

**CUA Number:** CUAOFP2023  
**Last Updated:** 6 September 2023

# **CUAOFP2023 PANEL A & B – OFFICE STATIONERY (incl. COPY PAPER) & KITCHEN PROVISIONS / JANITORIAL & PERSONAL ITEMS**

## **Procurement Lifecycle Document**

### **J Blackwood & Son Pty Ltd**

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# J Blackwood & Son Pty Ltd

Trading as Blackwoods

The logo for Blackwoods, featuring the word "Blackwoods" in white, bold, sans-serif font, centered within a dark blue rectangular background.

## General Enquiries

### Administration

Phone: 13 73 23

Email: [premiumcare.wa@blackwoods.com.au](mailto:premiumcare.wa@blackwoods.com.au)

Website(s): [www.blackwoods.com.au](http://www.blackwoods.com.au)

Postal Address: 35-39 Baile Road, Canning Vale WA 6155

### Orders

Call **13 73 23** to talk to our dedicated premium customer care team who can help find the right product for the right application.

Get in touch with our dedicated premium customer care team via email at [premiumcare.wa@blackwoods.com.au](mailto:premiumcare.wa@blackwoods.com.au)

Web Ordering visit <https://www.blackwoods.com.au/signin> to login/register

Refer to [Buying methods](#) section for further information.

### Hours

Monday to Friday

8.00am-5.00pm AWST

# Offered Products

## Offered Brands

Complete list of CUA offered products can be found in the Product Catalogue - [Office and Facility Products CUAOFP2023 \(www.wa.gov.au\)](#).

During Blackwoods' 144 years of operations, we have developed a robust supply chain framework that ensures the continuity of supply. This is based on: National and Regional Network of Resources and Suppliers Blackwoods' highly developed national supply chain facilitates an extensive inventory holding of industrial and safety products in Australia.

This is possible through Blackwoods' network of Distribution Centres (DCs) and branches located throughout Australia and Western Australia and means that we can ship from a local branch or central DC to ensure we can deliver to customers across the state.

From regional towns to major metro hubs the WA Government will benefit from Blackwoods' national network. With 6 Distribution Centres and over 50 branches nationwide, Blackwoods delivers goods and services to a diverse range of customers no matter the magnitude.

## Sustainability:

A key initiative for Blackwoods is Reducing Waste, Packaging and Plastic. Blackwoods is a proud member of the Australian Packaging Covenant Organisation (APCO), a coregulatory, not-for-profit organisation, collaborating with government and industry to reduce the impact of packaging on the Australian environment. Our APCO results can be found via this <https://www.blackwoods.com.au/policies-terms>

### Initiatives underway include:

**Plastic Bags:** All Blackwoods trading stores have ceased providing single use plastic bags following the implementation of voluntary bans on single use plastic across Australia.

**Recycling:** In partnership with a national waste provider, Blackwoods is able to report on waste/diversion across multiple waste streams. Where possible, Blackwoods provides products to our customers in the original manufacturers' packaging removing reduce waste duplication.

**Packaging:** Blackwoods has recently standardised the shipping cartons used in market, and these are 100% recycled content.

**Own-Brand** packaging is currently undertaking a gap analysis to understand materials and componentry used. Blackwoods will continue to review against our strategic plan and improve current packaging without compromising quality of delivery.

## Further Discounts

### Bulk Orders

Speak directly to the Blackwoods Dedicated Account Manager, details below.

### Non-CUA Items

For all Non-CUA Items, please reach out to your Blackwoods Account Manager who will be able to assist with providing an equivalent product, pricing & information for sourcing any additional items.

