

# Procurement Lifecycle Document for Ricoh Australia Pty Ltd

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

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## Company Details

# Ricoh Australia Pty Ltd

**ABN:** 30 000 593 171

**ACN:** 000 593 171



## Contact information

### General enquiries

Phone	08 9347 0444
Email	08 9347 0400
Website(s)	wacuc@ricoh.com.au
Admin hours	Monday to Friday 8:30am to 5:00pm
Operations	Monday to Friday 8:30am to 5:00pm

### CUA Account Manager

Name	Campbell Robinson
Direct Phone	N/A
Mobile	0417 515 804
Email	crobinson@ricoh.com.au

# 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 Ricoh. 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 Ricoh's designated [CUA Account Manager](#).

**Step 4:** Evaluate the quotes. If you determine that Ricoh 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 Ricoh's Price Schedule. Please ensure you reference the CUA number "**CUAPCS2024**".

**Step 1:** Contact Ricoh 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 Ricoh via email to the designated [CUA Account Manager](#).

**Step 4:** Ricoh 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 Ricoh. 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 Ricoh's designated CUA Account Manager.

**Step 4:** Evaluate the quotes. If you determine that Ricoh 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 Ricoh's Price Schedule. Please ensure you reference the CUA number "**CUAPCS2024**."

**Step 1:** Contact Ricoh 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 Ricoh via email to the designated CUA Account Manager.

**Step 4:** Ricoh 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.	Ace Copiers	Sales, installation, service, maintenance, training	Rockingham and surrounding areas	Contact Person: Mr Tony Paul Telephone: 08 9528 5002 or 0417 025 000 Email: <a href="mailto:workforce@acecopiers.com.au">workforce@acecopiers.com.au</a> Website: <a href="http://www.acecopiers.com.au">www.acecopiers.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: Unit 3, 19 Beale Way, ROCKINGHAM WA 6168	
2.	Winc Australia - Geraldton	Sales, installation, service, maintenance, training	Geraldton and surrounding areas	Contact Person: Mr Jason Mugridge Telephone: 08 9923 4820 Email: <a href="mailto:geraldton.mps@winc.com.au">geraldton.mps@winc.com.au</a> Website: <a href="http://www.winc.com.au">www.winc.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 42 Chapman Rd, Geraldton WA 6530	
3.	Best Office Systems - Albany	Sales, installation, service, maintenance, training	Albany and surrounding areas	Contact Person: Mr Troy Brown Telephone: 08 9842 1333 Email: <a href="mailto:bossales@bestoffice.com.au">bossales@bestoffice.com.au</a> Website: <a href="http://bossales@bestoffice.com.au">bossales@bestoffice.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: Shop 6, 29 Campbell Road, ALBANY WA 6330	
4.	Best Office Systems - Narrogin	Sales, installation, service, maintenance, training	Narrogin and surrounding areas	Contact Person: Mr Troy Brown Telephone: 08 9842 1333 Email: <a href="mailto:bossales@bestoffice.com.au">bossales@bestoffice.com.au</a> Website: <a href="http://bossales@bestoffice.com.au">bossales@bestoffice.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 51 Federal Street, NARROGIN WA 6312	

5.	Esperance Communications	Sales, installation, service, maintenance, training	Esperance and surrounding areas	Contact Person: Mr Colin Gallop Telephone: 08 9071 3344 Email: <a href="mailto:sales@ec.com.au">sales@ec.com.au</a> Website: <a href="http://www.ec.com.au">www.ec.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 33 Norseman Road, ESPERANCE WA 6450
6.	Gascoyne Office Equipment - Carnarvon	Sales, installation, service, maintenance, training	Carnarvon and surrounding areas	Contact Person: Mr Kevin O'Brien Telephone: 08 9941 3898 Email: <a href="mailto:Admin@goequip.com.au">Admin@goequip.com.au</a> Website: <a href="http://www.goequip.com.au">www.goequip.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 1/6 Robinson Street, CARNARVON WA 6701
7.	Office Star - Broome	Sales, installation, service, maintenance, training	Broome and surrounding areas	Contact Person: Mr Robert McGregor Telephone: 08 9193 5757 or 0419 422 416 Email: <a href="mailto:admin@officestar.com.au">admin@officestar.com.au</a> Website: <a href="http://officestar.com.au">officestar.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 4 Clemenston Street, BROOME WA 6725
8.	Office National - Kalgoorlie	Sales, installation, service, maintenance, training	Kalgoorlie and surrounding areas	Contact Person: Mr Mark Peters Telephone: 08 9080 8777 Email: <a href="mailto:bt@onk.com.au">bt@onk.com.au</a> Website: <a href="http://www.onk.com.au">www.onk.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 72 Brookman Street, KALGOORLIE WA 6430
9.	Office National - Kununurra	Sales, installation, service, maintenance, training	Kununurra and surrounding areas	Contact Person: Jake Erasmus Telephone: 0891693725 Email: <a href="mailto:Manager@onkun.com.au">Manager@onkun.com.au</a> Website: <a href="http://www.onkun.com.au">www.onkun.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 55 Bandicoot Drive, KUNUNURRA WA 6743

