
USER GUIDE

TRUGREEN CORPORATE – VALO COMMERCE



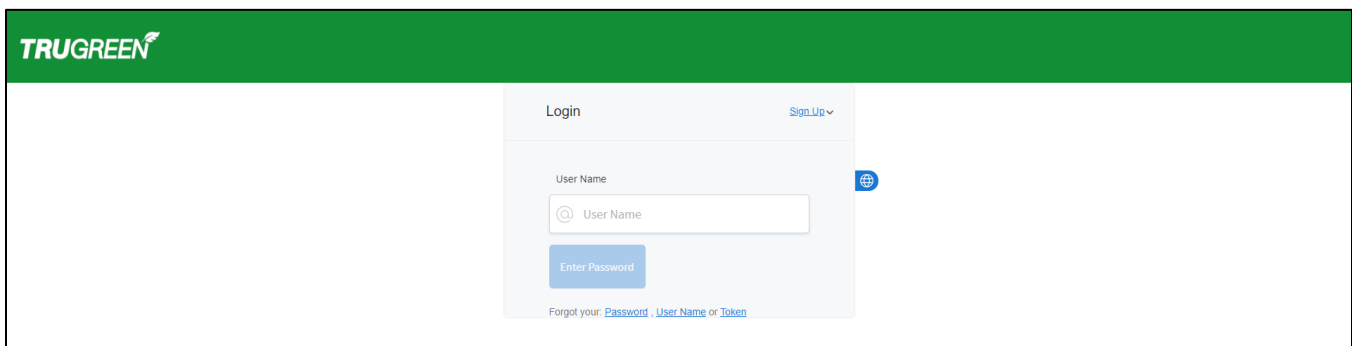


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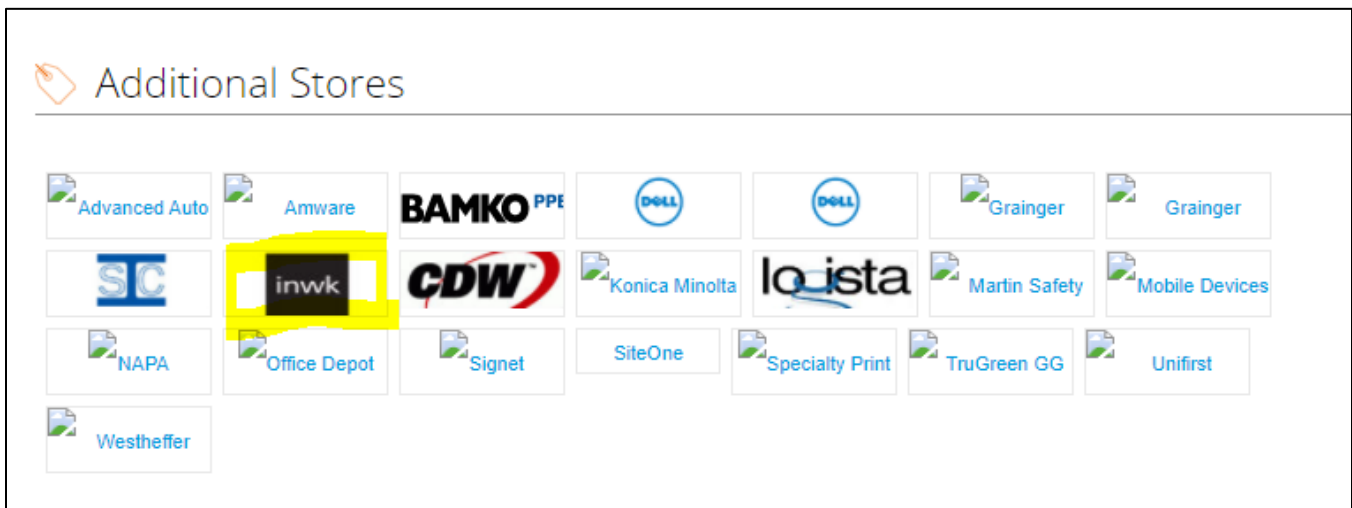
ACCESS YOUR COMMERCE SITE

