



VALO COMMERCE USER GUIDE

JUUL

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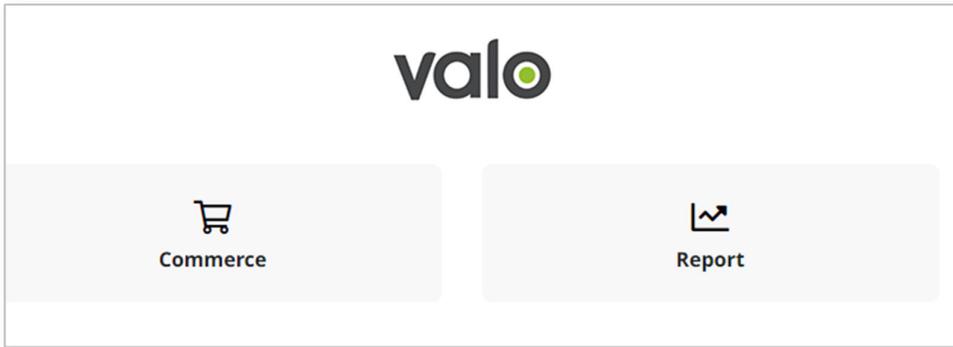
ACCESS VALO COMMERCE

To Access VALO Commerce

1. Click the [VALO](#) Quick Link on your Okta site to log into VALO using SSO.

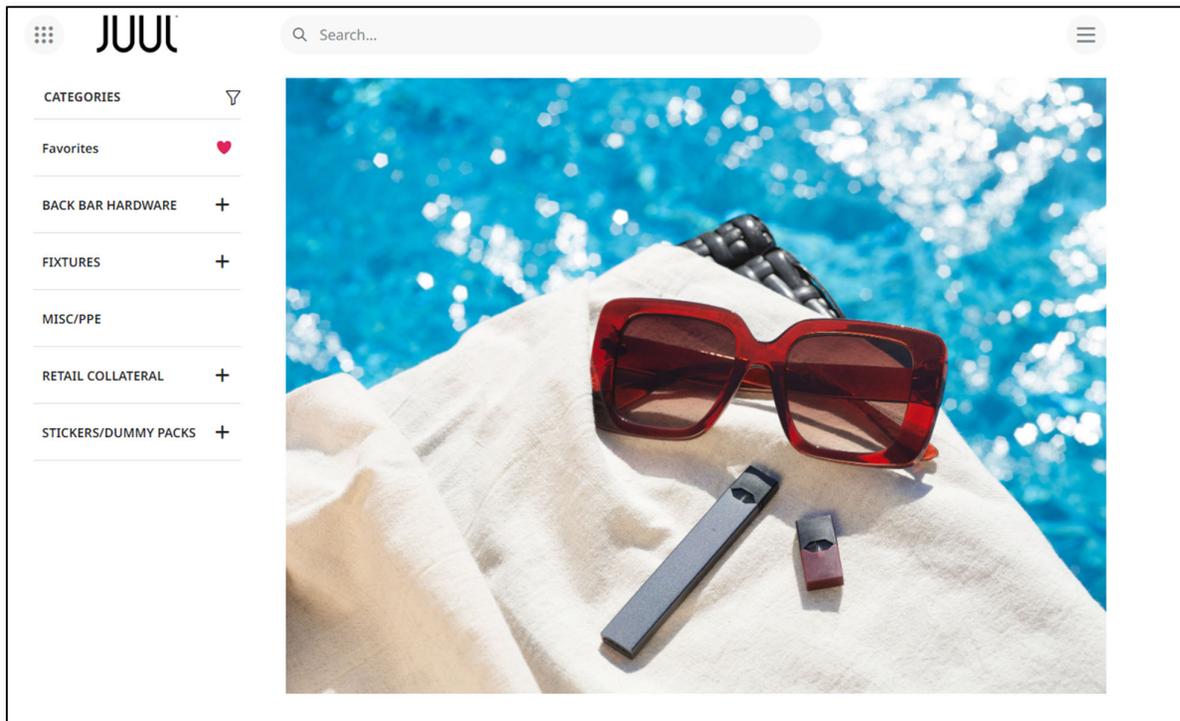


2. Click the **Commerce** icon to access the eCommerce tool.



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.

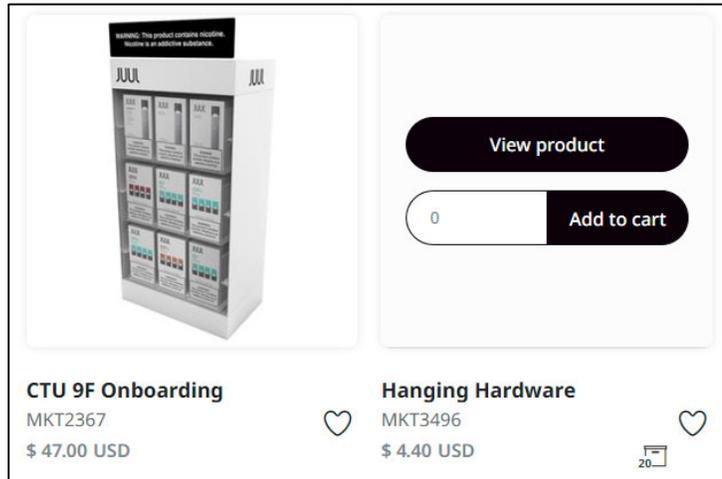


The search field will display items based on name or description containing the search term entered.



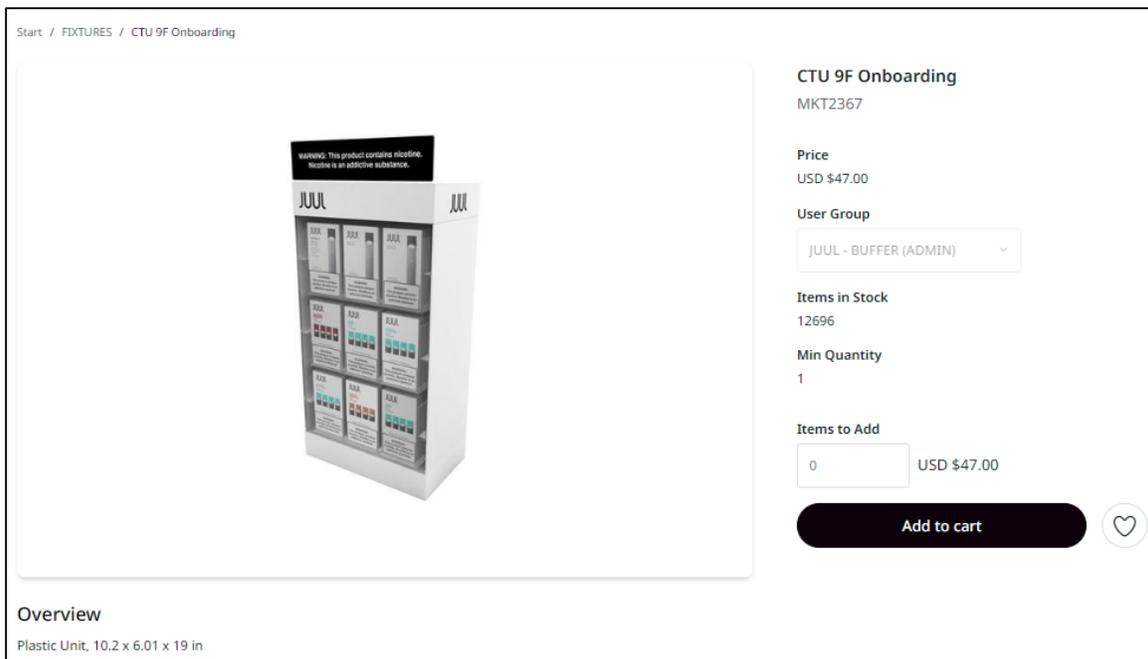
The **catalog item** display will include the item image, SKU and price.

If a quantity box appears when hovering over the item image, the item can be added to the shopping cart by entering a quantity and clicking the **Add to cart** button.



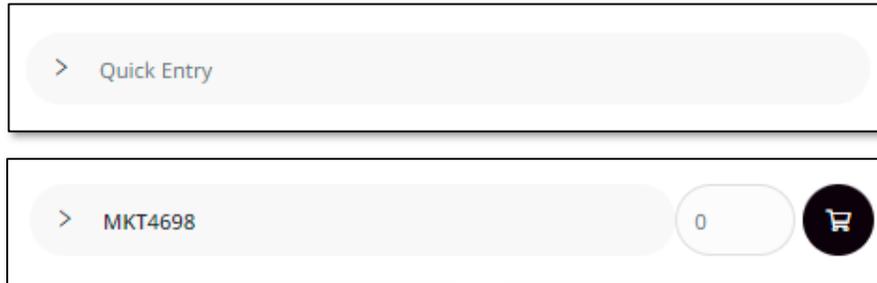
Note: The above feature will NOT appear if you have access to multiple User Groups and Inventory is available at all the available groups.