## Non-Standard Items

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Adhesives, Tapes & Dispensers	Adhesive	20%
Office Stationery	Adhesives, Tapes & Dispensers	Glue Sticks	20%
Office Stationery	Adhesives, Tapes & Dispensers	Tapes	20%
Office Stationery	Books & Pads	Binder Books	20%
Office Stationery	Books & Pads	Exercise Books	20%
Office Stationery	Books & Pads	Graph & Tracing Paper	20%
Office Stationery	Books & Pads	Lecture Books	20%
Office Stationery	Books & Pads	Note Pads - A4	20%
Office Stationery	Books & Pads	Note Pads - Other	20%
Office Stationery	Books & Pads	Notebooks - A4	20%
Office Stationery	Books & Pads	Notebooks - A5	20%
Office Stationery	Books & Pads	Notebooks - Other	20%
Office Stationery	Books & Pads	Scrap Book & Drawing Pads	20%
Office Stationery	Calculators	Desktop	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Cash Boxes & Key Accessories	Keytags	20%
Office Stationery	Conference & Presentation	Identification	20%
Office Stationery	Conference & Presentation	Whiteboard Accessories	20%
Office Stationery	Cutters & Trimmers	Scissors	20%
Office Stationery	Desk & Office Accessories	Desk Trays & Stackers	20%
Office Stationery	Desk & Office Accessories	Picture & Certificate Frames	20%
Office Stationery	Desk & Office Accessories	Rubber Bands	20%
Office Stationery	Diaries & Planners	Desk Calendars & Holders	20%
Office Stationery	Diaries & Planners	Diaries - A4	20%
Office Stationery	Diaries & Planners	Diaries - A5	20%
Office Stationery	Electrical Supplies	Power Boards & Cords	20%
Office Stationery	Media & Computer Accessories	Wristrests & Mousepads	20%
Office Stationery	Filing & Storage	Binder - Ring	20%
Office Stationery	Filing & Storage	Binder - Inserts	20%
Office Stationery	Filing & Storage	Book - Display	20%
Office Stationery	Filing & Storage	Clipboards	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Filing & Storage	Dividers & Indices	20%
Office Stationery	Filing & Storage	Document Tray	20%
Office Stationery	Filing & Storage	File - Lever Arch	20%
Office Stationery	Filing & Storage	File - Lateral	20%
Office Stationery	Filing & Storage	File - Organiser	20%
Office Stationery	Filing & Storage	Files & Covers - Report	20%
Office Stationery	Filing & Storage	Sticky Notes & Memos	20%
Office Stationery	Filing & Storage	Flags & Tabs - Adhesive	20%
Office Stationery	Filing & Storage	Folder - Manilla	20%
Office Stationery	Filing & Storage	Protectors - Sheet & Document	20%
Office Stationery	Filing & Storage	Wallet - Document	20%
Office Stationery	Laminating Machines & Supplies	Laminating Machines - A3	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A4	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A5	20%
Office Stationery	Laminating Machines & Supplies	Pouches - A3	20%
Office Stationery	Staplers & Fasteners	Clips	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Staplers & Fasteners	Pins	20%
Office Stationery	Staplers & Fasteners	Punches - 2 Hole	20%
Office Stationery	Staplers & Fasteners	Staplers - Desktop	20%
Office Stationery	Staplers & Fasteners	Staples & Staple Removers	20%
Office Stationery	Torches & Batteries	Batteries - Alkaline	20%
Office Stationery	Torches & Batteries	Batteries - Rechargeables	20%
Office Stationery	Torches & Batteries	Batteries - Specialty	20%
Office Stationery	Writing Instruments	Correction Products	20%
Office Stationery	Writing Instruments	Erasers	20%
Office Stationery	Writing Instruments	Highlighters	20%
Office Stationery	Writing Instruments	Markers - Permanent	20%
Office Stationery	Writing Instruments	Markers - Whiteboard	20%
Office Stationery	Writing Instruments	Pencils - Coloured	20%
Office Stationery	Writing Instruments	Pencils - Lead	20%
Office Stationery	Writing Instruments	Pencils - Sharpener	20%
Office Stationery	Writing Instruments	Pens - Ballpoint Ink	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Writing Instruments	Pens - Ballpoint Ink - Retractable	20%
Office Stationery	Writing Instruments	Pens - Fine Line	20%
Office Stationery	Writing Instruments	Pens - Fountain	20%
Office Stationery	Writing Instruments	Pens - Ballpoint Gel	20%
Office Stationery	Writing Instruments	Pens - Rollerball Ink	20%
Office Stationery	Writing Instruments	Pens - Rollerball Ink - Retractable	20%
Office Stationery	Writing Instruments	Pens - Rollerball Gel	20%
Office Stationery	Writing Instruments	Pens - Rollerball Gel - Retractable	20%
Office Stationery	Writing Instruments	Rulers & Tape Measurers	20%
Office Kitchen Provisions	Office Kitchen Provisions	Cleaning Wipe	20%
Office Kitchen Provisions	Office Kitchen Provisions	Confectionery and Biscuits	20%
Office Kitchen Provisions	Office Kitchen Provisions	Dishwashing liquid and cleaners	20%
Office Kitchen Provisions	Office Kitchen Provisions	Kitchen Utensils and Containers	20%
Office Kitchen Provisions	Office Kitchen Provisions	Paper Towels, Facial Tissues, Napkins	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Kitchen Provisions	Office Kitchen Provisions	Tea, Coffee, Sugar and Beverages	20%
Office Kitchen Provisions	Office Kitchen Provisions	Waste Bins and Bin Liners	20%
Copy Paper	Copy Paper	Copy Paper	20%

