



Quick Start Guide Valo Commerce



KRAFT HEINZ V3 2021

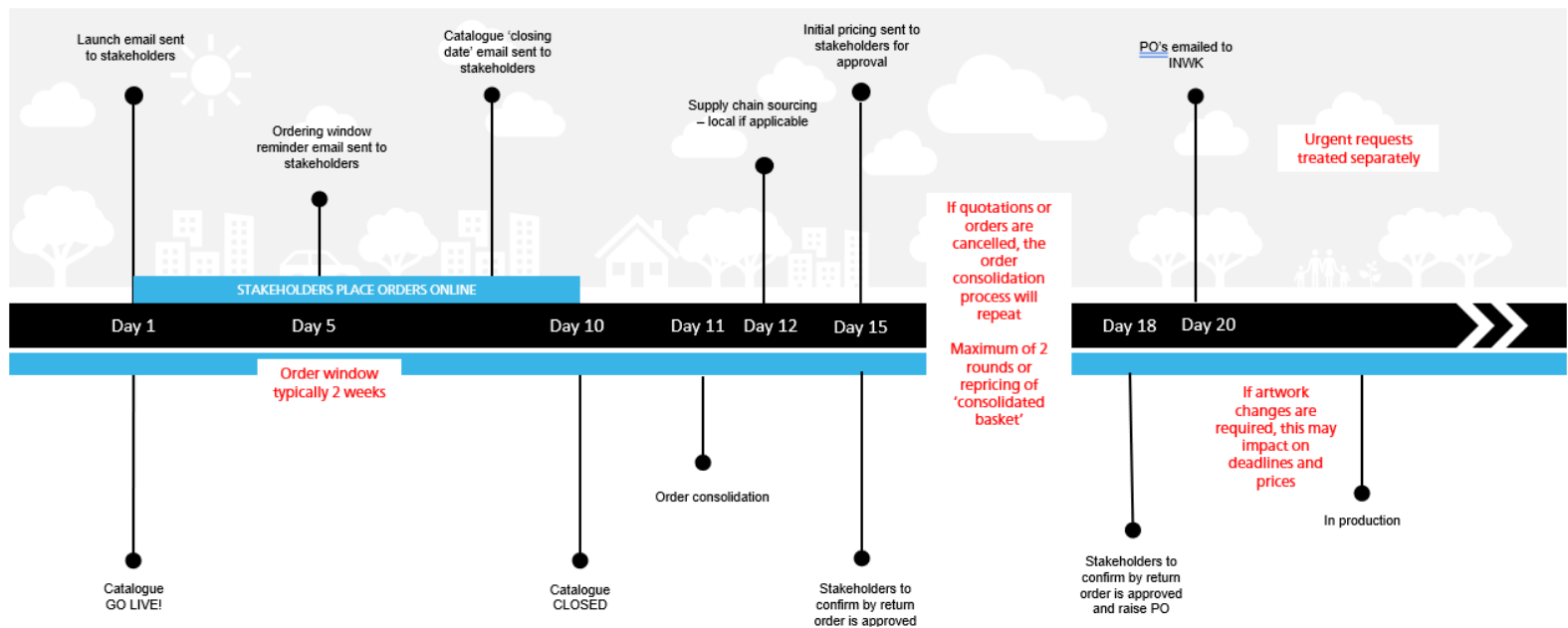


THANK YOU FOR REGISTERING WITH THE FOOD SERVICES ONLINE CATALOGUE!

The objective of the catalogue is to consolidate orders across regions and pass the cost savings back to each region

Here is a quick guide to using the catalogue

Timeline overview – (working days – no changes)

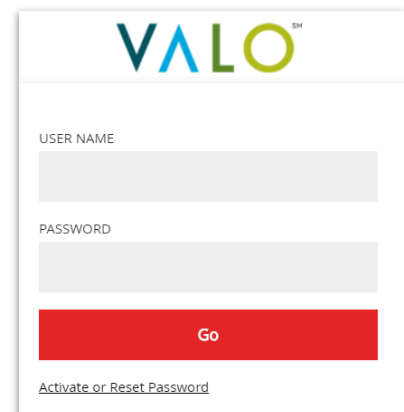


If deadlines are missed - this will impact on ALL of the orders received for the relevant items. Therefore, it is imperative to respond by the deadlines indicated on the correspondence received

