



RSEA
/// SAFETY

ONLINE WELCOME PACK

THE SAFETY EXPERTS
Call 132 100 or shop rsea.com.au

VERSION 04
NOVEMBER 2017

TABLE OF CONTENTS

Welcome to RSEA Online.....	3	Navigating 'My Dashboard'	27
Online User Guide	4	• Change Password, Approve Orders, My Favourites, Order on Hold, Order History, Order Templates, User Administration (Administrator Accounts Only), Returns, Account Statement	28
Online Purchasing		Approving Orders.....	29
• Logging in to RSEA Online	4	Making Products as Favourites.....	33
• Purchasing with RSEA Online.....	7	Viewing Favourites.....	34
• Adding Products to Your Cart	8	Adding Items to Templates.....	35
• Viewing More Information on your Products.....	13	Placing Orders On Hold.....	39
• Adding Products	14	Taking Orders Off Hold	41
• Completing your Order.....	16	Returns Process.....	42
• Adding Embroidery	17	RSEA Online Contact Points	43
• Checkout	20	RSEA Store Locations.....	44
• Paying for your Order	24		
• Order Approval.....	26		

WELCOME TO RSEA ONLINE

As Australia's largest independent safety products retailer, RSEA has delivered safety solutions for over two decades. We are proud to continue this tradition with RSEA Online, a personalised online shopping experience.

The RSEA Online ordering system gives you direct access to the products you require to keep your people and worksites safe. Supported by your RSEA Safety Specialist, whose expert knowledge and guidance will ensure your individual site requirements are taken care of, you can now quickly and easily order all your safety products online at any time, from anywhere.

By registering with RSEA Online you have secured an even easier, more efficient, and totally personalised online ordering process for your business.

We look forward to further assisting your business success by providing safety solutions that make each day at work a safer one.

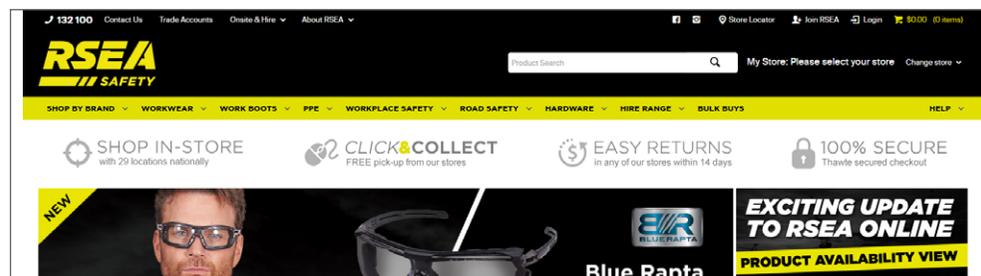
From the RSEA Team



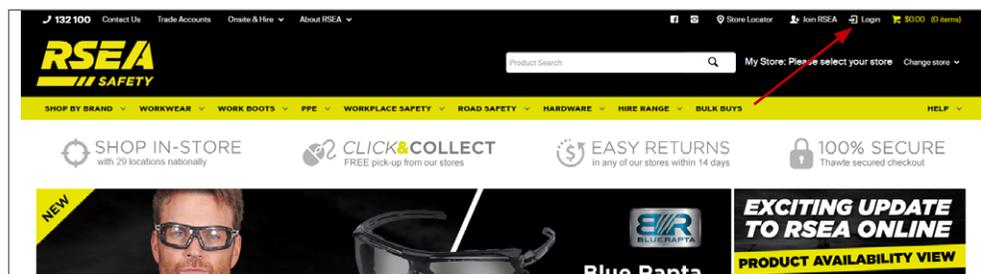
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Logging in to RSEA Online

1. Navigate to www.rsea.com.au

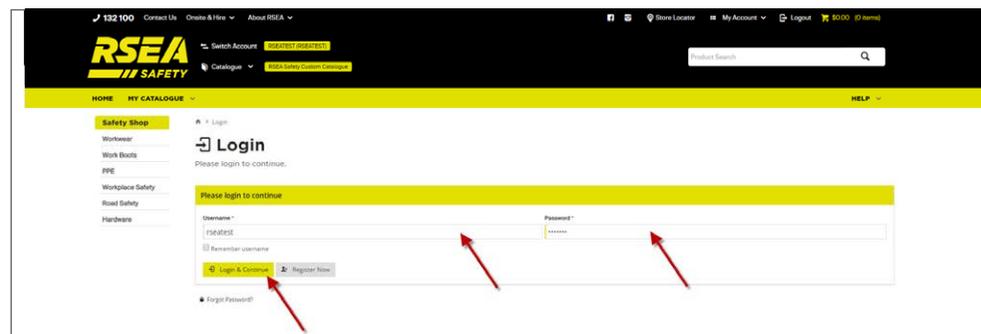


2. Select the Login link on the top right hand side.



3. Enter the log in details provided by RSEA and click the 'Login & Continue' button.

If you do not yet have your login details, please contact your RSEA Safety Specialist.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

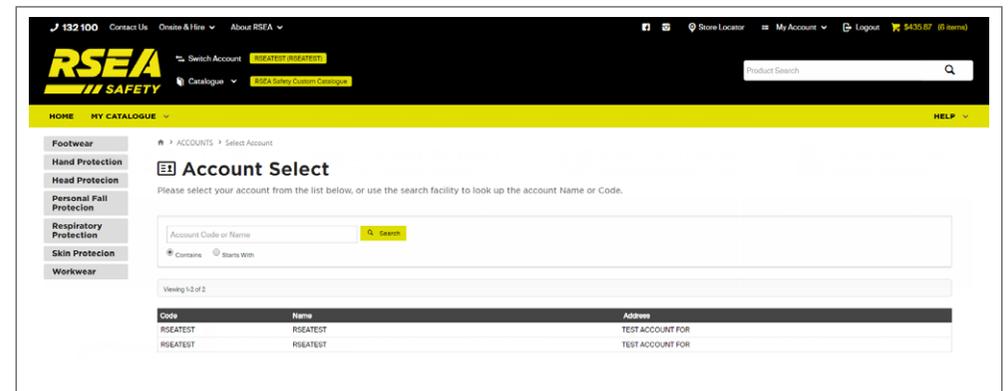
Account Selection - Multiple Accounts

If your login is setup with multiple accounts, when you first login you will be presented with the account selection page, if you wish to change your purchasing account/cost center, please follow the below steps.

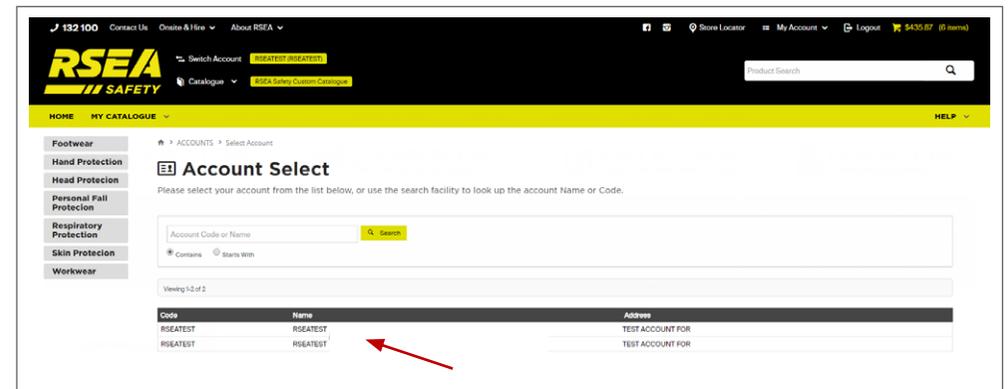
Selecting Account Upon Login

Please Note: This step is only necessary if you have online access to more than one account.

1. If you have access to more than one purchasing account/cost center, you will be prompted to select your account upon login.



2. To select your account, please select the line of the account name you wish to purchase from and account will load.

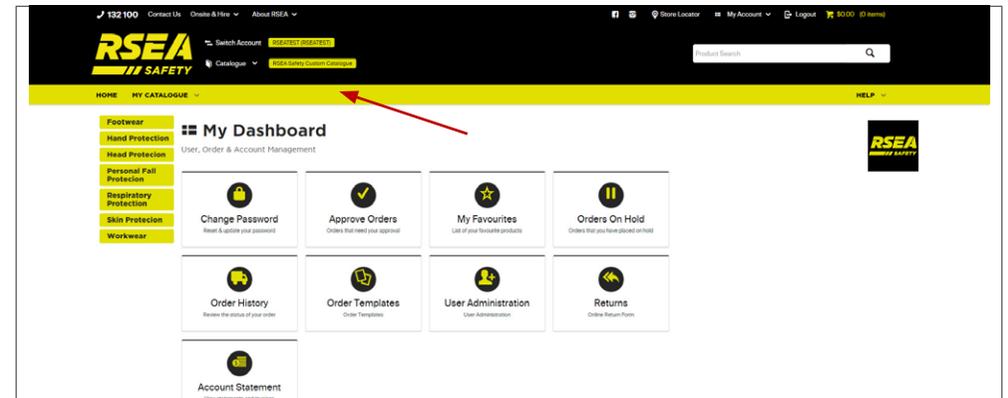


RSEA ONLINE USER GUIDE - ONLINE PURCHASING

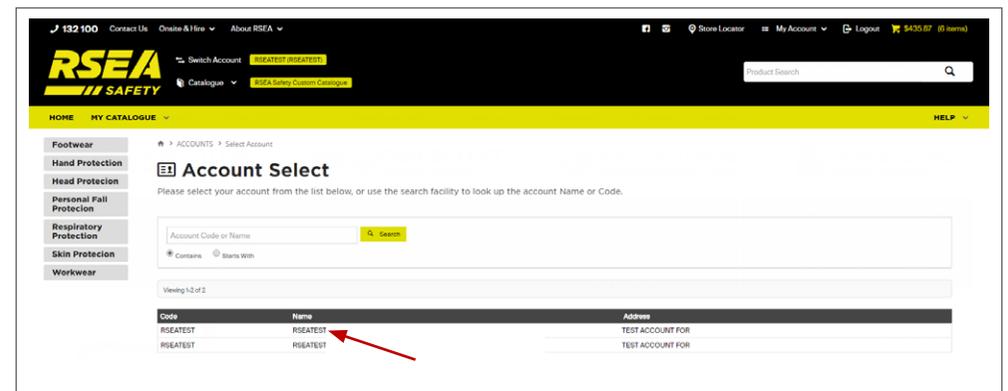
Changing Between Your Accounts

Please Note: This step is only necessary if you have online access to more than one account

1. To change your account anytime when logged in, select the 'Switch Account' link in the top left hand side of the screen.



2. Select the appropriate account/cost centre by selecting the line of the account name you wish to purchase from. Your account selection will update and your dashboard for the account will load.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Purchasing with RSEA Online

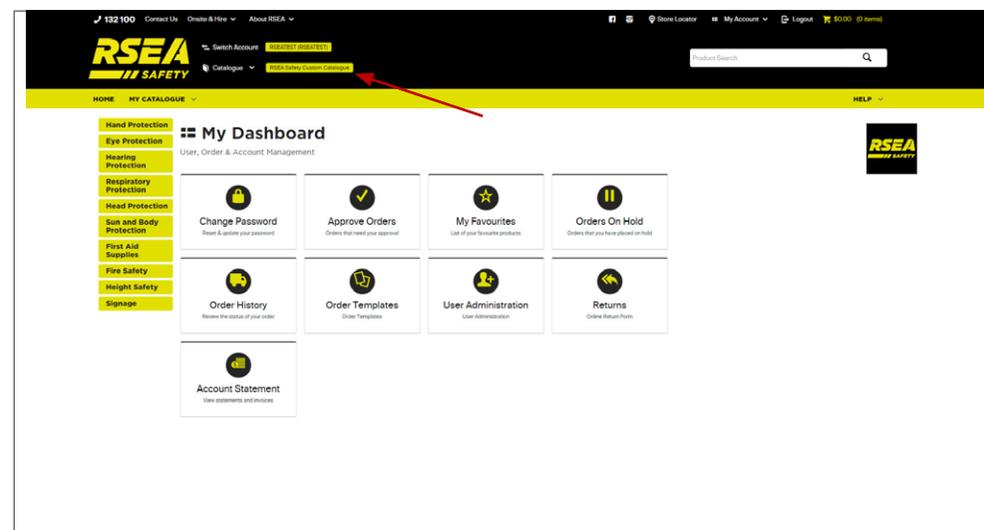
In addition to your personalised custom catalogue, you may also have access to the entire product range by viewing the RSEA Global catalogue. When you first log into RSEA Online, your custom catalogue should be the default option. If not, or if you wish to browse the RSEA Global catalogue, please follow the below steps to change your catalogue view at any time.

Changing Between Your Custom Catalogue and the Global Catalogue

Please Note: This step is only necessary if you have access to the RSEA Safety Global Catalogue.

1. Select the catalogue you wish to purchase from by clicking the 'Catalogue' link in the top left hand side of the screen as indicated.

2. Select the global catalogue by selecting 'global' from the drop down list as indicated.



Changing Between Your Custom Catalogue and the Global Catalogue

You will now see the categories in your left hand side menu update to the global catalogue categories. The name of the catalogue will be update from the name of your custom catalogue to 'Global' in the top left hand side of the screen.

RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Products to Your Cart

1. Once in your custom catalogue you can either browse or search for products.

If searching, you can enter either the Product Code (e.g. 2002701) or the Product Name (e.g. Blue Rapta P1 Disposable Respirator).

