InnerWorkings

VALO eCommerce User Guide

Musgrave

we make marketing happen.

Table of Contents

Introduction to VALO Commerce

The VALO Commerce solution from InnerWorkings is a global platform for selling virtually anything online via a familiar, highly customizable eCommerce storefront experience. Products may include promotional items, apparel, standard print items, and custom print jobs using templates with variables.

VALO Commerce offers self-service procurement of predefined products that are made available in a catalog interface with pre-negotiated prices.

Using VALO Commerce

When working with VALO Commerce, you can:

- Access your Commerce site

- Browse the catalog

- Add items to your shopping cart

- Place an order

- Add items to your Favorites list

- View and copy previous orders

- Manage shipping addresses

- Contact Support

Access Your Commerce Site

To access your VALO Commerce site, navigate to musgrave.inwk.com.
Provide your username (your email address) and password to log in.
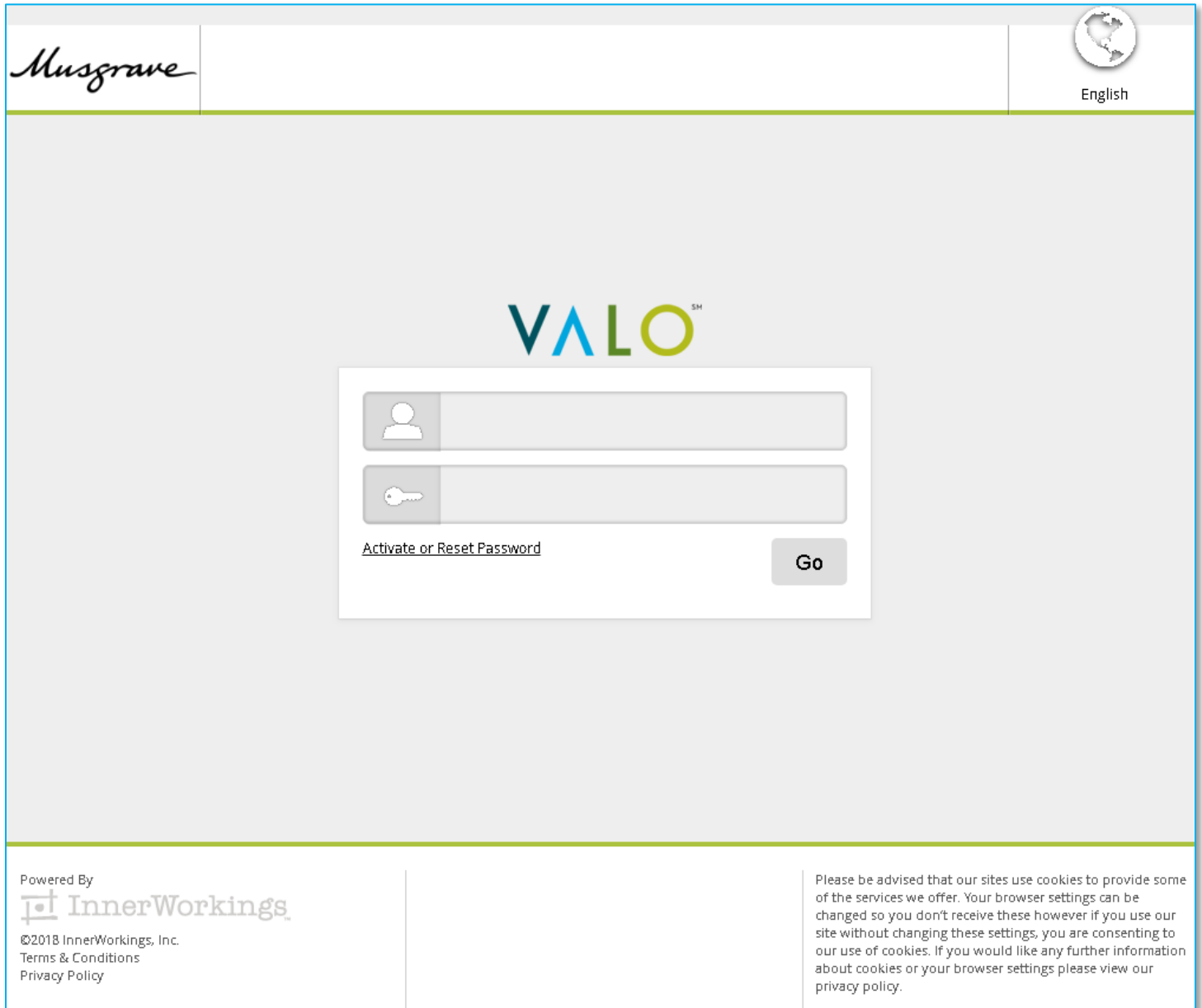
If this is your first time accessing VALO, you will need to set your starting password by clicking *Activate or Reset Password*.