## Non-Standard Items

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Cleaning	Chemicals	General Cleaning	20%
Cleaning	Chemicals	Toilet & Urinal Cleaning	20%
Cleaning	Janitorial Supplies	Bin Liners	20%
Cleaning	Janitorial Supplies	Buckets	20%
Cleaning	Janitorial Supplies	Cleaning Wipes	20%
Cleaning	Janitorial Supplies	Miscellaneous	20%
Cleaning	Janitorial Supplies	Mops & Brooms	20%
Cleaning	Washroom Supplies	Cleansing & Washing	20%
Cleaning	Washroom Supplies	Facial Tissue	20%
Cleaning	Washroom Supplies	Hand Towel	20%
Cleaning	Washroom Supplies	Toilet Tissue	20%
Hospitality	Food Packaging	Food Packaging	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Hospitality	Food Service Disposables	Disposable Cups	20%
Hospitality	Food Service Disposables	Disposable Cutlery	20%
Hospitality	Food Service Disposables	Disposable Napkins	20%
Hospitality	Food Service Disposables	Disposable Plates	20%
Personal Goods	Accoutrements	Gloves	20%
Personal Goods	Accoutrements	Masks	20%
Personal Goods	Accoutrements	Infection Control	20%
Personal Goods	Personal Care	Oral Care	20%
Personal Goods	Personal Care	Personal Hygiene	20%
Personal Goods	Personal Care	Personal Wipes	20%
Safety Goods	Eye & Face Protection	Safety Glasses	20%

# Buying methods

# WEBSITE

## Blackwoods.com.au

The Blackwoods website offers many options to cater for your business needs. Set up is very easy with the website accessible on both desktop and any mobile device.

- Quick and easy to search for products you need
- Filter by contracted items
- Pay on account
- Ability to govern users and spend online
- Track your orders and look up invoices



# BENEFITS

## ORDER

Order reminders, view invoices, order summaries, export cart.

## CUSTOMISE

Create your favourite shopping carts, compare 4 products, bulk order products template.