Click on **View product** button to view the product detail page where additional details can be viewed. The **detail page** will include the item description at the bottom left and pricing, inventory levels (for inventory items) and the item SKU upper right.



QUICK ENTRY

If you already know the product you would like to order, you can enter a specific SKU into the **Quick Entry** field to instantly add to your cart, by adding a quantity and clicking on the Add to cart icon.

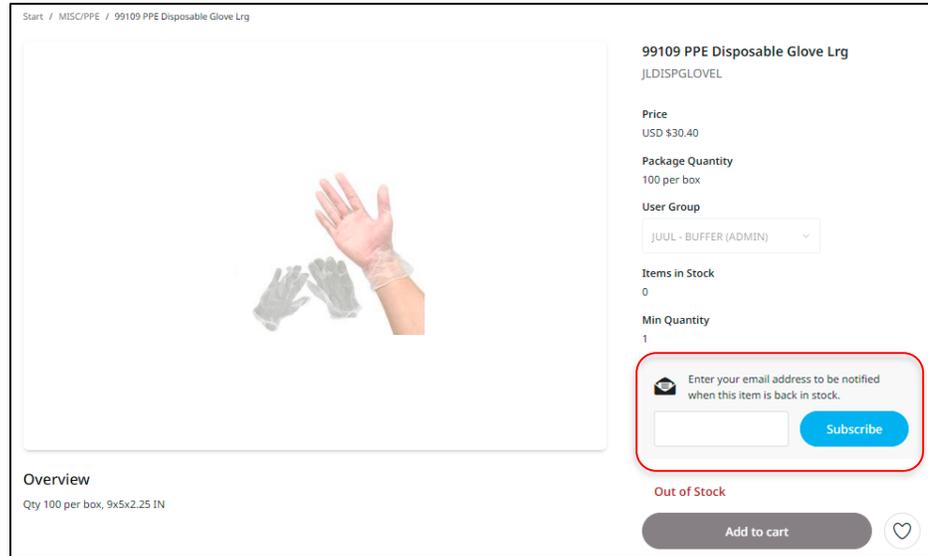


OUT OF STOCK

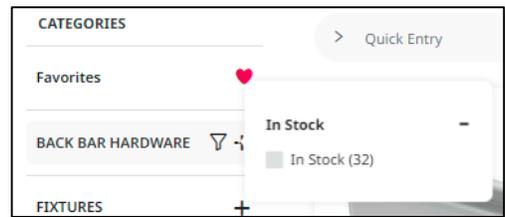
When an item is out of stock, the user will be shown an “Out of Stock” message under the product image on the category page.



If a product is Out of Stock, the user can enter their email address to be notified when the item is back in stock. To subscribe to back in stock notifications, navigate to the product detail page and enter your email in the notification field in the bottom right corner.



Users can also filter "In Stock" products by simply clicking on the filter feature within Product Categories.

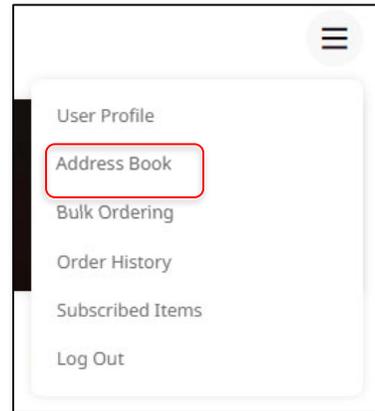


ADDRESS BOOK

To access your address book, hover over the menu icon and select **Address Book**.

Here you'll have access to the Corporate Address Book as well as your personal address book.

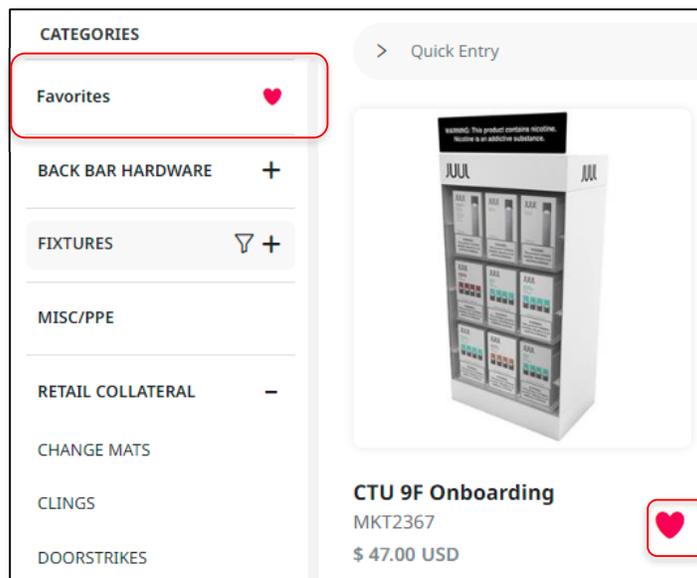
To add a personal address, click in the top **Add Address**  right corner.



ADD 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 both the catalog and detail pages.

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.



CONFIGURE AN ITEM

To configure an item, go to the product detail page by clicking on **View Product**.

In the product detail page, click on the **Configure** button to bring up the customization form.

The screenshot displays the product detail page for 'POD JUUL Device Now Shelf Talker Insert' (SKU: MKT5729). The main content area shows a warning: 'WARNING: This product contains nicotine. Nicotine is an addictive chemical.' Below this, the text reads 'JUUL Device now \$XX.XX*'. The right-hand side contains the configuration form, which includes a 'Print On Demand' button, 'Min Quantity' (1), and 'Max Quantity' (250). A table titled 'Additional Product Information' shows the 'Item Type' as 'Print On Demand' and a pricing table with columns for 'Quantity' and 'Price per Unit'. The pricing table lists the following rates: 1-4 (USD \$32.89), 5-9 (USD \$11.03), 10-24 (USD \$6.19), 25-49 (USD \$3.88), 50-74 (USD \$3.07), 75-99 (USD \$1.88), 100-249 (USD \$1.41), and 250-250 (USD \$0.85). A 'Configure' button is highlighted with a red box, and an 'Items to Add' field shows '0'.

Start / RETAIL COLLATERAL / SHELF TALKERS / POD JUUL Device Now Shelf Talker Insert

POD JUUL Device Now Shelf Talker Insert
MKT5729

Print On Demand

Min Quantity
1

Max Quantity
250

Additional Product Information —

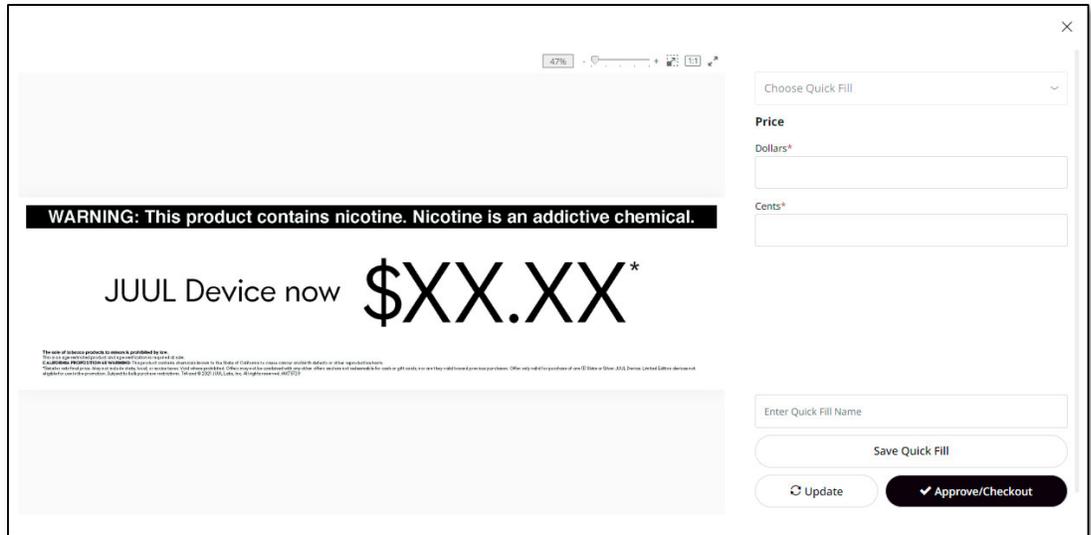
Item Type	Print On Demand
Quantity	Price per Unit
1 - 4	USD \$32.89
5 - 9	USD \$11.03
10 - 24	USD \$6.19
25 - 49	USD \$3.88
50 - 74	USD \$3.07
75 - 99	USD \$1.88
100 - 249	USD \$1.41
250 - 250	USD \$0.85

