

L U C K • E

Clothing that **cares**

Empower Your Workflow with LUCKE

Access your company's portal to streamline operations, collaborate seamlessly, and drive productivity. Log in now to unlock your personalized dashboard.



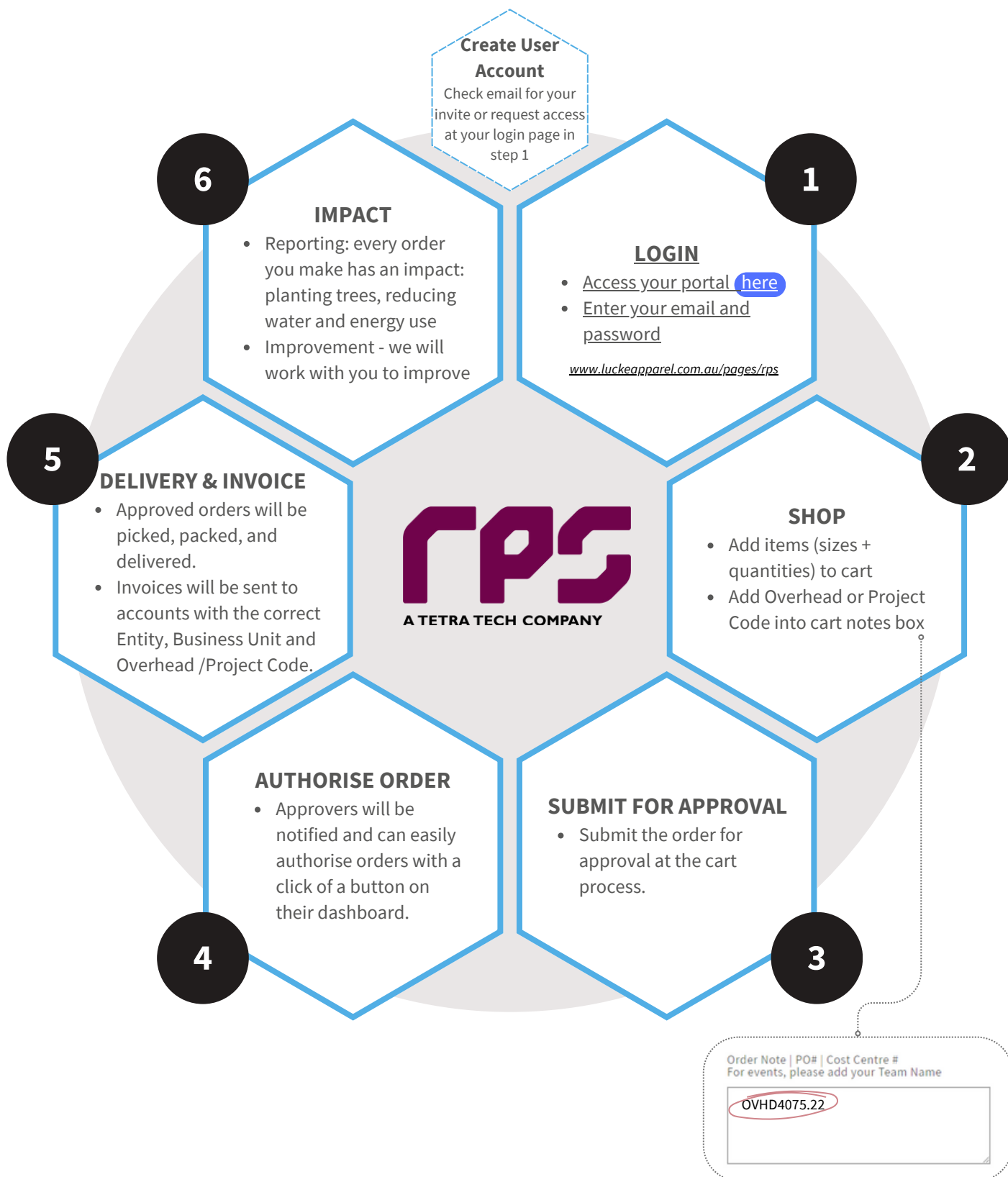
Login

[Forgot your password?](#)

Sign in

RPS Ordering flow chart - Overview

A high level summary of the shopping experience is provided below.



