
VALO USER GUIDE

VALO COMMERCE – COCA-COLA LATAM (ARCA)





TABLE OF CONTENTS

Introduction to VALO Commerce	2
Using VALO Commerce	2
Access Your Commerce Site	3
Browse the Catalog	5
View the Mini-Shopping Cart	6
Review Your Selected Items	7
Single Address Checkout	8
Review or Enter a Shipping Address	8
Enter Payment Method Details	10
Finalize Your Order	11
Multiple Address Checkout	12
Select or Upload Addresses	12
Review Your Items	14
Enter Payment Method Details	15
Finalize Your Order	15
Additional Features	16
Manage Shipping Addresses	16
View Order History	17
Contact Support	17



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.

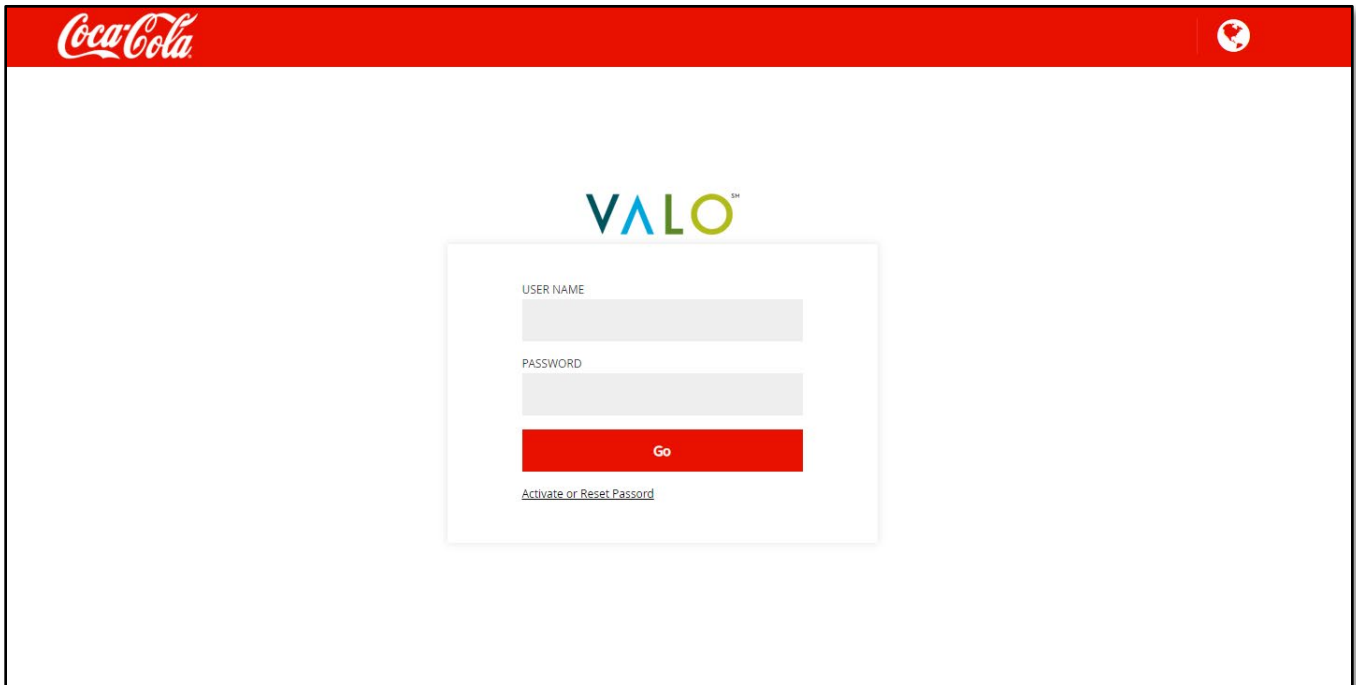
USING VALO COMMERCE

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

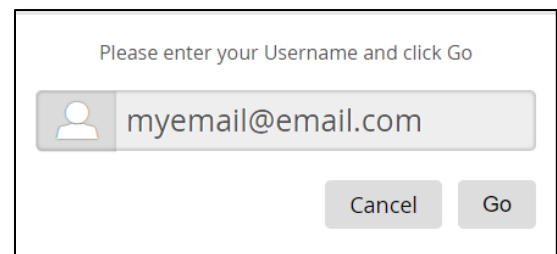
In your browser, go to <https://cocacolalatam.inwk.com>. Provide your username (your email address) and password to log in.



