
VALO COMMERCE

ECHO STATIONS – USER GUIDE





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INTRODUCTION TO VALO COMMERCE

The VALO Commerce solution from InnerWorkings is a global B2B eCommerce platform for selling branded products via a familiar, highly customizable online storefront experience. This tool offers self-service procurement of predefined products that are made available in a catalog interface with pre-determined prices.

USING VALO COMMERCE

When working with VALO Commerce, you can:

- Access your Commerce site
- Browse the catalog
- Add items to your shopping cart
- Place an order
- Add items to your Favorites list
- View and copy previous orders
- Manage shipping addresses
- Contact Support



ACCESSING THE ECHO VALO COMMERCE SITE

To access the Echo VALO Commerce site, navigate to <https://echogloballogistics.inwk.com/>. Provide your username (your email address) and password, then click **Go** to log in.

The screenshot shows the login interface for the Echo VALO Commerce site. At the top left is the ECHO logo, and at the top right is a globe icon. The central part of the page is a white box containing a login form. The form has two input fields: 'USER NAME' with the text 'test@echoglobal.inwk.com' and 'PASSWORD' with '*****'. Below these fields is a blue button labeled 'Go'. At the bottom of the form are three links: 'Forgot your password?', 'Forgot your password?', and 'Create an Account'.

To create an individual account and pay with a credit card - Click on **Create an Account** to follow the instructions and create an account to access the site.

For corporate site access: [Click here for the Echo P&L Store \(corporate\) Site User Guide](#)

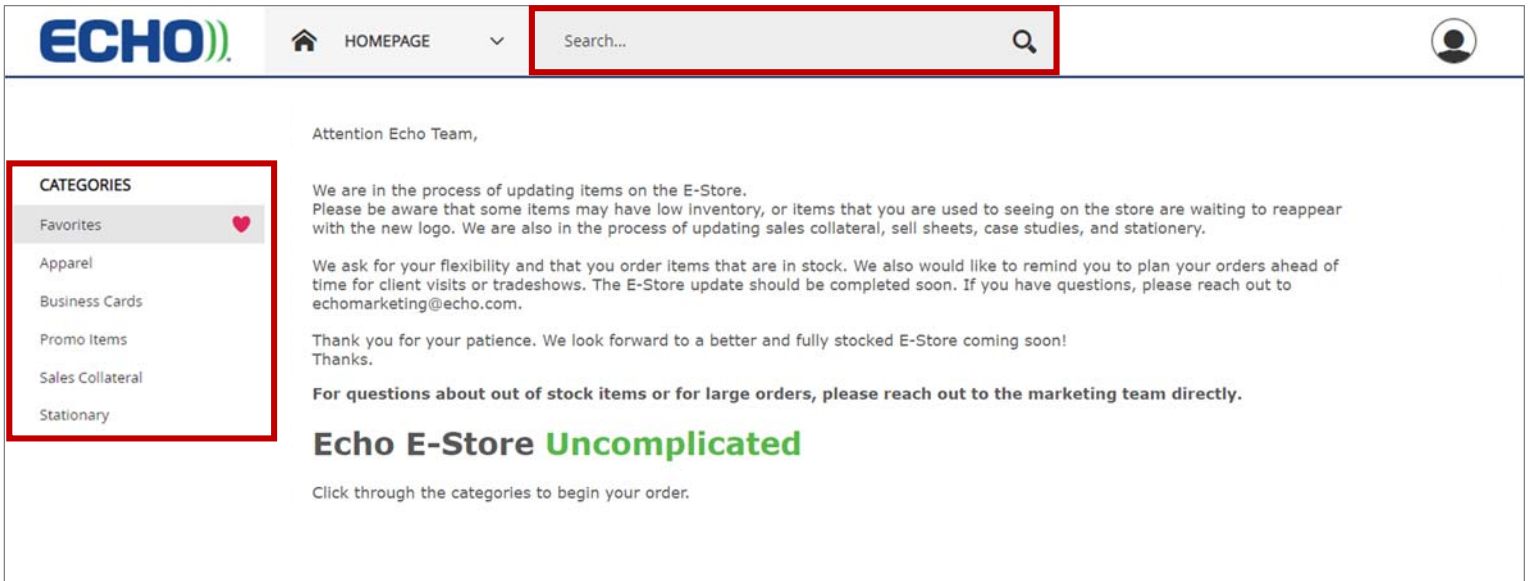


Click on the **Echo Team E-Store** module button to enter the catalog.




