



# User Guide

Beam Suntory VALO Commerce (US)

2021



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# Accessing Your Site

Access the VALO site through STIR by clicking on the VALO icon.

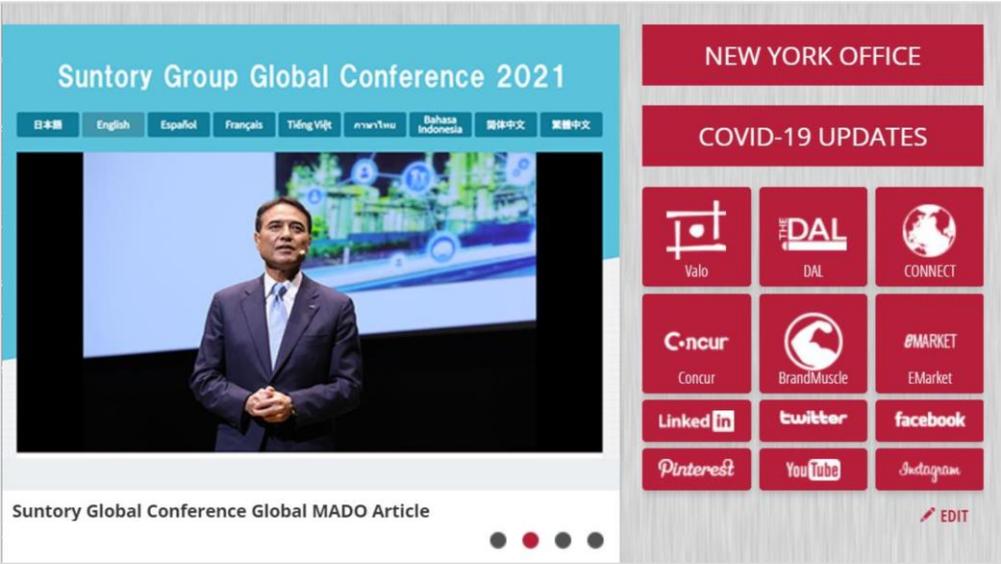


Figure 1 – STIR Application Selection Screen

After you click the VALO icon within STIR, you will be automatically logged in to the VALO Portal and presented with several options.

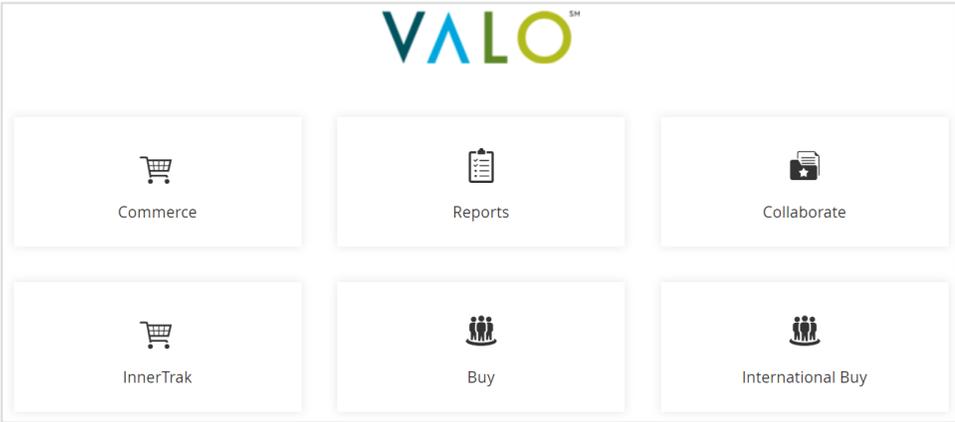


Figure 2 – VALO Portal Home Page

**Commerce** – Manage previously purchased inventory

**Buy** – Place POS Orders during periodic order windows

**Reports** – View reporting generated from using **Commerce** and **Buy**

*Beam* **SUNTORY**

Reports (7)

- Allocation Report

Figure 3 – Reports Dashboard

# Viewing VALO Reports

VALO Commerce Reports allows users to check their inventory levels and orders.

To view reports, click on the reports module. (Figure 3).

**Please note:** To allocate inventory based on the buy, VALO Commerce assigns users to allocation groups which are based on the user's area of responsibility (e.g. geography, brand or functional area).

Available reports include:

- **Allocation Report:** Summary of all available inventory users can order on the allocation group level. This report is specific to POS placed into allocation groups on Commerce during the Buy. It excludes POS ordered during the Buy that will auto-ship out of MCX. (Figure 4)
- **Inventory Movements Report:** Summary of orders placed in VALO Commerce on the individual user and allocation group level
- **Inventory SKU Report:** Provides inventory aging on the SKU level and allocation group level
- **Commitments Report:** View details on all POS ordered during Buy Windows. This report includes items that auto-ship out of MCX as well as those placed into hold accounts and available to release for shipments using Commerce. (Figure 5)

Reports can be pulled from the site as needed by all BSI users with inventory in Commerce

Catalog Name	Warehouse	Item SKU	Item Name	Brand	Pack Size	Your Available Quantity (Packs)	Group Name	Total Inventory Quantity
Beam Suntory	MCX	HR201017122	HR 20 H1 Sampling Cups - 2 oz.	Hornitos	Pack of 2500	180	REG-Regionals	180
Beam Suntory	MCX	BEAMSUN-JBWS06	JBW Condiment Caddy	Jim Beam White	Pack of 6	1	REG-Regionals	5
Beam Suntory	MCX	BEAMSUN-JBWS03	JBW Napkin Caddy	Jim Beam White	Pack of 12	5	Control-Rgn-FOQ-Michigan	5

Figure 4 – Inventory Report

Year	Catalog Name	Market	Buy Group Name	Address ID	Location Name
16	BSI 16 Sup BTTSS Phase 2 Buy	Alabama	BSI 16 Sup BTTSS Phase 2 - Alabama	6665	6665 - Storage Solutions-TJ PAYSINGER-MADISON, AL
16	BSI 16 Sup BTTSS Phase 2 Buy	Alabama	BSI 16 Sup BTTSS Phase 2 - Alabama	6665	6665 - Storage Solutions-TJ PAYSINGER-MADISON, AL

Figure 5 – Commitments Report

# Using VALO Commerce

## Browsing the items

POS items in VALO Commerce are categorized by brands listed on the left-hand side of the screen. Each has subcategories based on the type of item. Click on a category to see its items. Click the arrow next to the brand to view the available sub-categories and click one to further reduce the list.

