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LUCKE Android App User Guide

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LUCKE Android App

Product Information

Specifications:

• Brand: LUCKE Apparel

• Model: Workwear and Merchandise Portal

· Version: V1

Product Usage Instructions

Login and Account Creation:

To access the ordering portal, login with your credentials or create a new account if needed. Follow the instructions provided in the email invite or request access on the login page.

Activating Your Account:

If you haven't received your login details, click on the provided link to request access. Activate your account by following the instructions sent to your email.

Browsing Products:

Once logged in, browse the workwear collection by selecting styles and viewing product details.

Selecting Items:

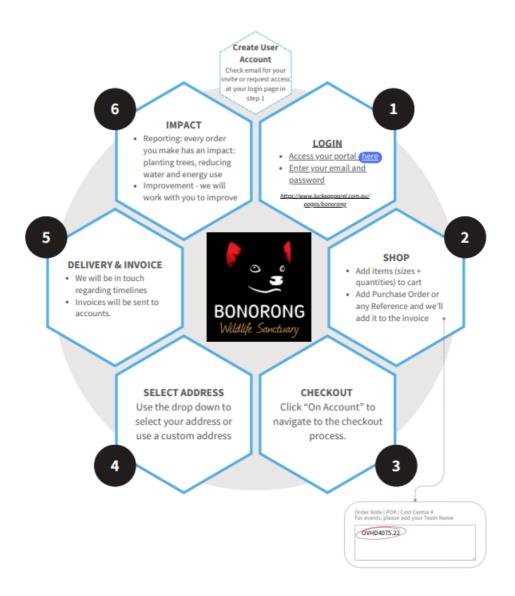
Choose the desired quantity, color, and size for each item. Add selected items to the cart and include necessary details like Purchase Order Number.

Review and Checkout:

Review your order, make any changes if needed, and proceed to checkout. Ensure all required information is provided before finalizing the order.

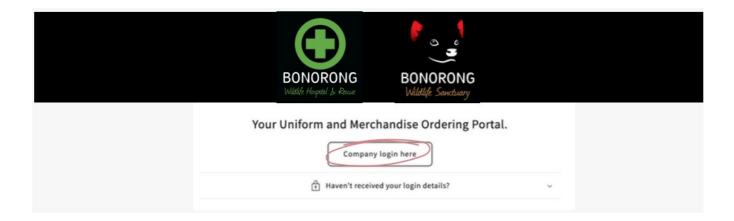
Bonorong Ordering flow chart – Overview

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



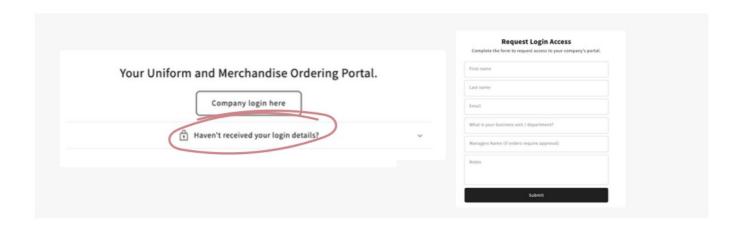
Create an account (if applicable)

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".



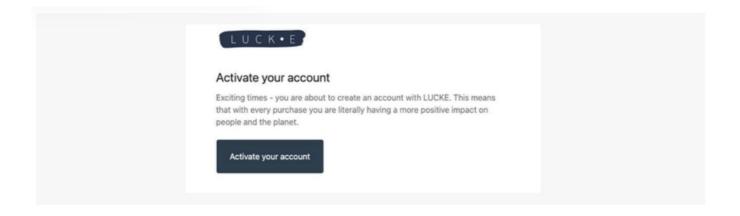
Haven't received your login details?

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



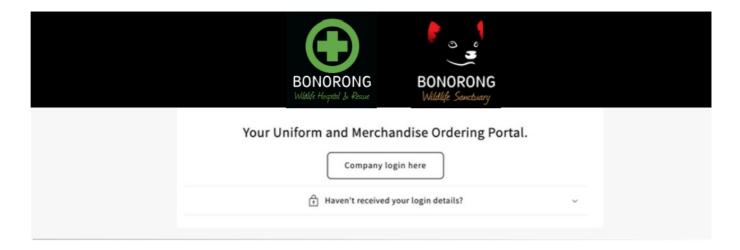
Activate your account

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.



