
USER GUIDE

VALO COMMERCE – CHOICE HOTELS





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ACCESS YOUR COMMERCE SITE

To access your VALO Commerce site, navigate to <https://choicehotels.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 Choice Hotels email address.*

CHOICE
HOTELS

VALO™

USER NAME

PASSWORD

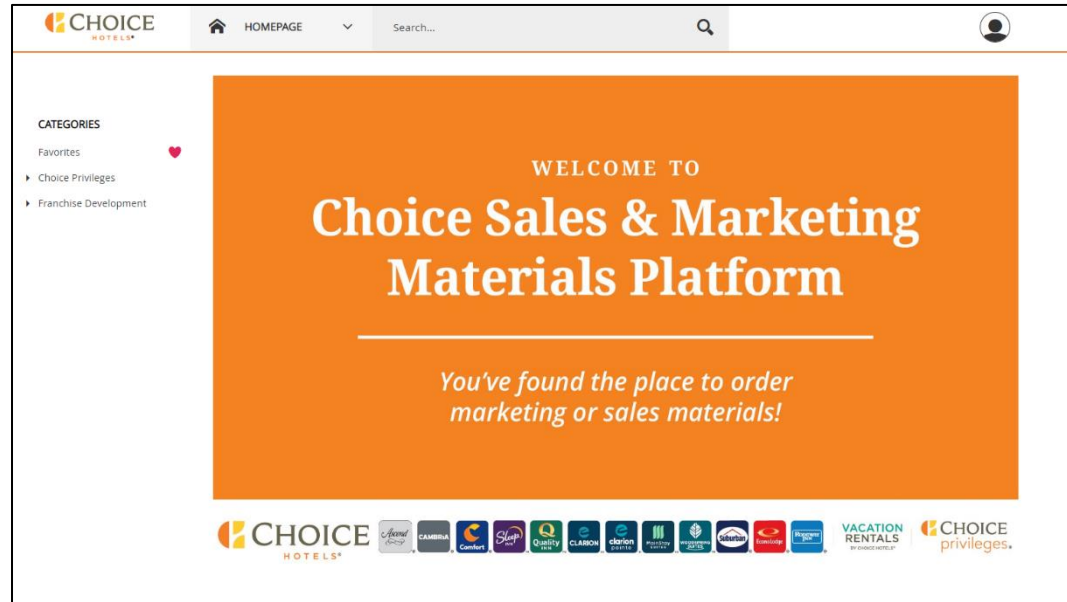
Go

[Activate or Reset Password](#)

██████████

BROWSE THE CATALOG

To find a particular item, click on the dropdown for either Choice Privileges or Franchise Development. Once you select the dropdown, your available brand(s) will be listed will be listed with available products.



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



Enter a specific SKU into the **Quick Entry** field to instantly edit quantity and add that item to your cart.

The screenshot illustrates the 'Quick Entry' feature in a shopping cart. At the top left, a 'Quick Entry' input field is highlighted with a red box and an arrow. Below it, a dropdown menu is open, listing several SKUs: CH-Up-AcrylicStand, CH-Up-MagStand, CH-UPSCALE-FALLPROMO19, CH-AS-ELITEINSERT, CH-COUNTER-INS-SM-AW19, and CH-KEYCARD-INS-CUG2-17. The first item, 'CH-Up-AcrylicStand', is highlighted. To the right, the main cart area shows four items, each with an 'Add to cart' button. The bottom right shows a specific cart item for 'CH-Up-AcrylicStand' with a quantity of 2 and a shopping cart icon.