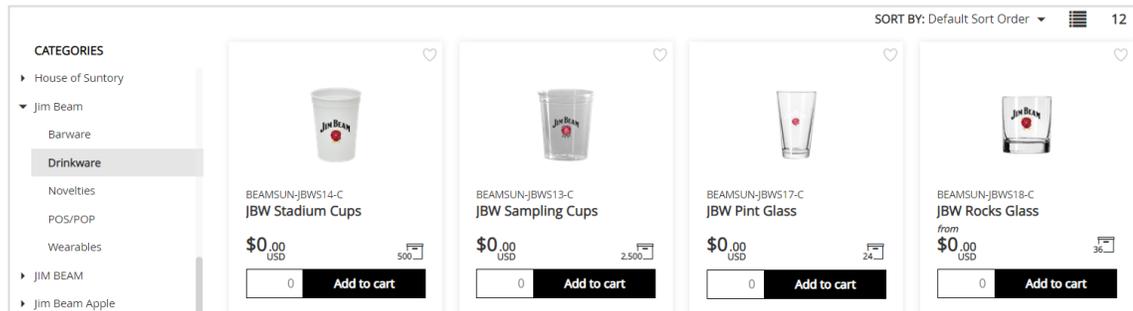


Figure 11 – Item List with Category Screen

Here is a close-up view of the items with key info points listed below.



Figure 12 – Item (Close-up View)



Figure 13 – Favorites Icon

# Using VALO Commerce

## Saving Favorite Items

To save an item to your personal favorites category, click the heart icon in the upper-right corner. You can view your favorite items by clicking the *My Favorites* category on the left in the Navigation menu.

**Please note:** The prices on the items will display as \$0 in VALO Commerce as all items were already purchased during the Buy window.

# Using VALO Commerce

## The item detail screen

Click an item image to view additional information on the item detail screen.

The left side of the screen shows the item image and description.

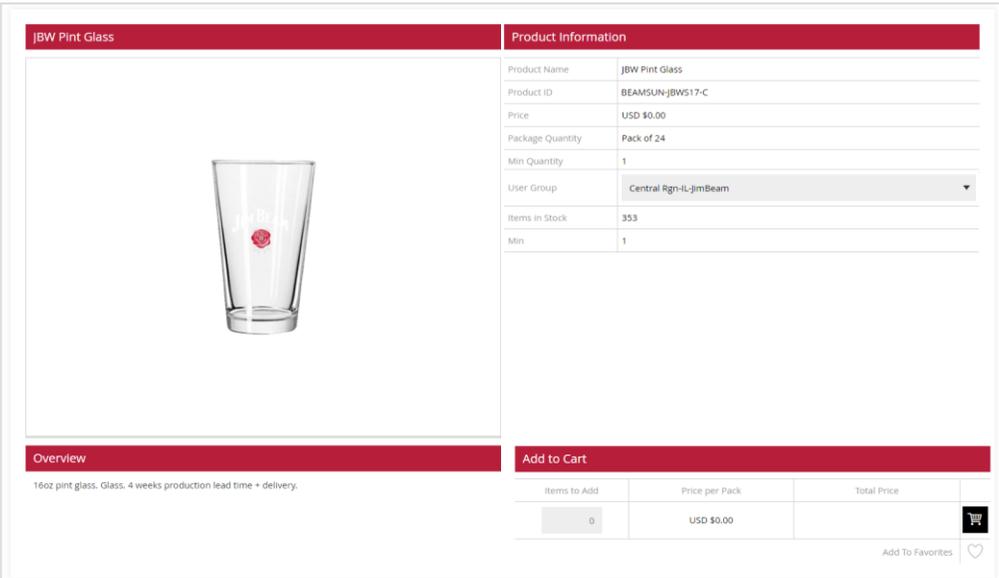


Figure 15 – Item Image and Description on Item Detail Page

Figure 14 – Item Detail Screen (see Figure 15, 16 for close up view)

# Using VALO Commerce

## The item detail screen

Product information is shown on the upper-right side. (Figure 16)  
Items in stock are in packs. An order of 1 would be for the full pack quantity.

Product Information	
Product Name	JBW Sampling Cups
Product ID	JB20A09321S17-C
Price	USD \$0.00
Package Quantity	Pack of 2500
Allocation Group	East-RGN-NY
Items in Stock	4
Min Quantity	1

Group For Allocations  
This will be a dropdown if you are a part of more than one group.

Available stock for this item for the displayed group.

Add at least 1 to your cart to begin an order.

Figure 16 – Item Detail Screen - Product Information Close-up

The allocation group will appear as a dropdown on the right in the product information section. You'll be able to select a different group if you have more than one allocation group assigned to the item.

The lower left area includes add to cart and favorites options. (Figure 17)

Add item to cart Details		Price will show \$0. Items were already Purchased in the Buy Window	
Add to Cart			
Items to Add	Price per Pack	Total Price	
0	USD \$0.00		
Remove from favorites			

Add to Cart

Add to Favorites

Figure 17 – Item Detail Screen - Add to Cart Close-up

\*Please note, only full packs can be ordered. Packs cannot be broken into smaller quantities.

# Using VALO Commerce

## Adding items to your shopping cart

There are two ways to add an item to your shopping cart:

From the product list, enter the desired quantity in the field provided and click the Add to cart button.

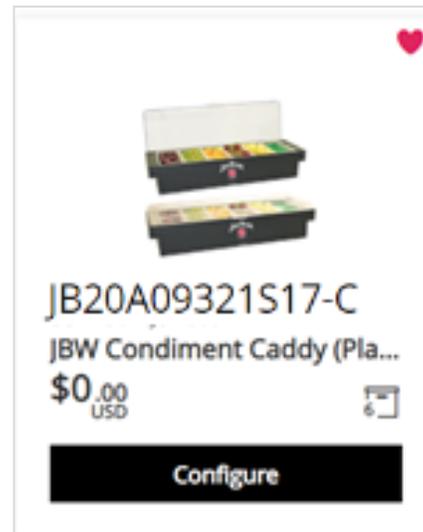


Figure 18 – Item with "Configure" Button

If you have more than one allocation group, e.g. inventory in both KY and NY, the item will show the word "Configure" instead of an add to cart option.

For those items, you'll have to go to the item detail screen by clicking the Configure button and select which allocation group to draw inventory from.

