



 InnerWorkings

VALO eCommerce User Guide

VALO Commerce



we make marketing happen.

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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

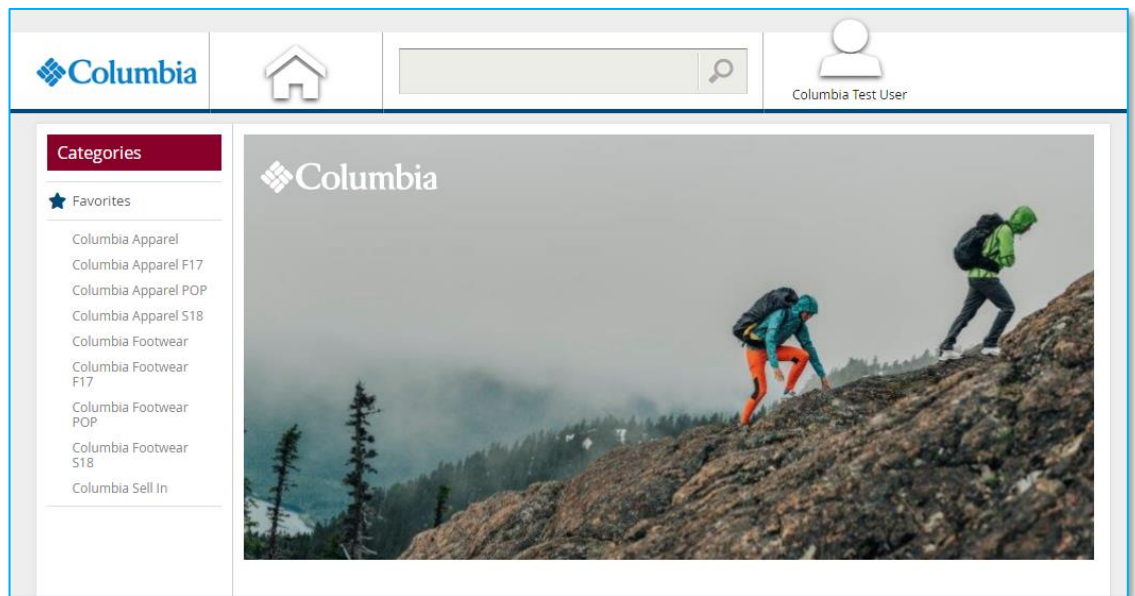
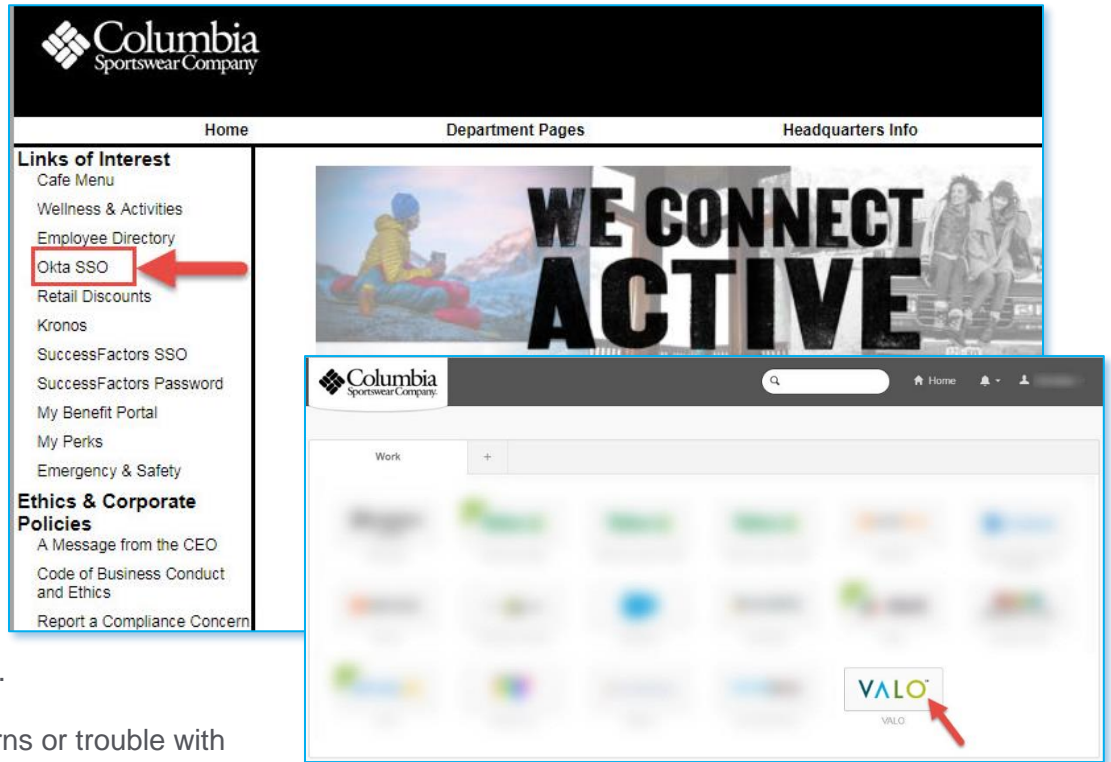
Access Your Commerce Site

