



# Procurement Lifecycle Document for Ricoh Australia Pty Ltd

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

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# Ricoh Australia Pty Ltd

**ABN:** 30 000 593 171

**ACN:** 000 593 171



Contact Information	
Phone	Ricoh Australia Pty Ltd
Mobile	0419772313
Facsimile	0893470400
Email	wacuc@ricoh.com.au
Websites	www.ricoh.com.au
Admin hours	Monday to Friday 8.30am to 5.00pm
Operations	Monday to Friday 8.30am to 5.00pm

## General enquiries

### Admin

Phone	0893470444
Facsimile	089347 0400
Email	wacuc@ricoh.com.au
Websites	www.ricoh.com.au
Postal Address	Ground Floor, 251 St Georges Terrace, Perth, WA 6000
Orders	Please see Buying Process Outline
Hours	Monday to Friday 8.30am to 5.00pm

## Accounts

### CUA Single Point of Contact - Contract Owner:

Troy Anderson

0419772313

[tanderson@ricoh.com.au](mailto:tanderson@ricoh.com.au)

### Government departments/agencies :

Neil Douglas

0424029766

[ndouglas@ricoh.com.au](mailto:ndouglas@ricoh.com.au)

**Education:**

Mark Henderson

0410 553 544

mhenderson@ricoh.com.au

**Local Government/councils**

Emma Rundle

0434 660 902

erundle@ricoh.com.au

## Regional Partner Network – Authorised Ricoh Sales & Service Agents

<p>1. Ace Copiers</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Rockingham and surrounding areas.</li> </ul>	<p>Mr Tony Paul</p> <p>T: (08) 9528 5002      M: 0417 025 000</p> <p>E: <a href="mailto:workforce@acecopiers.com.au">workforce@acecopiers.com.au</a></p> <p>Website: <a href="http://www.acecopiers.com.au">www.acecopiers.com.au</a></p> <p>Postal Address:</p> <p>Unit 3, 19 Beale Way, ROCKINGHAM WA 6168</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>2. WINC Australia - GERALDTON</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Geraldton and surrounding areas.</li> </ul>	<p>Mr Jason Mugridge</p> <p>T: (08) 9923 4820      M: -</p> <p>E: <a href="mailto:geraldton.mps@winc.com.au">geraldton.mps@winc.com.au</a></p> <p>Website: <a href="http://www.winc.com.au">www.winc.com.au</a></p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>3. Best Office Systems - ALBANY</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Albany and surrounding areas.</li> </ul>	<p>Mr Troy Brown</p> <p>T: (08) 9842 1333      M: -</p> <p>E: <a href="mailto:bossales@bestoffice.com.au">bossales@bestoffice.com.au</a></p> <p>Website: <a href="http://www.bestoffice.com.au">www.bestoffice.com.au</a></p> <p>Postal Address:</p> <p>Shop 6, 29 Campbell Road, ALBANY WA 6330</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>4. Best Office Systems - NARROGIN</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Narrogin and surrounding areas.</li> </ul>	<p>Mr Troy Brown</p> <p>T: (08) 9842 1333      M: -</p> <p>E: <a href="mailto:bossales@bestoffice.com.au">bossales@bestoffice.com.au</a></p> <p>Website: <a href="http://www.bestoffice.com.au">www.bestoffice.com.au</a></p> <p>Postal Address:</p> <p>51 Federal Street, NARROGIN WA 6312</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>5. Esperance Communications</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Esperance and surrounding areas.</li> </ul>	<p>Mr Colin Gallop</p> <p>T: (08) 9071 3344      M: -</p> <p>E: <a href="mailto:sales@ec.com.au">sales@ec.com.au</a></p> <p>Website: <a href="http://www.ec.com.au">www.ec.com.au</a></p> <p>Postal Address:</p> <p>33 Norseman Road, ESPERANCE WA 6450</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>6. Gascoyne Office Equipment - CARNARVON</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Carnarvon and surrounding areas.</li> </ul>	<p>Mr Kevin O'Brien</p> <p>T: (08) 9941 3898      M: -</p> <p>E: <a href="mailto:Admin@goequip.com.au">Admin@goequip.com.au</a></p> <p>Website: <a href="http://www.goequip.com.au">www.goequip.com.au</a></p> <p>Postal Address:</p> <p>1/6 Robinson Street, CARNARVON WA 6701</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>7. Office Star - BROOME</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Broome and surrounding areas.