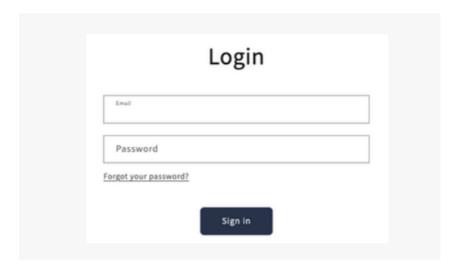
Log in

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



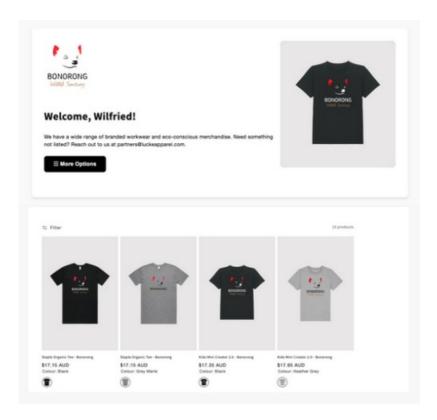
Log in at the new window

Log in as you currently do with your current Username and Password. The below message will show:



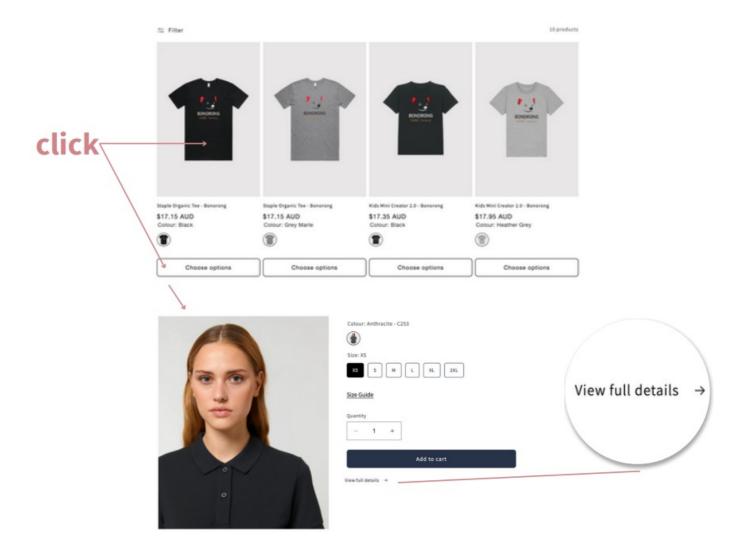
Begin browsing

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



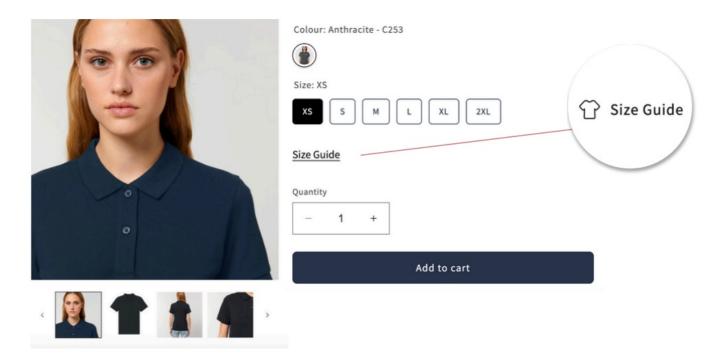
Select a style

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.



