



Procurement Lifecycle Document for Winc Australia Pty Ltd

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

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Winc Australia Pty Ltd



ABN: 94 000 728 398

ACN: 000 728 398

Contact Information	
Phone	13 26 44
Mobile	0400 841 313
Facsimile	02 9087 2981
Email	Angellina.willsher@winc.com.au
Websites	www.winc.com.au
Admin hours	Monday to Friday 8.00am to 5.00pm
Operations	Monday to Friday 8.00am to 5.00pm

Contact information

General enquiries

Admin

Phone	13 26 44
Facsimile	02 9087 2981
Email	customerexperience@winc.com.au
Websites	www.winc.com.au
Postal Address	9 Ulm Place, Perth Airport WA 6105
Orders	Please see Buying Process Outline
Hours	Monday to Friday 8.00am to 5.00pm

Accounts

Accounts Manager

Name	Angellina Willsher
Mobile	0400 841 313
Email	Angellina.willsher@winc.com.au

Buying methods

Place an Order

Access to order from the CUA Catalogue is via your login. Winc online ordering via www.winc.com.au. CUA Customers can search for Catalogue products, place orders, view stock availability, track their orders, forward schedule order deliveries, download copy invoices/delivery notes and open orders via the self-service functionality on the Winc ordering portal. Live Chat is also now available via the chat icon on any page of the website.

Order By email CUA Customers can simply send an email to customerservice@winc.com.au to place their orders and they will receive a reply within 24 hours upon receipt of request

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

Delivery Region	Minimum Order Threshold	Delivery Fee for Orders Below Threshold
Metro	\$50	\$5.95
Regional	\$300	\$19.95
Remote	\$500	\$29.95

Payment of Invoices

Pay on your account via the following options: -

CUA Customers may pay online via credit card or Account.

When establishing the account with an agreed invoicing method for most WA Government agencies. The invoicing method may be a consolidated monthly invoice, invoice with goods, credit card payment etc. These arrangements can be changed any time with written request to customerexperience@winc.com.au from the Agency. Account Queries: ARAdmin@winc.com.au

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

BSB: 082 282

Account: 528647849

Email remittances to email address: remittances@winc.com.au

Delivery

Perth metropolitan area

Perth Metropolitan Deliveries – Order Cut off 4.00pm for next day delivery.
Mandurah City – Order Cut off 2.00pm for next day delivery

Regional Deliveries

For regional orders, the order timeframes are likely to be longer depending on the location and maybe subject to Force Majeure events such as flooding etc. For regional deliveries, Winc Australia use the services of TOLL EXPRESS who deliver to all remote areas where their Agencies are used.

Discounting

TBA

Settlement discount

TBA

Non-Standard product discounts

TBA

Disposal and recycling

100% of the plastic void fill, previously used in Winc delivery boxes, was replaced with recycled perforated cardboard or recycled paper in 2022. The recycled perforated cardboard is made from repurposed inbound delivery boxes from Winc suppliers. Cardboard not used in this way is recycled by our waste management supplier and used in products such as the recycled paper products.

For Decommissioning, eWaste and responsible end-to-end recycling solutions please contact your Account Manager or our Customer Experience Team on 13 26 44.

Return of rejected goods

Any returns of rejected goods can be returned with the driver at time of delivery or by contacting customerexperience@winc.com.au or phone 13 26 44

Account management and invoicing

CUSTOMER EXPERIENCE TEAM

For Orders, order enquiries, new accounts, products information, returns, website support, billing, new login creations, general enquiries:

customerexperience@winc.com.au

Phone: 132 644

CLAIMS/RETURNS

Returns, credits/debits and warranty claims:

csclaimsnational@winc.com.au

Phone: 132 644

INVOICING TEAM AR ADMIN

Copy Invoices can be downloaded via the user's login.

Queries / refunds/ customer billing changes

FOR ACCOUNT MANAGER INFORMATION PLEASE CONTACT OUR CUSTOMERS EXPERIENCE TEAM:

customerexperience@winc.com.au

CONTACT INFORMATION:

NAME:

Angellina Willsher

Position: WA Government Strategic Business Manager Mobile: 0400 841 313

Email: Angellina.Willsher@winc.com.au

NAME: Victoria Cooper

Position: WA Sales Manager Mobile: 0431 754 027

Email: victoria.cooper@winc.com.au

Business Hours: 8.00am – 5.00pm