Configure

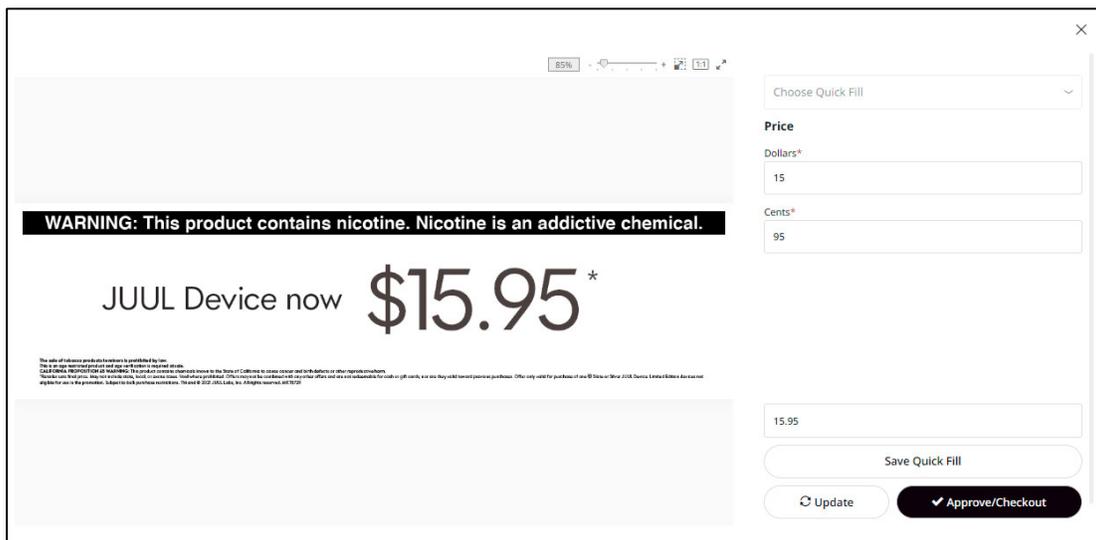
Items to Add
0

Fill in the form on the right side of the screen with the customized information. All fields with a red asterisk are required. You can save this entry information as “Quick Fill” for future orders, by adding a name for this customization in the “Enter Quick Fill Name” field and click on Save Quick Fill.

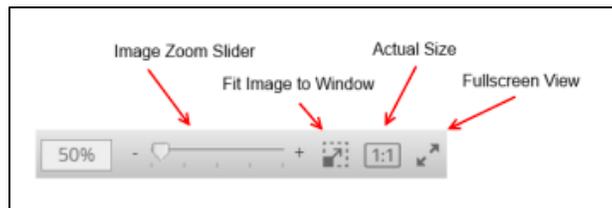
Click on **Update**, to generate an on-screen proof.



If you need to adjust any information, make revisions then click **Update** to refresh the on-screen proof.

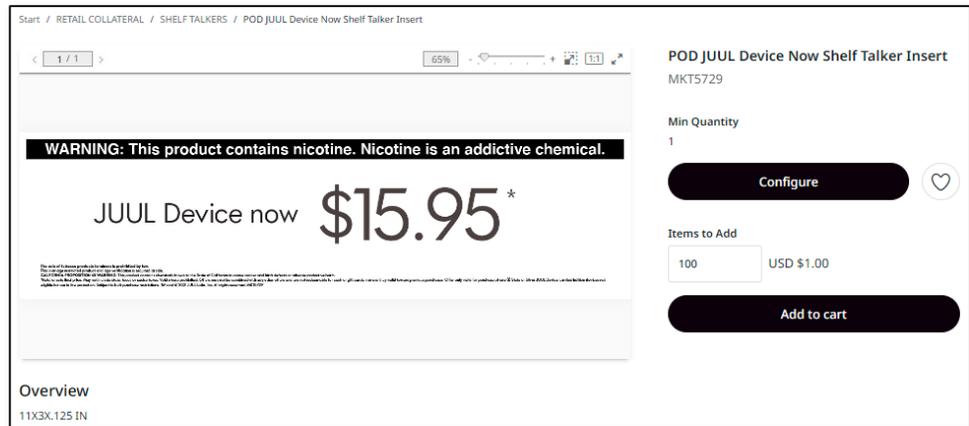


Use the toolbar at the top, to adjust your view of the proof and form.



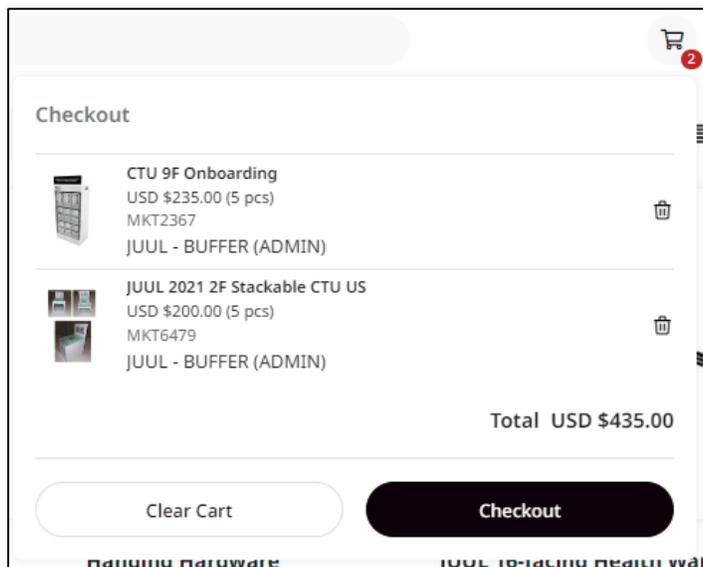
Once you're satisfied with the proof, click the **Approve/Checkout** button to close the form and return to the product detail page.

To add the item to your shopping cart, select a quantity and click the **Add to cart** button. You will be asked to confirm the proof one more time before the item is added to the shopping cart.



When you have added all desired 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.

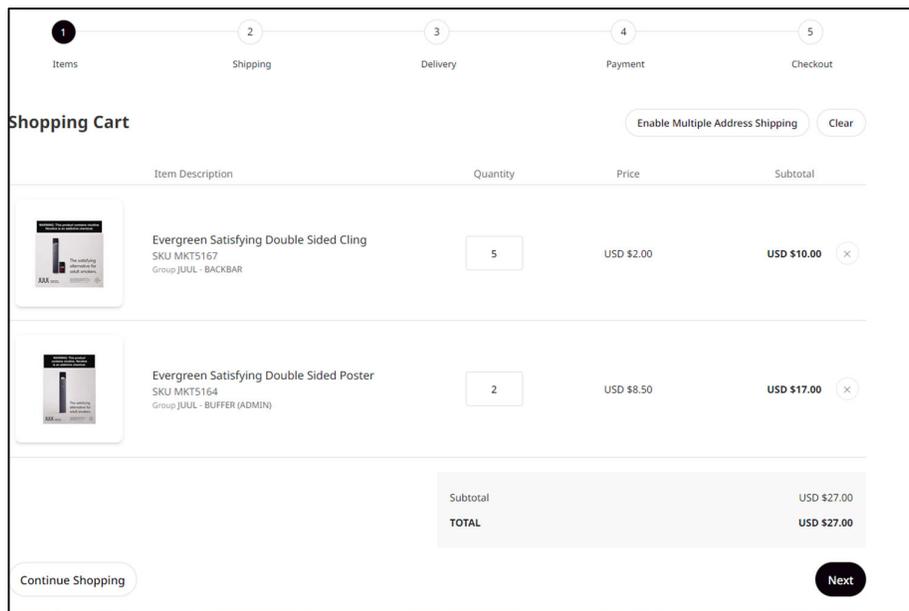
Once the **Checkout** page opens, you will be prompted through five steps: **Items**, **Shipping**, **Delivery**, **Payment** and **Checkout**.



REVIEW YOUR ITEMS

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

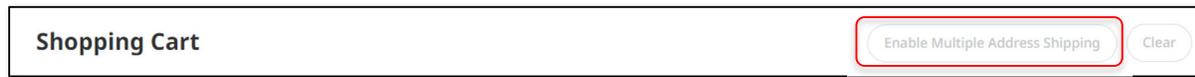
1. Remove all items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the **Quantity** field.
3. Remove individual items by clicking the **X** button for the line item.
4. Continue adding items to your cart before checking out by clicking the **Continue Shopping** button.
5. Enable Multiple Address Shipping.
6. Continue with the purchasing process by clicking the **Next** button.



