



# Staff, Family & Friends Purchase Plan

Alleasing are pleased to announce they are able to provide an opportunity for staff, family and friends to purchase (ex DET) laptop computers that will be upgraded in the latter part of this year.

# Process Summary

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# Program Overview

- De-commissioning of equipment will be undertaken by Acer Computers upon its return to Sydney
  - Diagnostic testing of equipment
  - Repair of any faults (including replacement of damaged/missing parts)
  - Erasure of data and application software
  - Installation of Windows Operating System – no other software/data will be installed on these items
- Equipment will be listed in series of “closed” sales on [www.graysonline.com](http://www.graysonline.com) subject to the following conditions
  - Equipment will be in possession of GraysOnline prior to being listed for sale
  - The description of each item will include the serial number to assist in tracking a specific item of interest.
  - Each sale will be open for a period of ten (10) working days
  - Each item will have a specified start price which reflects the fair market value of the equipment.
  - To “bid” for equipment, prospective purchasers will need to register on GraysOnline.
  - Payment (for purchases up to \$5000) will be automatically debited from the credit card nominated at time of registration.
  - GraysOnline will confirm purchase through email of invoice/receipt with a freight tracking reference
  - Equipment is dispatched from GraysOnline warehouse within two (2) business days of payment and delivery can be tracked online

# Preparation

- Note the serial number of any specific items of interest prior to returning the equipment to DET.
- Have your email address and Credit Card details ready.

- Accessing the “restricted” sale to view available items

- Click on the hyperlink for the current sale on the Staff Sale page for DET on [www.graysonline.com](http://www.graysonline.com) (above where you opened this information page).
- Hyperlink will take you to “restricted” sale landing page (similar to below) – sale is not accessible to the general public from [www.graysonline.com](http://www.graysonline.com).
- To search for a specific item enter item details such as serial number in the search box and click the **SEARCH** button

The screenshot displays the Graysonline website interface. At the top, the navigation bar includes links for Home, My Grays, About Grays, CEO Blog, Feedback, Sellers, and Help. A search bar is prominently featured with a red 'SEARCH' button circled in orange. The main content area shows a product listing for a 'DELL, E176FPb 17" TFT - Flatpanel, Black, NO VGA/DVI Cable, Power Cord, Ma'. The listing includes a photograph of the monitor, a bidding interface with a 'PLACE BID' button, and various sale details such as 'Starting bid: AU\$9', 'Current bid: AU\$9', and 'Closes: 1d 8h 58m 23/09/2009 8.00 PM AEST'. The footer contains a 'VeriSign Secured' logo, copyright information for 2000-2009, and links for Help, Contact Us, Terms and Conditions, and Privacy Policy.



# Getting started

- Click on the relevant hyperlinks for each sale on the link provided .
  - Click on that hyperlink and you will be taken to the “landing page” for that sale
  - You will not be able to search or “bid” for equipment until after the **Start Time** specified on the “landing page”
  - This link will remain accessible until the **End Time** specified on the “landing page”
  - Should you click on the hyperlink after the sale has closed you will see a message to that effect.

# Register

- If registered on GraysOnline click on **Sign In** [top right of screen]
  - Enter email address (your username)
  - Enter password
- If not registered with GraysOnline click on **New to Grays? Join**
  - Follow the guide to create your user profile – you will need an email address (which will become your username if you wish) and a valid credit card
- If you are interested in receiving offers from GraysOnline, opt in to receive GrayMail.
- If you do not sign up to receive GrayMail, you will not receive any other promotional mail.

The screenshot displays the GraysOnline website interface. At the top, the navigation bar includes the GraysOnline logo, a search bar, and links for 'Home', 'My Grays', 'About Grays', 'CEO Blog', 'Feedback', 'Sellers', and 'Help'. Two links, 'Sign In' and 'New to Grays? Join', are circled in red. Below the navigation bar, the breadcrumb trail reads 'Home > Computers & Electronics > Computers & IT Equipment > Sale : 149324 > Lot : 0019'. A sidebar on the left offers 'Need help?' with a link to FAQs and contact information. The main content area features a product listing for a 'DELL, E176FPb 17" TFT - Flatpanel, Black, NO VGA/DVI Cable, Power Cord, Ma'. The listing includes the lot number '0019-149324', the part of sale 'Ex-Lease Dell TFT Monitors', and bidding details: 'Starting bid: AU\$9', 'Current bid: AU\$9', and a 'PLACE BID' button. The closing time is '8.00 PM AEST' on '23/09/2009'. The footer contains a 'VeriSign Secured' logo, copyright text '© 2000 to 2009 GraysOnline — All Rights Reserved', and links for 'Help', 'Contact Us', 'Terms and Conditions', and 'Privacy Policy'.

