

USER GUIDE

TERMINIX CORPORATE – VALO COMMERCE



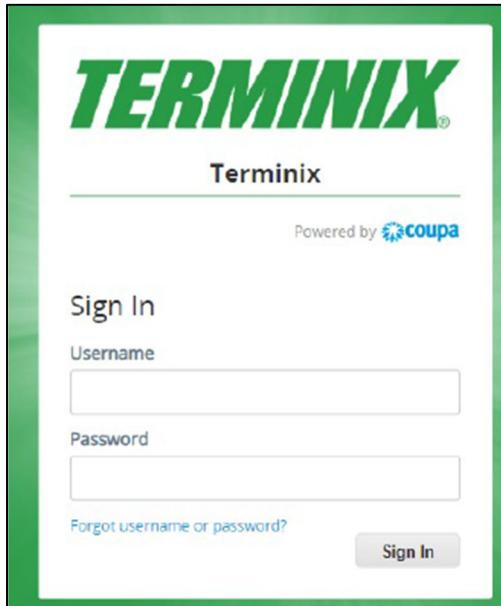


TABLE OF CONTENTS

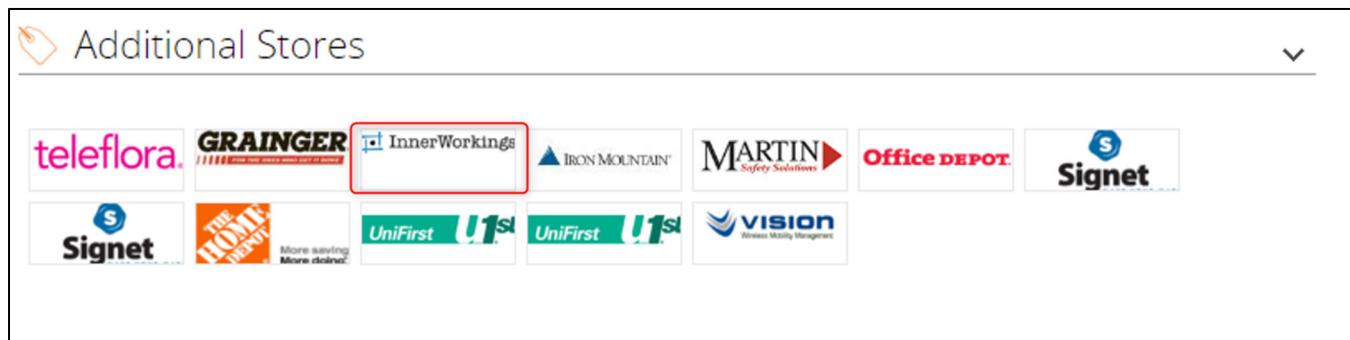
.....	0
Access Your Commerce Site	2
Browse the Catalog	3
Adjusting the catalog view	5
Customize an item	7
Placing An Order	10
Review Your Items	12
View and Copy Previous Orders.....	13
ORDER HISTORY DETAILS	14
Contact Support.....	15

ACCESS YOUR COMMERCE SITE

To access your VALO Commerce site, navigate to your ServiceMaster Intranet site, <https://servicemaster.couphost.com> and Login with your network username and password.



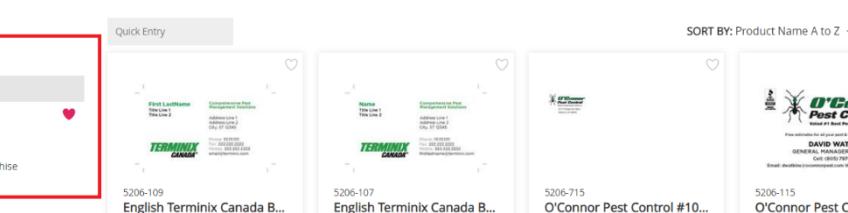
Click on InnerWorkings Icon below the Additional Stores section. After clicking on the button, you will be directed to the VALO site. At first login, your account will be created automatically, and you will be automatically logged into your existing account with each subsequent login.

A screenshot of a web page showing the "Additional Stores" section. There are several logos for different companies: teleflora, GRAINGER (with a red box around the "InnerWorkings" button), IRON MOUNTAIN, MARTIN, Office DEPOT, Signet, UniFirst, UniFirst, and VISION. The "InnerWorkings" button is highlighted with a red box.

