# Change Order Form – CUA Over the Counter Services

**Change Management Process:**

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| **Step 1** | The Customer completes PART A. |
| **Step 2** | Customer sends the Change Order to Contractor(s). |
| **Step 3** | Contractor completes PART B and returns to the Customer. |
| **Step 4** | Customer and Contractor confirms acceptance and complete PART C. |
| **Step 5** | Forward completed form (including any attachments) to the Contract Manager. Contract Manager records change request in Change Request Register. Contractor to provide. |

## PART A: Change Order Information

Date:

**Customer Information Table**

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| CUSTOMER DETAILS (Please complete all fields) | | |
| Name of Customer: |  | |
| Section / Division: |  | |
| Requestor name and position: |  | |
|  |  | |
| Contact details: | Phone: |  |
| Email: |  |
| Postal Address: |  |
| Transaction Title: |  | |
| Transaction Code: |  | |
| Transaction Category: | Category A – Over the Counter Invoice Payments; Cash Disbursements and/or  Category B – Over the Counter Services – Timed Transactions; and/or  Category C – Optional Ancillary Services. | |

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| REQUEST DETAILS (Please complete all fields) | |
| Category where the change will occur: | Category A – Over the Counter Invoice Payments; and/or cash disbursements.  Category B – Over the Counter Services – Timed Transactions; and/or  Category C – Optional Ancillary Services.  - OR -  No change to the original category. |
| Change type: | Add/Modify/Remove Service Requirements;  Add/Modify/Remove Reporting Requirements;  Add/Modify/Remove IT System Requirements;  Add/Modify/Remove Special Conditions including business rules or SLA. |
| Detailed description of change: |  |
| Justification: |  |
| Acceptance Testing Required? | No  Yes (Please specify acceptance testing procedures) |
| Estimated timeframes for implementation: |  |
| Intellectual Property Ownership | Australia Post to own  Joint Ownership  Owned by the Customer  Description if required….  \* Please note as per Clause 23.1 in the Request Conditions and General Conditions of Contract [Dec 2016], Intellectual Property relates to ‘New Material’ under the CUA. Existing transactions are not considered ‘New Material’ and therefore previous Intellectual Property arrangements apply for existing CUA Transactions. To understand the ramifications of each option below please discuss with your in-house counsel or the State Solicitor’s Office. |

## PART B: Response from Contractor

### CHANGE ANALYSIS AND IMPACT

Contractor must provide enclosed signed change order form to contract manager on a quarterly basis

Date received:

Date responded to Customer:

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| IMPACT DETAILS (Please complete all fields) | | |
| Change Request Number: |  | |
| Assigned to: | Name: |  |
| Position Title: |  |
| Email: |  |
| Telephone: |  |
| Proposed Implementation Solution: |  | |
| Estimated Schedule for Implementation: |  | |
| Responsibilities of the parties for implementing the change: |  | |
| Any other matters to be considered which are important: |  | |
| Total Proposed Hours Required: |  | |
| Demonstration of value for money |  | |

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| PRICING (Contractor to provide price schedule to implement changes) |
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## PART C: Acknowledgement

The Customer and the Contractor certifies that the above requirements and prices are in accordance with the terms, conditions and pricing of CUA OTC 2018 Over the Counter Services.

The Change Order effective as of **dd/mm/yyyy** and will be incorporated into the Customer Contract.

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| **Executed for and on behalf of [Customer] by a duly authorised representative** | Signature:  Name:  Title  Date: |
| **Executed for and on behalf of [Contractor] by a duly authorised representative** | Signature:  Name:  Title  Date: |