The screenshot shows the top of the Coca-Cola website with a red header containing the logo and a globe icon. Below the header is a white box with the VALO logo in blue and green. Underneath the logo is a login form with two input fields: 'USER NAME' and 'PASSWORD'. Below these fields is a red 'Go' button and a link that says 'Activate or Reset Password'.

If this is your first time accessing VALO, you will need to set your starting password by clicking on **Activate or Reset Password** located just below the password field.

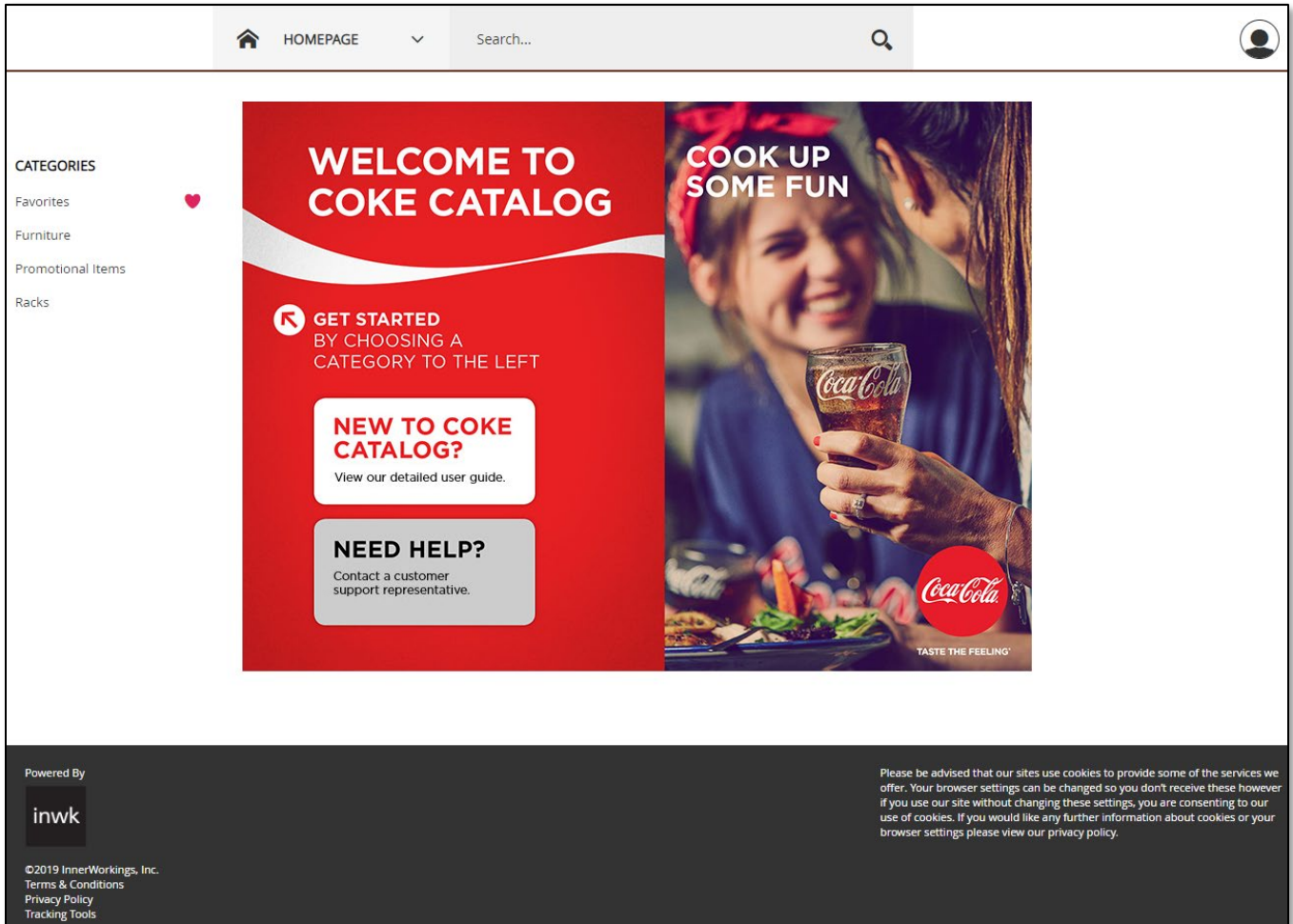
Enter your email address in the username field and click **Go**. You will receive an email with a link to set up your password and complete the login process.



