



Valo Commerce User Guide

Project
Catalogue

Client
Roche

Date
December 2022

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Access VALO Commerce

In your browser, go to <https://roche-eimea.hhglobal.com/> Provide your username (your email address) and password to log in.



User name

Password

[Forgot your password?](#)

Go

If this is your first time accessing VALO, you will need to set your password by clicking on **Activate or Reset Password**, located just below the password field.

Enter your email address in the username field and click **Go**. You will receive an email with a link to set up your password and complete the login process.

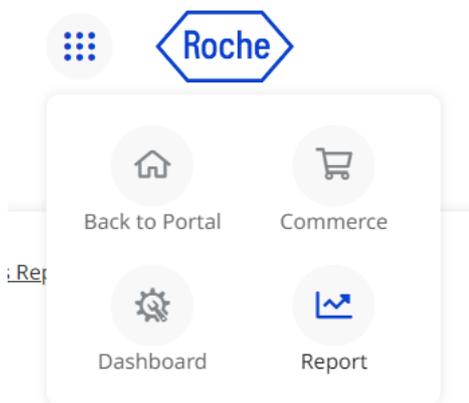
Passwords should be a minimum of 8 characters, and must include at least one uppercase letter, number, and special character (e.g. # \$ % ! etc.)

After a successful login, the VALO portal site homepage will appear – click on Commerce module to continue to the catalogue.

Please note – if you do not yet have an account, please email < Add Email > to make your request. Please include your full name, email address, department, and the reason the access is required. Once set up, you will receive an email with your username and password

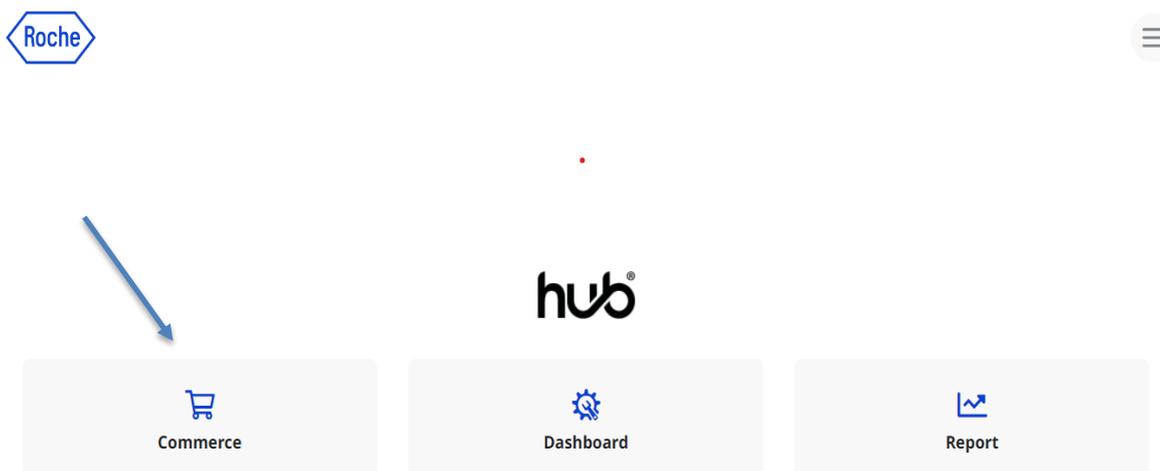
Return to the Home Page

When you are in any of the 3 areas you can navigate back to the above home page by hovering over the 9-dot icon in the image below and selecting the area you wish to go.

