

# Procurement Lifecycle Document for Winc Australia Pty Ltd

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

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## Company Details

# Winc Australia Pty Ltd

**ABN:** 94 000 728 398

**ACN:** 000 728 398



## Contact information

### General enquiries

Phone	13 26 44
Email	<a href="mailto:customerexperience@winc.com.au">customerexperience@winc.com.au</a>
Website(s)	<a href="http://www.winc.com.au">www.winc.com.au</a>
Admin hours	Monday to Friday 8.00am to 5.00pm
Operations	Monday to Friday 8.00am to 5.00pm

### CUA Account Manager

Name	Angellina Willsher
Mobile	0400 841 313
Email	<a href="mailto:Angellina.willsher@winc.com.au">Angellina.willsher@winc.com.au</a>

## Buying methods

### Panel C – Consumables

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](#).

#### Placing an Order

CUA customers can access the catalogue and place orders via their Winc login at [www.winc.com.au](http://www.winc.com.au). The online portal allows customers to search for catalogue products, check stock availability, place and track orders, schedule deliveries, download invoices and delivery notes, and view open orders through its self-service functionality. Live Chat support is also available via the chat icon on any page of the website.

Alternatively, customers can place orders by email at [customerservice@winc.com.au](mailto:customerservice@winc.com.au), and will receive a response within 24 hours of request.

### Minimum Order Thresholds

The following minimum order thresholds apply:

Delivery Region	Minimum Order Threshold	Delivery Fee for Orders Below Threshold
Metro	\$50	\$5.95
Regional	\$300	\$19.95
Remote	\$500	\$29.95

## Delivery

### Perth Metropolitan Area

The following delivery timeframes apply:

- Perth Metropolitan Deliveries – Order Cut off 4.00pm for next day delivery.
- Mandurah City – Order Cut off 2.00pm for next day delivery

### Regional Deliveries

For regional orders, delivery timeframes may be longer depending on location and could be affected by Force Majeure events such as flooding. Winc Australia uses TOLL EXPRESS for regional deliveries, ensuring coverage of all remote areas through their agency network.

## Services

### Disposal and recycling

In 2022, 100% of the plastic void fill previously used in Winc delivery boxes was replaced with recycled perforated cardboard or recycled paper. The perforated cardboard is made from repurposed inbound delivery boxes from Winc suppliers. Any cardboard not reused in this way is recycled by our waste management partner and repurposed into products such as recycled paper.

For decommissioning, e-waste, and responsible end-to-end recycling solutions, please contact your [CUA Account Manager](#) or our Customer Experience Team via email at [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au) or by phone on 13 26 44.

### Return of rejected goods

Any returns of rejected goods can be returned with the driver at time of delivery or by contacting your CUA Account Manager or our Customer Experience Team via email at [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au) or by phone on 13 26 44.

## Account management and invoicing

### Payment of Invoices

CUA customers can pay online via credit card or account. When setting up an account, an agreed invoicing method is established for most WA Government agencies. Options include consolidated monthly invoices, invoices with goods, or credit card payments. These arrangements can be changed at any time by submitting a written request to [customerexperience@winc.com.au](mailto:customerexperience@winc.com.au).

#### EFT/Direct Deposit

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

BSB	082-282
Account No	528647849
Remittances Email	<a href="mailto:remittances@winc.com.au">remittances@winc.com.au</a>

#### Credit Card/Payment Portal

**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

Price on Application

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

#### Customer Experience Team

For Orders, order enquiries, new accounts, products information, returns, website support, billing, new login creations, general enquiries:

Email	<a href="mailto:customerexperience@winc.com.au">customerexperience@winc.com.au</a>
Phone	132 644

## Claims / Returns

Returns, credits/debits and warranty claims:

Email	<a href="mailto:csclaimsnational@winc.com.au">csclaimsnational@winc.com.au</a>
Phone	132 644

## Invoicing Team AR Admin

Invoices can be downloaded via the user login.

For queries, refunds, or customer billing changes, please contact our Invoicing Team AR Admin.