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# USER GUIDE

TERMINIX FRANCHISES – VALO COMMERCE





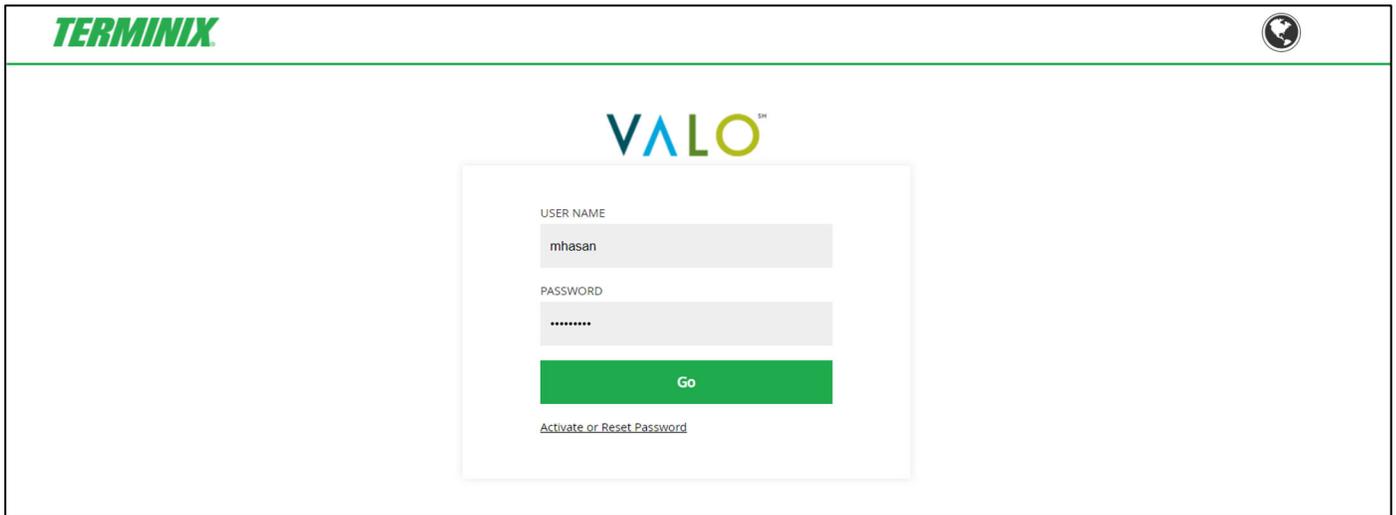
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# ACCESS YOUR COMMERCE SITE

To access your VALO Commerce site, navigate to <https://servicemaster.franchises.inwk.com/>. Provide your username and password to log in.

*Please note – if this is your first-time logging into VALO Commerce, you will need to click on the **Activate or Reset Password** link on the homepage to set your password. Your username will be your email address.*