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



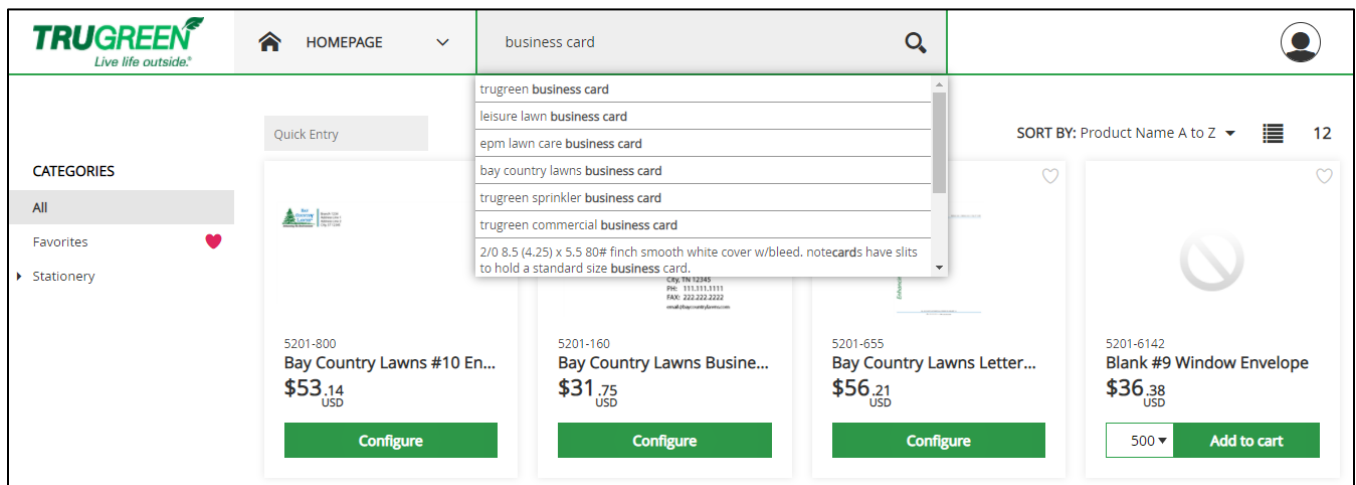
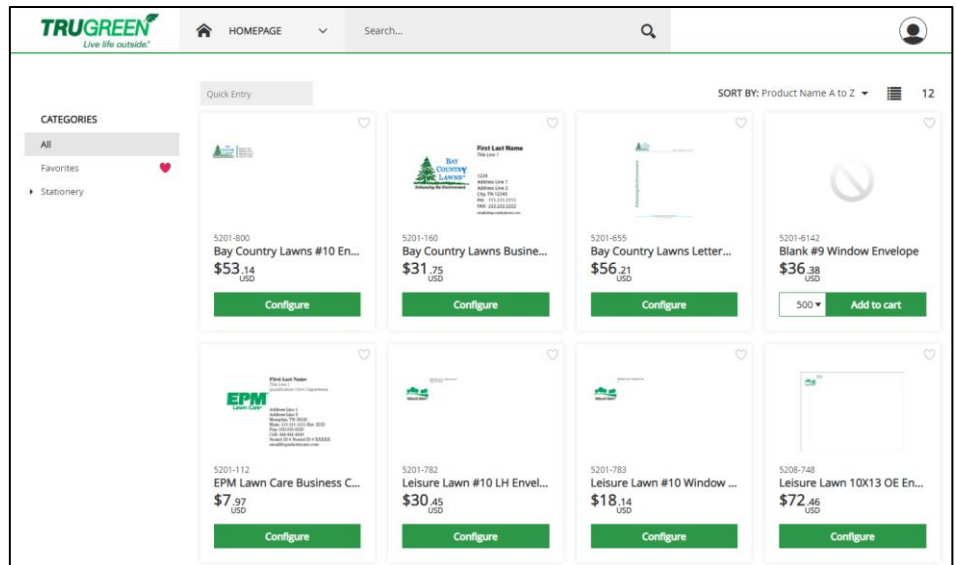
The image shows the TruGreen Intranet login page. It features a green header with the TruGreen logo. Below the header, there is a login form with the title "Login" and a "Sign Up" link. The form includes a "User Name" field with a placeholder "User Name" and a "Enter Password" button. Below the password field, there is a link for "Forgot your Password, User Name or Token".

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.



