
USER GUIDE

TRUGREEN FRANCHISES – VALO COMMERCE





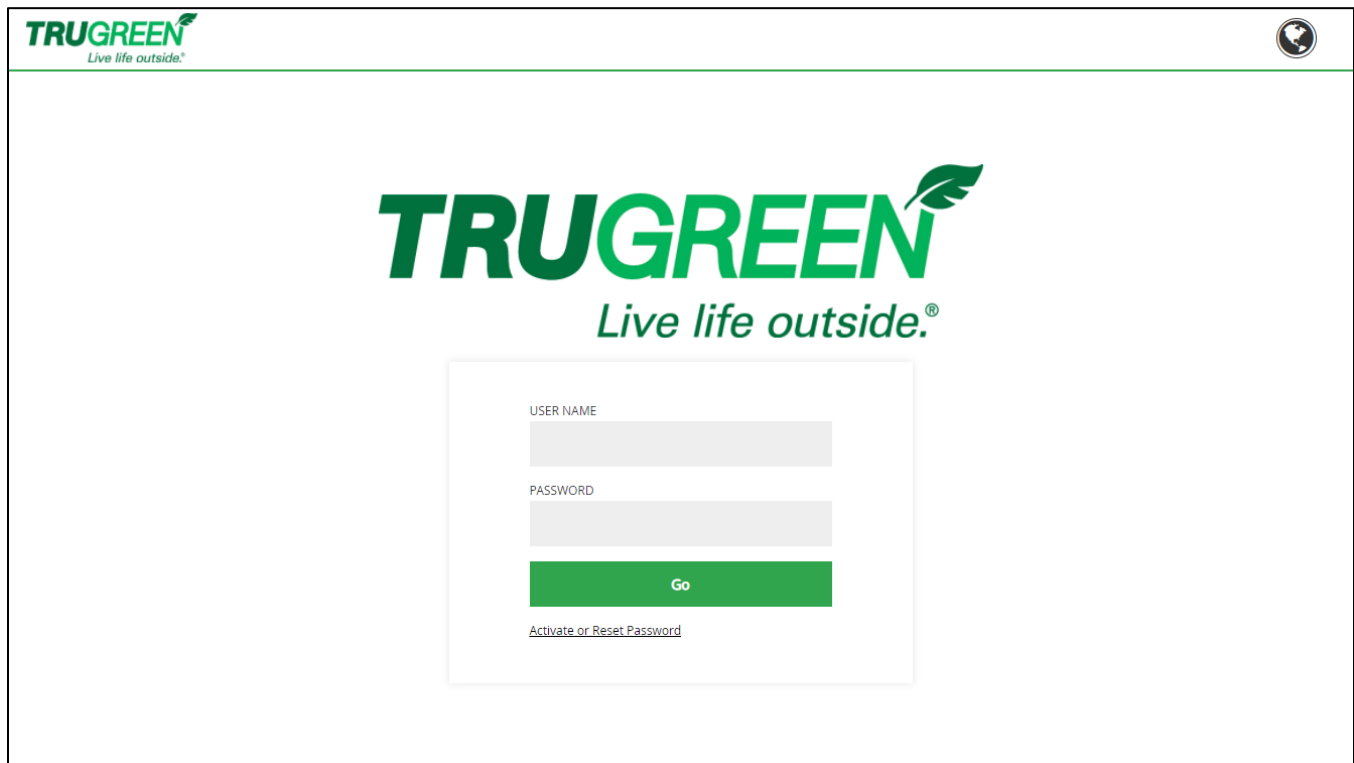
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ACCESS YOUR COMMERCE SITE

To access your VALO Commerce site, navigate to <https://trugreen.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.*