The dialog box has a title 'Please enter your Username and click Go'. It contains a text input field with a user icon on the left and the text 'myemail@email.com'. Below the input field are two buttons: 'Cancel' and 'Go'.

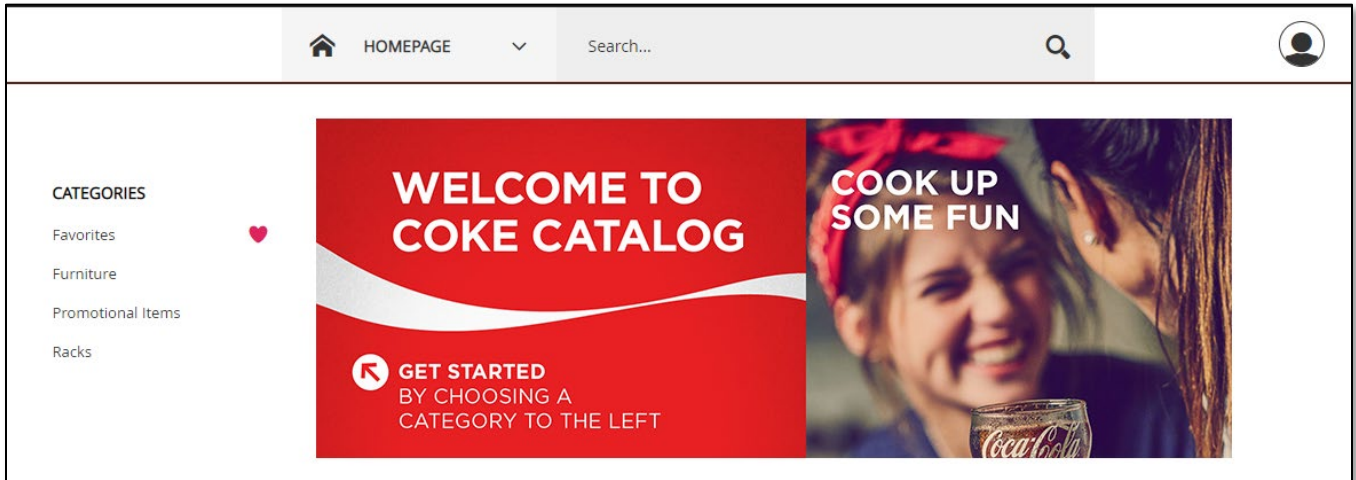
Passwords should be a minimum of 8 characters, and must include at least 1 uppercase letter, number, and special character (e.g. # \$! % & etc.)

After a successful login, the VALO Commerce home page will appear.



BROWSE THE CATALOG

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



The search field will display items based on name or description containing the search term entered.



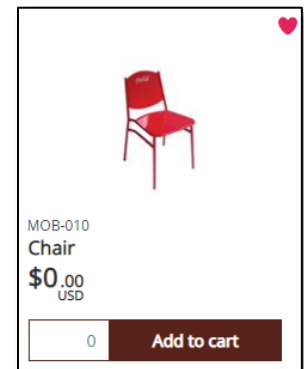
The catalog item display will include the item image, SKU, price, and a 'heart' icon in the upper right.

Click on the heart icon to add the item to your "Favorites" category.

A quantity box will appear under the item image so the item can be added to the shopping cart by entering a quantity and clicking the **Add to cart** icon next to it.



After adding at least one item to your shopping cart, a Checkout icon will appear at the top right of the page, which can be used to begin the checkout process.






For additional information on the product, click on the item image. The item detail screen will appear.



The item detail screen (below) will include the item description at the bottom left, pricing at the bottom right, and additional product information in the upper-right, including minimum order quantity and product ID.



To order an item from the item detail screen, enter your order quantity and click the **Add to cart** button at the bottom right.

Chair	Product Information		
	Product Name	Chair	
	Product ID	MOB-010	
	Price	USD \$0.00	
	Min Quantity	1	
Overview	Add to Cart		
Chair Description 3/4" caliber 20 steel tubular structure, caliber 18 metal sheet seat and back rest. Black plastic tubular plugs. Finished with electrostatic paint in red 185C. General measurements: 418.30 x 766.44 x 513.90	Items to Add	Price per Unit	Total Price
	0	USD \$0.00	
			Add To Favorites 

VIEW THE MINI-SHOPPING CART


Place your mouse over the Checkout icon to view the contents of the shopping cart in the mini-cart view. Click the green **Checkout** button to view the full shopping cart.

