

User Guide

Jaguar Land Rover - VALO Commerce

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Create Your VALO Account

If you are a new user, click the **Create an Account** link on the homepage. Fill in the self-registration form and click **Submit**.

You will receive an email notifying you once your account has been approved.

Access Your Commerce Site

To access your VALO Commerce site, navigate to <https://jlr.hhglobal.com/>. Provide your username (email address) and password to log in.

For all color chips and website queries please contact support.jlr.retail@hhglobal.com

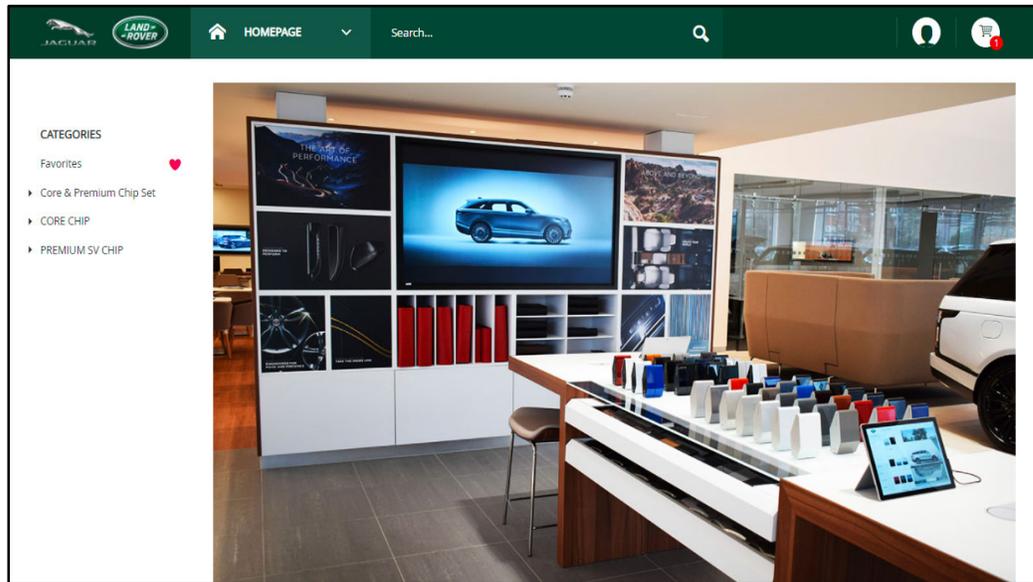
The screenshot shows the VALO login interface. At the top, there are logos for Jaguar and Land Rover on the left, and a globe icon on the right. The main heading is 'valo'. Below it is a login form with two input fields: 'USER NAME' and 'PASSWORD'. A green 'Go' button is positioned below the password field. Underneath the button are two links: 'Activate or Reset Password' and 'Create an Account'. The footer area is dark and contains the text 'Powered By' followed by the hhglobal logo. Below the logo, it says '©2022 HH Global. All Rights Reserved.' and lists 'Terms & Conditions', 'Privacy Policy', and 'Tracking Tools'. On the right side of the footer, there is a small text block: 'Please be advised that our sites use cookies to provide some of the services we offer. Your browser settings can be changed so you don't receive these however if you use our site without changing these settings, you are consenting to our use of cookies. If you would like any further information about cookies or your browser settings please view our privacy policy.'

Please Note: new orders are processed and shipped from our warehouse within 8-10 weeks of payment being received in Full.