BROWSE THE CATALOG

To browse through a list of items, click on one of the categories on the left. Once you select a category, the available products in that category will be listed.

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



CATEGORIES

- All
- Favorites
- Terminix
- Terminix Franchise

Quick Entry

SORT BY: Product Name A to Z

Product	Description	Price	Action
5206-109	English Terminix Canada Bus...	\$6.89 USD	Configure
5206-107	English Terminix Canada B...	\$15.65 USD	Configure
5206-715	O'Connor Pest Control #10...	\$41.30 USD	Configure
5206-115	O'Connor Pest Control Bus...	\$15.65 USD	Configure
5206-116	O'Connor Pest Control Bus...	\$14.88 USD	Add to cart
5206-716	O'Connor #10 Window Env...	\$22.37 USD	Configure
5206-711	Terminix #10 Window Env...	\$22.37 USD	Configure
5206-721	Terminix #9 Courtesy Repl...	\$16.16 USD	Configure



The screenshot shows a search bar with the word "Terminix" and a magnifying glass icon. Below the search bar is a dropdown menu with suggestions: "terminix", "terminix residential", "terminix residential franchise", "english terminix", "terminix franchise", "english terminix canada", and "english terminix canada business". To the right of the search bar is a "SORT BY: Product Name A to Z" dropdown and a "12" button. Below the search bar is a "Quick Entry" input field. On the left, there's a sidebar with "CATEGORIES" and "All" selected. Under "Favorites", there's a red heart icon. Below that is a section for "Terminix Franchise". The main content area shows four product cards. The first card is for "5206-109 English Terminix Canada Bus... \$6.89 USD" with a "Configure" button. The second card is for "5206-107 English Terminix Canada Bus... \$15.65 USD" with a "Configure" button. The third card is for "5206-715 O'Connor Pest Control #10... \$41.30 USD" with a "Configure" button. The fourth card is for "5206-115 O'Connor Pest Control Bus... \$15.65 USD" with a "Configure" button. Each card has a small image of a pest control service logo.

The **catalog item** display will include the item image, SKU and price.

Quick Entry

SORT BY: Product Name A to Z ▾ 12

CATEGORIES

- All
- Favorites
- Terminix Franchise
 - Stationery
 - Business Cards
 - Envelopes
 - Letterhead
 - Mailing Labels
 - Misc

	5206-109 English Terminix Canada B... \$6.89 USD		5206-107 English Terminix Canada B... \$15.65 USD		5209-111 Terminix Commercial Fran... \$10.62 USD		5209-721 Terminix Franchise #9 Cou... \$16.16 USD				
Configure	Configure	Configure	Configure		5209-906 Terminix Franchise Letter... \$25.37 USD		5209-768 Terminix Residential Franc... \$34.97 USD		5209-713 Terminix Residential Franc... \$22.37 USD		5209-753 Terminix Residential Franc... \$62.71 USD
Configure	Configure	Configure	Configure		5209-906 Terminix Franchise Letter... \$25.37 USD		5209-768 Terminix Residential Franc... \$34.97 USD		5209-713 Terminix Residential Franc... \$22.37 USD		5209-753 Terminix Residential Franc... \$62.71 USD

If a quantity box appears under the item image, the item can be added to the shopping cart by entering a quantity and clicking the “add to cart” button.

Click on the picture of the item to view the detail screen where additional selections will need to be made in order to add the item to the shopping cart.

The **detail screen** (below) will include the item description at the bottom left, pricing, and additional information in the upper-right.