SELECT YOUR SHIPPING ADDRESS

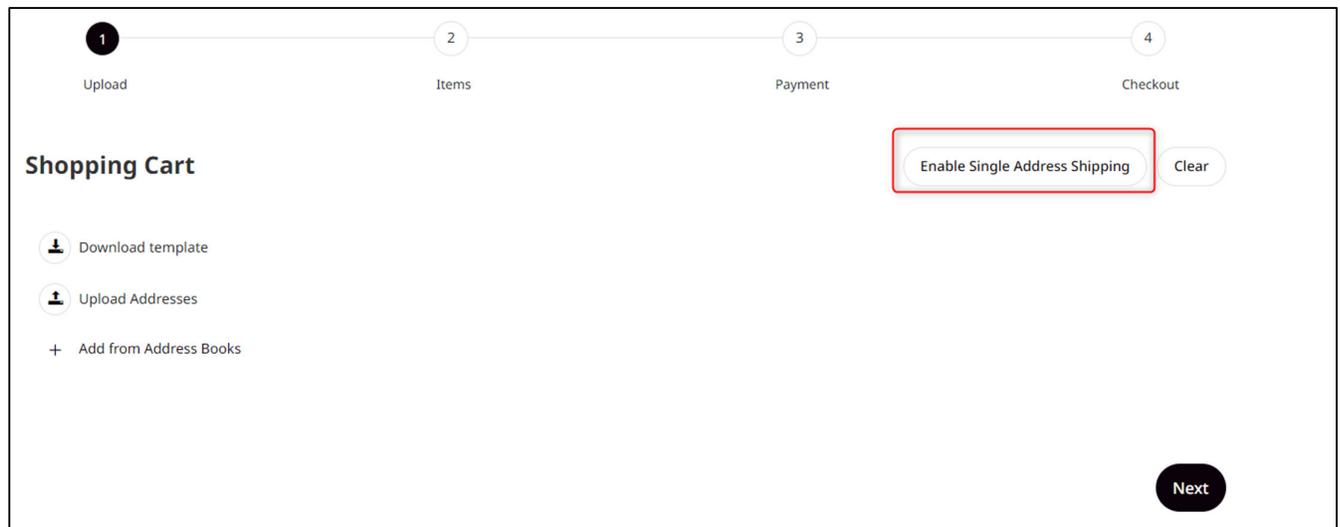
MULTIPLE ADDRESS SHIPPING

Within the Items review section of the Checkout process, you can enable “Multiple Address Shipping”. This will allow you to ship the item to multiple locations.



On the **Multiple Address** screen, you will have the following options:

1. Download the template
2. Upload Addresses from your computer
3. Add addresses from your address book
 - a. Corporate Address Book
 - b. Personal Address Book
4. Or continue as a single shipping address by “Enabling Single Address Shipping”



If you prefer to work with spreadsheets, click the download arrow  next to “Download template” to download a copy of the import template.

	A	B	C	D	E	F	G	H	I	J
2	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
3										
4										

Enter in all your shipping addresses, one location per line. You'll need to be sure all fields with a red asterisk are filled in or the import will fail.

Important Note: Ensure the City and State cells does **NOT** have an extra space before entering the city and state, and that the zip code is five digits.

When entering the phone number, please be sure to enter only digits, parenthesis, or a + sign

Valid examples include (000) 000-0000, or 000-000-0000. The phone field will not accept decimals.

The Country field will offer a dropdown.

	A	B	C	D	E	F	G	H	I	J
2	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
3	United States	John	Doe	My Company	000-000-0000	1234 Anywhere St		City	ST	00000
4	United States	Janet	Doe	My 2nd Company	000-000-0000	234 Anywhere St	2nd Fl	City	ST	00000
5	United States	Jennifer	Doe	My 3rd Company	000-000-0000	345 Anywhere St		City	ST	00000
6	United States	Jim	Doe	My 4th Company	000-000-0000	456 Anywhere St		City	ST	00000
7	United States	Julie	Doe	My 5th Company	000-000-0000	567 Anywhere St		City	ST	00000

After filling in all your locations, click the upload arrow  next to "Upload Addresses" and select your file. **Please note:** the import will only work with spreadsheets matching the format of the downloaded template file.

After a successful import, the screen will move to the Items page, which shows the list of locations in rows, and the corresponding items in columns.

To ship to locations already in the system, click the "Add from Address Books" button to open the address book screen.

Please Note: As addresses in the corporate address book may require additional fields to be filled in, you must add the missing fields during the checkout process otherwise it will not let you proceed to the next step.

All addresses require a value to be entered in the following fields for checkout:

- First Name
- Last Name
- Company
- Phone
- Address Line 1
- City
- State (US)
- Zip Code (US)

Shopping Cart

Enable Single Address Shipping Clear

Item	Quantity	Price	Action
JUUL 4-Facing Dual Posi...	6	USD \$49.03	X
JUUL 6-Facing Metal Me...	3	USD \$125.00	X
JUUL 4-Facing Dual Posi...	6	USD \$49.03	X
JUUL 6-Facing Metal Me...	3	USD \$125.00	X

Shipping Methods

Calculate Shipping

Calculate Shipping

Note: If you want to send none (or 0) to a location then you must select the “X” to the right of the quantity. The application will NOT allow you to enter zero for an item and/or location.

Once you have entered and confirmed the shipping addresses and quantities for each is correct, click **“Calculate Shipping”** on the bottom of the screen. The application will calculate shipping for all products based applicable shipping method and will return a ship-to price. If all is correct, click **“Next”** on the bottom of the page to proceed to the **Payment** page.

SINGLE ADDRESS SHIPPING

You can input a new address, or you can click on **Open Address Book** to select a shipping location from the Corporate Address book or your Personal Address Book.

The screenshot shows a checkout process with four steps: 1. Items (checked), 2. Shipping (active), 3. Payment, and 4. Checkout. The 'Shipping Address' form includes the following fields:

- Country *: United States (dropdown)
- First Name *: Test
- Last Name *: User
- Company *: HH Global
- Address 1 *: 203 N. LaSalle Street
- Address 2: (empty)
- City *: Chicago
- State *: Illinois (dropdown)
- Zip Code *: 60601
- Phone *: 1111111111
- Shipping Comments: Shipping Comments Helper Text

At the bottom right, a summary table shows:

Subtotal	USD \$4.00
Tax	USD \$0.33
TOTAL	USD \$4.33

CORPORATE AND PERSONAL ADDRESS BOOK

The JUUL VALO site offers two types of address books to make the process easier to complete.

The **Corporate Address Book** is a set of pre-loaded addresses covering the complete, nationwide list of locations. It is the one source of truth that is maintained and used in POS Buys. During the checkout process, users can search and select an address from the corporate address book.

The **Personal Address Book** is a user level address book you can manage. We recommend using it for one-off addresses that are used infrequently.

On the address book selection screen, you can choose Corporate Address Book to see a list of all the shipping addresses from JUUL, or Personal Address Book to see only the shipping addresses you have saved in your User Profile. To narrow the list of displayed addresses, enter the desired criteria in the Search By area and click Search.

To search by the company name, enter the name under Company and click search.

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

PLACE AN ORDER

DELIVERY METHODS

Based on your user group, you will be displayed up to three different Shipping Methods (FedEx). Most of the users will be displayed one method only, and that is FedEx Ground.

If you are placing a large order, please ensure that your receiving location can appropriately accept the total quantities on the order.

Items Shipping Delivery Payment Checkout

Choose Delivery Method

Test Order
#1 Market
1888 SE Sedgwick Rd
Port Orchard, WA, 98366
United States
(360) 895-1601

FedEx Ground USD \$7.39

Subtotal	USD \$400.00
Shipping Total	USD \$7.39
TOTAL	USD \$407.39

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

Once you have selected your delivery method, click **Next** to proceed to the **Payment** page.

ORDER APPROVALS

All Orders with an item quantity ≥ 500 with exception to Buffer and Backbar User Groups require approval. Once you have calculated your shipping, confirmed payment and clicked “**Checkout**” – You will be taken to the Order Confirmation page which will display that the order is pending approval in **red**.

If you are placing a large order, please ensure that your receiving location can appropriately accept the total quantities on the order.

✓ Items
✓ Shipping
✓ Delivery
✓ Payment
5 Checkout

Shipping Address

Test Order
#1 Market
1888 SE Sedgwick Rd
Port Orchard, WA, 98366

Change

Delivery

FedEx Ground
Change

Payment Information

Bill to My Account
Change

	Item Description	Quantity	Price	Subtotal
	Pending Approval Satisfying Shelf Talker SKU COL00013 Group JUUL - FIELD	500	USD \$0.80	USD \$400.00

Subtotal	USD \$400.00
Shipping Total	USD \$7.39
TOTAL	USD \$407.39

Continue Shopping
Back **Checkout**

If you are placing a large order, please ensure that your receiving location can appropriately accept the total quantities on the order.