The screenshot shows the ECHO application interface. At the top left is the ECHO logo, and at the top right is a user profile icon. The main content area contains two buttons, each with a shopping cart icon. The button on the left is labeled 'Echo P&L Store' and is light gray. The button on the right is labeled 'Echo Team E-Store' and is dark blue with a white text box; this button is highlighted with a red border.

BROWSING THE CATALOG


To find a specific item, you can browse through the categories on the left side of the screen or enter a keyword in the search field at the top of the screen.



The screenshot displays the ECHO E-Store interface. At the top left is the ECHO logo. To its right is a navigation menu with a home icon and the text 'HOMEPAGE'. Further right is a search bar with the placeholder text 'Search...' and a magnifying glass icon. On the far right of the top bar is a user profile icon. Below the top bar, on the left side, is a 'CATEGORIES' menu with a red border. The categories listed are: Favorites (with a red heart icon), Apparel, Business Cards, Promo Items, Sales Collateral, and Stationary. The main content area on the right contains a message addressed to the 'Echo Team', explaining that items are being updated and some may have low inventory. It includes contact information for echomarketing@echo.com and a note to reach out to the marketing team for out-of-stock items or large orders. The message concludes with the heading 'Echo E-Store Uncomplicated' and a prompt to click through categories to begin an order.

ECHO  HOMEPAGE  

CATEGORIES

- Favorites 
- Apparel
- Business Cards
- Promo Items
- Sales Collateral
- Stationary

Attention Echo Team,

We are in the process of updating items on the E-Store. Please be aware that some items may have low inventory, or items that you are used to seeing on the store are waiting to reappear with the new logo. We are also in the process of updating sales collateral, sell sheets, case studies, and stationary.

We ask for your flexibility and that you order items that are in stock. We also would like to remind you to plan your orders ahead of time for client visits or tradeshow. The E-Store update should be completed soon. If you have questions, please reach out to echomarketing@echo.com.

Thank you for your patience. We look forward to a better and fully stocked E-Store coming soon!
Thanks.

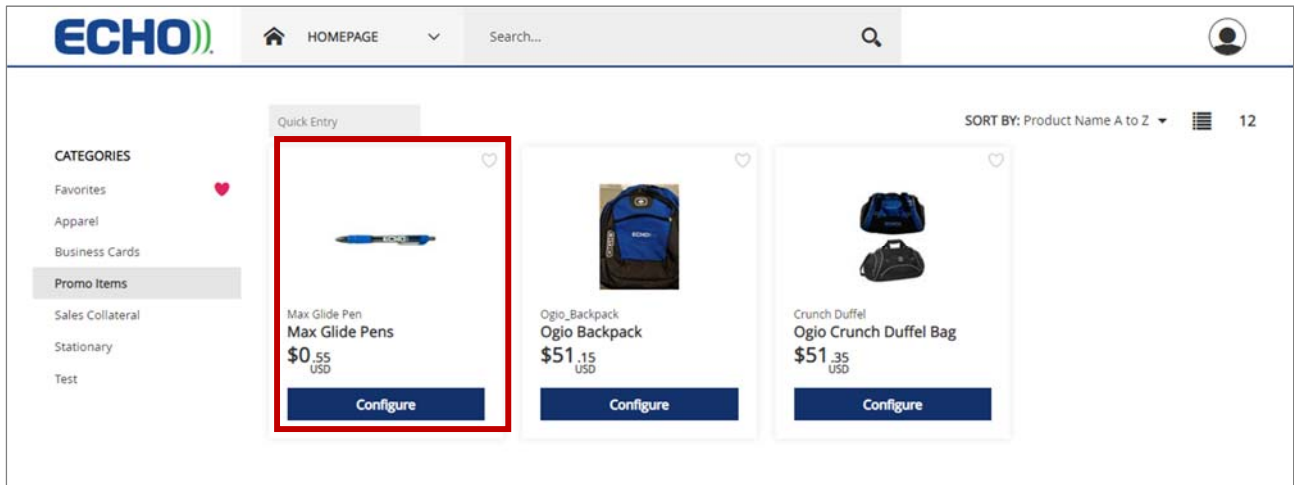
For questions about out of stock items or for large orders, please reach out to the marketing team directly.