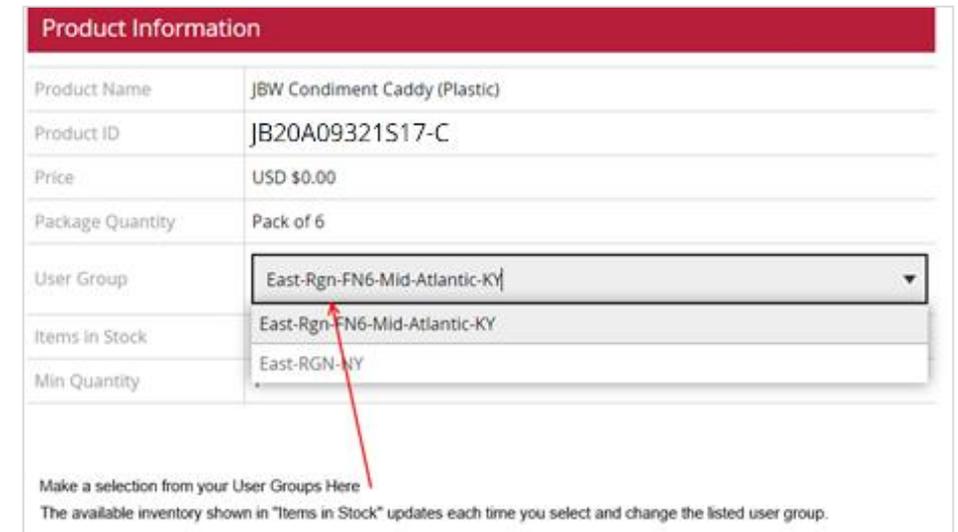


Figure 19 – Selecting Allocation groups on the Item Detail Screen

# Using VALO Commerce

## 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.

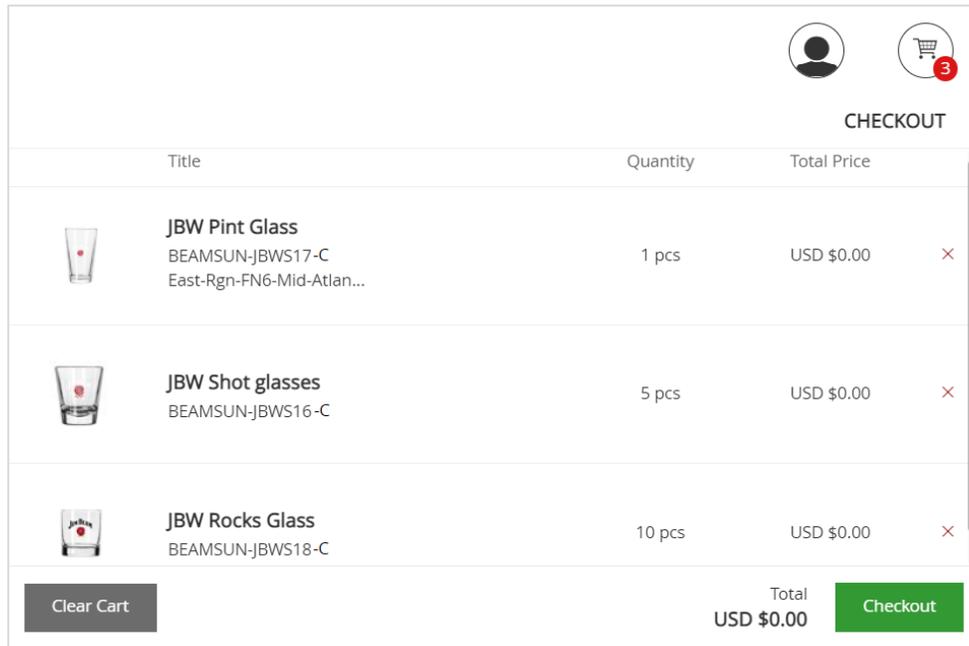
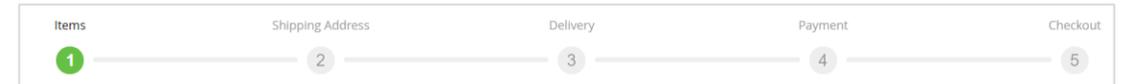


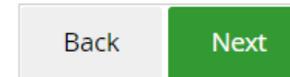
Figure 20 – Checkout Icon

Clicking Checkout launches the checkout screen, which consists of five simple steps.



After completing each step, click the Next button to proceed.

**Please Note:** Use the *Back* button to access the previous page. *Do not use the browser back arrow during the checkout process otherwise data can be lost.*



# Using VALO Commerce

## Checkout Step #1: Review your items

In the shopping cart, you can:

1. Remove all the items from your shopping cart by clicking Clear
2. Modify item quantities in the Quantity field
3. Remove individual items by clicking the red X button on the right
4. Continue adding items to your cart by clicking the Continue Shopping button
5. Switch from a single address to multiple address checkout process by clicking the “Enable Multiple Address Shipping” button circled in red

Shopping Cart				Enable Multiple Address Shipping	Clear
Item Description	Quantity	Price	Subtotal		
 SKU BEAMSUN-JBWS17 <b>JBW Pint Glass</b> Group East-Rgn-FN6-Mid-Atlantic-KY Pack of 24	1	USD \$0.00	USD \$0.00	X	
 SKU BEAMSUN-JBWS16 <b>JBW Shot glasses</b> Pack of 72	5	USD \$0.00	USD \$0.00	X	
 SKU BEAMSUN-JBWS18 <b>JBW Rocks Glass</b> Pack of 36	10	USD \$0.00	USD \$0.00	X	
				Subtotal: USD \$0.00	
				<b>TOTAL: USD \$0.00</b>	
<a href="#">Continue Shopping</a>					<a href="#">Next</a>