To access your VALO Commerce site, log in to the Columbia Intranet and click on “Okta SSO” which is located under the “Links of Interest” header on the left-hand side.

On the following page, look for the “VALO” application and click on it to be logged into the VALO commerce site automatically.

If the Okta link is not visible with your login, please send an email to servicedesk@columbia.com.

If you have any other concerns or trouble with logging into VALO, please contact our support team at support.columbia@inwk.com.



Browse the Catalog

To find an item, you can browse through the categories on the left side of the screen, or you can enter a keyword in the search field at the top of the screen.

The screenshot displays the Columbia catalog interface. At the top, there is a navigation bar with the Columbia logo, a home icon, a search bar, and a user profile icon labeled "Columbia Test User". Below the navigation bar, the main content area is divided into a left sidebar and a main grid.

Categories (Left Sidebar):

- ★ Favorites
- Columbia Apparel
- Columbia Apparel F17
- Columbia Apparel POP
- Columbia Apparel S18
- Columbia Footwear
- Columbia Footwear F17
- Columbia Footwear POP
- Columbia Footwear S18
- Columbia Sell In

Main Grid (Product Listings):

The main grid displays 12 product listings, each with a product ID, an image, a title, and a price. The price for all items is USD \$0.00. Each listing also includes a shopping cart icon and a star icon.

Product ID	Image Description	Title	Price
CSC-A100018941	Columbia Logo	Branded - Columbia Logo	USD \$0.00
CSC-A100018945	Columbia Logo & TT Stamp	Branded - Columbia Logo & TT Stamp	USD \$0.00
CSC-A100027923	Outdoor scene with people	Casual Outdoor TK	USD \$0.00
CSC-A100018974	the adera collection	Collection - Adera	USD \$0.00
CSC-A100018970	COLUMBIA SPORTSWEAR PINK	Collection - I Wear Pink	USD \$0.00
CSC-A100027926	Outdoor scene with people	Epic Trail TK	USD \$0.00
CSC-A100018949	"GET OUTSIDE AND HAVE SOME FUN. NOW."	Gertism's	USD \$0.00
CSC-A100027745	Outdoor scene with people	Lifestyle Casual Outdoor Mens	USD \$0.00
CSC-A100027755	Outdoor scene with people	Lifestyle PNW Mens	USD \$0.00
CSC-A100018962	Columbia montrail	Logo - Columbia Montrail	USD \$0.00
CSC-A100018954	Columbia PFG	Logo - PFG	USD \$0.00
CSC-A100027954	Outdoor scene with people	Montrail TK	USD \$0.00

At the top right of the main grid, there is a "Sort By: Product Name A to Z" dropdown menu and a "12" icon indicating the number of items displayed.