Echo E-Store **Uncomplicated**

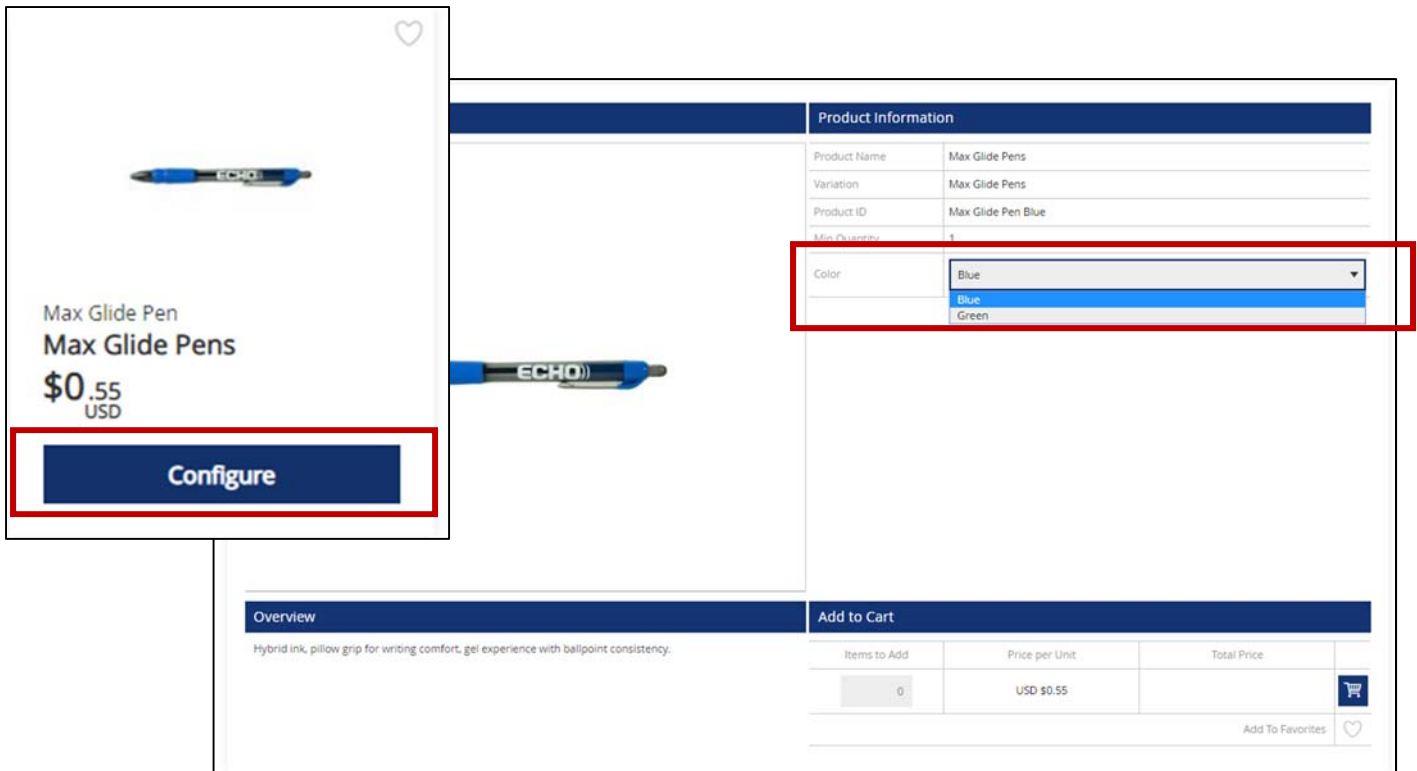
Click through the categories to begin your order.