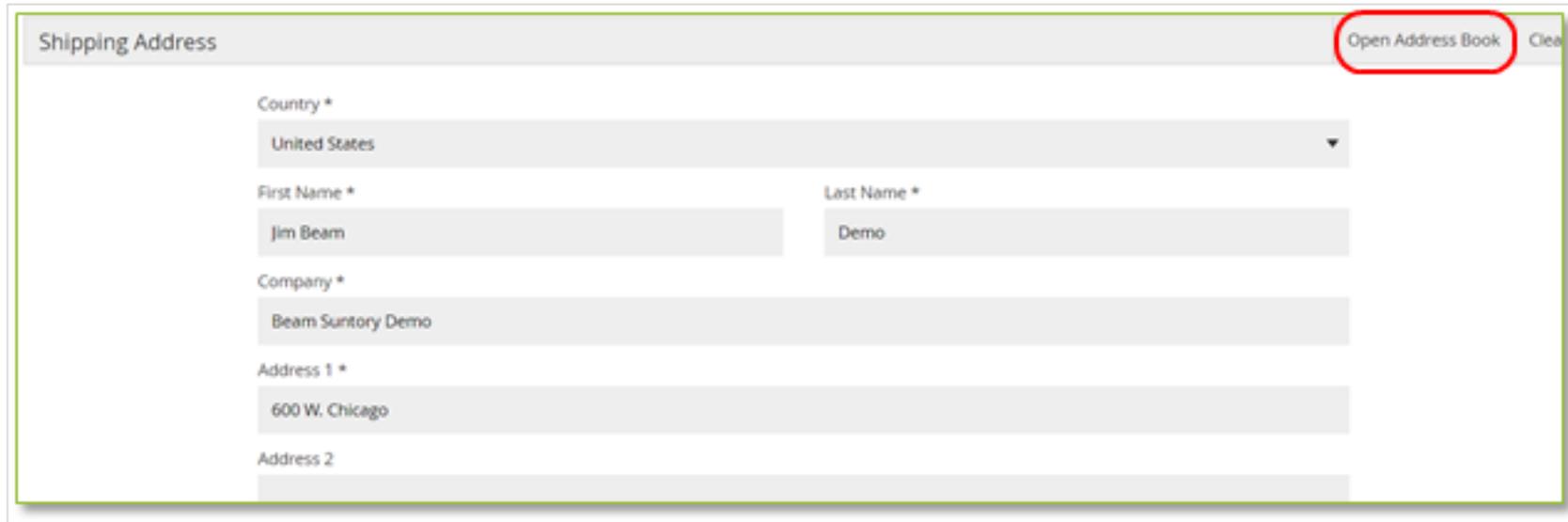
To continue the checkout process, click the green Next button.

# Using VALO Commerce

## Checkout Step #2: Review or enter shipping address

In the Shipping Address section, enter the location where the order should be shipped.

To select a shipping address from the address books, click the “Open Address Book” button in the upper right.



The screenshot shows a 'Shipping Address' form with the following fields and values:

- Country \*: United States
- First Name \*: Jim Beam
- Last Name \*: Demo
- Company \*: Beam Suntory Demo
- Address 1 \*: 600 W. Chicago
- Address 2: (empty)

An 'Open Address Book' button is located in the top right corner of the form, highlighted with a red circle.

On the address book selection screen, you can choose Corporate Address Book to see a list of all the shipping addresses maintained for the entire company, or Personal Address Book to see only the shipping addresses you have saved in your user profile. (The personal address book is covered in the section after the checkout process).

# Using VALO Commerce

## Checkout Step #2: Review or enter shipping address

The addresses appear on the right side of the screen. Click “Corporate Address Book” or “Personal Address Book” found above the addresses to switch address books.

Search by Search

Corporate Address Book Personal Address Book

COUNTRY

FIRST NAME LAST NAME

COMPANY

ADDRESS 1

ADDRESS 2

CITY ST / PROVINCE ZIP/POSTAL CODE

Jim Beam Demo  
Beam Suntory Demo 600 W. Chicago  
Chicago, IL 60654

Jim Beam Demo 2  
HH Global 203 North LaSalle Suite 1800,  
Chicago, IL 60601

Test Test  
LIC Storage - Jennifer Spruce 30-28 Starr  
Avenue Long Island City, NY 11101 FN9-  
Metro NY BGSW

Test Update  
LIC Storage - Jennifer Spruce 30-28 Starr  
Avenue Long Island City, NY 11101 FN9-  
Metro NY BGSW

Test User  
Chicago On Premise KAM-Test 300 E.  
Crossroads Parkway Southern Wine &  
Spirits Bolingbrook, IL 60440 FN4-Illinois  
BGSW

Ok Cancel

On the right-hand side, there are a selection of options:

	<b>Cancel:</b> Closes the Address Book.
	<b>Refresh:</b> Refreshes the addresses displayed in the Address Book.
	<b>Grid:</b> Displays the addresses in a grid format.
	<b>List:</b> Displays the addresses in a list format.
	<b>Ok:</b> Selects the highlighted address.
	<b>Copy:</b> Copies a selected Corporate Address to your Personal Address book.
	<b>Results Displayed:</b> Selects the number of results displayed on the page (6, 12, or 24).

To narrow the list of displayed addresses, enter the desired criteria in the **Search By** area and click the Search button. The list of available addresses on the right will update to reflect the search results.

Select the correct shipping address and click the check mark to add it to your order.

Click *Next* to proceed to the Delivery page.

# Using VALO Commerce

## Checkout Step #3: Select delivery method

The available delivery methods are displayed to the right of the shipping address.

Click “Next Kit” for the weekly consolidated shipping option, or “Expedited Shipping” for rush delivery.

**PLEASE NOTE:** Selecting the weekly consolidation shipment “Next Kit” option shows as \$0 because it is billed back to a central budget at no cost for the user. If expedited shipping is required you must provide a valid IO code to fund the cost.

Jim Beam Demo  
Beam Suntory Demo  
600 W. Chicago  
Chicago, IL, 60654  
United States  
jimbeam@inwk.com  
312-555-5555

Next Kit	USD \$0.00
Expedited Shipping	USD \$186.08

### NEXT KIT

- Orders are consolidated & shipped out of MCX every Friday
- Orders must be placed by Thursday 12 PM CT to meet next kit
- Cost will always remain \$0.00
- Enter “N/A” in I/O Code Field

### EXPEDITED

- Orders are expedited to arrive next day or 2 days
- Orders ship out same day if placed before 2 PM CT
- Costs are **estimated** at time of order. The final cost will be available once order has been processed and shipped out of MCX
- Valid I/O Code required

Click Next to continue to the payment screen.

# Using VALO Commerce

## Checkout Step #4: Enter payment information

For Expedited Shipping, please enter a valid IO Code. If sending by Next Kit, please enter N/A. A valid IO code is required in order to receive expedited shipping.

Payment method

Bill to My Account

IO Code for Expedited Shipping \*

Click Next to proceed to the Final Checkout page.

# Using VALO Commerce

## Checkout Step #5: Finalize your order

On the final screen, you can review and change your order information if needed before clicking Checkout.