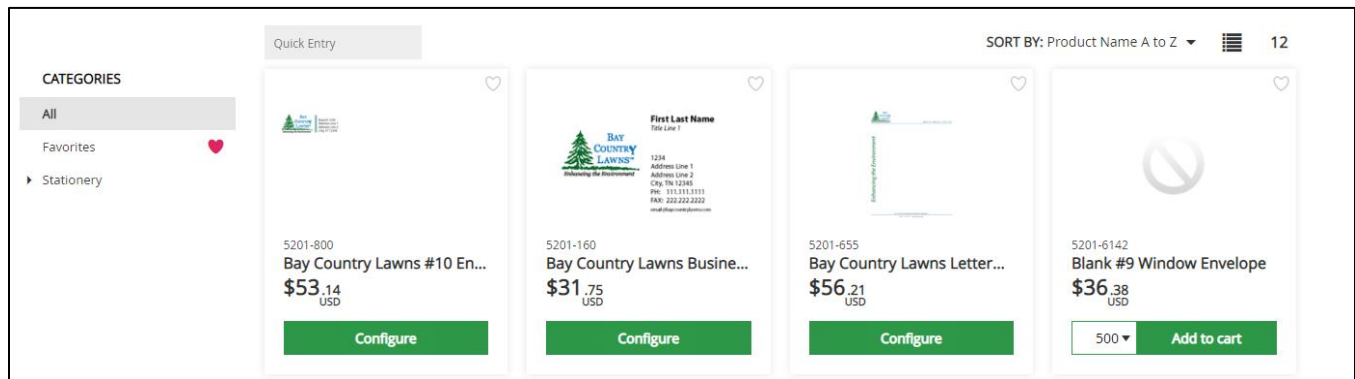
BROWSE THE CATALOG

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.

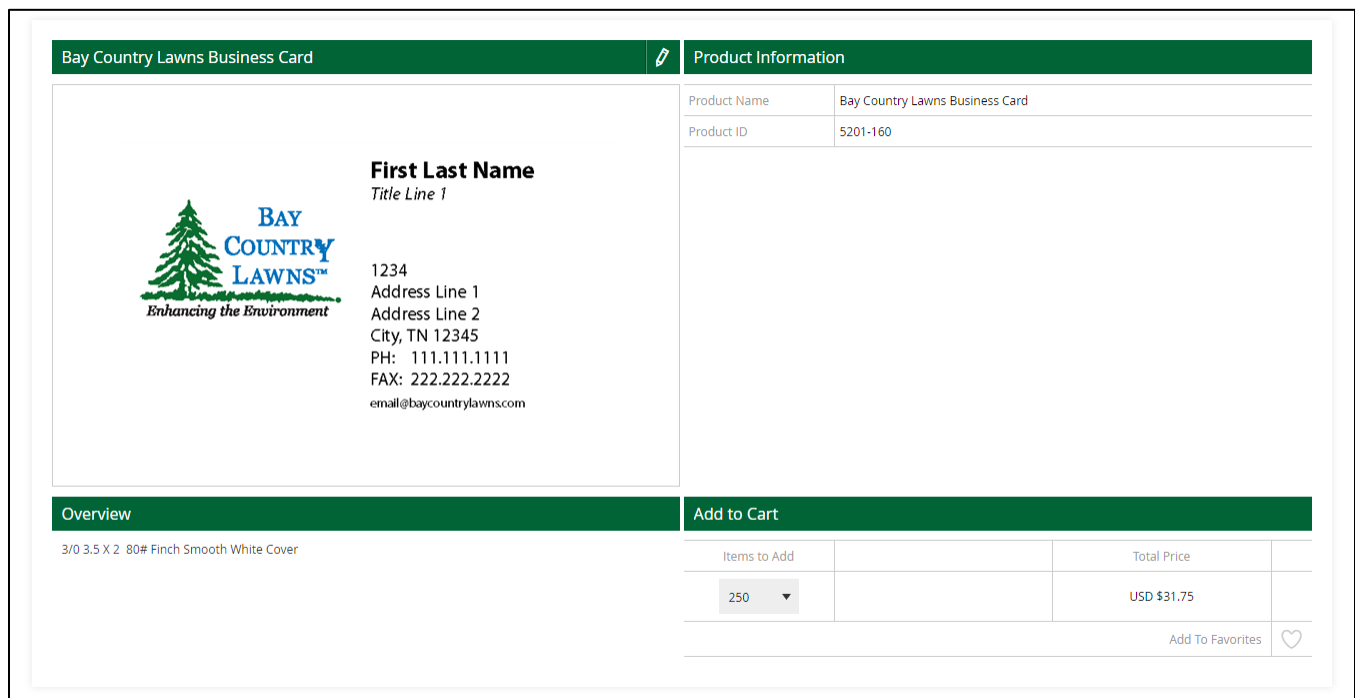
The **catalog item** display will include the item image, SKU and price.