English Terminix Canada Business Card - Field

Product Information

Product Name	English Terminix Canada Business Card - Field
Product ID	5206-109

First LastName
Title Line 1
Title Line 2

Comprehensive Pest
Management Solutions

Address Line 1
Address Line 2
City, ST I2345

Phone: 1111111111
Fax: 2222222222
Mobile: 333.333.3333
email@terminix.com

TERMINIX
CANADA

Overview

Add to Cart

Items to Add	Total Price
250	USD \$6.89

Add To Favorites

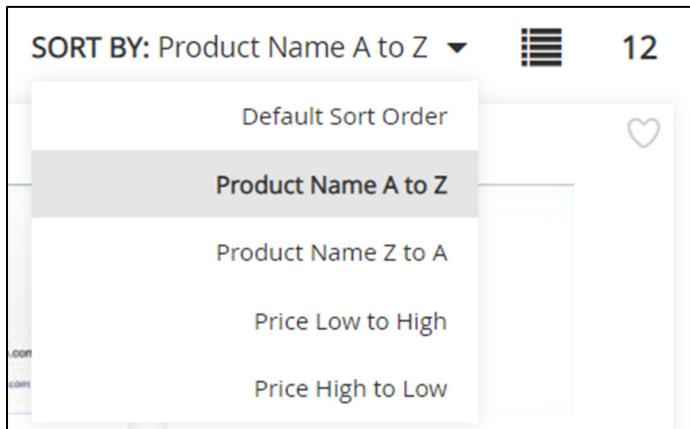
ADJUSTING THE CATALOG VIEW

Use the menu in the upper right to change the view of the catalog.

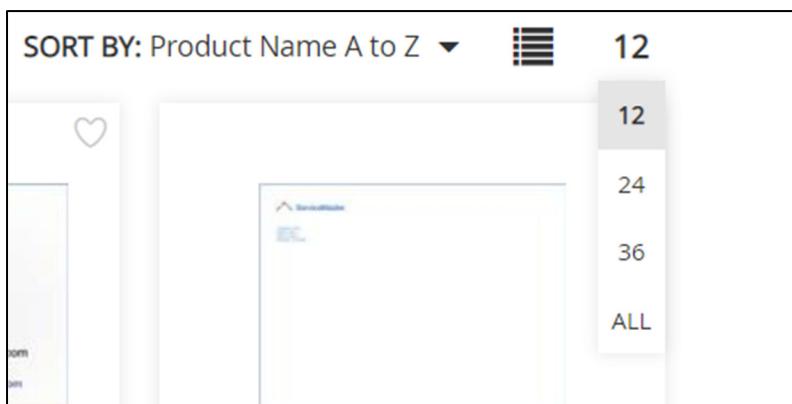
SORT BY: Product Name A to Z  12

The options include:

- Sorting the category alphabetically, or by price

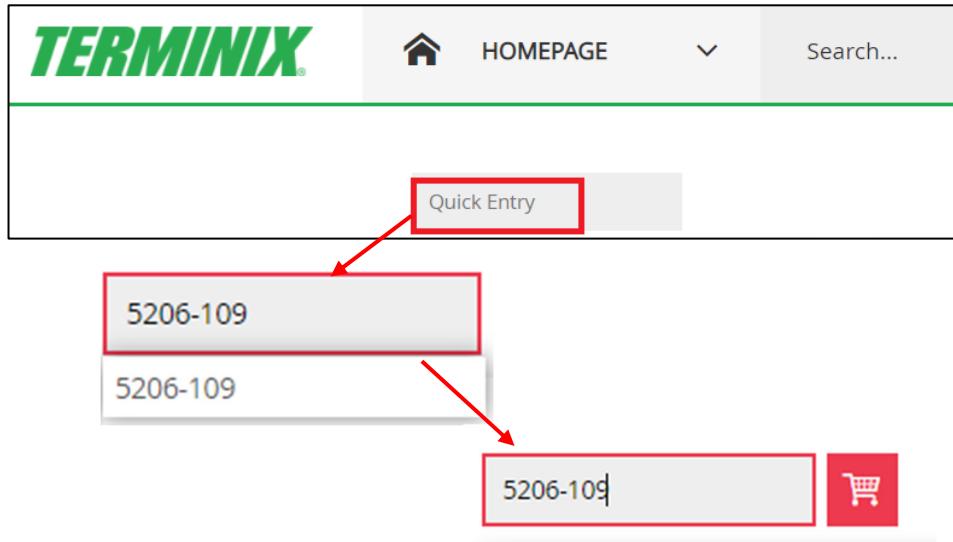


- Switching from “Grid View” to List view by clicking the icon: 
- Changing the number of items before page breaks by clicking the number to the right of the Grid/List view icon