Shipping Address	Delivery Information	Payment Information	
<b>Jim Beam Demo</b> Beam Suntory Demo 600 W. Chicago Chicago, IL, 60654 ▼ <a href="#">Change</a>	<b>Next Kit</b> <a href="#">Change</a>	<b>Bill to My Account</b> IO Code for Expedited Shipping <b>default</b> <a href="#">Change</a>	
Item Description	Quantity	Price	Subtotal
 SKU BEAMSUN-JBWS17-C <b>JBW Pint Glass</b> Group East-Rgn-FN6-Mid-Atlantic-KY Pack of 24	1	USD \$0.00	USD \$0.00
 SKU BEAMSUN-JBWS16-C <b>JBW Shot glasses</b> Pack of 72	5	USD \$0.00	USD \$0.00
 SKU BEAMSUN-JBWS18-C <b>JBW Rocks Glass</b> Pack of 36	10	USD \$0.00	USD \$0.00
<a href="#">Change</a>			
			Subtotal: <b>USD \$0.00</b> Shipping Total: <b>USD \$0.00</b> <b>TOTAL: USD \$0.00</b>
<a href="#">Continue Shopping</a>	<a href="#">Back</a>	<a href="#">Checkout</a>	

When you click Checkout, your order will be submitted. On screen, you will see an order confirmation and you will receive a copy of the confirmation by email. The order number is at the top left under the heading “Order Confirmation”.

ORDER CONFIRMATION		10/15/2019		
ORDER # <b>PO242167753</b>	DETAILS In Progress			
SHIPPING ADDRESS Jean Doe Sample Company 1 123 Anywhere Street Chicago, IL 00000 United States 000-000-0000				
Item	Line Item Status	Quantity	Price	Sub
JBA PHONE FAN COURTNEY STARK JBA20A09235-C Group East-RGN-NY	In Progress	23	USD \$0.00	USD \$0.00
Next Kit				USD \$0.00
PAYMENT INFORMATION Payment method: Bill to My Account			TOTAL: USD \$0.00	
<a href="#">Continue Shopping</a>				

# Using VALO Commerce

## Checkout Step #5: Finalize your order

Please write down your order number so that you have it for reference if you need to contact customer support for any reason.

You will receive another email confirmation when your order is shipped which will include tracking information.

The order confirmation is also stored in the order history section and tracking adds to it at the same time it is sent by email.

Item	Line Item Status	Quantity	Price	Sub
JBA PHONE FAN COURTNEY STARK JBA20A09235-C Group East-RGN-NY	In Progress	23	USD \$0.00	USD \$0.00
<b>Tracking Received Fed Ex Ground 12/20/2020</b> <b>Tracking Number 8675309</b> <b>Tracking URL <a href="http://wwwapps.ups.com/WebTracking/processInputRequest?US&amp;InquiryNumber1=8675309&amp;track.x=0&amp;track.y=0">http://wwwapps.ups.com/WebTracking/processInputRequest?US&amp;InquiryNumber1=8675309&amp;track.x=0&amp;track.y=0</a></b>				
Next Kit				USD \$0.00
PAYMENT INFORMATION				

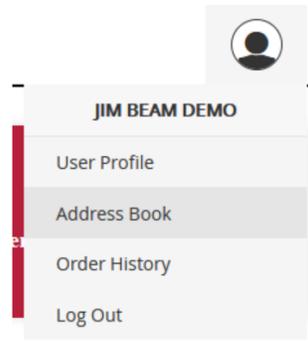
# Using VALO Commerce

## Multiple address checkout process

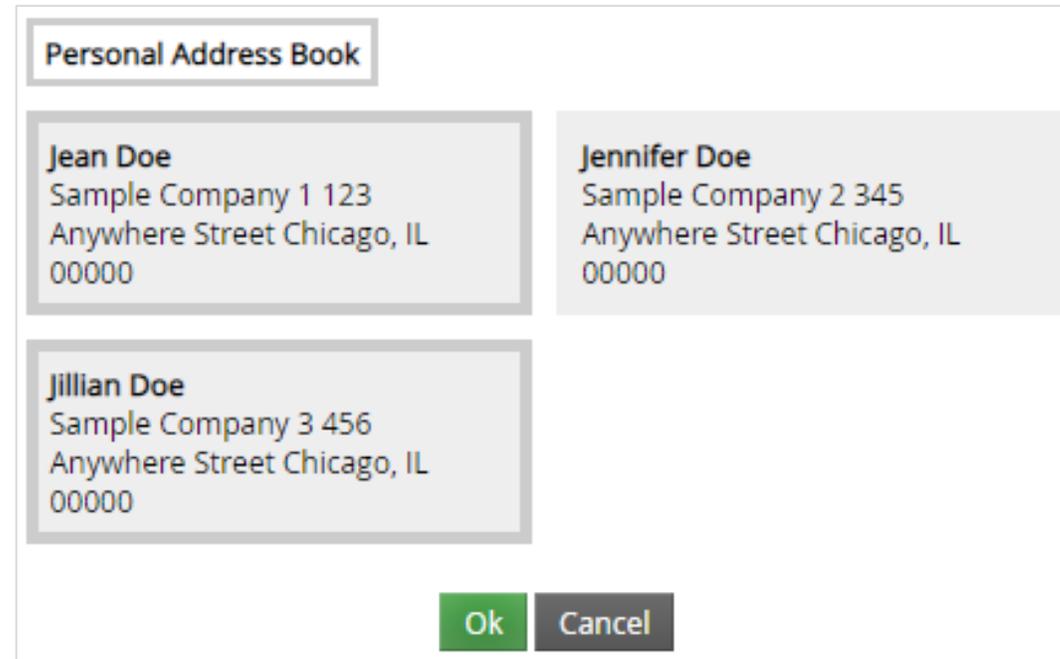
If you'd like to have the items in your shopping cart route to more than one shipping address, click the button labelled "Multiple Addresses" in the upper right corner of the shopping cart.



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



Select addresses from the Personal and/or Corporate Address Books and click on "Ok" when done.



