

**CUA Number:** CUACMD2021

**Last Updated:** 4 June 2024

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

### **Acer Computer Australia Pty Ltd**

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# Acer Computer Australia Pty Ltd

Trading as Acer Computer Australia

ABN: 78 003 872 768

ACN: 003 872 768



## Contact information

### James Burns - Primary Contact

WA Business Development Manager

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**Mobile:** 0418 680 229

**Email:** [james.burns@acer.com](mailto:james.burns@acer.com)

### Diana Chung - Secondary Contact

Senior Sales Support Manager - Commercial

**Phone:** 0413 018 177

**Mobile:** 0413 018 177

**Email:** [diana.chung@acer.com](mailto:diana.chung@acer.com)

Please refer to [General Enquiries](#) for general contact details.

### Business Hours:

#### Technical Support

**Phone:** 1300 308 056 or +61 2 8762 3263

7:00am to 9:00pm Monday to Friday AEST

9:00am to 6:00pm Saturday and Sunday AEST

#### Sales, Service and Repair Enquiries

7:00am to 9:00pm Monday to Friday AEST

9:00am to 6:00pm Saturday and Sunday AEST

### Orders Via:

Order Entry Email: [aca.waorders@acer.com](mailto:aca.waorders@acer.com)

Place your orders on <https://connect.acer.com.au> (authorised users only, to request a login, please email [connect.aca@acer.com](mailto:connect.aca@acer.com))

### Help Desk Enquiries:

Email: [servicekac.aca@acer.com](mailto:servicekac.aca@acer.com)

## Approved Dealers

 <p><b>JH Computer Services</b> IT Solutions, Built for You</p> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>Perth Metro</li> </ul>	<p><b>JH Computer Services Pty Ltd (Dealer Code 10041054)</b> <b>(Trading as JH Computer Services)</b> <b>ABN 14 008 861 676</b> <b>ACN 008 861 676</b></p> <p><b>Tim Sargent</b> – General Manager <b>T:</b> (08) 9367 9499 <b>M:</b> 0413 842 244 <b>E:</b> tim@jhcs.com.au</p> <p><b>Orders Via:</b> www.jhcs.com.au <b>Provides:</b> Acer Sales &amp; Service Centre</p>
 <p><b>WINTHROP</b> australia</p> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>Perth Metro</li> <li>WA Regional</li> </ul>	<p><b>Pacific Paper Industries Pty ATF Della Maddalena Family Trust No 3 (Dealer Code 10564523)</b> <b>(Trading as Winthrop Australia)</b> <b>ABN: 74 043 852 709</b> <b>ACN: 009 060 084</b></p> <p><b>Cedric Celestine</b>– CEO <b>T:</b> (08) 6488 2777 <b>M:</b> 0417 927 950 <b>E:</b> Cedric.celestine@winaust.com.au</p> <p><b>Orders Via:</b> Sales.wa@winaust.com.au <b>Provides:</b> Acer Sales, Solutions &amp; Services</p>
 <p><b>Harvey Norman</b></p> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>Perth Metro</li> </ul>	<p><b>OP Centa Pty Ltd (Dealer Code 10040871)</b> <b>(Trading as Harvey Norman Osborne Park)</b> <b>ABN 46 570 585 086</b> <b>ACN 570 585 086</b></p> <p><b>Nishant Sharma</b> – Proprietor <b>T:</b> (08) 9441 1108 <b>M:</b> 0402 686 942 <b>E:</b> nishant.sharma@au.harveynorman.com</p> <p><b>Orders Via:</b> osbornepark.computers@au.harveynorman.com <b>Provides:</b> Acer Sales</p>
 <p><b>comp now</b> compnow.com.au</p> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>Perth Metro</li> </ul>	<p><b>Computers Now Pty Ltd (Dealer Code 10818453)</b> <b>(Trading as CompNow)</b> <b>ABN 48 592 886 118</b> <b>ACN 592 886 118</b></p> <p><b>Laura Dowd</b> – WA State Manager <b>T:</b> (08) 6255 4401 <b>M:</b> 0415 468 169 <b>E:</b> laura.dowd@compnow.com.au</p> <p><b>Orders Via:</b> www.compnow.com.au <b>Provides:</b> Acer Sales, Solutions &amp; Services</p>

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Acer Computer Australia Offers the following Brands and minimum discounts by Product Type:

Product Type (Discounts)											
Brand	Desktops	Notebooks	Hybrids	Workstations	Tablet Phablets	Mobile Handsets	Chromebook	Thin & Zero Client	Components	Peripherals	Accessories
Acer	40%	30%	30%	40%	10%		30%	40%	10%	30%	30%

## Offered Ancillary Services:

The following Ancillary Services are offered by Acer Computer Australia:

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Tagging Services
- Collection
- Sanitisation
- Disposal

# Buying methods

In the first instance the Customer must seek quotes from the Panel, preparing a Request for Quotation (RFQ), such as the **CUACMD2021 – Quote and Order Form** or other appropriate methodology.