Enter your email address in the username field and click "go". You will receive an email with a link to set up your password and complete the login process. Passwords should be a minimum of 8 characters long, and must include at least 1 uppercase letter, number, and special character (e.g. # $! % & etc.)

After setting your starting password, you'll be able to log in with your email address as the username and your selected password. Please note that accounts are set up with work email addresses before first login. If you're unable to set a starting password, you'll need to contact support via email at support.musgrave@inwk.com to get your account added to the system.

Browse the Catalog

To find an item, you can browse through the categories on the left side of the screen. Click on the arrow next to the category to expand it and see available subcategories. Click on one of the subcategories to bring up the list of items.

The list of items that appear through either method will display in the "catalog view" format, which shows items in a grid. Item information in this view includes the item sku in the upper left, an image in the center, and the item name and price in the lower-left corner. If an item is not in stock, an "Out of Stock" Notice will appear in the upper right.

If the item is available to order, a quantity box and "add to cart" button will appear in the upper right. A star appears in the lower right corner of the item in grid view. Click on the star to add the item to your "Favorites" category.
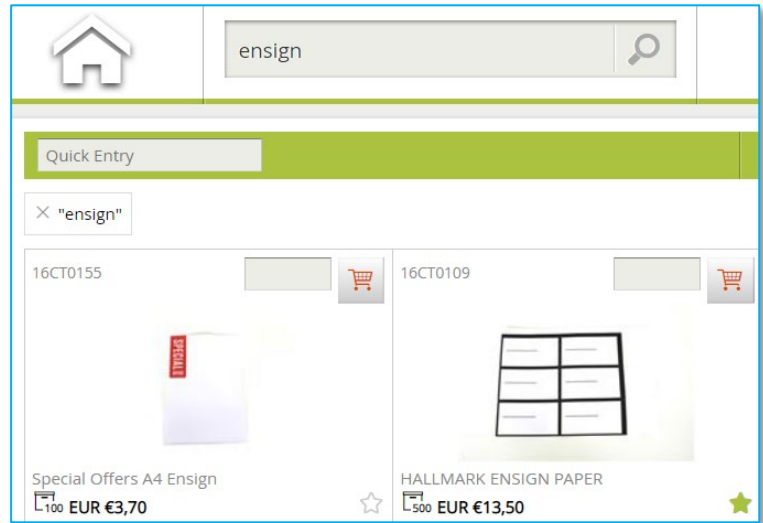
The search bar will show results based on item names and descriptions. Click the "X" next to the listed search term to clear the search results.

The layout of the product list can be adjusted using the options found in the upper right side of the page.

They include "Sort By" options, list / grid view, and number of items per page (defaulted to 12).

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If the number of items in a category exceeds the number shown per page, page number options will appear at the bottom of the list

PREVIOUS   1   2   NEXT

Here is how items are presented in the list view, with more space provided to display the item name and the smaller item image shown to the left.
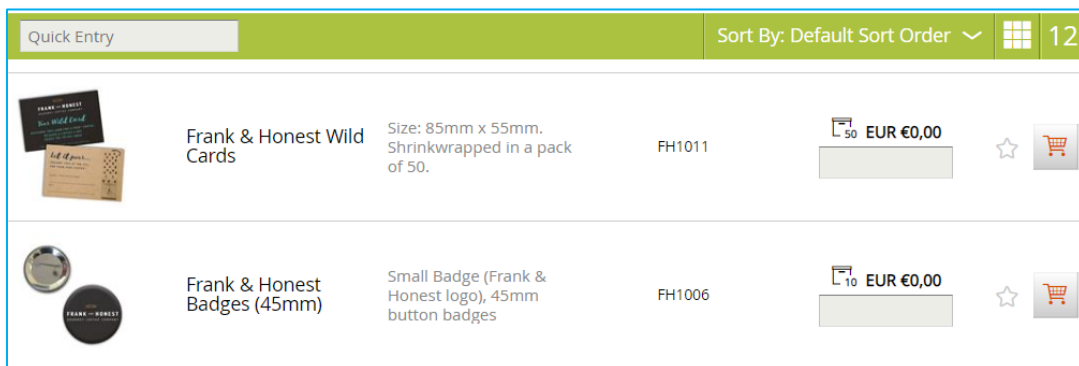
Adding Items to Your Shopping Cart

After finding the items you wish to purchase, you'll have a few options for adding them to your shopping cart, prior to starting a checkout.

