



InnerWorkings

# VALO Commerce

IHG User Guide



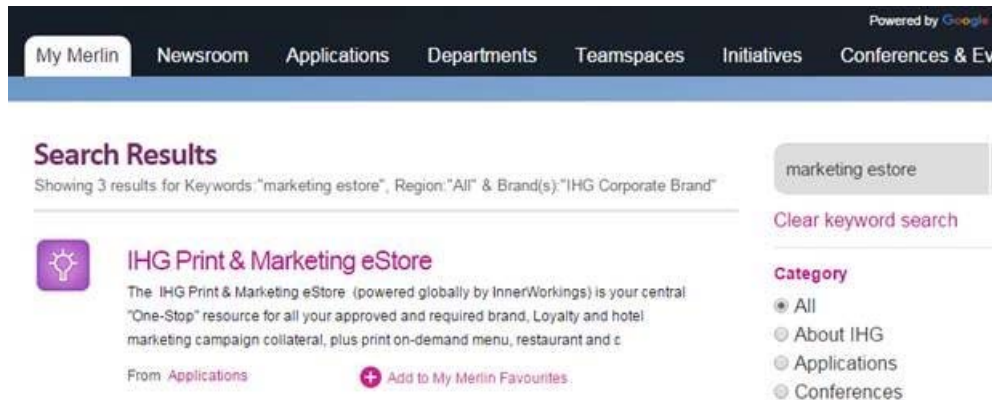
we make marketing happen.

# Using VALO Commerce

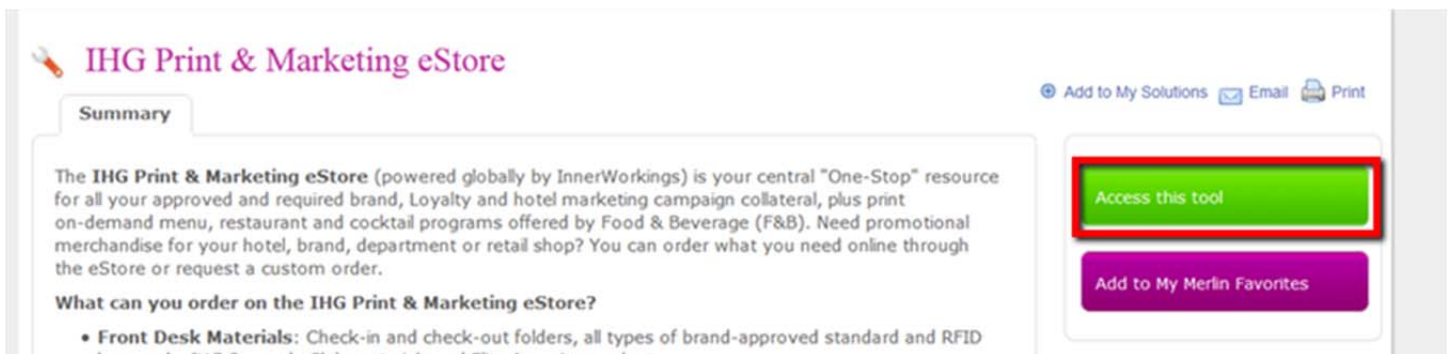
## Logging In to Your Commerce Site

To log into the IHG VALO Commerce site, you will need to perform the following steps:

1. Log in to Merlin at <https://ihgmerlin.com>.
2. Use the keyword search to search for “marketing estore.” A link to the *IHG Print & Marketing eStore* will display.



3. Click the link to access the IHG Print & Marketing eStore landing page. To launch your Commerce site, click *Access this tool*.




**Note:** If you will frequently access the eStore, it is recommended that you add it to your favorites in Merlin by clicking the *Add to My Merlin Favourites* link. An icon to access the tool directly will then display on your Merlin home page.

# My Favourites ?

**Applications** Departments Teamspaces Initiatives Contacts


[Browse all applications](#) Popular Applications >




IHG Print &...

## Browsing the Catalog

To find a particular 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.











IHG Rewards

**Categories**

- ★ Favorites
- ▼ IHG Rewards Club
  - Astor Chocolates
  - Business Rewards
  - > Enrolment Materials
  - Heart of House
  - > Internet Tear Pads
  - Key Card
  - Key Card - English
  - > Key Card Jackets
  - Recognition Rocks
  - Signage and Displays - English
  - Welcome Amenities


Sort By: ▼ 📑 📄 12

<p>IHGRC-POINTS <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Point Ack... USD \$5.80 <span style="float: right;">★</span></p>	<p>IHGRC-TRAILMIX1 <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Trail Mix -... USD \$84.00 <span style="float: right;">★</span></p>	<p>IHGRC-TRAILMIX <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Trail Mix -... USD \$60.00 <span style="float: right;">★</span></p>
<p>IHGRC-TRAILMIX2 <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Trail Mix -... USD \$60.00 <span style="float: right;">★</span></p>	<p>IHGRC-HANGTAG <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Water Bot... USD \$17.10 <span style="float: right;">★</span></p>	<p>IHGRC-WELCOME <span style="float: right;">🛒</span></p>  <p>IHG Rewards Club Elite Amenity Welcome ... USD \$115.00 <span style="float: right;">★</span></p>


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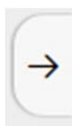
inwk | we make marketing happen.