## 1. Obtain Quotes

You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own quote form to seek quotes from Acer Computer Australia. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Browse the Product Catalogue and consult with the relevant ICT or procurement section of your agency to ensure that the proposed Goods and Services are suitable for your organisation.

**STEP 2:** Complete the CUA Quote Form or your organisation's own order form with the products and/or additional services you require.

**STEP 3:** To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to James Burns at Acer via email at [james.burns@acer.com](mailto:james.burns@acer.com)

OR send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 2 to 6 of this document.

**Note:** Where the estimated value of the Order exceeds \$500K you are also required to send the CUA Quote Form to at least one other CUA Contractor in addition to Acer Computer Australia. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Acer Computer Australia has suitable Goods and/or Services, then proceed to [2 – Place an Order](#).

## 2. Place an Order for Hardware

### Option A – Using Order Form

You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own order form to make a purchase from Acer Computer Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact James Burns, WA Business Development Manager at Acer Computer Australia to discuss the Customer Order and confirm if you need to setup a Customer account under CUACMD2021.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form including any attachments, with the Goods and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**STEP 3:** Send the signed Order Form including any attachments to Acer Computer Australia via email to: [james.burns@acer.com](mailto:james.burns@acer.com)

**STEP 4:** The Contractor will issue a confirmation of the Order, including delivery date and other relevant information.

**STEP 5:** The Contractor will supply an invoice to the Customer upon delivery of Goods.

## Option B – Using Contractor Portal

You can use **Acer Connect** or your organisation's own order form to make a purchase from Acer Computer Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Requires Registered Government Email address and password for security purposes URL: <https://connect.acer.com.au>, to request a login, please email [connect.aca@acer.com](mailto:connect.aca@acer.com)

**STEP 2:** The site is formatted into two main sections, the product catalogue banner and the My Account main frame. These menus are profiled based on your user level. Complete the online order process or your organisation's own order form including any attachments, with the Goods and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**STEP 3:** Browse Acer Product Catalogue to select products and services for WA CUA Whole of Government. View pricing and stock availability, create carts and place orders.

**STEP 4:** The Contractor will issue a confirmation of the Order, including delivery date and other relevant information.

**STEP 5:** The Contractor will supply an invoice to the Customer upon delivery of Goods.

## Option C – Using Trade-In/Takeback Services Form

You can use the **Trade-In/Takeback Services Quote Form** and attach your organisation's own order form to make a purchase from Acer Computer Australia. Please ensure you reference the CUA number "CUACMD2021".

Send the signed Order Form including any attachments to Acer Computer Australia via email to: [Aca.Pmd@acer.com](mailto:Aca.Pmd@acer.com)

## 3. Pre-Deployment Services

Acer has an integration centre based in Sydney that can provide the preliminary imaging and BIOS configuration in a controlled environment and as an integral part of the unit assembly.

Acer will provide pre-delivery SOE imaging services and has the capacity to image Desktop and Notebook equipment at the volume levels required by the contract and assist in the development and testing of images. Acer has established processes for SOE imaging and testing, in particular quality assurance processes and security processes. Acer will apply SOE images prepared by the department in accordance with any mandated information security policy required. Standard services provided:

- Manage and control department image(s).

- Provide image version management.
- Device imaging (SCCM).
- Device and Application Deployment (SCCM).
- Load image onto device.

Additionally, services we can offer include link and service hosting facilities to:

- Join to domain.
- Name device & other config tasks.

Acer, as a build-to-configuration vendor, produces highly customised PC's and Notebook's for customers that require Acer to pre-install a customer supplied image. Acer has been providing this service for many years and has developed significant expertise in this area. When a customer image is provided to Acer, Acer's expert engineers in the Technical Service Division will qualify the image to confirm:

- The image is virus free.
- All installed software is fully licensed.
- The image is not corrupted.
- The image functions properly with the intended hardware.