Managers/Approvers - Important Notice Before You Get Started:

We've been working closely with RPS to ensure everything runs smoothly. During our initial tests, we noticed that some emails were being filtered out by RPS's strict email security settings.

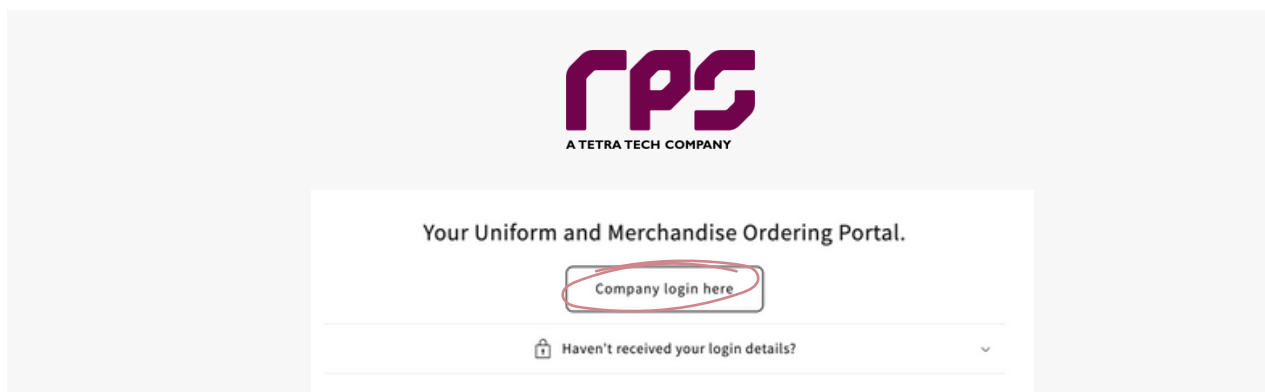
To make sure you receive all the necessary notification emails and stay up-to-date, please take a moment to follow the steps below:

1. Approval emails are sent from noreply@buddyapp.in. Due to Outlook's spam filtering, these emails may be quarantined.
2. If you don't see an approval email in your inbox, please log in to [Microsoft Quarantine](#) using your Tetra Tech credentials to release the email.
3. Once the email is in your inbox, right-click it, select Junk > Never Block Sender. This will ensure future emails from noreply@buddyapp.in are delivered directly to your inbox.

We want to make sure your experience is as seamless as possible, so following these steps will help ensure everything works perfectly from the start.

Create account (if applicable)

If you haven't received an account invite yet (check your email and spam folder just in case), **visit your company's unique ordering page** provided by your organisation or LUCKE and click on "Create Account".



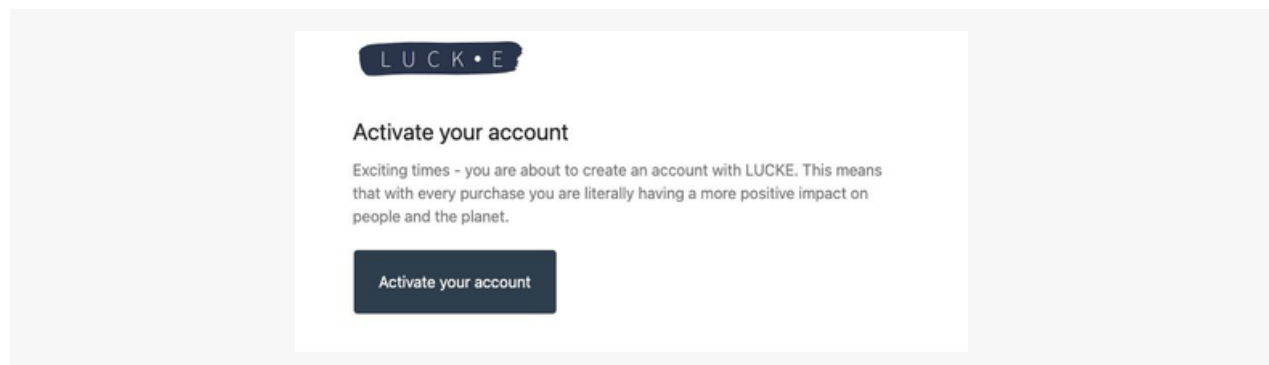
Haven't received your login details?

