

**CUA Number:** CUACMD2021

**Last Updated:** 4 June 2024

# **CUACMD2021 PANEL 1 - DEVICES Procurement Lifecycle Document**

**JB HI-FI GROUP PTY LTD**

**Contractor Name**

Contact information

Approved Dealers

**Offered Hardware and Services**

Offered Brands:

Offered Ancillary Services:

**Buying methods**

1- Obtain Quotes

2- Place an Order for Hardware

3- Trade-in or Takeback Services

Payment of invoices

Delivery

Discounting

Disposal and recycling

Return of rejected goods

Account management and invoicing

**Contact information**

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**Offered Hardware and Services**

Offered Brands and Minimum Discounts

Offered Ancillary Services:

**Buying methods**

1- Obtain Quotes

2- Place an Order for Hardware

3- Trade-in or Takeback Services

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5- Delivery

6- Warranty and Maintenance

7- Disposal and recycling

**Contact information**

General enquiries

**Last updated: 30<sup>th</sup> June 2023**

# JB HI-FI GROUP PTY LTD

## Trading as JB HI-FI SOLUTIONS

ABN: 37 093 114 286

ACN: 093 114 286



### Contact information

#### Jason Drummond - Primary Contact

State Sales Manager

**Mobile:** 0409 772 424

**Email:** [jason.drummond@jbhifi.com.au](mailto:jason.drummond@jbhifi.com.au)

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

**Business Hours:** Monday to Friday 8.00am to 5:00pm

Organisations and Departments part of the CUACMD2021 panel will be allocated an account manager responsible for the relationship management and supporting customers through the procurement lifecycle.

As such, customers can contact JB Hi-Fi Solutions request for quotes either:

- Contacting the allocated account manager directly, via their mobile phone or their dedicated email address
- For simple quotes, email: [cua.wa@jbhifi.com.au](mailto:cua.wa@jbhifi.com.au) providing as much detail as possible to support a quick turnaround on the request.

#### Orders Via:

- In the first instance, send orders to: [commercial.wa@jbhifi.com.au](mailto:commercial.wa@jbhifi.com.au) providing as much detail as possible to support quick turnaround. This email can also be used for general enquiries
- Call our local office 08 9203 4650 to be connected to the sales support team for order and enquiry requests.

#### Help Desk Enquiries:

- Call our local office 08 9203 4650 to be connected to the sales support team for order and enquiry requests.

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

JB Hi-Fi Solutions offers the following brands and minimum discounts by product type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet / Phablets	Mobile Handsets	ChromeBook	Thin & Zero Client	Components	Peripherals	Accessories
Apple	7.95%	7.98%	N/A	N/A	4.21%	3%	N/A	N/A	10%	N/A	N/A
Dell	50.5%	49.3%	49.3%	28 %	49.2%	N/A	38.7%	25.9%	47.2%	33%	25%
Lenovo	14%	14%	14%	17%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Motorola	N/A	N/A	N/A	N/A	N/A	10%	N/A	N/A	N/A	N/A	N/A
Nokia	N/A	N/A	N/A	N/A	N/A	10%	N/A	N/A	N/A	N/A	N/A
Samsung	N/A	N/A	N/A	N/A	8.5%	8.5%	N/A	N/A	N/A	12%	N/A

## Offered Ancillary Services:

The following ancillary services are offered by JB Hi-Fi Solutions:

- Warranty
- Pre-Deployment
- Delivery
- Installation
- Takebacks
- Trade-Ins
- Collection
- Sanitisation
- Disposal

# Buying methods

The Customer seeking quotes via the panel will prepare a Request for Quotation (RFQ), such as the **CUACMD2021 – Quote and Order Form** or other appropriate methodology.

## 1- Obtain Quotes

Either the **CUACMD2021 – Quote and Order Form** or the Customer's own quote form can be used to obtain quotes from JB Hi-Fi Solutions with the CUA reference number "CUACMD2021" included.

**STEP 1:** Browse the Product Catalogue and consult with relevant ICT or procurement stakeholders to ensure that the proposed Goods and Services are suitable.