Quick Entry

SORT BY: Product Name A to Z 12

CH-PROGRAMCARD-2019
2019 Choice Privileges Pro...
\$0.00 USD
1 Add to cart

CH-UPSCALE-FALLPROMO19
2019 Upscale Fall Promo Kit

CH-AS-WelcomeGiftDisplay
Ascend Elite Welcome Gift ...
\$0.00 USD
1 Add to cart

CH-AS-ELITEINSERT
Ascend Welcome Gift Displ...
\$0.00 USD
1 Add to cart

CH-Up-AcrylicStand

CH-Up-AcrylicStand

CH-Up-MagStand

CH-UPSCALE-FALLPROMO19

CH-AS-ELITEINSERT

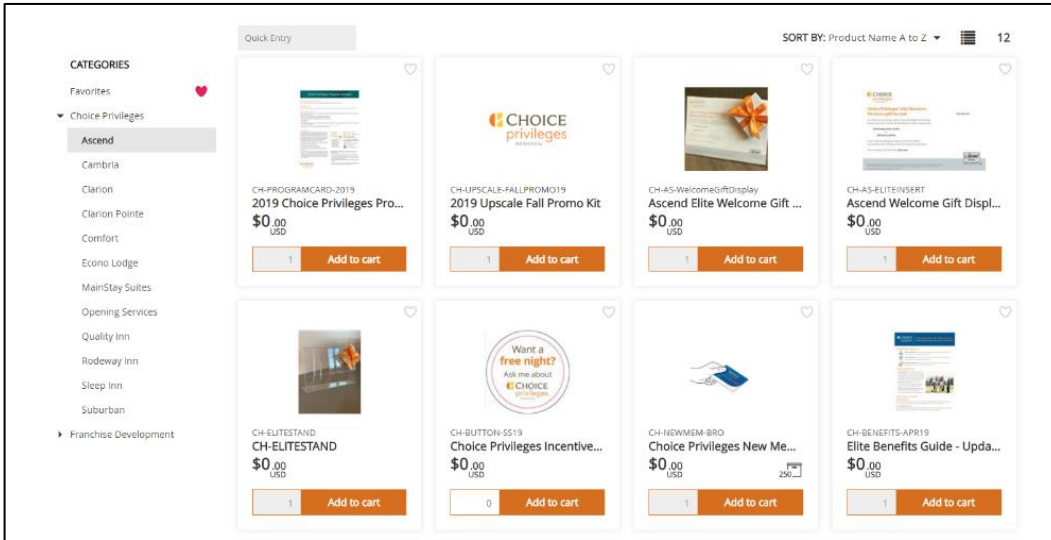
CH-COUNTER-INS-SM-AW19

CH-KEYCARD-INS-CUG2-17

CH-Up-AcrylicStand 2



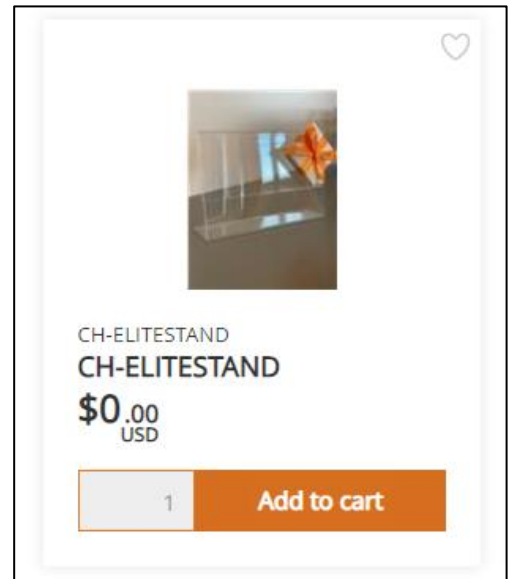
The catalog item display will include the item image, SKU and price.



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. Make a selection then enter your order quantity and click the **Add to cart** button at the bottom right.





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.

CH-ELITESTAND




Product Information


Product Name	CH-ELITESTAND
Product ID	CH-ELITESTAND
Price	USD \$0.00
Items in Stock	457
Min Quantity	1
Max Quantity	1

Overview

Display for the Elite Welcome Gift Insert (that speaks to the Elite Welcome Gift that Choice Privileges Elite Members Receive Upon Check-in). No insert included.