Click on the link and fill in your details to request access. We will be in touch shortly.

A screenshot showing the "Request Login Access" form. On the left, the same "Your Uniform and Merchandise Ordering Portal." header is visible, with the "Haven't received your login details?" link highlighted by a red circle. On the right, the "Request Login Access" form is displayed, with the instruction "Complete the form to request access to your company's portal." The form includes input fields for "First name", "Last name", "Email", "What is your business unit / department?", and "Managers Name (if orders require approval)". There is also a "Notes" text area and a "Submit" button at the bottom.

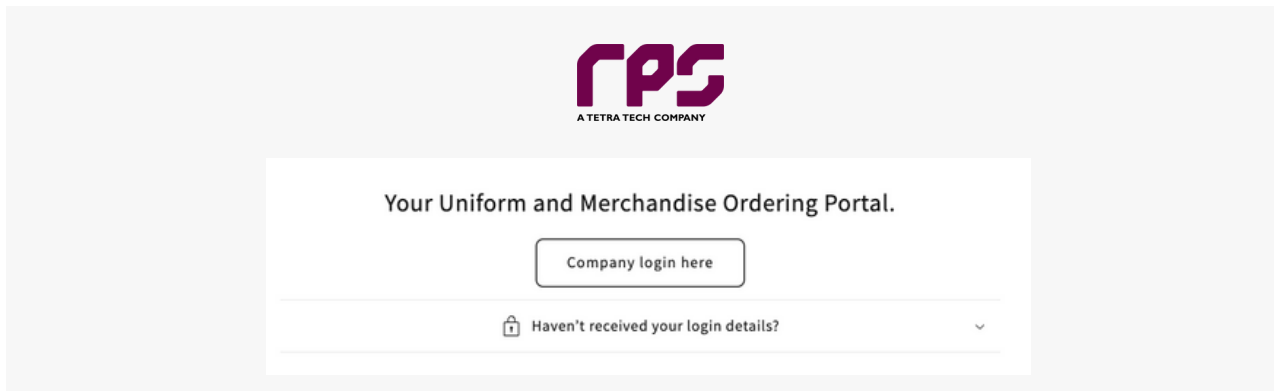
Activate your account

Please **check your email** to activate your account. If you don't see it in your inbox, please check your junk folder or try the process again. Double-check the spelling to ensure accuracy. If you still experience issues, please don't hesitate to get in touch with us, and we'll be happy to assist you in setting up your account.



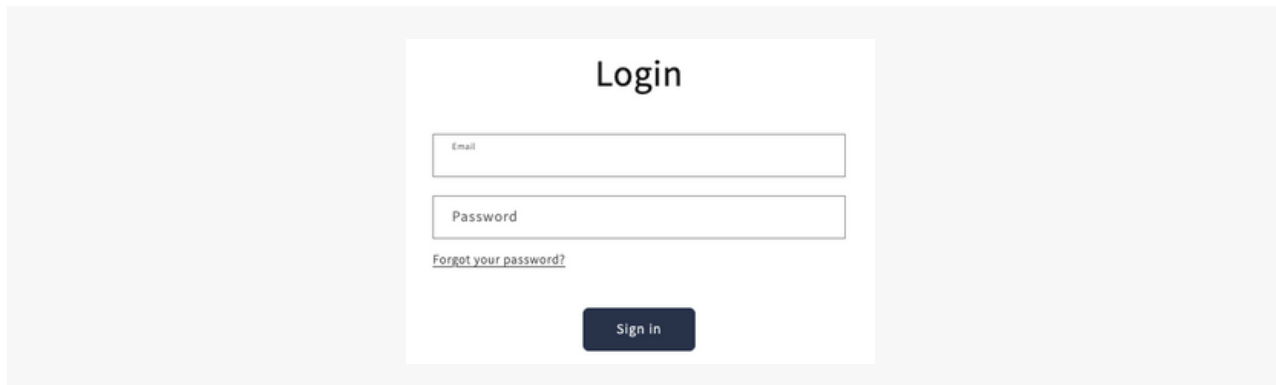
Log in

Head to your company's **unique ordering page** and click login.