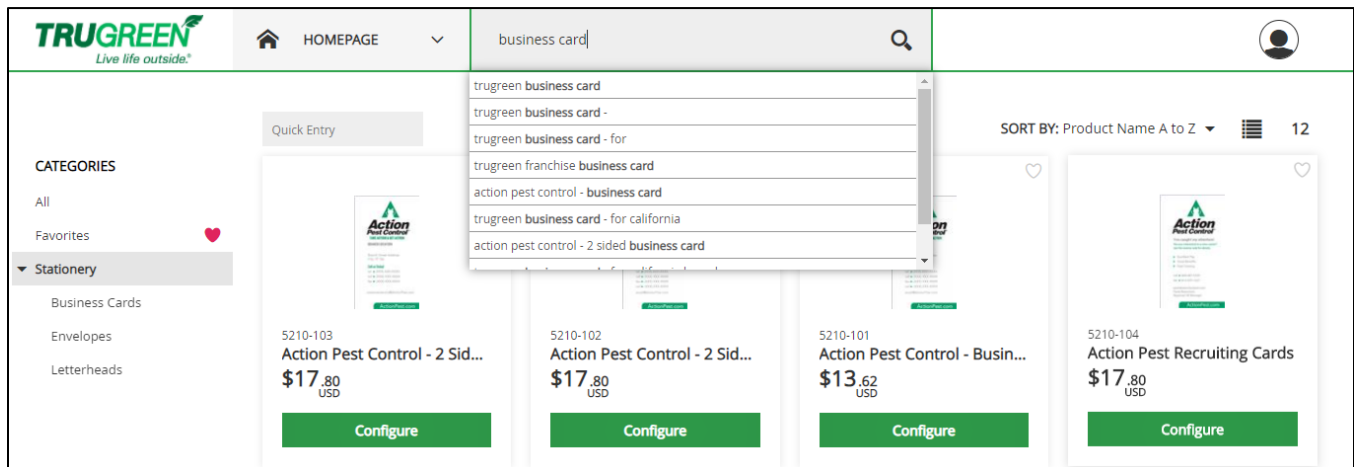
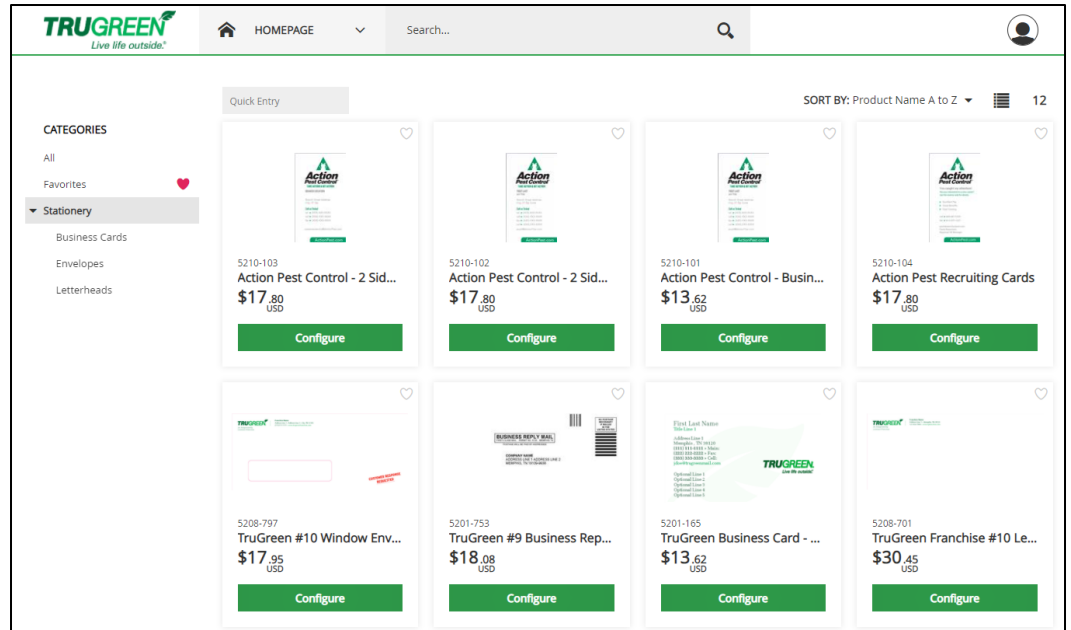


The screenshot shows the TruGreen login page. At the top left is the TruGreen logo with the tagline "Live life outside." and a globe icon at the top right. The main heading is "TRUGREEN" with a leaf icon and the tagline "Live life outside.®". Below this is a login form with two input fields: "USER NAME" and "PASSWORD". A green "Go" button is positioned below the fields. At the bottom of the form is a link that says "Activate or Reset Password".