# Bid

- Find the item of interest on the list and click on the description and the following page appears
- If **Bid Price (AUD)** is greater than \$1,000.00 then the item has been secured by another party – **do not bid** on this item or select an alternate item
- Delivery is an extra charge – click on Shipping Calculator then enter the postcode of your nominated delivery address to discover the cost.
- To purchase an item click on **PLACE BID**
- To secure item click on **CONFIRM BID** – this is an absolute commitment by you to proceed with the purchase.

The screenshot shows the Graysonline.com website interface. At the top, there is a navigation bar with the Graysonline logo, a search bar, and links for Home, My Grays, About Grays, CEO Blog, Feedback, Sellers, and Help. The user is signed in as mat-e-o@hotmail.com. Below the navigation bar, the breadcrumb trail reads: Home > Computers & Electronics > Computers & IT Equipment > Sale : 149280 > Lot : 0004 > Confirm Bid. The main heading is 'Confirm Bid'. The item being bid on is 'Dell Inc., PowerEdge 2950, Server Rackmount, Silver, 2 X Intel(R) Xeon(R) C' with Lot Number: 0004-149280. The closing time is 09/09/2009 3:30 PM AEST. A table shows the current bid at AU\$ 2,199 and the user's bid at AU\$ 2,224 per item for a quantity of 1. A yellow 'CONFIRM BID' button is circled in red. Below the table, a disclaimer states: 'By confirming your bid you are legally bound to complete your purchase if you are the winning bidder. This bid is subject to the Users Agreement and the Sale overview or Lot overview.' The footer includes a VeriSign Secured logo, copyright information for 2000 to 2009 GraysOnline, and links for Help, Contact Us, Terms and Conditions, and Privacy Policy.

# Confirmation of order

- What Happens Next?
  - You will receive an email to your user address containing the following information (plus your Invoice)

*Thank you for shopping at graysonline.com*

*Please find below a copy of the paid invoice for your recent purchase.*

*You will need to refer to the Sale Overview for specific Delivery or Pick Up details.*

*Simply click on the link below to see the Sale Overview:*

*[http://www.graysonline.com/sale.aspx?ID=\[sale ID\]](http://www.graysonline.com/sale.aspx?ID=[sale ID])*

*If you have any enquiries regarding this purchase please either; Refer to our Online Help by clicking on the following link:*

*<http://www.graysonline.com/FAQ.aspx>*

*Email the GraysOnline Customer Service Team at [customerservice@grays.com.au](mailto:customerservice@grays.com.au); or*

*Contact GraysOnline Customer Service by telephone on 1300 362 536.*

*Thank you for supporting GraysOnline.*

# Delivery of goods

- After 2 days of receiving the paid invoice, you will receive another email regarding the following information about delivery of your goods

Your GraysOnline Buyer ID is: **[details from your invoice]**

Your Messenger Post reference is: **MPC1069760**

Depending on what region of Australia you are in, delivery may take anywhere up to 10 business days.

Your item will be delivered to your registered address as above. We are pleased to advise that in response to customer expectations for faster deliveries, a fully automated process has been implemented. Therefore we are unable to accept any redirection request. You are able to track the delivery of your order online by visiting <http://137.172.250.66/> and enter the username = auction and password = online. Please allow approx 24 hours before checking their website.

For assistance, please contact GraysOnline Customer Support on 1300 36 25 36 8am to 6pm EST Monday to Friday. To enable us to assist you as quickly as possible, please have your Buyer ID and your Messenger Post reference number available.

It is important that Graysonline is informed by email of any product discrepancies/faults immediately upon receipt of your product. You can do this by responding to your "Congratulations" or "Buy Now Order" email and providing details of the discrepancy. Please refer to our Returns Policy <http://www.graysonline.com/FAQ.aspx?id=50> for full details of our returns/refund procedure.

*\*\*Please note that this is an automatically generated email - replies will not be answered.*

Thank you for shopping at GraysOnline.com - we hope to see you again soon. In fact, you now have the choice of bidding at auctions, as well as "Buy Now" for all the great bargains at [www.graysonline.com](http://www.graysonline.com)