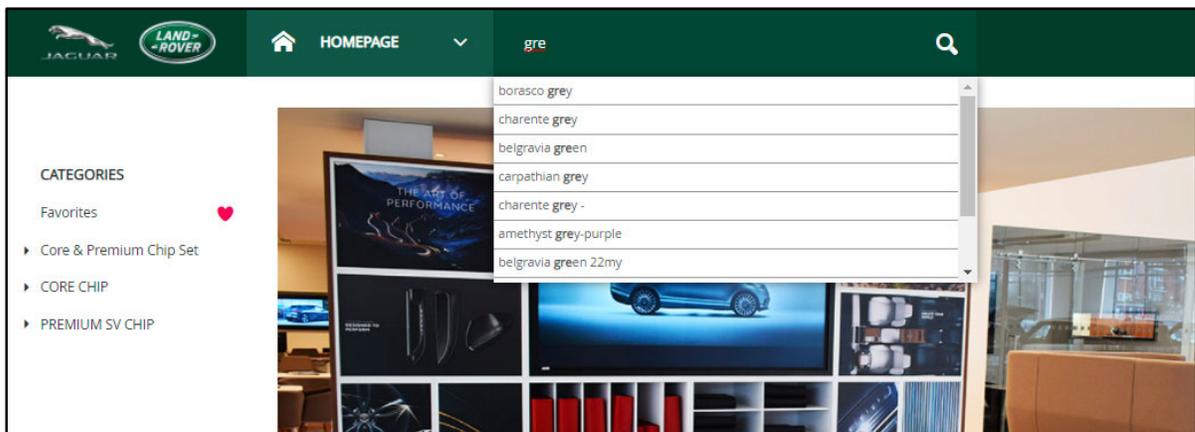
Incoterms: Delivered At Place 'DAP'

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.

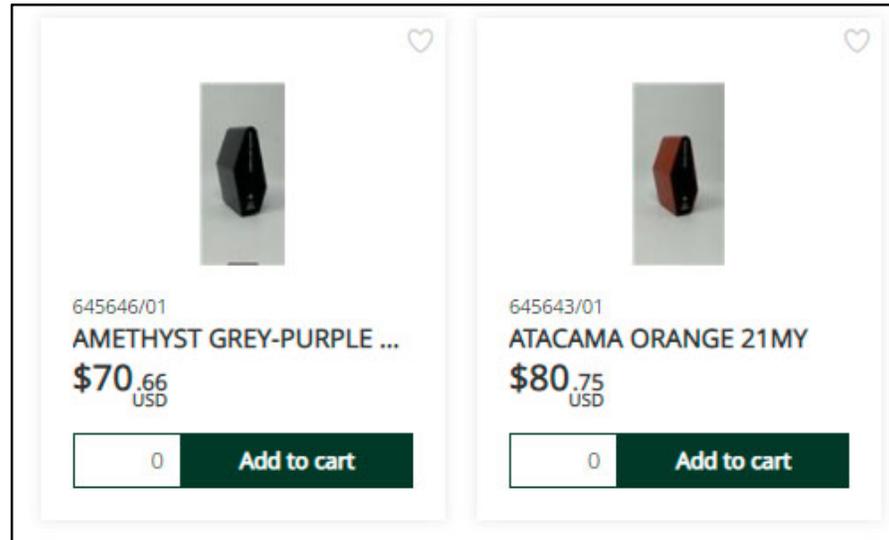


The search field will display items based on name or description containing the search term entered.



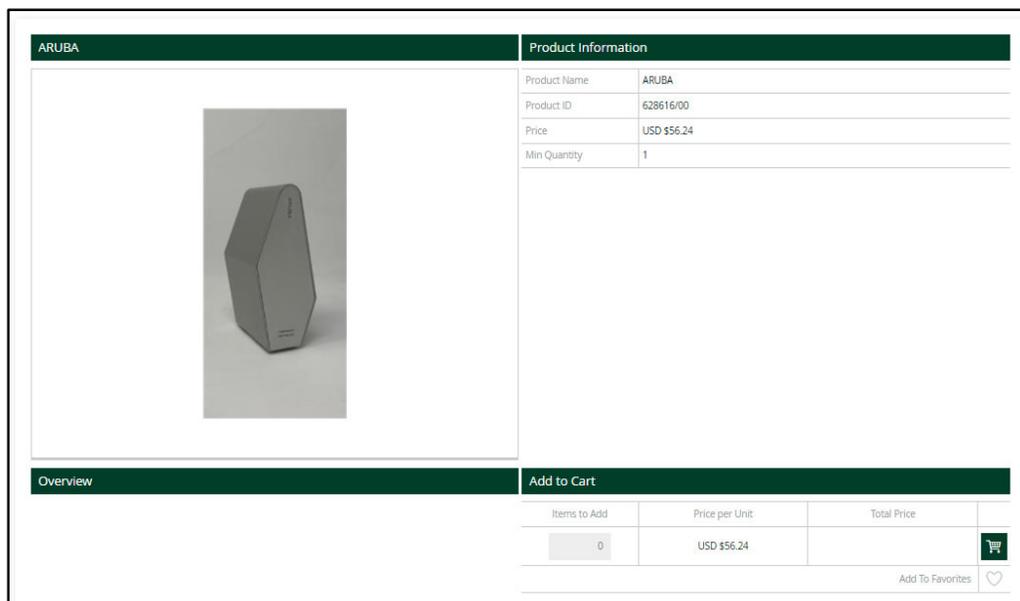
The **catalog item** display will include the item image, SKU and price.