Click on an item's image to access the item detail screen, which provides you with additional information and gives you the option to add the item to your shopping cart or to your list of favorites.



Click on **Configure** to enter an item's detail page and select options.





Adding Items to Your Favorites List

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.

Add to Cart			
Items to Add	Price per Unit	Total Price	
0	USD \$0.55		
			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

SORT BY: Product Name A to Z 12

- CATEGORIES**
- Favorites**
- Apparel
- Business Cards
- Promo Items
- Sales Collateral
- Stationary
- Test

Max Glide Pen
Max Glide Pens
\$0.55
USD

Configure

Ogio_Backpack
Ogio Backpack
\$51.15
USD

Configure

Crunch Duffel
Ogio Crunch Duffel Bag
\$51.35
USD

Configure



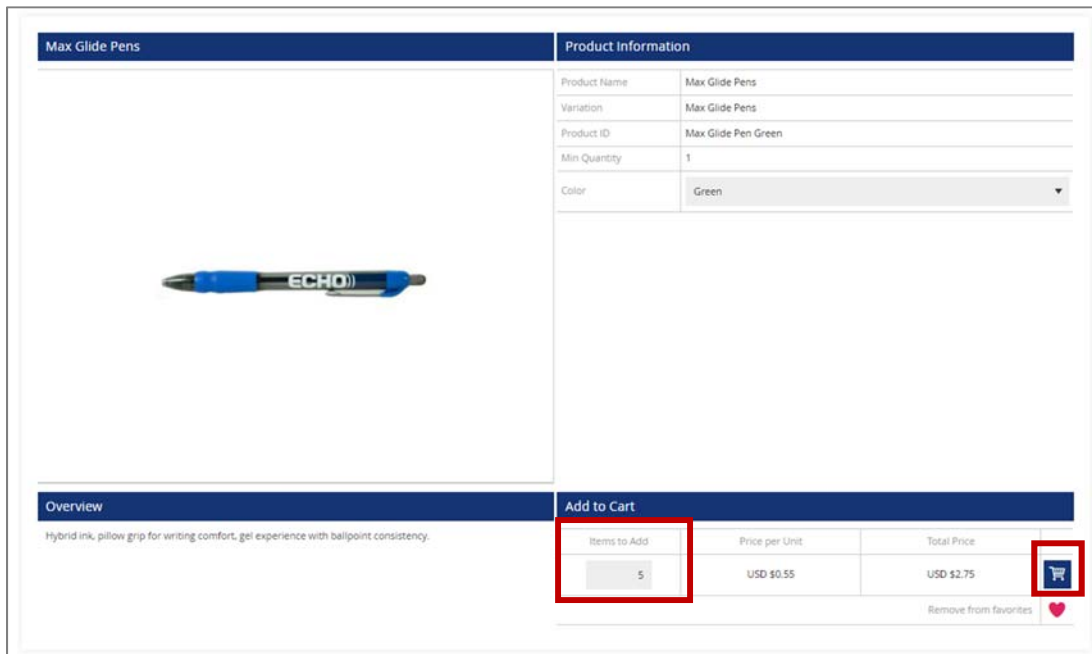
ADDING ITEMS TO YOUR SHOPPING CART

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

1. From the catalog page, enter the quantity in the field provided and click **Add to cart**



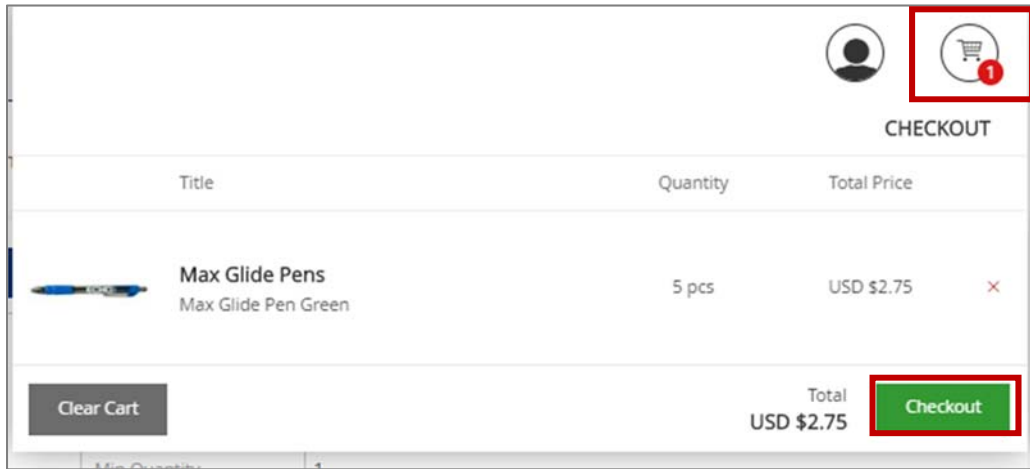
2. On the item detail screen, enter the desired quantity in the Add to Cart area and click the shopping cart button.





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.



When the Checkout page opens, you will be prompted through several steps. After completing each step, click the **Next** button to proceed.



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

Items Shipping Checkout

1 2 3

Shopping Cart Enable Multiple Address Shipping Clear

Item Description	Quantity	Price	Subtotal
 SKU F-4721-ELK Education Product Portfolio Brochure	25	USD \$0.00	USD \$0.00 X
 SKU HT-0033-ELK Halsey Taylor Catalog	12	USD \$0.00	USD \$0.00 X

