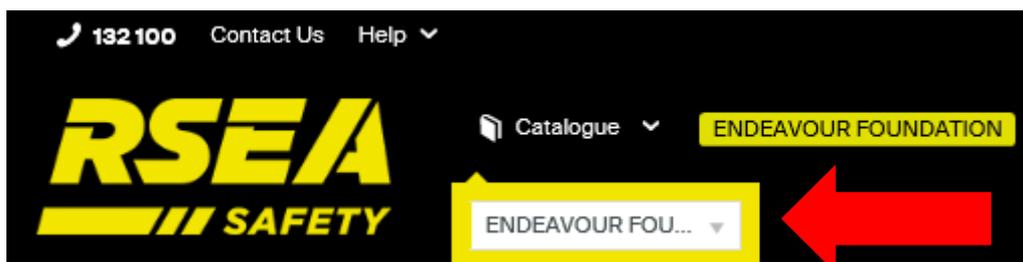


## RSEA Key Information:

1. Ordering:
  - a. You can order Online - <https://www.rsea.com.au/login>
  - b. Or purchase your items In Store – Check the store locator to see where your closest store is <https://www.rsea.com.au/store-locator>
  
2. How to order:
  - a. Home & Community:
    - Complete the [Requisition Form](#) and email to [SDpurchasing@endeavour.com.au](mailto:SDpurchasing@endeavour.com.au), for processing, this will then be approved by Miranda Willis.
  - b. Work:
    - Log into the RSEA online portal
    - Select the delivery address required for the order
    - Browse and select the items required
    - When you have selected all the items you require, click on “VIEW CART & CHECK OUT”
    - Review the order and if correct, click on “PROCEED TO SECURE CHECKOUT”
    - Review the Delivery Details and enter in the Financial Dimensions for the order in the “Customer Reference” field.
    - Once confirmed, click on “CONTINUE TO NEXT STEP”
    - View the Order Summary and, click on “PLACE ORDER ON ACCOUNT” to confirm the order.
    - The order will then go to the approver to accept
  
3. Online Catalogue:
  - a. We have set up the “Endeavour Foundation catalogue” with commonly purchased PPE and Safety Equipment items from Endeavour Foundation and Community Solutions Top vendors.
  - b. You can access the Global catalogue by changing the catalogue options on your RSEA online account. Just click the drop-down arrow to go between catalogues.



- c. If you can't find what you need in the online catalogue or the price is more expensive than your current provider, you can contact the Major Accounts team via phone or email for assistance.
  
4. Support:
  - a. RSEA has set Endeavour Foundation and Community Solutions up as a Major account customer so you can access the Major Accounts team via email or phone;
 

**Ph:** 07 3295 0813

**Email:** [majorcontracts@rseasafety.com.au](mailto:majorcontracts@rseasafety.com.au)

5. Delivery:
  - a. Orders will take between 2 – 3 working days for stocked items and 7 – 10 working days for non-stocked items.
  - b. Order over \$150.00 Inc. GST will be delivered free. All orders under \$150.00 will incur a \$10.00 Inc GST Freight Charge
  - c. For ETA requests or any issues relating to orders please email [majorcontracts@rseasafety.com.au](mailto:majorcontracts@rseasafety.com.au)
  - d. My delivery address isn't in the drop down/or is incorrect – email [SDpurchasing@endeavour.com.au](mailto:SDpurchasing@endeavour.com.au) and we will get this updated for you.
  
6. Invoices:
  - a. Invoices are sent to Accounts Payable once RSEA have dispatched all the goods. AP will forward the invoice to the necessary area for processing.
  
7. Embroidery:
  - a. We have set up the online account with the Endeavour Foundation Logo if you require the workwear to be embroidered.
  - b. How much extra does embroidery cost? Left Hand Chest \$4.50+gst per logo
  - c. If you select the workwear in the “Endeavour Foundation catalogue” you can select to add embroidery if required.
  
8. Cancelling my order:
  - a. Cancellation requests can be emailed though to [majorcontracts@rseasafety.com.au](mailto:majorcontracts@rseasafety.com.au)
  
9. Order approvals:
  - a. Approvers have been set up in the online account, you just need to select the appropriate approver based on the Endeavour Foundation Delegation of Authority.
  - b. If your approver is not in the system, please email [SDpurchasing@endeavour.com.au](mailto:SDpurchasing@endeavour.com.au) and we will get the approver added.
  
10. Forgotten password:
  - a. You can reset your password on the [RSEA log in](#) page by Clicking on “Forgot Password?”