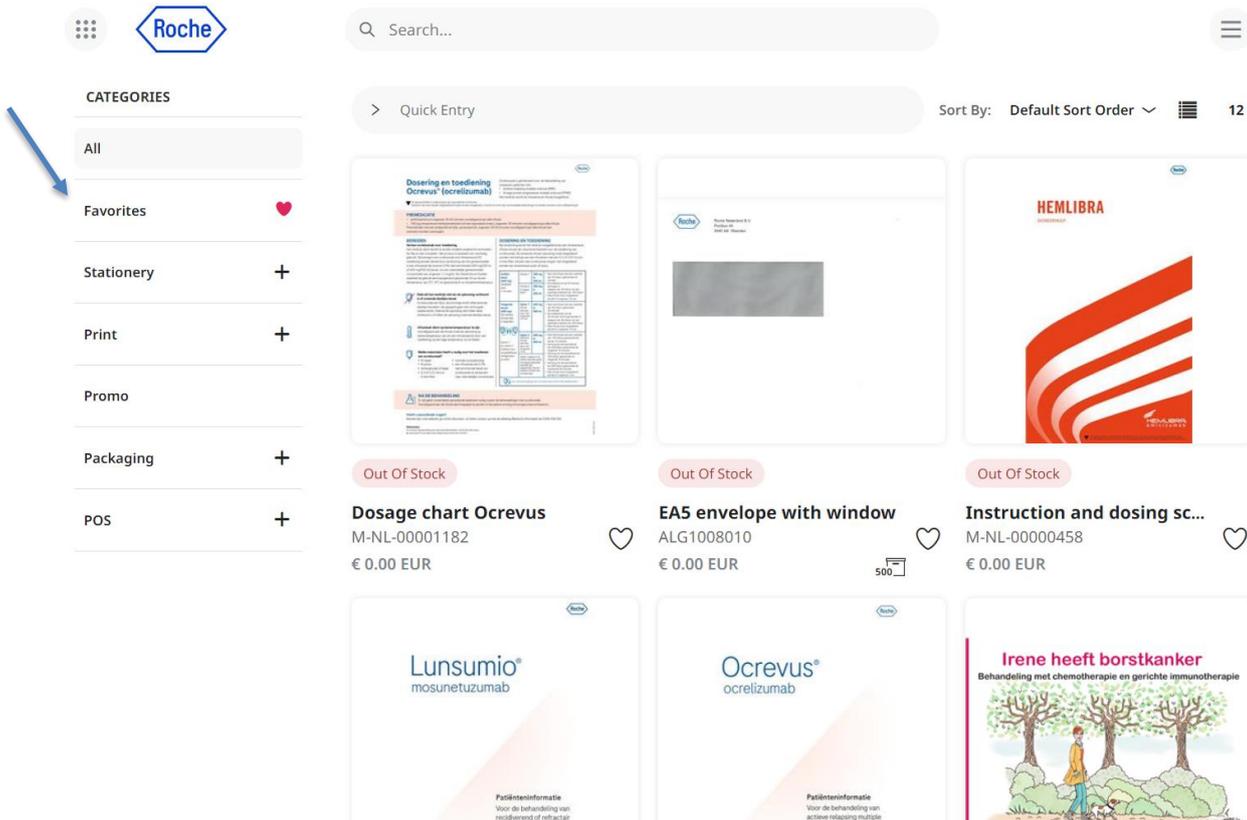


Browse the Catalogue

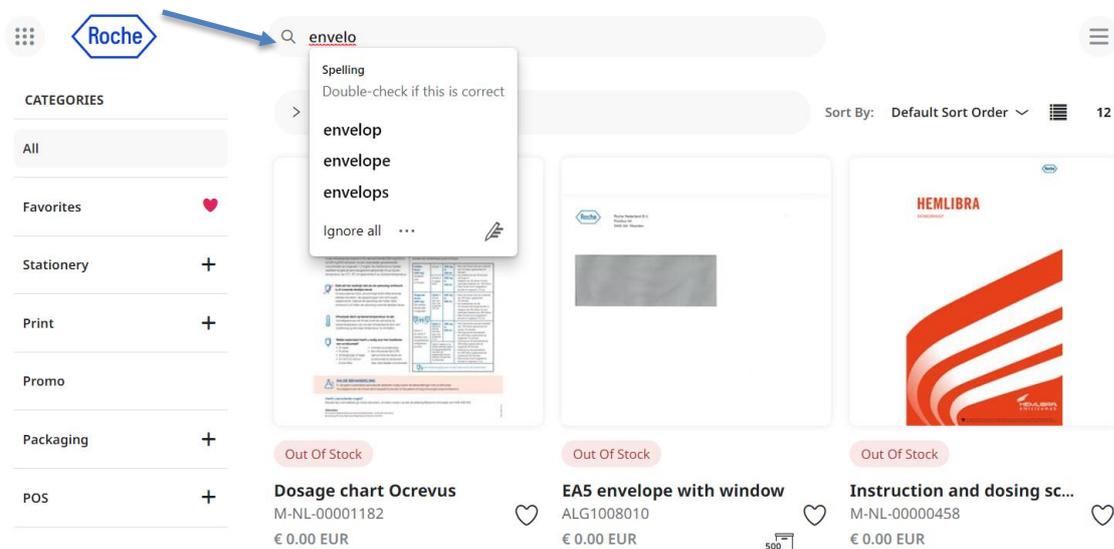
To access the catalogue site, please navigate to the Commerce icon



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. Catalogue structure is based on brand.