QUICK ENTRY

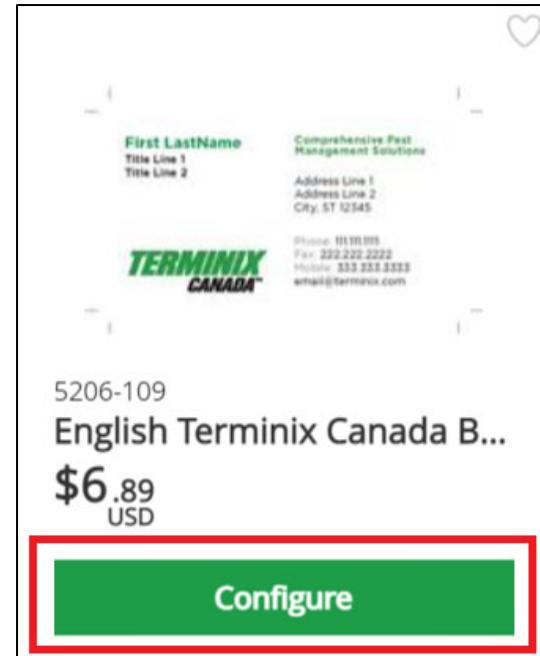
If you already know the product you would like to customize and order, you can enter a specific SKU into the **Quick Entry** field to instantly edit and customize by clicking on the cart icon.



CUSTOMIZE AN ITEM

Some items require customization on the item detail screen before ordering.

To open the item detail screen for customization, click on **Configure** underneath the item's image.



To customize an item on the item detail screen, hover over the item image and click on it to bring up the custom form. Alternately, the pencil icon can be clicked to also bring up the custom form.

Items to Add	Total Price
250	USD \$6.89

Overview Add to Cart

2 X 3.5 80# Finch Cover white smooth

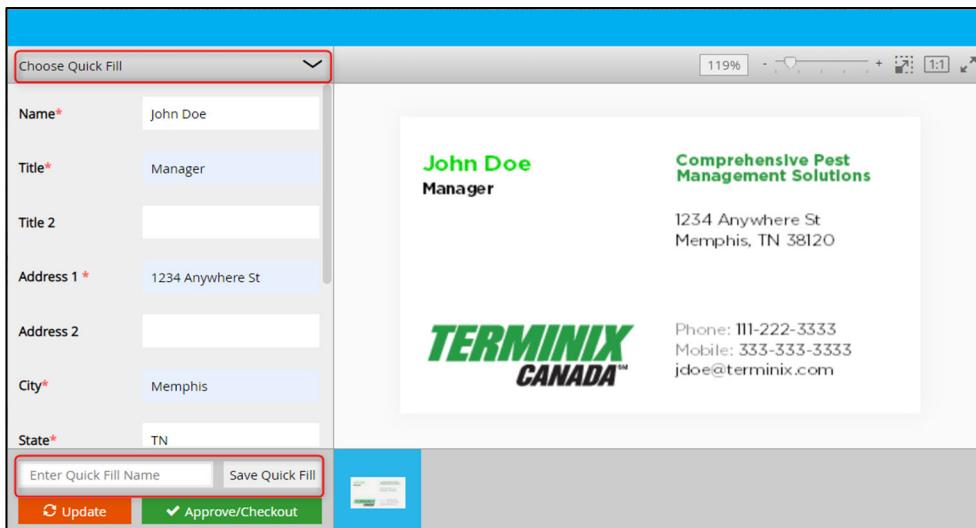
Items to Add Total Price

250 USD \$6.89

Add To Favorites

Once the customization form appears:

1. Enter your personalized information into the form on the left.
2. To save your information, enter a name in the “Quick Fill” field just above the Update bottom at the bottom and click on “Save Quick Fill”. This will allow you to load info into the same item on a future visit.
3. To load a saved quickfill, click the down arrow at the top left, next to the words “Choose Quick Fill” and select the name you previously saved. This will load all saved data.
4. To view your imprint, click “Update” The image on the right will update to show your entered information.