If you need assistance with logging in, please contact the TruGreen Help Line at 888.527.6963 or via e-mail at Support.trugreen@inwk.com.

BROWSE THE CATALOG

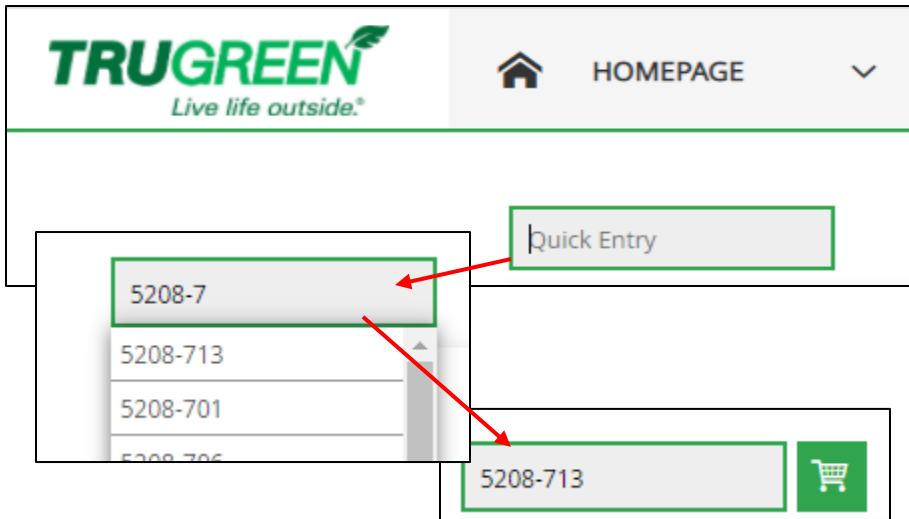
To browse through a list of items, click on one of the categories on the left. Once you select a category, the available products in that category will be listed.



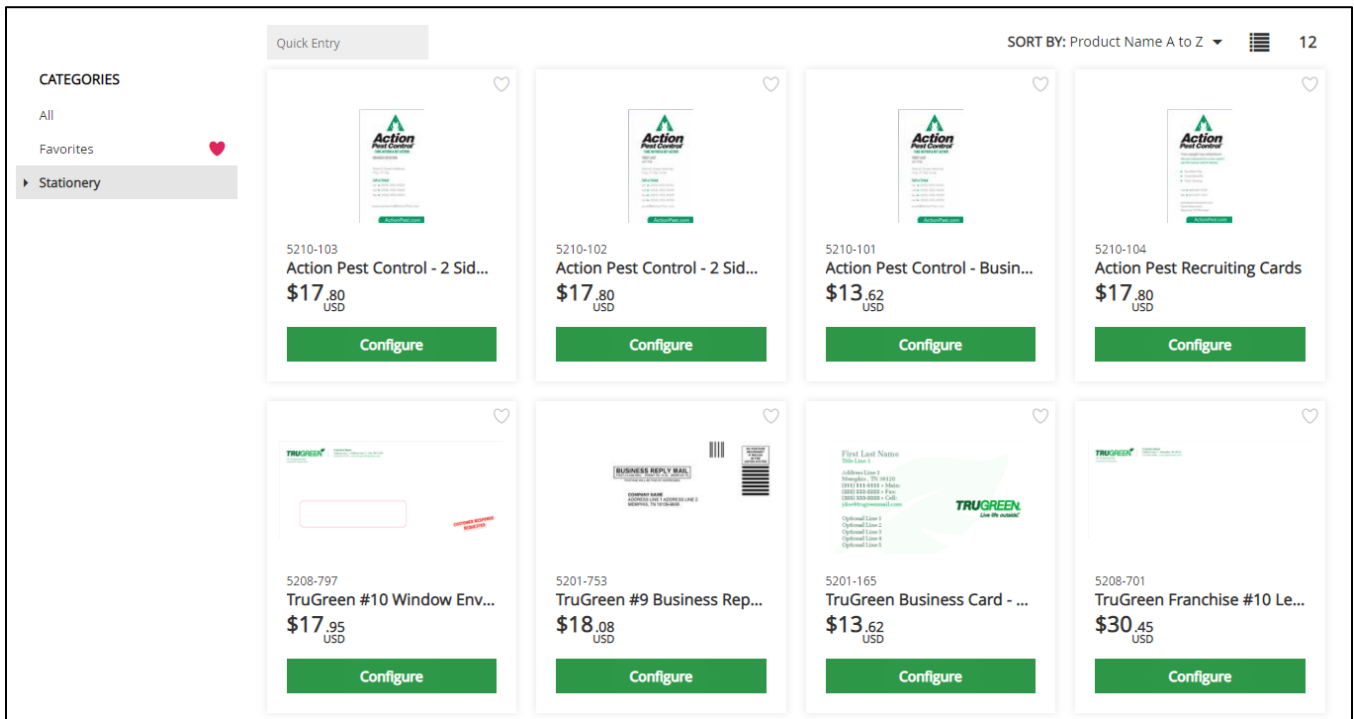
The search field will display items based on name or description containing the search term entered.



