



# Procurement Lifecycle Document for Complete Office Supplies Pty Ltd (COS)

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

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# Complete Office Supplies Pty Ltd (COS)

**ABN:** 92 001 634 715

**ACN:** 001 634 715

| Contact Information |  |
|---------------------|--|
| Phone               | 1300 88 22 44  |
| Mobile              | Click or tap here to enter text.                               |
| Facsimile           | Click or tap here to enter text.                               |
| Email               | customerservice@cos.net.au                                     |
| Websites            | www.cos.net.au   |
| Admin hours         | Our team are available 8.30 AM – 8.00 PM AEST Monday to Friday |
| Operations          | Website 24/7   |



## Contact information

### General enquiries

#### Admin

|                |  |
|----------------|--|
| Phone          | 1300 88 22 44  |
| Facsimile      | Click or tap here to enter text.                               |
| Email          | customerservice@cos.net.au                                     |
| Websites       | www.cos.net.au   |
| Postal Address | 41 Parri Rd, Wangara WA, 6065                                  |
| Orders         | Please see Buying Process Outline                              |
| Hours          | Our team are available 8.30 AM – 8.00 PM AEST Monday to Friday |

### Accounts

#### Account Management

|        |                  |
|--------|------------------|
| Name   | Paul Kaye        |
| Mobile | 0403 904 366     |
| Email  | paulk@cos.net.au |

|        |                     |
|--------|---------------------|
| Name   | Steve Clayton       |
| Mobile | 0451 196 552        |
| Email  | stevencl@cos.net.au |

# Buying methods

## Best Customer Experience

The COS “Best Customer Experience” is delivered every day to your end users.

Your dedicated Account Management team and our Customer Relations Helpdesk will ensure your workplace supplies requirements are understood and your company objectives are achieved.

## Reliable Support from Australia-based Customer Service



Call toll-free number **1300 88 22 44** to talk to helpdesk staff



Email us at [customerservice@cos.net.au](mailto:customerservice@cos.net.au) for online support



‘Live Chat’ via our online ordering system, COSnet

Our team are available 8.30 AM – 8.00 PM AEST Monday to Friday.

## Online Ordering System

Our online ordering website is [www.cos.net.au](http://www.cos.net.au) which is available to access via desktop PC, laptop, smartphone and tablet devices.

## Email

Purchasers can email [customerservice@cos.net.au](mailto:customerservice@cos.net.au) at any time to place an order.

## Phone

Orders via telephone can be initiated by calling **1300 88 22 44**.

## Payment of Invoices

Pay on your Account via EFT – Account details as follows:

**Account Name:** Complete Office Supplies Pty Ltd

**BSB:** 332027

**Account:** 551155551

Email remittances: [Accounts@cos.net.au](mailto:Accounts@cos.net.au)

## Delivery

COS offers CUAPCS2024 customers free, next day delivery to the Perth metropolitan area.

Regional orders placed prior to 2pm weekdays will be despatched overnight for delivery via COS preferred suppliers. Small regional orders may attract a small order fee. This will be shown on COSnet.

Deliveries typically arrive between 8:30 AM and 5:00 PM.

## Discounting

| Brand                   | Genuine OEM Consumables Minimum Discount (%) | Remanufactured Brand 1 (Optional) | Remanufactured Brand 1 Minimum Discount (%) |
|-------------------------|--|-----------------------------------|---|
| Lexmark                 | 9.00%  | SUPERPRINT                        | OEM+25%                                     |
| Kyocera                 | 15.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Ricoh                   | 5.00%  | SUPERPRINT                        | OEM+25%                                     |
| HP                      | 26.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Brother                 | 14.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Konica (Konica Minolta) | 19.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Xerox                   | 20.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Laser                   | 10.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Canon                   | 10.00%                                       | SUPERPRINT                        | OEM+25%                                     |
| Epson                   | 8.00%  | SUPERPRINT                        | OEM+25%                                     |

## Disposal and recycling

Please contact your COS Account Manager for more information on solutions available.

## Return of rejected goods

Please contact COS Customer Service to request a return.

**Phone: 1300 88 22 44**

**Email: [customerservice@cos.net.au](mailto:customerservice@cos.net.au)**

## Account management and invoicing

| Who            | Service                      | Contact Details  |
|----------------|------------------------------|--|
| COS Accounts   | Account queries              | <a href="mailto:Accounts@cos.net.au">Accounts@cos.net.au</a>                 |
| Paul Kaye      | All other account management | 0403 904 366<br><a href="mailto:paulk@cos.net.au">paulk@cos.net.au</a>       |
| Steven Clayton | All other account management | 0451 196 552<br><a href="mailto:stevencl@cos.net.au">stevencl@cos.net.au</a> |