

Procurement Lifecycle Document for Kyocera Document Solutions Pty Ltd

CUAPCS2024 – Common Use Arrangement for Printing and Copying Machines and Solutions

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Company Details

Kyocera Document Solutions Pty Ltd trading as Kyocera

ABN: 77 003 852 444

ACN: 003 852 444



Contact information

General enquiries

Phone	08 6444 7000
Email	Saleswa@dau.kyocera.com
Website(s)	www.kyoceradocumentsolutions.com.au
Admin hours	08.30am to 5.00pm Monday – Friday
Operations	08.30am to 5.00pm Monday - Friday

CUA Account Manager

Name	Rhonda Lewis & Stuart Lawther
Direct Phone	08 6444 7000
Mobile	N/A
Email	saleswa@dau.kyocera.com

Buying methods

Panel A – Multifunction devices (MFDs) and Single Function Printers (SFPs)

Based on the estimated value of the procurement, you may either engage a contractor directly or, if the value exceeds \$250,000, seek quotations from multiple contractors in accordance with the Buying Rules for [Printing and Copying Machines and Solutions CUAPCS2024](#).

Part A - Obtaining Quotes

You can use the **CUAPCS2024 - Quote Form (Panel A)** or your organisation's own quote form to request pricing from Kyocera. Please ensure you reference the CUA number "**CUAPCS2024**".

Step 1 - Catalogue Items: Review the Product Catalogue and consult with your ICT or procurement team to confirm the proposed goods and services meet your organisation's requirements.

Step 1 - Non-Catalogue Items: Contact the CUA Account Manager to discuss your requirements and consult with your ICT or procurement team to confirm the proposed goods and services meet your organisation's requirements.

Step 2: Complete the **CUAPCS2024 - Quote Form (Panel A)** or your organisation's quote form with the products and/or services required.

Step 3: Send the completed form to Kyocera's designated CUA Account Manager.

Step 4: Evaluate the quotes. If you determine that Kyocera offers suitable products and/or services, proceed to place your order.

Part B - Place an Order

You may use the **CUAPCS2024 - Order Form** or your organisation's own order form to purchase items from Kyocera's Price Schedule. Please ensure you reference the CUA number "**CUAPCS2024**".

Step 1: Contact Kyocera to discuss your order and confirm whether a customer account needs to be set up under CUAPCS2024.

Step 2: Complete the **CUAPCS2024 - Order Form** or your organisation's order form, including any required attachments, with the products and/or services you require. Obtain approval from your delegated authority.

Step 3: Send the signed order form and attachments to Kyocera via email to the designated CUA Account Manager.

Step 4: Kyocera will confirm the order, including delivery details and other relevant information.

Step 5: An invoice will be issued following delivery of goods.

Panel B – Managed Print Services (MPS)

Obtain written quotations from all Panel B suppliers for all values, regardless of the value of the procurement, as this is a quotation-based panel with no price schedule, and competitive quotes must be sought from every panel member.

Part A - Obtaining Quotes

You can use the **CUAPCS2024 - Quote Form (Panel B)** or your organisation's own quote form to request pricing from Kyocera. Please ensure you reference the CUA number "**CUAPCS2024**."

Step 1: Contact the CUA Account Manager to discuss your requirements and consult with your ICT or procurement team to confirm the proposed goods and services meet your organisation's requirements.

Step 2: Complete the **CUAPCS2024 - Quote Form (Panel B)** or your organisation's quote form with the products and/or services required.

Step 3: Send the completed form to Kyocera's designated CUA Account Manager.

Step 4: Evaluate the quotes. If you determine that Kyocera offers suitable products and/or services, proceed to place your order.

Part B - Place an Order

You may use the **CUAPCS2024 - Order Form** or your organisation's own order form to purchase items from Kyocera's Price Schedule. Please ensure you reference the CUA number "**CUAPCS2024**."

Step 1: Contact Kyocera to discuss your order and confirm whether a customer account needs to be set up under CUAPCS2024.

Step 2: Complete the **CUAPCS2024 - Order Form** or your organisation's order form, including any required attachments, with the products and/or services you require. Obtain approval from your delegated authority.

Step 3: Send the signed order form and attachments to Kyocera via email to the designated CUA Account Manager.

Step 4: Kyocera will confirm the order, including delivery details and other relevant information.

Step 5: An invoice will be issued following delivery of goods.

Minimum Order Thresholds

- No minimum order thresholds apply.

