

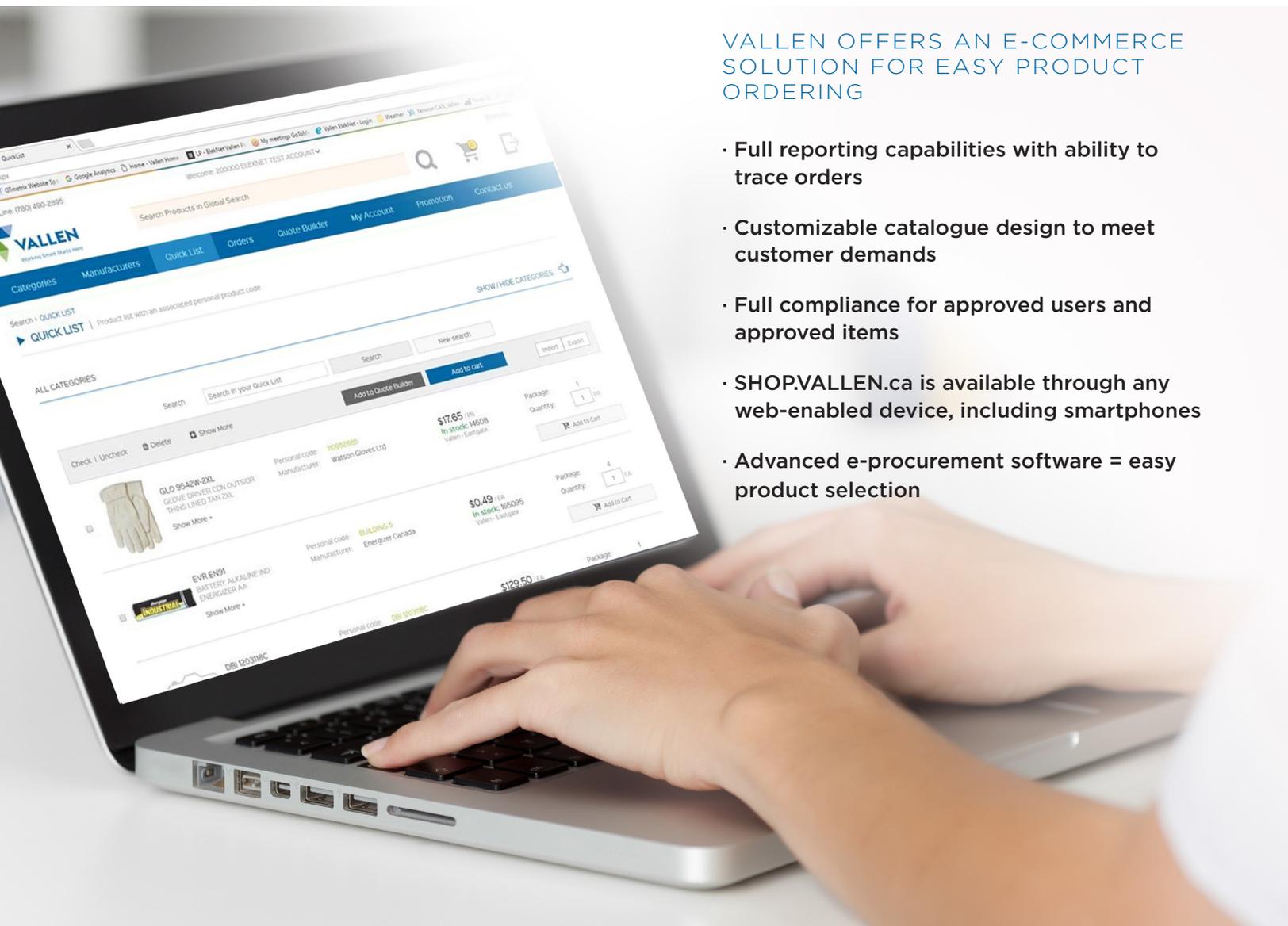


# HAVE YOU MET SHOP.VALLEN.ca?

YOUR PRODUCTS · YOUR PRICING · AT YOUR PACE

VALLEN OFFERS AN E-COMMERCE SOLUTION FOR EASY PRODUCT ORDERING

- Full reporting capabilities with ability to trace orders
- Customizable catalogue design to meet customer demands
- Full compliance for approved users and approved items
- SHOP.VALLEN.ca is available through any web-enabled device, including smartphones
- Advanced e-procurement software = easy product selection





# SHOP.VALLEN.ca FAQ

## ACCOUNTS

- 1) I do not have an account with Vallen, how do I go about getting one?
  - Contact your closest Vallen branch, our branch map is located at <http://vallen.ca/locations>
  