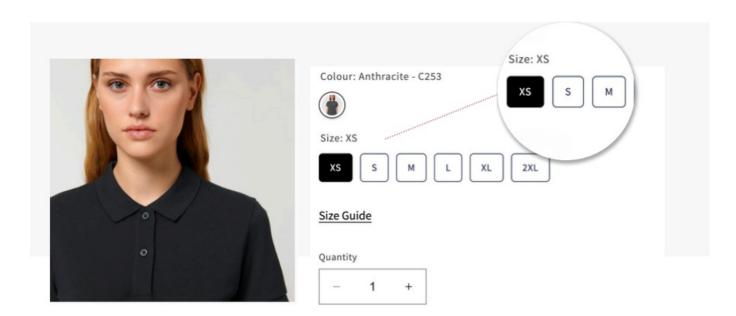
View product details

See all product information here including SIZE GUIDE



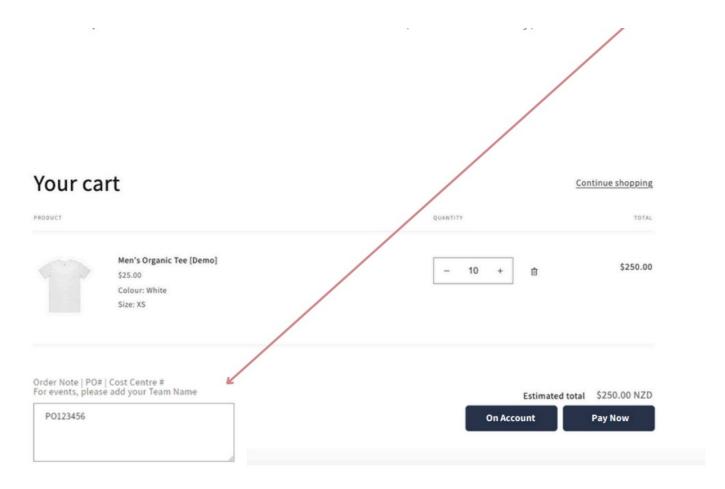
Select Quantity, Colour and Size

Click on the variables to make any necessary adjustments.



Add to cart

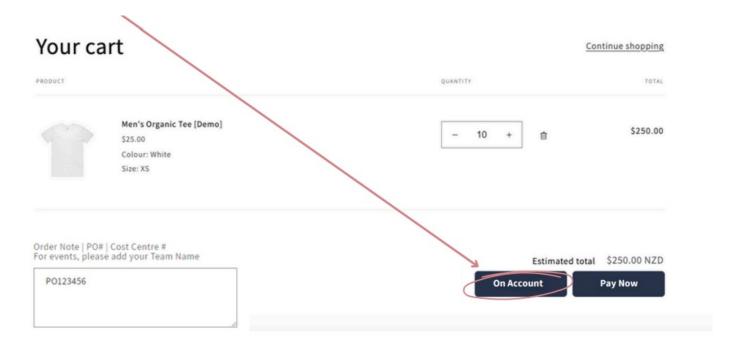
Once you have completed your selection then Click on ADD TO CART button. This will take you back to the CART screen. If you wish to order other styles, follow the above. Then, add your PURCHASE ORDER NUMBER / COST CENTRE NUMBER into the Order Note (This is mandatory).



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

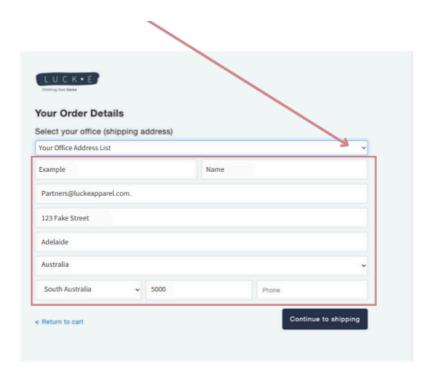
Click On Account

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.



Select shipping details

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



Continue to shipping

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



Place Order

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



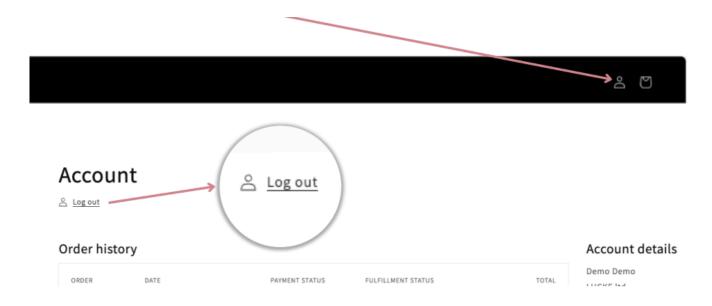
Continue Shopping

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



Or Finish and log off

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



FAQ

- · How can I track my order?
 - Tracking information will be provided once your order is processed. You can also contact customer support for assistance.
- Can I cancel or modify my order after submission?
 - Once an order is submitted, changes may not be possible. Please contact customer service for any urgent modifications.

W <u>www.luckeapparel.com.au</u> E <u>partners@luckeapparel.com.au</u>

LUCKE's Online Ordering Guide

Documents / Resources



LUCKE Android App [pdf] User Guide DAGeA_bogpo, BADi_fcB2_4, Android App, Android, App

References

- The Ethical and Sustainable Choice for Workwear LUCK•E
- The Ethical and Sustainable Choice for Workwear LUCK•E
- User Manual

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