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

**STEP 3:** Send the quote form to Jason Drummond ([jason.drummond@jbhifi.com.au](mailto:jason.drummond@jbhifi.com.au)) or [cua.wa@jbhifi.com.au](mailto:cua.wa@jbhifi.com.au).

- **Note:** Where the estimated value of the Order exceeds AU\$500K, a quote is required from at least one other CUA Contractor in addition to JB Hi-Fi Solutions. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if JB Hi-Fi Solutions is selected as preferred supplier, proceed to **2 – Place an Order.**

## 2- Place an Order for Hardware

### Option A – Using Order Form via Email

Either the **CUACMD2021 – Quote and Order Form** or organisation's own order form can be used to make a purchase from JB Hi-Fi Solutions. Ensure the CUA number "CUACMD2021" is referenced in the order.

**STEP 1:** Contact JB Hi-Fi Solutions, Jason Drummond ([jason.drummond@jbhifi.com.au](mailto:jason.drummond@jbhifi.com.au)), State Sales Manager to discuss the order and confirm if a customer account is required to be set up under "CUACMD2021" account.

**STEP 2:** Complete the order form, include any attachments on the Goods and/or additional services required. Obtain internal approval.

**STEP 3:** Send signed order form and attachments to JB Hi-Fi Solutions to: [cua.wa@jbhifi.com.au](mailto:cua.wa@jbhifi.com.au).

**STEP 4:** JB Hi-Fi Solutions will issue a confirmation of the order, including delivery date and other relevant information.

**STEP 5:** JB Hi-Fi Solutions will supply an invoice upon delivery of Goods.

### Option B – Using Contractor Portal

**STEP 1:** Contact JB Hi-Fi Solutions, Jason Drummond ([jason.drummond@jbhifi.com.au](mailto:jason.drummond@jbhifi.com.au)), State Sales Manager to discuss the order and confirm if a customer account is required to be set up under "CUACMD2021" account.

**STEP 2:** Complete the order form, include any attachments on the Goods and/or additional services required. Obtain internal approval.

**STEP 3:** Login to the JB Hi-Fi Solutions Partner portal, select the items and submit for processing along with a copy of the signed CUA Order form.

- **NOTE:** If you do not have an existing web portal, contact Philippa Lyons to organise a portal creation for your organisation

**STEP 4:** JB Hi-Fi Solutions will issue a confirmation of the order, including delivery date and other relevant information.

**STEP 5:** JB Hi-Fi Solutions will supply an invoice upon delivery of Goods.

## 3- Trade-in or Takeback Services

### Option A – Takeback Services

JB Hi-Fi Solutions can be engaged for the optional Takeback Services.

**STEP 1:** Contact JB Hi-Fi Solutions, Jason Drummond ([jason.drummond@jbhifi.com.au](mailto:jason.drummond@jbhifi.com.au)), State Sales Manager to discuss takeback services referencing the “CUACMD2021” panel.

JB Hi-Fi Solutions can facilitate an additional service to buyback and remove assets. The result is an efficient disposal process combined with payment for unneeded devices.

Upon receiving assets at the technical facility, assets will be processed and tested on operational functionality (diagnostics) and physical condition. A Goods Received Assessment Certificate (GRA) is provided for all received & tested equipment. Our buyback program can provide up to 25% return on investment (ROI).

#### Buyback Process

1. **Collate redundant asset list:** Organisations can get indicative buyback pricing provided upfront or finalised pricing after grading.
2. **Assets collected:** Assets are collected and taken to the nominated warehouse for Grading Evaluation.
3. **Assets tested, inspected, and graded:** The asset is put through industry specific testing and grading processes. This includes an in-house developed system test and health check of each asset along with physical condition testing. This info is processed, and an Asset Grade is calculated for each asset.
4. **Final buyback pricing confirmed:** After all the assets are graded, the client is provided with a purchase value based on the assets condition.
5. **Customer’s sign off:** Once the quote is approved, service credits can be issued for future work or a bank transfer for the assets.
6. **Data destruction:** Data destruction and data sanitisation certificates are issued.