Click on an item's image to access the Item Detail screen, which provides you with additional information and gives you the option to add the item to your shopping cart or favorites category.

Casual Outdoor TK	Product Information								
	Product Name	Casual Outdoor TK							
	Variation	Casual Outdoor TK 11x7							
	Product ID	CSC-A100027923-11x7							
	Min Quantity	1							
	Max Quantity	100							
	Size	11x7							
		... Multiple Size							
Overview	Add to Cart								
Casual Outdoor TK 11x7	<table border="1"> <thead> <tr> <th>Items to Add</th> <th>Price per Unit</th> <th>Total Price</th> <th></th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td>USD \$0.00</td> <td></td> <td></td> </tr> </tbody> </table>	Items to Add	Price per Unit	Total Price		<input type="text"/>	USD \$0.00		
Items to Add	Price per Unit	Total Price							
<input type="text"/>	USD \$0.00								
	Add To Favorites								

For some items, you'll need to go to the detail screen to select the item's size before adding to your cart. These items are noted by the sprocket icon appearing on the catalog page. The size dropdown appears under product information on the right.



Size	11x7
	11x7
	11x7CSCLogo
	11x14

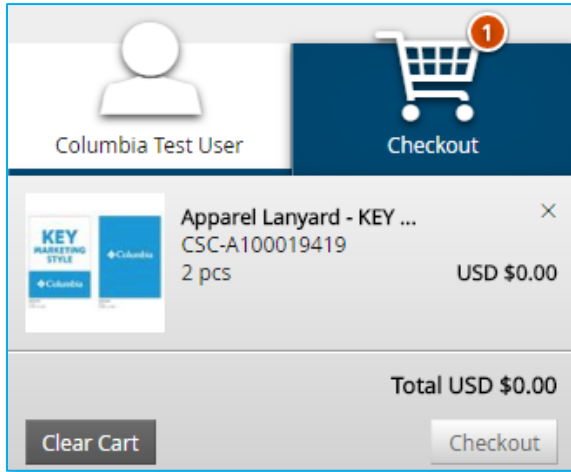
To place an order for multiple sizes of the same item, click the "Multiple Size" button and select the sizes and quantities all at once before clicking the add to cart icon.

... Multiple Size

Multiple Size				
<input type="checkbox"/>	Size	Price per Unit	Sub Total	Items to Add
<input checked="" type="checkbox"/>	11x7	USD \$0.00	USD \$0.00	<input type="text" value="3"/>
<input checked="" type="checkbox"/>	11x7CSCLogo	USD \$0.00	USD \$0.00	<input type="text" value="2"/>
<input type="checkbox"/>	11x14	USD \$0.00	USD \$0.00	<input type="text" value="1"/>

Cancel

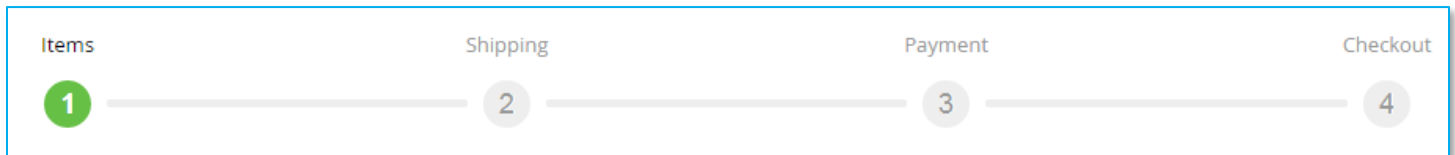
Place an Order



After placing at least one item in your shopping cart, a checkout icon will appear in the upper-right hand corner. To view the contents of your cart, hover over the checkout icon and a list of items it contains will appear below it, along with the selected quantities of each item.


When you're ready to begin a checkout, click the "Checkout" button.