If the item is in stock, you may enter a quantity into the quantity box that appears in the upper right corner and click the shopping cart icon next to it to add it to your shopping cart.

17SV0226 1

SUPERVALU TIDY TOWNS HI VIS VESTS
15 EUR €60,00

If you know the item sku, you can enter the sku into the "quick entry" field from any category page, which appears at the top of the catalog. If the sku is in stock, you'll be able to enter a quantity in the quantity field and click the shopping cart icon to add it to your shopping cart.

17SV0226 2
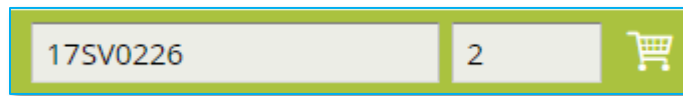
To see more information about an item, click on its image to go to the item detail screen. The item can be added to the shopping cart using the add to cart options in the lower right side of the screen.


SUPERVALU TIDY TOWNS HI VIS VESTS

Product Information

Product Name	SUPERVALU TIDY TOWNS HI VIS VESTS
Product ID	17SV0226
Price	EUR €60,00
Package Quantity	Pack of 15
Items in stock	13
Min Quantity	1

Overview

Yellow Hi Vis Vests. One Size Large

Add to Trolley

Items to Add	Price	Total Price	
	EUR €60,00		

Remove from favorites

Place an Order

When all necessary items are in your shopping cart, hover over the Cart icon in the upper right-hand corner of the screen and select *Checkout*.
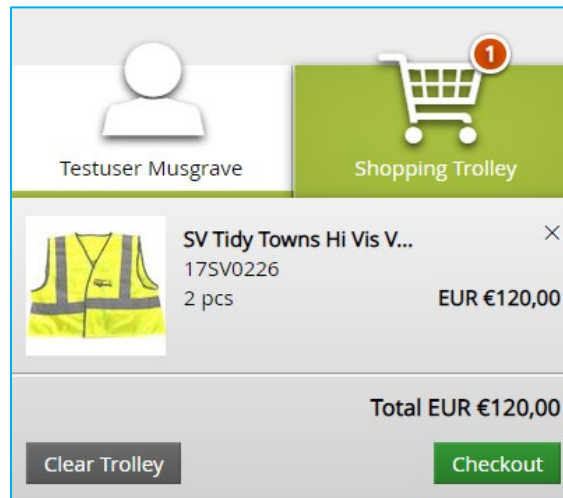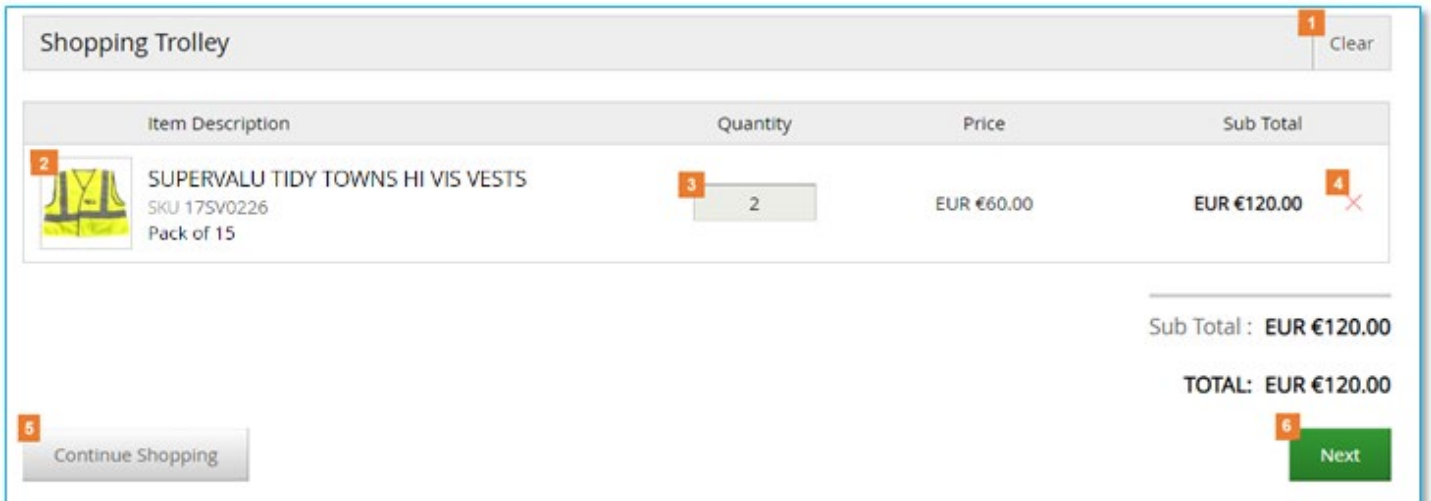