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.



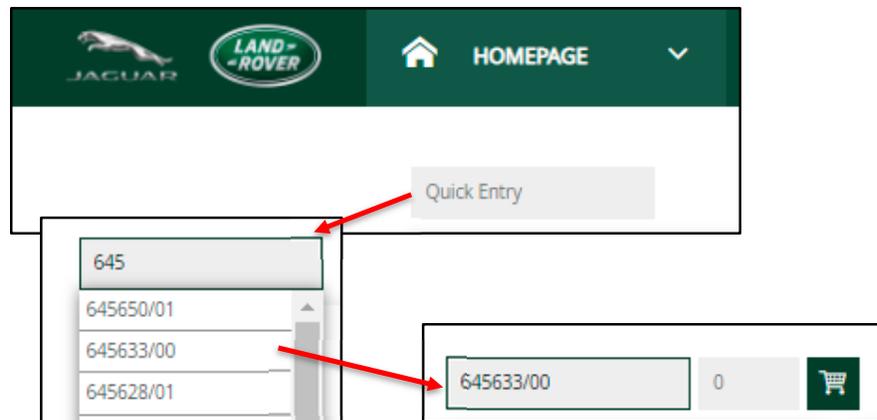
Click on the picture of the item to view the detail screen.

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.



Adding Items to Your Cart

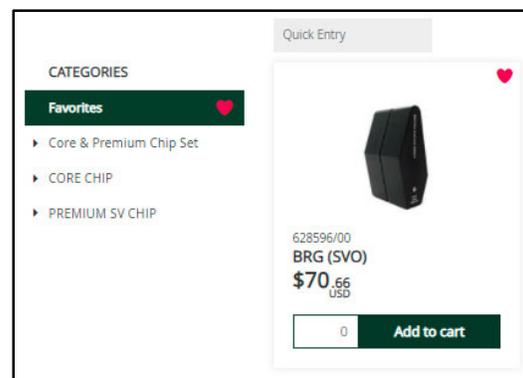
After adding at least one item to your shopping cart directly from the catalog or the product details page, a Checkout icon will appear at the top right of the page, which can be used to begin the checkout process.



Adding Items to Your Favorites

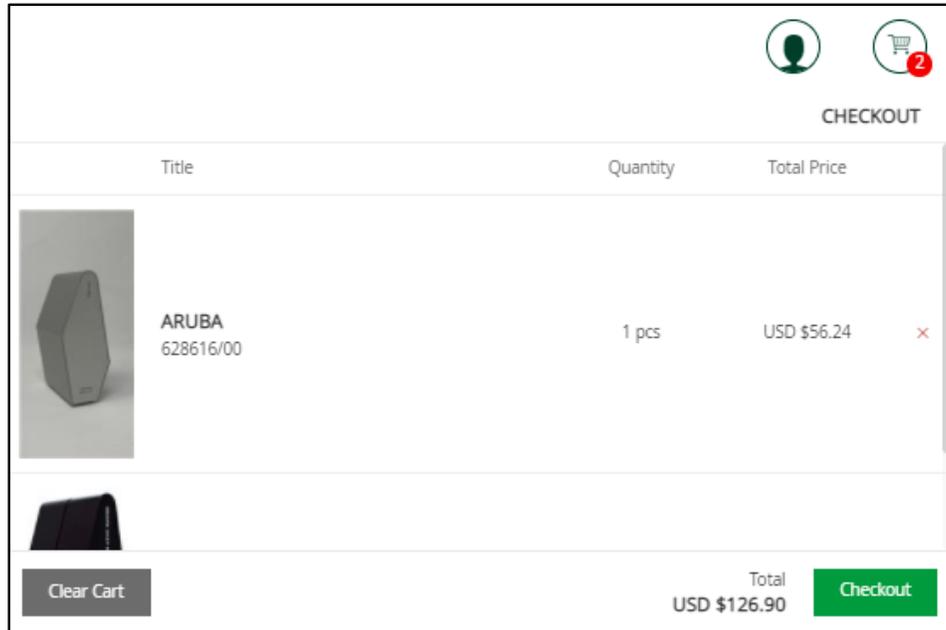
If you will be ordering a certain item frequently, click the **"Add To Favorites"** heart to add it to your Favorites list to make it easy to find in the future. The heart is available on the catalog and detail screen.