In the full shopping cart, you will be prompted through four checkout steps.

CHECKOUT			
Title	Quantity	Total Price	
 Chair MOB-010	1 pcs	USD \$0.00	
<input type="button" value="Clear Cart"/>		Total USD \$0.00	<input type="button" value="Checkout"/>



The screenshot shows a shopping cart interface with a progress bar at the top indicating steps: Items (1), Shipping (2), Payment (3), and Checkout (4). The cart contains one item: a red chair (SKU MOB-010) with a quantity of 1 and a price of USD \$0.00. The subtotal is USD \$0.00. There are buttons for 'Continue Shopping' and 'Next'. A 'Clear' button is also present, along with an option to 'Enable Multiple Address Shipping'.


Item Description	Quantity	Price	Subtotal
 SKU MOB-010 Chair	1	USD \$0.00	USD \$0.00

Subtotal: USD \$0.00
TOTAL: USD \$0.00

Buttons: Continue Shopping, Next, Clear, Enable Multiple Address Shipping

REVIEW YOUR SELECTED ITEMS

On the **Items** page, you can:

1. Remove all the items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the Quantity field.
3. Remove individual items by clicking the  button for the line item.
4. Continue adding items to your cart before checking out by clicking the **Continue** button.
5. Continue with the purchasing process by clicking the **Next** button.
6. Switch from a Single Address checkout to Multiple Address checkout (see page 11).

The following pages cover the checkout process for a single ship-to address. See page 11 for more information on entering multiple ship-to addresses during the checkout process.

To begin checkout with a single ship-to address, click **Next** to proceed to the shipping address page.

SINGLE ADDRESS CHECKOUT

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.

The screenshot shows a checkout progress bar with four steps: Items (checked), Shipping (2), Payment (3), and Checkout (4). Below the progress bar is a 'Shipping Address' section with a header bar containing 'Shipping Address', 'Open Address Book', and 'Clear' buttons. The form fields are as follows:

- Country*: United States (dropdown)
- First Name*: John
- Last Name*: Doe
- Company*: My Company
- Address 1*: 1234 Anywhere Street
- Address 2: (empty)
- City*: Chicago
- State*: Illinois (dropdown)
- Zip Code*: 00000
- Phone*: 000-000-0000

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

This close-up shows the 'Shipping Address' header bar with the 'Open Address Book' button highlighted in red, and the 'Clear' button to its right.

You will have the option to choose from a Personal Address book or from the Corporate Address Book on the right. To search through addresses, use any of the search fields on the left and click the **Search** button in the upper-right corner.

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 Payment page.

Enter Payment Method Details

No information is required on this page.