Once the image has been verified by our Technical Services Division (TSD) the image is approved for use in the Acer Production facility. The image is then uploaded onto the TSD SAN and the Production Engineer is formally advised the image is approved for use. The Production Engineer then copies the image across a private network LAN connection between TSD and Production and is stored on the Production Master Image Server.

Acer currently images devices, via a Gigabit speed LAN based download from the secure image server using the Symantec Ghost application. Over the years, Acer has developed a fully automated methodology for mass image deployment during manufacturing that is impervious to human error. When a PC or Notebook configuration has been created, the client's image is given a master image number. The master image number is represented within the work order bill of materials as a unique part number. The work order detail, including the image part number, is passed electronically by the AGBS ERP system into Acer's manufacturing environment (Shop Floor Control System). After assembly and before final test, Acer has an imaging process whereby the required image (as specified in the work order) is automatically selected and retrieved via LAN download from the Acer master image server.

Acer will provide a pilot device with the image and settings configured for evaluation and sign off by the client before imaging and releasing the rest of the order.

Acer is able to supply and affix asset labels plus burn in of asset number into BIOS for CUA which can be applied during local assembly and test operations in Australia. Acer will provide corresponding bar-coded asset labels to the external cartons of products (to match the asset number applied to the product within). Acer has and will use our robust and proven asset system to record, manage and control relevant information about the supplied equipment. Asset systems data can include:

- Asset number.
- Serial number.
- Component list.
- Date of manufacture.
- Date of equipment and/or service delivery.
- Delivery location.
- Price.
- Location of equipment (site, floor, room, desk).
- Warranty end date.

## 4. Installation

Acer is equipped to run through all the activities associated with the project such as identification of needs, solution scoping, pre-staging install of SOE, upgrade of hardware, the support activities and removal of old hardware.

Acer has a project team dedicated to this type of service. The team supports the project initiation including defining the scoping of activity and defining ownership and communications plans along with other standard project functions.

We are able to provide recommendations, based on years of experience, to make the process best of breed and document the requirements so that a consistent service is delivered.

Our project team will work closely with you to develop a plan for the transition of hardware. This can be based on a compelling event such as units coming out of warranty /lease or driven by a technology upgrade.

Acer will assign a Project Lead to manage all matters relating to the delivery of deployment services. This resource will interface with the client Project Manager/team and will be responsible for planning, execution and reporting on all deliverables. This resource will produce a deployment schedule that meets requirements and timelines.

### Onsite Refresh

Our onsite installation services are customisable to suit your needs. From timed deliveries and simple unpack / power up, through to customised configuration and user acceptance testing. Our basic installation services consist of unpacking new PC and monitor, connecting to a power supply and switching the device on. Additional services can include:

- Onsite Asset Management.
- Software setup.
- Peripheral setup.
- Data migration.
- User familiarisation with new SOE/Hardware features.



We conduct a time and motion study and structure the individual activities so that units can be transitioned concurrently but we balance this against the potential to impact office locations and their functions.

As part of our standard processes, we will arrange for additional kit to be delivered over and above your order to ensure we can immediately deal with any DOA or hardware issues on the day with minimal impact to end users.

### **Special deployments**

We can provide specialised installations such as:

- VIP Installation Services – Senior Technician assistance, Ghosting the VIP's Hard Drive and leaving a copy with the VIP.
- End user assistance – specialised training / floor walking to trouble shoot issues.
- Kitted installs – sending a bundle of hardware to the site – printers, servers, networking gear, thin clients, pc's for install / refresh of a complete infrastructure.
- After hours installs – for minimal impact to end users.
- Specialised skill installs – Server, SAN, NAS, Networking Infrastructure, Point of Sale equipment.
- Monitor arm installations – drilling into desks and vacuuming up afterwards.