10.	Scope Business Imaging - Karratha	Sales, installation, service, maintenance, training	Karratha and surrounding areas	Contact Person: Mr Vishlen Pillay Telephone: 08 9185 6106 Email: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a> Website: <a href="https://scopebi.com.au/pages/karratha">scopebi.com.au/pages/karratha</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 19 Searipple Rd, Karratha, Western Australia 6714
11.	Scope Business Imaging – Port Hedland	Sales, installation, service, maintenance, training	Port Hedland and surrounding areas	Contact Person: Mr John Carbone Telephone: 08 9172 2256 Email: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a> Website: <a href="https://scopebi.com.au/pages/port-hedland">https://scopebi.com.au/pages/port-hedland</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 4 Iron Ore Street, Wedgefield Western Australia 6721
12.	Scope Business Imaging - Bunbury	Sales, installation, service, maintenance, training	Bunbury and surrounding areas	Contact Person: Mr Wade Dillon Telephone: 08 9721 4288 Email: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a> Website: <a href="https://scopebi.com.au/pages/bunbury">https://scopebi.com.au/pages/bunbury</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 100 Blair Street, Bunbury Western Australia 6230
13.	West Coast Office Equipment	Sales, installation, service, maintenance, training	Avon Region	Contact Person: Mr Darryn Westlund Telephone: 08 9201 0300 Email: <a href="mailto:sales@westcoast.net.au">sales@westcoast.net.au</a> Website: <a href="https://westcoast.net.au/">https://westcoast.net.au/</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 55 Howe Street, OSBORNE PARK WA 6017
14.	Ricoh Business Central Rural	Sales, installation, service, maintenance, training	Northam and surrounding areas	Contact Person: Mr John Campbell Telephone: 08 9575 1139 Email: <a href="mailto:admin@rbcrural.com.au">admin@rbcrural.com.au</a> Website: <a href="http://www.ricoh.com.au">www.ricoh.com.au</a> Operating Hours: 8.00am to 5.00pm Monday to Friday Address: 10 Malbec Place, MOUNT NASURA WA 6112

15.	Smith Solutions Services – Christmas Island	Sales, installation, service, maintenance, training	Christmas Island and surrounding areas	Contact Person:	Mr Peter Smith
				Telephone:	0419 644 277
				Email:	<a href="mailto:Airbp.xch@outlook.com">Airbp.xch@outlook.com</a>
				Website:	N/A
				Operating Hours:	8.00am to 5.00pm Monday to Friday
				Address:	PO Box 535, CHRISTMAS ISLAND WA 6798

# Services

## Disposal and recycling

When ordering new equipment or disposing of items without a purchase, please request a quote for the required services through your respective account manager. This may include relocation to the metro area for disposal/recycling and/or HDD destruction.

## Return of rejected goods

Not applicable.

# Account management and invoicing

## Payment of Invoices

### EFT/Direct Deposit

Pay on your Account via EFT. Bank Account details are as follows:

- **Bank:** Commonwealth Bank, 48 Martin Place SYDNEY
- **Account Name:** Ricoh Australia Pty Ltd
- **BSB:** 062-000
- **Account number:** 131-973-47
- **Invoice Currency:** AUD
- **Swift Code:** CTBAAU2S
- **Payment Terms:** 30 days
- **Remittances Email:** payments@ricoh.com.au

For account contact details please refer [Account Payment\(s\) / Invoicing Contact Details](#)

### Credit Card/Payment Portal

Ricoh Payment Portal is available for processing credit card payments. Customers will be linked to their account by the Ricoh team, ensuring 24/7 access. Each invoice includes a “CLICK HERE TO PAY” option on the front page for easy payment.

**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

As per pricing standard discounts in pricing schedules.

## Account Payment(s) / Invoicing Contact Details

Name	Kim Arevalo
Phone	02 8610 5540
Facsimile	N/A
Email	<a href="mailto:accounts@ricoh.com.au">accounts@ricoh.com.au</a> or <a href="mailto:karevalo@ricoh.com.au">karevalo@ricoh.com.au</a>
Websites	<a href="http://www.ricoh.com.au">www.ricoh.com.au</a>