Delivery

Perth Metropolitan Area

The following delivery timeframes apply:

Geographic Location	Definition of Location	Required Delivery Time
Perth Metropolitan Area: Buy Local Policy (Zone 1)	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	Within 10 Business Days

Regional Deliveries

The following delivery timeframes apply:

Geographic Location	Definition of Location	Required Delivery Time
Regional Locations: Buy Local Policy Zones 2 and 3	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.	Within 15 Business Days
Regional Locations: Buy Local Policy Zones 2 and 3	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).	Within 20 Business Days

Approved Dealers

Authorised Sales & Service Agents Name		Services Provided	Areas Served	Office Hours, Contact Details & Address	
1.	Best Office Systems	Sales, installation, service, maintenance, training	Great Southern	Contact Person: Mr Craig Fildes – General Manager Telephone: Albany - 08 9842 1333 Email: Craig@bestoffice.com.au Website: www.bestoffice.com.au Operating Hours: 8:30 AM to 5:00 PM Monday to Friday Address: Albany - Shop 6, 20 Campbell Road, ALBANY WA 6330 Narrogin - 51 Federal Street, NARROGIN WA 6312	
2.	Country Copiers	Sales, installation, service, maintenance, training.	Wheatbelt	Contact Person: Mr Phil Gardner – Manager Telephone: 08 9622 5472 Email: sales@countrycopiers.com.au Website: www.countrycopiers.com.au Operating Hours: 8.30am to 5.00pm Monday to Friday Address: 151 Fitzgerald Street NORTHAM, WA 6401	
3.	Emerge Office	Sales, installation, service, maintenance, training.	Peel, Southwest	Contact Person: Mr Shaun Matthews - Director Telephone: Mandurah - 08 9582 0123 Email: Shaun@emergeoffice.com.au Website: www.emergeoffice.com.au Operating Hours: 8.30am to 5.00pm Monday to Friday Address: Unit 2, 24 Rouse Road, MANDURAH WA 6201 116 Blair Street, BUNBURY WA 6230	
4.	Esperance Communications	Sales, installation, service, maintenance, training.	Great Southern	Contact Person: Mr Colin Gallop – Managing Director Telephone: 08 9071 3344 Email: Colin@ec.com.au Website: www.ec.com.au Operating Hours: 8.30am to 5.00pm Monday to Friday Address: 28 Norseman Road ESPERANCE, WA 6450	

5.	IQTech	Sales, installation, service, maintenance, training.	Mid-West, Wheatbelt	Contact Person: Mr Daniel Streatfield – Manager Telephone: Geraldton - 08 9965 0000 Email: Northam – 08 9622 3600 Sales@iqtech.au www.iqtech.au Website: Operating Hours: 8.30am to 5.00pm Monday to Friday Address: Geraldton - 78 Anderson St, GERALDTON WA 6530 Northam - 36B Fitzgerald Street, NORTHAM WA 6401
6.	Office National - Broome	Sales, installation, service, maintenance, training.	West Kimberley	Contact Person: Phil Leach – Manager Jo Wark – Office Manager Telephone: 08 9192 2354 Email: Purchasing@onbroome.com.au Website: www.officenational.com.au/shop/en/broome/home Operating Hours: 8.30am to 5.00pm Monday to Friday Address: 26 Clementson Street, BROOME WA 6725
7.	Office National - Kununurra	Sales, installation, service, maintenance, training.	East Kimberley	Contact Person: Jake Erasmus - Manager Telephone: 08 9169 3725 Email: manager@onkun.com.au Website: www.officenational.com.au/shop/en/kununurra Operating Hours: 8.30am to 5.00pm Monday to Friday Address: Mandurah - Unit 2, 24 Rouse Road, MANDURAH Bunbury - WA 6201 116 Blair Street, BUNBURY WA 6230
8.	Online Business eSystems	Sales, installation, service, maintenance, training.	Central Goldfields	Contact Person: Mr Gavin Maddox – Business Operations Manager Telephone: 08 9091 4544 Email: sales@obe.net.au Website: www.obe.net.au Operating Hours: 8.30am to 5.00pm Monday to Friday Address: Unit 3, 72 Brookman St KALGOORLIE, WA 6430

9.	Command IT	Sales, installation, service, maintenance, training.	Pilbara including Karratha & Port Hedland	Contact Person: Mr Bryan Buzzard - Director Telephone: 1300 466 866 Email: Rebeccac@commandit.com.au Website: CommandIT.com.au Operating Hours: 8.30am to 5.00pm Monday to Friday Address: 1, 2575 Augustus Drive, KARRATHA WA 6714
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Services

Disposal and recycling

Kyocera offers recycling and disposal services for both metropolitan and regional customers. The level of service may vary depending on regional capacity and the availability of recycling facilities.

Return of rejected goods

Kyocera has a process for handling goods that are rejected due to specific circumstances, such as damage in transit or being dead on arrival (DOA). Each case is assessed individually based on its situation.

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

For EFT and BPAY payment details, visit kyoceradocumentsolutions.com.au/pay-my-bill.

To make credit card payments, please contact the Kyocera Perth office directly.

Note: Contractors are not permitted to impose any surcharge for credit card payments, as per Section 21.6 Method of Payment in the General Conditions of Contract (August 2023).

Discounts (if applicable)

Non-Standard product discounts

Pricing and discounts provided upon request.

Account Payment(s) / Invoicing Contact Details

Name	Accounts
Phone	02 9870 3969
Facsimile	N/A
Email	Accounts@dau.kyocera.com
Websites	Kyoceradocumentsolutions.com.au