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# USER GUIDE

TERMINIX CORPORATE – VALO COMMERCE






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## ACCESS YOUR COMMERCE SITE

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

The image shows a login page for Terminix. At the top is the 'TERMINIX' logo in green, followed by the word 'Terminix' in black. Below this, it says 'Powered by coupa' with the Coupa logo. The section is titled 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a link that says 'Forgot username or password?'. At the bottom right is a 'Sign In' button.

**TERMINIX**

Terminix

Powered by 

Sign In

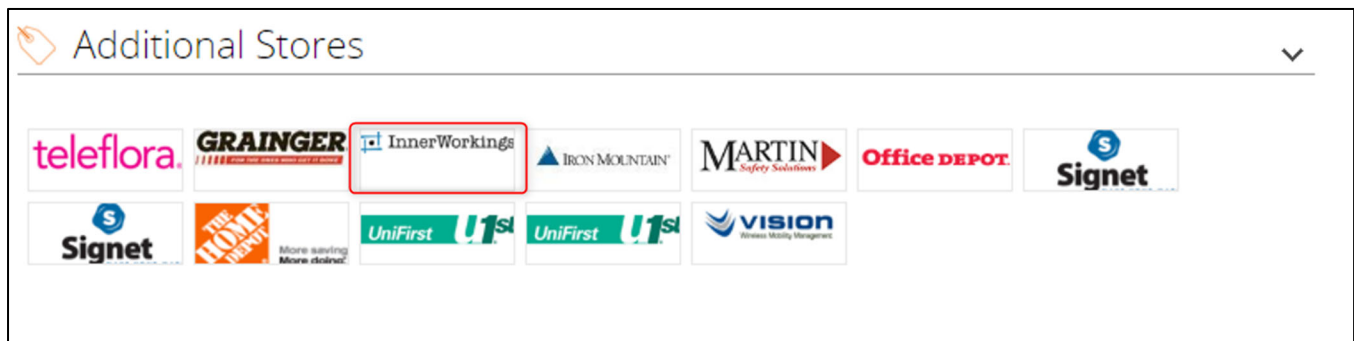
Username

Password

[Forgot username or password?](#)