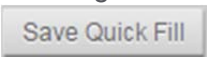
If the shopping cart icon for a particular item includes a gear , it means that item can be customized with the particular data that you wish to print (e.g., menu options specific to your location). See the next section for more information.

## Customizing a Variable Print Product

When you open the detail screen for a variable print product, you can click the *Edit* button  in order to enter the required information.



You can use the arrow buttons  to navigate through a multiple-page item preview.

If you will be ordering this item again in the future and using the same information, enter a Quick Fill name for this set of data and click the *Save Quick Fill* button  at the bottom of the window. The next time you order this item, you will be able to select the Quick Fill from the *Choose Quick Fill* dropdown and all your saved information will populate.

Choose Quick Fill

Default *Note: Color of optional items is*

Click *Update* to update the item preview based on the information you entered. When you have finished entering information, click *Approve*. The system generates a proof of the item for you to review and add to your cart (see the next section).

## Adding Items to Your Shopping Cart

There are three ways to add an item to your shopping cart:

1. From the product list, enter the desired quantity in the field provided and click the shopping cart button. (Make sure to note the item's unit of measure; in the example below, entering a quantity of "1" would place an order for one pack of 250 placemats.)

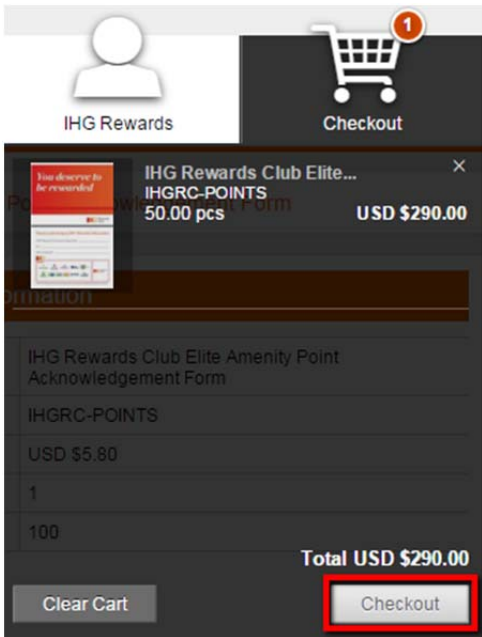


2. If you know the item code/SKU, enter it in the *Quick Entry* field at the top of the product list, enter the desired quantity, and click the shopping cart button.



3. You can also add the item within the *Add to Cart* section of product detail. **Note:** This is the only way to add a variable print data item to your cart. When ordering a variable print data item, you will be asked to confirm that the proof is acceptable before being taken straight to the checkout screen. If you wish to add more items to your order, you can click the *Continue* button to continue shopping.

Add to Cart			
Items to Add	Price per Unit	Total Price	
50	USD \$5.80	USD \$290.00	



## Placing an Order

When you have added all the necessary items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select *Checkout*.


Clicking *Checkout* launches the checkout screen, which consists of five simple steps.



After completing each step, click the *Next* button in order to proceed.

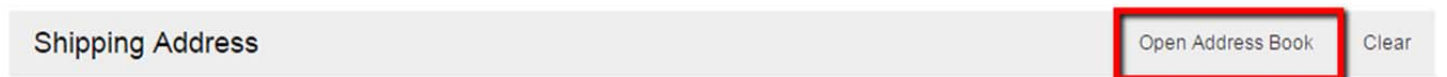
### Review Your Items

On the *Items* screen, you can modify item quantities or remove items from your shopping cart before continuing.

Shopping Cart				Clear
Item Description	Quantity	Price	Subtotal	
 IHG Rewards Club Elite Amenity Point Acknowledgement Form SKU IHGRC-POINTS	50	USD \$5.80	USD \$290.00	×
			Subtotal	USD \$290.00
			Total	USD \$290.00

### Review or Enter Shipping Address

Your primary shipping address defaults on the *Shipping Address* screen, but you can add or modify information. To select from a different saved shipping address, click the *Open Address Book* button.



On the address book selection screen, you can select from any of the shipping addresses you have saved in your [user profile](#). To narrow the list of displayed addresses, enter the desired criteria in the *Search By* area and click *Search*.