</li> </ul>	<p>Mr Robert McGregor</p> <p>T: (08) 9193 5757      M: 0419 422 416</p> <p>E: <a href="mailto:admin@officestar.com.au">admin@officestar.com.au</a></p> <p>Website: <a href="http://officestar.com.au">officestar.com.au</a></p> <p>Postal Address:</p> <p>4 Clemenston Street, BROOME WA 6725</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>8. Office National Kalgoorlie</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Kalgoorlie and surrounding areas.</li> </ul>	<p>Mr Mark Peters</p> <p>T: (08) 9080 8777      M: -</p> <p>E: <a href="mailto:bt@onk.com.au">bt@onk.com.au</a></p> <p>Website: <a href="http://www.onk.com.au">www.onk.com.au</a></p> <p>Postal Address:</p> <p>72 Brookman Street, KALGOORLIE WA 6430</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>9. Office National Kununurra</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Service, maintenance.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Kununurra and surrounding areas.</li> </ul>	<p>Troy Anderson</p> <p>T: (08) 9347 0403      M: 0419 772 313</p> <p>E: <a href="mailto:tanderson@ricoh.com.au">tanderson@ricoh.com.au</a></p> <p>Website: <a href="http://www.onkun.com.au">www.onkun.com.au</a></p> <p>Postal Address:</p> <p>55 Bandicoot Drive, KUNUNURRA WA 6743</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>10. SCOPE Business Imaging - KARRATHA</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Karratha and surrounding areas.</li> </ul>	<p>Mr Vishlen Pillay</p> <p>T: (08)9185 6106      M: -</p> <p>E: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a></p> <p>Website: <a href="http://scopebi.com.au/pages/karratha">scopebi.com.au/pages/karratha</a></p> <p>Postal Address: 19 Searipple Rd, Karratha, Western Australia 6714</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>11. SCOPE Business Imaging – PORT HEDLAND</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Port Hedland and surrounding areas.</li> </ul>	<p>Mr John Carbone</p> <p>T: (08)9172 2256      M: -</p> <p>E: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a></p> <p>Website: <a href="https://scopebi.com.au/pages/port-hedland">https://scopebi.com.au/pages/port-hedland</a></p> <p>Postal Address: 4 Iron Ore Street, Wedgefield Western Australia 6721</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>12. SCOPE Business Imaging – BUNBURY</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Bunbury and surrounding areas.</li> </ul>	<p>Mr Wade Dillon</p> <p>T: (08)9721 4288      M: -</p> <p>E: <a href="mailto:info@scopebi.com.au">info@scopebi.com.au</a></p> <p>Website: <a href="https://scopebi.com.au/pages/bunbury">https://scopebi.com.au/pages/bunbury</a></p> <p>Postal Address: 100 Blair Street, Bunbury Western Australia 6230</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>13. West Coast Office Equipment</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul>	<p>Mr Darryn Westlund</p> <p>T: (08)9201 0300      M: -</p> <p>E: <a href="mailto:sales@westcoast.net.au">sales@westcoast.net.au</a></p> <p>Website: <a href="https://westcoast.net.au/">https://westcoast.net.au/</a></p> <p>Postal Address:</p> <p>55 Howe Street, OSBORNE PARK WA 6017</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>14. Ricoh Business Central Rural</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Northam and surrounding areas.</li> </ul>	<p>Mr John Campbell</p> <p>T: (08) 9575 1139      M: -</p> <p>E: <a href="mailto:admin@rbcrural.com.au">admin@rbcrural.com.au</a></p> <p>Website: -</p> <p>Postal Address:</p> <p>10 Malbec Place, MOUNT NASURA WA 6112</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>15. Smith Solution Services – CHRISTMAS ISLANDS</p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Service, maintenance.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Christmas Island and surrounding areas.</li> </ul>	<p>Mr Peter Smith</p> <p>T: 0419 644 277      M: 0419 644 277</p> <p>E: <a href="mailto:Airbp.xch@outlook.com">Airbp.xch@outlook.com</a></p> <p>Website: -</p> <p>Postal Address:</p> <p>PO Box 535, CHRISTMAS ISLAND WA 6798</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