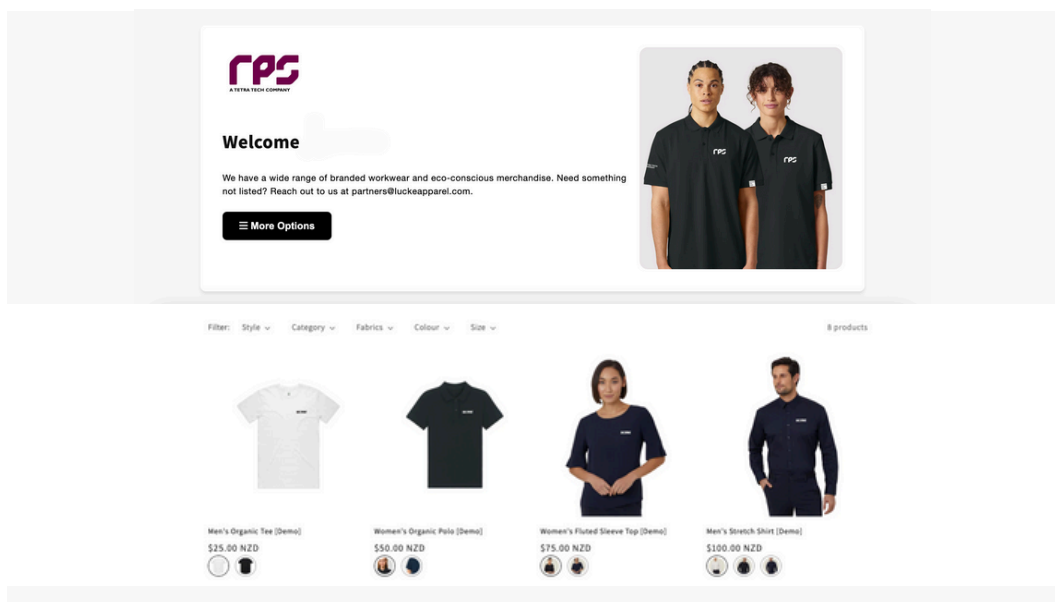
Log in at the new window

Log in as you currently do with current **Username** and **Password**. Below message will show:



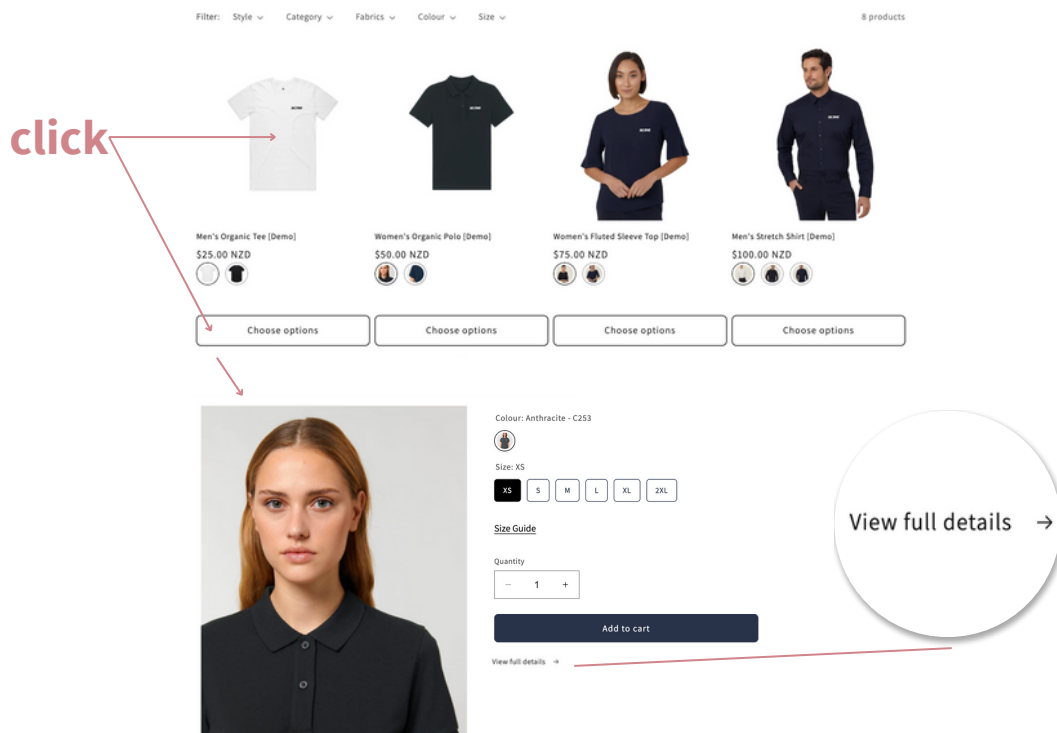
Begin browsing

You will automatically be taken to the Welcome Page. Here you can browse your companies workwear collection options