Choose Quick Fill

Name*	John Doe
Title*	Manager
Title 2	
Address 1 *	1234 Anywhere St
Address 2	
City*	Memphis
State*	TN

Enter Quick Fill Name Save Quick Fill

Update Approve/Checkout

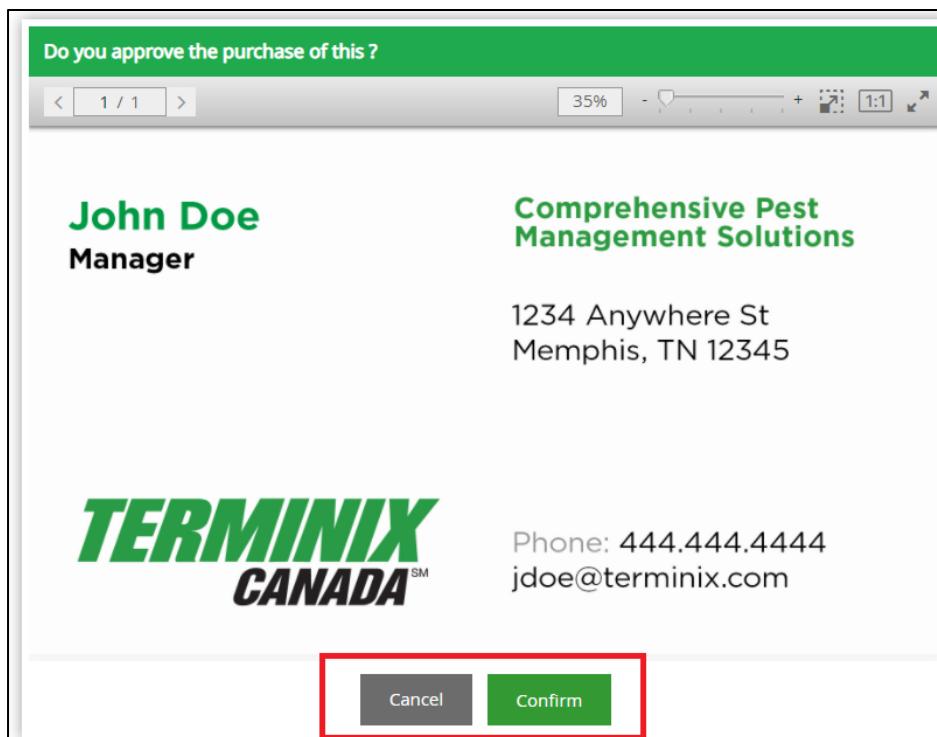
5. The tool bar above the image can be used to flip through the images, alter how you view the imprint, including zoom in/out by percentage, zoom in/out by slider, full screen view, and view at actual size (1:1).



6. Once you're satisfied with your imprint, click the “Approve/Checkout” button which saves your imprint and activates the Shopping Cart button. You will not be able to place an order until the **Approve/Checkout** button is clicked. The form customization window will close afterwards.

Add to Cart		
Items to Add		Total Price
250		USD \$6.89
		Add To Favorites 

7. Select a quantity to order in the “**Items to Add**” field.
8. To add the item to your cart, click the Shopping cart button. You will be prompted to **Confirm** or **Cancel** on the proof. Click “**Confirm**” and the item will be added to your cart.