HH Global will not proceed until an official PO is received

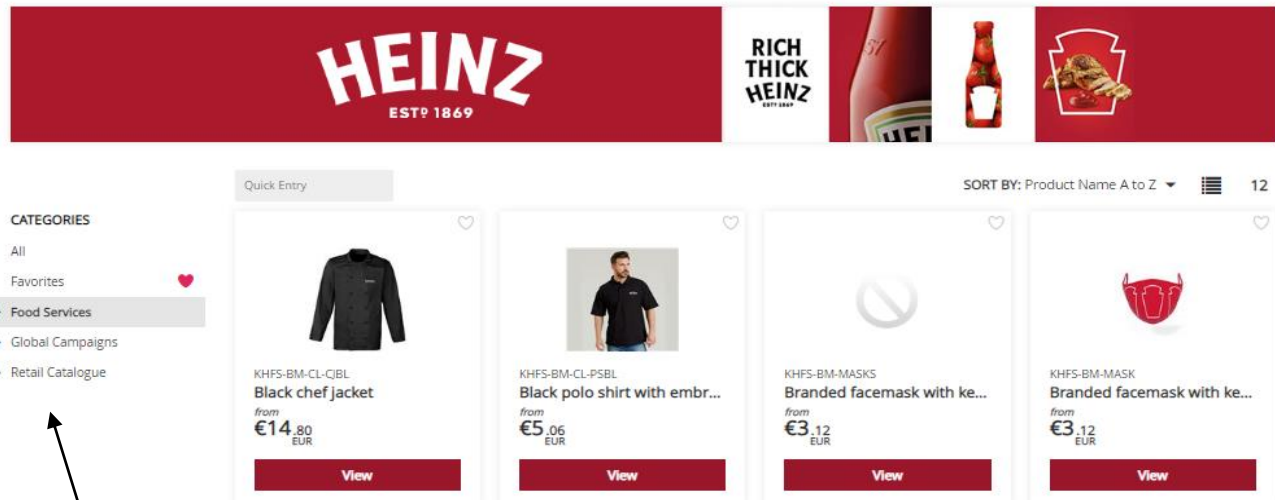
STEP 1 - Access the Kraft Heinz Commerce Site

In your browser, go to <https://kraftheinz.inwk.com>. If this is your first time accessing the site, click the "Activate or Reset Password" link found just below the username and password fields. On the following page, enter your email address. You will be sent an email with a link to set your starting password. Login using your email address as the username and your chosen password.



The screenshot shows the VALO login interface. It includes a header with the VALO logo, a form with fields for USER NAME and PASSWORD, a red Go button, and a link to Activate or Reset Password.

NB - Passwords must be a minimum of 8 characters with at least one digit, one number, and one special character (e.g. #\$\$%^).

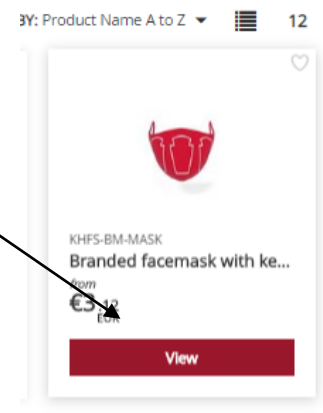


Menus - You may already have access to other HH Global KH catalogues and these will show here

For 'Food Services' – Click on the menu and subcategory or select 'all' to view all the items

STEP 2 – Browse and shop


Browse the items. Simply click on an item to view further details.



STEP 3: To order an item

Add a quantity to the box and click the 'shopping cart' icon

Branded facemask with keystone



Product Information

Product Name	Branded facemask with keystone
Product ID	KHFS-BM-MASK
Price	EUR €3.12 - €3.78
Min Quantity	500

Overview

Size: 140 x 200mm approx
Material: Neoprene fabric (82% polyester, 8% spandex) washable up to 25 times

Indicative production lead time: 3-4 weeks (quantity dependent) from receipt of PO and artwork approval. All items are printed to match Kraft Heinz/Food Services brand guidelines. Different materials may show a slightly different colour shade when compared, due to the density and printing method used.

Please note: Pricing shown is indicative of ex-works production and therefore excludes any costs associated to creative adaptation, shipping, duties and taxes. These costs will be calculated on a per order basis and confirmed by your INWK team via a formal emailed quotation.

Where possible, all orders will be consolidated and savings passed back to the regional stakeholders. However, orders received after any order window deadline set, will be treated as individual orders.