# Buying methods

## Place an Order - Panel A:

### OPTION A

#### Use CUA Order Form or Agency Order Form for Product Catalogue Items.

You can use the CUA Order Form or your organisation's own order form to make a purchase from Ricoh's Product Catalogue. Please make sure that you cite the CUA number "CUAPCS2024".

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Troy Anderson – via the "Account Manager" contact details to set up a CUAPCS2024 account.

**STEP 2:** Browse the Product Catalogue, and consult with the ICT or relevant technical team in your agency to make sure that the product you wish to purchase will be compatible with your network.

**STEP 3:** Complete the CUA Order Form or your organisation's own order form with the products and/or additional services you require. If required, consult with Troy Anderson via the "Account Manager" contact details to make sure that the product will meet your requirements.

**STEP 4:** To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to Troy Anderson via email or fax, OR send the CUA Order Form or your agency's order form to an Authorised Ricoh Partner listed on pages 3 to 8 of this document.

**STEP 5 (if required):** If the estimated value of your order will exceed \$250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Ricoh. This will allow you to determine whether there are close substitutes that other qualified Contractors can provide via their product catalogues.

**STEP 6:** If STEP 3 and STEP 4 (if applicable) are successful in determining that Ricoh has suitable products and/or additional services, then inform Troy Anderson or an Authorised Ricoh Partner via email or fax that you wish to finalise the purchase.

### OPTION B

#### Contact the Account Manager for Non-Product Catalogue Items.

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Troy Anderson – via the "Account Manager" contact details to set up a CUAPCS2024 Account.

**STEP 2:** Verify with your agency's ICT (or other relevant technical team) that none of the product catalogue items will meet your business needs, and document this finding on file. If the estimated value of your purchase will exceed \$250,000 then you are also required send the CUA Order Form (or your

agency's order form) to at least one other supplier in addition to Ricoh to determine whether they can provide close substitutes.

**STEP 3:** Work in collaboration with your agency's ICT or technical team to determine a suitable non-product catalogue product, OR contact Troy Anderson from Ricoh via the details on page 2 for assistance in determining a suitable non-product catalogue product.

If the estimated value of your purchase will exceed \$250,000, then contact Troy Anderson from Ricoh and at least one other supplier for assistance in determining a suitable non-product catalogue product.

**STEP 4:** If the Customer-driven process in STEP 3 is successful in determining a suitable Ricoh product, then:

Complete the CUA Order Form or your agency's order form with the products and/or additional services you require and send to Ricoh via email or fax,

OR

Send the CUA Order Form or your agency's order form to an Authorised Ricoh Partner.

## Place an Order - Panel B:

### OPTION A

**Use CUA Order Form or Agency Order Form to obtain an "Assessment" (intended for organisations that do not have the internal capability to perform this).**

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Assessment services from Ricoh. These Assessment services are meant to provide you with an optimisation roadmap and a review of your printing and copying infrastructure. Please make sure that you cite the CUA number "CUAPCS2024".

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Troy Anderson – via the "Account Manager" contact details to set up a CUAPCS2024 Account.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form specifying the Assessment services you require.