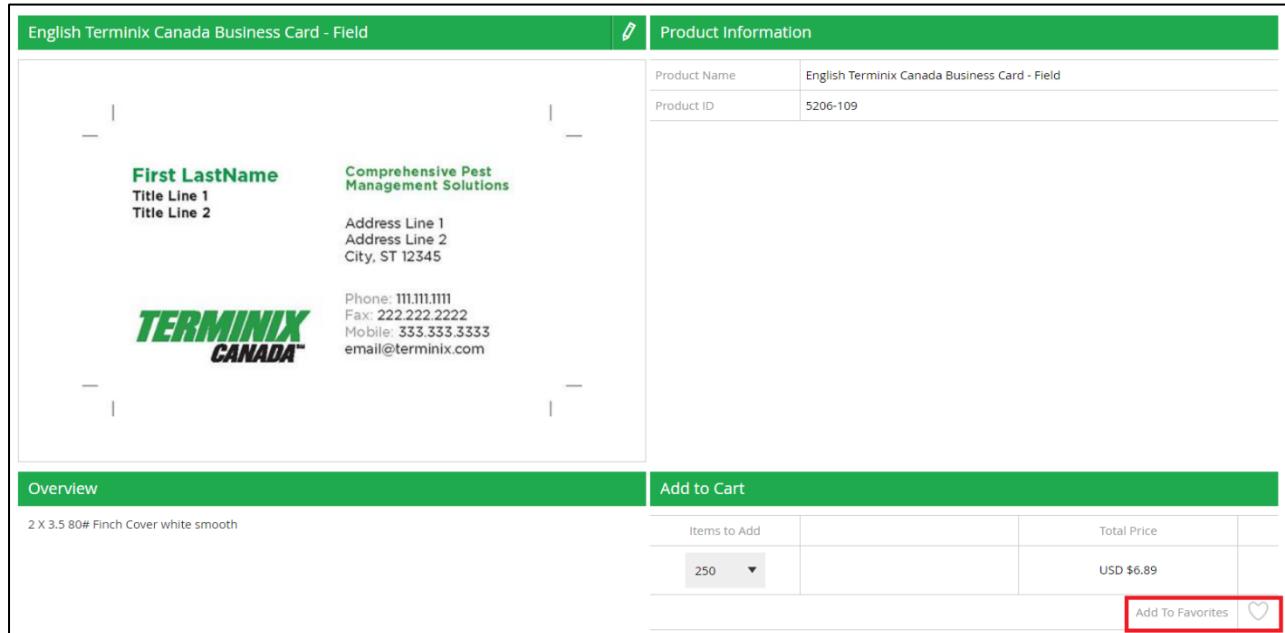


9. After adding at least one item to your shopping cart, a Checkout icon will appear at the top right of the page, which can be used to begin the checkout process.



ADDING ITEMS TO YOUR FAVORITES

If you will be ordering a certain item frequently, click the “**Add To Favorites**” heart to add it to your Favorites list to make it easy to find in the future. The heart is available on the catalog and detail screen.



English Terminix Canada Business Card - Field

Product Information

Product Name	English Terminix Canada Business Card - Field
Product ID	5206-109

First LastName
Title Line 1
Title Line 2

Comprehensive Pest Management Solutions

Address Line 1
Address Line 2
City, ST 12345

Phone: 111.111.1111
Fax: 222.222.2222
Mobile: 333.333.3333
email@terminix.com

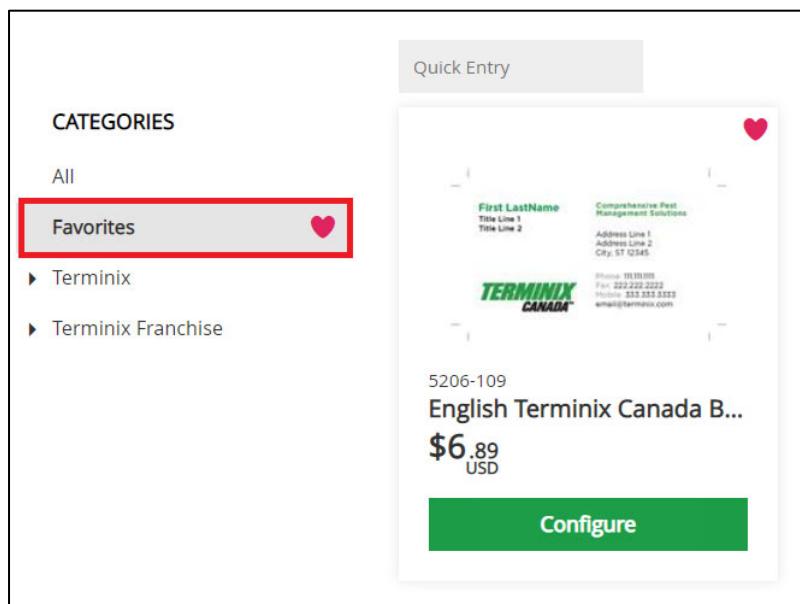
TERMINIX CANADA

Overview Add to Cart

Items to Add	Total Price
250	USD \$6.89

Add To Favorites 

You can see the list of all your favorite items by clicking Favorites in the Categories menu. Click the heart to remove it from your favorites.