Add to Cart

Quantity	Price per Unit
500 - 1000	EUR €3.78
1001 - 2000	EUR €3.20
2001 - 3000	EUR €3.19
3001 - 4000	EUR €3.15
> 4001	EUR €3.12

Items to Add	Total Price
3000	EUR €9,570.00


Add To Favorites


Notice how the 'value' will change in the 'shopping cart' icon in the top right-hand corner of your screen






STEP 4: Continue Shopping

After you have selected your item, select the left-hand arrow at the top of the page or simply click on the 'Food Services' link at the top of the page




[HOMEPAGE](#)



[Start](#) > [Food Services](#) > [EMEA Catalogue](#) > [KHFS Chef and Restaurant Items](#) > [Branded facemask with keystone](#)

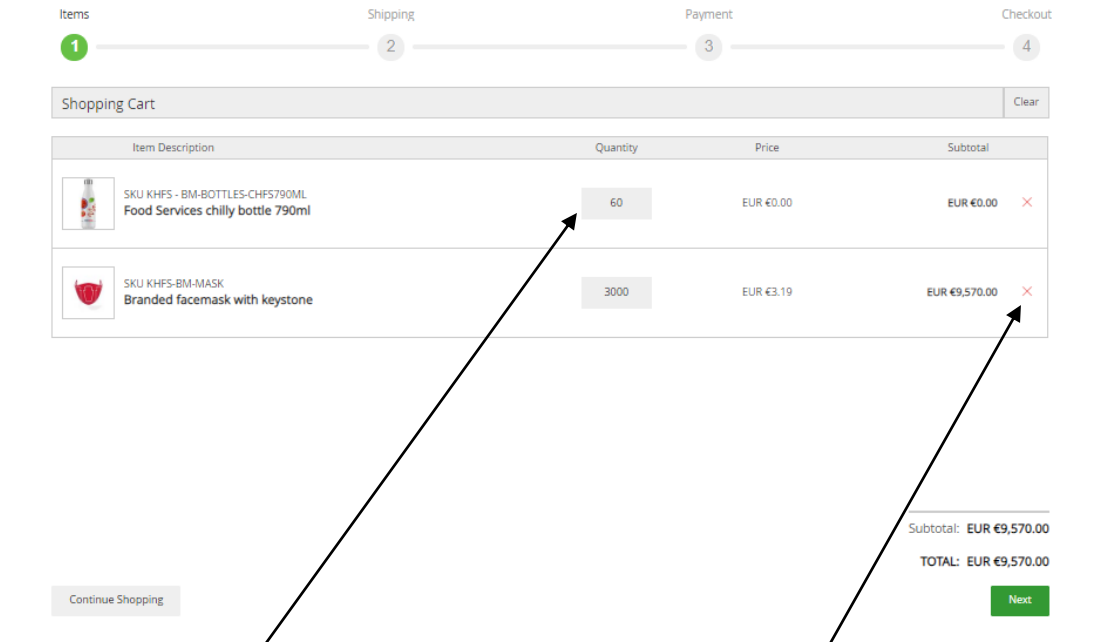
Branded facemask with keystone

Product Information

Product Name	Branded facemask with keystone
Product ID	KHFS-BM-MASK



Step 5: How to 'check out'

Hover over the 'shopping cart' icon in the top right-hand corner. This will show you a quick summary of items and costs. Click the icon to view in detail



Items 1 Shipping 2 Payment 3 Checkout 4

Shopping Cart [Clear](#)

Item Description	Quantity	Price	Subtotal
 SKU KHFS - BM-BOTTLES-CHF5790ML Food Services chilly bottle 790ml	60	EUR €0.00	EUR €0.00 ×
 SKU KHFS-BM-MASK Branded facemask with keystone	3000	EUR €3.19	EUR €9,570.00 ×