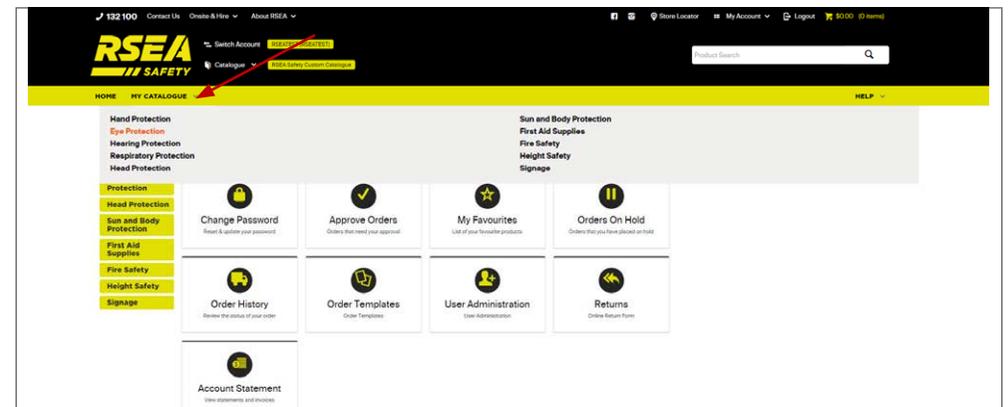
BY PRODUCT CODE:



BY PRODUCT NAME:

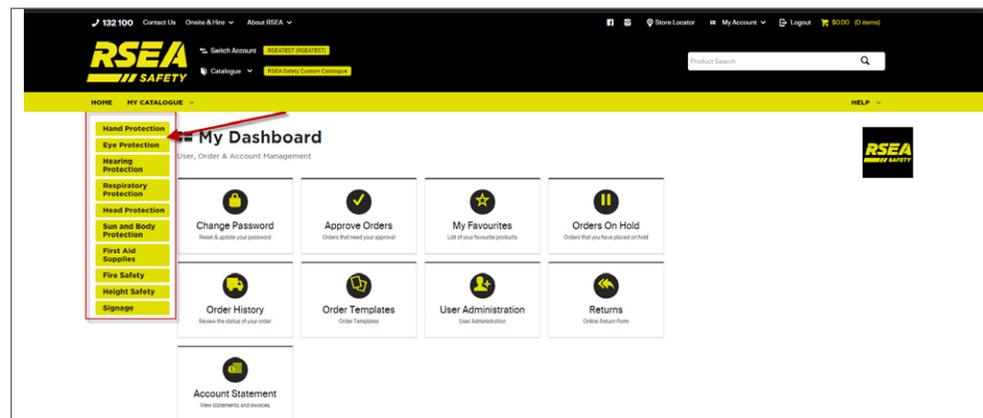


If browsing, hover over 'My Catalogue' in the top menu (as indicated) and category selection drop down and click on a category link to select.



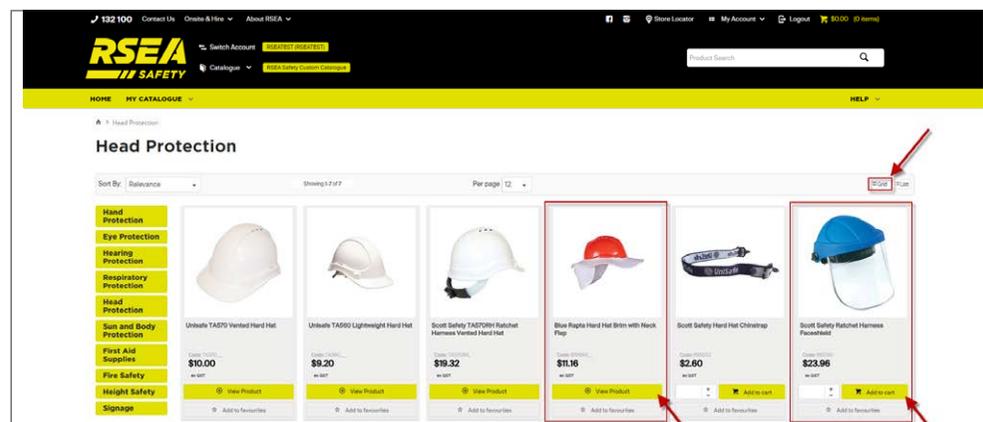
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

If browsing continued, or click the links on the left-hand side menu.



Adding Products from Product category - Grid View.

When you have selected a product category, the default option products will load in grid view. Grid view allows you to see more products with less scrolling. If products come in different styles, colours or sizes e.g. workwear, they will have a 'View Product' button. If a products only have one size/colour option, they will have a 'Add to Cart' button.

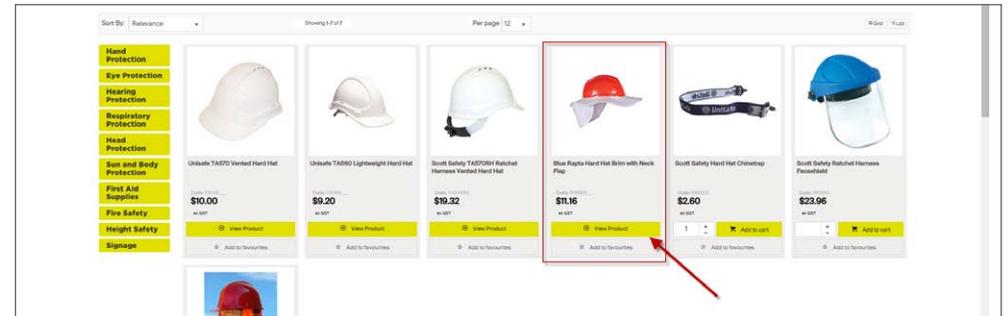


RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Products from Product category - Grid View - View Product Button

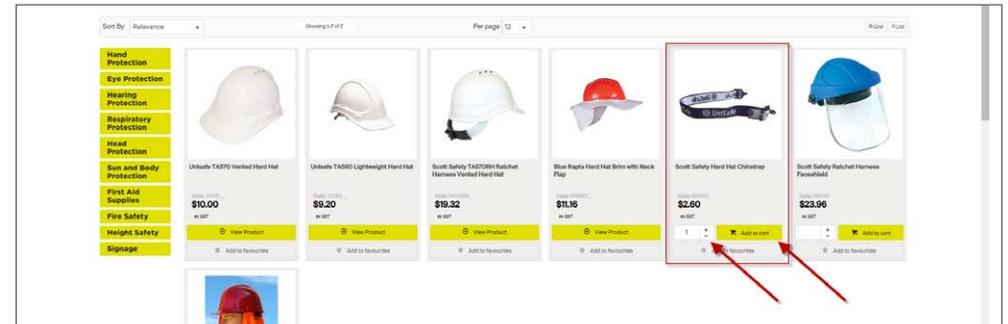
To purchase products with a 'View Product' button, please click on the 'View Product' button to go to the product page to make your product selection.

See page 13 for more information.



Adding Products from Product category - Grid View - Add to Cart Button

1. To purchase products with an 'Add to Cart' button, adjust the required quantity using the plus (+) and minus (-) buttons and click the 'Add to Cart' button.

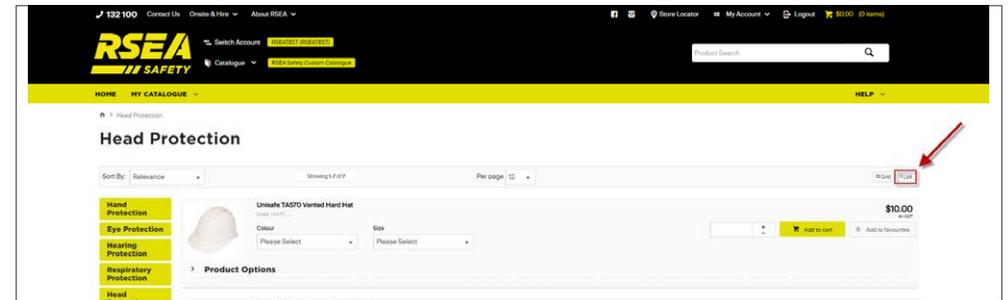


2. You will get a confirmation message at the top of the page that your selected items have been added to your order, cart order value and quantity will update.

RSEA ONLINE USER GUIDE - ONLINE PURCHASING

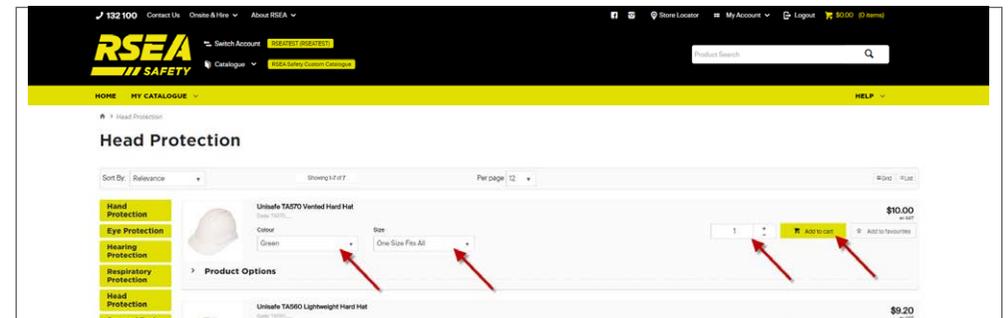
Adding Products from Product category - List View.

Product categories can also be viewed in list view. To update to list view, click the 'list' button on the right hand. List view allows you to purchase all products from the product category without going into the product page.



Adding Products from Product category - List View - Product Drop Down Boxes

1. To purchase products, select your colour, size, quantity from the drop down boxes and click the 'Add to Cart' button.

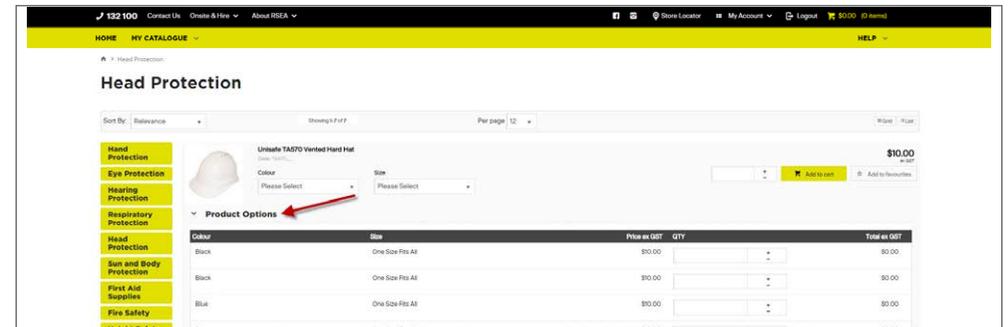


2. You will get a confirmation message at the top of the page that your selected items have been added to your order, cart order value and quantity will update.

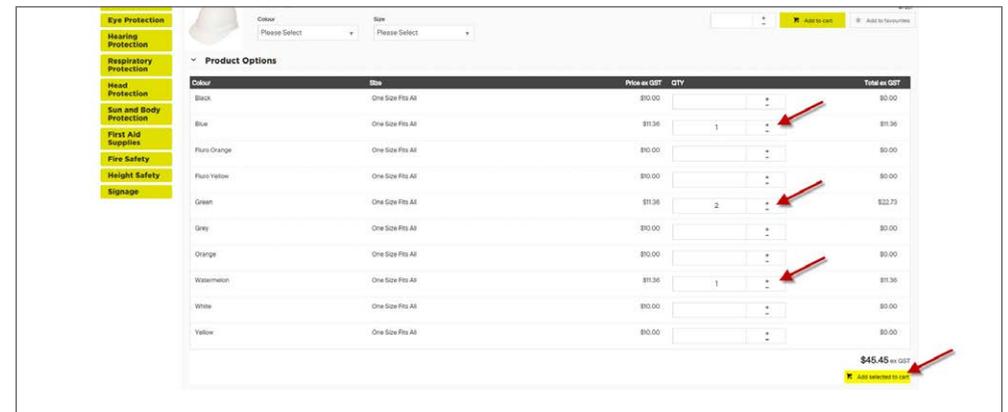
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Products from Product category - List View - Product Options List

1. The 'Product Options' drop down list can be used to purchase multiple sizes/colours of an item at once. To purchase products using the product options list, click on 'Product Options' and the list of product options will appear.



2. From the list select the desired items by adjusting the required quantity in the product line and click the 'Add Selected to Cart' button. Quantities can be adjusted for the product line by using the plus (+) and minus (-) buttons in the adjacent 'QTY' column. Multiple sizes and colours can be ordered simultaneously via this screen.



3. Upon click the 'Add Selected to Cart' button you will receive confirmation message/s at the top of the page and the cart order value and quantity will update.

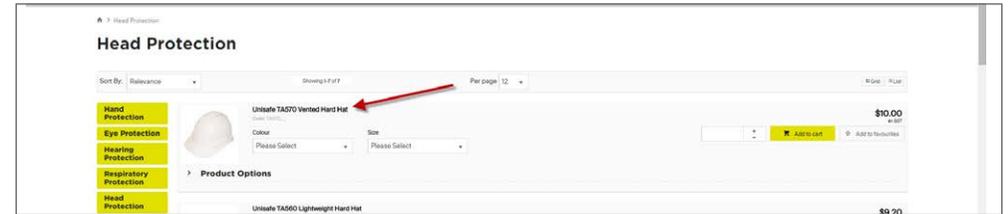
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Viewing More Information on Products.

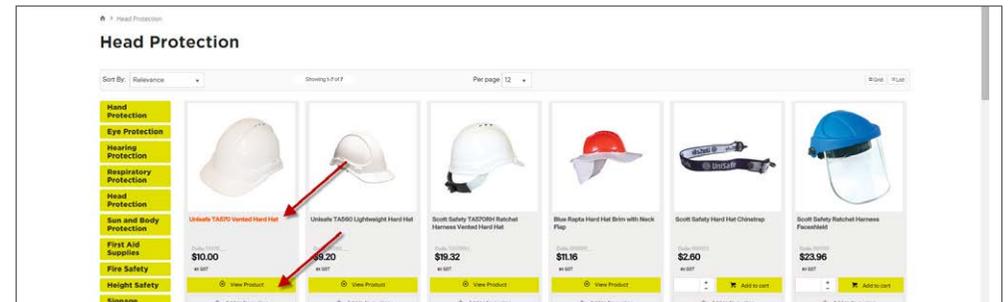
List view - To view more information on a product, click on the product name as indicated.

Grid view - To view more information on a product, click on the 'View Product' button as indicated.

