

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:	workforce@acecopiers.com.au
				Website:	www.acecopiers.com.au
				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:	geraldton.mps@winc.com.au
				Website:	www.winc.com.au
				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:	bossales@bestoffice.com.au
				Website:	http://bestoffice.com.au
				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:	bossales@bestoffice.com.au
				Website:	http://bestoffice.com.au
				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:	sales@ec.com.au
				Website:	www.ec.com.au
				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:	Admin@goequip.com.au
				Website:	www.goequip.com.au
				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:	admin@officestar.com.au
				Website:	officestar.com.au
				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:	bt@onk.com.au
				Website:	www.onk.com.au
				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:	08 91693725
				Email:	manager@onkun.com.au
				Website:	https://www.officenational.com.au/shop/en/kununurraabts
				Operating Hours:	8.00am to 5.00pm Monday to Friday
				Address:	55 Bandicoot Drive, KUNUNURRA WA 6743

10.	Pilbara Copy Service - Karratha	Sales, installation, service, maintenance, training	Karratha and surrounding areas	Contact Person:	Simon Roberts
				Telephone:	08 91444744
				Email:	sales@pilbaracopy.com.au
				Website:	https://www.pilbaracopy.com.au
				Operating Hours:	9.00am to 4.00pm Monday to Friday
				Address:	2/2876 Augustus Dr Karratha WA
11.	Pilbara Copy Service – Port Hedland	Sales, installation, service, maintenance, training	Port Hedland and surrounding areas	Contact Person:	Damian Russell
				Telephone:	08 9173 4111
				Email:	sales@pilbaracopy.com.au
				Website:	https://www.pilbaracopy.com.au
				Operating Hours:	9.00am to 4.00pm Monday to Friday
				Address:	3A Wedge St Port Hedland WA 6722
12.	Direct Office Solutions - Bunbury	Sales, installation, service, maintenance, training	Bunbury and surrounding areas	Contact Person:	Mr Vishlen Pillay
				Telephone:	0411 587 458
				Email:	sales@dos-wa.com.au
				Website:	https://www.dos-wa.com.au
				Operating Hours:	8.00am to 5.00pm Monday to Friday
				Address:	Unit 1/13 Sandridge Road, East Bunbury WA 6230
13.	West Coast Office Equipment	Sales, installation, service, maintenance, training	Avon Region	Contact Person:	Mr Darryn Westlund
				Telephone:	08 9201 0300
				Email:	sales@westcoast.net.au
				Website:	https://westcoast.net.au
				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:	admin@rbcrural.com.au
				Website:	www.ricoh.com.au
				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:	Airbp.xch@outlook.com
				Website:	www.ricoh.com.au
				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	accounts@ricoh.com.au or karevalo@ricoh.com.au
Websites	www.ricoh.com.au