#### Asset Grading Criteria

Grading criteria is as follows:

- A. Highest value possible, brand new or in perfect operational working condition and unblemished visually. Includes all related cabling such as power supplies.
- B. Minor scratches to device, but otherwise in perfect working order.
- C. Physical damage to the device or the device is missing components. Such as a laptop is in great condition but without hard drive (due to Hard Disk Drive requiring destruction) or a device has deep scratches due to wear and tear.
- D. There is not commercially resale value left in the asset and to be either returned to customer or environmentally recycled.

## 4- Payment of invoices

The following options are available for invoice payments:

### Option A - EFT / Direct Deposit

Pay on your Account via EFT

Email remittances to Email address - [accounts@jbcommercial.com.au](mailto:accounts@jbcommercial.com.au)

### Option B - Credit Card

- JB Hi-Fi Solutions accepts credit card secure payment weblink either prepaid or payment of an invoice after delivery.
- **Prepaid** – When sending through purchase order or request to order, please specify the preference to prepay via Credit card.
  - JB Hi-Fi Solutions support team will send a proforma invoice which will link to secure payment options.
- **After delivery payment** – the invoice will provide a credit card payment link. Invoice will be sent after delivery has occurred.
- **Note:** Credit card surcharges are not applicable under CUACMD2021.



## 5- Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
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	7	15	30
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	9	20	30
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	9	20	30

### Perth metropolitan area

JB Hi-Fi Solutions partner with Toll Ipec and Toll Priority for distribution to sites across WA. Same day delivery is offered by using Toll Priority or collection from a nominated store can be organised (providing that store has stock at that time). Ordering for same day delivery needs to be done prior to 12pm on any day.

Delivery is typically 2-3 business days for stocked items and delivery timeframes for Configure to Order models will be given at time of order. Different brands and suppliers offer different delivery timeframes. Direct shipments are available to help speed up delivery.

### Regional Deliveries

There are limitations on all courier networks and some remote delivery addresses will not be serviced door-to-door. In these cases, the couriers will deliver to a local depot or Australia Post office and the customer will be contacted to collect from there. We have a logistic set up currently to deliver to regional areas with WA and Nationally through

Toll Fast, Toll Priority and Toll Ipec. In addition, JB Hi-Fi Solutions may be able to organise direct delivery to regional areas from suppliers.