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.

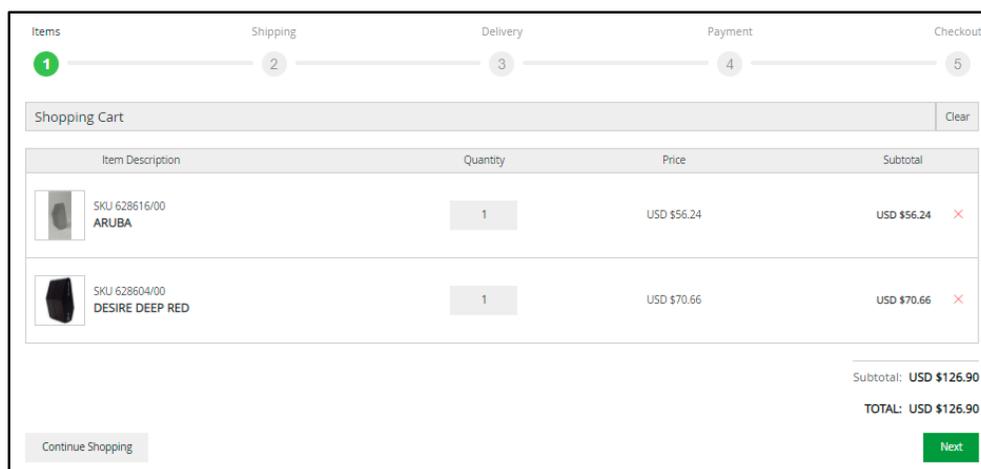


Placing An Order

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.



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 Next button.



New orders will be dispatched from our warehouse within 8-10 weeks of payment being received. Please be advised that an additional fee will be charged when the good arrives.

Incoterms: Delivered At Place 'DAP' The consignee (order recipient) is responsible for payment of any import clearance charges, including duty and import tax, if applicable, upon arrival of the goods.

If goods are not cleared through customs and returned to the UK, a chargeable fee will be payable before re-distribution to the receiver.