## 5. Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)
		Local
Perth Metropolitan Area: Buy Local Policy (Zone 1) <sup>3</sup> + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	2
Regional Locations: Buy Local Policy Zones 2 <sup>2</sup> (excluding City of Mandurah) and 3 <sup>3</sup>	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage <sup>3</sup> .	4
Remote Locations: Buy Local Policy Zones 2 <sup>3</sup> and 3 <sup>3</sup>	All Remote locations that are more than 80kms from a town with a population of 1000 or more (and including the external territories of Cocos/Keeling and Christmas Islands) <sup>3</sup> .	7

Acer provides delivery of goods to all Western Australian locations using a national delivery service agreement with Air Road which carries with it a strong contractual and working relationship tightly driven by Service Level agreements. Acer sees Air Road as a supremely reliable subject matter expert partner with a proven track record who is a perfect extension of Acer through jointly integrated systems to ensure a smooth flow of accurate information regarding deliveries

### Perth metropolitan area

Acer will be fulfilling the Western Australia Whole of Government (CUA) requirements through its Australian local operation. Our freight forwarding to the mentioned post codes/regions are via road freight or localised air freight, and the freight cost is incorporated in the device price.

### Regional Deliveries

Acer will be fulfilling the Western Australia Whole of Government (CUA) requirements through its Australian regional operation. Our freight forwarding to the mentioned post codes/regions are via road freight or localised air freight, and the freight cost is incorporated in the device price.

## 6. Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT

Email remittances: [ACAcredit@acer.com.au](mailto:ACAcredit@acer.com.au)

## 7. Warranty and Maintenance

During the warranty period, our onsite technicians will replace defective parts with new parts or serviceable parts that are equivalent to new parts in performance. Acer delivers break fix service via an extensive service network in partnership with AWA Technology Services and a small number of strategically located partners. Acer have been providing warranty services to our Western Australian customers for many years, and are both aware but also have the necessary experience to take into account the challenges that need to be taken into account across such a vast state.

The service partner network has been designed to ensure Acer can deliver service to every postcode in Australia and its territories. Our active service network enables Acer to leverage a large pool of talent, resources and facilities to support government, corporate and education customers.

We are continually expanding our network to be strategically ahead of our competitors by ensuring we have the reach to meet our customer requirements. To support these onsite services, Acer has invested in industry leading systems that provide connected on-demand/real-time onsite support and service level management nationwide.

- **Zone 1**

Within 50km of a state capital city Acer Service Location.

- **Zone 2**

Within 100km of where there is an Authorized Acer Service Centre.

- **Zone 3**

Greater than 100km of where there is an Authorized Acer Service Centre.

## 8. Trade-in or Takeback Services

A Contractor may offer certain products as part of a Trade-in or Takeback service. Trade-in services allows you to Trade-in the device at the end of its use, the credit from the Trade-in will go towards another transaction. A Takeback option allows you purchase the device and take it back once it has reached the end of its of its use. The

Contractor then credits the customer's account. Takeback services are not dependant on an additional sale like the Trade-in service. You must specify if you would like a Trade-in or Takeback service at the time of obtaining quotes. All Trade-in and Takebacks are required to be returned to the same Contractor.

## Option A – Takeback Services

You can engage with Acer Computer Australia for optional Takeback Services where it originally supplied the Hardware devices. The Contractor shall offer takeback credits to the Customer for eligible Hardware commensurate to market value at a minimum.

**STEP 1:** Contact Acer Computer Australia - Marco Boucher, Project Leader - Managed Services to request takeback services.

Please refer to Appendix 1 (end of document).

### 1 - Collection (optional)

- Customer complete online collection form (provided by Acer) identifying collection information
- Acer arrange collection resources and advise customer contact person of collection date
- Complete collection from site and return equipment to processing facility
- Register in Acer's system, tracking serial number and asset tag (if affixed)
- Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes
- Complete assessment of asset condition
- Provide takeback report to the customer including:
  - Asset details: serial, asset tag, CPU, HDD, RAM, screen size
  - Data erasure method: Certified wipe, HDD destruction
  - Asset fate: Remarketing, recycling
  - Asset condition, operability, completeness
  - Financials: Service cost (if applicable), asset buyback value
- Provide data erasure certificate
- Reporting pack accepted by the customer
- Acer Provide purchase order to the customer based on approved reporting pack
- Customer raises invoice as per purchase order
- Acer pay invoice within the agreed payment terms
- Provide consolidated job reporting as required

### 2 – Data Sanitisation (optional)

Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading. Industry Trading's asset handling and data erasure program incorporates processes accredited to ISO9001 (Quality), ISO14001 (Environment), ISO27001

(Information Security), ISO45001 (Operational Health & Safety) and R2 (responsible recycling of eWaste). Industry Trading is a platinum partner of Blancco (highest level), offering both NIST 880: 88 and DoD 5220.22-M compliant wipe options to single, three and seven passes. Our internally developed system includes an inbuilt electronic quality assurance step to validate the data erasure process has been successfully completed on each HDD, mitigating the risks associated with human error.