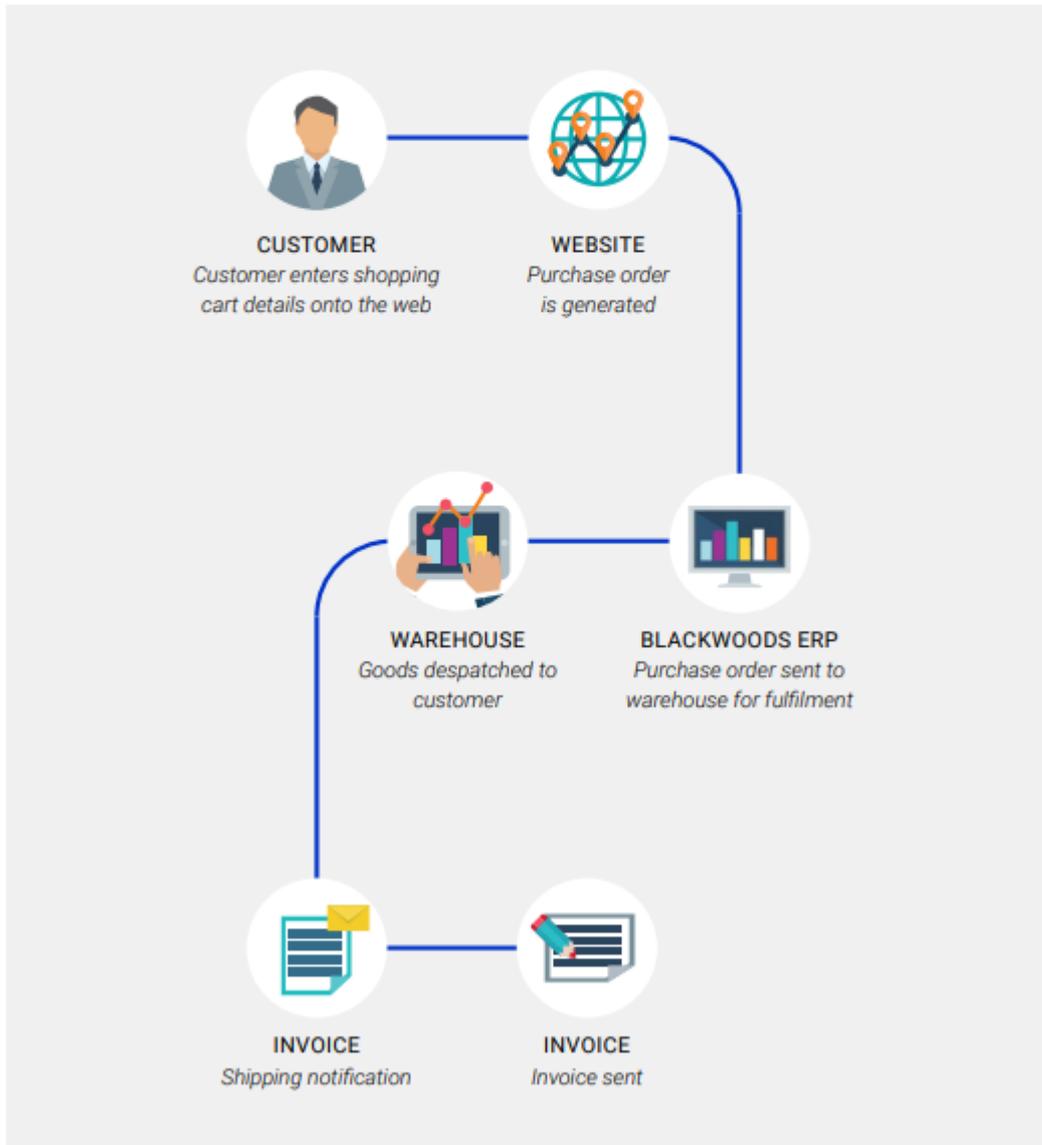
## PREMIUM FEATURES

Cost centre assignment, budgets set, entitlements listed, workflow approvals.