- 2) I have a Vallen account, how do I get access to SHOP.VALLEN.ca?
  - Head over to [vallen.ca/register](http://vallen.ca/register) to fill out the registration form
  
- 3) Once I ask for a login and password for SHOP.VALLEN.ca, how long will it take to gain access?
  - This depends on the setup your company requires. SHOP.VALLEN.ca can be used through the web version you have found, or can be linked to your internal purchasing software.
  - If you are using the web version – depending on how many company users are being requested, expect a turnaround of around 1-2 business days to ensure that everything is set up properly.
  - If you are connecting SHOP.VALLEN.ca through your internal purchasing software – this requires some collaboration between our IT department and yours, to ensure that our systems will properly connect with each other. This process, including user setup, can take anywhere from 7 days to 2 weeks depending on the complexity of the setup.
  
- 4) Are the username and password case-sensitive?
  - SHOP.VALLEN.ca usernames and passwords are not case-sensitive.
  - PLEASE NOTE: 5 incorrect password attempts will require that you reset your password – the link to do so is on the <http://shop.vallen.ca> page.

- 5) I have forgotten my password, how do I get a new one?
- The login page at <http://shop.vallen.ca> has a Reset Password link underneath the language selection area near the login boxes. Enter the e-mail address you signed up for SHOP.VALLEN.ca under. You will be emailed a link to reset your password – it should appear in your email seconds after requesting it, if it does not, please check your spam or junk mail folders in case your email server handles it in that fashion. If for some reason this does not function as intended, please email [ecomm@vallen.ca](mailto:ecomm@vallen.ca) or call **1-855-353-5638**
- 6) I have a very large number of items that I would like to add to the Quick List, and I do not have time to enter them. Are you able to do this for me?
- We can do this on your behalf; our preference is to receive an Excel document with part number and your desired personal code, as this will facilitate quicker data entry.
- 7) I need to make changes to user access based on business needs, who do I contact?
- Please send an email to [ecomm@vallen.ca](mailto:ecomm@vallen.ca) and we will make the changes for you.

## PRODUCTS

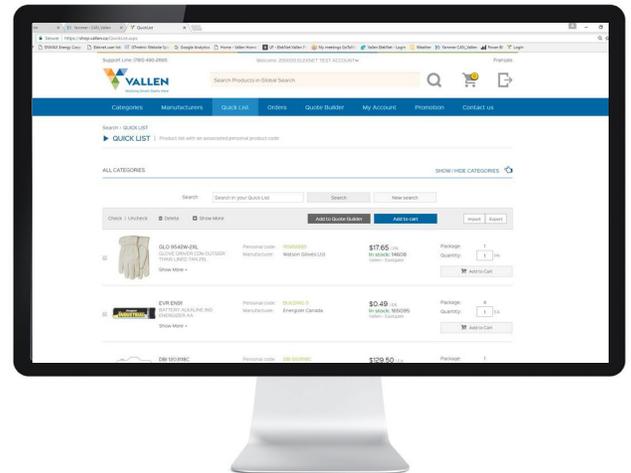
- 8) I can only access some of the products that I see in your catalogue, why is that?
- SHOP.VALLEN.ca has the ability to show all products readily available through Vallen. However, the availability of product choice per user is based on the request from whoever oversees your purchasing decisions. You will need to contact them if you would like to see more products. If this function has already been requested, please email [ecomm@vallen.ca](mailto:ecomm@vallen.ca) to have this changed over.
- 9) The product that we look for is something we know as a different name, what can we do?
- If it is not populated already, use the Personal Code for the product for the name of the product.
  - We are able to add synonyms to SHOP.VALLEN.ca to allow customers to search by other industry accepted names, please email [ecomm@vallen.ca](mailto:ecomm@vallen.ca) with any suggestions. Please include the part number if possible.

- 10) I want a product that I can't find on your site even though I am allowed to see everything, can you still help me?
- SHOP.VALLEN.ca has access to all items that we have listed in our system, but we are often able to obtain non-stock items if customers are in need. Please contact your local branch for details.
- 11) The product I see does not have a clear enough picture or no picture at all.
- Our pictures are constantly being updated as we get pictures from our suppliers but if you would like alternate pictures, please email [ecomm@valLEN.ca](mailto:ecomm@valLEN.ca) or contact your local branch and we will work to find something that will be of use to you.
- 12) I would like more information on a product than I see in the description.
- Many products will have a Documentation pdf beside the product image on the product page - this will often have further information that may assist.
  - If that is not what you're looking for, please contact your local branch or your sales representative.
- 13) In the documentation pdf, I have found a product I would like to purchase, but I cannot find it in SHOP.VALLEN.ca. Does that mean I cannot purchase it from ValLEN?
- We can usually acquire any item from the documentation file; we just may not have it as a stocking item. Please contact your sales representative or your local branch for further information.
- 14) I've found a product that I may like to purchase, but would like to know other similar product options you offer.
- Below specifications in product detail, you will find substitutions. Your local branch or sales representative can also make good suggestions based on what you are using the product for.