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.

Action Pest Control - 2 Sided Branch Card



Action Pest Control
TAKE ACTION & GET ACTION
BRANCH LOCATION

Branch Street Address
City, ST Zip

Call us Today!
tel ▶ (000) XXX-XXXX
toll ▶ (000) XXX-XXXX
fax ▶ (000) XXX-XXXX

customerservice@ActionPest.com

ActionPest.com

Product Information


Product Name	Action Pest Control - 2 Sided Branch Card
Product ID	5210-103

Overview

3.5 X 2 80# Finch Cover TG PP

Add to Cart

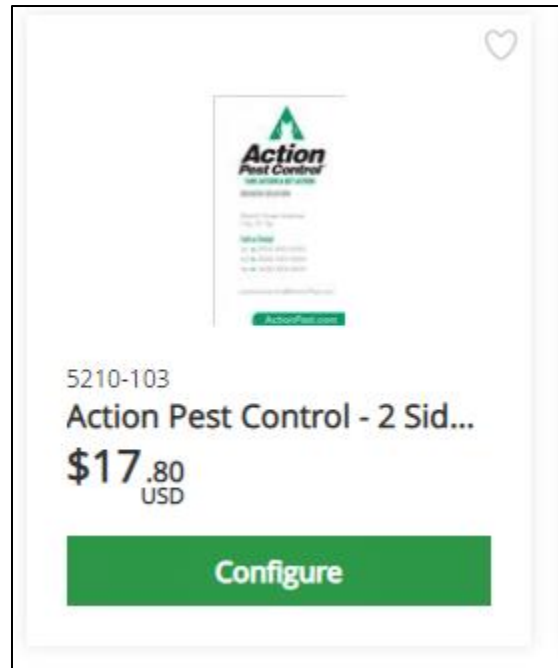
Items to Add	Total Price
250 ▼	USD \$17.80

Add To Favorites 


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.

Action Pest Control - 2 Sided Branch Card 

Product Information


Product Name	Action Pest Control - 2 Sided Branch Card
Product ID	5210-103

Overview

3.5 X 2 80# Finch Cover TG PP

Add to Cart

Items to Add	Total Price
250	USD \$17.80

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* Jane Doe

Title* Accounting Supervisor

Address* 123 Anywhere St.

City* Memphis

State* TN

Zip* 37501

Phone* 5555555555

Phone 2

Fax

Email* jdoe@tg.com

Enter Quick Fill Name Save Quick Fill

Update Approve/Checkout

Choose Quick Fill

120%

Name* Jane Doe

Title* Accounting Supervisor

Address* 123 Anywhere St.

City* Memphis

State* TN

Zip* 37501

Phone* 5555555555

Phone 2

Fax

Email* jdoe@tg.com

Enter Quick Fill Name Save Quick Fill

Update Approve/Checkout

Action Pest Control
TAKE ACTION & GET ACTION

Jane Doe
Accounting Supervisor
123 Anywhere St.
Memphis, TN 37501

Call us Today!
tel ► (555) 555-5555

jdoe@tg.com

ActionPest.com

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).