# Using VALO Commerce

## Review your items

	JBW Pint Glass	JBW Shot glasses	JBW Rocks Glass	Shipping Methods
Jim Beam Demo United States Chicago IL 60654 600 W. Chicago	Copy To All	Copy To All	Copy To All	Shipping Methods
	1 <input type="text"/> <input type="button" value="x"/>	7 <input type="text"/> <input type="button" value="x"/>	10 <input type="text"/> <input type="button" value="x"/>	<input type="button" value="Calculate Shipping"/>
Jim Beam Demo 2 United States Chicago IL 60601 203 North LaSalle Suite 1800,	1 <input type="text"/> <input type="button" value="x"/>	5 <input type="text"/> <input type="button" value="x"/>	0 <input type="text"/> <input type="button" value="+"/>	<input type="button" value="Calculate Shipping"/>
Test User United States Bolingbrook IL 60440 300 E. Crossroads Parkway Southern Wine & Spirits	0 <input type="text"/> <input type="button" value="+"/>	5 <input type="text"/> <input type="button" value="x"/>	10 <input type="text"/> <input type="button" value="x"/>	Next Kit USD \$0.00 <input type="button" value="v"/>
				Subtotal: USD \$0.00
				TOTAL: USD \$0.00
				<input type="button" value="Calculate Shipping"/> <input type="button" value="Back"/> <input type="button" value="Next"/>

On the Items page, items will appear in columns on the right with each address listed in the rows starting on the left. On this screen, you can:

1. Update item quantities per item, per each ship-to address
2. Apply the quantity of the first item to all locations by clicking “Copy to All” (e.g. if you change the original quantity)
3. Zero out an item from a specific location by clicking the red X
4. Click “Calculate Shipping” which populates the shipping method dropdown for each location, then select the shipping option for each location. The cost estimates shown for expedited shipping will be based on each location and the items being shipped to it

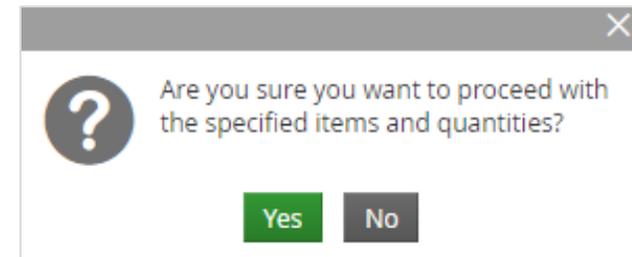
You will be able to select different shipping methods for each location (e.g. the first two orders are consolidated shipments but the third is expedited).

**Please Note:** When quantities are adjusted, the shipping method listed will change to “Calculate Shipping”. Click the button to refresh the listed shipping entry.

Click Next to continue. A prompt will appear asking to confirm that you wish to continue. Click “Yes” to continue.

The rest of the checkout is similar to the single address shipment option.

You will also see an on screen order confirmation and receive a copy by email after completing your checkout.

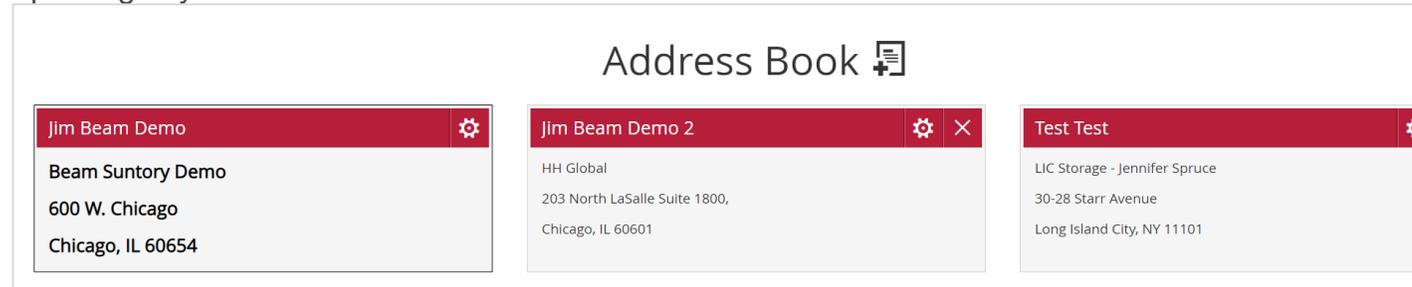


# Corporate and Personal Address Books

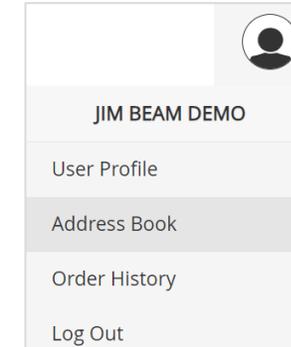
VALO Commerce offers two types of address books to make the process easier to complete.

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 also used in POS Buys. During the checkout process, Users can search and select an address from the Corporate address book as well as add it to their Personal Address Book (see p. #21 for more details). The Corporate Address Book must be utilized as the “single source of truth” for all current addresses across the business.

The **Personal Address Book** is a user level address book you can manage. We recommend using it to store your frequently used addresses. The corporate address entries can be copied to the personal address book, **however, personal addresses do not automatically update when the corporate address book is updated**. With that in mind, you can pull in corporate addresses that are most relevant, but we recommend checking the Corporate Address Book and periodically updating any saved Personal Address entries.



**Figure 21** – Personal Address Book Screen



**Figure 22** – User Icon Address Book Link

To manually add an address to the Personal Address book, log in to VALO, click on Commerce on the Portal Home page, then on “Address Book” found under the user icon at the top right side of the VALO Commerce screen.

# Corporate and Personal Address Books

Click the Add Address icon  to enter a new address.

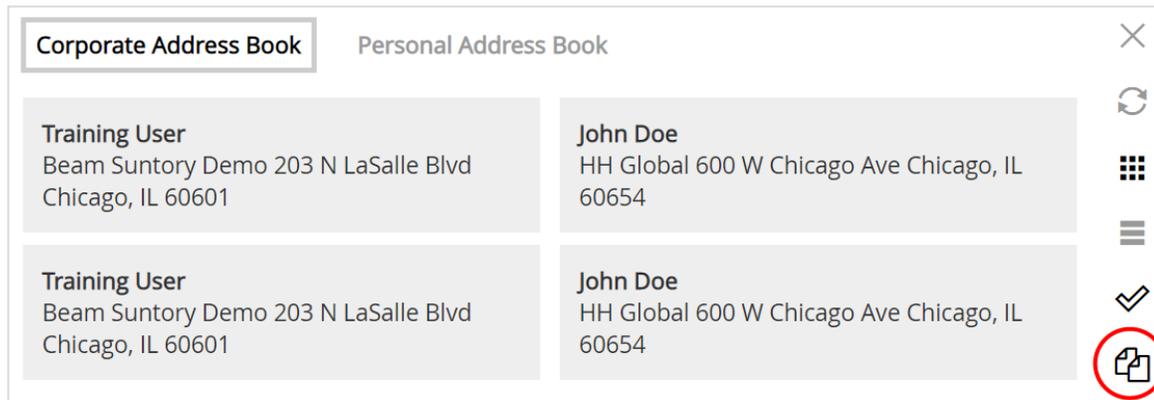
You can modify an address by clicking the gear icon , or click the X icon  to delete it.

You can save corporate addresses to your Personal Address Book when viewing them during the checkout process.