## ORDERING

- 15) How do I place an order?
- There are several ways to start an order in SHOP.VALLEN.ca, all fill your shopping cart where you can complete the order. In each case, you can add, change, or delete products prior to completing the order.
  - Each product search or product detail page will have an option to add them to the shopping cart.

- If you have created a template for commonly ordered goods, you can access this at Order Template and immediately populate your shopping cart with these goods.
- From Order History, you can look up any previous order and Add to Cart is an option in each.
- Click on Import Order to either import an Excel file or copy and paste an applicable product list. Instructions for each are located within Import Order in SHOP.VALLEN.ca.



16) [What did I order on <insert date here>?](#)

- Go to Order History to find this information.

17) [I need to change my order from what I have submitted, how do I do that?](#)

- Once an order has been submitted through SHOP.VALLEN.ca, you will have to contact the appropriate branch to make any changes. On submission this contact information will be shown in full. Order History also contains this information, along with your order confirmation email if you have enabled that in options.

18) [I have created an order, but need someone else in our company to approve the items and quantities prior to ordering, how can I send them the order but keep the cart?](#)

- In the Shopping Cart page, there is a Save Cart button - from there you can enter your email address along with the email address to send it to, and save the cart as an order template. For your own convenience, ensure that you name it properly so you can find it easily when you get the approval.
- This feature will also allow you to create multiple carts in case you have to make several distinct orders or need approvals from different sources. Once you complete each order you can go back into Order Template and delete the saved orders if you wish.
- If you require approval on all orders, e-mail us at [ecomm@vallen.ca](mailto:ecomm@vallen.ca) and we can set your account to have this as default.
- If email is unavailable or undesirable, you may also print the order using the Print Cart button.

19) I want to complete my order, but the Checkout button is greyed out and I cannot access it, how can I do that?

- You must click the Price and Availability button prior to clicking Checkout. This step ensures that your specific pricing is captured, and also ensures that our inventory availability is up to date – it is possible that in the space where you added items to the cart and your checkout time that we have sold out of the product, this will help avoid problems if you need the product quickly.

20) In the cart, I see three checkboxes, for Multiple Warehouse, Accept quantity break, and Keep back order. What are these fields for?

- Every customer has different business needs for ordering, these three fields allow for some of these variances, and should match what we have for you in the system.
- Multiple Warehouse – if you have access to several branches in SHOPVALLEN.ca, you can order from more than one to get your entire order.
- Accept quantity break – assuming you would like to only order entire packages of a product, uncheck this box.
- Keep back order – there are times where we do not have any stock on a product in your cart. The Keep back order checkbox, when checked, allows the order to be processed as normal, with the items coming to you once stock arrives.

21) I need this order to be billed as usual, but sent to a completely different address.

- You may go to Address List in the menu and create a new address to send the items to. Contact name and telephone are not mandatory fields, but are very helpful for us in case the site is difficult for the shipper to find.

22) The Transport Mode says Delivery – how will this be delivered?

- In our internal systems we would have your default shipping method along with the appropriate carrier if applicable. If you require something different than normal, please ensure that you enter it in the notes field in the page after Checkout, or contact your branch immediately after submitting the order.

23) For orders for pickup, will I be notified when the items are ready?

- Branches will usually call when your order is ready for pickup, but for fastest response please feel free to call the branch to verify the time.

24) I have an item that I need to return, can I do that through SHOP.VALLEN.ca?

- All returns need to be done through branch personnel – contact your sales representative or phone the branch you ordered from for details on what process to follow.

25) When are my items being delivered?

- We strive to deliver products as quickly as we can, but if you need more specific information on delivery times, you will need to contact your branch.

## MISCELLANEOUS

26) There is something I would really like to see SHOP.VALLEN.ca do.

- We are always open to suggestions and comments on the site – SHOP.VALLEN.ca is meant to be a valuable tool for you, so if there is anything that would enhance your experience in it, please let us know. Send an email to [ecomm@vallen.ca](mailto:ecomm@vallen.ca) and we will reply shortly, or use the your feedback option under contact us in the menu bar.