### **3 – Disposal**

Acer works in unison with Industry Trading with a particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data. The most environmentally friendly solution for technology equipment that reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come. Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred and commodities sorted and repurposed to build other products. Over 99% of the device can be repurposed and avoids landfill. Hazardous materials or components such as batteries have specific processes like having terminals taped, packaged in sand and processed to produce other batteries.

### **4 – Credits**

- Provide takeback report to the customer including: -Asset details: serial, asset tag, CPU, HDD, RAM, screen size· Data erasure method: Certified wipe, HDD destruction· Asset fate: Remarketing, recycling· Asset condition, operability, completeness· Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer Provide purchase order to the customer based on approved reporting pack.
- Customer raises invoice as per purchase order.
- Acer pay invoice within the agreed payment terms.
- Provide consolidated job reporting as required.

## **Option B – Trade In Services**

You can engage with Acer Computer Australia for optional trade-in services to seek a trade-in for old Hardware devices.

Trade-in quotes are valid for a maximum of 30 days. There is no obligation for the Customer to accept quoted trade-in offers.

**STEP 1:** Contact Acer Computer Australia - Marco Boucher, Project Leader - Managed Services to request trade-in.

Please refer to the attached high level process flow as Appendix 2 (at end of document).

### **1 - Collection (optional)**

- Customer complete online collection form (provided by Acer) identifying collection information.
- Acer arrange collection resources and advise customer contact person of collection date.
- Complete collection from site and return equipment to processing facility.
- Register in Acer's system, tracking serial number and asset tag (if affixed).
- Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes).
- Complete assessment of asset condition.
- Provide takeback report to the customer including: -Asset details: serial, asset tag, CPU, HDD, RAM, screen size· Data erasure method: Certified wipe, HDD destruction· Asset fate: Remarketing, recycling· Asset condition, operability, completeness· Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer records credits for future hardware or services.
- Customer request to apply credits.
- Acer applies credits as required and provide a credit balance report monthly.

### **2 – Data Sanitisation (optional)**

Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes).

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading. Industry Trading's asset handling and data erasure program incorporates processes accredited to ISO9001 (Quality), ISO14001 (Environment), ISO27001 (Information Security), ISO45001 (Operational Health & Safety) and R2 (responsible recycling of eWaste). Industry Trading is a platinum partner of Blancco (highest level), offering both NIST 880: 88 and DoD 5220.22-M compliant wipe options to single, three and seven passes.

Our internally developed system includes an inbuilt electronic quality assurance step to validate the data erasure process has been successfully completed on each HDD, mitigating the risks associated with human error.

### **3 – Disposal**

Acer works in unison with Industry Trading with a particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data. The most environmentally friendly solution for technology equipment that

reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come.

Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred and commodities sorted and repurposed to build other products.

Over 99% of the device can be repurposed and avoids landfill. Hazardous materials or components such as batteries have specific processes like having terminals taped, packaged in sand and processed for the production of other batteries.

#### **4 – Credits**

- Provide takeback report to the customer including:
  - Asset details: serial, asset tag, CPU, HDD, RAM, screen size.
  - Data erasure method: Certified wipe, HDD destruction.
  - Asset fate: Remarketing, recycling.
  - Asset condition, operability, completeness.
  - Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer records credits for future hardware or services.
- Customer request to apply credits.
- Acer apply credits as required and provide a credit balance report monthly.

## **9. Disposal and recycling**

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading, and works in unison with particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data.

The most environmentally friendly solution for technology equipment that reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come.

Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred and commodities sorted and repurposed to build other products.

Over 99% of the device can be repurposed and avoids landfill. Hazardous materials or components such as batteries have specific processes like having terminals taped, packaged in sand and processed to produce other batteries.

#### **Acer partners with Industry Trading to offer clients:**

- **The Highest standard of accreditations:** Industry Trading's asset handling and data erasure program incorporates processes accredited to ISO9001 (Quality), ISO14001 (Environment), ISO27001 (Information Security), ISO45001 (Operational Health & Safety) and R2 (responsible recycling of eWaste).
- **Information security:** Industry Trading is a platinum partner of Blancco (highest level), offering both NIST 880: 88 and DoD 5220.22-M compliant wipe options to single, three and seven passes along with HDD destruction, cryptographic on-site erasure options to suit any requirement. Industry Trading's internally developed system includes an inbuilt electronic quality assurance step to validate the data erasure process has been successfully completed on each HDD, removing the risks associated with human error.
- **Environmental Management:** Industry Trading has an internally developed Environment Management System (EMS) that has been accredited to meet all accreditations mentioned above, with particular relevance in ISO14001 and R2 (Responsible recycling) standards.