TERMINIX

VALO™

USER NAME  
mhasan

PASSWORD  
\*\*\*\*\*

Go

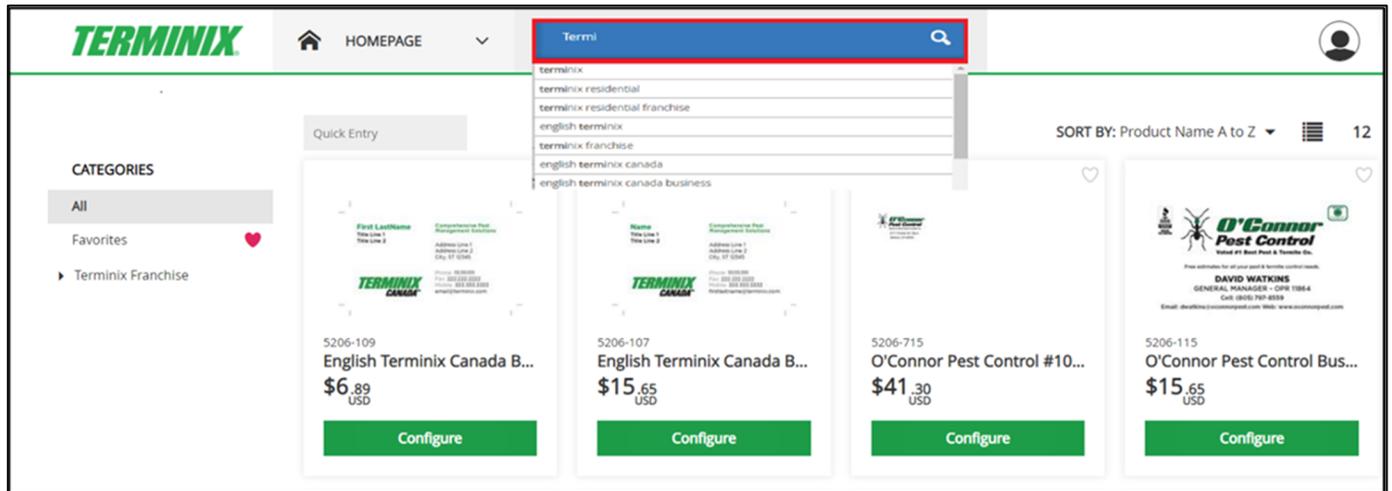
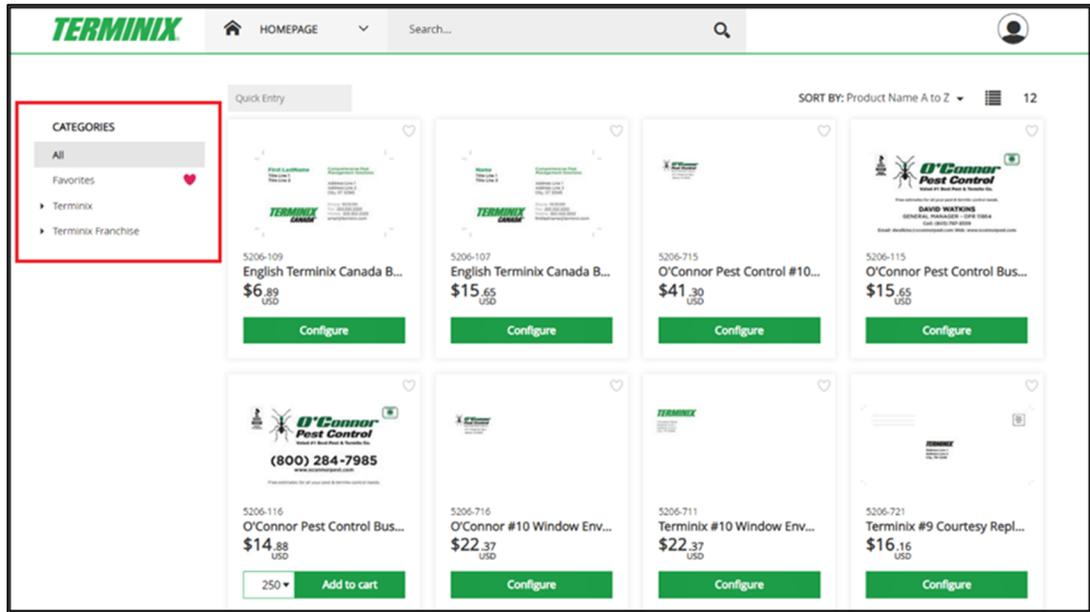
[Activate or Reset Password](#)

If you need assistance with logging in, please contact support at [SMarkham@inwk.com](mailto:SMarkham@inwk.com).