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

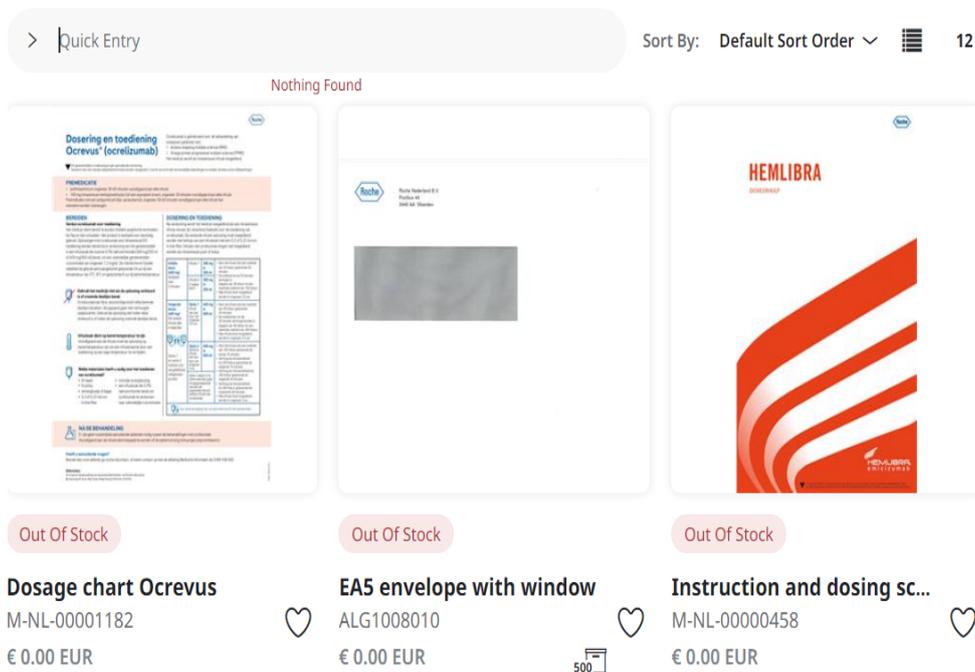


Quick Entry

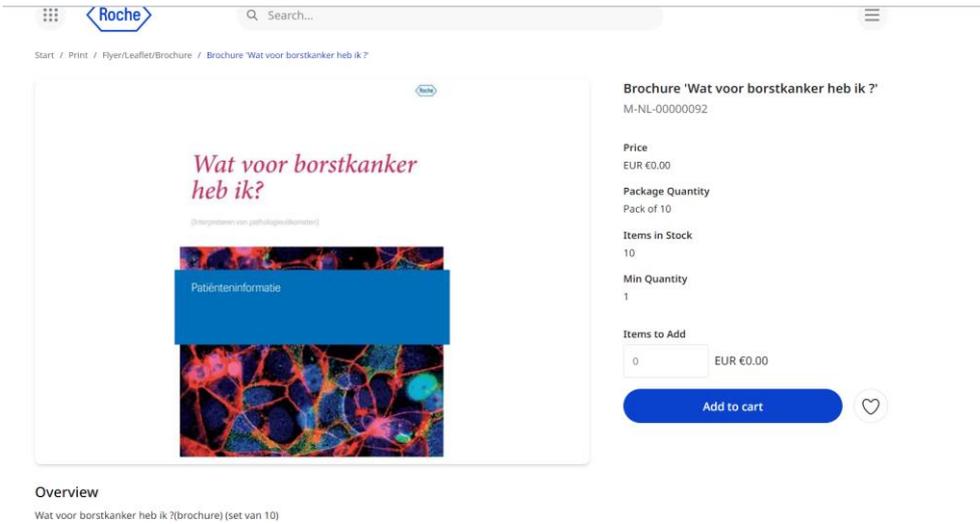
If you already know the product you would like to order, you can enter a specific SKU into the **Quick Entry** field and click on the arrow icon that appears on the right of the field to be redirected to the details page of that item.



The **catalogue 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.



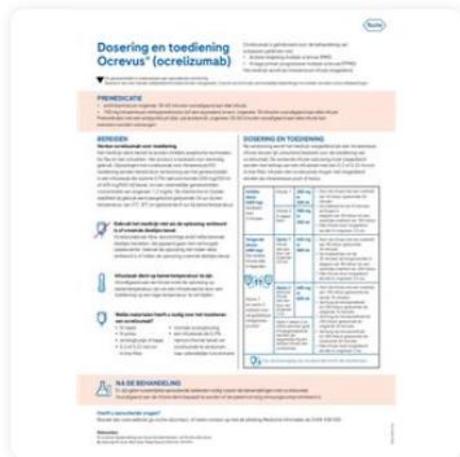
Click on the picture of the item to view the product detail page where additional details can be viewed. The **detail page** will include the item description at the bottom left and pricing, inventory levels (for inventory items) and the item SKU upper right.