When the Checkout page opens, you will be prompted through four steps:
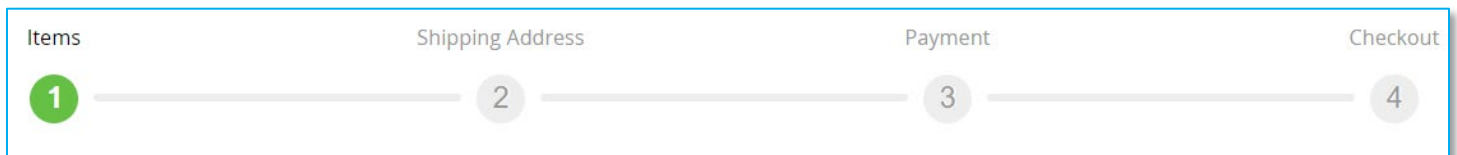
Review Your Items

On the Items page, you can:

1. Remove all the items from your shopping cart by clicking *Clear*.

2. View the item's detail screen by clicking the item image.

3. Modify item quantities in the Quantity field.

4. Remove individual items by clicking the X button ⊠ for the line item.

5. Continue adding items to your cart before checking out by clicking the *Continue Shopping* button.

6. Continue with the purchasing process by clicking the *Next* button.

Review or Enter a Shipping Address

On the Shipping Address page, you can enter the location where the items will be shipped. If you have a default shipping address saved in your user profile, the default address is displayed.

Country*

| Ireland | ▼ |

First Name*

Testuser

Last Name*

Musgrave

Company*

SuperValu

Address 1*

Gorey, Co. Wexford

Address 2

City*

Wexford

County

Postcode

Phone*

053 9421506

Shipping Comments (optional)

To select from a list of addresses saved in your user profile, click the *Open Address Book* link.

Shipping Address

Open Address Book   Clear

To narrow the list of displayed addresses, enter the criteria in the Search By area, and then click *Search*.

Select the correct shipping address, and then click *OK* to add the location to your order.

In the Open Address Book section, there are several buttons:

	Cancel: Closes the Address Book.
	Refresh: Refreshes the addresses displayed in the Address Book.

⊞	**Grid:** Displays the addresses in a grid format.
☰	**List:** Displays the addresses in a list format.
✓	**Ok:** Selects the highlighted address.
6	**Results Displayed:** Selects the number of results displayed on the page (6, 12, or 24).

Click *Next* to proceed to the Payment Method page.

Enter Payment Information

For this screen, you will not need to enter any information as billing is handled at the Corporate Level.

Items   Shipping Address   Payment   Checkout

✓ ——— ✓ ——— ③ ——— ④

Payment method label

Bill to My Account

Sales VAT: **EUR €41.40**
Sub Total : **EUR €221.40**

TOTAL: **EUR €221.40**

Continue Shopping   Back   Next

Click *Next* to continue.

Finalize Your Order

On the Checkout page, you have the opportunity to review and change all of your order information before clicking *Checkout*.


