum Discounts

### Brands

Brand	Product Type Minimum Discounts										
	Desktops	Notebooks	Hybrids	Workstations	Tablet/Phablet	Smartphones	Chromebook	Thin & Zero Clients	Components	Peripherals	Accessories
Dell	40%	40%	58%	40%	58%	N/A	48%	36%	In Line with product type	46%	40%
HP	24%	28%	25%	21%	N/A	N/A	N/A	N/A	25%	26%	26%
Asus	N/A	25%	N/A	N/A	N/A	N/A	18%	N/A	25%	N/A	N/A

### Offered Ancillary Services

The following Ancillary Services are available. Please refer to [Services](#) for further information:

A wide range of Ancillary services are available, please refer to the services section of the product catalogue or call us to discuss your requirements.

## Buying methods

### Obtaining Quotes

In the first instance the Customer must seek quotes from the Panel. You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own quote form to seek quotes from Danjoo. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Browse the Product Catalogue and consult with the relevant ICT or procurement section of your agency to ensure that the proposed Goods and Services are suitable for your organisation.

**STEP 2:** Complete the CUA Quote Form or your organisation's own order form with the products and/or additional services you require.

**STEP 3:** To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to Danjoo via email.

**Note:** Where the estimated value of the Order exceeds \$500K you are also required to send the CUA Quote Form to multiple suppliers. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Danjoo has suitable Goods and/or Services, then proceed to [Place an Order](#).

### Place an Order

#### Option A – Using Order Form

You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own order form to make a purchase from Danjoo Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Danjoo to discuss the Customer Order and confirm if you need to setup a Customer account under CUACMD2021.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form including any attachments, with the Goods and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**STEP 3:** Send the signed Order Form including any attachments to Danjoo via email to: [orders@danjoo.com.au](mailto:orders@danjoo.com.au)

**STEP 4:** Danjoo will issue a confirmation of the Order, including delivery date and other relevant information.

**STEP 5:** Danjoo will supply an invoice to the Customer upon delivery of Goods.

## Option B – Using Contractor Portal (if Applicable)

**STEP 1:** Contact Gareth Williams ([gwilliams@danjoo.com.au](mailto:gwilliams@danjoo.com.au)), Account Director to discuss the Customer Order and confirm if you need to setup a customer account under CUACMD2021.

**STEP 2:** Complete the required CUA order form and attach any additional documentation needed for the goods and/or services. Obtain the relevant internal approval.

**STEP 3:** Login to the Danjoo portal, select the items and submit for processing along with a copy of the signed CUA Order form. If you do not have access to the portal, please contact Gareth Williams ([gwilliams@danjoo.com.au](mailto:gwilliams@danjoo.com.au))

**STEP 4:** Danjoo will confirm the Order and provide details such as the expected delivery date and any other relevant information.

**STEP 5:** Danjoo will supply an invoice to the Customer upon delivery of Goods.

## Delivery

### Perth metropolitan area

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
Perth Metropolitan Area: Buy Local Policy (Zone 1) <sup>3</sup> + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	4	9	20	30

## Regional Deliveries

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
Regional Locations: Buy Local Policy Zones 2 <sup>2</sup> (excluding City of Mandurah) and 3 <sup>3</sup>	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage <sup>3</sup> .	4	9	20	30
Remote Locations: Buy Local Policy Zones 2 <sup>3</sup> and 3 <sup>3</sup>	All Remote locations that are more than 80kms from a town with a population of 1000 or more (and including the external territories of Cocos/Keeling and Christmas Islands) <sup>3</sup> .	7	9	20	30



## Services

### Pre-Deployment/Installation Services

Danjoo offers a comprehensive suite of optional Pre-Deployment Services designed to streamline the deployment process, enhance asset management, and reduce the overhead on Customer ICT teams. Our services ensure that devices are delivered fully prepared, configured, and tested, ready for immediate use by end users. Full details can be found in the services section of the product catalogue.

### Warranty and Maintenance

For business grade devices, we provide vendor-backed warranty support that includes options such as on-site service, advanced exchange, and support via local authorised service centres. Our strong relationships with vendor support teams ensure that warranty claims are actioned quickly and efficiently, minimising any disruption to business operations. We offer escalation paths directly to the vendor's enterprise support teams to resolve more complex issues in a timely manner. For consumer grade devices, standard return-to-base warranties are provided in line with manufacturer terms. We provide guidance around available warranty upgrade options where applicable.

### Trade-in or Takeback Services

Danjoo provides a comprehensive take back service for ICT equipment, delivered in partnership with a certified asset recovery and recycling provider. The service is designed to meet both the commercial and environmental needs of our customers while ensuring the secure handling and disposal of end-of-life ICT assets. In addition, we would encourage the use of the Kali program where possible.

### Disposal and recycling

Danjoo provides a comprehensive take back service for ICT equipment, delivered in partnership with certified asset recovery and recycling providers. The service is designed to meet both the commercial and environmental needs of our customers while ensuring the secure handling and disposal of end-of-life ICT assets. We would, however, encourage use of the Kali program where possible, to reuse devices into Indigenous communities, rather than sending to e-waste.

### Return of rejected goods

Rejected goods for Damage, DOA or faults, should be reported to the Danjoo account manager. Danjoo will manage the return with the relevant vendors warranty process. Any associated costs for returning rejected goods will need to be discussed with Danjoo.

## Account management and invoicing

### Payment of Invoices

#### EFT/Direct Deposit

Pay on your Account via EFT – For account details please refer [Account Payment\(s\)/Invoicing Contact Details](#)

#### Credit Card/Payment Portal.

Credit card payments are available either via a portal or over the phone.

### Account Payment(s)/Invoicing Contact Details

Name	Accounts
Phone	08 6331 6336
Facsimile	N/A
Email	accountsrec@danjoo.com.au
Websites	www.danjoo.com.au