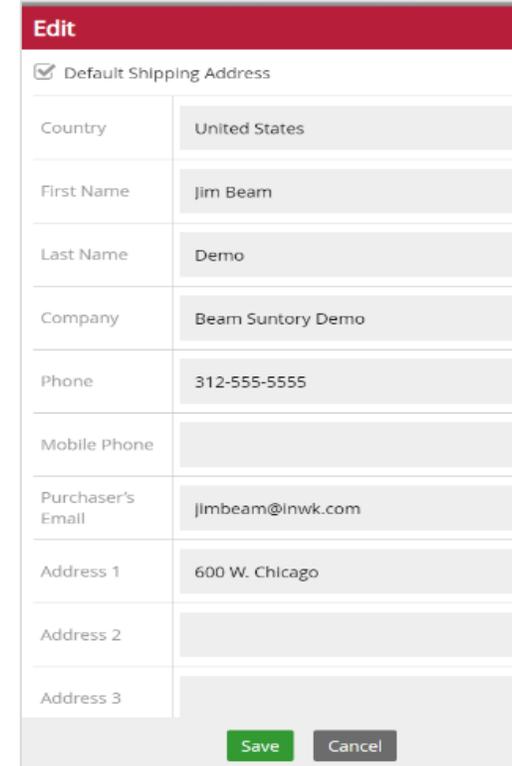
To add a Corporate Address to your Personal Address Book,

Select the Shipping Address and click the copy icon which is on the right. (Figure 24)

If you're completing a multiple address checkout, you'll be able to add all of the selected addresses to the personal address book at the same time.



**Figure 24** – Copying Corporate address to personal address book option



The screenshot shows the 'Edit' address screen with a red header. It includes a checkbox for 'Default Shipping Address' which is checked. The form fields are as follows:

Country	United States
First Name	Jim Beam
Last Name	Demo
Company	Beam Suntory Demo
Phone	312-555-5555
Mobile Phone	
Purchaser's Email	jimbeam@inwk.com
Address 1	600 W. Chicago
Address 2	
Address 3	

At the bottom of the form are 'Save' and 'Cancel' buttons.

**Figure 23** – Personal Address Screen

# Additional Tools

The following features can be accessed by a menu that pops up when you hover over the user icon at the top right corner of the site.

## User profile

Use to view user information and default address. For updating personal addresses, we recommend using the address.

\*You should not need to updated your default address at any point. This address does not affect any orders placed in through Commerce.

The screenshot shows a 'Profile' page with a red header bar containing 'User Account' and 'English (US)' with a settings gear icon. Below the header is a user profile card with a silhouette icon and a table of personal information:

First Name	Jim Beam
Last Name	Demo
Email	jimbeam@inwk.com

Below the profile card are two address sections, each with a settings gear icon:

**Default Shipping Address**

Country	United States
First Name	Jim Beam
Last Name	Demo
Company	Beam Suntory Demo
Purchaser's Email	jimbeam@inwk.com
Phone	312-555-5555
Mobile Phone	
Address 1	600 W. Chicago
Address 2	
Address 3	
Address 4	
City	Chicago
St / Province	IL

**Default Billing Address**

Country	
First Name	
Last Name	
Company	
Purchaser's Email	
Phone	
Mobile Phone	
Address 1	
Address 2	
Address 3	
Address 4	
City	
St / Province	

A dropdown menu is shown, triggered by hovering over a user icon. The menu is titled 'JIM BEAM DEMO' and contains the following items:

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

Figure 25 – User Profile Screen

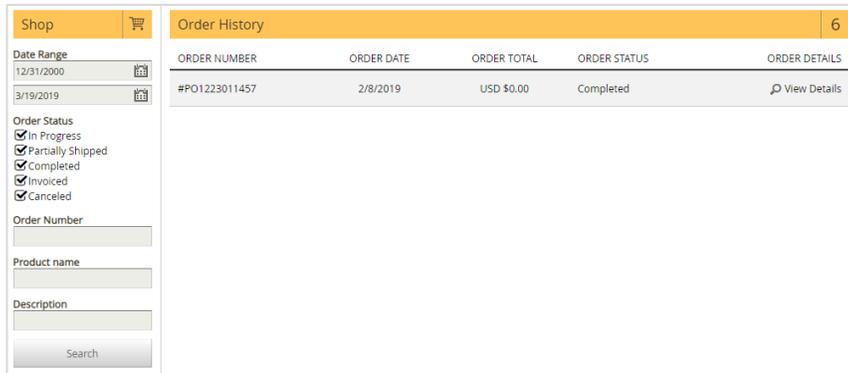
# Additional Tools

## Order history

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

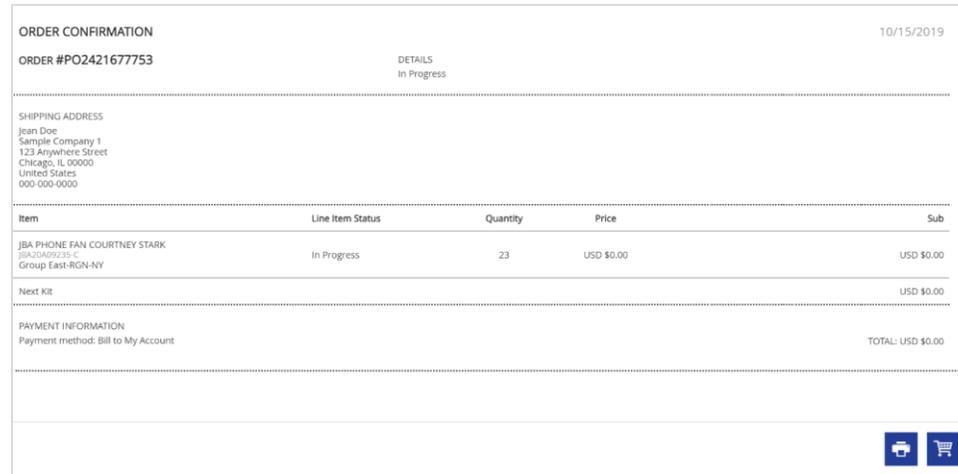
On the Order History page, you can filter by order date or status, or search for a key word.

At the bottom of the screen, you can click the Shopping Cart button  to add all the items to your cart if you want to reorder a previous order placed, or you can click the Print button  to print the screen



ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1223011457	2/8/2019	USD \$0.00	Completed	<a href="#">View Details</a>

Click the *View Details* link in the Order Details column to open the order's Confirmation information, which lists all the items included in the order.