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.

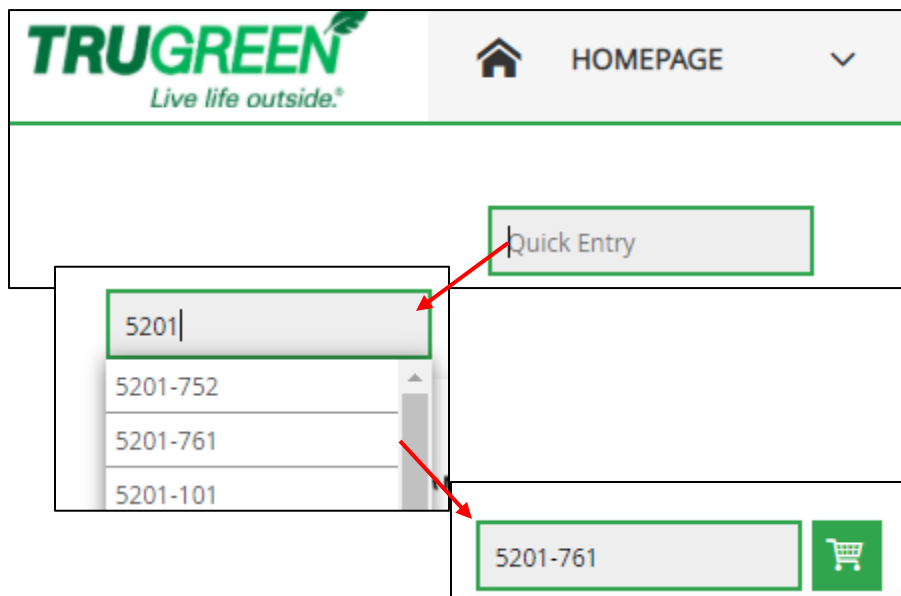
Click on the picture of the item to view the detail screen where additional selections will need to be made in order to add the item to the shopping cart.

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



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.



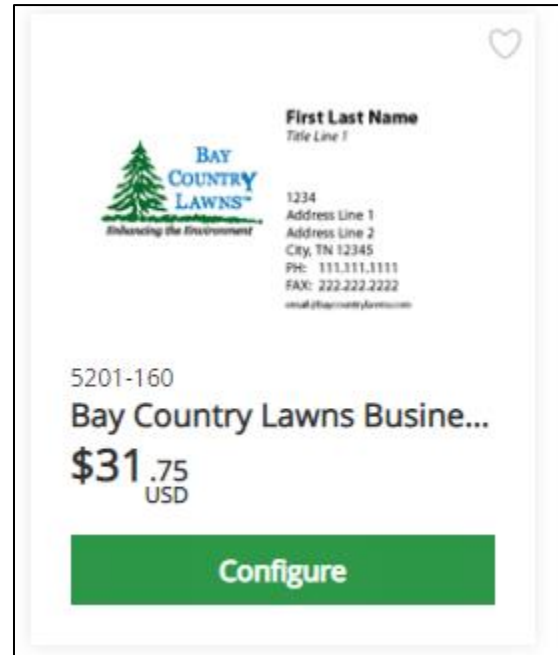
The screenshot shows the TRUGREEN website header with the logo "TRUGREEN Live life outside.®" and a "HOMEPAGE" link. Below the header is a "Quick Entry" text field. A dropdown menu is open, showing a list of SKUs: "5201", "5201-752", "5201-761", and "5201-101". A red arrow points from the "Quick Entry" field to the dropdown menu. Another red arrow points from the "5201-761" option in the dropdown menu to a "Quick Entry" field that now contains "5201-761" and a green cart icon.