FROM LIST VIEW:



FROM GRID VIEW:

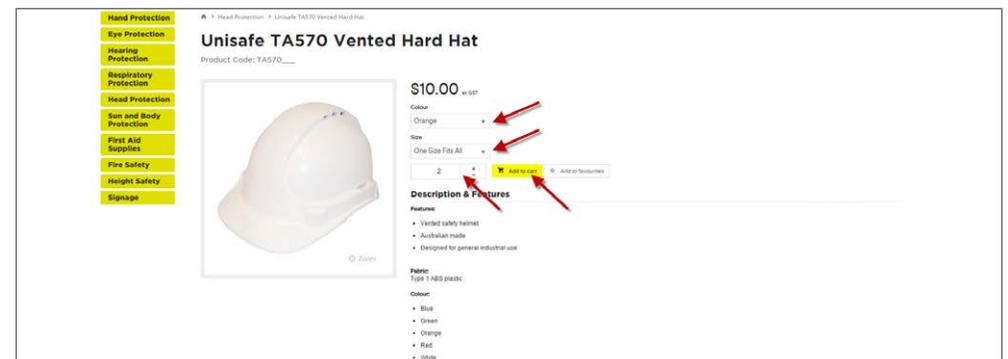


Adding Products from Product Page - Drop Down Boxes.

- To purchase products, select your colour, size, quantity from the drop down boxes and click the 'Add to Cart' button.

Adding Products from Product Page - Drop Down Boxes.

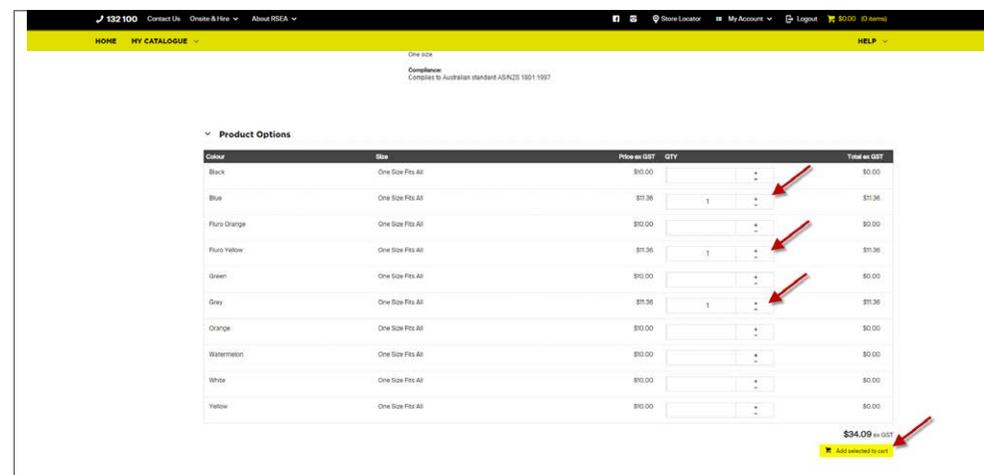
- You will get a confirmation message at the top of the page that your selected items have been added to your order, cart order value and quantity will update.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Products from Product Page - Product Options.

1. To add multiples of a product scroll down and click 'Product Options', product options drop down list will appear.
2. From the list select the desired items by adjusting the required quantity in the product line and click the 'Add Selected to Cart' button. Quantities can be adjusted for the product line by using the plus (+) and minus (-) buttons in the adjacent 'QTY' column. Multiple sizes and colours can be ordered simultaneously via this screen.



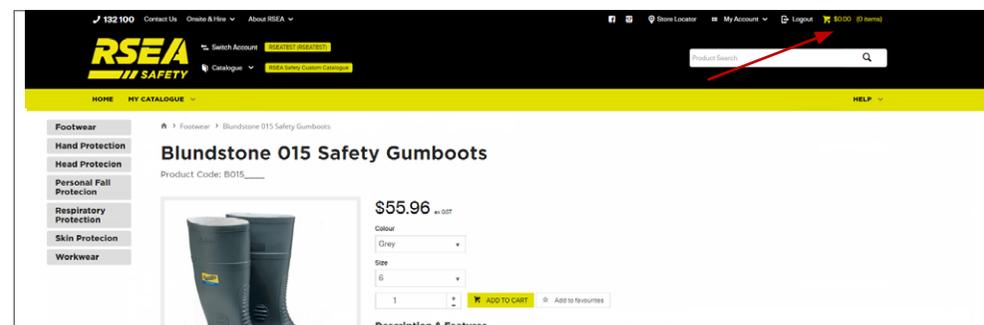
Adding Products from Product Page - Product Options.

3. You will get a confirmation message at the top of the page that your selected items have been added to your order.

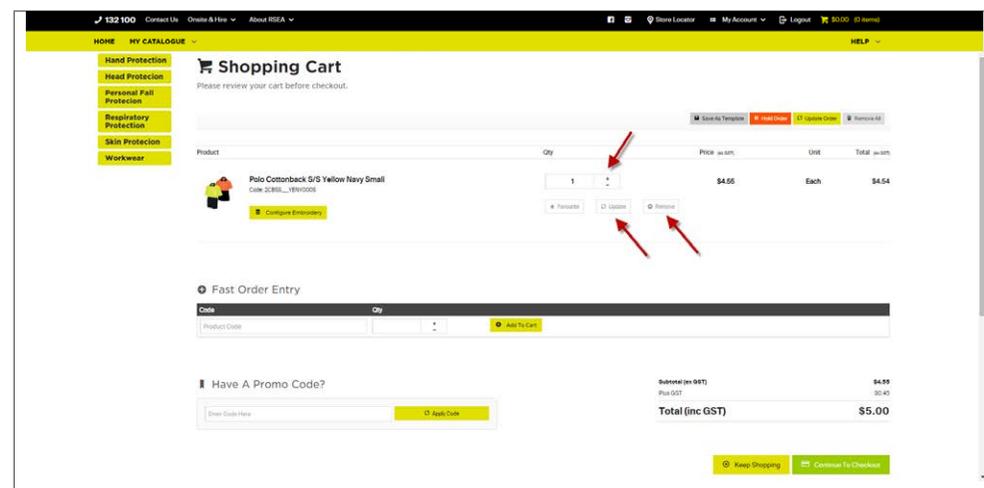
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Completing Your Order

1. When you have completed your shopping, click the 'Your Cart' link at the top of the page.



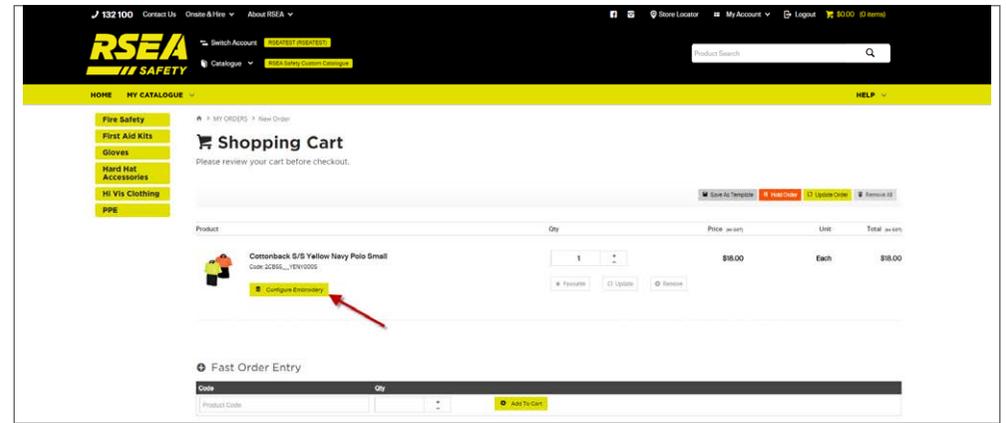
2. You will see the complete list of items and quantities currently in your cart. Review the list of items for any errors. Quantities can be adjusted using by using the plus (+) and minus (-) buttons and items can be removed using the 'Remove' button.



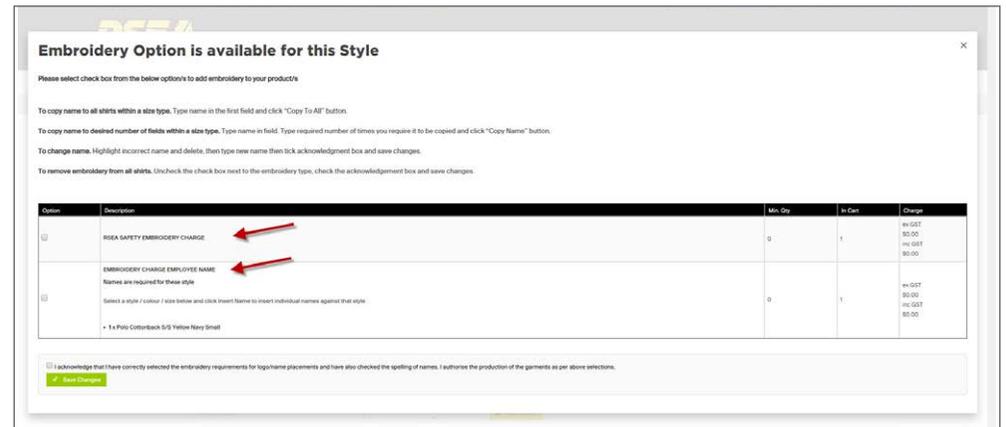
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Embroidery (If Applicable)

3. If after-market embroidery is optional on any of your items, an “Configure Embroidery” button will appear next to the item. To add embroidery click “Configure Embroidery” button.



4. The embroidery option screen will appear. The types of embroidery options applicable to the garment will be listed in the table.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Embroidery (If Applicable)

5. To select a embroidery option tick the check box next to the desired embroidery type.

Embroidery Option is available for this Style

Please select check box from the below option's to add embroidery to your products

To copy name to all shirts within a size type. Type name in the first field and click "Copy To All" button.

To copy name to desired number of fields within a size type. Type name in field. Type required number of times you require it to be copied and click "Copy Name" button.

To change name. Highlight incorrect name and delete, then type new name then tick acknowledgement box and save changes.

To remove embroidery from all shirts. Uncheck the check box next to the embroidery type, check the acknowledgement box and save changes.

Option	Description	Min Qty	In Cart	Charge
<input checked="" type="checkbox"/>	RSEA SAFETY EMBROIDERY CHARGE	0	1	+\$ GST \$0.00 +\$ GST \$0.00
<input type="checkbox"/>	EMBROIDERY CHARGE EMPLOYEE NAME Names are required for these style Select a style / colour / size below and click Insert Name to insert individual names against that style • T4 Polo Cottonback 6/5 Yellow Navy Small	0	1	+\$ GST \$0.00 +\$ GST \$0.00

I acknowledge that I have correctly selected the embroidery requirements for logo/name placements and have also checked the spelling of names. I authorise the production of the garments as per above selections.

6. If select option is “Name Embroidery”. Type the relevant names in the required fields.

Embroidery Option is available for this Style

To copy name to all shirts within a size type. Type name in the first field and click "Copy To All" button.

To copy name to desired number of fields within a size type. Type name in field. Type required number of times you require it to be copied and click "Copy Name" button.

To change name. Highlight incorrect name and delete, then type new name then tick acknowledgement box and save changes.

To remove embroidery from all shirts. Uncheck the check box next to the embroidery type, check the acknowledgement box and save changes.

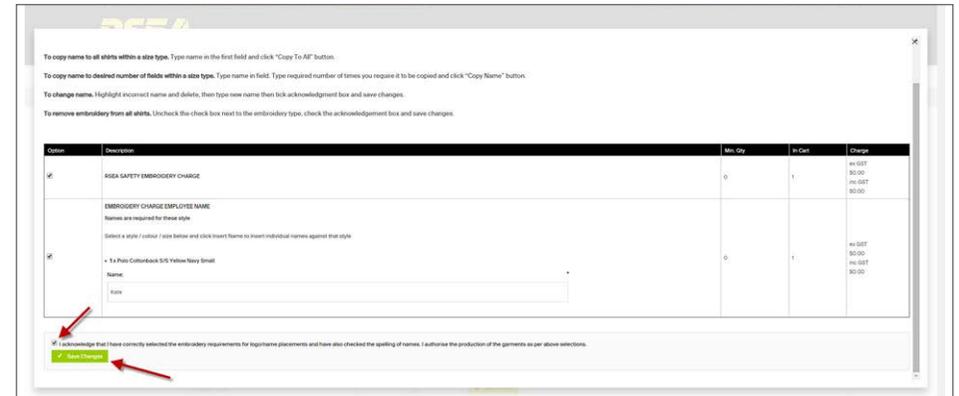
Option	Description	Min Qty	In Cart	Charge
<input checked="" type="checkbox"/>	RSEA SAFETY EMBROIDERY CHARGE	0	1	+\$ GST \$0.00 +\$ GST \$0.00
<input checked="" type="checkbox"/>	EMBROIDERY CHARGE EMPLOYEE NAME Names are required for these style Select a style / colour / size below and click Insert Name to insert individual names against that style • T4 Polo Cottonback 6/5 Yellow Navy Small Name: <input type="text" value="Kate"/>	0	1	+\$ GST \$0.00 +\$ GST \$0.00

I acknowledge that I have correctly selected the embroidery requirements for logo/name placements and have also checked the spelling of names. I authorise the production of the garments as per above selections.