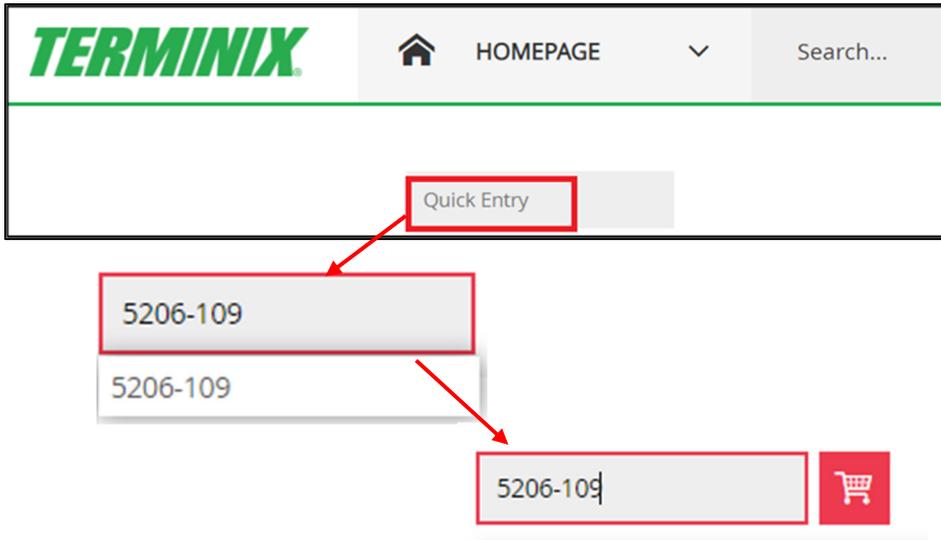
# BROWSE THE CATALOG

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.

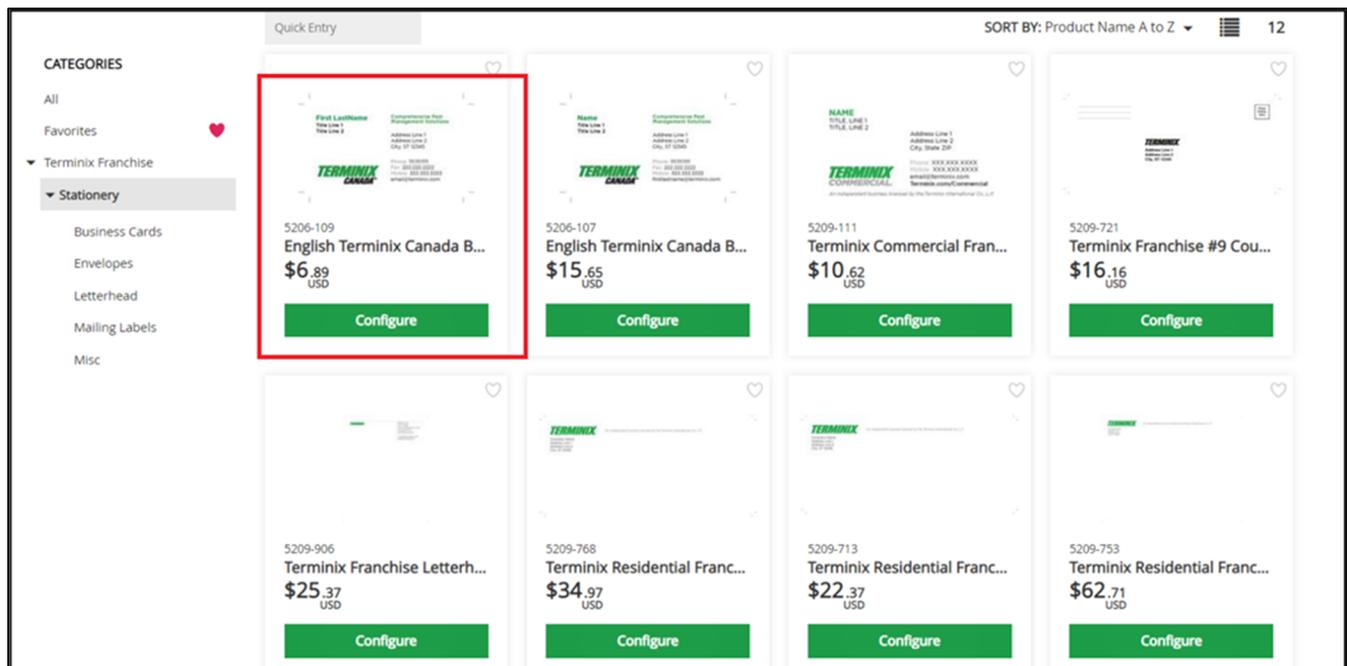
The search field will display items based on name or description containing the search term entered.



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 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.