Add to Cart



Items to Add	Price per Unit	Total Price	
<input type="text" value="1"/>	USD \$0.00	USD \$0.00	

[Add To Favorites](#) 




PLACE AN ORDER

Place your mouse over the Checkout icon to view the contents of the cart. Click on **Checkout** to begin the ordering process.



CHECKOUT

Title	Quantity	Total Price	
 CH-ELITESTAND CH-ELITESTAND	1 pcs	USD \$0.00	×

Clear Cart

Total
USD \$0.00


Checkout

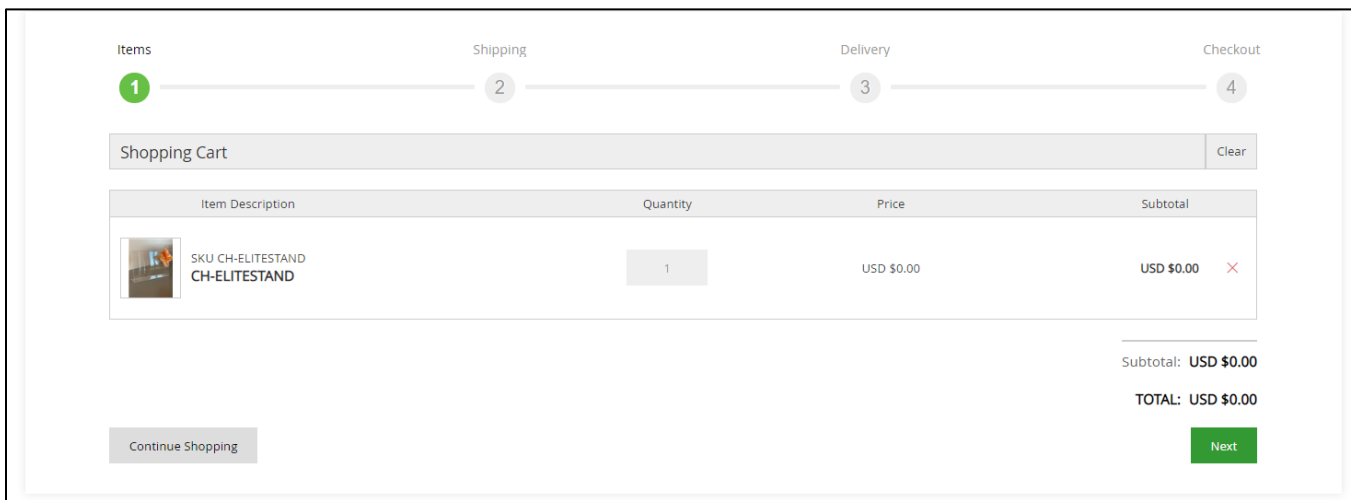
When the **Checkout** page opens, you will be prompted through four steps:



Review Your Items

On the **Items** page, you can:



1. Remove all the items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the Quantity field (if applicable).
3. Remove individual items by clicking the  button for the line item.
4. Continue adding items to your cart before checking out by clicking the **Continue** button.
5. Continue with the purchasing process by clicking the **Next** button.



Items Shipping Delivery Checkout

1 2 3 4

Shopping Cart Clear

Item Description	Quantity	Price	Subtotal
 SKU CH-ELITESTAND CH-ELITESTAND	1	USD \$0.00	USD \$0.00 

Subtotal: USD \$0.00

TOTAL: USD \$0.00

Continue Shopping Next



Review or Enter a Shipping Address

On the **Shipping Address** page, you can enter the location where the items will be shipped. If you have a default shipping address saved in your user profile, the default address is displayed.