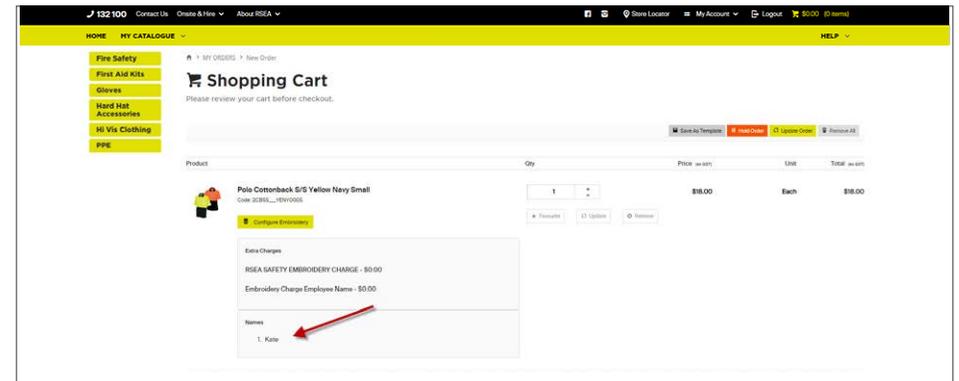
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Adding Embroidery (If Applicable)

7. Check the acknowledgement box and click the “Save Changes” button.

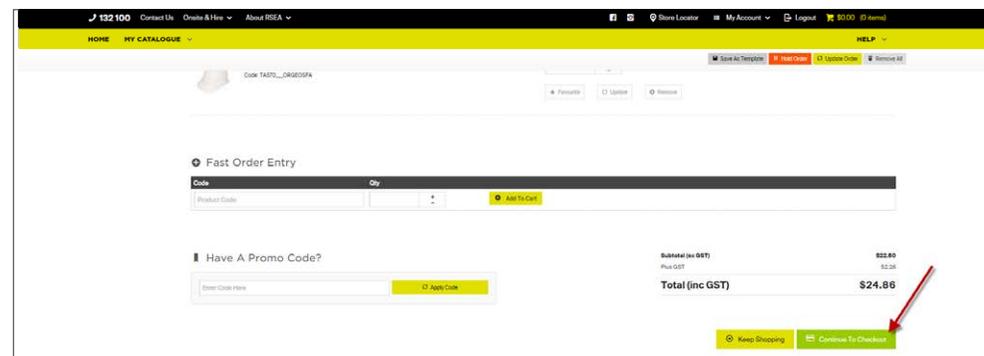


8. The embroidery changes will be saved. The selected embroidery option will now appear next to the item. If “Name Embroidery”, name will be listed.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

- When you have reviewed your order and you're ready to finalise your purchase, click the 'Continue to Checkout' button to continue.

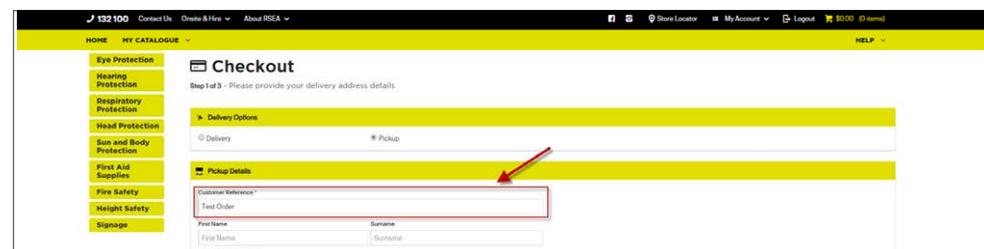


Checkout via Pickup from Store

- Select pickup option.



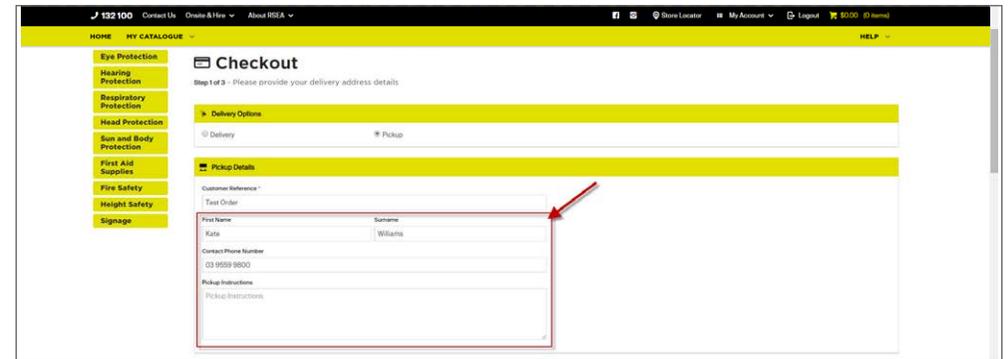
- Enter your reference code in the 'Customer Reference' field. This reference code will appear on the invoice for your order and is a way of monitoring or organising invoices. Please refer to your internal business procedure for instructions on what to enter in the 'Customer Reference' field.



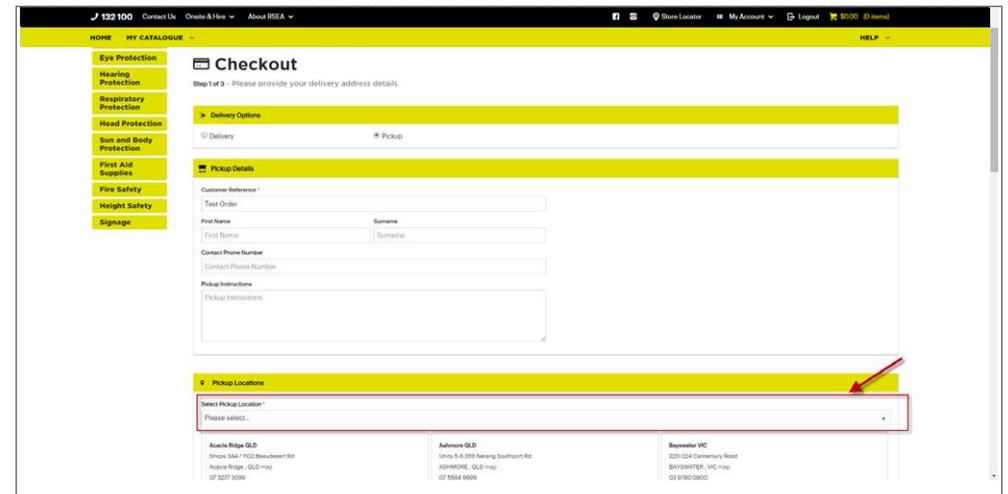
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Checkout via Pickup from Store

3. Enter your contact details, including contact phone number.



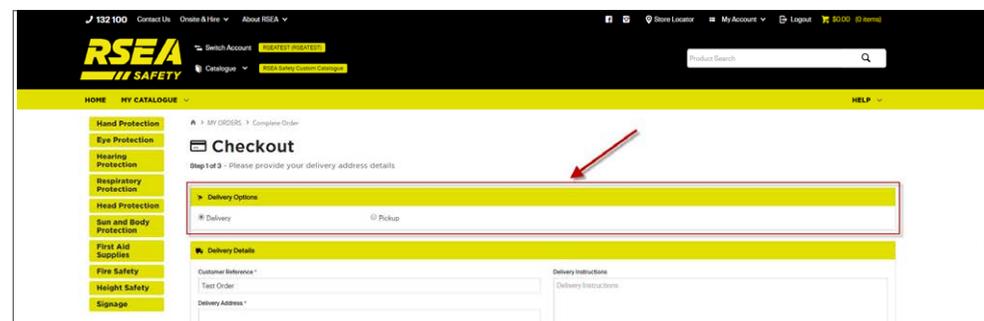
4. Select which store you wish to pick up from. Click the 'Continue to Payment' button to proceed.



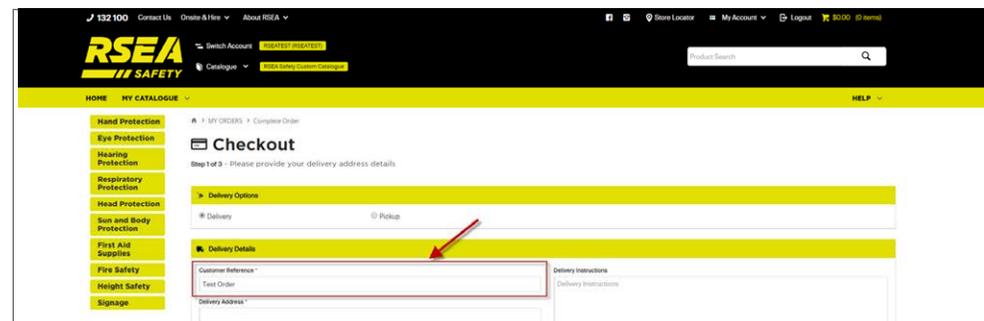
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Checkout via Delivery

1. Select delivery option.



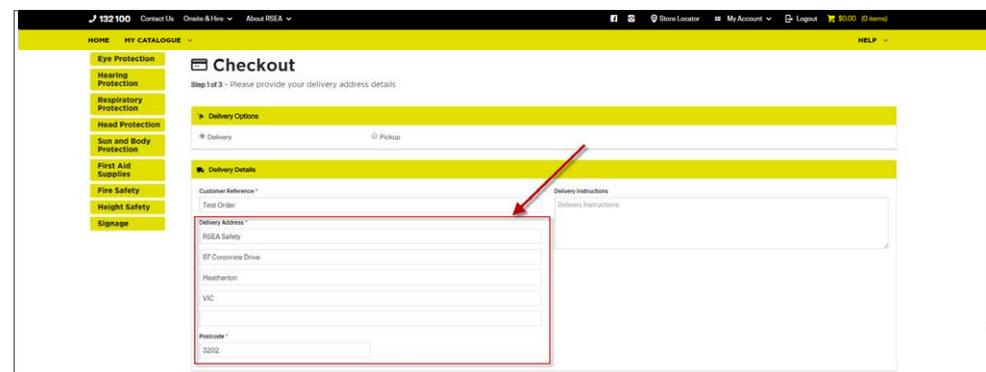
2. Enter your reference code in the 'Customer Reference' field. This reference code will appear on the invoice for your order and is a way of monitoring or organising invoices. Please refer to your internal business procedure for instructions on what to enter in the 'Customer Reference' field.



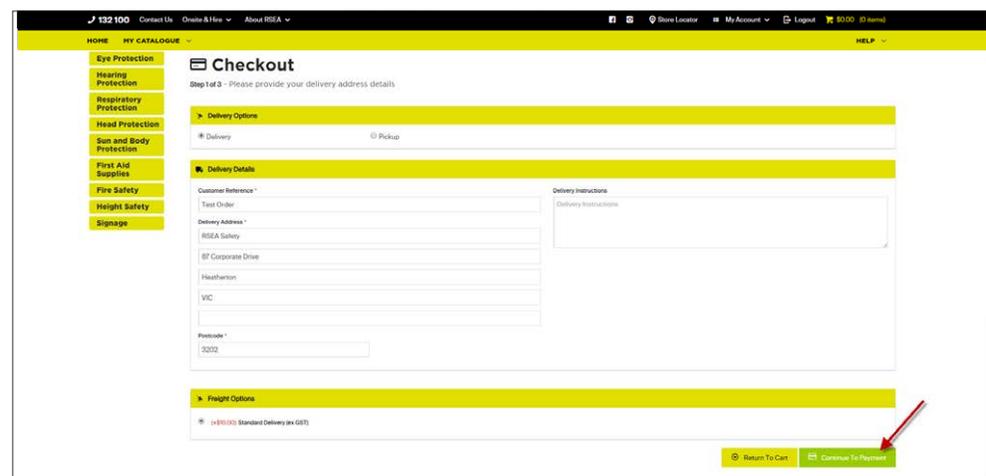
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Checkout via Delivery

3. The delivery details for your account should automatically be entered in the address field. If your account has multiple delivery sites please select the correct delivery address.



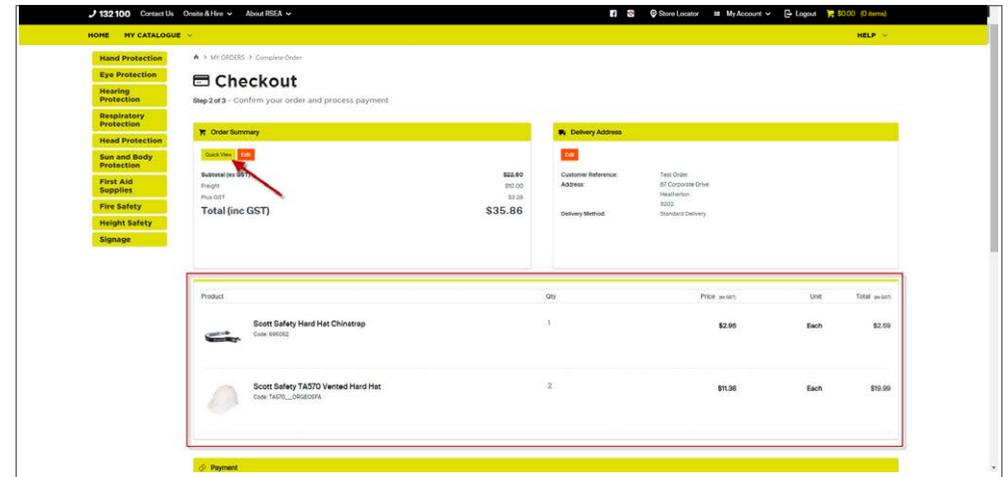
4. Provide delivery instructions if required and click the 'Continue to Payment' button to proceed.



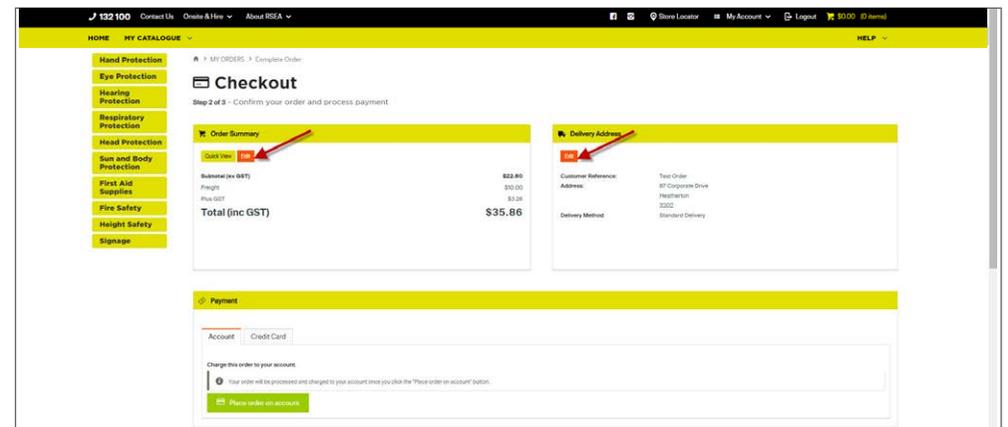
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Paying for your Order

1. Review your order summary. Use the 'Quick View' button to view the list of products on your order.



2. If you wish to make any changes to your order or delivery/pickup address, please click on the 'Edit' buttons and you will be redirected to the relevant pages to edit.



RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Paying for your Order

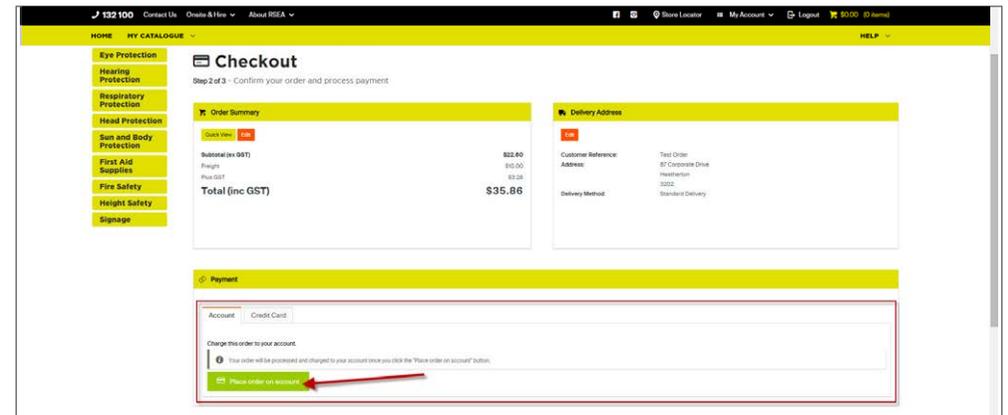
3. Select the appropriate payment option.

Account Payment. If paying by your company account, ensure you are on the 'Account' tab, and click the green 'Place Order on Account' button to finalise your order.

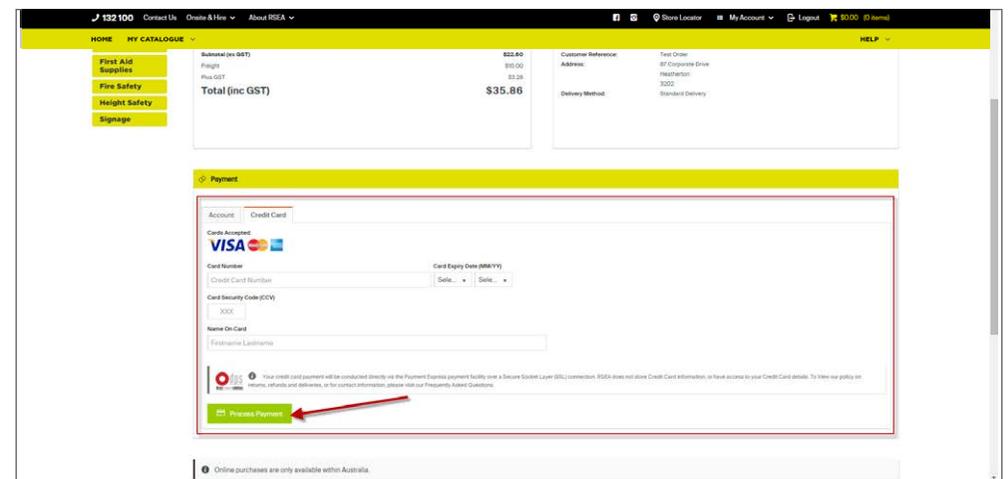
Credit Card - if option is enabled. If paying by your credit card, ensure you are on the 'Credit Card' tab, enter your credit card details and click the green 'Process Payment' button to finalise your order.

4. Once the order has been submitted you will receive an email confirmation which includes the order number and a list of the products purchased.

Paying by Account:



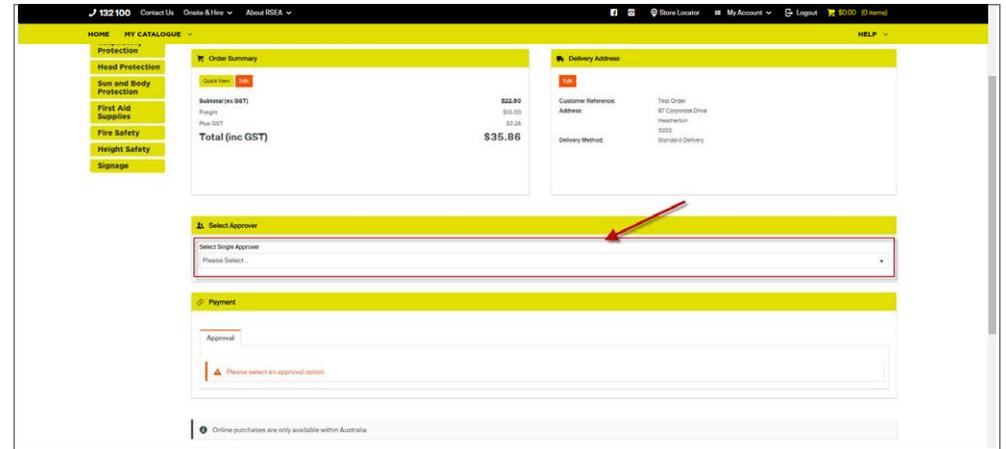
Paying by Credit Card:



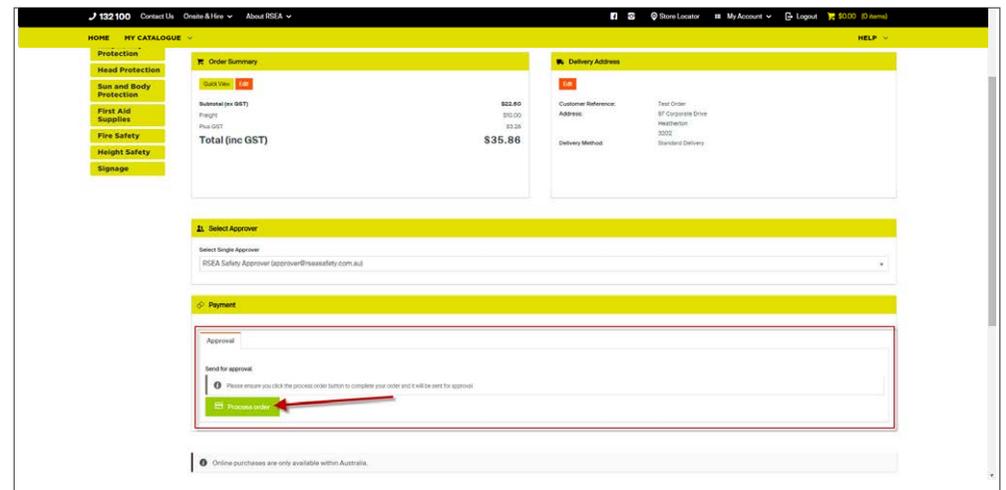
RSEA ONLINE USER GUIDE - ONLINE PURCHASING

Order Approval

1. If your order requires approval, if required please select your approver from the list.

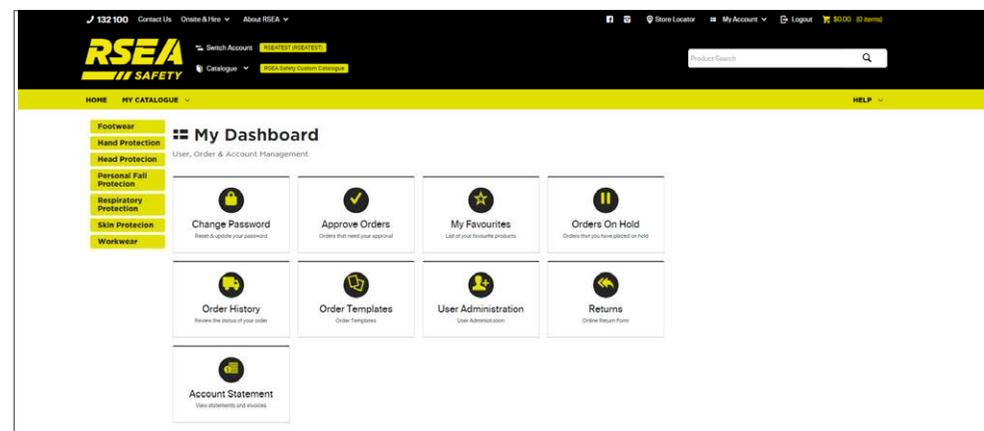


2. To submit your order for approval, please select the green 'Process Order' button.



RSEA ONLINE USER GUIDE - NAVIGATING 'MY DASHBOARD'

When you first log in to your RSEA account you will land on 'My Dashboard', an administrative section of the website. 'My Dashboard' offers some helpful links to navigating the website and from here you can manage user settings such as changing your password, view outstanding invoices, view orders on hold, review your order history, and browse your custom catalogues. If your company uses an approvals process and your account is an approver account, you can find the link to approve pending orders from this page. If your account is an administrator account you can find the link to update and maintain users.



RSEA ONLINE USER GUIDE - NAVIGATING 'MY DASHBOARD'

Change Password

The 'Change Password' link is where you can update your login password. Users can log in and change their password whenever necessary.

Approve Orders

Some businesses choose to have an approval process for orders. This means that while multiple users may be able to place orders, these will need to be approved by another user with approval authority before the order can be finalised. Approval limits are set on a per-user basis and therefore can vary user by user. While all users can access the 'Approve Orders' page, only those with approval authority will be able to see orders to be approved and make changes. Users with the ability to approve orders will see a list of orders awaiting approval when they enter this section of the website. Please see the 'Approving Orders' section of this document for further information.

My Favourites

Clicking the 'My Favorites' icon will take you to a list of favourite items. Favourite are a easy way of listing your frequently purchased items. Please see the 'Adding Items to My Favourites' section of this document for more information.

Order on Hold

The Orders on Hold function is helpful for users who may want to get an order ready without finalising it straight away, or need to switch between orders without losing their cart of goods. When entering this section, users can review any orders currently on hold and have the ability to remove or continue the orders. For further information, please see the 'Putting an Order on Hold' section of this document.

Order History

'Order History' allows you to view your order history. You can either search via an invoice number or view every order placed within a specific time period.

Order Templates

Clicking the 'Order Templates' button will take you to a list of your created templates. Templates are a helpful way of organising lists of your frequently purchased items. Please see the 'Adding Items to Templates' section of this document for more information.

User Administration (Administrator Accounts Only)

Use the 'User Administration' page to review and maintain the users who have access to the account. Please note that this option is only available to administrator accounts. In this section, administrators can update users' personal information such as names, passwords and email addresses. For maintenance of any other user information please contact your RSEA Safety Specialist.

Returns

The 'Returns' link will open a PDF RSEA Safety Returns Authority (RA) form. If you have an item to return, please download, fill in, save and email this form to the email address listed on the form for processing.

Account Statement

The 'Account Statement' page allows you to view your statements or any outstanding invoices.

RSEA ONLINE USER GUIDE - APPROVING ORDERS

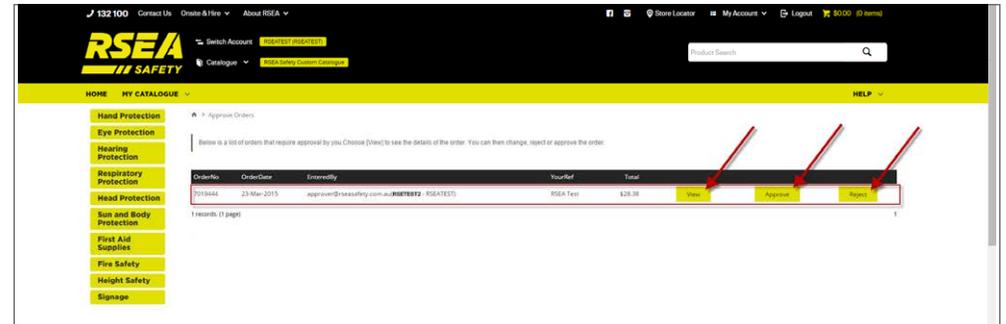
Approving Orders (if applicable)

If your account has the authority to approve orders you will receive an email when an order awaiting your approval is placed. Please login to the website and follow the below process to approve orders.

1. To approve orders, click the 'Approve Orders' link on 'My Dashboard'.
2. Any orders awaiting approval will be listed.

Click on the 'Approve' Button to approve the order.
 Click on the 'Reject' button to reject the order.
 Click the 'View' button to review the order.

3. If viewing the order, you will have options to update the order.



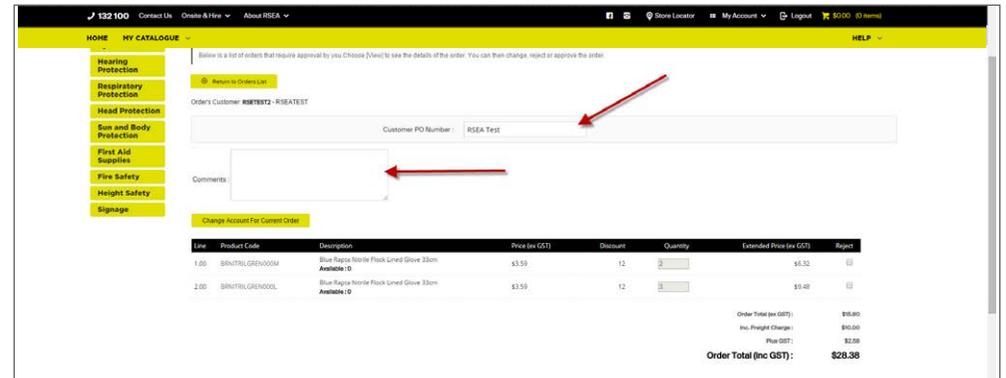
Updating the Order from the Order View Page

Approvers can update most details about an order including:

- The customer PO number
- Sales order comments
- The items and quantities ordered

Updating the customer reference or sales order comments

1. Click on the appropriate box and make any changes.

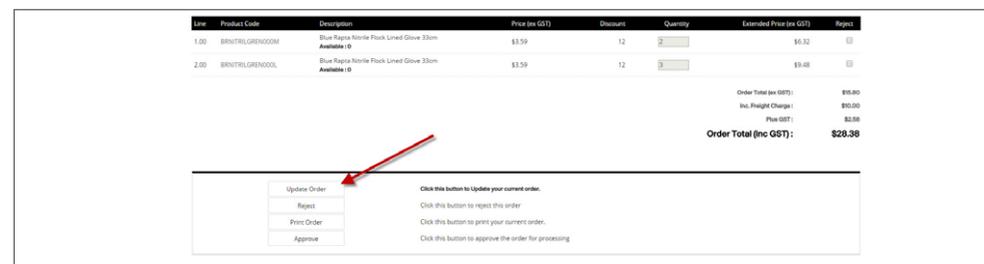


RSEA ONLINE USER GUIDE - APPROVING ORDERS

Updating the Order from the Order View Page

Updating the customer reference or sales order comments

- When all necessary changes have been made, select the 'Update Order' button on the bottom of the page



Line	Product Code	Description	Price (ex GST)	Discount	Quantity	Extended Price (ex GST)	Reject
1.00	BRNTRILGRN000M	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞
2.00	BRNTRILGRN000L	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞

Order Total (ex GST): \$86.16
Inc. Freight Charge: \$0.00
Plus GST: \$2.88
Order Total (inc GST): \$28.38

Update Order: Click this button to Update your current order.
Reject: Click this button to reject this order.
Print Order: Click this button to print your current order.
Approve: Click this button to approve the order for processing.