Subtotal: EUR €9,570.00
TOTAL: EUR €9,570.00

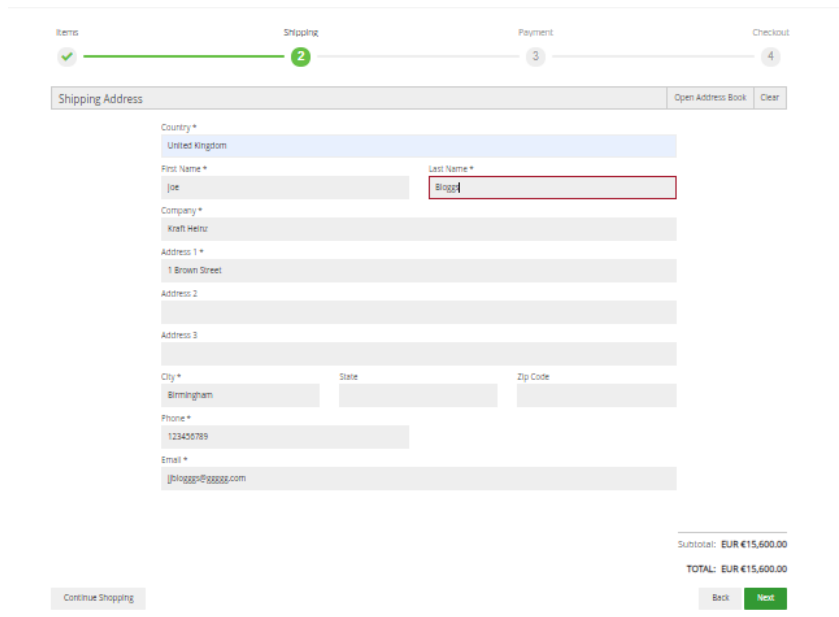
[Continue Shopping](#) [Next](#)

Amend your quantity here or delete an item. The values will always update.
Select 'continue shopping' or 'next' to 'checkout'

STEP 6: Enter shipping details

Enter details manually or select address book

ALWAYS include your country and postcode otherwise you may incur delays



Items 1 Shipping 2 Payment 3 Checkout 4

Shipping Address [Open Address Book](#) [Clear](#)

Country *
United Kingdom

First Name *
Joe

Last Name *
Bloggs

Company *
Kraft Heinz

Address 1 *
1 Brown Street

Address 2

Address 3

City *
Birmingham

State

Zip Code

Phone *
123456789

Email *
jbloggs@xxxx.com

Subtotal: EUR €15,600.00
TOTAL: EUR €15,600.00

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

STEP 7: Add additional order requirements

- Do you require translation? - select 'yes' or 'no'
- Do you require new artwork? - select 'yes' or 'no'
- Provide additional details for new artwork/translations' – enter information here
- Target dispatch date – enter a date here

URGENT ITEMS

If your item is urgent, please indicate this by adding a note in the 'Target Despatch Date'

Additoinal Order Requirements

Official Kraft Heinz PO required on receipt of INWK official quote

Do you require artwork translation? *
Select Yes or No

Do you require new artwork? *
Select Yes or No

Provide Additional Details for New Artwork / Translations

Target Despatch Date *
URGENT - please deliver as soon as possible

Subtotal: EUR €0.00

Your order will be treated separately to ensure your deadline is met

Select 'continue shopping' or 'next' to continue

STEP 8: Check your order

The next page will allow you to double check all your details before you 'check out'.

Items
Shipping
Payment
Checkout

Shipping Address

Payment Information

Item Description	Quantity	Price	Subtotal
SKU KHFS-BM-BOTTLES-CHFS790ML Food Services chilly bottle 790ml	10000	EUR €0.00	EUR €0.00
SKU KHFS-BM-MASK Branded facemask with keystone	5000	EUR €3.12	EUR €15,600.00

Subtotal: EUR €15,600.00
TOTAL: EUR €15,600.00

Continue Shopping
Back
Checkout

Change any details or 'continue shopping'

STEP 10: Quote Request Acknowledgement

CATALOGUE QUOTE REQUEST ACKNOWLEDGEMENT
8/5/2020


ORDER #KH2110730497
DETAILS
In Progress

SHIPPING ADDRESS
Joe Bloggs
Kraft Heinz
1 Brown Street
Birmingham,
United Kingdom
jbloggs@inwk.com
123456789

Item	Line Item Status	Quantity	Price	Sub
Food Services chilly bottle 790ml KHFS - BM-BOTTLES-CHFS790ML	In Progress	10000	EUR €0.00	EUR €0.00
Branded facemask with keystone KHFS-BM-MASK	In Progress	5000	EUR €3.12	EUR €15,600.00



PAYMENT INFORMATION
Additional Order Requirements: Official Kraft Heinz PO required on receipt of INWK official quote
Do you require artwork translation?: No
Do you require new artwork?: No
Target Despatch Date: December 2020