ORDER CONFIRMATION 10/15/2019

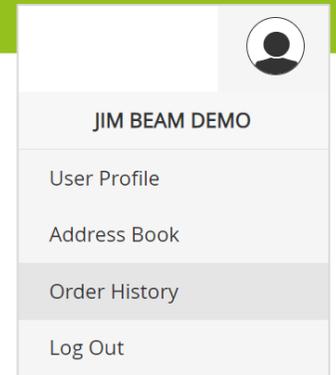
ORDER #PO242167753 DETAILS In Progress

SHIPPING ADDRESS  
Jean Doe  
Sample Company 1  
123 Anywhere Street  
Chicago, IL 00000  
United States  
000-000-0000

Item	Line Item Status	Quantity	Price	Sub
JBA PHONE FAN COURTNEY STARK JBA-D0002234-C Group East-RGN-NY	In Progress	23	USD \$0.00	USD \$0.00
Next Kit				USD \$0.00

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



JIM BEAM DEMO

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

Figure 26 – Order History Order Details Screen

# Additional Tools

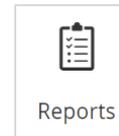
## Frequently asked questions

### 1. Who do I reach out to if I have questions or concerns about using VALO?

Please send an email to [inventory.beam@hhglobal.com](mailto:inventory.beam@hhglobal.com) to reach our customer support team.

### 2. How do I view my inventory allocations?

After logging into VALO, click on the “Reports” module to access the Allocation Report.



### 3. How do I transfer inventory to another allocation group?

If you wish to transfer inventory to another location, please email [inventory.beam@hhglobal.com](mailto:inventory.beam@hhglobal.com) your request and you'll be promptly assisted. This is an interim solution as development is underway to support inventory transfer within the Commerce site, completion is due Q3 2021.

### 4. What search terms can I use in the item search in the VALO Commerce Module?

The search bar will search through item codes, names, and descriptions.

### 5. When should I use the Personal vs. Corporate address book?

The Corporate Address Book represents the master address book which is the one source of truth for address data. We recommend using it for ordering.

The Personal Address Book should be used to save frequently used addresses and can be used to hold a copy of corporate addresses but these will need to be manually updated (recopied from the corporate address book) to ensure they reflect the most recent changes.

# Additional Tools

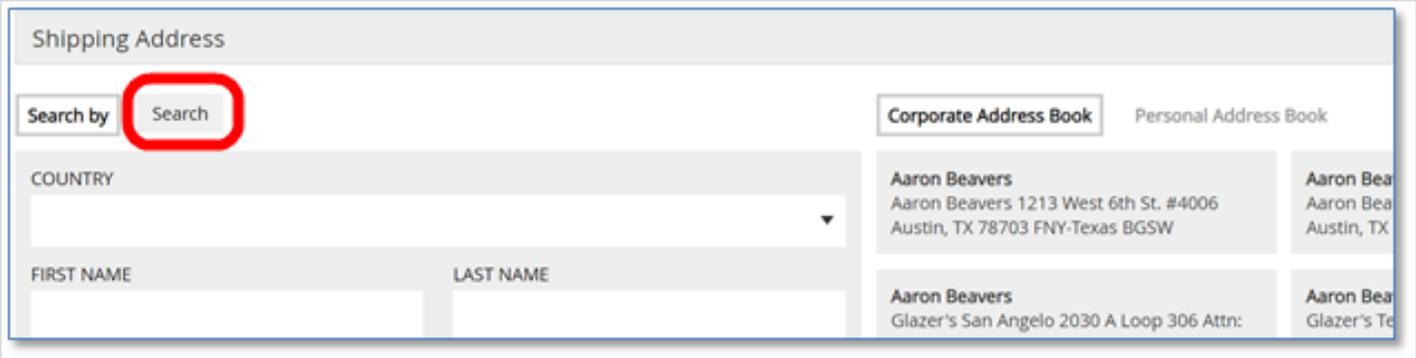
## Frequently asked questions

### 6. How do I find a shipping location to complete an order?

You can search the corporate address book during your checkout process by clicking “Open Address Book” on the Shipping page.



The Corporate addresses will appear and can be searched using search fields on the left side of the screen by entering search terms and clicking the “Search” button.



# Additional Tools

## Frequently asked questions

### 7. How can I look up shipping addresses to check the most recent?

The Corporate Address Book will contain the most recent version of addresses and can be reviewed while placing an order. To access choose the Address Book option under the user icon. It does not automatically update your Personal Address Book so you may need to make updates to the address in personal address book if they've changed in the Corporate Address Book.

### 8. How can I estimate how long shipping will take to a certain destination?

Please [click here](#) to view our national map for domestic ground service transit estimates.

### 9. My order has shipped. When will it arrive?

You will receive tracking information via email when your order ships. It is also visible in the VALO Commerce module in Order History. Click on the Order History link under the user icon at the top-right of the VALO commerce screen, then on "View Details" on the listed order.

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO2421677753	2/8/2021	USD \$43.00	Completed	<a href="#">View Details</a>


JIM BEAM DEMO
User Profile
Address Book
Order History
Log Out

Tracking information appears underneath each line item. It will include a link to click on to view the estimated arrival time for your order.

JBA PHONE FAN COURTNEY STARK JBA20A09235-C Group East-RGN-NY	In Progress	23	USD \$0.00
Tracking Received Fed Ex Ground 12/20/2020 Tracking Number 8675309 Tracking URL <a href="http://wwwapps.ups.com/WebTracking/processInputRequest?US&amp;InquiryNumber1=8675309&amp;track.x=0&amp;track.v=0">http://wwwapps.ups.com/WebTracking/processInputRequest?US&amp;InquiryNumber1=8675309&amp;track.x=0&amp;track.v=0</a>			

# Additional Tools

## Frequently asked questions

### 10. I have questions about placing orders with a single or multiple ship-to addresses. Who can I reach out to?

Please email [inventory.beam@hhglobal.com](mailto:inventory.beam@hhglobal.com) for assistance with any questions or concerns you have for orders of any size.

### 11. What is a bulk order?

HH Global considers the following to be bulk order:

\*An order that exceeds 5 items each going to 5 different locations (25 different line items)

\*An order that exceeds 20 + items going to an individual location

### 11. How do I submit a Bulk Order?

\*Complete all applicable fields in the Bulk Order Request Template and email it to [inventory.beam@hhglobal.com](mailto:inventory.beam@hhglobal.com). The template can be found [here](#).

\*Please note that this is a short-term process as a long-term system enhancement is currently in development.

\*Customer Service is available to assist with all order inquiries, including those that do not meet the definition of a bulk order.



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