Items Shipping Payment Checkout

✓ — ✓ — 3 — 4

Payment method

Bill to My Account Bill to My Account

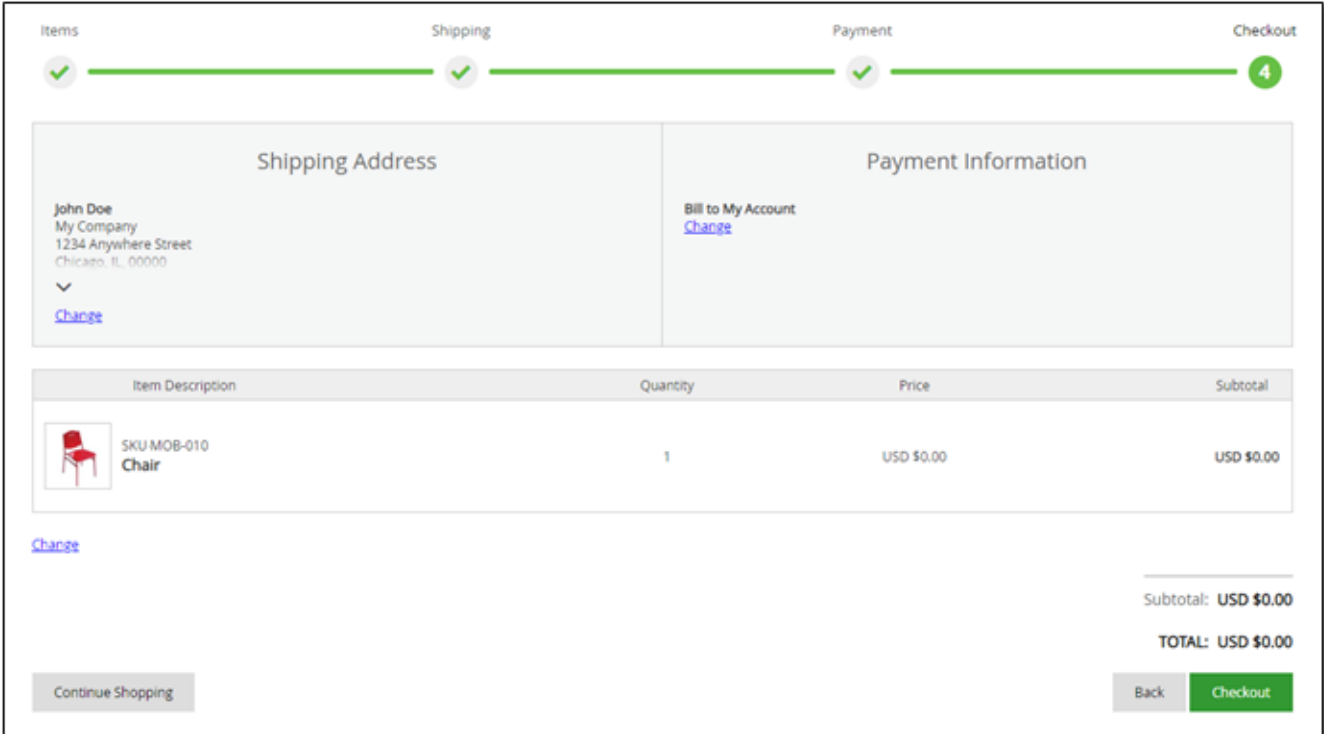
Subtotal: USD \$0.00
TOTAL: USD \$0.00

Continue Shopping Back Next

Click **Next** to proceed to the Checkout Confirmation screen.

Finalize Your Order


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



The screenshot displays a checkout interface with a progress bar at the top showing four steps: Items, Shipping, Payment, and Checkout. The 'Checkout' step is highlighted with a '4' in a green circle. Below the progress bar, there are two main sections: 'Shipping Address' and 'Payment Information'.

Shipping Address: John Doe, My Company, 1234 Anywhere Street, Chicago, IL, 00000. Includes a 'Change' link.

Payment Information: Bill to My Account. Includes a 'Change' link.

Item Description	Quantity	Price	Subtotal
 SKU MOB-010 Chair	1	USD \$0.00	USD \$0.00

Below the table is a 'Change' link. At the bottom right, the subtotal is USD \$0.00 and the total is USD \$0.00. At the bottom left is a 'Continue Shopping' button, and at the bottom right are 'Back' and 'Checkout' buttons.

You will receive an email notification /order confirmation once you submit the order online.