SKU
5201
5201-752
5201-761
5201-101

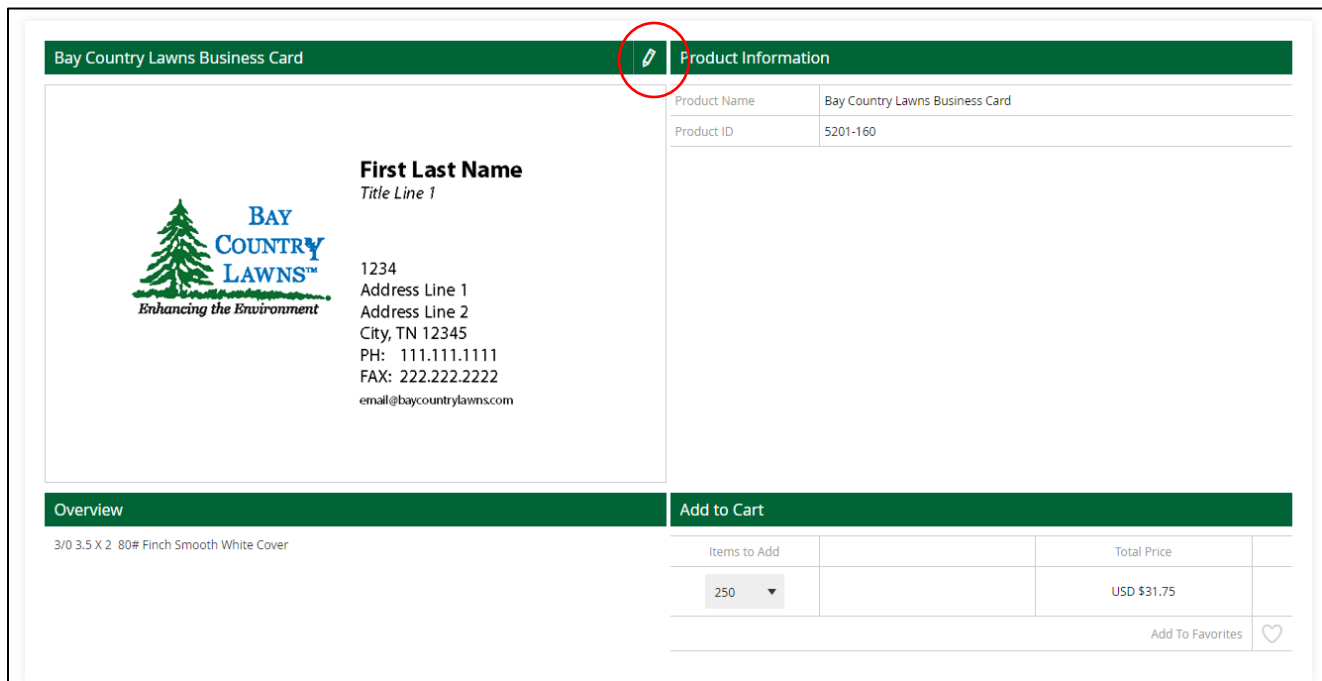
CUSTOMIZE AN ITEM

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.

The screenshot shows a web application window titled "Choose Quick Fill". On the left, there is a form with the following fields: Name* (Jane Doe), Title* (Branch Manager), Branch, Address 1* (123 Anywhere St.), Address 2, City* (Memphis), State* (TN), Zip* (37501), Phone* (5555555555), and Fax. At the bottom of this form is a "Save Quick Fill" button. To the right of the form is a preview of the imprint. The imprint features the "BAY COUNTRY LAWNS™" logo with a tree icon and the tagline "Enhancing the Environment". Below the logo, the text reads: "Jane Doe", "Branch Manager", "123 Anywhere St.", "Memphis, TN 37501", "PH: 555.555.5555", and "jdoe@tg.com". At the bottom of the preview area are "Update" and "Approve/Checkout" buttons.

This is a close-up of the "Choose Quick Fill" form. It shows the following fields: Name* (Jane Doe), Title* (Branch Manager), Branch, Address 1* (123 Anywhere St.), Address 2, City* (Memphis), State* (TN), Zip* (37501), Phone* (5555555555), and Fax. At the bottom, there is a text input field for "Enter Quick Fill Name", a "Save Quick Fill" button, and two large buttons: "Update" (orange) and "Approve/Checkout" (green).