**STEP 3:** Regardless of estimated value, you are required to send the CUA Order Form or your agency's order form to all qualified MPS Contractors. Therefore, send the CUA Order Form or your agency's order form to Troy Anderson via email or fax, AND send the CUA Order Form or your agency's order form to all other Contractors qualified for MPS under the CUA.

**STEP 4:** If STEP 3 is successful in determining that Ricoh has suitable Assessment services, then inform Troy Anderson or an Authorised Ricoh Partner via email or fax that you wish to finalise the purchase.

## OPTION B

### Use CUA Order Form or Agency Order Form to obtain Optimisation and Maintenance.

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Optimisation and Maintenance services from Ricoh. These services can provide you with a term contract of up to five years where you pay a Cost-Per-Copy, or other similar fee-for-service, for the right to use the Contractor's printing and copying machines on your premises.

Ideally your organisation's internal staff members, or one of the qualified MPS Contractors, would have already performed an "Assessment" of your agency's site(s). Please make sure that you cite the CUA number "CUAPCS2024".

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Troy Anderson – via the "Account Manager" contact details to set up a CUAPCS2024 Account.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form specifying the Assessment services you require.

**STEP 3:** Regardless of estimated value, you are required to send the CUA Order Form or your agency's order form to all qualified MPS Contractors, unless you have already done so previously for an "Assessment" service. Therefore, send the CUA Order Form or your agency's order form to Troy Anderson via email or fax, AND (unless you have previously requested quotes for "Assessment" services from MPS Contractors) send the CUA Order Form or your agency's order form to all other MPS Contractors.

**STEP 4:** If STEP 3 is successful in determining that Ricoh has suitable Optimisation and Maintenance services, then inform Troy Anderson or an Authorised Ricoh Partner via email or fax that you wish to finalise the purchase

## Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

## Payment of Invoices

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

Ricoh Australia Pty Ltd

ABN : 30 000 593 171

Registered Address: Level 1, 2 Richardson Place North Ryde NSW 2113

Company Phone: 13 74 26

Company Website [www.ricoh.com.au](http://www.ricoh.com.au)

Ricoh Australia Bank Account Details:

Commonwealth Bank

48 Martin Place Sydney

Account Name - Ricoh Australia Pty Ltd

BSB - 062-000

Account No - 131-973-47

Invoice Currency - AUD

Swift Code - CTBAAU2S

Please send Remittances to [payments@ricoh.com.au](mailto:payments@ricoh.com.au)

Payment terms 30 days

Contact Information for Accounts Receivable –

[accounts@ricoh.com.au](mailto:accounts@ricoh.com.au)

Name Kim Arevalo

Title Credit Manager

Direct Phone 02 8610 5540

Email address [karevalo@ricoh.com.au](mailto:karevalo@ricoh.com.au)

## Perth metropolitan area

Within 10 Business Days

## Regional Deliveries

Within 15 Business Days

## Remote Deliveries

Within 20 Business Days

## Discounting

As per pricing schedules

## Settlement discount

Not applicable

## Non-Standard product discounts

As per pricing standard discounts in pricing schedules

## **Disposal and recycling**

Please request via you your respective account manger at time of ordering new equipment and/or disposing of without a purchase, for quoting of services required, ie relocate to metro for disposal/recycling and/or HDD destruction.

## **Return of rejected goods**

Not applicable

## **Account management and invoicing**

### **CUA Single Point of Contact - Contract Owner:**

Troy Anderson

0419772313

[tanderson@ricoh.com.au](mailto:tanderson@ricoh.com.au)

### **Government departments/agencies :**

Neil Douglas

0424029766

[ndouglas@ricoh.com.au](mailto:ndouglas@ricoh.com.au)

### **Education:**

Mark Henderson

0410 553 544

[mhenderson@ricoh.com.au](mailto:mhenderson@ricoh.com.au)

### **Local Government/councils**

Emma Rundle

0434 660 902

[erundle@ricoh.com.au](mailto:erundle@ricoh.com.au)