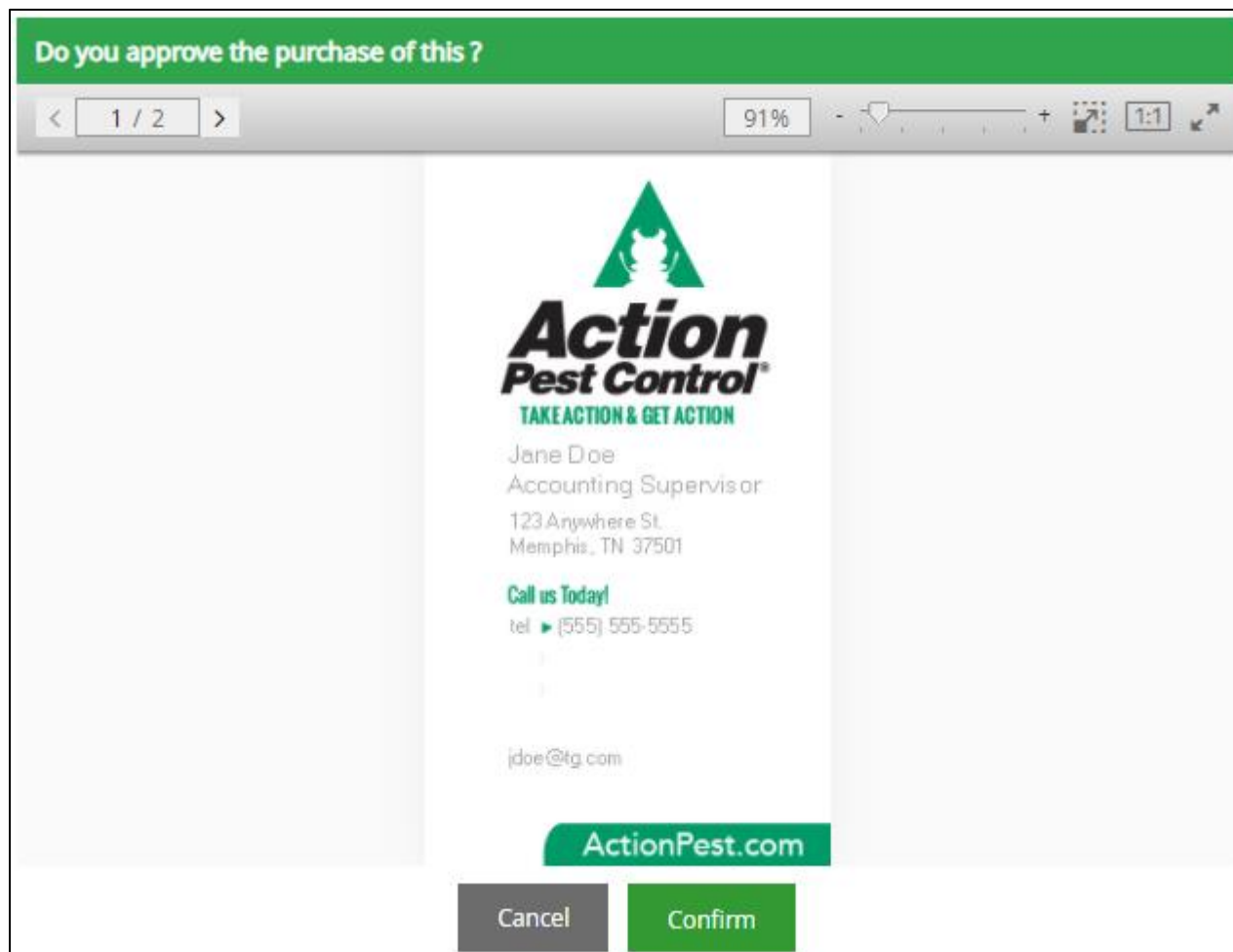


6. Once you're satisfied with your imprint, click the “**Approve/Checkout**” button which saves your imprint and activates the Shopping Cart button. You will not be able to place an order until the **Approve/Checkout** button is clicked. The form customization window will close afterwards.



Add to Cart			
Items to Add		Total Price	
250 ▼		USD \$17.80	
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.



PLACING AN ORDER

Title	Quantity	Total Price
 Action Pest Control - 2 Sided Branch Card 5210-103	250 pcs	USD \$17.80

Clear Cart Total
USD \$17.80 Checkout

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 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.