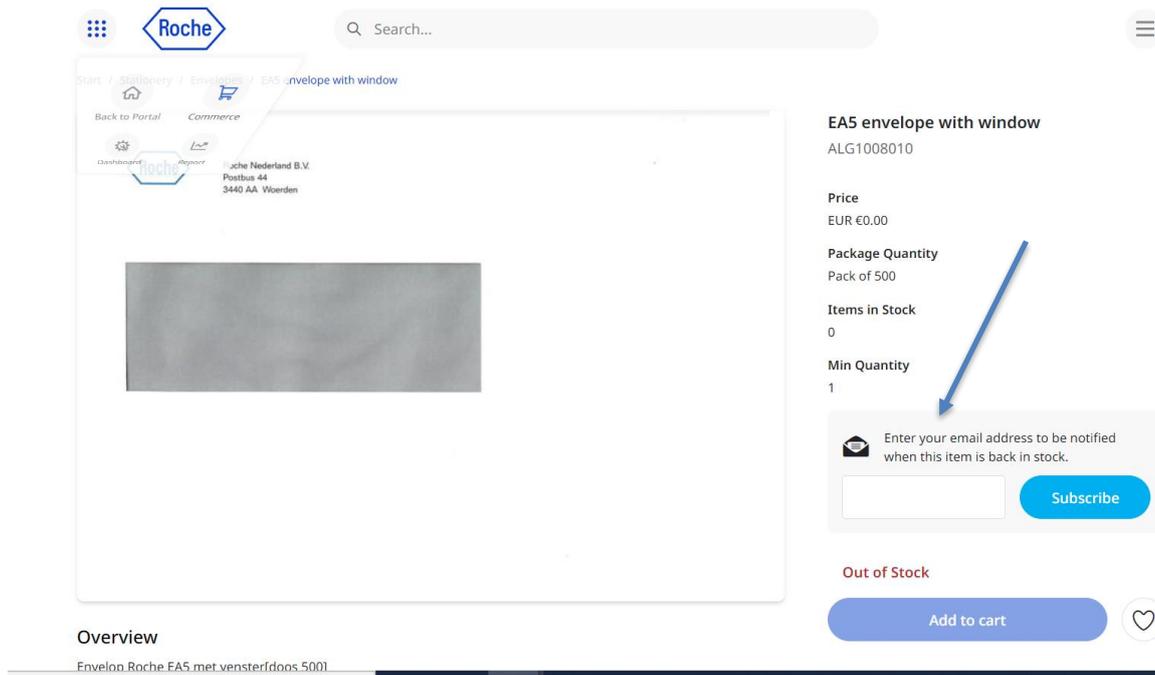
Out of Stock

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.

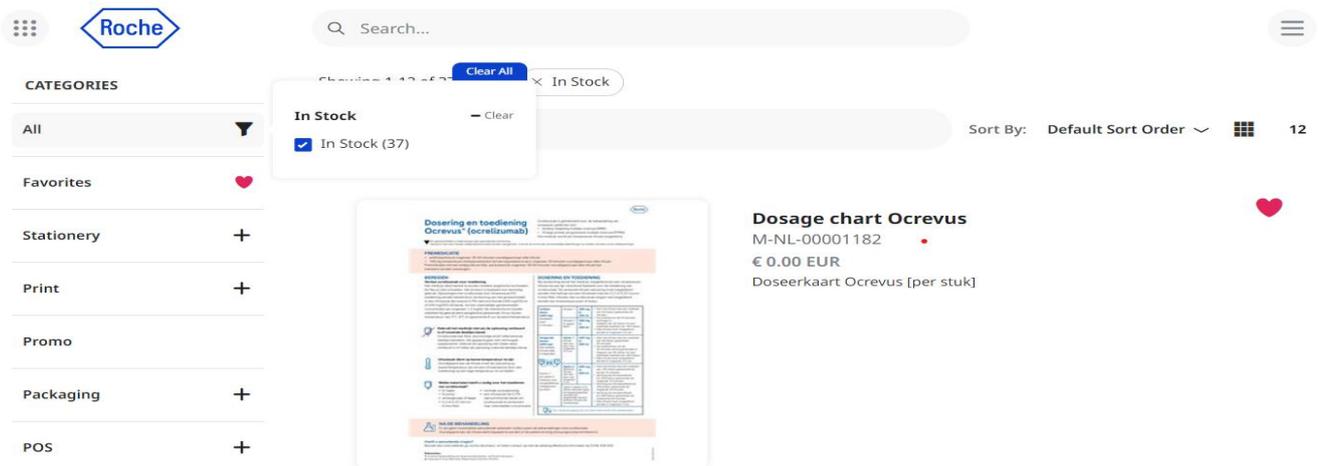
If a product is to be notified in stock enter your corner.



out of stock, the user can enter their email address when the item is back in stock. To subscribe to back notifications, navigate to the product detail page and email in the notification field in the bottom right

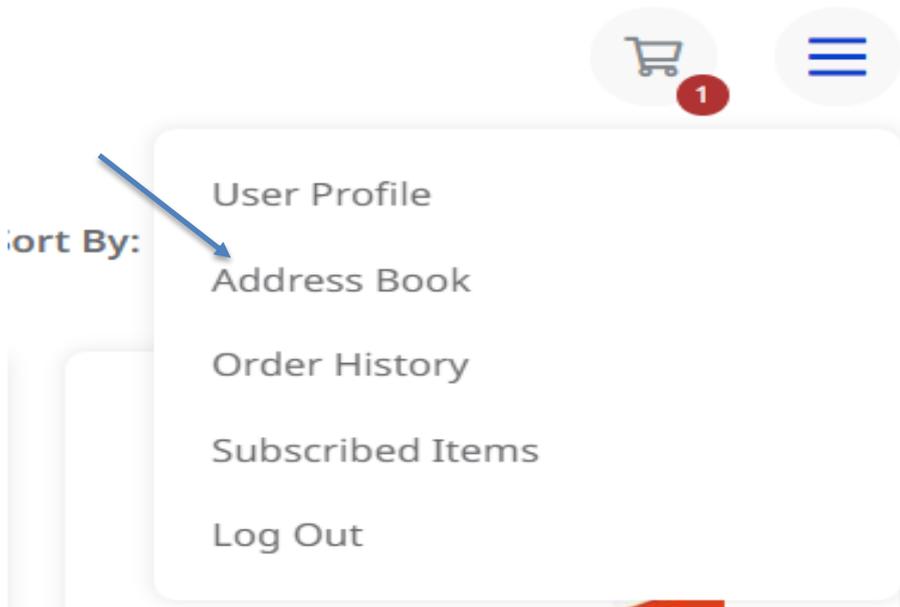


Users can filter “In Stock” products by simply clicking on the filter feature within Product Categories.