Items Shipping Delivery Payment Checkout

✓ 2 3 4 5

Shipping Address Open Address Book Clear

Country *
United States ▼

First Name * Last Name *
Test User

Company *
Test Company

Address 1 *
Test Address

Address 2

City * State * Zip Code *
Chicago Illinois ▼ 60654

Phone *
555-555-5555

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

Continue Shopping Back Next

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

Items Shipping Delivery Checkout

Shipping Address Open Address Book Clear

Search by Search

Personal Address Book

Test User
Test Company Test Address Chicago, IL
60654

John Doe
1234 123 Anywhere Street Chicago, IL 00000

OK Cancel

Subtotal: USD \$0.00

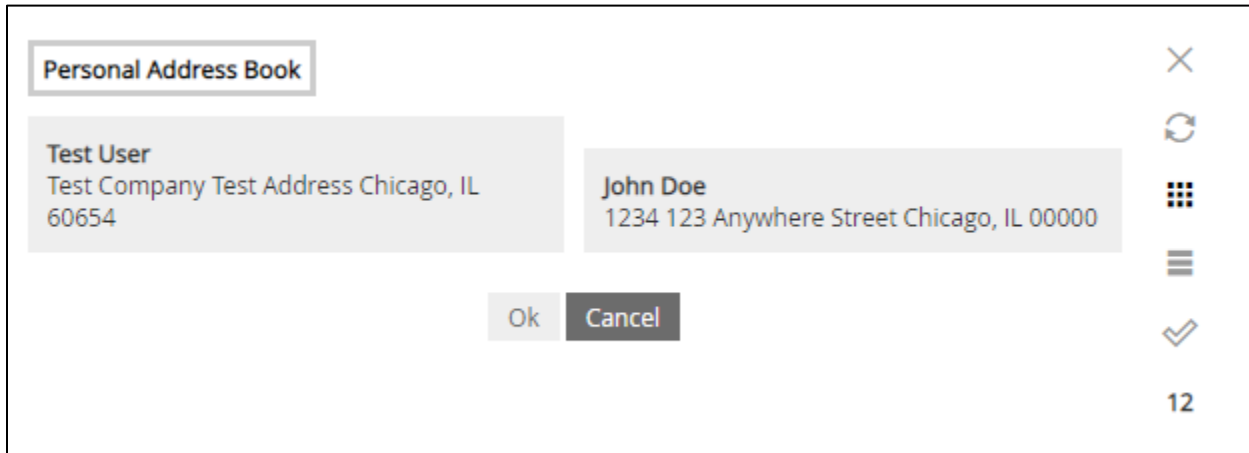
TOTAL: USD \$0.00







Back Next

Continue Shopping

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).



CHOOSE DELIVERY METHOD

On the Delivery page, select a FedEx delivery option and click Next to continue to the payment page.

Choice Privileges Users will see FedEx Ground and FedEx Standard Overnight shipping options. Overnight shipping options will be billed back to the user.

Franchise Development Users will see FedEx 2-day and FedEx Standard Overnight shipping options.

Items Shipping Delivery Payment Checkout

Choose Delivery Method

Test User
Test Company
Test Address
Chicago, IL, 60654
United States
555-555-5555