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 \$31.75	
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 >

52%
- +
1:1

Jane Doe
Branch Manager

123 Anywhere St.
Memphis, TN 37501
PH: 555.555.5555
jdoe@tg.com

Cancel






Confirm

- 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.

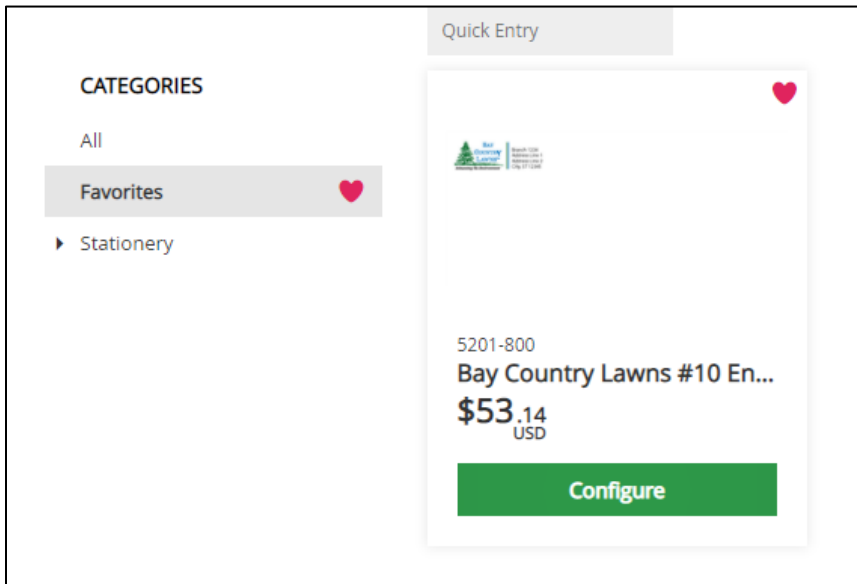


ADDING ITEMS TO YOUR FAVORITES

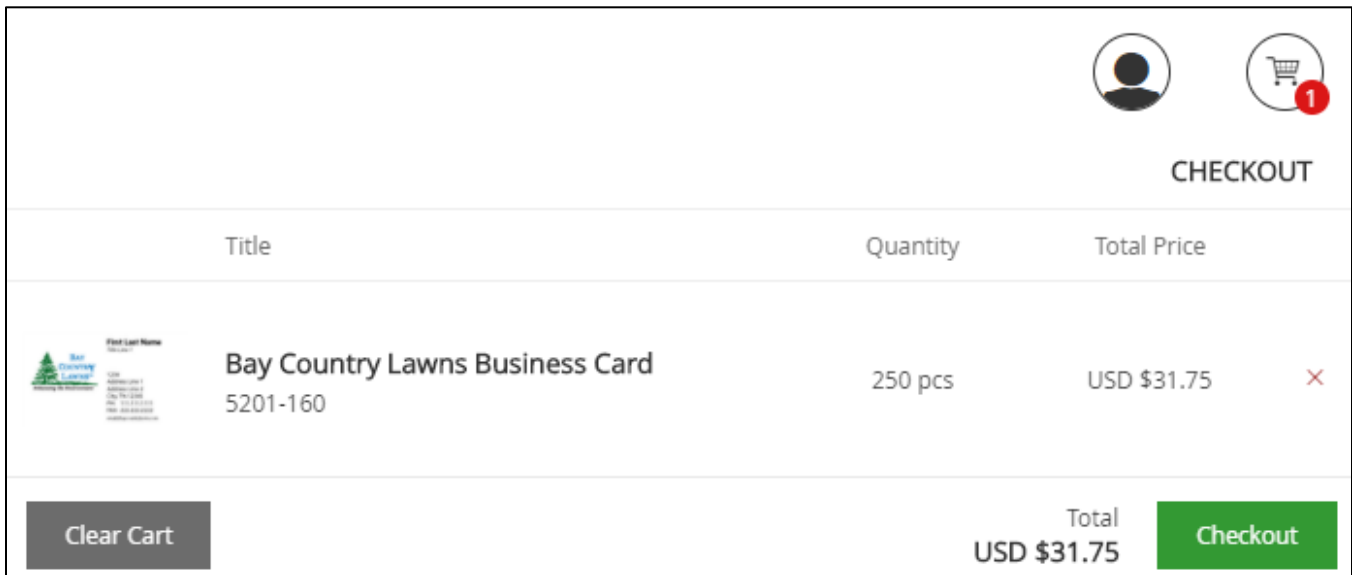
If you will be ordering a certain item frequently, click the **“Add To Favorites”** heart to add it to your Favorites list to make it easy to find in the future. The heart is available on the catalog and detail screen.