Order confirmation
7/21/2022

Order

Shipping Address
Test Order
#1 Market
1888 SE Sedgwick Rd
Port Orchard, WA 98366
United States
(360) 895-1601

Ordered by
Internal Tester1
christopher.jordan@hglobal.com

Item	Line Item Status	Quantity	Price	Sub
Satisfying Shelf Talker COL00013 JUUL - FIELD	In Progress	500	USD \$0.80	USD \$400.00
FedEx Ground				USD \$7.39

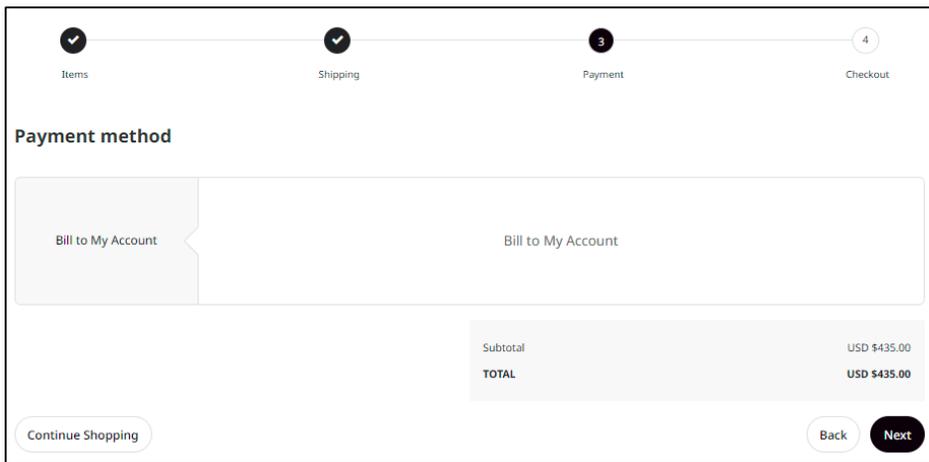
TOTAL	USD \$407.39
--------------	---------------------

Continue Shopping


PAYMENT METHOD

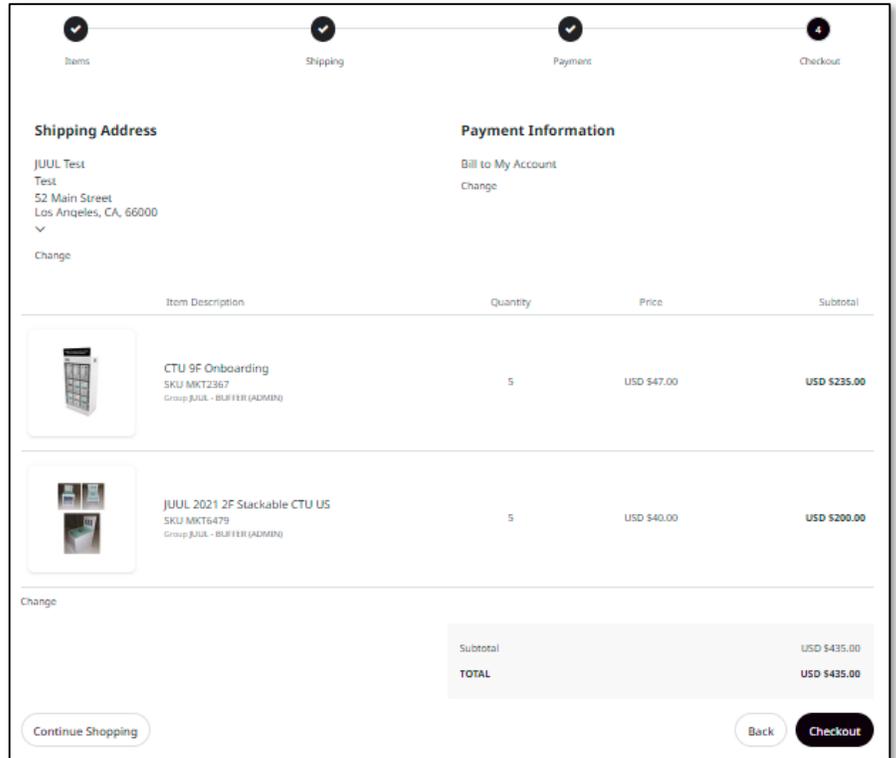
BILL TO MY ACCOUNT

Bill to My Account is the payment method enabled. Click **Next** to proceed to the Checkout Confirmation screen.



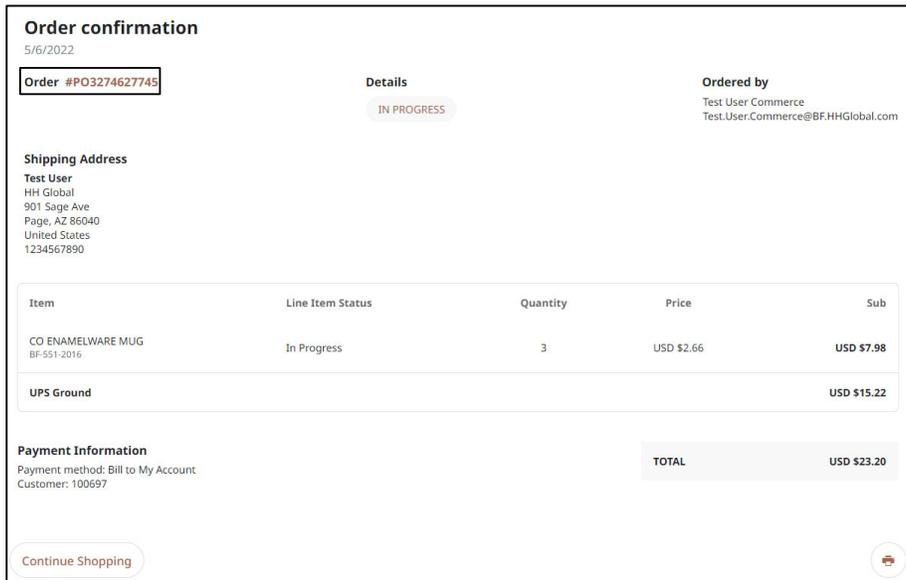
FINALIZE YOUR ORDER

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



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 JUUL’s Commerce Support regarding the order for any reason, please reference your order number.



Once the order has shipped or partially shipped, the user will be notified via email with the tracking details.

Your order was updated

ORDER UPDATED

ORDER #PO2362887704
Sully Candelario

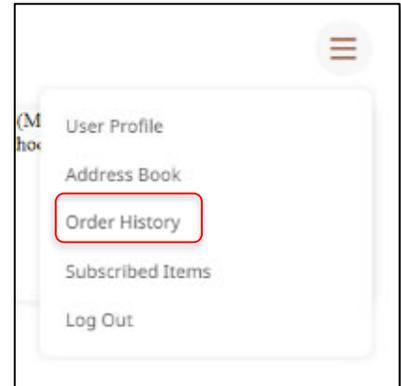
STATUS
1. In Progress
2. Partially Shipped
3. Completed

SHIPPING ADDRESS BILLING ADDRESS

Item	Line Item Status	Quantity	Price	Sub
<input type="text"/>	In Progress	1	USD \$5.93	USD \$5.93
<input type="text"/>	In Progress	500		USD \$55.00
<input type="text"/>	In Progress	250		USD \$20.00

VIEW AND COPY PREVIOUS ORDERS

To access a list of all non-bulk orders you have placed, hover over the menu icon and select **Order History**.



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

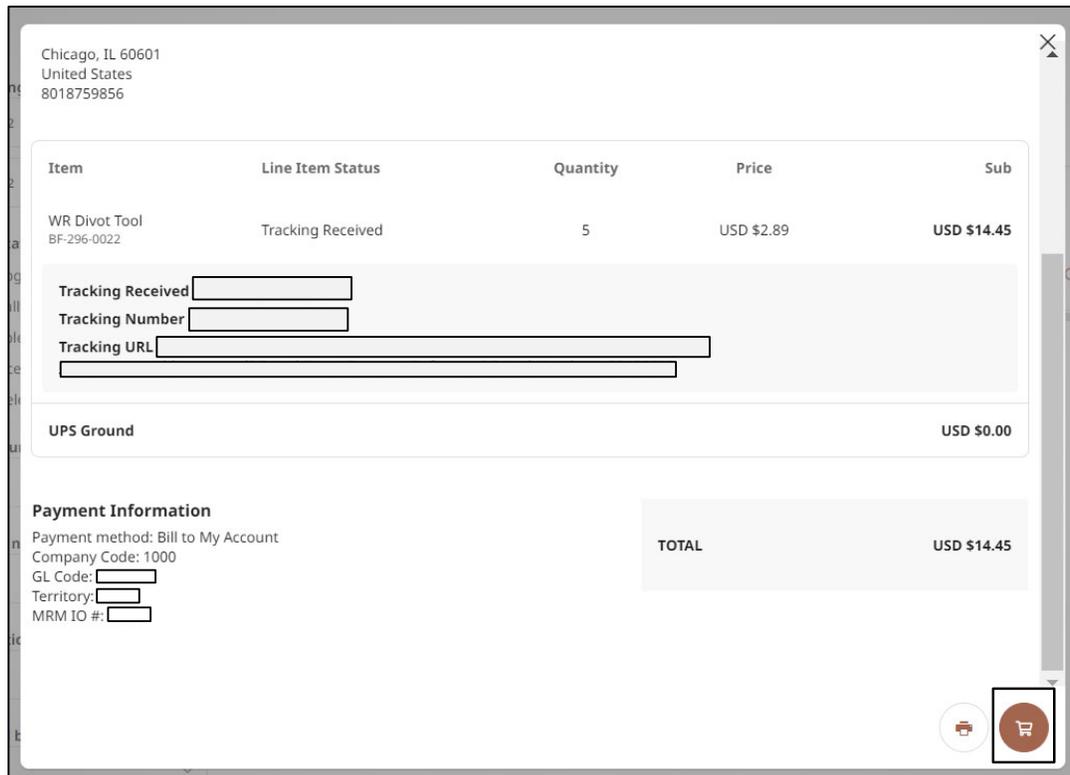
A screenshot of the 'Order History' page. On the left side, there is a filter sidebar with the following sections: 'Date Range' with two date pickers (5/3/2022 and 5/6/2022), 'Order Status' with checkboxes for 'In Progress', 'Partially Shipped', 'Completed', 'Invoiced', and 'Canceled', 'Order Number' with a text input field, 'Product name' with a text input field, 'Description' with a text input field, and 'Ordered by' with a dropdown menu. A 'Search' button is at the bottom of the sidebar. The main content area is titled 'Order History' and shows a table with 6 items. The table has columns for 'Order Number', 'Order Date', 'Order Total', and 'Order Status'. The first row shows a 'COMPLETED' status in a green box, while the other two rows show 'CANCELLED' status in red boxes. The table is partially obscured by a horizontal scrollbar.