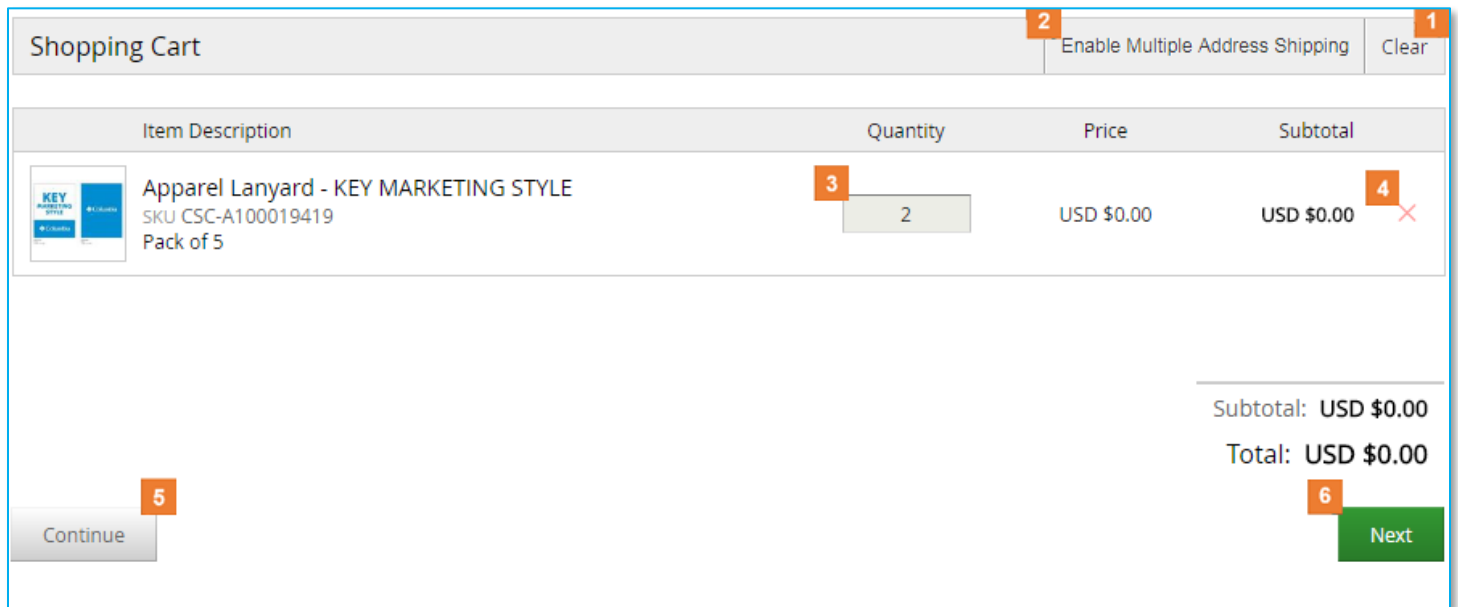
When the Checkout page opens, you will be prompted through four steps:




Review Your Items

On the Items page, you can:

1. Remove all the items from your shopping cart by clicking *Clear*.
2. Click *Enable Multiple Address Shipping* to switch to multiple address shipping.
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* button.
6. Continue with the purchasing process by clicking the *Next* button.



The screenshot shows a 'Shopping Cart' interface. At the top right, there are two buttons: 'Enable Multiple Address Shipping' (callout 2) and 'Clear' (callout 1). Below this is a table with columns: 'Item Description', 'Quantity', 'Price', and 'Subtotal'. A single item is listed: 'Apparel Lanyard - KEY MARKETING STYLE' with SKU 'CSC-A100019419' and 'Pack of 5'. The quantity is '2' (callout 3), the price is 'USD \$0.00', and the subtotal is 'USD \$0.00' (callout 4). To the right of the subtotal is a red 'X' button (callout 4). At the bottom left is a 'Continue' button (callout 5). At the bottom right, there is a summary section with 'Subtotal: USD \$0.00' and 'Total: USD \$0.00', followed by a 'Next' button (callout 6).