Within the EMS, Industry Trading conduct internal audits and engage external auditors to ensure we adhere to the stringent processes established and drive continuous improvement. After the machine-shred process, Industry Trading manages the downstream componentry within the R2 framework to ensure over 99% of commodities are being repurposed to make new products.

Industry Trading is also committed to reducing the amount of non-eWaste componentry like packaging materials, is sent to landfill. Several recycling Vendors have been onboarded to process specific streams of waste materials handled at Industry Trading's processing facility. Within the processing facility, equipment is broken down at the time of receipt. Waste materials handled at this point include:

- Cardboard/Paper.
- Plastic (separated by colour).
- Styrofoam (LDPE4, PP5, PS6).

Industry Trading endeavours to reuse as much of this material as possible. However, if there is a surplus, materials are separated and sent to recycling partners specifically focused on recycling each stream.

## **10. Return of rejected goods**

Please refer to Material Return Procedure - DOA and RSA Policy\_Key Account\_2022.docx.





Material Return  
Procedure - DOA an

# 11. Account management and invoicing

## Account Management Team Acer Reception: (02) 8762 3000

Who	Service	Contact Details
James Burns Business Development Manager	<ul style="list-style-type: none"> <li>Managing Customer Relationships</li> <li>Product Evaluations, Pricing, Roadmaps</li> <li>Strategic Account Management Support, Meetings and Presentations</li> </ul>	Mob: 0418 680 229 Email: james.burns@acer.com
Cameron Anderson General Manager	<ul style="list-style-type: none"> <li>BDM Escalations</li> <li>High level Strategic Management</li> <li>Executive Leader</li> </ul>	Mob: +64 27 238 4000 Email: cameron.anderson@acer.com

## Acer Sales Support Team

Who	Service	Contact Details
Wendy Sclosa Key Account Co-Ordinator	<ul style="list-style-type: none"> <li>Quotations, PO Processing, Tracking of Orders, Delivery Co-ordination, Return Sales Authority Enquiries, General Enquiries</li> <li>Email PO's to: aca.waorders@acer.com</li> </ul>	Ph: (02) 8762 3675 Email: wendy.sclosa@acer.com
Seamus Ross Assistant Manager, Sales Support	<ul style="list-style-type: none"> <li>Sales Support 1<sup>st</sup> Escalation</li> </ul>	Mob: 0413 930 761 Email: seamus.ross@acer.com
Diana Chung Senior Sales Support Manager	<ul style="list-style-type: none"> <li>Sales Support 2<sup>nd</sup> Escalation</li> </ul>	Mob: 0413 018 177 Email: diana.chung@acer.com

## Acer Project Services Team

Who	Service	Contact Details
Marco Boucher Project Leader	<ul style="list-style-type: none"> <li>Deployment Scheduling</li> <li>Day-to-day deployment support</li> <li>SLA reporting</li> <li>Installation, Disposals, Decommission Services</li> </ul>	Mob: 0475 070 401 Email: marco.boucher@acer.com

## Acer Accounts Receivable Team

Who	Service	Contact Details
Abita Phaiju Credit Controller	<ul style="list-style-type: none"> <li>Accounts Reconciliation.</li> </ul>	Ph: (02) 8762 3045 Email: Abita.Phaiju@acer.com

Peter Li Finance Manager	<ul style="list-style-type: none"> <li>Accounts Escalation</li> </ul>	Ph: 0422 380 416 Email: Peter.Li@acer.com
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## Acer Technical Services Team