Enter Shipping Address

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

Items Shipping Delivery Payment Checkout

1 2 3 4 5

Shipping Address Open Address Book Clear

Country *
United States

First Name * Internal Last Name * Tester1

Company *
JLR

Address 1 *
Test Street 555

Address 2

City * Houston State * Texas Zip Code * 55555

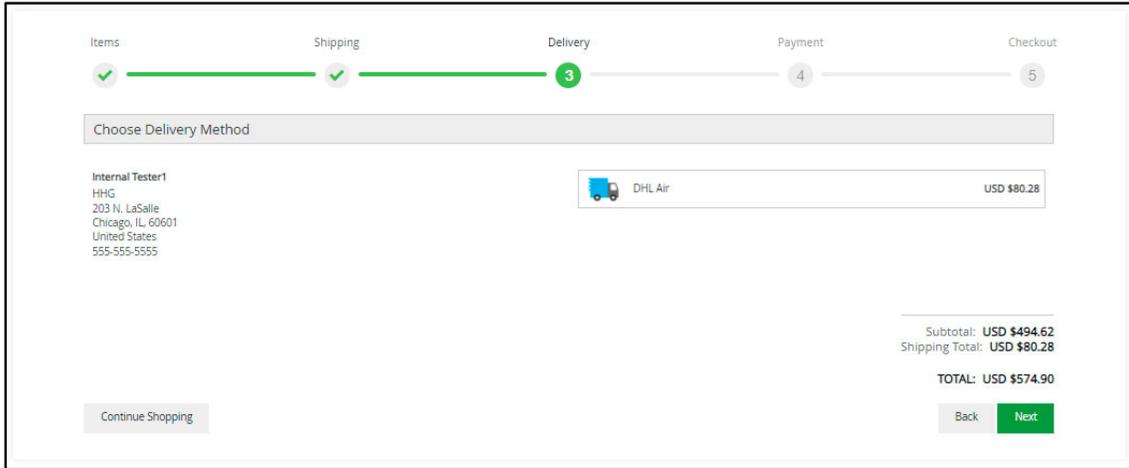
Phone *
555-555-5555

Subtotal: USD \$126.90

TOTAL: USD \$126.90

Continue Shopping Back Next

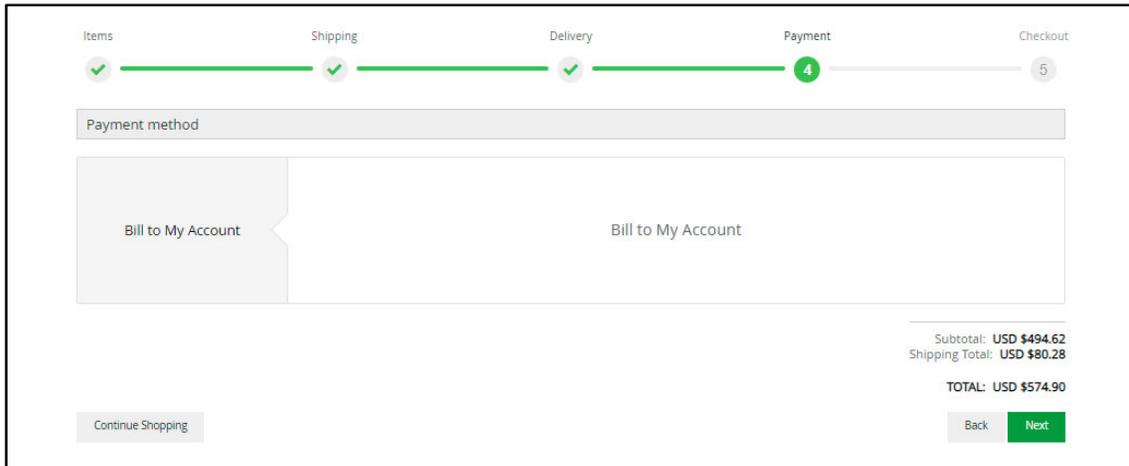
Delivery and Payment Method



The screenshot shows the checkout process at the Delivery step. A progress bar at the top indicates the following steps: Items (checked), Shipping (checked), Delivery (3, active), Payment (4), and Checkout (5). Below the progress bar, the heading "Choose Delivery Method" is displayed. On the left, the shipping address is listed: "Internal Tester1, HHG, 203 N. LaSalle, Chicago, IL 60601, United States, 555-555-5555". On the right, a shipping option is shown: "DHL Air" with a price of "USD \$80.28". At the bottom right, the totals are: "Subtotal: USD \$494.62", "Shipping Total: USD \$80.28", and "TOTAL: USD \$574.90". Navigation buttons include "Continue Shopping", "Back", and "Next".

In the **Delivery** page (above), shipping for your order is calculated. Click **Next** to proceed to the **Payment** page.