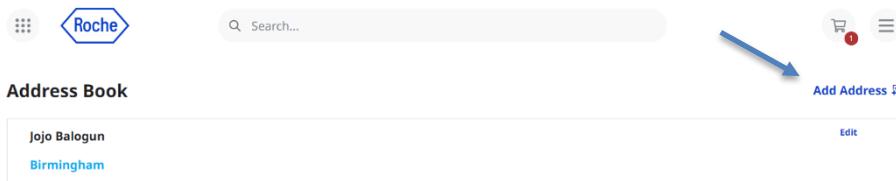


Address Book

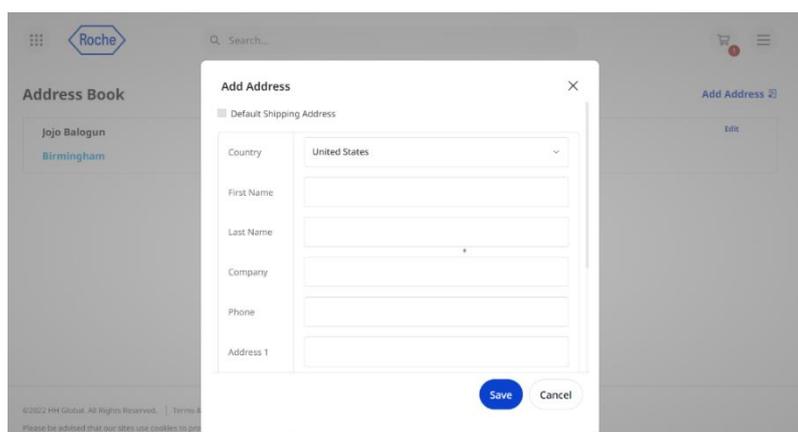
To access your address book, hover over the menu icon and select **Address Book**.



Click on **Add Address** to add a new address to your personal Address Book.



Fill in the details below

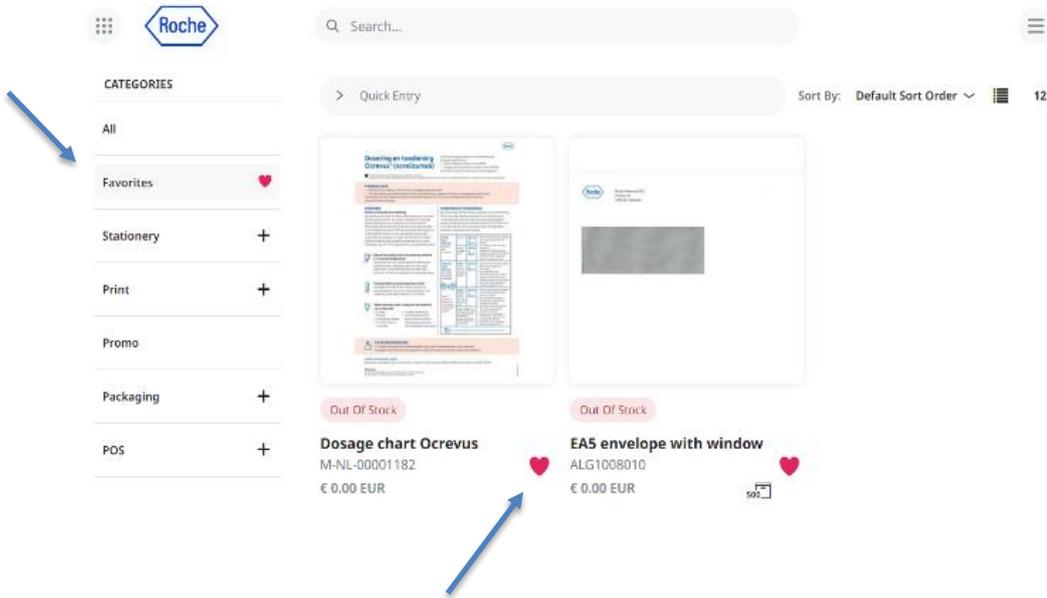


Add Items to Your favourites

If you will be ordering a certain item frequently, click the “**Add to Favourites**” heart to add it to your

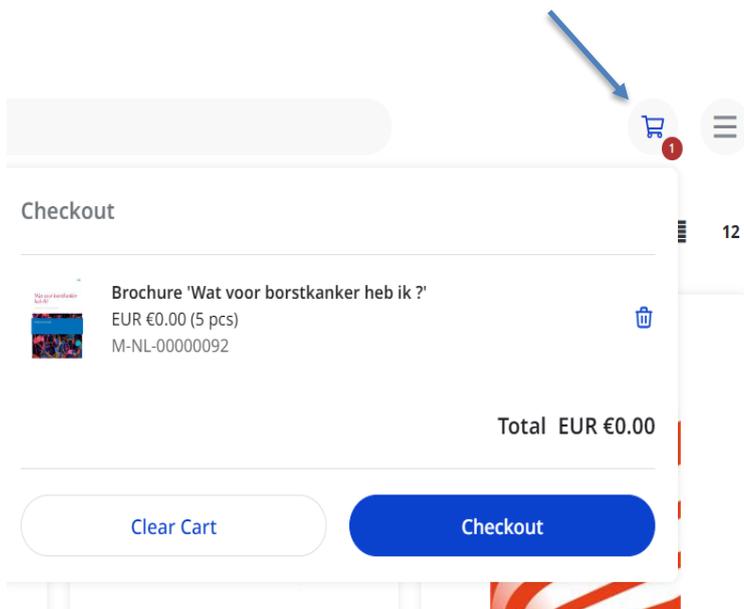
Favourites list to make it easy to find in the future. The heart is available on both the catalogue and detail pages.