<div> <div>Bay Country Lawns Business Card</div> <div> <div> <div><</div> <div>1 / 1</div> <div>></div> </div> <div> <div>52%</div> <div></div> <div>+</div> <div></div> <div>1:1</div> <div></div> </div> </div> <div> <div>  <div> <div>Jane Doe</div> <div>Branch Manager</div> <div>123 Anywhere St. Memphis, TN 37501 PH: 555.555.5555 jdoe@tg.com</div> </div> </div> </div> </div>	<div> <div>Product Information</div> <table> <tr> <td>Product Name</td><td>Bay Country Lawns Business Card</td></tr> <tr> <td>Product ID</td><td>5201-160</td></tr> </table> </div>	Product Name	Bay Country Lawns Business Card	Product ID	5201-160				
Product Name	Bay Country Lawns Business Card								
Product ID	5201-160								
<div> <div>Overview</div> <div>3/0 3.5 X 2 80# Finch Smooth White Cover</div> </div>	<div> <div>Add to Cart</div> <table> <tr> <td>Items to Add</td><td></td><td>Total Price</td><td></td></tr> <tr> <td>250 ▼</td><td></td><td>USD \$31.75</td><td></td></tr> </table> <div> <div>Add To Favorites</div> <div></div> </div> </div>	Items to Add		Total Price		250 ▼		USD \$31.75	
Items to Add		Total Price							
250 ▼		USD \$31.75							

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.

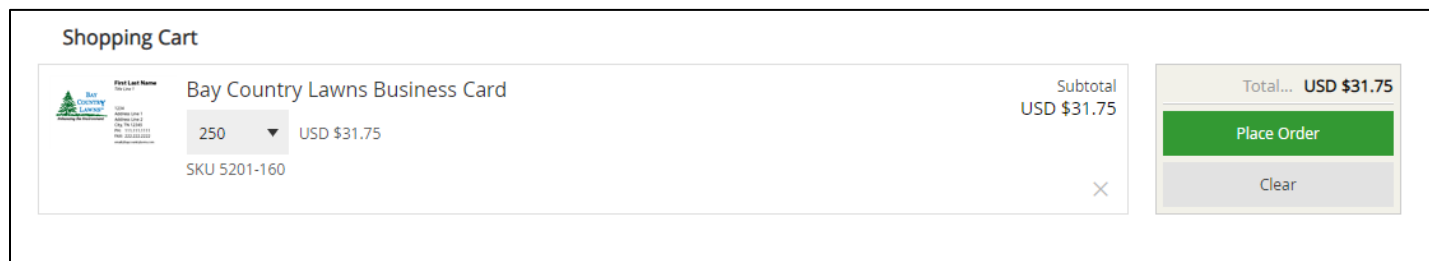


PLACING AN ORDER



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.

This launches the **Shopping Cart** screen.



The screenshot shows a 'Shopping Cart' interface. On the left, there is a logo for 'Bay Country Lawns' and contact information. The main area displays 'Bay Country Lawns Business Card' with a quantity of '250' and a price of 'USD \$31.75'. Below this, the SKU 'SKU 5201-160' is listed. To the right, a 'Subtotal' of 'USD \$31.75' is shown. On the far right, a summary box displays 'Total... USD \$31.75' and two buttons: 'Place Order' (green) and 'Clear' (grey). A close button (X) is located at the bottom right of the item list.

REVIEW YOUR ITEMS

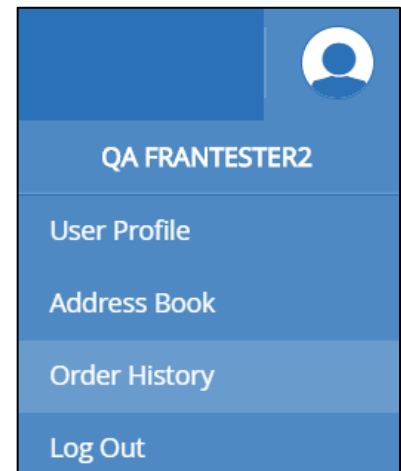
In the **Shopping Cart**, you can

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.