Sign In

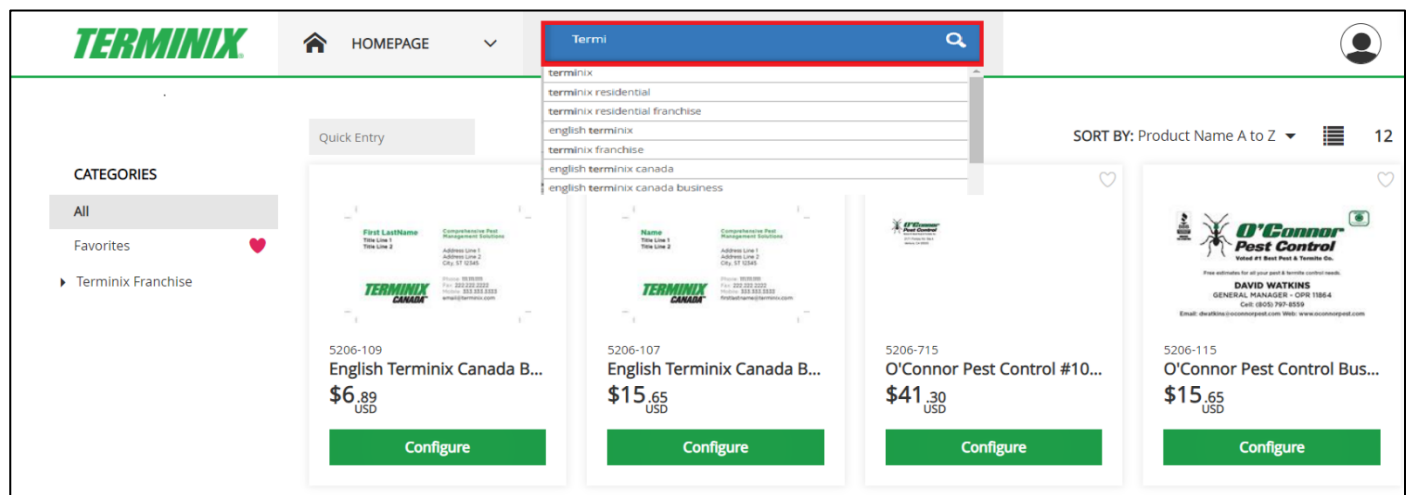
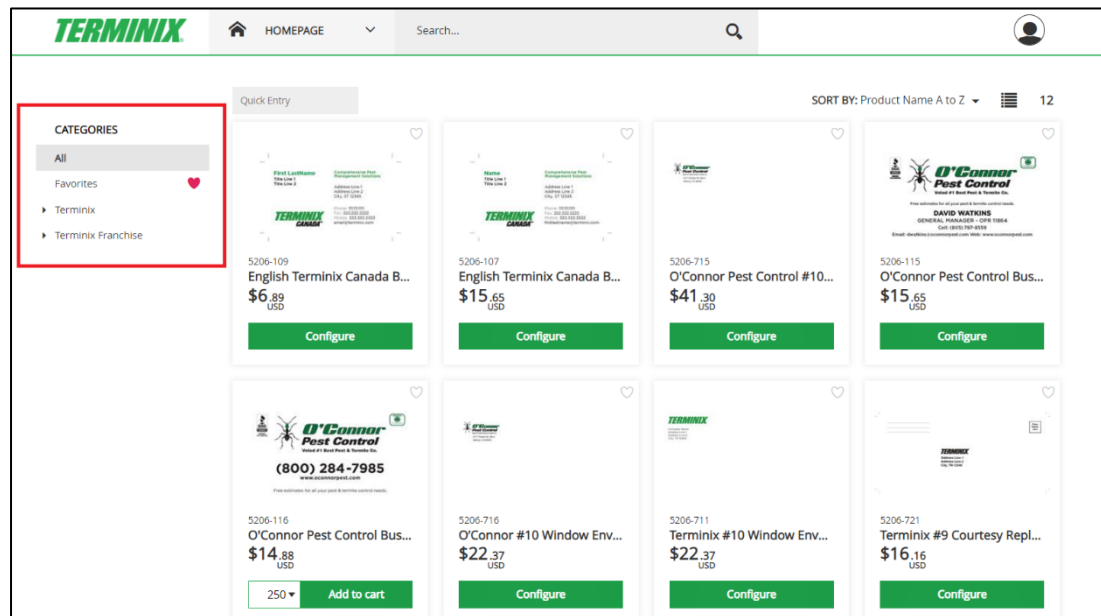
Click on InnerWorkings Icon below the Additional Stores section. After clicking on the button, you will be directed to the VALO site. At first login, your account will be created automatically, and you will be automatically logged into your existing account with each subsequent login.