You can see the list of all your favourite items by clicking Favourites in the Categories menu. Click the heart to remove it from your favourites.



Place An Order

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: Review Your Item 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.

Continue with the purchasing process by clicking the **Next** button

Shopping Cart

Item Description	Quantity	Price	Subtotal
 Brochure 'Wat voor borstkanker heb ik ?' SKU M-NL-00000092 Pack of 10	5	EUR €0.00	EUR €0.00
Subtotal			EUR €0.00
TOTAL			EUR €0.00

Buttons: [Continue Shopping](#), [Next](#), [Clear](#), [X](#)

Select Your Shipping Address

Shipping Address

Country *
Netherlands

First Name *
Roche

Last Name *
Test

Company *
Roche Nederland B.V.

Address 1 *
Roche Nederland B.V.

Address 2
Beneluxlaan 2A

City *
Woerden

State
3446 GR

Zip Code
3446 GR

Phone *
0031 (0) 123 456 789

Buttons: [Continue Shopping](#), [Next](#), [Back](#), [Open Address Book](#), [Clear](#)

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

Payment Method

Bill to My Account

Roche Search...

Items Shipping **Payment** Checkout

Payment method

Bill to My Account

Subtotal EUR €0.00
TOTAL EUR €0.00

Continue Shopping Back **Next**

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

Roche Search...

Items Shipping **Payment** Checkout

Shipping Address
Roche Test
Roche Nederland B.V.
Roche Nederland B.V.
Beneluxlaan 2 A
Woerden, 3446 GR
Change

Payment Information
Bill to My Account
Change

Item Description	Quantity	Price	Subtotal
 Brochure "Wat voor borstkanker heb ik ?" SKU M-NL-00000092 Pack of 10	3	EUR €0.00	EUR €0.00

Change

Subtotal EUR €0.00
TOTAL EUR €0.00

Continue Shopping Back **Checkout**

Finalise 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. However, if you are happy with your order, you will click **Checkout**

The screenshot displays the Roche Checkout interface. At the top, there is a search bar and a navigation menu. Below this, a progress bar shows four steps: Items, Shipping, Payment, and Checkout. The 'Checkout' step is currently active, indicated by a blue circle with a white arrow. The main content area is divided into two columns: 'Shipping Address' and 'Payment Information'. The 'Shipping Address' section shows the address for Roche Test, Roche Nederland B.V., Birmeldijk 2 A, Woerden, 3446 GR, with a 'Change' link below. The 'Payment Information' section shows 'Bill to My Account' with a 'Change' link. Below these sections is a table of items:

Item Description	Quantity	Price	Subtotal
 Brochure "Wat voor borstkanker heb ik?" SKU M.NL.00000692 Pack of 10	3	EUR 40.00	EUR 60.00

Below the table, there is a 'Change' link. At the bottom right, there is a summary box showing 'Subtotal EUR 60.00' and 'TOTAL EUR 60.00'. At the bottom of the page, there are three buttons: 'Continue Shopping', 'Back', and '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 Roche's Commerce Support regarding the order for any reason, please reference your order number

Order confirmation
12/6/2022

Order #PO3714057880

Details
IN PROGRESS

Ordered by
Roche Test
testuser@roche-eimea.hhglobal.com

Shipping Address
Roche Test
Roche Nederland B.V.
Roche Nederland B.V.
Beneluxlaan 2 A
Woerden, 3446 GR
Netherlands
0031 (0) 123 456 789

Item	Line Item Status	Quantity	Price	Sub
Brochure "Wat voor borstkanker heb ik ?" M-NL-0000092 Pack of 10	In Progress	3	EUR €0.00	EUR €0.00

Payment Information
Payment method: Bill to My Account

TOTAL EUR €0.00

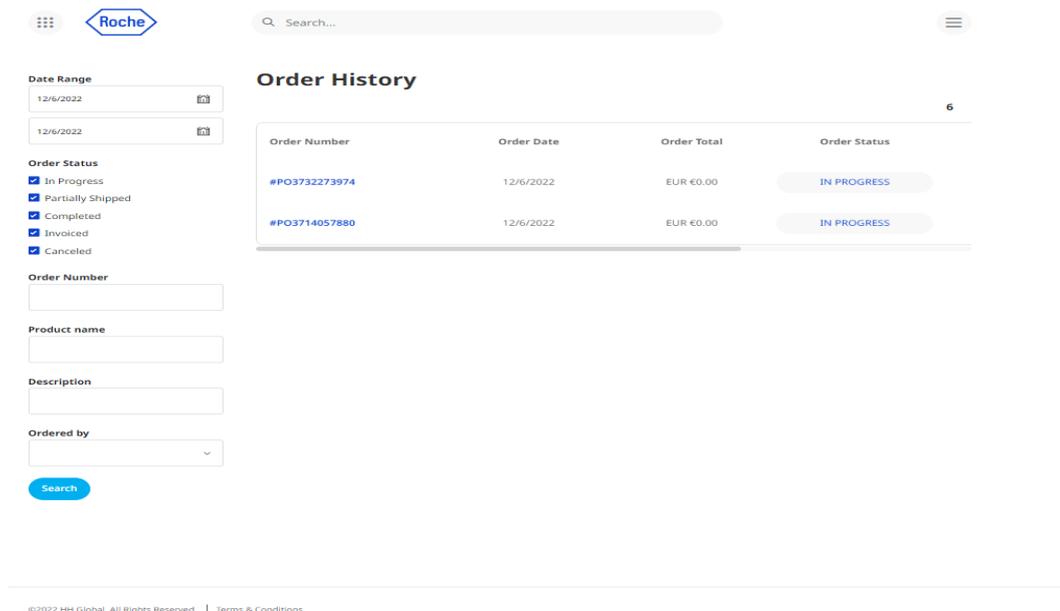
[Continue Shopping](#)