TOTAL: EUR €15,600.00

Continue Shopping


Print a copy off for your records

You will receive a copy from KHFSmerchandising@inwk.com

CATALOGUE QUOTE REQUEST ACKNOWLEDGEMENT

ORDER #KH2110730497
STATUS
1. In Progress
2. Partially Shipped
3. Completed

SHIPPING ADDRESS
Joe Bloggs
Kraft Heinz
1 Brown Street
Birmingham,
United Kingdom
jbloggs@inwk.com
123456789

Item	Line Item Status	Quantity	Price	Sub
Food Services chilly bottle 790ml KHFS - BM-BOTTLES-CHFS790ML	In Progress	10000	EUR €0.00	EUR €0.00
Branded facemask with keystone KHFS-BM-MASK	In Progress	5000	EUR €3.12	EUR €15,600.00

PAYMENT INFORMATION
Additional Order Requirements: Official Kraft Heinz PO required on receipt of INWK official quote
Do you require artwork translation?: No
Do you require new artwork?: No
Target Despatch Date: December 2020

TOTAL: EUR €15,600.00

STEP 11: Order Consolidation

All orders will be consolidated after the 'order window' has closed. The team will contact you directly with the final cost of your order. On receipt of the official customer quote (CQ), please confirm if you approve the costs.

NB – It is important to confirm by return to ensure the 'consolidated' quantity and pricing can be held. If you want to make changes, please advise immediately.

If an item is cancelled and it is part of a 'consolidated basket', the 'basket' will be repriced eg

Consolidated basket

Qty 1000 baseball caps (500 for France, 250 for Spain and 250 for UK) @ **€10 each**

UK cancels

New consolidated basket is qty 750 @ **€15 each**

Or

If an order is increased the 'basket' will be repriced eg

Consolidated basket

Qty 1000 baseball caps (500 for France, 250 for Spain and 250 for UK) @ €10 each

UK increases their order to 1,000

New consolidated basket is qty 1,750 @ €8 each

The 'repricing' of the 'consolidated basket' will jump back to 'Day 11' of the existing timeline

A maximum of 2 'consolidated basket' changes are allowed to ensure the items can be shipped in a timely manner

After the 2nd round of 'consolidated pricing' PO's will be requested.

NB – HH Global must be in receipt of ALL PO's for a 'consolidated basket' or a single order before production commences. Once PO's are received, production will commence

STEP 12: Item is Shipped

Once an order is shipped, you will receive an automatic notification in your inbox

Minimum Order Quantities (MOQ)

All items have an initial 'minimum order quantity (MOQ'. If this quantity is not met, you will be notified of the updated costs

Catalogue Prices

All prices are 'Ex Work' and delivery is extra

PLEASE REMEMBER! NO ORDERS ARE PLACED OR CONFIRMED UNTIL AN OFFICIAL KH PO IS RECEIVED BY THE HH GLOBAL TEAM

Search option

Use the search field at the top to find products or browse the categories on the left side of the screen

Favourites

If you regularly order an item, make it a favourite. To save an item to your 'Favourites', click the "❤️" icon in the upper-right corner of the item.

Address Book

Add regular addresses to your address book so you don't have to re-enter each time

FAQ

- Q – I can't remember my password?
 - A – click the 'Activate or Reset Password' on the landing page
- Q – I can't pay for my order on the catalogue, what do I do?
 - A – You only raise a PO to INWK (contract name) on receipt of the pricing. You will receive a confirmation customer quote once the PO has been received. This confirms the job is in production
- Q – I have a query on the catalogue, who do I contact?
 - A – Email the team using the relevant email address on the landing page footer
- Q – what if I want to cancel an order?
 - A – this must be done as soon possible. Please refer to point
- Q – how do I send my artwork files through?
 - A – send them to the
- Q – how will I receive my quotes?
 - A – they will be sent to you from the email address KHFSmerchandising@inwk.com
- Q – can I place the order via my local stakeholders?
 - A – no, please place all orders on the catalogue so all FS data is captured
- Q – I'd like to make a suggestion for further products, catalogue updates or anything else?
 - A – contact the relevant teams below
- Q – what if I miss the order window date?
 - A – your order will be treated as a separate order and will not benefit from the potential 'consolidated basket' price

HH Global was acquired by HH Global 1st Oct 2020. The catalogue will be rebranded in 2021

Questions? Please email your local team below

KHcatalogueLATAM@HH Global.com

KHcatalogueAPAC@HH Global.com

KHcatalogueNordics@HH Global.com

KHcatalogueEMEA@HH Global.com