Delivery Address	Payment Information
SuperValu TEST SuperValu-TEST St. Wolstan's SC Dublin Road Celbridge, Co. Kildare. Ireland 01 6270001 ⌃ Change	**Bill to My Account** Change

Item Description	Quantity	Price	Sales VAT	Sub Total
SUPERVALU TIDY TOWNS HI VIS VESTS SKU 17SV0226 Pack of 15	1	EUR €60.00	23.00%	EUR €73.80

Change

Sales VAT: **EUR €13.80**
Sub Total : **EUR €73.80**

TOTAL: **EUR €73.80**

Continue Shopping   Back   Checkout

You will receive an email notification after clicking on checkout, as well as an onscreen order confirmation.
The email subject line will read, "InnerWorkings Musgrave Stock Order Confirmation".

An additional email will be sent when your order has been shipped.

View and Copy Previous Orders

To access a list of your previous orders, hover over your User icon, and then select *Order History*.
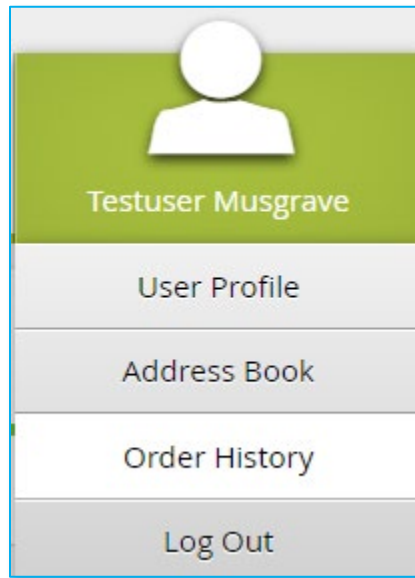
On the Order History page, you can filter by order date or status, or search for a particular keyword.


Shop	🛒

Date Range
31/12/2000
30/01/2019

Order Status
☑ In Progress
☑ Partially Shipped
☑ Completed
☑ Invoiced
☑ Canceled

Order Number

Product name

Search

| Order History				6
ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1204741880	29/01/2019	EUR €73,80	In Progress	🔍 View Details
#PO1198443974	29/01/2019	EUR €49,20	In Progress	🔍 View Details
#PO1161674308	24/01/2019	EUR €334,56	In Progress	🔍 View Details
#PO1123492456	29/11/2018	EUR €23,50	In Progress	🔍 View Details
#PO1111650729	29/11/2018	EUR €301,15	In Progress	🔍 View Details
#PO1111206734	20/11/2018	EUR €132,10	In Progress	🔍 View Details

PREVIOUS 1 2 3 4 NEXT

Click the *View Details* link in the Order Details column to open the order's Confirmation information, which lists all of the items included in the order. At the bottom of the screen, you can click the *Shopping Cart* button to add all of the items to your cart, or you can click the *Print* button to print the screen.

13

Manage Shipping Addresses

To modify the list of shipping addresses available at checkout, hover over your User icon and select *Address Book*.
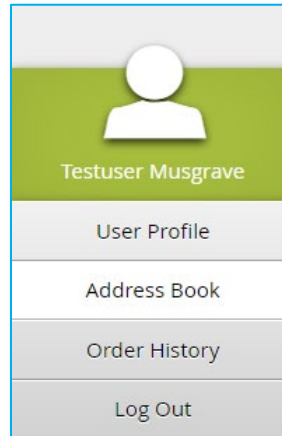
Your saved shipping addresses display, along with your default address in a larger, bolder font.
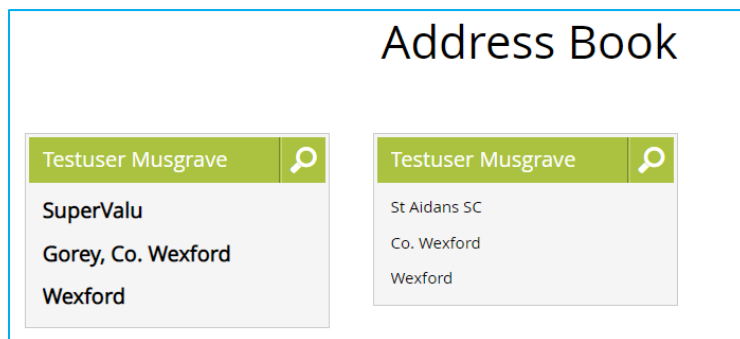
To add a new address, click the *Add* icon ![add icon]. To modify an existing address, click the *Gear* icon ![gear icon]. To delete an address that is not selected as the Default Shipping Address, click the *X* icon ![x icon].

Contact Support

To contact InnerWorkings Support with questions or requests regarding your site, please email support.logistics@inwk.com