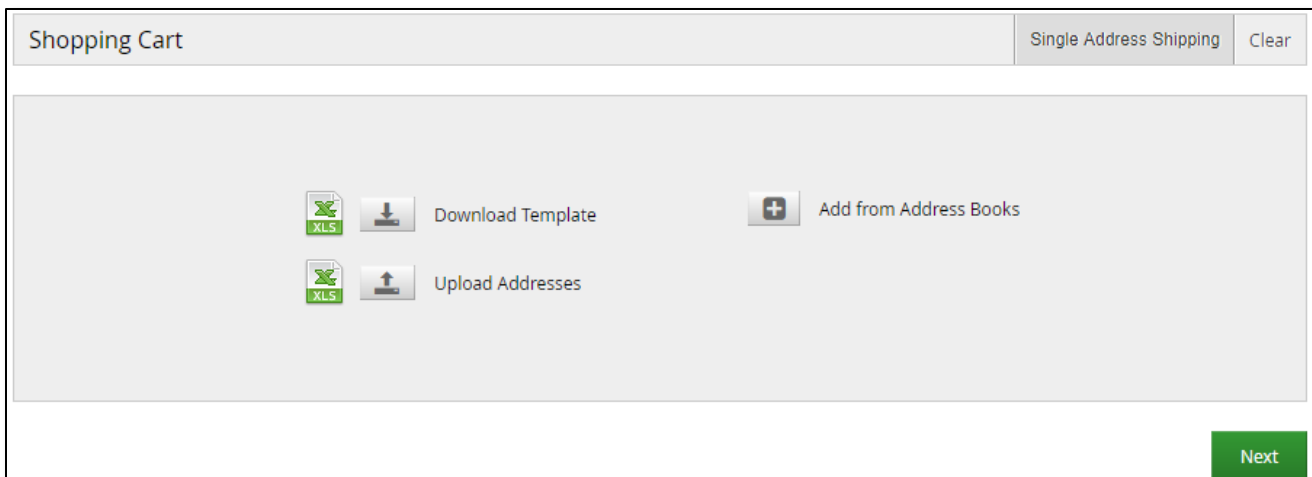
MULTIPLE ADDRESS CHECKOUT

If you'd like to have the items in your shopping cart route to more than one shipping address, click the button labelled **Multiple Addresses** in the upper right corner of the shopping cart.



Select or Upload Addresses

The screen will switch to the multiple address menu. To return to the single address screen, click the button in the upper right again (now labelled Single Address Shipping).



To upload a spreadsheet of addresses, click the "Download Template" button to receive a copy of the address template spreadsheet.

A	B	C	D	E	F	G	H	I	J
Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code



Be sure to enter in all required fields marked with a red asterisk.

Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
United States	John	Doe	Company 1	(000) 000-0000	1234 Address		City	ST	00000
United States	Jane	Doe	Company 2	(000) 000-0001	2345 Address		City 2	ST	00001

After filling in the spreadsheet, click the “Upload Addresses” button and select your updated spreadsheet.

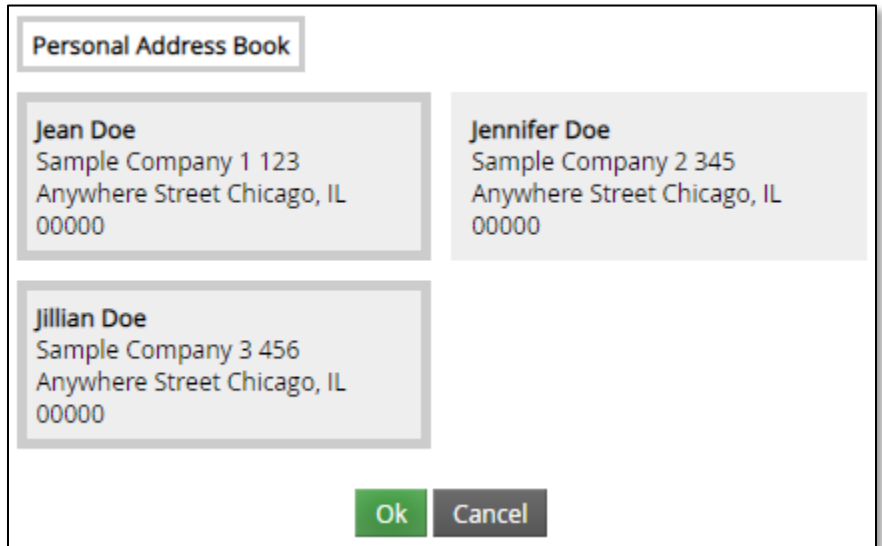
If you’re shipping to locations already in the system, click the “Add from Address Books” button to open the address book screen.

The “Add from Address Books” option can be used in conjunction with the upload address option, or by itself exclusively.

The feature only works with addresses already saved in the address book (see page 16).

To use both, be sure to upload addresses first, then click the checkmark under “Upload Addresses” to continue.

When the screen opens click on all addresses to be used, then click “Next” to continue.



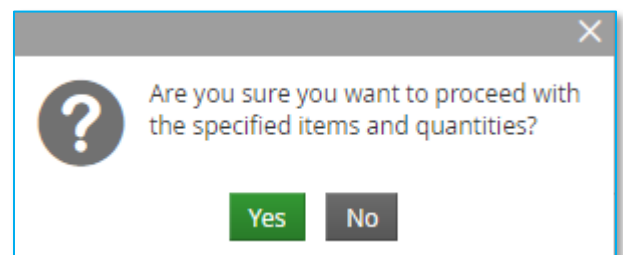
Review Your Items

	 Chair	 2018 POP Menu Board
John Doe United States Chicago IL 60601 1234 Anywhere St.	<input type="text" value="1"/> <input type="button" value="X"/>	<input type="text" value="2"/> <input type="button" value="X"/>
John Doe United States Chicago IL 60654 2345 Anywhere St.	<input type="text" value="1"/> <input type="button" value="X"/>	<input type="text" value="2"/> <input type="button" value="X"/>
John Doe United States Chicago IL 60625 5678 Anywhere St.	<input type="text" value="1"/> <input type="button" value="X"/>	<input type="text" value="2"/> <input type="button" value="X"/>
		Subtotal: USD \$0.00
		TOTAL: USD \$0.00
		<input type="button" value="Back"/> <input type="button" value="Next"/>