## 6- Warranty and Maintenance

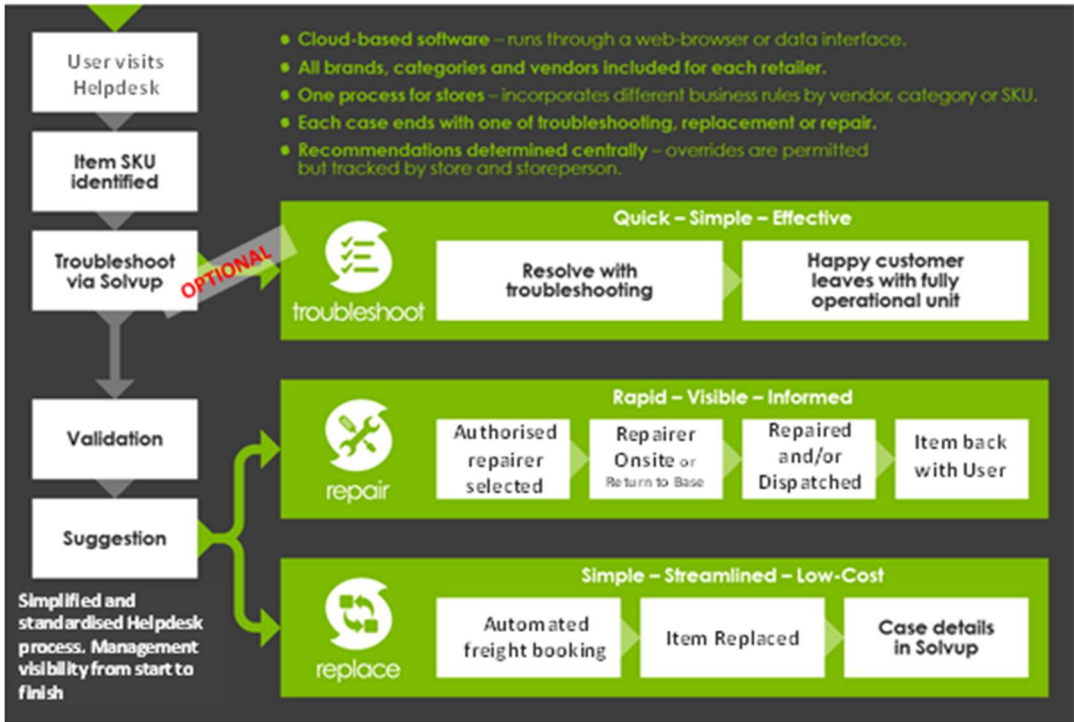
### Warranty for consumer grade devices

JB Hi-Fi’s “Refunds & Warranties, Understanding Your Rights” Brochure, sets out the minimum remedies that JB Hi-Fi will provide if a faulty is product from JB Hi-Fi. The policies set out in the Brochure are intended to provide remedies that JB Hi-Fi believes in the majority of circumstances to be consistent with statutory rights under the Australian Consumer Law (ACL) in the event of breach of a Consumer Guarantee relating to faulty products. These policies are in addition to, and do not limit your rights with respect to, the Consumer Guarantees or any other rights and remedies under a law in relation to goods sold by JB Hi-Fi. Rights under the Australian Consumer Law may extend beyond these time periods.

JB Hi-Fi guides and policies:

- [Understanding your rights for Consumer Electronic Devices, Home Appliances and Home Entertainment Products](#)
- [JB Hi-Fi Refund and Warranty Policies](#)

JB Hi-Fi currently utilise the following program for all repairs or replacements across Australia.



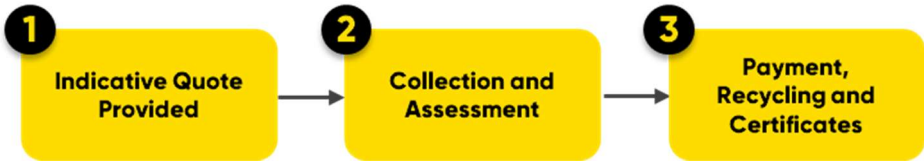
### Warranty for business grade devices

The product range JB Hi-Fi is submitting are recognized for their engineering durability and design, therefore making them a fit for “Business Grade” devices.

Business devices can be purchased with Return to Base / Depot Warranty. The minimum warranty is 3 years; however, all devices have an option of warranty extension to 3 years onsite, which is commonly purchased. Customers can enquire to have further warranty extensions to 4 and 5 years on select products.

## 7- Disposal and recycling

JB Hi-Fi offers a service for disposal and re-use of redundant technology equipment, as part of a technology device refresh programs providing asset removal and competitive buyback pricing. The result is an efficient disposal process combined with payment for unneeded devices.



Upon receiving assets, assets are processed and tested on operational functionality (diagnostics) and physical condition. A Goods Received Assessment Certificate (GRA) is provided for all received and tested equipment.

JB Hi-Fi partners with leading providers who provide certified Asset Disposal and Recycling Services that comply with ISO 9001 and 14001 standards.

The following disposal methods are utilised to ensure value for money for the WA Government as well as ensuring the most sustainable solution is provided.

1. Refurbished for re-sale in the secondary market
2. Disassembly of devices for componentry recycling
3. Disassembly for materials recycling; and
4. Destruction (if mandated)

Where required, a certified report will be provided outlining the method(s) utilised for destruction as well as the date of disposal/destruction.

When disposal services are utilised, the customer will be responsible for outlining any specific requirements for disposal/destruction. Where a trade-in or take-back service is being requested, the value of the assets will be impacted by the requested disposal service.

# Contact information

## General enquiries

### Admin

**Phone:** (08) 9203 4650

**Email:** [commercial.wa@jbhifi.com.au](mailto:commercial.wa@jbhifi.com.au)

**Website(s):** <https://solutions.jbhifi.com.au/>

**Postal Address:** Level 4, 1 Walters Drive, Osborne Park WA 6017

**Orders:** Please see Buying Process Outline

**Hours:** Monday to Friday 8.00am to 5:00pm