<b>Search by</b>	<input type="text" value="Search"/>	<b>Personal Address Book</b>	
Country	<input type="text" value="United States"/>	<b>IHG</b> IHG-Global-US 3 Ravinia Drive Suite 100 Atlanta, GA 30346 12345	<b>IHG IL</b> IHG 600 W Chicago Ave Suite 850 Chicago, IL 60654 67890
First Name	<input type="text"/>	<b>IHG NY</b> IHG 1440 Broadway 22nd Floor New York, NY 10018 54321	
Last Name	<input type="text"/>		
Hotel / Brand	<input type="text"/>		

Select the correct shipping address and click *Ok* to add it to your order.

### Select Delivery Method

A list of delivery methods displays. Click on the method of your choice and review the updated shipping estimate.

### Choose Delivery Method

**IHG Rewards**  
IHG-Global-US  
3 Ravinia Drive  
United States  
Atlanta,GA,30346  
ihgrewards@ihg.inwk.com  
555-555-5555  
12345  
12345

 FedEx Ground	<b>USD \$15.06</b>
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### Enter Payment Information

*Bill to My Account* is currently the only available payment method, so no data entry is required.

### Payment method

## Finalize Your Order

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

### Shipping Address

IHG Rewards  
IHG-Global-US  
3 Ravinia Drive  
United States

[Change](#)

### Delivery

FedEx Ground  
[Change](#)

### Payment Information

Bill to My Account  
[Change](#)

Item Description	Quantity	Price	Subtotal
IHG Rewards Club Elite Amenity Point Acknowledgement Form SKU IHGRC-POINTS	50	USD \$5.80	USD \$290.00

[Change](#)

Subtotal **USD \$290.00**

Shipping Total **USD \$15.06**

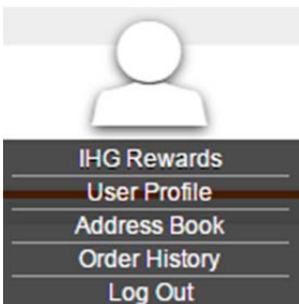
Total **USD \$305.06**

[Continue](#)

[Back](#) [Checkout](#)

When you click *Checkout*, you will see an order confirmation screen. Please write down your order number so that you have it for reference if you need to contact InnerWorkings regarding the order for any reason. You will receive a notification email when your order has been shipped.

## Managing Your User Profile



Hover over the user icon in the upper right corner of the screen to see your user profile menu. Here you can view and edit your basic information, edit the shipping addresses available in your personal address book, and review orders that you have placed in the past.


### Edit Profile

The *User Profile* option allows you to modify your basic contact information as well as your primary shipping address, which defaults on the checkout screen. You can



disregard the *Default Billing Address* section, as billing addresses currently are not required at checkout.

## Profile

User Account <span>English</span>		⚙️
	First Name	IHG
	Last Name	Rewards
	Email	ihgrewards@ihg.inwk.com

Default Shipping Address		⚙️
Country		
First Name	IHG	
Last Name	Rewards	
Hotel / Brand	IHG-Global-US	
Email (Where you want to receive order confirmations)	ihgrewards@ihg.inwk.com	
Phone		
Address 1		
Address 2		
City		
State		
Zip Code		
Holidex Code		

Default Billing Address		⚙️
Country		
First Name		
Last Name		
Hotel / Brand		
Email (Where you want to receive order confirmations)		
Phone		
Address 1		
Address 2		
City		
State		
Zip Code		
Holidex Code		

Beneath this information, you can review a list of Quick Fills that you have saved for all variable print data products on the site. Click the *Edit* button to update the selections made for a Quick Fill, or the X to remove it.

Quick Fills			
⬆️	⬆️		
<u>Default</u>	IHG Rewards Club Elite Amenity Drink Coupon (IHGRC-DRINK)	✎️	✕

### Address Book

The *Address Book* screen allows you to modify the shipping addresses available in your personal address book.

# Address Book

IHG
⚙️


**3 Ravinia Drive Suite 100**  
**Atlanta, GA 30346**

IHG IL
⚙️
✕

600 W Chicago Ave Suite 850  
 Chicago, IL 60654


IHG NY
⚙️
✕

1440 Broadway 22nd Floor  
 New York, NY 10018

Click the *Add* icon  to enter a new address. You can modify an address by clicking the gear icon, or click the X icon to delete it.

## Order History

Orders that have been placed in the past are accessible via the *Order History* menu option.

Shop


**Date Range**

2/22/2016  3/2/2016 

**Order Status**

In Progress

Cancelled

Completed

Order History

Order Number	Order Date	Order Total	Order Status	Order Details
#PO110118808	2/29/2016	USD \$0.00	In Progress	<a href="#">View Details</a>
#PO109928775	2/29/2016	USD \$22.57	In Progress	<a href="#">View Details</a>

Here you can review details on each of your placed orders, including the order status. Click the *View Details* link to see further information, including shipment information if applicable.

## Contact Support

To contact InnerWorkings Support with questions or requests regarding your site, please send an email to [support.ihgfb@inwk.com](mailto:support.ihgfb@inwk.com).