Order Number	Order Date	Order Total	Order Status
#PO3274627745	5/6/2022	USD \$0.00	COMPLETED
#PO3265834584	5/4/2022	USD \$0.00	CANCELLED
#PO3254002215	5/3/2022	USD \$0.00	CANCELLED

ORDER HISTORY DETAILS

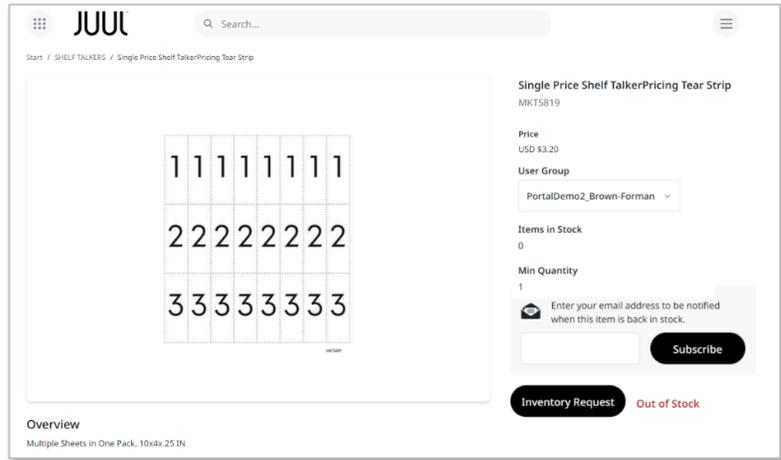
Click  [View Details](#) to bring up an order's confirmation screen, which lists all the included items.

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.



INVENTORY TRANSFERS

To request inventory of a product that is “Out of stock” for your User Group. Go to the item detail page and select your User Group. Then click on **Inventory Request** button.

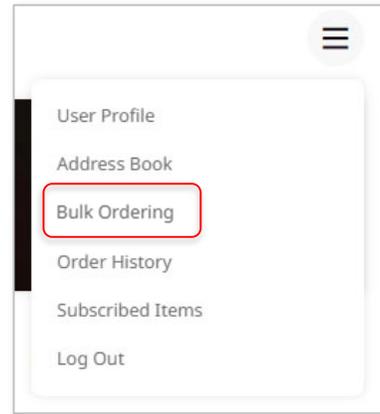


A request inventory form will open. Under “Requested Quantity” input the quantity of inventory you need transferred and add any additional comments under the “Comment” section.

Group	Approvers	Available	Requested Quantity	Comment
<input type="checkbox"/> BF-InvTransfer	Can.User@b-f.com KSheppard@inwk.com FAhmed@inwk.com DKarrington@inwk.com KS.Test.User@b-f.com	Yes	<input type="text" value="1"/>	<input type="text"/>

BULK ORDERING

To go to Bulk Ordering, hover over the menu icon and select **Bulk Ordering**.



A user can begin Bulk Order using two methods: (1) Clicking “Start” after selecting the Inventory Group (if applicable) and adding a Name for the Order which will direct the user via on-screen Bulk Order experience (2) click on the **Import** button to upload the template to proceed with an offline Excel template to begin the Bulk Order.

Create new Bulk Order

Select an Inventory Group (if applicable), enter Bulk Order Name, and click Start or Import

JUUL - BUFFER (ADMIN) ▾

Bulk Order Name

Start

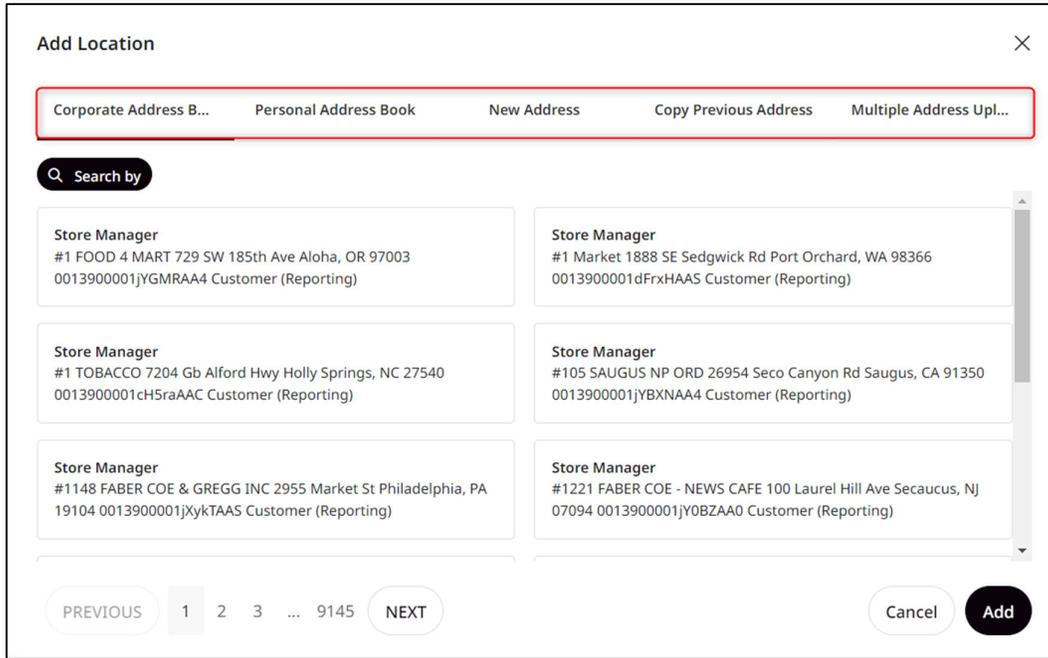
Import

STARTING A BULK ORDER USING THE “START” BUTTON

Once “start” is selected the user will be presented the Bulk Ordering page where the user can add quantities next to the products they’d like to purchase and select ship-to locations. The user is presented couple of options. (1) Select Category and (2) Inventory Group (if applicable).

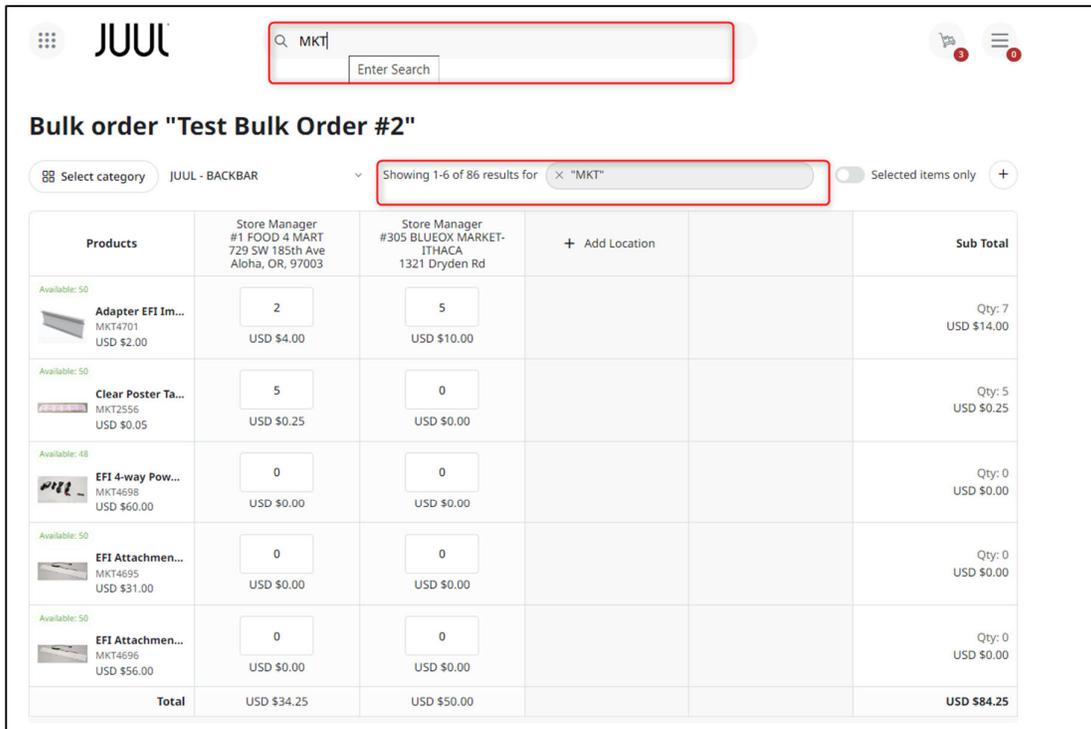
To begin ordering, it is a best practice for the user to first Add Location by clicking on “+ Add Location”. Once the user clicks on “**Add Location**” the user will be presented a screen to select an address. The user can select an address from the Corporate Address Book, their Personal Address Book, Add New Address, or use the [Multiple Address Upload](#).