Quick Entry

CATEGORIES

All

Favorites 

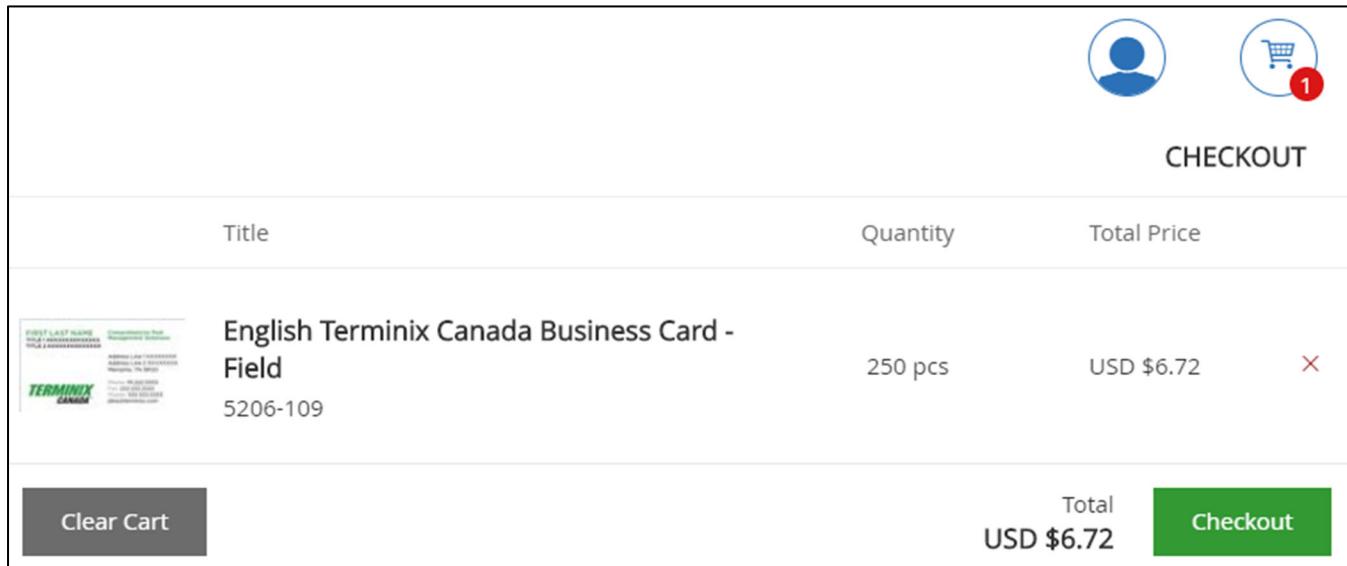
- Terminix
- Terminix Franchise

5206-109
English Terminix Canada B...
\$6.89 USD

Configure

PLACING AN ORDER

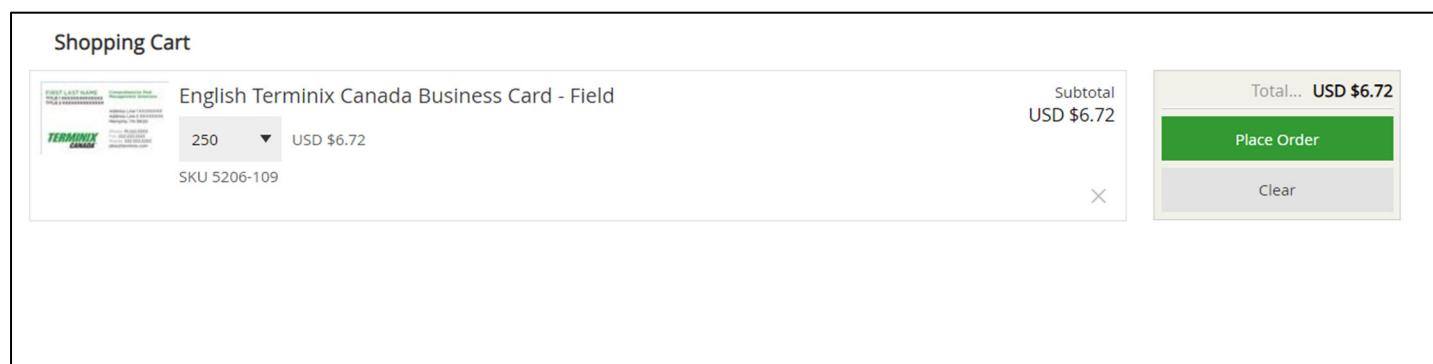
When you have added all the necessary items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select **Checkout**. This launches the checkout screen.