Item Description	Quantity	Price	Subtotal
 Apparel Lanyard - KEY MARKETING STYLE SKU CSC-A100019419 Pack of 5	2	USD \$0.00	USD \$0.00


Subtotal: USD \$0.00
Total: USD \$0.00


Using Multiple Address Shipping

By default, the checkout process will allow you to enter or select 1 shipping address for all the items in your shopping cart. Multiple Address Shipping allows for a spreadsheet of addresses to be uploaded with each location receiving the items that are in the shopping cart.


During the process individual items and quantities can be adjusted, saving time over creating separate orders for each location. Click the “Enable Multiple Address Shipping” button to begin.


Enable Single Address Shipping





Download template





Upload Addresses

The shopping cart screen will change to show the following options:


1. Download Template: click to download a copy of the Excel spreadsheet used to upload address. Be sure to select the “Country” from the dropdown as its format is specific (e.g. do not enter “US”).


	A	B	C	D	E	F	G	H	I	J
2	Country	First Name	Last Name	Company	Phone	Address 1	Address 2	City	State	Zip Code
3	United States	John	Doe	Columbia	000.000.0000	1234 Anywhere St.		Chicago	IL	60606
4	United States	John	Doe	Columbia 2	000.000.0001	2345 Anywhere St.		Chicago	IL	60606
5	United States	John	Doe	Columbia 3	000.000.0002	3456 Anywhere St.		Chicago	IL	60606
6										
7										

2. Upload Addresses: Upload the saved template. Be sure to only use the template available through the download option or the addresses may fail to map properly during the upload, and cause an error.

After the address upload is completed, the screen will display each address and all items from the shopping cart. Adjust quantities (or remove) items as needed, per each ship-to address. Click on the “Next” button to continue

Shopping Cart
Enable Single Address Shipping
Clear





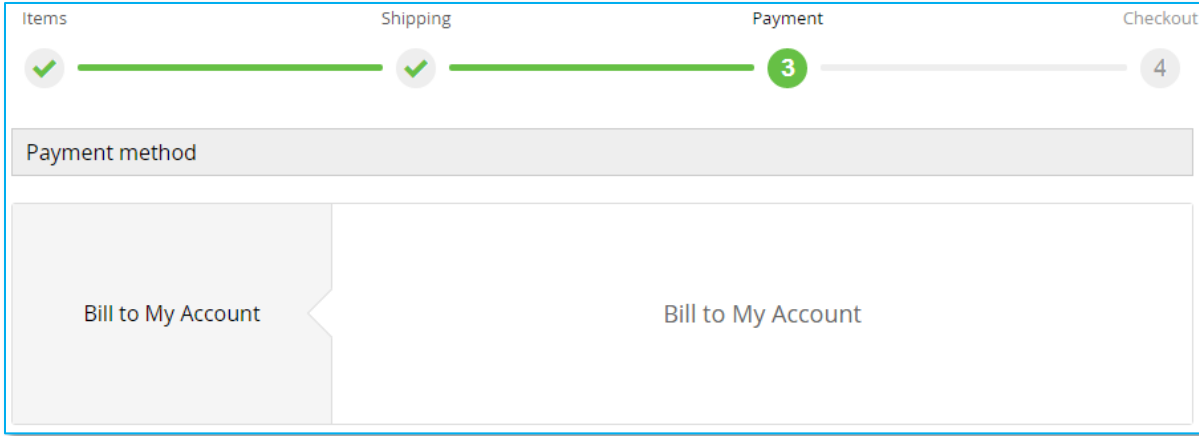
Apparel Lanyard - KEY ...

Copy to all

John Doe United States Chicago IL 60606 1234 Anywhere St.	2	✕
John Doe United States Chicago IL 60606 2345 Anywhere St.	2	✕

Enter Payment Information (Multiple Address Shipping)

No payment information is needed. Click “Next” to continue to the final order confirmation/Checkout screen.