Shopping Cart Clear

Item Description	Quantity	Price	Subtotal
 SKU 5210-103 Action Pest Control - 2 Sided Branch Card	<input type="text" value="250"/>		USD \$17.80 X

Continue Shopping Next

Subtotal: USD \$17.80
TOTAL: USD \$17.80

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

The screenshot shows a checkout progress bar with six steps: Items (checked), Shipping (active), Delivery, Payment, Card Details, and Checkout. The Shipping Address form includes fields for Country (United States), First Name (John), Last Name (Doe), Company (InnerWorkings, Inc), Address 1 (203 N. LaSalle), Address 2, City (Chicago), State (Illinois), Zip Code (60601), and Phone (1111111111). A 'Continue Shopping' button is on the left, and 'Back' and 'Next' buttons are on the right. The subtotal and total are both USD \$6.72.

Step	Status
Items	Completed
Shipping	Active
Delivery	Pending
Payment	Pending
Card Details	Pending
Checkout	Pending

Shipping Address Open Address Book Clear

Country *
United States

First Name *
John

Last Name *
Doe

Company *
InnerWorkings, Inc

Address 1 *
203 N. LaSalle

Address 2

City *
Chicago

State *
Illinois

Zip Code *
60601

Phone *
1111111111

Subtotal: USD \$6.72

TOTAL: USD \$6.72

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

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 progress bar with Delivery (active) and Shipping (checked). The 'Choose Delivery Method' section lists three options: FedEx Ground (USD \$6.48), FedEx 2 day (USD \$9.44), and FedEx Standard Overnight (USD \$12.34). A 'Continue Shopping' button is on the left, and 'Back' and 'Next' buttons are on the right. The subtotal and total are both USD \$6.72.

Step	Status
Items	Completed
Shipping	Completed
Delivery	Active
Payment	Pending
Card Details	Pending
Checkout	Pending

Choose Delivery Method

John Doe
InnerWorkings, Inc
203 N. LaSalle
Chicago, IL, 60601
United States
1111111111

FedEx Ground	USD \$6.48
FedEx 2 day	USD \$9.44
FedEx Standard Overnight	USD \$12.34

Subtotal: USD \$6.72

TOTAL: USD \$6.72

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



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.

Shipping Address Delivery Payment Information

Jane Doe
INWK
203 N. LaSalle St.
1800
Chicago, IL, 60601
[Change](#)

FedEx Ground
[Change](#)

Bill to My Account
[Change](#)

Item Description	Quantity	Price	Subtotal
 SKU 5210-103 Action Pest Control - 2 Sided Branch Card	250		USD \$17.80

[Change](#)

Subtotal: USD \$17.80
Shipping Total: USD \$6.48
Tax: USD \$1.82
TOTAL: USD \$26.10

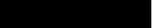

[Continue Shopping](#) [Back](#) [Checkout](#)

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



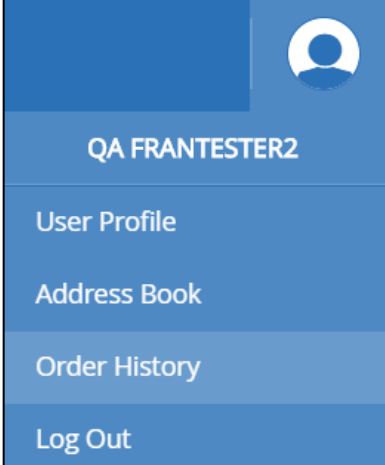


You will also receive an email copy of your order confirmation at the email address on your account. If you need to contact VALO Support regarding the order for any reason, please reference your order number.