The screenshot shows a product detail page for 'English Terminix Canada Business Card - Field'. The page is divided into several sections:

- Product Information:** Located at the top right, it displays the product name 'English Terminix Canada Business Card - Field' and the product ID '5206-109'.
- Overview:** Located at the bottom left, it shows the item description '2 X 3.5 80# Finch Cover white smooth'.
- Add to Cart:** Located at the bottom right, it features a table for adding items to the cart.

Items to Add	Total Price
250	USD \$6.89

Additional features include an 'Add To Favorites' button with a heart icon.

The main content area displays a business card template with the following text:

**First LastName**  
Title Line 1  
Title Line 2

**Comprehensive Pest Management Solutions**

Address Line 1  
Address Line 2  
City, ST 12345

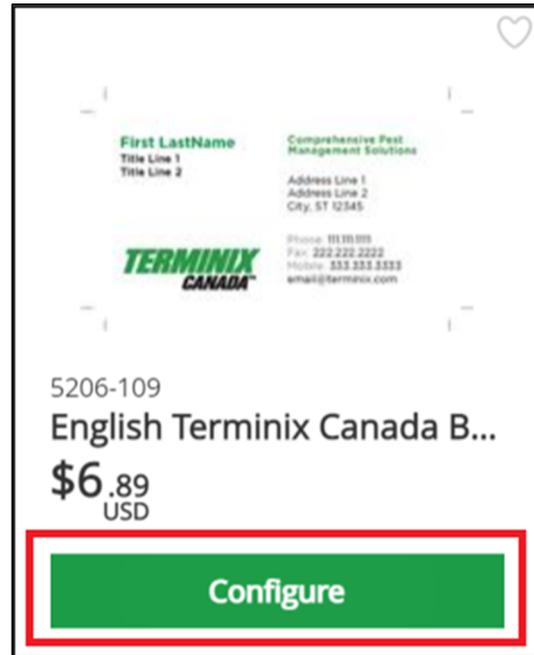
Phone: 111.111.1111  
Fax: 222.222.2222  
Mobile: 333.333.3333  
email@terminix.com