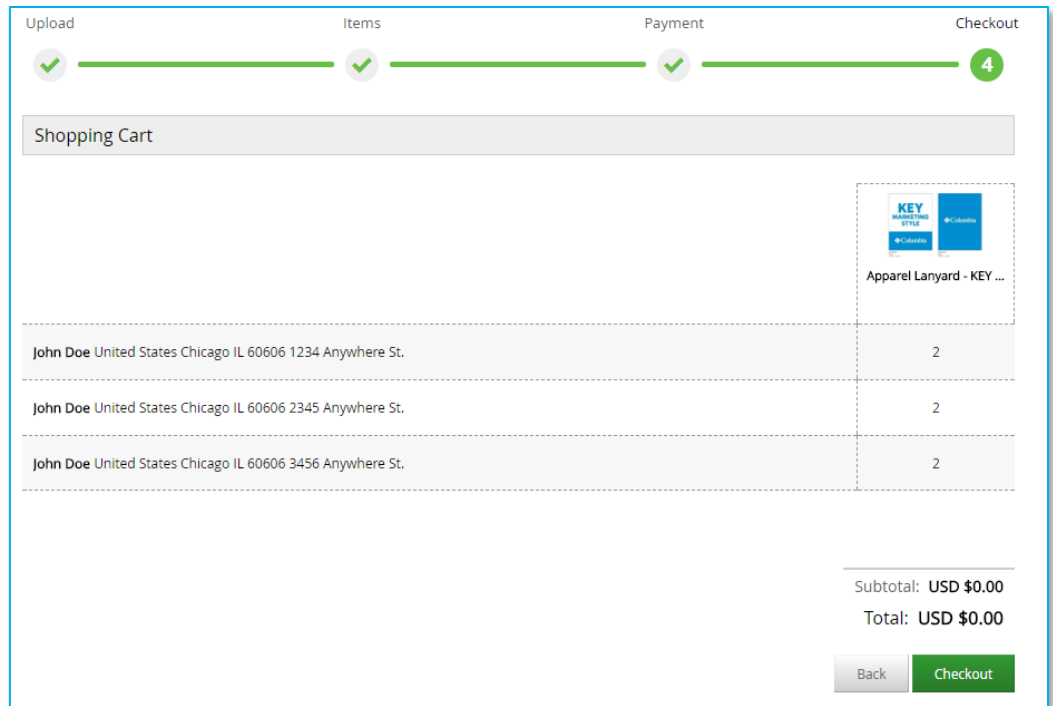


The final checkout screen will display each of the locations on the left, the items on the right, and the selected quantities shipping to each address. Be sure to review for correctness before submitting.

Click the green Checkout button to complete your order.

You will see an on-screen order confirmation after the checkout button is clicked and receive a copy by email.

You will also receive an email notification when your order ships.

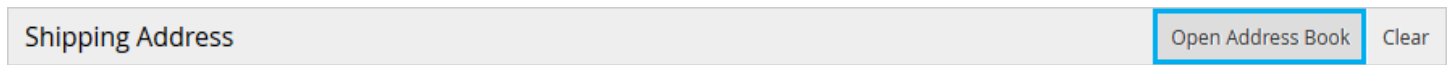


Using Single Address Shipping

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*			
United States ▼			
First Name*		Last Name*	
John		Doe	
Company*			
Columbia			
Address 1*			
1234 My Location			
Address 2			
City*	State*	Zip Code*	
City	Illinois ▼	00000	
Phone*			
000.000.0000			