If the user prefers to use the Multiple Address Upload option, then please follow instructions from the [Multiple Address Shipping](#) section on this page for further details.



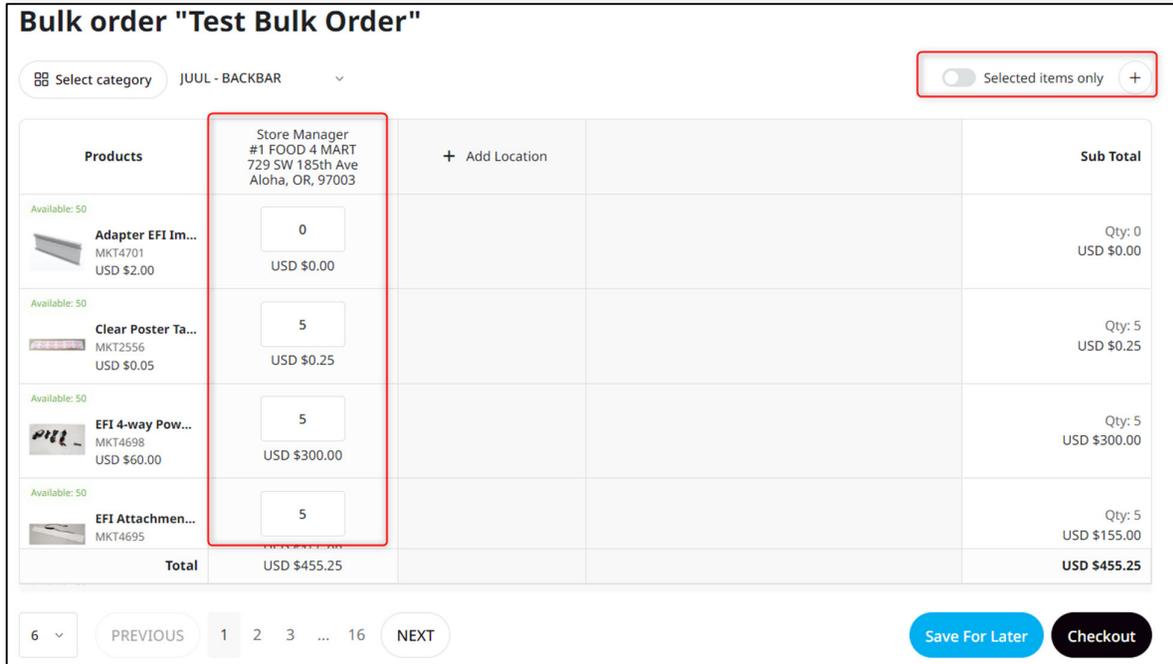
Once all the locations have been added, the user can begin with the 2nd step which is to add products. To view the products on screen, the user must click "Select Category". Once the categories are filtered, the products will appear within each category.

The user can also search for products using the "search bar" on the top of the screen.

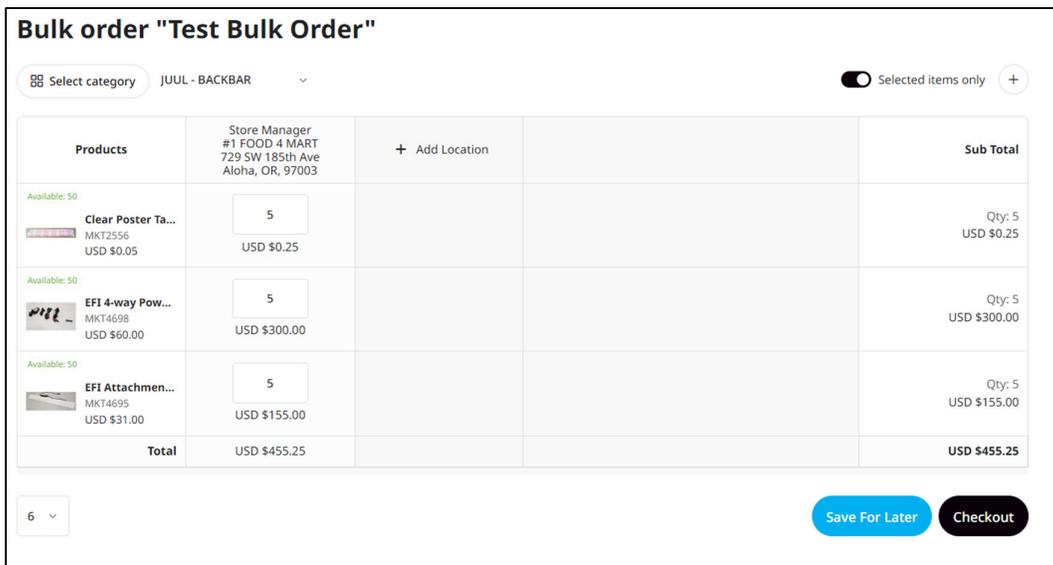


ENTERING QUANTITIES

Once the products are added along with the locations, the user then can begin entering quantities next to the products they'd like to purchase and add as many Ship-To addresses as required.



The user can also filter the view to only display the products that have been selected (with quantities) by clicking on the toggle button on the top right-hand side of the screen **"Selected items only"**



CHECKOUT

Once the user is ready to proceed forward, they must click on “Checkout” for the application to **calculate shipping**. The user can also add any shipping comments which will be sent to the warehouse or POD vendor.

Bulk order "Test Bulk Order"

Store, Manager, #1 FOOD 4 MART, 729 SW 185th Ave, Aloha, OR, 97003, United States

Calculate Shipping

Shipping Comments
Shipping Comments Helper Text

ORDER SUMMARY	
Sub Total	USD \$455.25
SHIPPING	
Shipping Total	USD \$0.00
TOTAL	USD \$455.25

Back Calculate All Shipping Submit

Based on your user group, you may be presented more than one shipping method. Select the FedEx Delivery Method to proceed and click “**Submit**” to place an order.

Bulk order "Test Bulk Order"

Store, Manager, #1 FOOD 4 MART, 729 SW 185th Ave, Aloha, OR, 97003, United States

FedEx Ground USD \$11.47
FedEx Ground USD \$11.47
FedEx Priority Overnight USD \$36.44
FedEx 2 day USD \$38.29

Shipping Comments Helper Text

ORDER SUMMARY	
Sub Total	USD \$455.25
SHIPPING	
Shipping Total	USD \$11.47
TOTAL	USD \$466.72

Back Submit

BULK ORDER APPROVALS

All Bulk Orders with an item quantity ≥ 500 with exception to Buffer and Backbar User Groups require approval. Once you have calculated your shipping and clicked “**Submit**” – You will be presented a message that the order is requiring approval. Once the order has been approved, you will receive order confirmation email.

The screenshot displays the JUUL bulk order interface. At the top, the JUUL logo is on the left, and a notification icon with a red '1' is on the right. The main heading is "Bulk order 'BULK Order Test - Field' Pending Approval". Below this, the store address is listed: "Store, Manager, #1 FOOD 4 MART, 729 SW 185th Ave, Aloha, OR, 97003, United States". A shipping method dropdown is set to "FedEx Ground USD \$6.85". The shipping comments section contains the text "THIS IS A TEST". To the right, an "ORDER SUMMARY" table is visible:

ORDER SUMMARY	
Sub Total	USD \$47.05
SHIPPING	
Shipping Total	USD \$6.85
TOTAL	
	USD \$53.90