The screenshot shows a checkout interface. At the top right are icons for a user profile and a shopping cart with a red notification bubble containing the number '1'. Below these are 'CHECKOUT' and 'CLEAR CART' buttons. The main area displays a table with a single row. The row contains a small image of a business card, the title 'English Terminix Canada Business Card - Field', the quantity '250 pcs', the total price 'USD \$6.72', and a red 'X' button for removal. At the bottom right of the table are 'Total USD \$6.72' and a green 'Checkout' button.

Title	Quantity	Total Price
English Terminix Canada Business Card - Field 5206-109	250 pcs	USD \$6.72

This launches the **Shopping Cart** screen.



The screenshot shows a shopping cart interface. It features a header 'Shopping Cart' and a table with a single row. The row includes a small image of a business card, the title 'English Terminix Canada Business Card - Field', the quantity '250' with a dropdown arrow, the price 'USD \$6.72', and the SKU 'SKU 5206-109'. To the right of the table is a sidebar with buttons for 'Subtotal USD \$6.72', 'Place Order', and 'Clear'.

English Terminix Canada Business Card - Field SKU 5206-109	250	USD \$6.72
---	-----	------------



REVIEW YOUR ITEMS

In the **Shopping Cart**, you can

1. Remove all items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the **Quantity** field.
3. Remove individual items by clicking the **X** button for the line item.
4. Continue with the purchasing process by clicking the **Place Order** button.

Shopping Cart

Product		Quantity	Price	Subtotal
	English Terminix Canada Business Card - Field	250	USD \$6.72	USD \$6.72

SKU 5206-109

Total... USD \$6.72

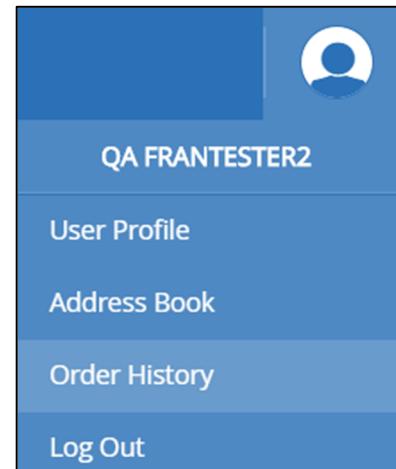
Place Order

Clear 1

After the **Place Order** button is pressed, the order will be routed back to the ServiceMaster intranet to complete the ordering process. Within your intranet, you will complete the ordering process including the selection of the ship-to address. Approvals for orders may appear in the intranet and will be processed accordingly.

VIEW AND COPY PREVIOUS ORDERS

To access a list of all orders you have placed, hover over your user icon and select **Order History**.



On the **Order History** screen, you can **filter** order by date or status or search by keyword.

A screenshot of the 'Order History' screen. The main table shows one order: #PO1530254380, placed on 8/13/2019, with a total of USD \$0.00 and the status 'In Progress'. Below the table are filtering options: 'Date Range' (set to 9/1/2019 to 9/30/2019), 'Order Status' (checkboxes for 'In Progress', 'Partially Shipped', 'Completed', 'Invoiced', and 'Canceled' are checked), and search fields for 'Order Number', 'Product name', and 'Description'. A 'Search' button is at the bottom. A modal window is overlaid on the screen, showing the same filtering options: 'Date Range' (9/1/2019 to 9/30/2019), 'Order Status' (checkboxes for 'In Progress', 'Partially Shipped', 'Completed', 'Invoiced', and 'Canceled' are checked), and search fields for 'Order Number', 'Product name', and 'Description'. A 'Search' button is at the bottom of the modal.



ORDER HISTORY DETAILS

Click [View Details](#) to bring up an order's confirmation screen, which lists all the included items. At the bottom of the screen, click the shopping cart to add all these items to your cart, or the print button to print the screen.

Order History

6

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
[REDACTED]	8/18/2020	USD \$0.00	In Progress	View Details
[REDACTED]	7/29/2020	USD \$0.00	Cancelled	View Details
[REDACTED]	7/29/2020	USD \$0.00	Cancelled	View Details
[REDACTED]	7/28/2020	USD \$0.00	Cancelled	View Details

Date Range
7/28/2020

8/18/2020

Order Status
 In Progress
 Partially Shipped
 Completed
 Invoiced
 Canceled

Order Number

Product name

Description

Search



CONTACT SUPPORT

To contact InnerWorkings Support with questions or requests regarding your site, please email support.servicemaster@inwk.com or dial (888) 201-8096.