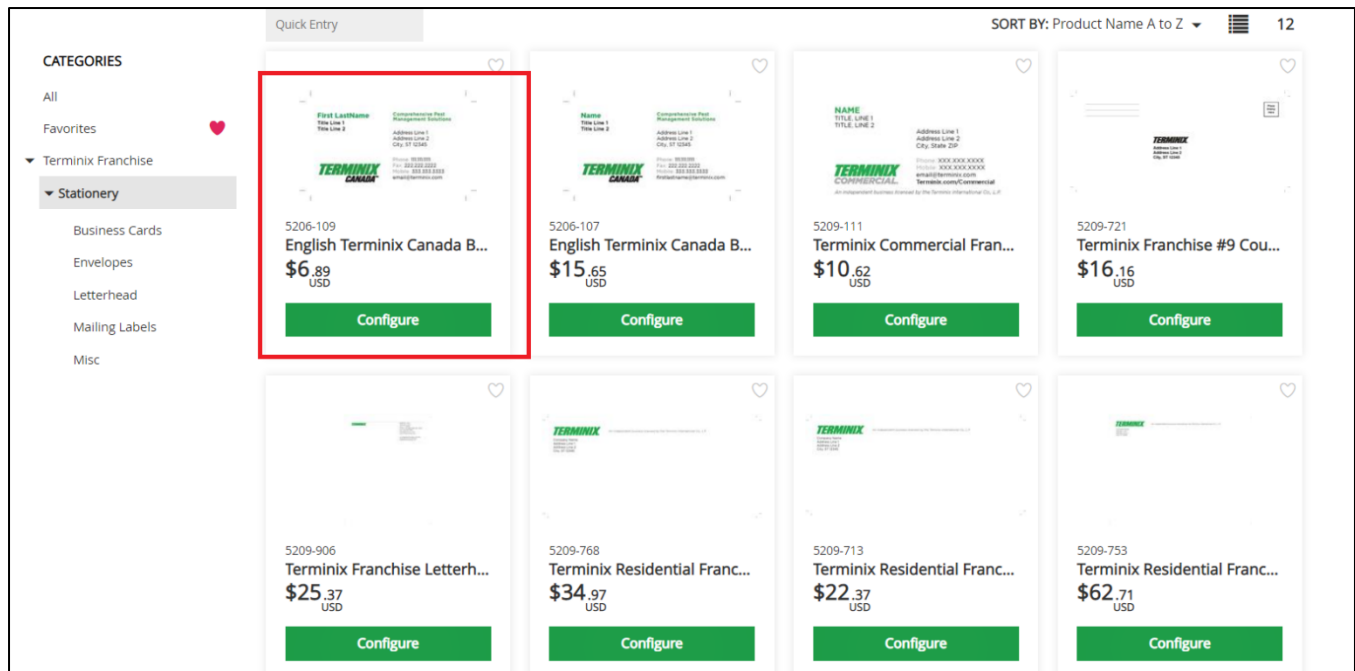
# BROWSE THE CATALOG

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.



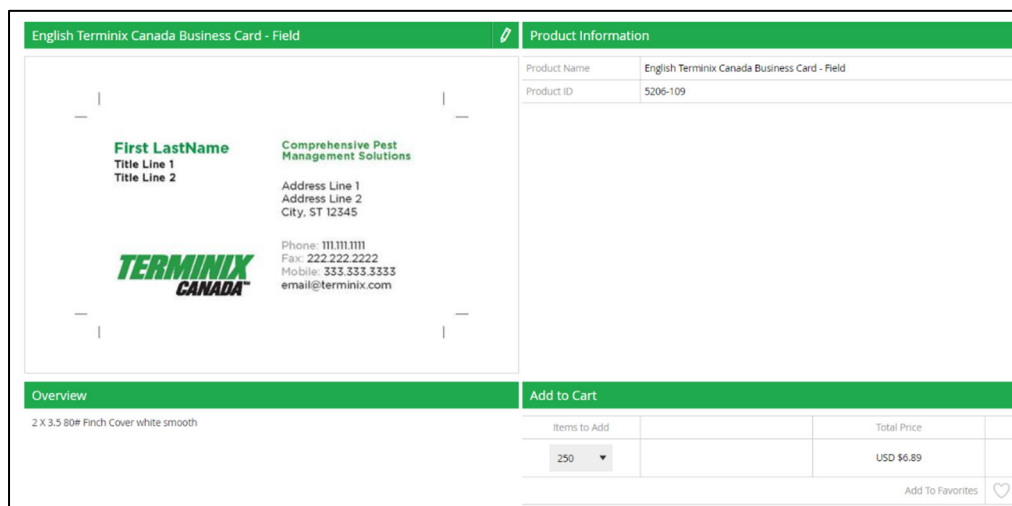
The **catalog** item display will include the item image, SKU and price.