**TERMINIX CANADA**

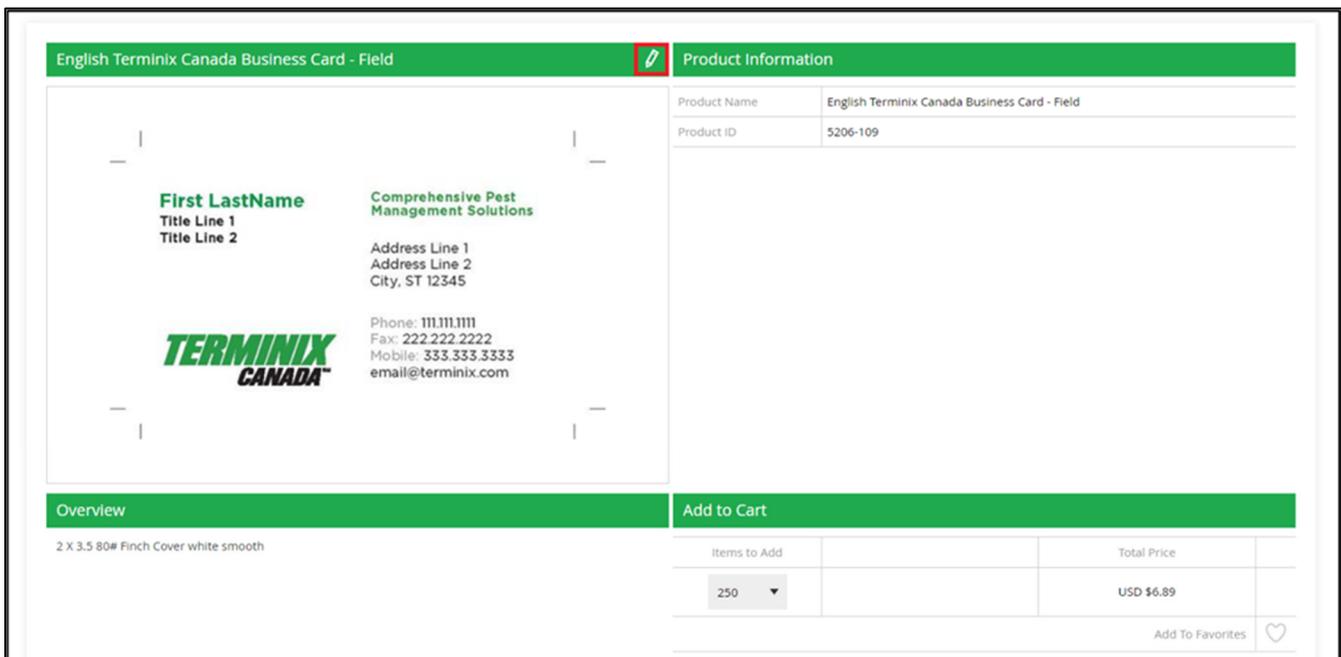
# CUSTOMIZE AN ITEM

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.





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.

Choose Quick Fill

Name\* John Doe

Title\* Manager

Title 2

Address 1 \* 1234 Anywhere St

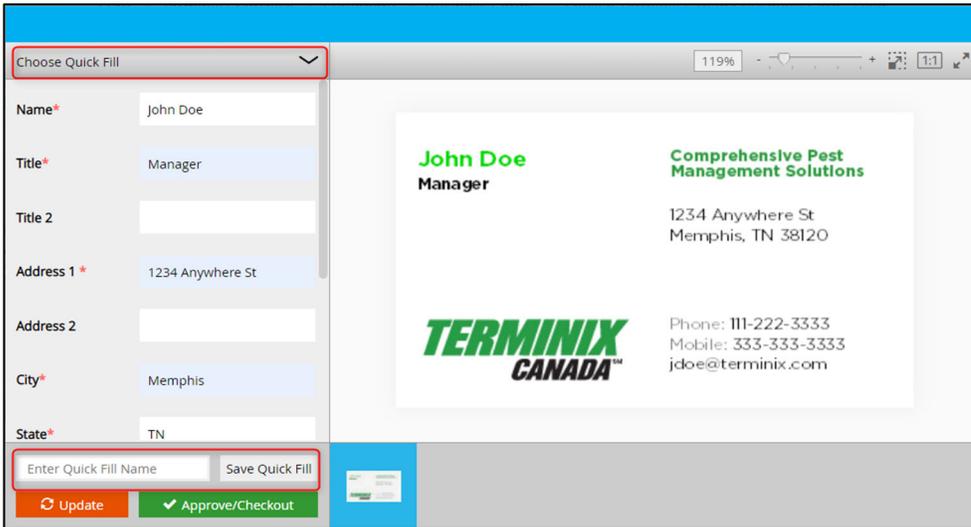
Address 2

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.

Do you approve the purchase of this ?