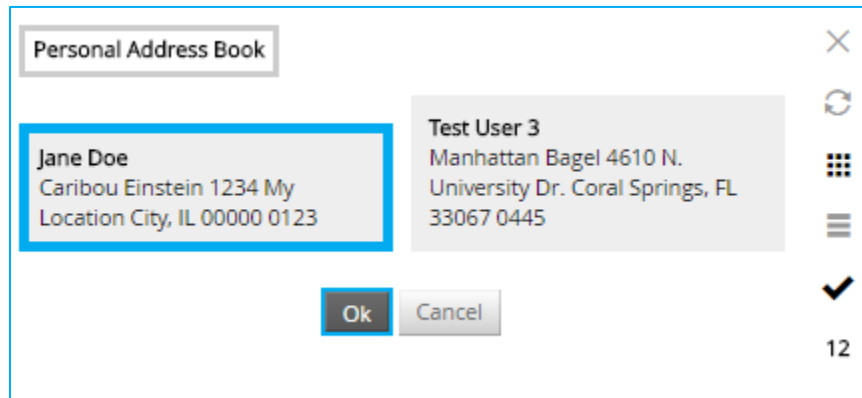
To select from a list of addresses saved in your user profile, click the *Open Address Book* link.









To narrow the list of displayed addresses, enter the criteria in the Search By area, and then click *Search*. You may select from stored addresses in the Corporate Address book or your personal address book by clicking the label of each, found on the right just below the “Open Address Book” button.

A screenshot of the checkout process. At the top, there are four steps: Items (checked), Shipping (2), Payment (3), and Checkout (4). Below this is the 'Shipping Address' section. It includes a search bar with 'Search by' and 'Search' buttons. To the right are two tabs: 'Corporate Address Book' (selected) and 'Personal Address Book'. Below the tabs are two columns of address cards, each containing the text 'My Address 1234 Anywhere St City, ST 00000'. On the left side of the address input area, there are fields for 'Company', 'Address 1', 'City', 'State', 'Zip Code', 'Custom Number', and 'Ship-To/Sold-To Number'. On the right side, there are navigation icons: a close button (X), a refresh button, a grid icon, a list icon, a checkmark icon, and a count of '12'.

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.
	Results Displayed: Selects the number of results displayed on the page (6, 12, or 24).

Click *Next* to proceed to the Delivery page.

Enter Payment Information

No payment information is needed. Click “Next” to continue to the final order confirmation/Checkout screen.

The image shows a checkout progress bar with four steps: Items, Shipping, Payment, and Checkout. The 'Items' and 'Shipping' steps are completed, indicated by green checkmarks. The 'Payment' step is the current step, indicated by a green circle with the number '3'. The 'Checkout' step is indicated by a grey circle with the number '4'. Below the progress bar, there is a section titled 'Payment method' with a grey background. Below this, there are two options for billing: 'Bill to My Account' on the left and 'Bill to My Account' on the right.

Finalize Your Order

On the Checkout page, you can review and change your order information before clicking *Checkout*.

Click the Checkout button to complete your order. You will see an on-screen order confirmation after the checkout button is clicked and receive a copy by email.


The screenshot shows a checkout interface with a progress bar at the top. The progress bar has four steps: 'Items', 'Shipping', 'Payment', and 'Checkout'. The 'Items', 'Shipping', and 'Payment' steps are marked with green checkmarks, while 'Checkout' is marked with a green circle containing the number '4'.

Below the progress bar, there are two main sections: 'Shipping Address' and 'Payment Information'.

Shipping Address: John D, My Company, 1234 Anywhere St, City, ST 00000, United States, 000.000.0000. There is a 'Change' link below the address.

Payment Information: Bill to My Account. There is a 'Change' link below the payment information.

Below these sections is a table of items:

Item Description	Quantity	Price	Subtotal
 Apparel Lanyard - KEY MARKETING STYLE SKU CSC-A100019419 Pack of 5	2	USD \$0.00	USD \$0.00

There is a 'Change' link below the item table.