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.



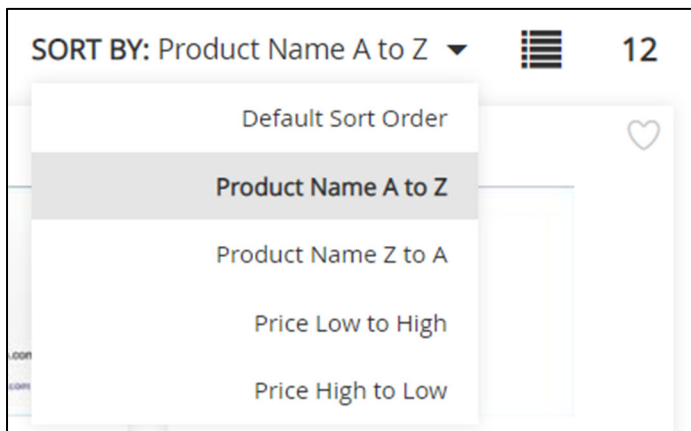
# ADJUSTING THE CATALOG VIEW


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

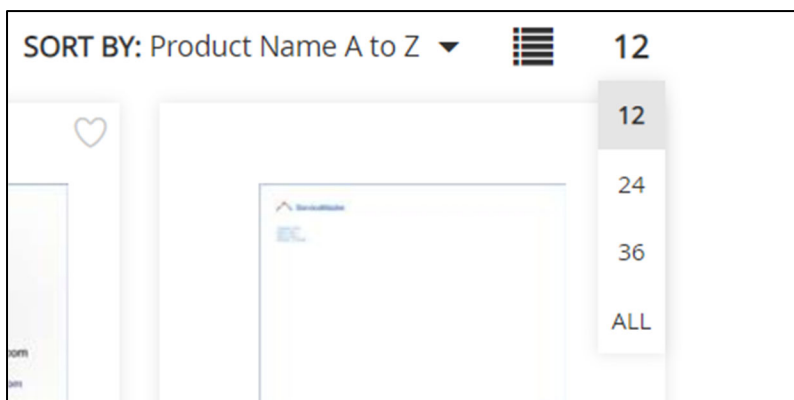
SORT BY: Product Name A to Z ▾  12

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

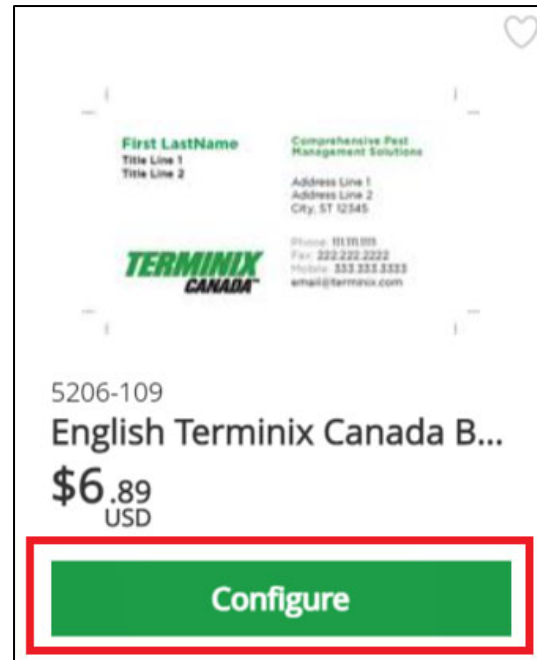
If you already know the product you would like to customize and order, you can enter a specific SKU into the **Quick Entry** field to instantly edit and customize by clicking on the cart icon.

The image shows a sequence of steps for using the Quick Entry feature on the Terminix website. The top navigation bar includes the **TERMINIX** logo, a home icon, the text **HOMEPAGE**, a dropdown arrow, and a search bar labeled **Search...**. Below this, a button labeled **Quick Entry** is highlighted with a red box. A red arrow points from this button to a search input field containing the text **5206-109**. Another red arrow points from the search field to a product card. The product card displays the same SKU **5206-109** and features a red cart icon to its right.