< 1 / 1 > 35%

**John Doe**  
Manager

**Comprehensive Pest Management Solutions**

1234 Anywhere St  
Memphis, TN 12345

**TERMINIX**  
CANADA<sup>SM</sup>

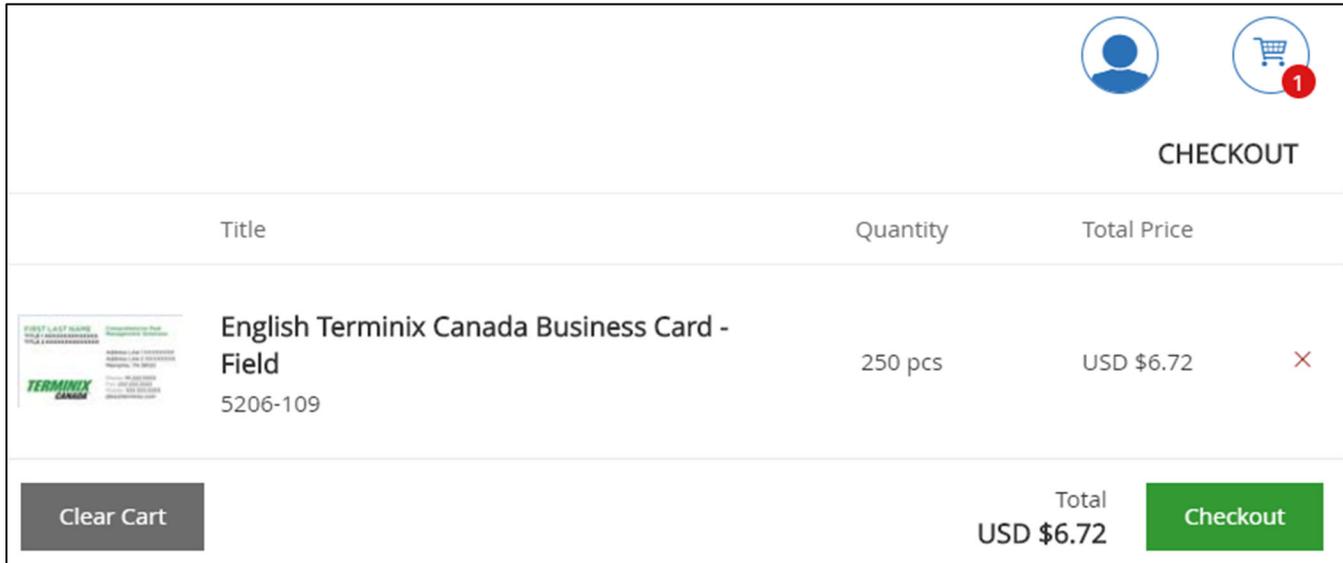
Phone: 444.444.4444  
jdoe@terminix.com

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.



## 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.



Title	Quantity	Total Price
 English Terminix Canada Business Card - Field 5206-109	250 pcs	USD \$6.72
<a href="#">Clear Cart</a>		Total USD \$6.72
		<a href="#">Checkout</a>

When the **Checkout** page opens, you will be prompted through six steps:

## REVIEW YOUR ITEMS

On the **Items** screen, 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 adding items to your cart before checking out by clicking the **Continue Shopping** button.
5. Continue with the purchasing process by clicking the **Next** button.

Item Description	Quantity	Price	Subtotal
 SKU 5206-109 English Terminix Canada Business Card - Field	250	USD \$6.72	USD \$6.72

Subtotal: USD \$6.72  
TOTAL: USD \$6.72

Continue Shopping Next

Once you have confirmed the shipping address is correct, click **Next** to proceed to the **Delivery** page.

The screenshot shows a checkout process with six steps: Items, Shipping, Delivery, Payment, Card Details, and Checkout. The 'Shipping' step is currently active, indicated by a green bar and a '2' in a circle. The form contains the following fields:

- Country \*: United States
- First Name \*: John
- Last Name \*: Doe
- Company \*: InnerWorkings, Inc
- Address 1 \*: 203 N. LaSalle
- Address 2: (empty)
- City \*: Chicago
- State \*: Illinois
- Zip Code \*: 60601
- Phone \*: 1111111111

At the bottom right, the subtotal and total are both USD \$6.72. There are 'Continue Shopping', 'Back', and 'Next' buttons.

Here, you will select the **Delivery Method**, click **Next** to proceed to the **Payment** method to complete the Credit Card payment by entering **billing details** and valid **Credit Card** number.

The screenshot shows the checkout process at the 'Delivery' step, which is now active (indicated by a green bar and a '3' in a circle). The 'Shipping' step is also marked as complete with a checkmark. The 'Choose Delivery Method' section displays the shipping address and three options:

John Doe InnerWorkings, Inc 203 N. LaSalle Chicago, IL, 60601 United States 1111111111	<b>FedEx</b> FedEx Ground	USD \$6.48
	<b>FedEx</b> FedEx 2 day	USD \$9.44
	<b>FedEx</b> FedEx Standard Overnight	USD \$12.34

The total remains USD \$6.72. There are 'Continue Shopping', 'Back', and 'Next' buttons.