On the Items page, items will appear in columns on the right with each address listed in the rows starting on the left. On this screen, you can:

1. Update item quantities per item, per each ship-to address
2. Apply the quantity of the first item to all locations by clicking **Copy to All** (e.g. if you change the original quantity)
3. Zero out an item from a specific location by clicking the red X

Click **Next** to continue. A prompt will appear asking to confirm that you wish to continue. Click **Yes** to continue.



Enter Payment Method Details

No information is required on this page.

Items Shipping Payment Checkout

Payment method

Bill to My Account

Click **Next** to proceed to the Checkout Confirmation screen.

Finalize Your Order

On the Checkout page, you can review the quantities set per location.

If changes are needed, click the “Back” button, or click Checkout to submit your order.

Location	Item	Quantity	Shipping
John Doe United States City ST 00000 1234 Address	12 shade lip gloss displ...	2	Ups Ground
	4 shade lip shine display	1	Ups Ground
Jane Doe United States City 2 ST 00001 2345 Address	12 shade lip gloss displ...	2	Ups Ground
	4 shade lip shine display	1	Ups Ground
Jim Doe United States City 3 ST 00002 3456 Address	12 shade lip gloss displ...	2	Ups Ground
	4 shade lip shine display	1	Ups Ground

Subtotal: USD \$0.00

TOTAL: USD \$0.00

Back Checkout

A confirmation prompt will appear. Click “Save” and your order checkout process is complete.

After placing your order, you will be returned to the home screen. A copy of your order will appear in order history and you will receive an email copy of the order confirmation.

Clicking Complete will place your order. You will receive a confirmation e-mail with your order details in 30-60 min. Before continuing, make sure your order is accurate.


Save Cancel


ADDITIONAL FEATURES

Manage Shipping Addresses

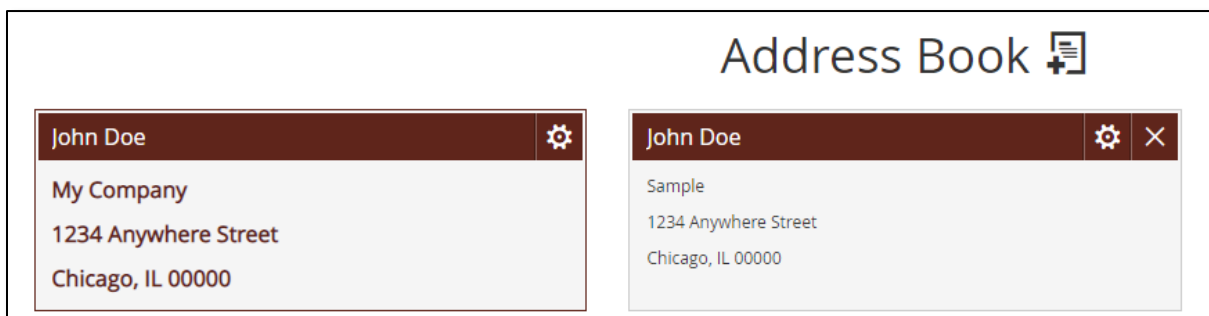
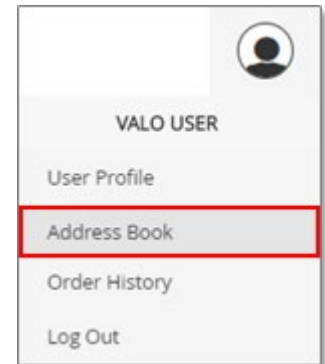
To modify the list of shipping addresses available at checkout, hover over your User icon and select **Address Book**.

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 .