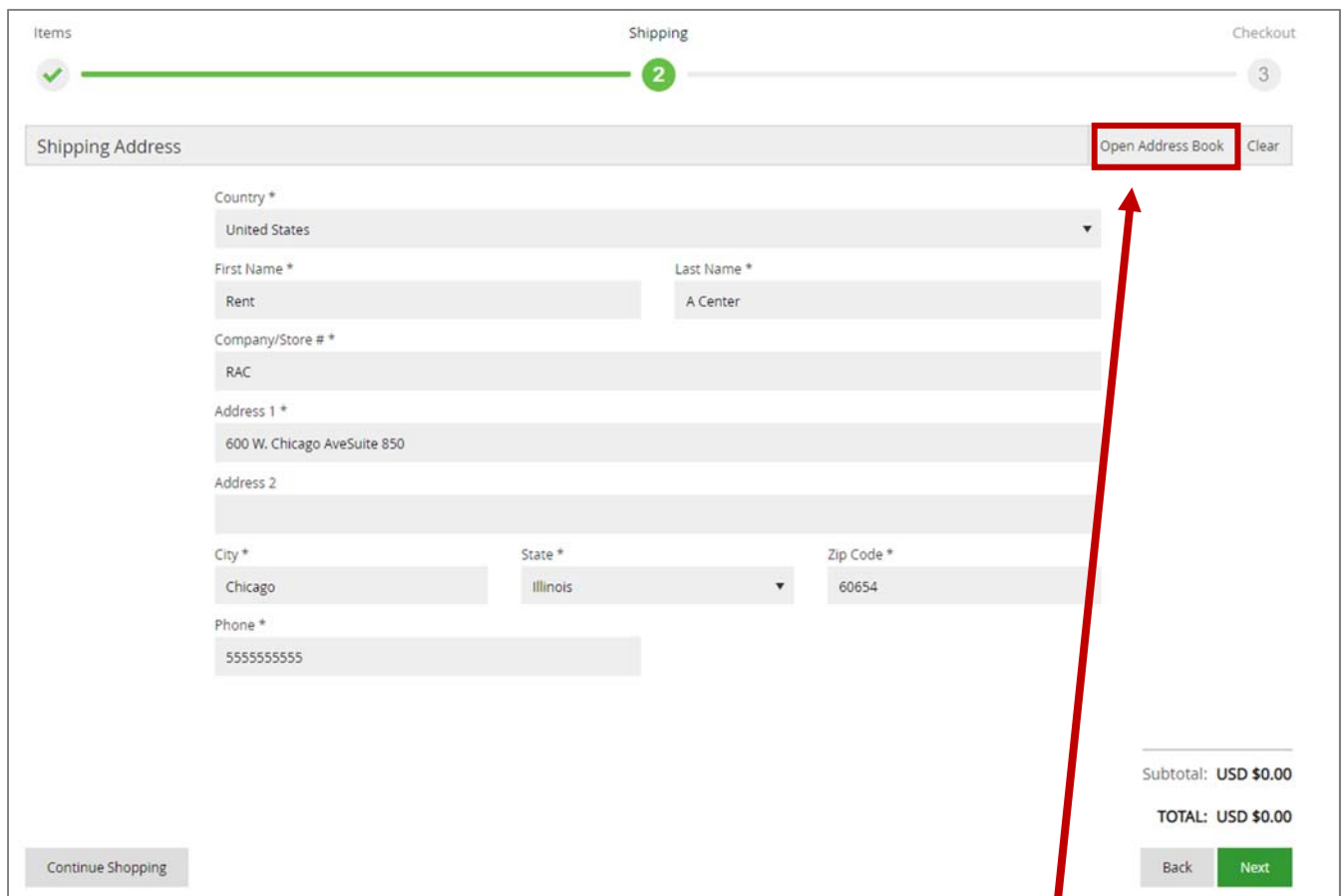
Subtotal: USD \$0.00
TOTAL: USD \$0.00

Continue Shopping Next

REVIEW OR ENTER SHIPPING ADDRESS

If you are only shipping to a single address, on the **Shipping Address** page you can enter the location where the items will be shipped.

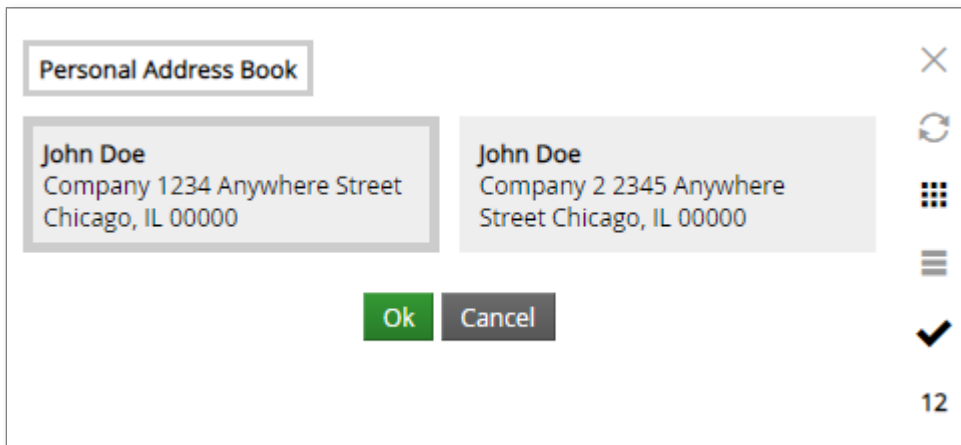
Note: Confirm the address is correct. If you have a default shipping address saved in your user profile, the shipping address may default to this location.









The screenshot shows a checkout page with a progress bar at the top. The progress bar has three steps: 'Items' (completed with a checkmark), 'Shipping' (current step, highlighted with a green circle and the number 2), and 'Checkout' (step 3). Below the progress bar is the 'Shipping Address' form. The form includes a header with 'Shipping Address' on the left and 'Open Address Book' and 'Clear' on the right. The 'Open Address Book' link is highlighted with a red box, and a red arrow points from the bottom right towards it. The form fields are: Country * (United States), First Name * (Rent), Last Name * (A Center), Company/Store # * (RAC), Address 1 * (600 W. Chicago Ave Suite 850), Address 2 (empty), City * (Chicago), State * (Illinois), Zip Code * (60654), and Phone * (5555555555). At the bottom right, there is a summary: Subtotal: USD \$0.00 and TOTAL: USD \$0.00. At the bottom left is a 'Continue Shopping' button, and at the bottom right are 'Back' and 'Next' buttons.

To select from a list of addresses saved in your user profile, click the **Open Address Book** link.