Who	Service	Contact Details
Acer Technical Services Hotline	<ul style="list-style-type: none"> <li>Hardware failure/Warranty Repair</li> <li>DOA analysis</li> </ul>	Ph: 1300 365 100 <a href="http://esupport.acer-apac.com/esupport/">http://esupport.acer-apac.com/esupport/</a>
Open Case Management Team	<ul style="list-style-type: none"> <li>Warranty/Repair 1<sup>st</sup> Escalation</li> </ul>	Ph: (02) 8762 3263 Email: Servicekac.Aca@acer.com
Kalyan Megharaju Open Case Management Team Leader	<ul style="list-style-type: none"> <li>Warranty/Repair 2nd Escalation</li> </ul>	Mob: 0493 684 176 Email: Kalyan.Megharaju@acer.com
Richard Machan Technical Account Manager (TAM)	<ul style="list-style-type: none"> <li>SOE Images, Special Builds, High Level technical issues, Escalations</li> <li>Warranty SLA Reporting</li> </ul>	Mob: 0478 333 207 Email: Richard.Machan@acer.com
Michael Nguyen General Manager – Oceanic Service Division	<ul style="list-style-type: none"> <li>High level Strategic Management</li> <li>Executive Leader</li> </ul>	Mob: 0490 423 497 Email: Michael.Nguyen@acer.com

# Contact information

## General enquiries

### Administration

**Phone:** 0418 680 229

**Email:** james.burns@acer.com

**Website(s):** www.acer.com.au

### Postal Address

Acer Computer Australia,

Locked Bag 189,

Silverwater BC, NSW 1811

### Orders

Order Entry Email: [aca.waorders@acer.com](mailto:aca.waorders@acer.com)

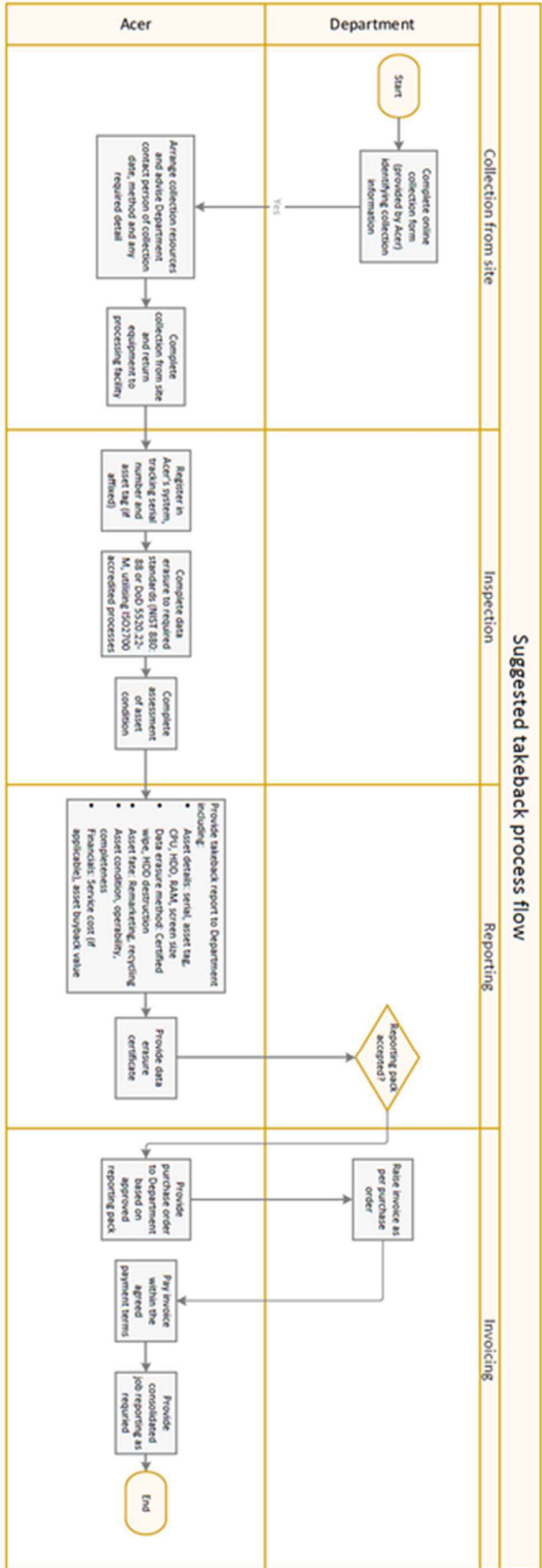
Place your orders on <https://connect.acer.com.au> (authorised users only, to request a login, please email [connect.aca@acer.com](mailto:connect.aca@acer.com))

Refer to Buying Method section for further information.

### Hours

Monday to Friday 9:00am to 5:00pm AEST

Appendix 1.



Appendix 2.