To Adjust Quantities of Items

- To change the quantity of items on an order, click the 'Quantity' box and delete the existing number, then re-enter the appropriate quantity.

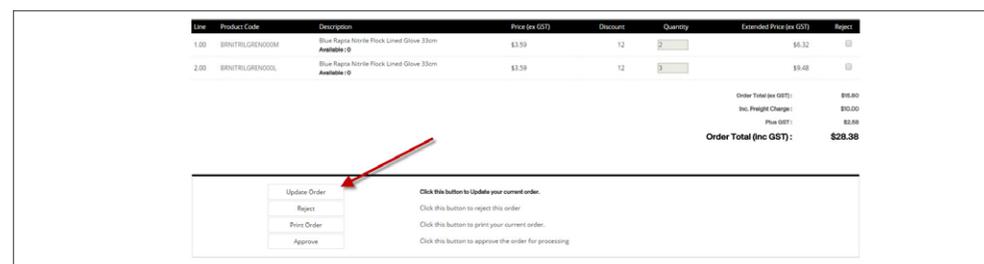


Line	Product Code	Description	Price (ex GST)	Discount	Quantity	Extended Price (ex GST)	Reject
1.00	BRNTRILGRN000M	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞
2.00	BRNTRILGRN000L	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞

Order Total (ex GST): \$86.16
Inc. Freight Charge: \$0.00
Plus GST: \$2.88
Order Total (inc GST): \$28.38

Update Order: Click this button to Update your current order.
Reject: Click this button to reject this order.
Print Order: Click this button to print your current order.
Approve: Click this button to approve the order for processing.

- When all necessary changes have been made, select the 'Update Order' button on the bottom of the page.



Line	Product Code	Description	Price (ex GST)	Discount	Quantity	Extended Price (ex GST)	Reject
1.00	BRNTRILGRN000M	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞
2.00	BRNTRILGRN000L	Blue Rapra Nitrile Flock Lined Glove 33cm Available ID	\$3.59		12	\$43.08	⊞

Order Total (ex GST): \$86.16
Inc. Freight Charge: \$0.00
Plus GST: \$2.88
Order Total (inc GST): \$28.38

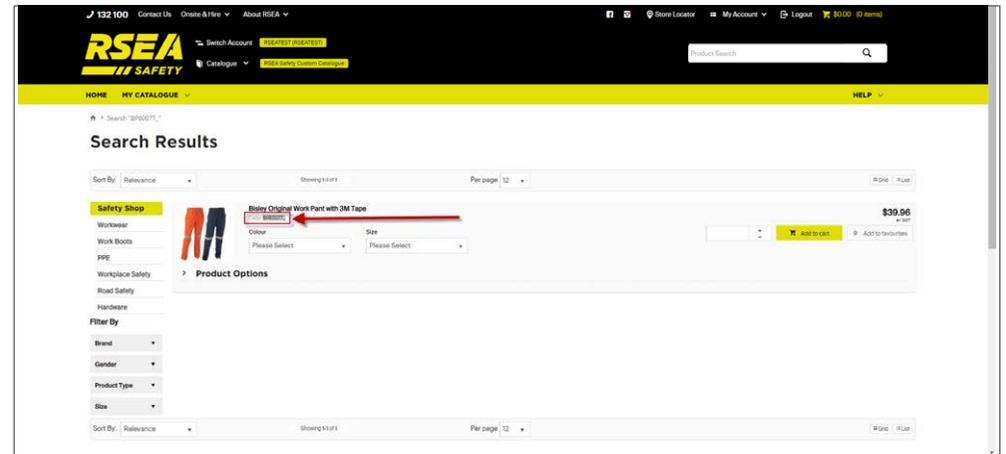
Update Order: Click this button to Update your current order.
Reject: Click this button to reject this order.
Print Order: Click this button to print your current order.
Approve: Click this button to approve the order for processing.

RSEA ONLINE USER GUIDE - APPROVING ORDERS

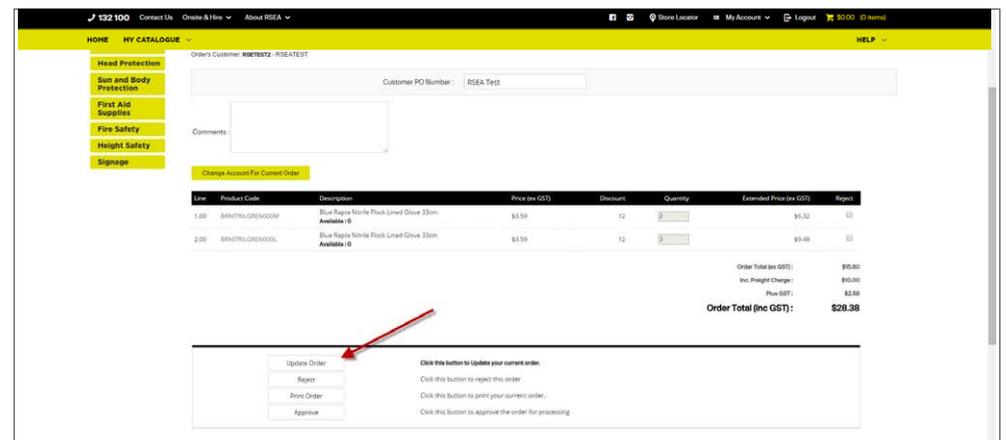
Updating the Order from the Order View Page

To Add Items to the Order

1. In the 'Code' field, enter the product code of the item you wish to add. Enter the quantity desired in the 'Qty' field. Please note that product codes can be found in item descriptions when browsing your custom catalogue. For example, the Bisley Original Work Pant with 3M Tape has the product code BP6007T_.



2. When the necessary codes and quantities have been entered, select the 'Update Order' button on the bottom of the page.

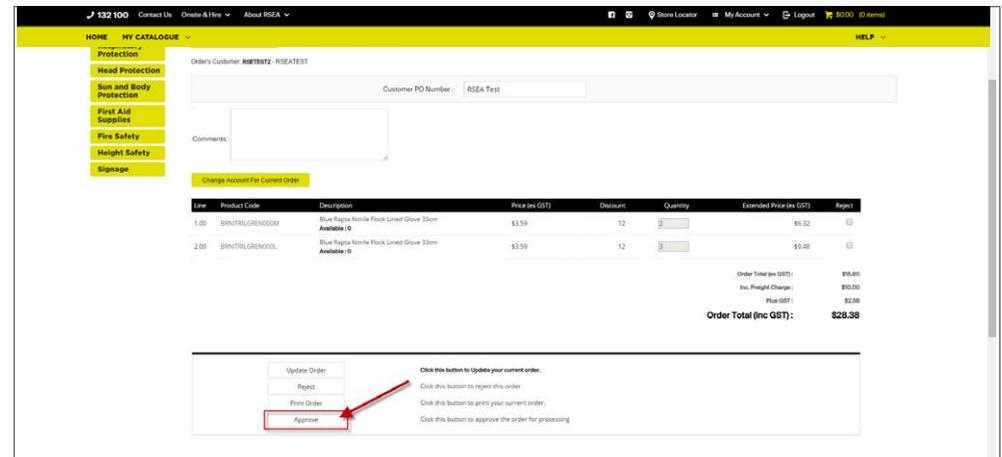


RSEA ONLINE USER GUIDE - APPROVING ORDERS

Updating the Order from the Order View Page

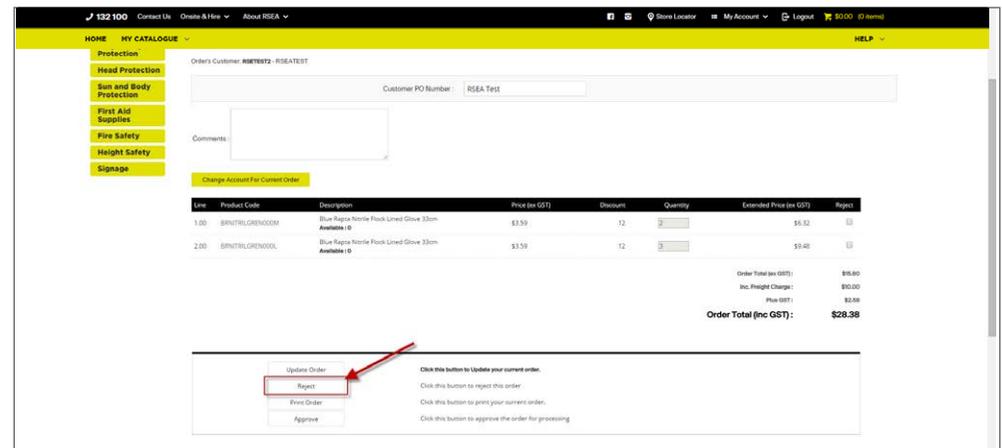
Approving the Order

When the order is correct and ready to be finalised, click the 'Approve' button on the bottom of the page. You will be returned to your list of orders awaiting approval and you will receive an on-screen confirmation message that the order was approved. The user who placed the order will receive an email confirming that their order has been approved.



Rejecting the Order

If an order requiring approval is unsatisfactory, it can be rejected by selecting the 'Reject' button on the bottom of the page. You will receive an on-screen confirmation message that the order has been rejected. The user who placed the order will receive an email confirming that the order was rejected.



RSEA ONLINE USER GUIDE - MY FAVOURITES

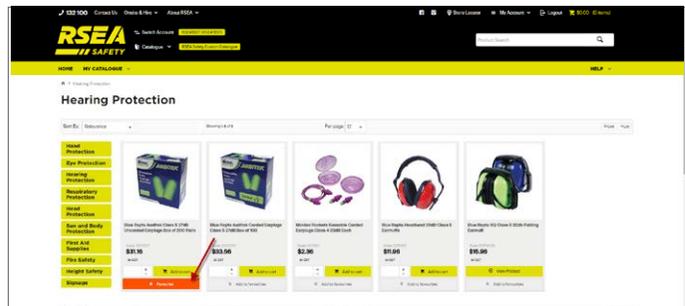
Marking Products as Favourites

If there are a set of items from your custom catalogue and the global catalogue that you frequently purchase, you can mark these as favourites to make your ordering an easier process.

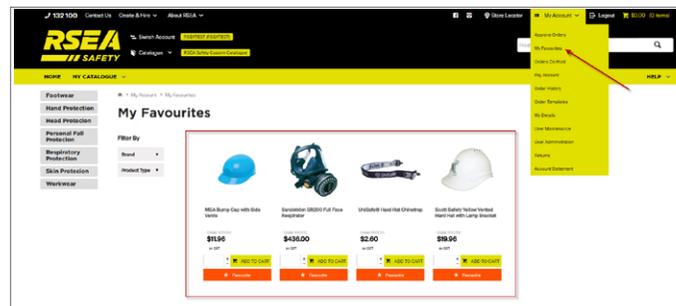
Please note, if you have access to multiple accounts, you will have a favourites list for each account.

1. Locate the item you wish to mark as a favourite using the previously mentioned search or browsing options.
2. After finding the correct item, select the 'favourite' button as indicated. 'Favourite' buttons can be found on the grid view page, list view and product pages.

Favourite Button Grid View



Favourite Button List View



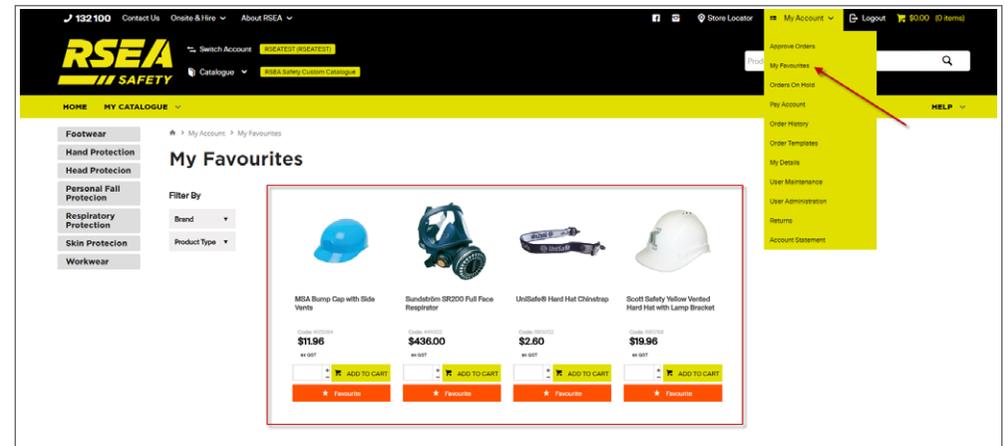
Favourite Button Product Page



RSEA ONLINE USER GUIDE - MY FAVOURITES

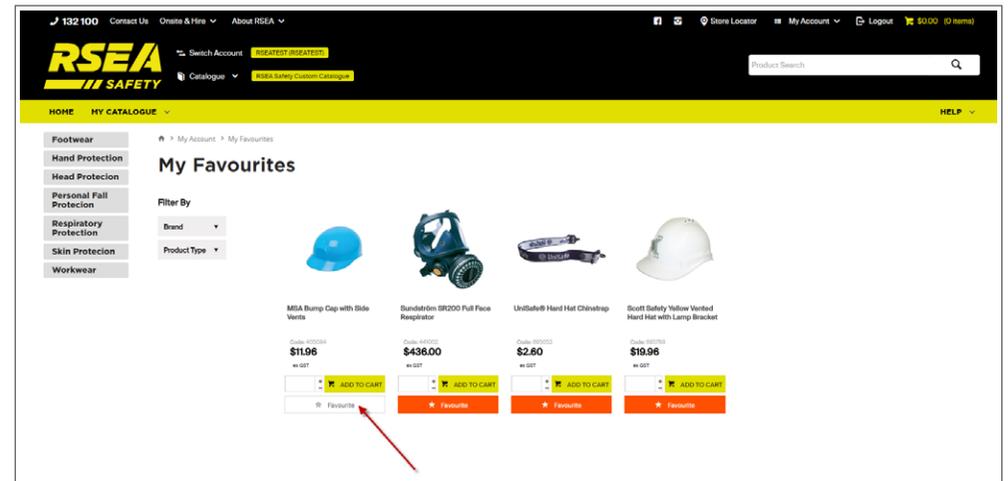
Viewing Favourites List

To view your list of favourites, navigate to your favourites page via the 'My Favourites' icon on your dashboard or via the dashboard drop down in top right hand side of the website.