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

VIEW AND COPY PREVIOUS ORDERS

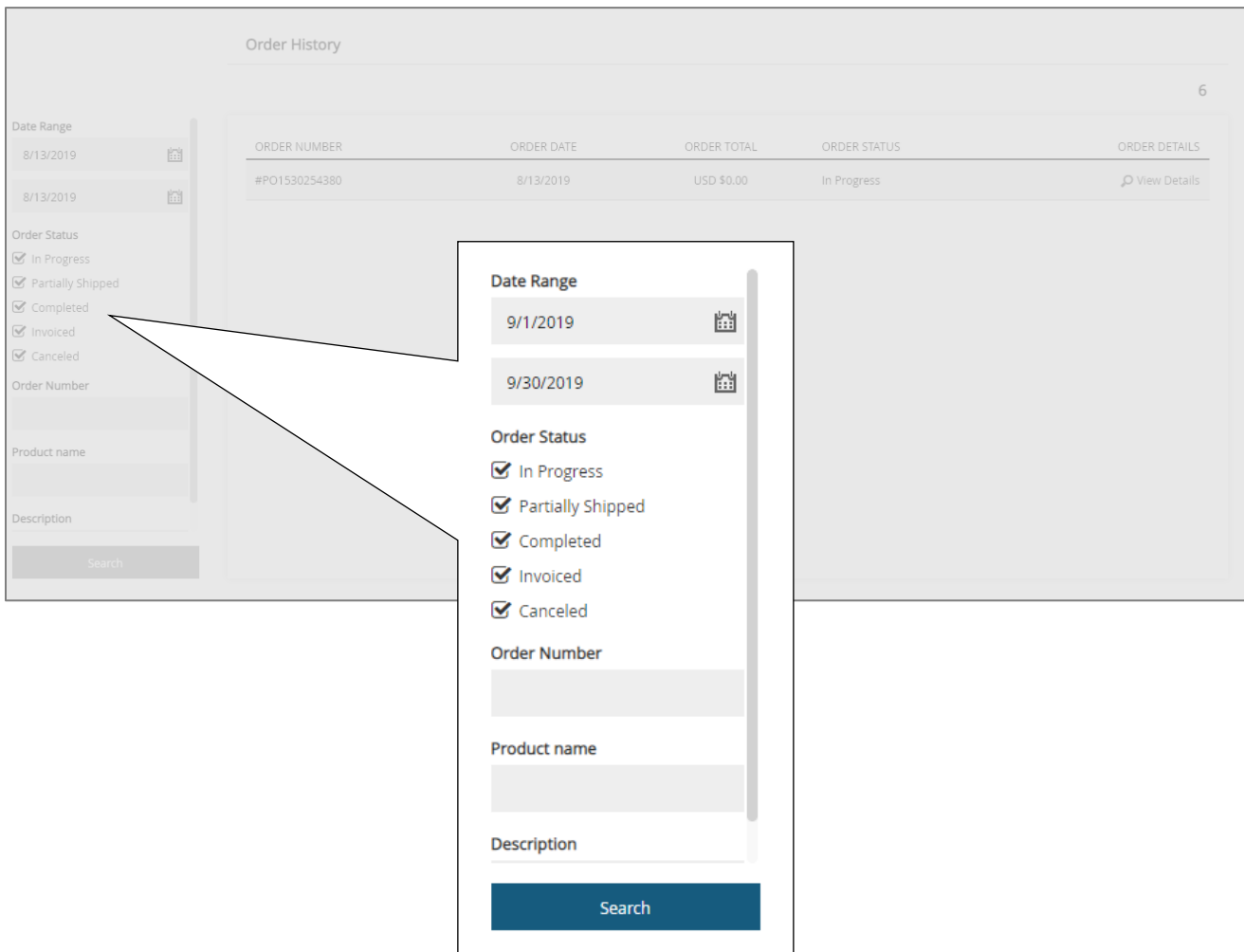
To access a list of all orders you have placed, hover over your user icon and select **Order History**.



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	View Details

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	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](#)





ORDER CONFIRMATION 8/18/2020

ORDER [REDACTED] DETAILS
In Progress

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

Item	Line Item Status	Quantity	Price	Sub
[REDACTED]	In Progress	1	USD \$0.00	USD \$0.00


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


 

MANAGE SHIPPING ADDRESSES

To modify the list of your personal shipping addresses available at checkout, hover over your User Icon and select **Address Book**.



Your saved shipping addresses will display, along with your default address in yellow font.

Address Book 

Jane Doe 

TruGreen
123 Anywhere St.
Memphis, TN 37501



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

To delete an address that is not selected as the Default Shipping Address, click the **X** icon .

CONTACT SUPPORT

To contact InnerWorkings Support with questions or requests regarding your site, please contact the TruGreen Help Line at 888.527.6963 or via e-mail at Support.trugreen@inwk.com.