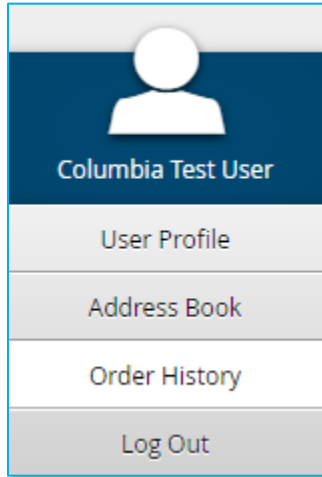
At the bottom right, the subtotal and total are both listed as USD \$0.00.

At the bottom, there are three buttons: 'Continue', 'Back', and 'Checkout'.

You will also receive an email notification when your order ships.

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 key word.

Shop
Order History 6

	Order Number	Order Date	Order Total	Order Status	Order Details
	#PO714431115	1/24/2018	USD \$0.00	In Progress	View Details
	#PO714419712	1/24/2018	USD \$0.00	In Progress	View Details
	#PO707766281	1/24/2018	USD \$0.00	In Progress	View Details

Date Range

1/24/2018

1/24/2018

Order Status

In Progress

Partially Shipped

Completed

Cancelled

Order Number

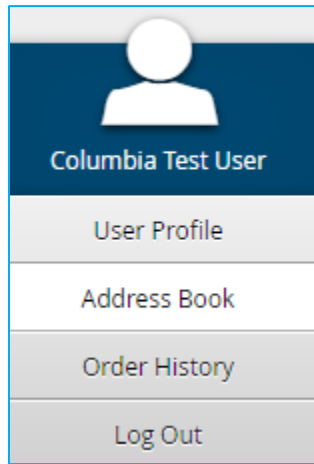
Product Name

Description

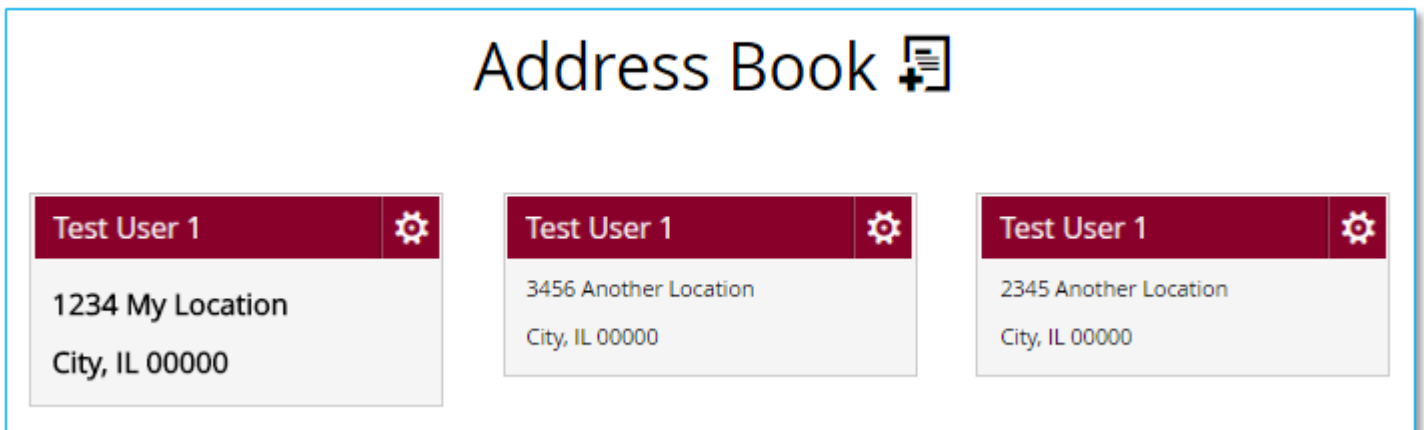
Click the *View Details* link in the Order Details column to open the order’s Confirmation information, which lists all the items included in the order. At the bottom of the screen, you can click the *Shopping Cart* button to add all the items to your cart, or you can click the *Print* button to print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




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 . To modify an existing address, click the *Gear* icon . To delete an address that is not selected as the Default Shipping Address, click the *X* icon .

Contact Support

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