<https://www.blackwoods.com.au/>

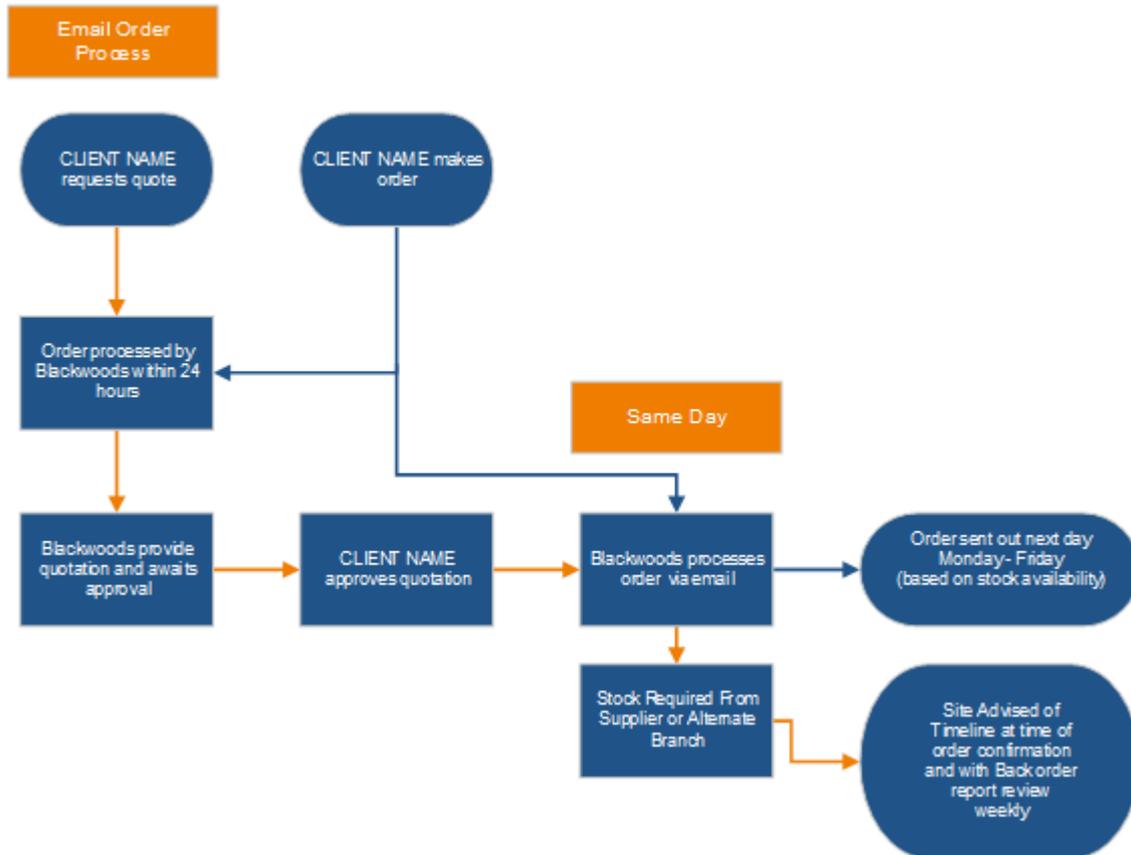
# WEBSITE

# PROCESS FLOW



## Email Order Process

Get in touch with our dedicated premium customer care team via email at [premium.wa@blackwoods.com.au](mailto:premium.wa@blackwoods.com.au)



**Single Delivery Orders** An order placed would only release once ALL lines of that order are in stock and are ready for dispatch.



**Standard Order** All Orders sent as normal orders and lines sent as they are available.



**Split Line Delivery** Like a Standard order, but if select lines are urgently required, then products can be supplied in a reduced quantity to get the stock in warehouse released. For example 1000 pens ordered, 800 sitting locally but requires a split delivery. The available stock can be sent straight away and when the remaining stock arrives, they are sent as the balance.

# Delivery

## Timeframes and Fees

Delivery Fee/Lead Time by Location				
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery	
			CUA Cost (\$)	Lead Time (Business Days)
<b>Perth Metropolitan Region &amp; City of Mandurah</b>	All Perth Metro and City of Mandurah (6180, 6210, 6211) Postcodes	YES	Free	2-5
<b>Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)</b>	6701 (where deemed Regional, not Remote)	YES	Price on Application	5-7
<b>Gascoyne Region: All Other Locations</b>	All Gascoyne except listed in 2.1	YES		5-7
<b>Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)</b>	6450 (where deemed Regional, not Remote)	YES		5-7
<b>Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)</b>	6430, 6431. 6432	YES		5-7
<b>Goldfields-Esperance: All Other Locations</b>	All Goldfields-Esperance except listed in 3.1 & 3.2	YES		5-7
<b>Great Southern: City of Albany LGA</b>	6327, 6328, 6330	YES		5-7
<b>Great Southern: All Other Locations</b>	All Great Southern except listed in 4.1	YES		5-7

<b>Delivery Fee/Lead Time by Location</b>				
<b>Region / Location</b>	<b>Postcodes / Areas Included</b>	<b>Deliverable Location (Yes/No)</b>	<b>Delivery</b>	
			<b>CUA Cost (\$)</b>	<b>Lead Time (Business Days)</b>
<b>Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)</b>	6725 (where deemed Regional, not Remote), 6726	YES	Price on Application	5-7
<b>Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)</b>	6740 (where deemed Regional, not Remote)	YES		5-7
<b>Kimberley: Other Locations</b>	All Kimberley except listed in 5.1 and 5.2	YES		5-7
<b>Mid-West: City of Greater Geraldton LGA (specified postcodes)</b>	6530, 6532	YES		5-7
<b>Mid-West: All Other Locations</b>	All Mid-West except listed in 6.1	YES		5-7
<b>Peel: All Locations Except City of Mandurah</b>	All Peel except City of Mandurah (6180, 6210, 6211)	YES		5-7
<b>Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.</b>	6721, 6722	YES		5-7
<b>Pilbara: City of Karratha LGA</b>	6713, 6714, 6718, 6720	YES		5-7
<b>Pilbara: All Other Locations</b>	All Pilbara except listed in 8.1 & 8.2	YES		5-7
<b>South West: City of Bunbury LGA and surrounds (including Australind)</b>	6230, 6231, 6232, 6233	YES		5-7
<b>South West: City of Busselton LGA</b>	6280, 6281, 6282	YES	5-7	