FedEx FedEx Ground

FedEx FedEx Standard Overnight

Subtotal: USD \$0.00

TOTAL: USD \$0.00

Continue Shopping Back Next

PAYMENT

Billing

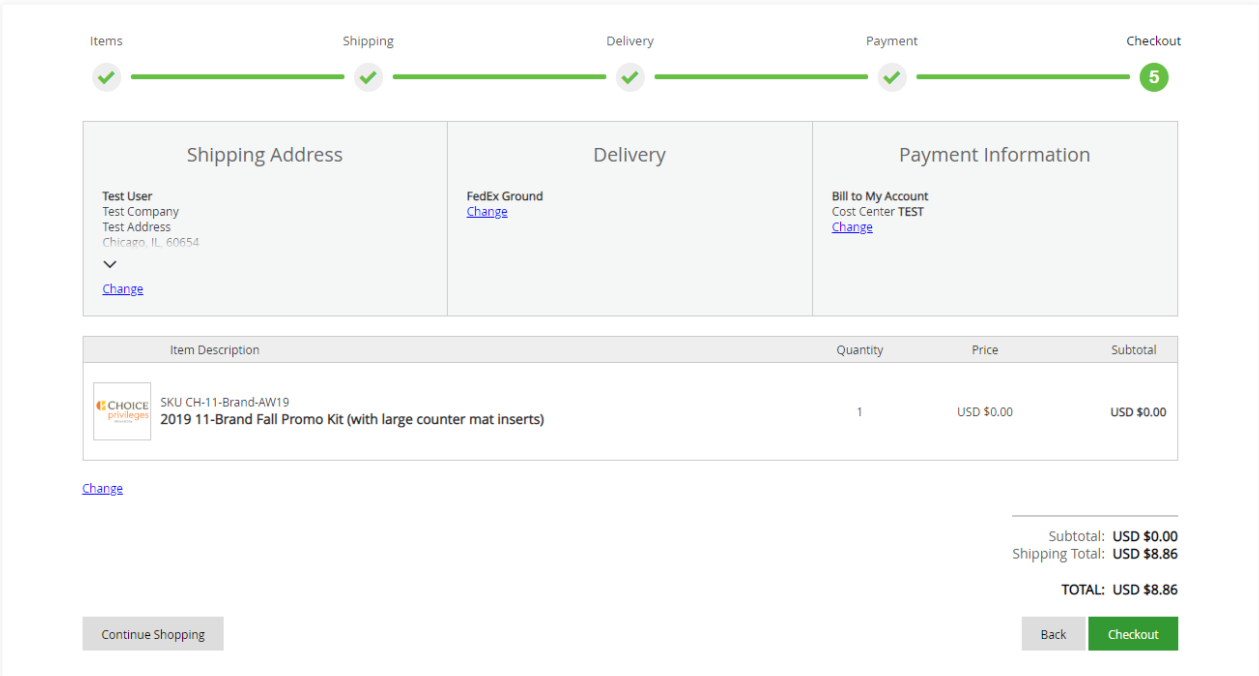
The payment option will default to “Bill to Choice Hotels International”.

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

The screenshot shows a checkout progress bar with five steps: Items, Shipping, Delivery, Payment, and Checkout. The first three steps are completed, indicated by green checkmarks. The Payment step is the current active step, indicated by a green circle with the number 4. The Checkout step is indicated by a grey circle with the number 5. Below the progress bar, there is a section titled "Payment method" with a dropdown menu. The selected option is "Bill to Choice Hotels International".

FINALIZE YOUR ORDER

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




The checkout page displays a progress bar at the top with five steps: Items, Shipping, Delivery, Payment, and Checkout. The 'Checkout' step is highlighted with a green circle containing the number 5. Below the progress bar, the page is divided into three main sections: Shipping Address, Delivery, and Payment Information.

Shipping Address: Test User, Test Company, Test Address, Chicago, IL 60654. A dropdown arrow and a [Change](#) link are visible.

Delivery: FedEx Ground. A [Change](#) link is visible.

Payment Information: Bill to My Account, Cost Center TEST. A [Change](#) link is visible.

Item Description	Quantity	Price	Subtotal
 SKU CH-11-Brand-AW19 2019 11-Brand Fall Promo Kit (with large counter mat inserts)	1	USD \$0.00	USD \$0.00

[Change](#)

Subtotal: **USD \$0.00**
Shipping Total: **USD \$8.86**
TOTAL: USD \$8.86

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

You will receive an email notification /order confirmation once you submit the order online.

VIEWING PAST ORDER HISTORY AND TRACKING INFORMATION

Order History

The screenshot shows the 'Order History' page on the Choice Hotels website. The navigation bar at the top includes the Choice Hotels logo, a 'HOME PAGE' button, a search bar, and a user profile icon. The main content area is titled 'Order History' and displays a table with the following data:

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1701487779	11/8/2019	USD \$8.86	In Progress	View Details

The sidebar on the left contains the following filters:

- Date Range:** 11/8/2019 (selected)
- Order Status:** In Progress, Partially Shipped, Completed, Invoiced, Canceled
- Order Number:** [Input field]
- Product name:** [Input field]
- Description:** [Input field]
- Search:** [Search button]

To access a list of your previous orders, hover over your User icon, and then select **Order History**.