Items Shipping Delivery Payment Card Details Checkout

Payment Information

Card Number  
\*\*\*\* \*  
Expiration Date  
MM / YY

CVV  
CVC

Accepted Cards  
VISA  
MasterCard  
DISCOVER  
AMEX

Subtotal: USD \$6.72  
Shipping Total: USD \$6.48  
TOTAL: USD \$13.20

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

## FINALIZE YOUR ORDER

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

Items Shipping Delivery Payment Card Details Checkout

Shipping Address  
John Doe  
InnerWorkings, Inc  
203 N. LaSalle  
Chicago, IL, 60601  
[Change](#)

Delivery  
FedEx Ground  
[Change](#)

Payment Information  
Credit Card  
[AMEX](#)  
Card Number XXXX XXXX XXXX 1002  
Expiration Date - XXXX  
[Change](#)

Billing Address  
John Doe  
InnerWorkings, Inc  
203 N. LaSalle  
Chicago, IL, 60601  
United States  
1111111111  
[Change](#)

Item Description	Quantity	Price	Subtotal
 SKU 5206-109 English Terminix Canada Business Card - Field	250		USD \$6.72

[Change](#)

Subtotal: USD \$6.72  
Shipping Total: USD \$6.48  
TOTAL: USD \$13.20

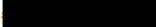
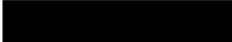
[Continue Shopping](#) [Back](#) [Checkout](#)





An **Order Confirmation** screen will appear with the option to print on the bottom right corner.

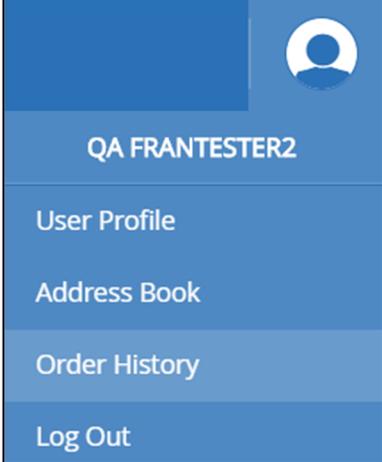
You will also receive an email copy of your order confirmation at the email address on your account. If you need to contact VALO Support regarding the order for any reason, please reference your order number.

<b>ORDER CONFIRMATION</b>		8/18/2020		
ORDER 	DETAILS In Progress			
<hr/>				
<b>SHIPPING ADDRESS</b>				
Test Address INWK 123 Test St Ste 456 Test, IL 60601 United States 8018798694 TEST				
<hr/>				
<b>Item</b>	<b>Line Item Status</b>	<b>Quantity</b>	<b>Price</b>	<b>Sub</b>
	In Progress	1	USD \$0.00	USD \$0.00
<hr/>				
<b>PAYMENT INFORMATION</b>				
Payment method: Bill to My Account Location ID: TEST				TOTAL: USD \$0.00