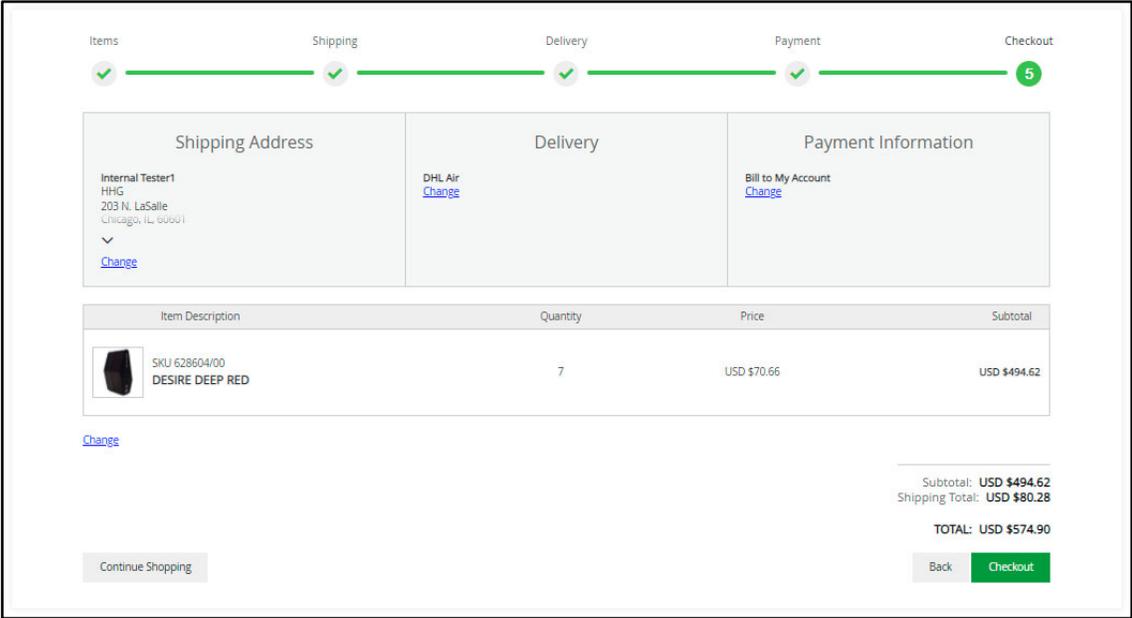
In the payment page, choose your payment method. Then click **Next** to proceed to **Checkout** page.



The screenshot shows the checkout process at the Payment step. The progress bar at the top indicates: Items (checked), Shipping (checked), Delivery (checked), Payment (4, active), and Checkout (5). Below the progress bar, the heading "Payment method" is displayed. A single payment option is shown: "Bill to My Account". At the bottom right, the totals are: "Subtotal: USD \$494.62", "Shipping Total: USD \$80.28", and "TOTAL: USD \$574.90". Navigation buttons include "Continue Shopping", "Back", and "Next".

Finalize Your Order

On the **checkout** page, you can review and change any order information before clicking **checkout**, which will complete your order and send it for processing.



Items Shipping Delivery Payment Checkout 5

Shipping Address
Internal Tester1
HHG
203 N. LaSalle
Chicago, IL 60601
Change

Delivery
DHL Air
Change

Payment Information
Bill to My Account
Change

Item Description	Quantity	Price	Subtotal
 SKU 628604/00 DESIRE DEEP RED	7	USD \$70.66	USD \$494.62