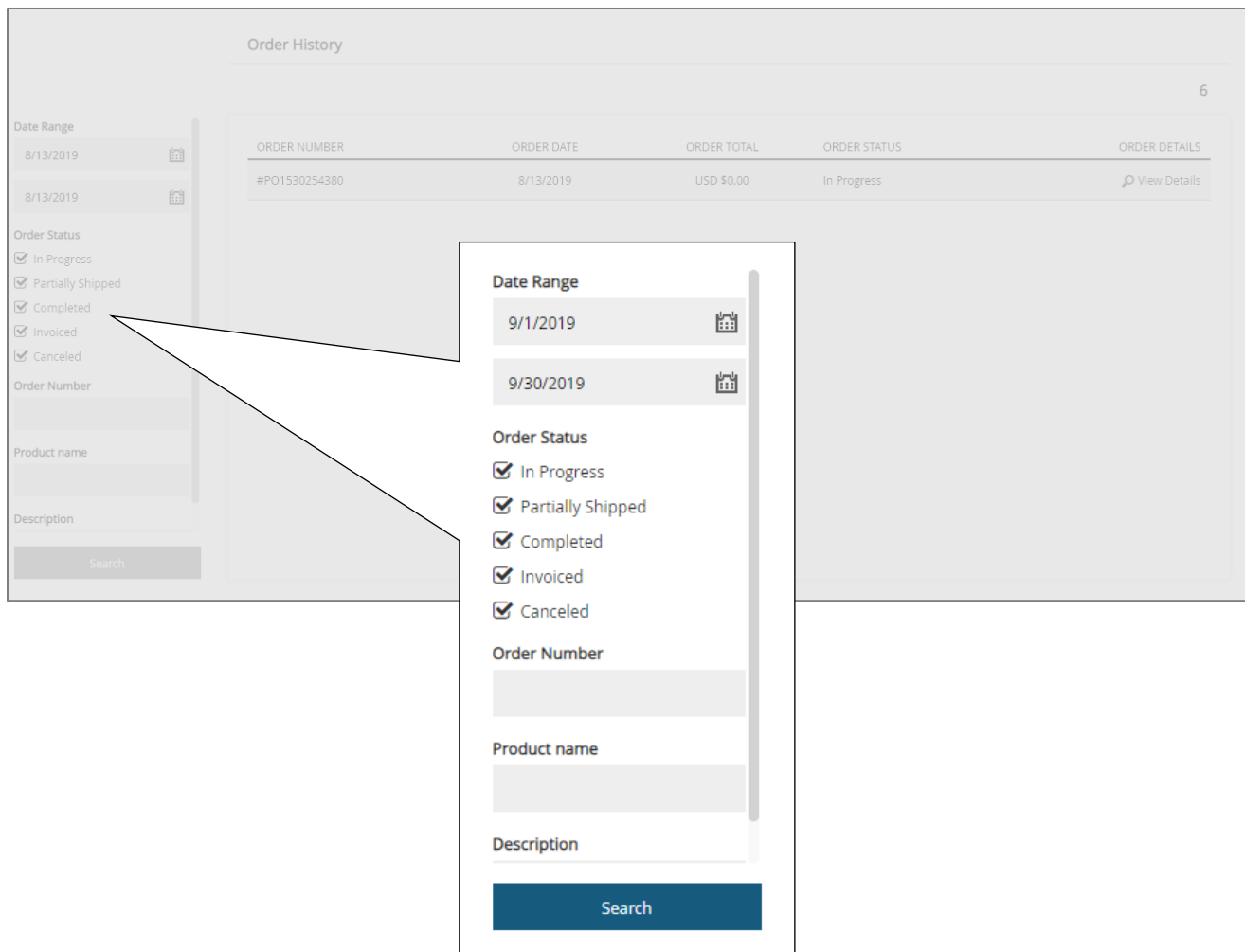
After the **Place Order** button is pressed, the order will be routed back to the TruGreen intranet to complete the ordering process. Within your intranet, you will complete the ordering process including the selection of the ship-to address. Approvals for orders may appear in the intranet and will be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

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.