## 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.

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

The screenshot shows a web application interface. On the left is a form with fields for Name, Title, Title 2, Address 1, Address 2, City, and State. The form is filled with: Name: John Doe, Title: Manager, Address 1: 1234 Anywhere St, City: Memphis, State: TN. Below the form are buttons for 'Update' and 'Approve/Checkout'. Above the form is a 'Choose Quick Fill' dropdown menu. To the right of the form is a preview of a business card. The card has the following text: 'John Doe Manager' in green, 'Comprehensive Pest Management Solutions' in green, '1234 Anywhere St Memphis, TN 38120', 'TERMINIX CANADA' in green, and 'Phone: 111-222-3333 Mobile: 333-333-3333 jdoe@terminix.com'.



This is a close-up of the 'Choose Quick Fill' dropdown menu. It shows the same form fields as the main screenshot: Name (John Doe), Title (Manager), Title 2, Address 1 (1234 Anywhere St), Address 2, City (Memphis), and State (TN). Below the fields are buttons for 'Enter Quick Fill Name', 'Save Quick Fill', 'Update', and '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	
<div>250 ▼</div>		USD \$6.89	
			<a href="#">Add To Favorites</a> 

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.

Do you approve the purchase of this ?

< 1 / 1 >


35% -  + 1:1

John Doe

Manager

Comprehensive Pest  
Management Solutions

1234 Anywhere St  
Memphis, TN 12345



Phone: 444.444.4444

jdoe@terminix.com

Cancel



Confirm

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
<b>Overview</b>		<b>Add to Cart</b>	
2 X 3.5 80# Finch Cover white smooth		Items to Add	Total Price
		250 ▼	USD \$6.89
		<a href="#">Add To Favorites</a> 	

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.



**CATEGORIES**  
All  
**Favorites**   
▸ Terminix  
▸ Terminix Franchise

Quick Entry


  
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.



CHECKOUT

Title	Quantity	Total Price	
 <div>English Terminix Canada Business Card - Field 5206-109</div>	250 pcs	USD \$6.72	×


Clear Cart

Total  
USD \$6.72

Checkout

This launches the **Shopping Cart** screen.