Select the correct shipping address, and then click **OK** to add the location to your order. In the **Open Address Book** section, there are several buttons



	Cancel: Closes the Address Book.
	Refresh: Refreshes the addresses displayed in the Address Book.
	Grid: Displays the addresses in a grid format.
	List: Displays the addresses in a list format.
	Ok: Selects the highlighted address.
	Results Displayed: Selects the number of results displayed on the page (6, 12, or 24).



To narrow the list of displayed addresses, enter the desired criteria in the **Search By** area and click **Search**.

Select the desired shipping address from either the **Address Book**, click **Ok** to add it to your order.

Click **Next** to proceed to the **Delivery** page.

The image shows a 'Shipping Address' form with the following fields:

- Search by** and **Search** (highlighted with a red box)
- COUNTRY**: United States (dropdown menu)
- FIRST NAME** and **LAST NAME** (text input fields)
- COMPANY** (text input field)
- ADDRESS 1**, **ADDRESS 2**, **ADDRESS 3**, and **ADDRESS 4** (text input fields)
- CITY**, **STATE** (dropdown menu), and **ZIP CODE** (text input fields)
- PHONE** and **MOBILE PHONE** (text input fields)
- EMAIL** (text input field)



CHOOSE DELIVERY METHOD




On the **Delivery** page, select a **UPS** delivery option and click **Next** to continue to the **Payment** page.

Items Shipping **Delivery** Payment Card Details Checkout

✓ ✓ **3** 4 5 6

Choose Delivery Method

WACMerch Test
INWK
203 N LaSalle
Chicago, IL 60601
United States
wmttestuser@wacmerchtest.com
5555555555

 FedEx Ground	USD \$39.69
 FedEx 2 day	USD \$85.33
 FedEx Standard Overnight	USD \$111.32

Subtotal: USD \$2,437.80
Shipping Total: USD \$39.69
Tax: USD \$249.88
TOTAL: USD \$2,727.37

Continue Shopping Back **Next**

ENTER PAYMENT DETAILS

1. On the **Payment** page, enter your Billing Address for the credit card that's being used for payment. Click **Next** to enter the full Credit Card Details.

Items Shipping Delivery Payment Card Details Checkout

Payment method

Credit Card

Billing Address Shipping Clear

Country *

First Name * Last Name *

Company

Address 1 *

Address 2

Address 3

City * State * Zip Code *

Phone Mobile Phone

Email *

Subtotal: USD \$2,437.80
Shipping Total: USD \$39.69
Tax: USD \$249.88

TOTAL: USD \$2,727.37

Continue Shopping Back Next

2. On the **Payment Information** page, enter the Credit Card Information and click **Next** to Finalize your order.

The screenshot shows a checkout process with six steps: Items, Shipping, Delivery, Payment, Card Details, and Checkout. Steps 1-4 are completed, and step 5 (Card Details) is the current active step. The 'Payment Information' section is highlighted. It contains a form for entering credit card details: Card Number (masked as *1234), Expiration Date (1 / 2022), and CW (123). To the right, there is a list of 'Accepted' payment methods: VISA, Mastercard, DISCOVER, and AMEX. At the bottom right, the order summary shows: Subtotal: USD \$2,437.80, Shipping Total: USD \$39.69, Tax: USD \$249.88, and a bolded TOTAL: USD \$2,727.37. A 'Next' button is highlighted with a red box, indicating the next step in the process.

Please Note: Your card will be charged an initial deposit for on-demand items.

As a security measure, this eCommerce site validates credit card information including Billing Address with the credit card issuer. If you receive an error (declined message or "Order Placement Error") when attempting to place an order with a credit card, please ensure that the Billing Address matches exactly the information on your statement or validate the address with the issuing bank.



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 associated with your account.

If you need to contact InnerWorkings regarding the order for any reason, please reference your order number.