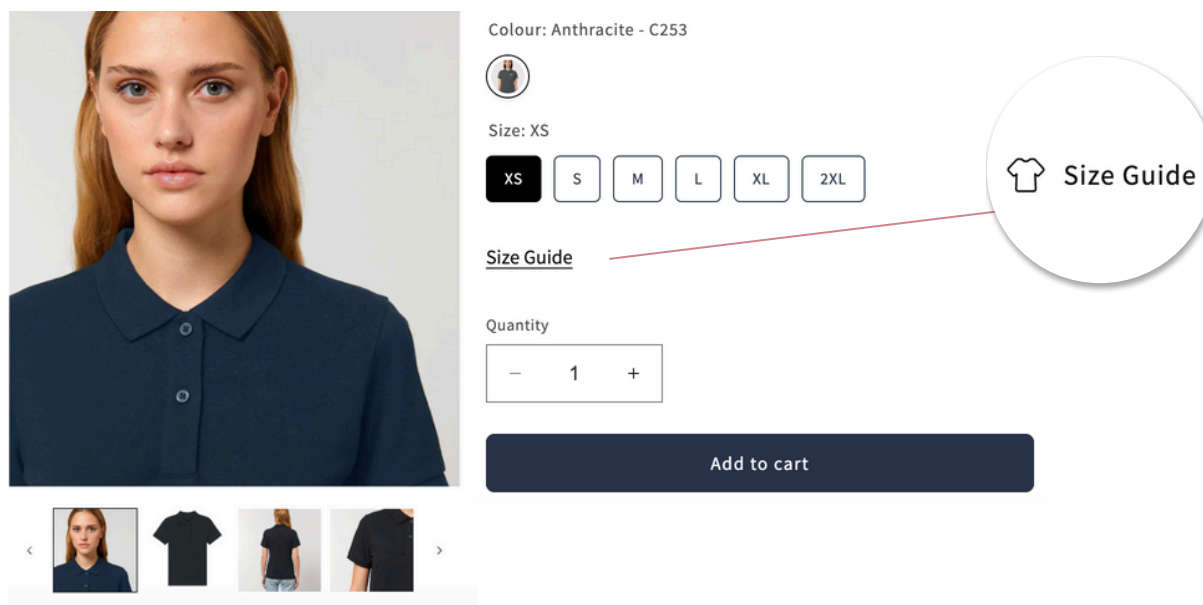
Select a style

Once you have located the garments you wish to order, **click on the garment image** or click on **Choose Options**, then **“View Full Details”** to see product level details.