Shopping Cart



English Terminix Canada Business Card - Field

250 ▼ USD \$6.72

SKU 5206-109

Subtotal  
USD \$6.72

×

Total... USD \$6.72

Place Order


Clear

## 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.

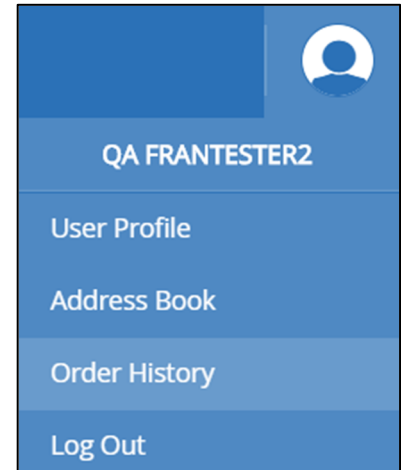
### Shopping Cart

 <b>English Terminix Canada Business Card - Field</b> 250 ▼ USD \$6.72 SKU 5206-109	Subtotal USD \$6.72	<div>Total... <b>USD \$6.72</b></div> <div>Place Order</div> <div>Clear</div>
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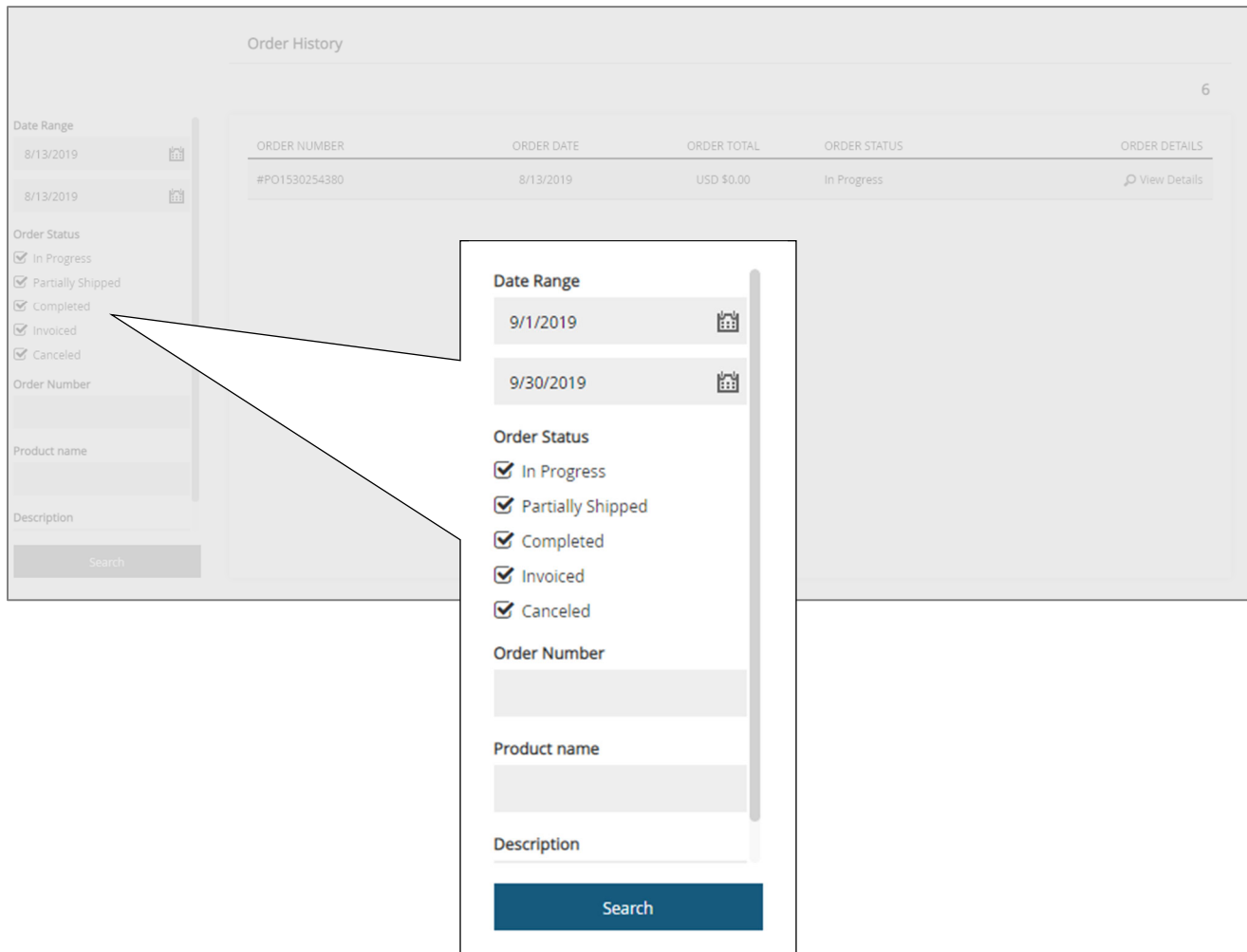
After the **Place Order** button is pressed, the order will be routed back to the ServiceMaster intranet to complete the ordering process. Within your intranet, you will complete the ordering process including the selection of the ship-to address. Approvals for orders may appear in the intranet and will 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.



## 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
	8/18/2020	USD \$0.00	In Progress	<a href="#">View Details</a>
	7/29/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>
	7/29/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>
	7/28/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>



## CONTACT SUPPORT

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