On the **Order History** page, you can filter by order date or status, or search for a particular key-word. Click on the **View Details** on the right to see an order's detailed information.


ORDER CONFIRMATION 11/26/2019

ORDER #PO1727744163 DETAILS
In Progress

SHIPPING ADDRESS
Test User
Test Company
Test Address
Chicago, IL 60654
United States
555-555-5555

Item	Line Item Status	Quantity	Price	Sub
2019 Choice Privileges Program Assistant CH-PROGRAMCARD-2019	In Progress	1	USD \$0.00	USD \$0.00
2019 Upscale Fall Promo Kit CH-UPSCALE-FALLPROMO19	In Progress	1	USD \$0.00	USD \$0.00
FedEx Ground				USD \$0.00

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

[Continue Shopping](#) 

At the bottom of the screen, click the **Shopping Cart** button to add all the items to your cart to reorder, or click the **Print** button to print the screen.

Order Status and Tracking Information

Order status can be viewed in the **Order History** page.

Once an order has been shipped, the Order Details will be updated with the new Order Status and tracking information (if applicable). An order update notification will also be sent to the email address listed in your user profile.

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1736398967	12/4/2019	USD \$0.00	Partially Shipped	View Details

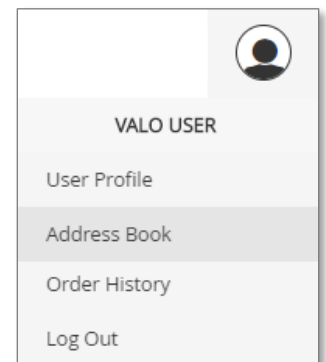


Item	Line Item Status	Quantity	Price	Sub
Plastic Temp Cards 3 1/2 x 2 CP-Temp-15 Pack of 100	Tracking Received	1	USD \$0.00	USD \$0.00
Tracking Received FedEx 12/6/2019 Tracking Number 123456789 Tracking URL http://www.tracking.com				

MANAGE SHIPPING ADDRESSES

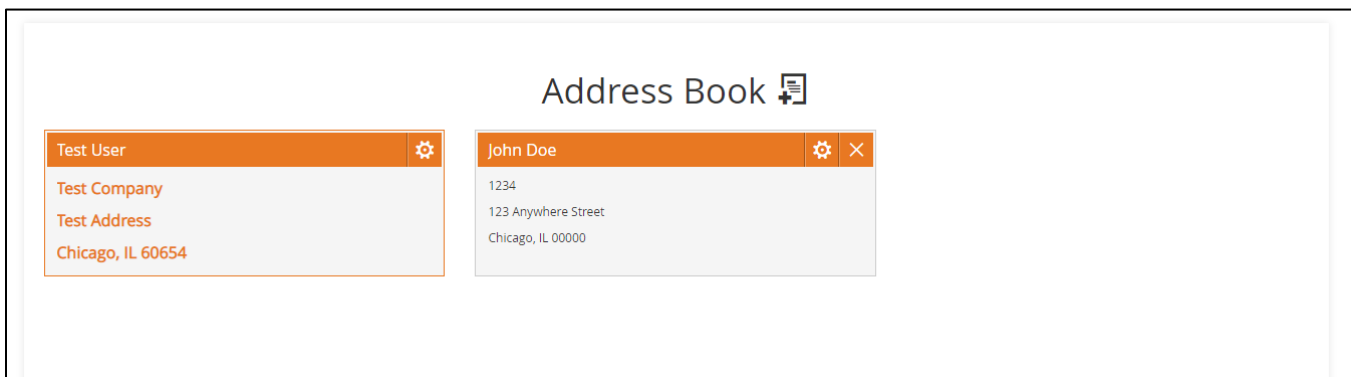
To modify the list of shipping addresses available at checkout, hover over your User icon and select **Address Book**.


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




VALO USER

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





Address Book 

Test User 

Test Company

Test Address



Chicago, IL 60654

John Doe  

1234

123 Anywhere Street

Chicago, IL 00000

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 email support.choicehotels@inwk.com.