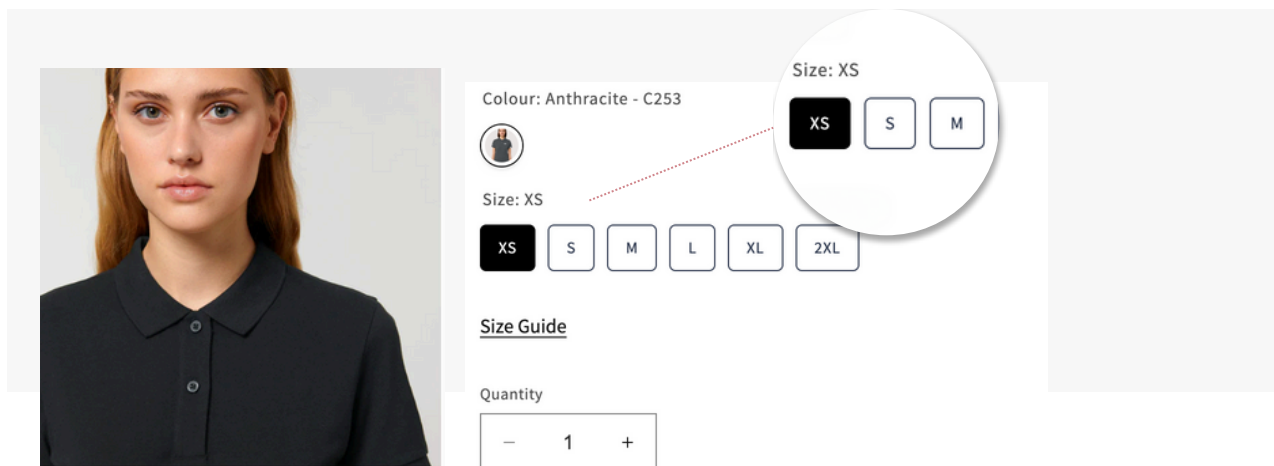
View product details

See all product information here including **SIZE GUIDE**



Select Quantity, Colour and Size

Click on the variables to make any necessary adjustments.

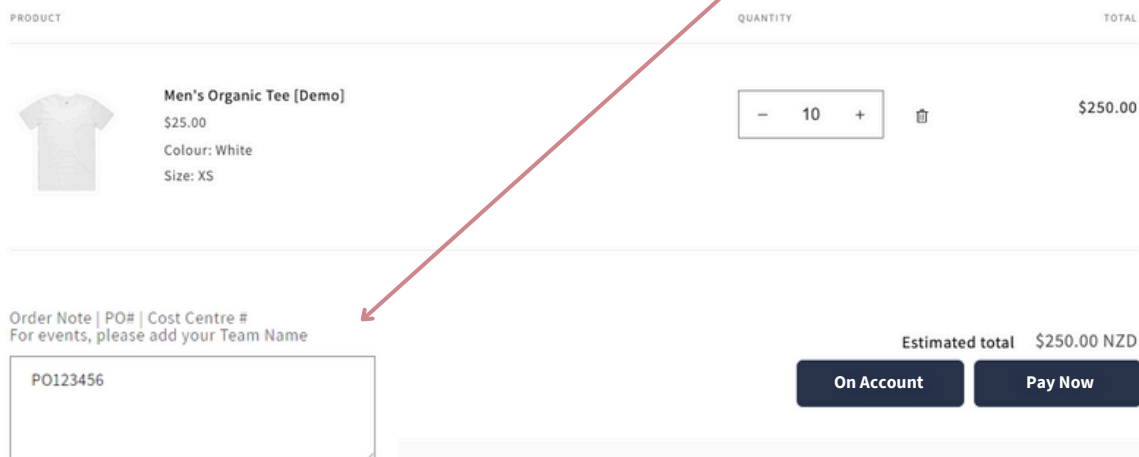


Add to cart

Once you have completed your selection then Click on **ADD TO CART** button. This will take you back to the CART screen. If you wish to order other styles, follow the above. Then, add your **PURCHASE ORDER NUMBER / COST CENTRE NUMBER** into the Order Note (This is mandatory).

Your cart

[Continue shopping](#)




Kindly remember: When placing orders for multiple offices with different addresses, please create a separate order for each.

Click On Account

Review your order and make any changes as required. Once you have finished ordering, click on **“ON ACCOUNT”**. The checkout button is reserved for CC payments only and not typically used.

Your cart

[Continue shopping](#)

PRODUCT	QUANTITY	TOTAL
 Men's Organic Tee [Demo] \$25.00 Colour: White Size: XS	- 10 + 🗑️	\$250.00

Order Note | PO# | Cost Centre #
For events, please add your Team Name

Estimated total \$250.00 NZD

[On Account](#) [Pay Now](#)

Select shipping details

Please click the dropdown menu to select your office address or the desired shipping location for your items.

LUCKE
Clothing that Cares

Your Order Details

Select your office (shipping address)

Your Office Address List

Example

Name

Partners@luckeapparel.com.