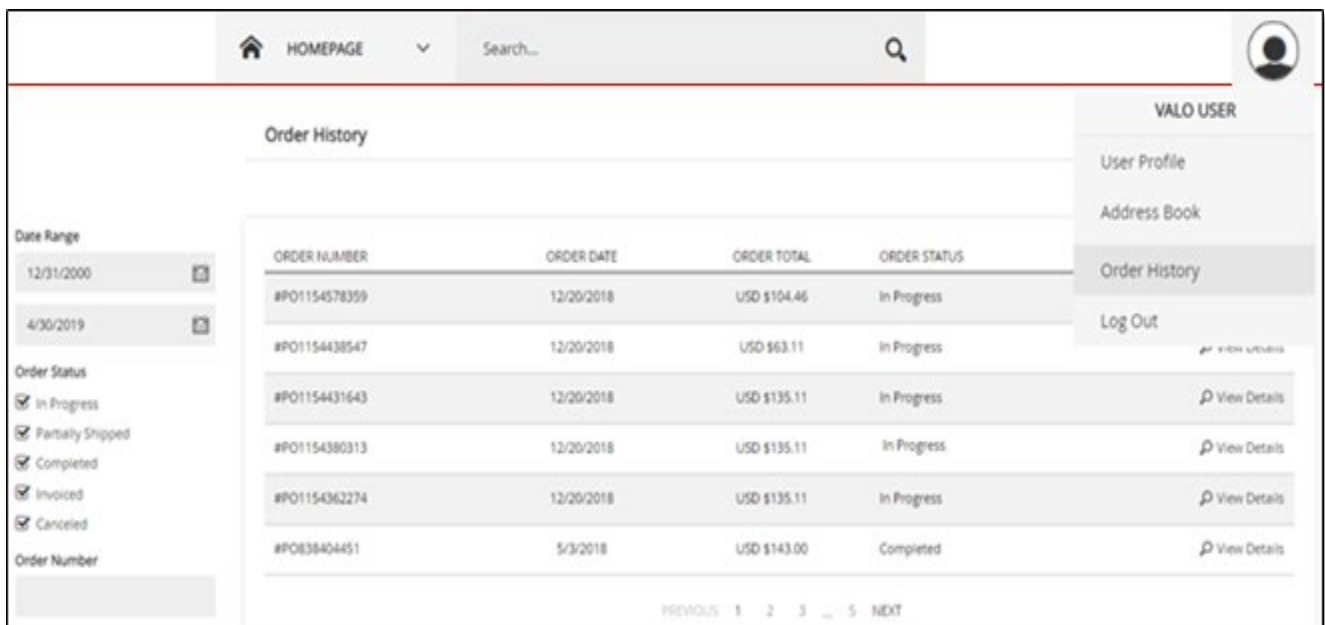
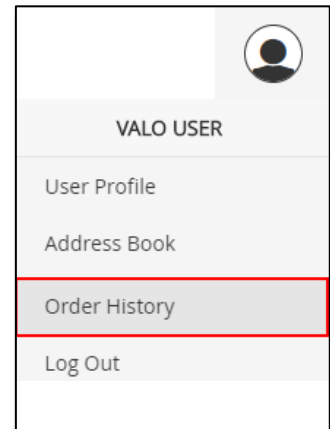
View Order History

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.

Click on the **View Details** link on the right to see an order's detailed information.

At the bottom of the screen, click the Shopping Cart button  to add all the items to your cart to begin a reorder, or you can click the Print button  to print the screen.



The screenshot shows the 'Order History' page. At the top, there is a navigation bar with 'HOME PAGE', a search bar, and a user icon. The main content area is titled 'Order History'. On the left, there are filters for 'Date Range' (12/31/2000 to 4/30/2019) and 'Order Status' (In Progress, Partially Shipped, Completed, Invoiced, Canceled). The main table lists orders with columns: ORDER NUMBER, ORDER DATE, ORDER TOTAL, and ORDER STATUS. Each row has a 'View Details' link on the right. At the bottom, there is a pagination control: PREVIOUS 1 2 3 ... 5 NEXT.

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	
#PO1154578359	12/20/2018	USD \$104.46	In Progress	
#PO1154438547	12/20/2018	USD \$63.11	In Progress	
#PO1154431643	12/20/2018	USD \$135.11	In Progress	View Details
#PO1154380313	12/20/2018	USD \$135.11	In Progress	View Details
#PO1154362274	12/20/2018	USD \$135.11	In Progress	View Details
#PO838404451	5/3/2018	USD \$143.00	Completed	View Details

Contact Support

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