ORDER CONFIRMATION 9/30/2019

ORDER #PO1619134221 DETAILS
In Progress

SHIPPING ADDRESS
Rent A Center
RAC
600 W. Chicago Ave Suite 850
Chicago, IL 60654
United States
5555555555

Item	Line Item Status	Quantity	Price	Sub
Education Product Portfolio Brochure F-4721-ELK	In Progress	25	USD \$0.00	USD \$0.00
Halsey Taylor Catalog HT-0033-ELK	In Progress	12	USD \$0.00	USD \$0.00

PAYMENT INFORMATION
Payment method: Bill to My Account TOTAL: USD \$0.00

[Continue Shopping](#) 



VIEW AND COPY PREVIOUS ORDERS

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



A vertical dropdown menu for a user named 'TESTUSER'. The menu items are: User Profile, Address Book, Order History (highlighted with a red border), Kit Saved Progress, and Log Out.

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

The 'Order History' screen features a table of orders and a search filter overlay. The table has columns for ORDER NUMBER, ORDER DATE, ORDER TOTAL, ORDER STATUS, and ORDER DETAILS. A single order is listed with ID #PO1530254380, dated 8/13/2019, for a total of USD \$0.00, with a status of 'In Progress'. A search filter overlay is shown, containing sections for Date Range (with date pickers for 9/1/2019 and 9/30/2019), Order Status (with checkboxes for In Progress, Partially Shipped, Completed, Invoiced, and Canceled), Order Number, Product name, and Description, all leading to a Search button.

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1530254380	8/13/2019	USD \$0.00	In Progress	View Details

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 CONFIRMATION 9/30/2019

ORDER #PO1619134221 DETAILS
In Progress

SHIPPING ADDRESS
Rent A Center
RAC
600 W. Chicago Ave Suite 850
Chicago, IL 60654
United States
5555555555

Item	Line Item Status	Quantity	Price	Sub
Education Product Portfolio Brochure F-4721-ELK	In Progress	25	USD \$0.00	USD \$0.00
Halsey Taylor Catalog HT-0033-ELK	In Progress	12	USD \$0.00	USD \$0.00

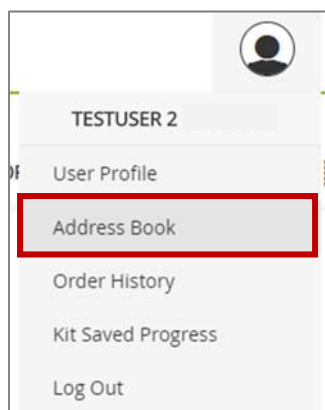
PAYMENT INFORMATION
Payment method: Bill to My Account TOTAL: USD \$0.00

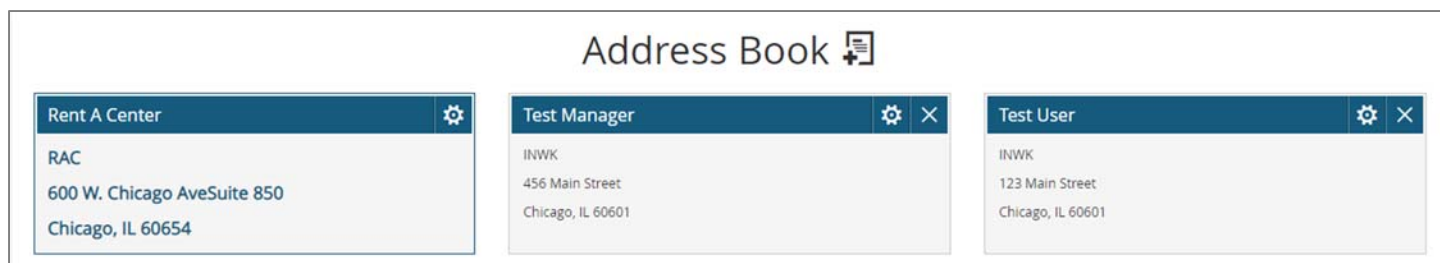




MANAGE SHIPPING ADDRESSES

To modify the shipping addresses available at checkout, hover over your User icon and select **Address Book**.



Your saved shipping addresses display, along with your default address in a larger, bolder **blue font**.



To add a new address, click the **Add** icon . To modify an existing address, click the **Gear** icon .

CONTACT SUPPORT

To contact InnerWorkings Support with questions or requests regarding your site, please send an email to support.echo@inwk.com.