Removing Product from Favourites List

To remove a product from your favourites list, navigate to your favourites page. Locate the product which you wish to remove and click the orange 'Favourites' button. The button will change from orange to white and you will receive a message that the product has been removed from your favourites list. The next time you return to your Favourites page, the product will be removed from the list.

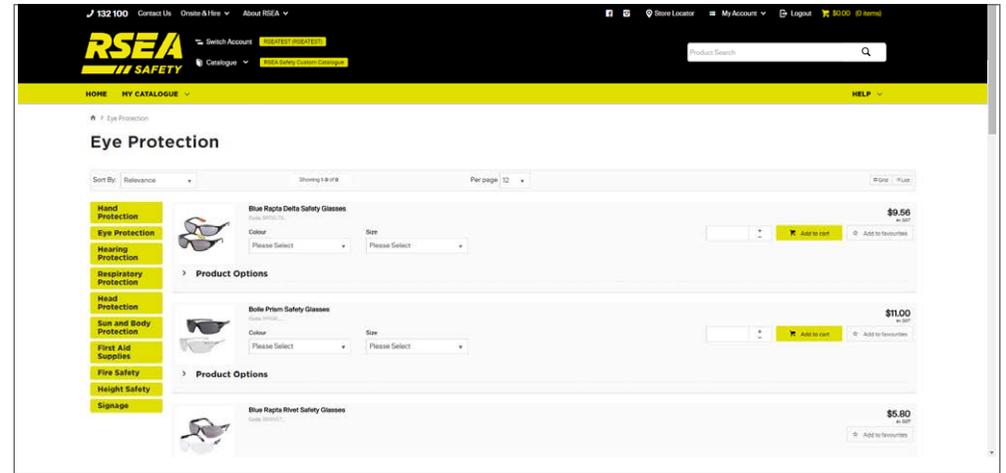


RSEA ONLINE USER GUIDE - ADDING ITEMS TO TEMPLATES

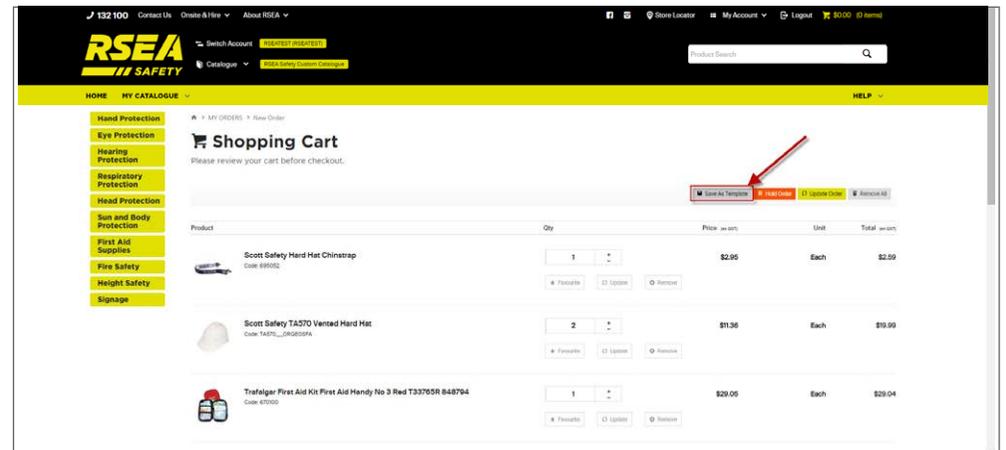
Adding Items to Templates

If there are a set of items that you frequently purchase together, you may want to create a template to make your ordering an easier process.

1. Locate all the products you wish to add to a template and using the previously mentioned purchasing options, add the products to your cart. When you have completed your list, click the 'Your Cart' link at the top of the page.



2. Adjust the products to the quantities you usually order, and click the grey 'Save as Template' button. You will have the options to either create a new or append or overwrite an existing template.



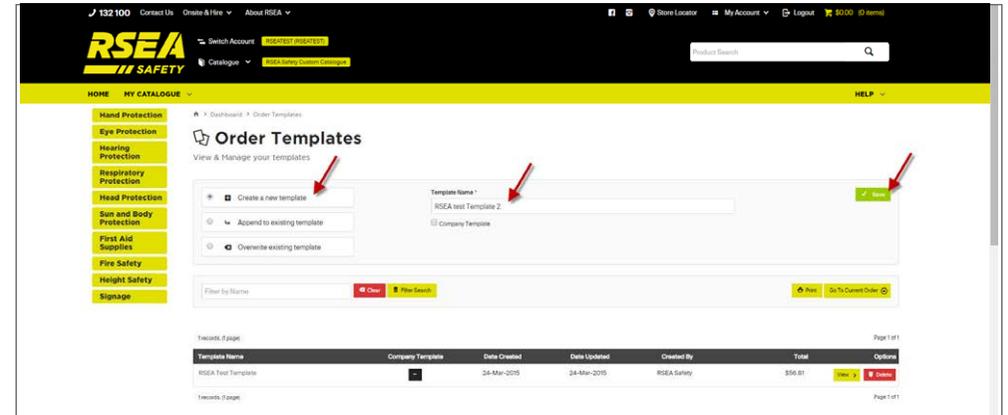
RSEA ONLINE USER GUIDE - ADDING ITEMS TO TEMPLATES

Adding Items to Templates

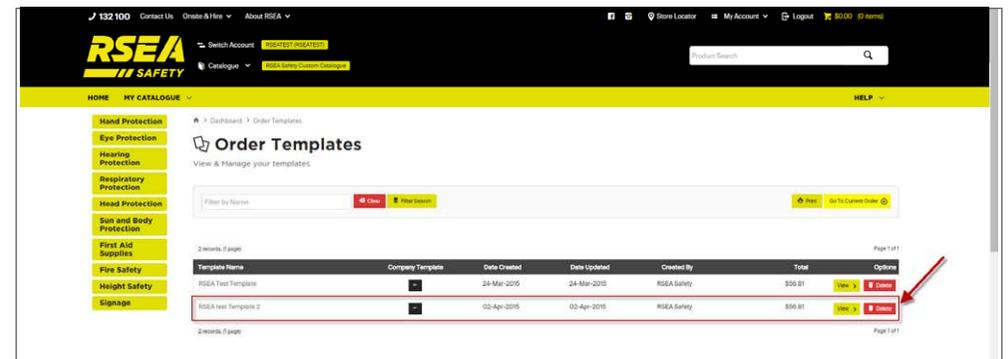
Creating a New Template

1. If you are creating a new template select the 'Create New Template' option, enter the name in the box provided and click on the green 'Save' button.

New Template



2. You will receive a message that your template has been saved, it will be added to your list of templates.



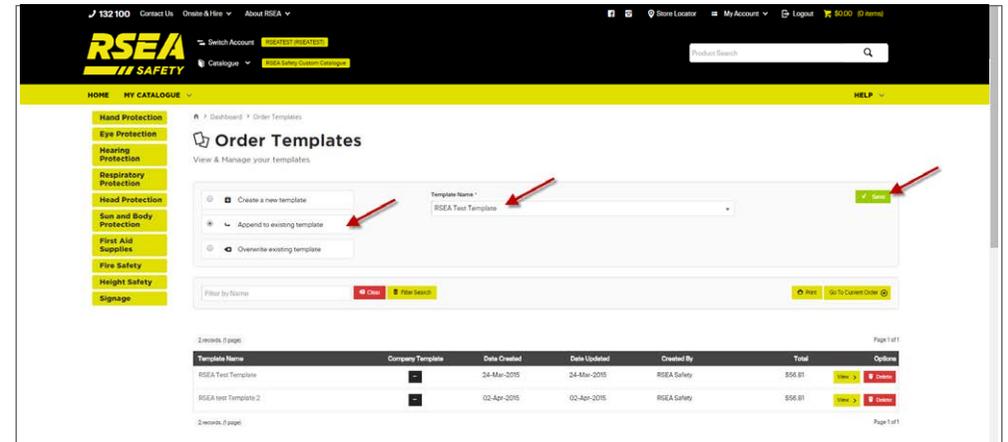
RSEA ONLINE USER GUIDE - ADDING ITEMS TO TEMPLATES

Adding Items to Templates

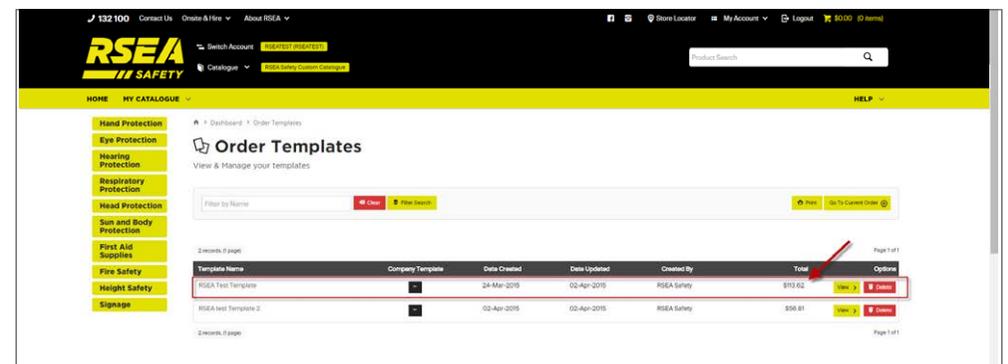
Appending Existing Template

1. If you are appending an existing template, select the 'Append to existing Template' option, select the template you wish to append using the drop down box and click on the green 'Save' button.

Append Existing Template



2. You will receive a message that your template has been saved, the selected template will be amended.



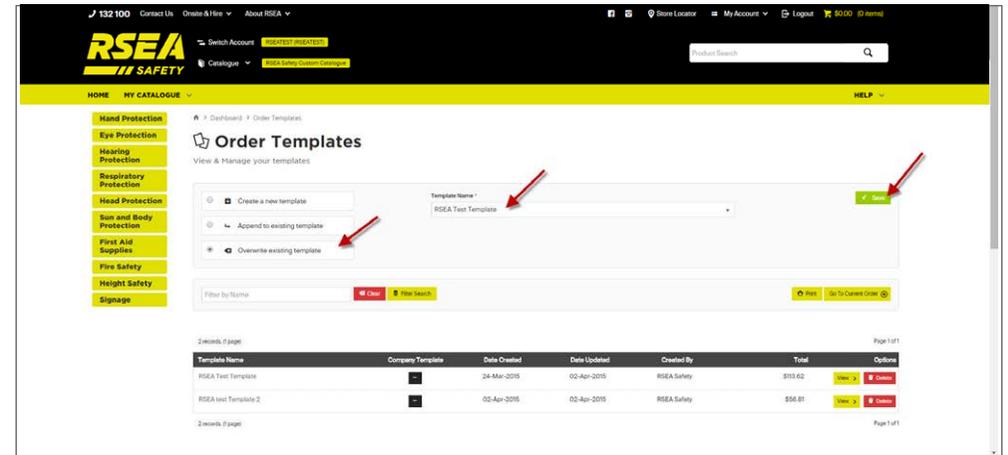
RSEA ONLINE USER GUIDE - ADDING ITEMS TO TEMPLATES

Adding Items to Templates

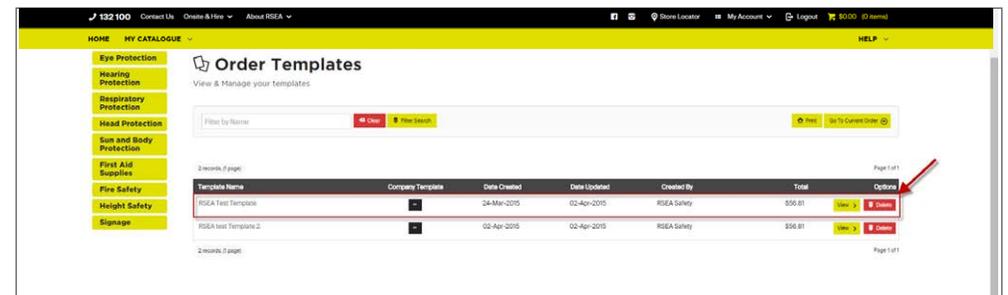
Overwrite Existing Template

1. If you are appending an existing template, select the 'Overwrite existing Template' option, select the template you wish to overwrite using the drop down box and click on the green 'Save' button.