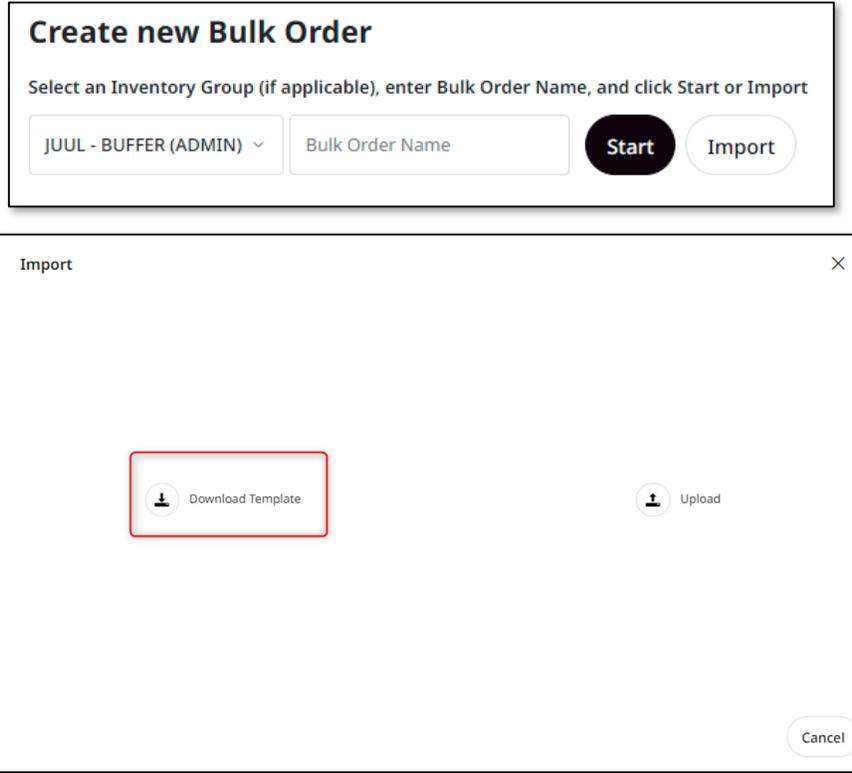
At the bottom right, a large "Submit" button is present. A modal dialog box is overlaid on the screen, containing the following text:

Bulk Order BULK Order Test - Field pending approval. Confirmation emails will be sent later when order will be approved

Below the text is a "Confirm" button.

STARTING A BULK ORDER USING THE “IMPORT” OPTION

After you have selected an applicable Inventory Group and given a name to the Bulk Order, you will select “**Import**” where the user can download the template, [BulkOrderingConfiguration](#) and import back the completed template.



Let's begin by downloading the template and completing the template which you'll import back to the system to complete Bulk Ordering.

Step 1: Open the excel template. Reference below screen shot.

Quick Tip: Use the above link to download the Bulk Order Template: [BulkOrderingConfiguration](#)

A	B	C	D	E	F	G	H	I	J	K
InternalLocationId*	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code

Step 2: Populate the Template, Locations

- The Excel template has two worksheets: Locations and Products.
- Begin by populating the Locations.
- **InternalLocationID:** This will be the location ID that you assign for this specific address. E.g., Freaky's Thornton, 9140 Washington St, Thornton, CO, 80229 will be 1 or any other value you want to assign. Best Practice will be to start with 1 for the address on the 1st row.
- Enter in all your **shipping addresses**, one location per line. You'll need to be sure all fields with a red asterisk are filled in or the import will fail.
- **Important Note:** Ensure the City and State cells does **NOT** have an extra space before entering the city and state, and that the zip code is five digits.
 - The State field will be **ISO-2**. Which means it must be abbreviated to two alpha characters.
- When entering the phone number, please be sure to enter only digits, parenthesis, or a + sign
- Valid examples include (000) 000-0000, or 000-000-0000. The phone field will not accept decimals.
- The Country field will offer a dropdown

InternalLocationId*	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
1	United States	Store	Manager	Freaky's Thornton	1111111111	9140 Washington St		Thornton	CO	80229
2	United States	Store	Manager	Freaky's Platte Springs	1111111111	308 E Platte Ave		Colorado Springs	CO	80903
3	United States	Store	Manager	Freaky's Academy Springs	1111111111	1714 Brookwood Dr		Colorado Springs	CO	80918
4	United States	Store	Manager	Freaky's N Lakewood	1111111111	155 Wadsworth Blvd		Lakewood	CO	80226
5	United States	Store	Manager	Freaky's E Colfax	1111111111	5701 E Colfax Ave		Denver	CO	80220
6	United States	Store	Manager	Freaky's Arvada	1111111111	10050 Ralston Rd		Arvada	CO	80004
7	United States	Store	Manager	ALTA CONVENIENCE 6128	1111111111	2507 E Platte Ave		Colorado Springs	CO	80909
8	United States	Store	Manager	Freaky's North Denver	1111111111	5136 W 41st Ave		Denver	CO	80212

Step 3: Populate the Template, Products

- Once the **Locations** portion is complete, move on the 2nd tab of the template which is **“Products”**
- Enter in all applicable products and its quantities by location.
- The key to this section is that you **MUST** enter the correct **InternalLocationId** as entered in the previous worksheet. You must align the products and quantities to the location.
 - If you don't need a particular product shipped to one of the locations, then that is acceptable. You don't need to enter that locationid. Reference screenshot below.

SKU*	Quantity*	InternalLocationId*
COL00340	1	1
COL00013	1	1
COL00340	1	2
COL00013	1	2
COL00340	1	3
COL00013	1	3
COL00013	1	4
COL00013	1	5
COL00340	1	6
COL00013	1	6
COL00340	1	7
COL00013	1	7
COL00340	3	8
COL00013	3	8

Step 4: Import Completed Data for Bulk Order

After you have selected an applicable Inventory Group and given a name to the Bulk Order, you will select **“Import”** where the user can import the completed data template.

On the next screen click the upload arrow  next to **“Upload”** and select your file.

Please note: the import will only work with spreadsheets matching the format of the downloaded template file.

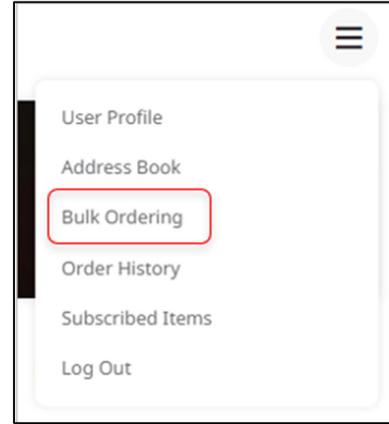


After a successful import, the screen will move to the Items page, which shows the list of locations in columns and the corresponding items with quantities in columns.

From here onwards, you can reference the on-screen Bulk Ordering process. [Entering Quantities](#)

BULK ORDER STATUS AND ORDER HISTORY

Bulk Orders are treated separately than non-Bulk Orders in VALO Commerce. All Bulk Orders' history will reside within the Bulk Order Category on the top right-hand side.



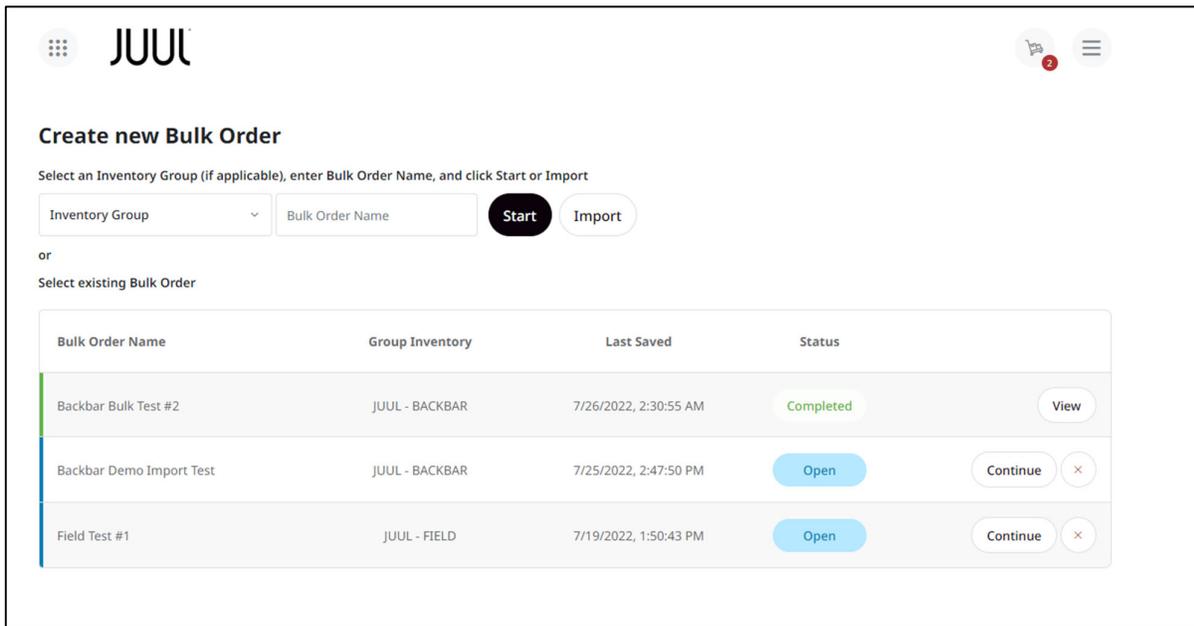
Following are the applicable statuses for Bulk Orders

Pending = Pending Approval (Item Qty ≥500 or Pending Fulfillment)

Open = Draft, Bulk Order hasn't been submitted by the user

Completed = Has been fulfilled and shipped out by vendor

Below is an example screenshot of Bulk Order Creation and History View. You can view and start orders from a single location.



CONTACT SUPPORT

Please email us at support.juul@hhglobal.com for order inquiries or site assistance.