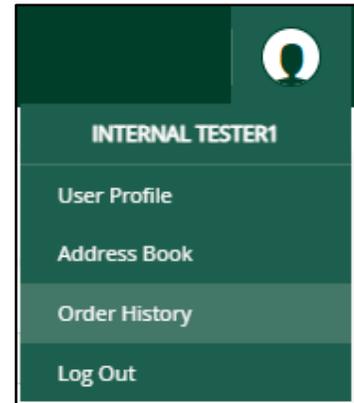
Change

Subtotal: USD \$494.62
Shipping Total: USD \$80.28
TOTAL: USD \$574.90

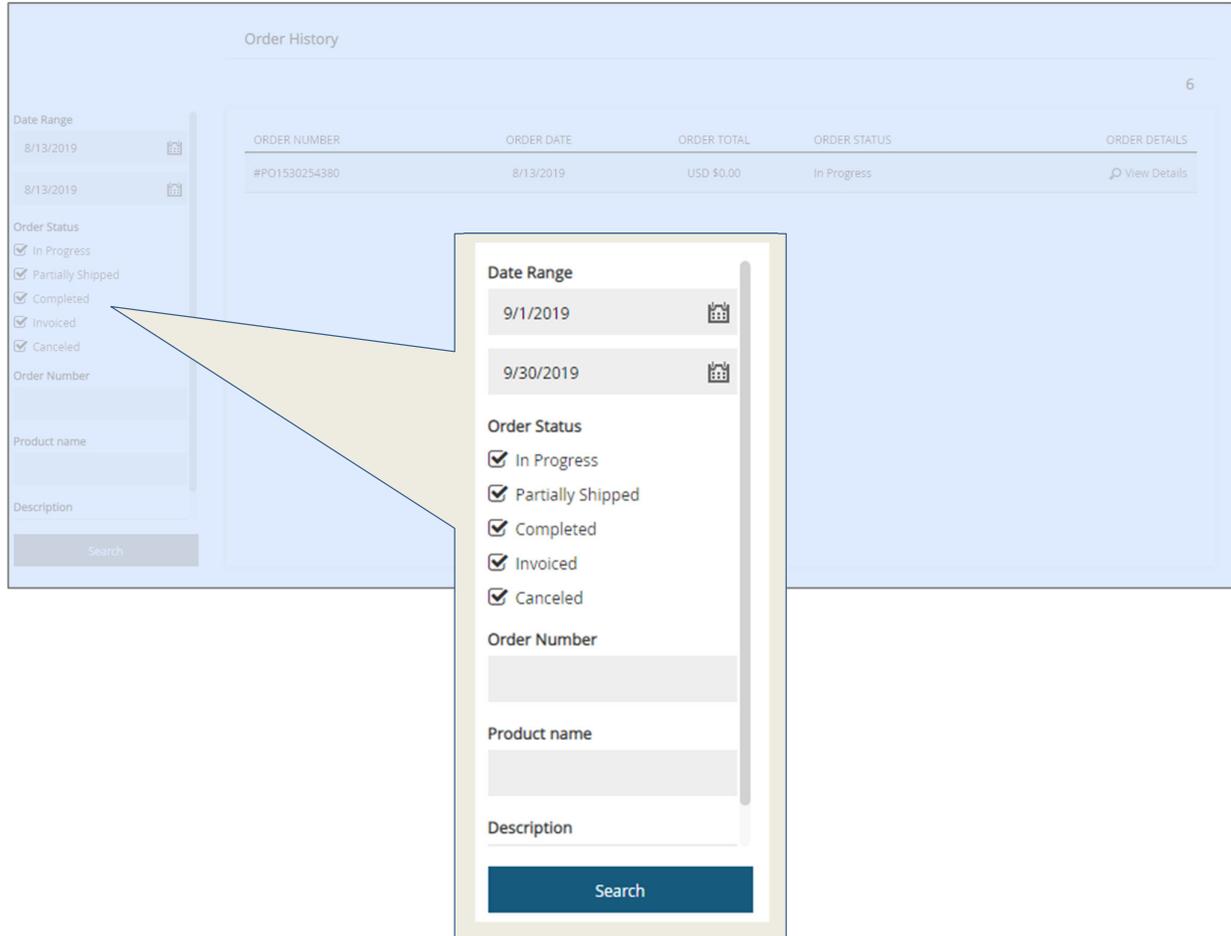
Continue Shopping Back Checkout

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.



The screenshot shows the 'Order History' interface. On the left, there are filters for 'Date Range' (with dates 8/13/2019), 'Order Status' (with checkboxes for In Progress, Partially Shipped, Completed, Invoiced, and Canceled), 'Order Number', 'Product name', and 'Description'. A 'Search' button is at the bottom of this filter section. A callout box highlights these filters, showing a detailed view of the 'Date Range' (9/1/2019 to 9/30/2019), 'Order Status' (all checked), 'Order Number', 'Product name', and 'Description' fields, along with a 'Search' button.

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1530254380	8/13/2019	USD \$0.00	In Progress	View Details

Order History Details

 View Details

Click 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
	8/18/2020	USD \$0.00	In Progress	 View Details
	7/29/2020	USD \$0.00	Cancelled	 View Details
	7/29/2020	USD \$0.00	Cancelled	 View Details
	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 History				
				6
ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
	8/18/2020	USD \$0.00	In Progress	 View Details
	7/29/2020	USD \$0.00	Cancelled	 View Details
	7/29/2020	USD \$0.00	Cancelled	 View Details
	7/28/2020	USD \$0.00	Cancelled	 View Details

Contact Support

If you need assistance, please contact support at: support.jlr.retail@hhglobal.com.