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:

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.
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.
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.
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.
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.

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.
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
ihgregards@ihg.inwk.com
555-555-5555
12345
12345

**FedEx Ground**
USD $15.06

**Enter Payment Information**

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

**Payment method**

[Bill to My Account]
Finalize Your Order

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

**Address Book**

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

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.