## VIEW AND COPY PREVIOUS ORDERS

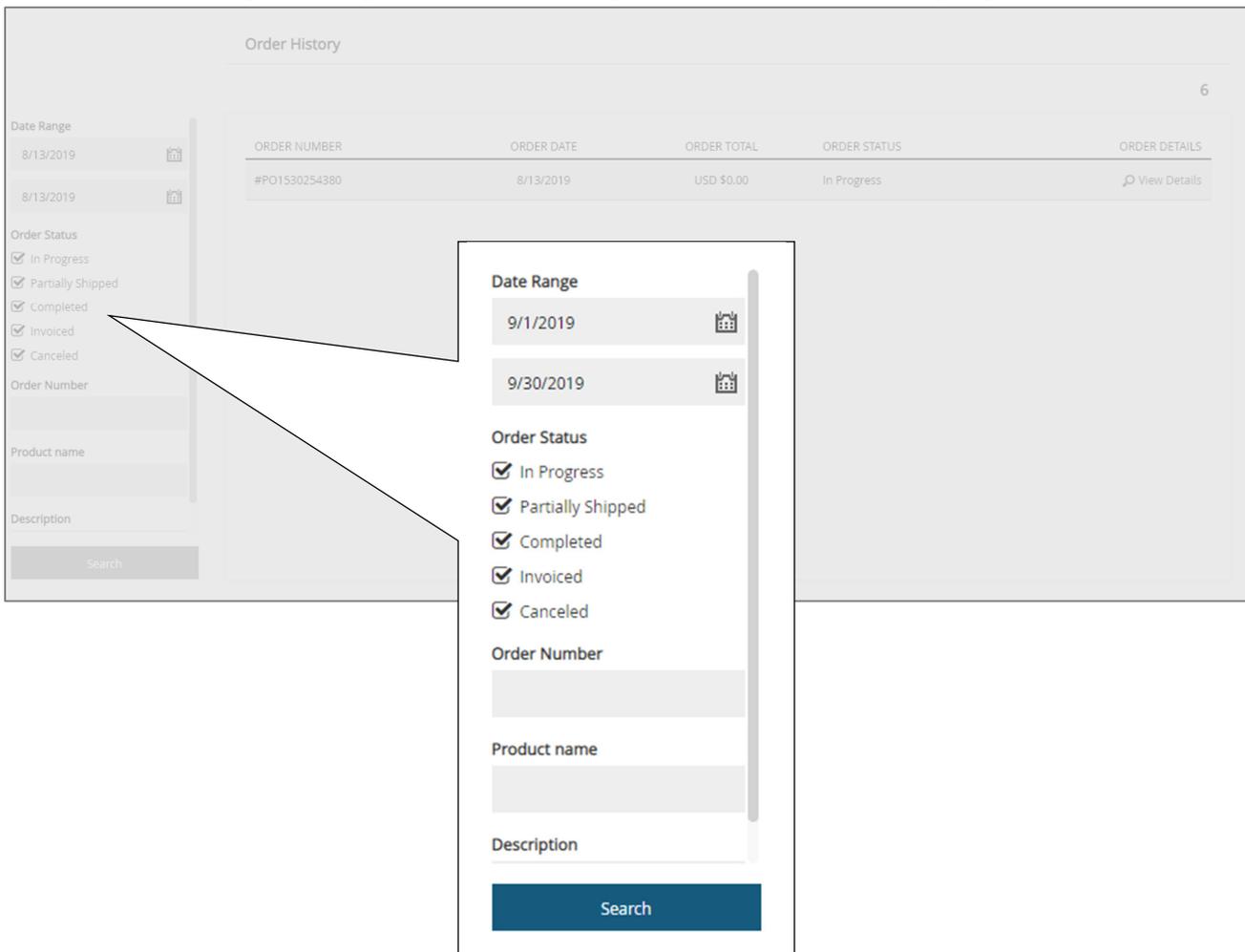
To access a list of all orders you have placed, hover over your user icon and select **Order History**.



QA FRANTESTER2

- User Profile
- Address Book
- Order History
- Log Out

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



Order History

6

Date Range

8/13/2019

8/13/2019

Order Status

- In Progress
- Partially Shipped
- Completed
- Invoiced
- Canceled

Order Number

Product name

Description

Search

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1530254380	8/13/2019	USD \$0.00	In Progress	<a href="#">View Details</a>

**Date Range**

9/1/2019

9/30/2019

**Order Status**

- In Progress
- Partially Shipped
- Completed
- Invoiced
- Canceled

**Order Number**

**Product name**

**Description**

Search

## 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	<a href="#">View Details</a>
[REDACTED]	7/29/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>
[REDACTED]	7/29/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>
[REDACTED]	7/28/2020	USD \$0.00	Cancelled	<a href="#">View Details</a>

Date Range

7/28/2020

8/18/2020

Order Status

In Progress

Partially Shipped

Completed

Invoiced

Canceled

Order Number

Product name

Description

[Search](#)



**ORDER CONFIRMATION** 8/18/2020

ORDER XXXXXXXXXX DETAILS  
In Progress

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**SHIPPING ADDRESS**  
Test Address  
INWK  
123 Test St  
Ste 456  
Test, IL 60601  
United States  
8018798694  
TEST

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Item	Line Item Status	Quantity	Price	Sub
<span style="background-color: black; color: black;">XXXXXXXXXX</span>	In Progress	1	USD \$0.00	USD \$0.00

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**PAYMENT INFORMATION**  
Payment method: Bill to My Account  
Location ID: TEST TOTAL: USD \$0.00

## 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.