Overwrite Existing Template



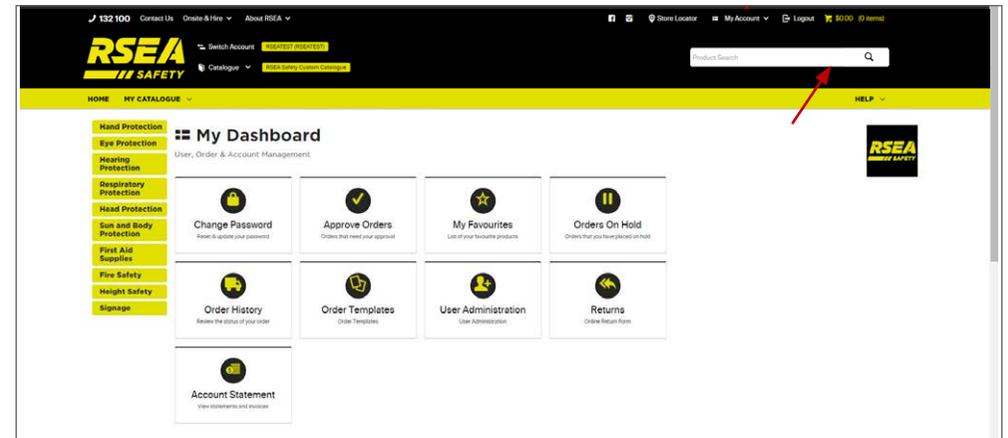
2. You will receive a message that your template has been saved, the selected template will be overwritten.



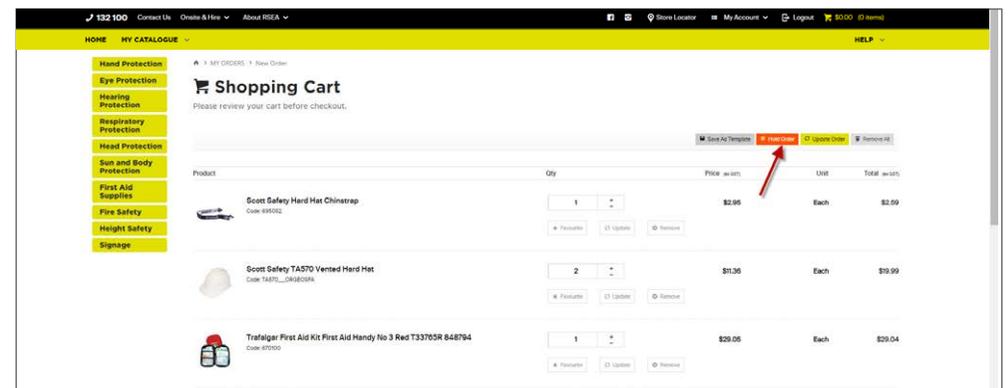
RSEA ONLINE USER GUIDE - PLACING ORDERS ON HOLD

Placing Orders on Hold

1. To put an order on hold, first add the items you wish to order to your cart.
2. Click the 'Your Cart' link at the top of the page.



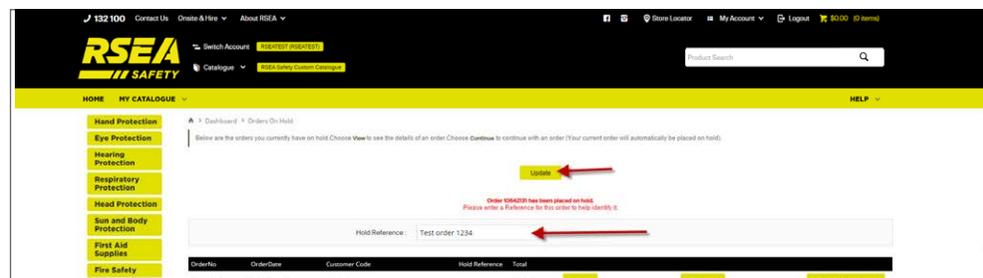
3. You will see the current list of items in your cart. Click the orange 'Hold Order' button.



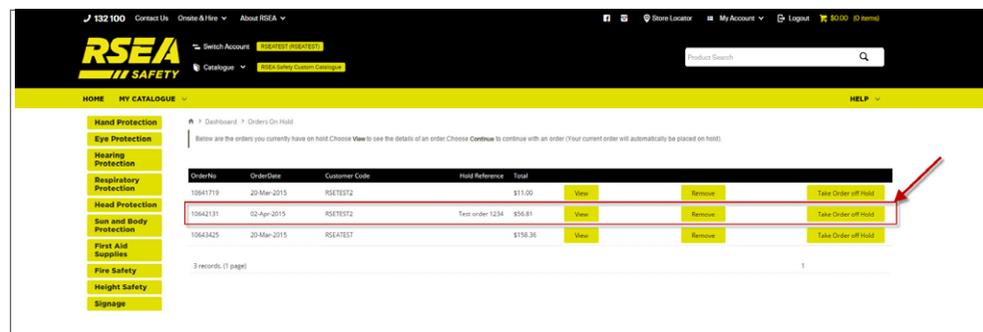
RSEA ONLINE USER GUIDE - PLACING ORDERS ON HOLD

Placing Orders on Hold

4. Enter your hold reference and click on the 'Update' button.



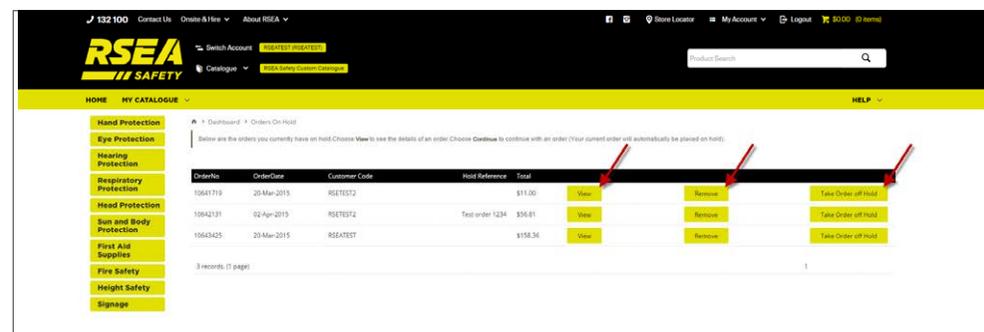
5. Your order will be placed on hold and your 'orders on hold' list will be updated.



RSEA ONLINE USER GUIDE - PLACING ORDERS ON HOLD

Taking an Order Off Hold

1. To access the order on hold use the 'Orders on Hold' link on My Dashboard. You will have options to view, remove, or take order off hold.



Viewing the Order

The 'View' button is used to review order details such as the items already on the order, the date that the order was placed on hold, and the current order cost.

Removing the Order

Clicking 'Remove' will delete the order from your current list of Orders On Hold. The order will no longer be accessible.

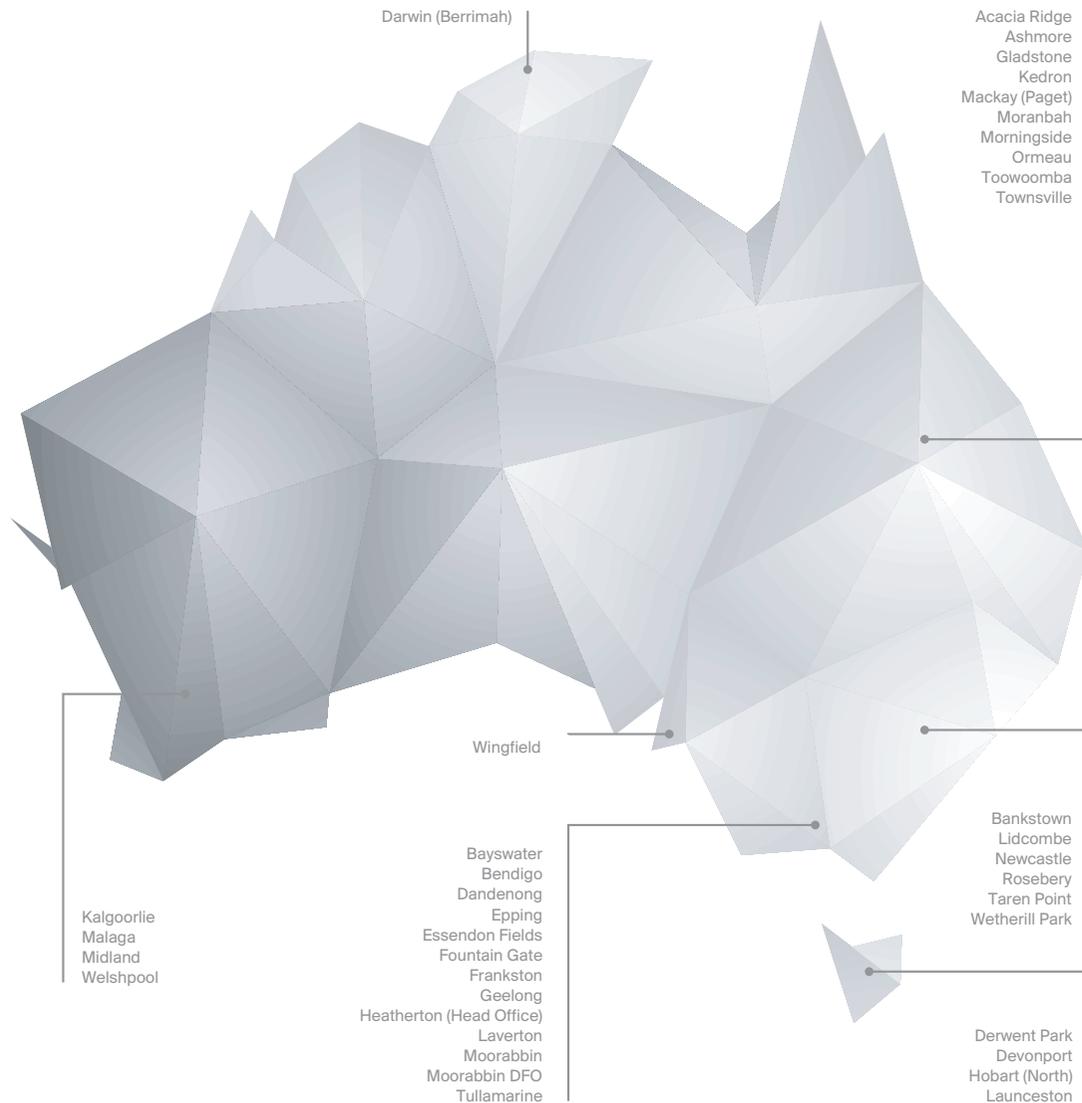
Taking Order off Hold

If you wish to proceed with the order, click the 'Take Order off Hold' button. The items will be restored to your cart and you are able to continue shopping or proceed straight to checkout.

RSEA ONLINE CONTACT POINTS

Situation	Department/Person	Contact Details
Product Additions to Custom Catalogue	Your RSEA Safety Specialist	Your Safety Specialist
Account Pricing	Your RSEA Safety Specialist	Your Safety Specialist
Additions to Account Users	Your Business' Account Administrator	See Internal Company Procedure
Technical Issues with Web Site	The RSEA Online Support Team	online@rsea.com.au
Issues with Order	The RSEA Online Support Team	online@rsea.com.au
Account Setup	RSEA Credit Applications	creditapps@rsea.com.au
Queries/Payment of Account	RSEA Accounts Receivable Department	receivable@rsea.com.au

RSEA STORE LOCATIONS



VIC STORES

Bayswater
220 Canterbury Road,
Bayswater VIC 3153

Bendigo
Unit 1, 71 - 73 Midland Highway,
Epsom VIC 3551

Dandenong
40-46 Cheltenham Road,
Dandenong VIC 3175

Epping
Unit 2, 326 Cooper Street,
Epping VIC 3076

Essendon Fields
91 Bulla Road,
Essendon Fields VIC 3041

Fountain Gate
10/12 Victor Crescent,
Narre Warren VIC 3805

Frankston
Shop 17, (Frankston Power Centre)
111 Cranbourne Road
(Access via Gertrude St),
Frankston VIC 3199

Geelong
25-29 Settlement Road,
Belmont VIC 3216

Laverton
41 Raymond Road (Cnr Boundary
Road),
Laverton VIC 3028

Moorabbin
430 Warrigal Road,
Heatherton VIC 3202

Tullamarine
Unit 6, 101-105 Keilor Park Drive,
Tullamarine VIC 3043

SA STORE

Wingfield
515 - 517 Grand Junction Rd,
Wingfield SA 5013

QLD STORES

Acacia Ridge
1102 Beaudesert Road,
Acacia Ridge QLD 4110

Ashmore, Gold Coast
Unit 5/6, 359 Southport Nerang
Road,
Ashmore QLD 4214

Gladstone
101 Hanson Road,
Gladstone QLD 4680

Kedron
549 Gympie Road,
Kedron QLD 4031

Mackay
Unit 5, 203 Maggiolo Drive,
Paget QLD 4740

Moranbah
Shop 1/2, 57-59 Mills Avenue,
Moranbah QLD 4744

Morningside
Cnr Lytton Road & Beverley
Street, Morningside QLD 4170

Ormeau
45 Lahrs Road,
Ormeau QLD 4208

Toowoomba
20 Carrington Road,
Toowoomba QLD 4350

Townsville
Shop 4, 112 - 118 Duckworth
Street, Garbutt QLD 4814

WA STORES

Kalgoorlie
173 Boulder Road,
Kalgoorlie WA 6430

Malaga
1960 Beach Road (Cnr Harland
Ave), Malaga WA 6090

Midland
195 Great Eastern Hwy
Midland WA 6056

Welshpool
50 Pilbara Street (Cnr Orrong
Road), Welshpool WA 6106

NSW STORES

Bankstown
Shop 2, 173 Canterbury Road
Bankstown NSW 2200

Lidcombe
Unit 2, 56-60 Parramatta Road,
Lidcombe NSW 2141

Newcastle
41 Griffiths Road,
Lambton NSW 2299

Rosebery
595 Botany Road,
Rosebery NSW 2018

Taren Point
146 Taren Point Road,
Taren Point NSW 2229

Wetherill Park
Unit 4, 472 Victoria Street,
Wetherill Park NSW 2164

TAS STORES

Derwent Park
3/10 Derwent Park Road,
Glenorchy TAS 7010

Devonport
47-49 Don Road,
Devonport TAS 7310

Hobart (North)
28 Warwick Street,
North Hobart TAS 7000

Launceston
147 Invermay Road, Launceston
TAS 7250

NT STORE

Darwin
Unit 2, 639 Stuart Highway,
(Berrimah Business Park)
Berrimah NT 0828