123 Fake Street

Adelaide

Australia

South Australia

5000

Phone

[Return to cart](#) [Continue to shipping](#)

Continue to shipping

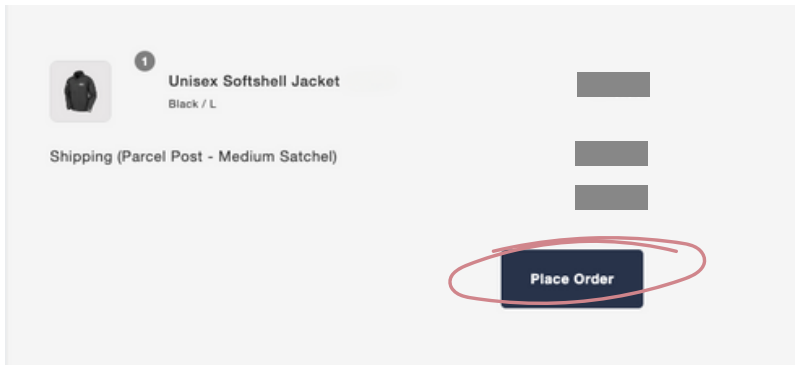
Click on “Continue to Shipping” to proceed. This will provide an estimate of your shipping costs before you place the order.

[Return to cart](#) [Continue to shipping](#)



Place Order

Click “Place Order” to confirm and finalise your purchase. Your order will Process and the information below will populate. You will also receive an email confirmation in your inbox.



Continue Shopping

Click “Continue Shopping” to return to your account dashboard, then select “Browse your collection” to add more items to your cart.

Account

[Log out](#)

[Browse your collection](#)

Order history

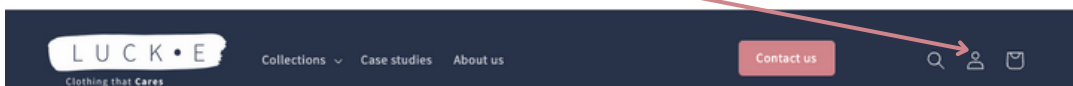
ORDER	DATE	PAYMENT STATUS	FULFILLMENT STATUS	TOTAL
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Account details

Demo Demo
11/11/2023

Or Finish and log off

If you’re done, click the **ACCOUNT ICON** in the header and select **LOG OUT**.



Account

[Log out](#)

[Log out](#)

Order history

ORDER	DATE	PAYMENT STATUS	FULFILLMENT STATUS	TOTAL
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Account details

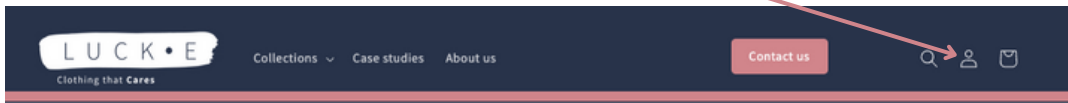
Demo Demo
11/11/2023

Approval Process Explained

If your order requires manager approval, it will automatically be sent to the approver assigned in your account dashboard. They will receive a notification to review your order and either approve or reject it. You will be informed of their decision in either case.

Managers - How to Review an Order Requiring Approval

You will receive an email notification when there are orders awaiting your approval. Click the link in the email or visit our site and click the “Account” icon in the header to log in.



Once logged in, in your dashboard you will see an “Orders Requiring Approval” section, along with a list of orders that need your attention.

Account

 [Log out](#)

Orders Requiring Approval

ORDER	DATE	PAYMENT STATUS	FULFILMENT STATUS	TOTAL	MANAGE
#3870	July 22, 2024	PENDING	UNFULFILLED	71.06	Approve Reject
#3869	July 21, 2024	PAID	UNFULFILLED	99.88	Approved
#3867	July 21, 2024	PENDING	UNFULFILLED	71.06	Approve Reject

[Browse your collection](#)

Account details

Name:
Company Name:

*If you don't see this list, please ensure your Access Level is set to “Manager” in your dashboard. If you encounter any issues, please contact us.

View order details

Click on the order number to view all the order details on the left-hand side. A popup will appear.

Account

 [Log out](#)

Orders Requiring Approval

ORDER	DATE	PAYMENT STATUS	FULFILMENT STATUS	TOTAL	MANAGE
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#3867	July 21, 2024	PENDING	UNFULFILLED	71.06	Approve Reject

[Browse your collection](#)

Account details

Name:
Company Name:

Business Unit:
Email:
Access Level: Manager
[View addresses \(1\)](#)

Approve or Reject

After reviewing the order, click “**Approve**” or “**Reject**” to finalise your decision. Please note that this action is irreversible, and a new order will need to be created if any changes are necessary. That’s it!

Thank you
for shopping with
LUCKE - every order
makes a difference!



W www.luckeapparel.com.au **E** partners@luckeapparel.com.au