

MCX Warehouse/VALO Commerce Quick Reference

MCX CUSTOMER SERVICE

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Phone: 1-800-781-1380

Business Hours: M-F 8-5 CST

I want to....	Where to Start	Notes
Understand what inventory is in my Allocation Group (account)	VALO landing page→ Reports→ Allocation Report	
Enter a POS order on Commerce	VALO landing page→ Commerce module	Refer to Commerce User Guide for step-by-step instructions
Enter a Bulk POS order (5 items each to a different address or 20+ items to a single location)	VALO landing page → Bulk Order Request Template Fill out the template and email to Customer Service	 Bulk Order Template <i>Note: Interim solution pending system enhancement</i>
Check status of a specific order / locate tracking info	VALO landing page→ Commerce→ User Icon→ Order History-->Click on the order→ View Details	Alt: Contact Customer Service and reference the order # from your order confirmation
View all my recent orders in Commerce	VALO landing page→ Reports→ Inventory Movements Report	Summary of orders by user and Allocation Group level
View a comprehensive status of all POS with planned distributor delivery dates and shipping status	Utilize the POS Report that will be distributed as a push report 2x/month	You may also contact Customer Service in between issuances
Review my inventory to manage aging inventory	VALO landing page→ Reports→ Inventory by SKU Report	SKU level and Allocation Group level
Update an address (edit, add, delete, replace)	Send email to Customer Service	We will continue to do an overall address review pre-POS Buy
Transfer inventory between Allocation Groups (accounts)	Send email to Customer Service	If you do not own the inventory, include an email with approval from inventory owner for Customer Service

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Find out who owns certain inventory	Use the Allocation Report to find the item. Refer to the Allocation Groups listed with allocated inventory	
Ship a non-HHG item into MCX	Submit request one week prior to delivery. Submit the Client Supplied Inventory Request Form for single item. (VALO landing page→ Beam US Key Documents”) For multiple items, submit the Client Supplied Inventory Request Template (upload via the bottom of the Client Supplied Inventory Form)	 Client Supplied Inventory Request Template
Request that a person be added to my Allocation Group	Contact Customer Service and indicate you are the owner of the group	Include User name, email, Allocation Group, and Brand access
Request that I be added to someone else’s Allocation Group	Contact Customer Service and provide an email from the Allocation Group owner indicating approval	Include User name, email, Allocation Group, and Brand access
See MCX Domestic Ground Service Transit Times Map	You can access the map here	
See example Domestic Freight Costs for Small Package & LTL	 Example Freight Costs	