Order History Details

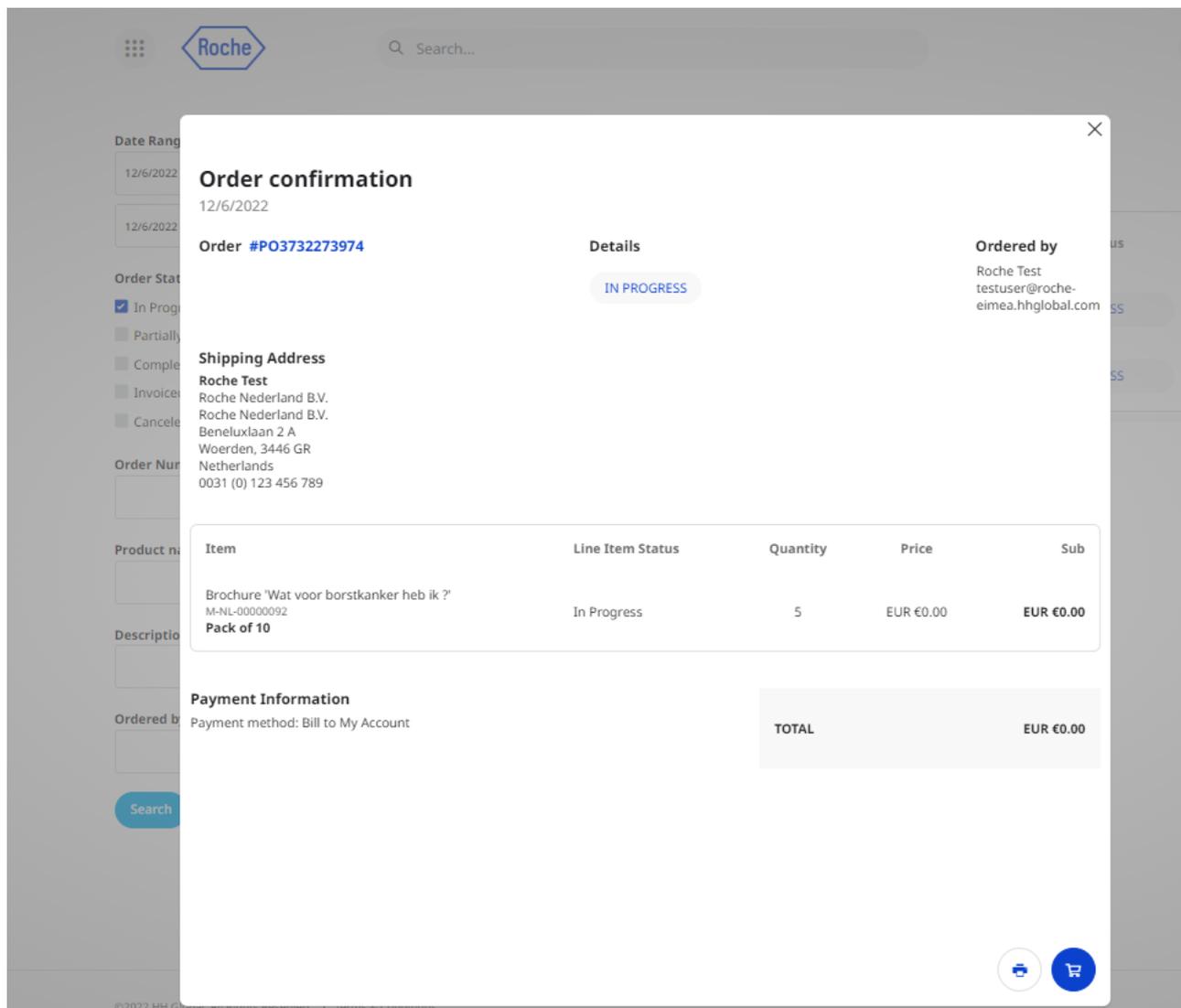
View and Copy Previous Orders

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



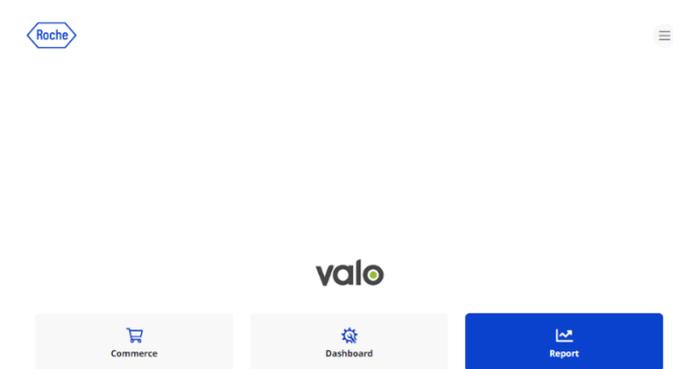


Click [View Details](#) to bring up an order's confirmation screen, which lists all the included items. At the bottom of the screen, click the shopping cart to add all these items to your cart, or the print button to print the screen.

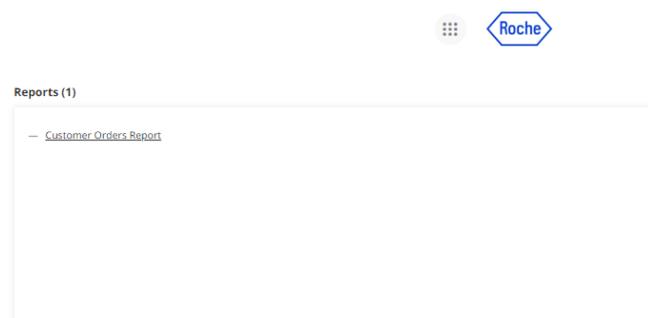


View Order Report

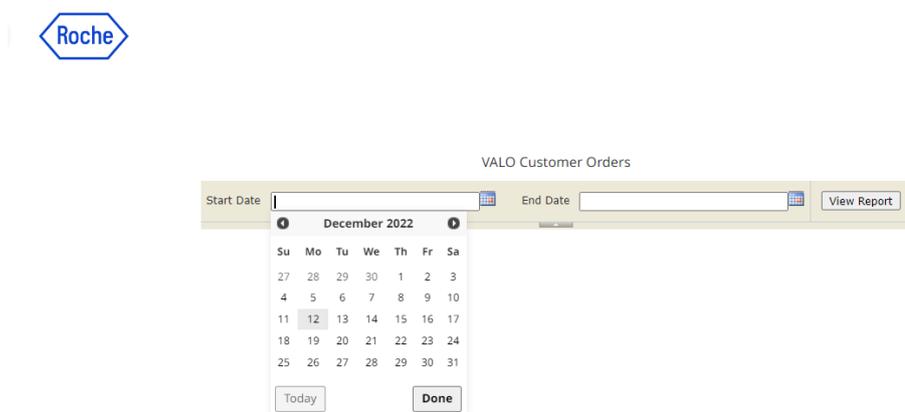
From the VALO portal page, click **Report** to access order reports.



Then click VALO Customer Orders Report.



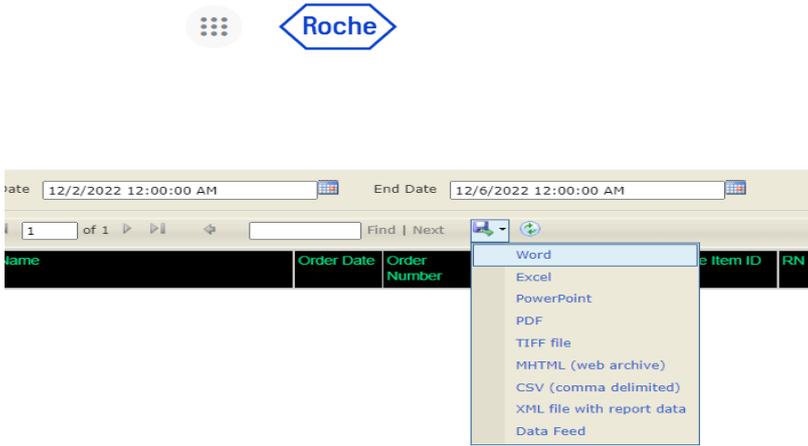
Select the Start and End Dates, then click **View Report**.



All orders placed within the date range will show in the list generated.

Store Name	Order Date	Order Number	Order Number With Suffix	Line Item ID	RN	Order Status	User Name	Inter Op User ID	Organization	Customer Name	Product ID
https://roche-emea.hhglobal.com/	12/09/22 6:03:25 AM	PC3739933284	PC3739933284-1	12817038	1	Completed	testuser@roche-emea.hhglobal.com		Roche EMEA	Roche Test	ALG1008014
https://roche-emea.hhglobal.com/	12/09/22 10:56:56 AM	PC3739938986	PC3739938986-1	12818914	1	InProgress	testuser@roche-emea.hhglobal.com		Roche EMEA	Roche Test	MNL-00000092

To export the report, click the floppy disc icon then select your preferred format.



Contact Support

Please email us at hh.nlteam@hhglobal.com for order inquiries or site assistance.

Support hours of operation are Monday – Friday 8am – 5pm CET.

Original Data Collection Template	Roche
Original Images/Content	Product Images
Blank Data Collection Template	Valo Commerce Data Collection Template
Roche DIPA	DIPA