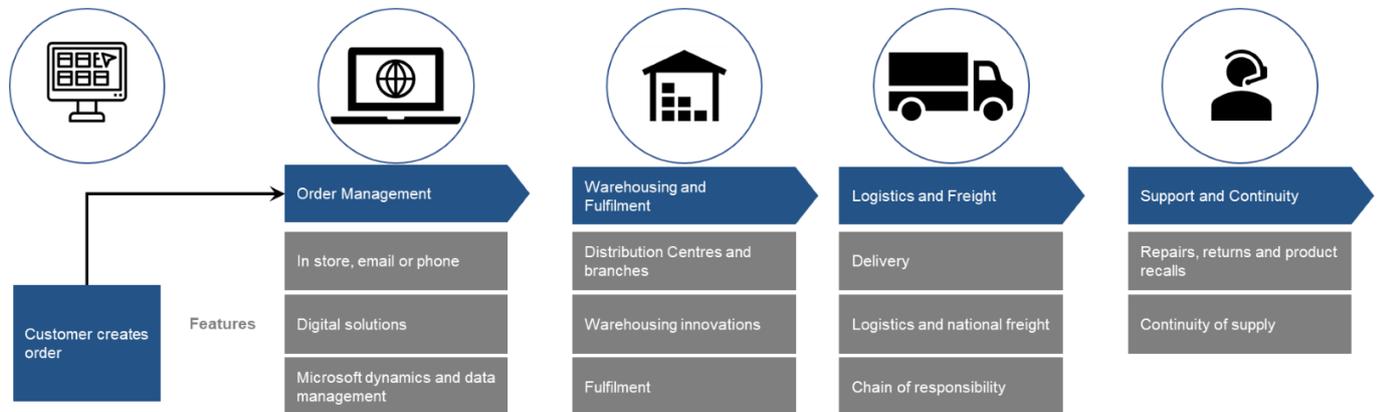
<b>Delivery Fee/Lead Time by Location</b>				
<b>Region / Location</b>	<b>Postcodes / Areas Included</b>	<b>Deliverable Location (Yes/No)</b>	<b>Delivery</b>	
			<b>CUA Cost (\$)</b>	<b>Lead Time (Business Days)</b>
<b>South West: All Other Locations</b>	All South West except listed in 9.1 & 9.2	YES	Price on Application	5-7
<b>Wheatbelt: Shire of Northam LGA</b>	6401, 6403, 6560, 6562, 6564	YES		5-7
<b>Wheatbelt: All Other Locations</b>	All Wheatbelt except listed in 10.1	YES		5-7

All deliveries typically arrive between 6.00 AM and 5.00 PM.

## Minimum Orders

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
N/A	N/A	N/A	N/A	

## Perth metropolitan & Regional Deliveries



## 6. Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

**Please be advised that our bank account details for direct deposits or electronic funds transfers (EFT'S) are as follows:**

**Bank:** Westpac Banking Corporation  
**Address:** 109 St Georges Terrace, Perth WA  
**BSB:** 036 814  
**Account:** (Blackwoods Customer Number)  
**Account Name:** Wesfarmers Limited

To allow for correct identification of your payment it is imperative that the lodgment reference field of your EFT'S be completed with the following details in this order:

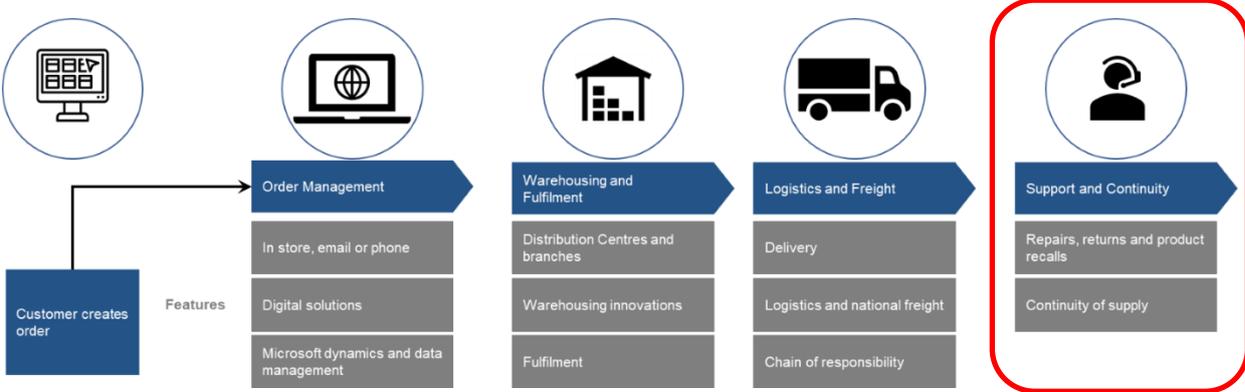
Your customer number (six numeric characters)

Please email a remittance advice to: [blackwoods\\_remittances@blackwoods.com.au](mailto:blackwoods_remittances@blackwoods.com.au)

For enquiries regarding the above, do not hesitate to contact the Accounts Receivable department on (07) 3712 6200.

**Credit Card via phone, email or website**

# 7. Takeback Services & Return of rejected goods



## Repairs, Returns and Product Recalls

- Rectification and Return** - the Blackwoods Customer Care team will work with the agency if a product needs to be returned or replaced. The key is to determine the return reason to ensure the best solution is provided to the agency.
- Product Recalls** - in the event of a product recall by a manufacturer or supplier, Blackwoods can run a sales history report by product identification and/or customer. From this data, our customer care team and/or account management team contact each customer impacted primarily by the phone or email to advise of the recall and the process by which the product should be returned, either to the Blackwoods branch from which it was ordered or to our manufacturer or supplier. Any freight expenses incurred by the customer because of a recall will be credited to the account.
- Warranty Claims** - Blackwoods' standard warranty period is 12 months from date of delivery. Blackwoods can process warranty claims on behalf of Agency.

Phone: 13 73 23  
 Email: [premiumcare.wa@blackwoods.com.au](mailto:premiumcare.wa@blackwoods.com.au)

## 8. Disposal and recycling

Please contact the Blackwoods Account Manager for more information on solutions available.

## 10. Account management and invoicing

Please include general information.

Who	Service	Contact Details
Roland Matthews - Account Manager	Orders, Order enquiries, new accounts, product information, new login creations, general enquiries	0457 385 418 <a href="mailto:roland.matthews@blackwoods.com.au">roland.matthews@blackwoods.com.au</a>
Premium Customer Care Team	Returns, Purchase Orders, email/phone orders. warranty claims	<a href="mailto:premiumcare.wa@blackwoods.com.au">premiumcare.wa@blackwoods.com.au</a> Phone: 13 73 23
Invoicing Team Accounts Receivable Administration	Invoice Queries	<a href="mailto:rebecca.colquhoun@blackwoods.com.au">rebecca.colquhoun@blackwoods.com.au</a>

# Contractor information

**ABN:** 43 000 010 300

**ACN:** 000 010 300

## Contractor Details

### Contact Information

**NAME:** David Italia

Position: National Strategic Account Manager

**Mobile:** 0404 817 216

**Email:** [david.italia@blackwoods.com.au](mailto:david.italia@blackwoods.com.au)

**NAME:** Roland Matthews

Position: Key Account Manager – Government

**Mobile:** 0457 385 418

**Email:** [roland.matthews@blackwoods.com.au](mailto:roland.matthews@blackwoods.com.au)

**Business Hours:**

8am-5pm

**Orders Via: WA Premium Team** [premiumcare.wa@blackwoods.com.au](mailto:premiumcare.wa@blackwoods.com.au)