Welcome to the ASTORE SHOP training webinar!

ASTORE
DIGITAL PROCUREMENT SOLUTIONS

What can you expect from this webinar?

- Discover more about Astore Shop’s main features and the benefits of using them
- Learn how to use Astore Shop in your day-to-day operations
- Know how to manage advanced features in Astore Shop

ASTORE SHOP
training webinar
Agenda

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DIGITAL PROCUREMENT SOLUTIONS

Webinar agenda

01 Fundamentals

- Introducing Astore Shop
- Searching for a product
- Choosing a product
- Favourites lists
- Placing and tracking your order
- Finding a supplier
- Reaching customer service

02 Advanced features

- Managing groups
- Managing users
- Approval workflows
- Conclusion

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PART I

FUNDAMENTALS

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Introducing Astore Shop

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Astore Shop gets a makeover - *Teaser video*

What is Astore Shop?

ONE-STOP SHOP

A single platform covering your everyday operational needs

COMPETITIVE PRICES

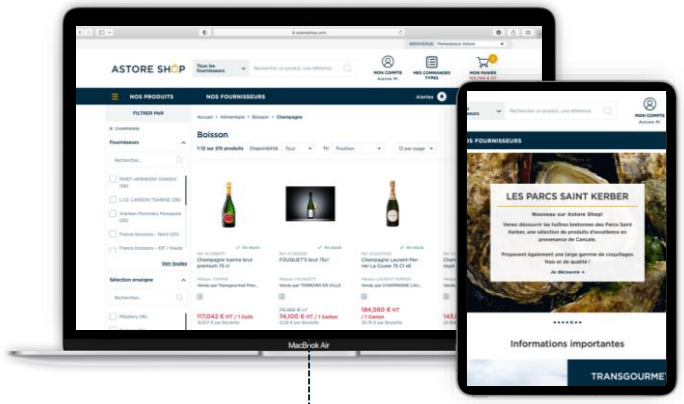
The best deals negotiated for our hotels and partners

SUSTAINABILITY

Solutions that support your transition to sustainable procurement practices

ON THE GO, ANYWHERE

Your daily operational purchases available on all your devices (order at your desk, on your mobile,..)



COMPARE

Ensure the best deals by comparing offers from multiple suppliers

OPTIMISE PURCHASING

Streamlined purchasing with hospitality specific features through a user-friendly environment

CONTROL

Manage your complete purchasing environment with dedicated workflows, budget controls & order management

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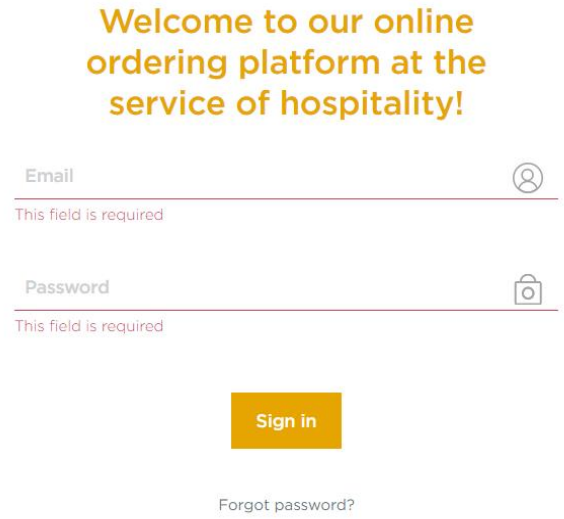
Log in to your local Astore Shop

Drop-down menu to select language



Bookmark the link to your local Astore Shop!

- Each local shop by country has a different link to Astore Shop.
- Please note, if you google Astore Shop, it will redirect you to the French site
- You will get an error message if you try to log in using the wrong link
- ***Tip:*** *Save the link to your local Astore Shop in your bookmarks*

Belgium	https://www.astoreshop.com/be_nl/ https://www.astoreshop.com/be_fr/
France	https://www.astoreshop.com/fr_fr/
Germany	https://www.astoreshop.com/de_de/
Netherlands	https://www.astoreshop.com/nl_nl/
Poland	https://www.astoreshop.com/pl_pl/
Portugal	https://www.astoreshop.com/pt_pt/
Spain	https://www.astoreshop.com/es_es/
UK	https://www.astoreshop.com/uk_en/

Having trouble logging in?

- If you are having trouble logging in, try resetting your password “Forgot your password”
- Please note that the reset password function will only work if you already have an Astore Shop account created
- The account set up in Astore Shop is a separate process from the training, please check after this training if you have access
- **If you are part of a new hotel being onboarded** onto Astore Shop, we will create the admin account for the owner or manager and they will be able to create an account on Astore Shop for you
- **If your hotel has already been onboarded** onto Astore Shop, please check with your manager if the person with the admin account has given you access

Customer service is here to help!

If you are unable to access Astore Shop and have tried all the options suggested here

Please contact customer service using this form:

Submit a request – Astore Support

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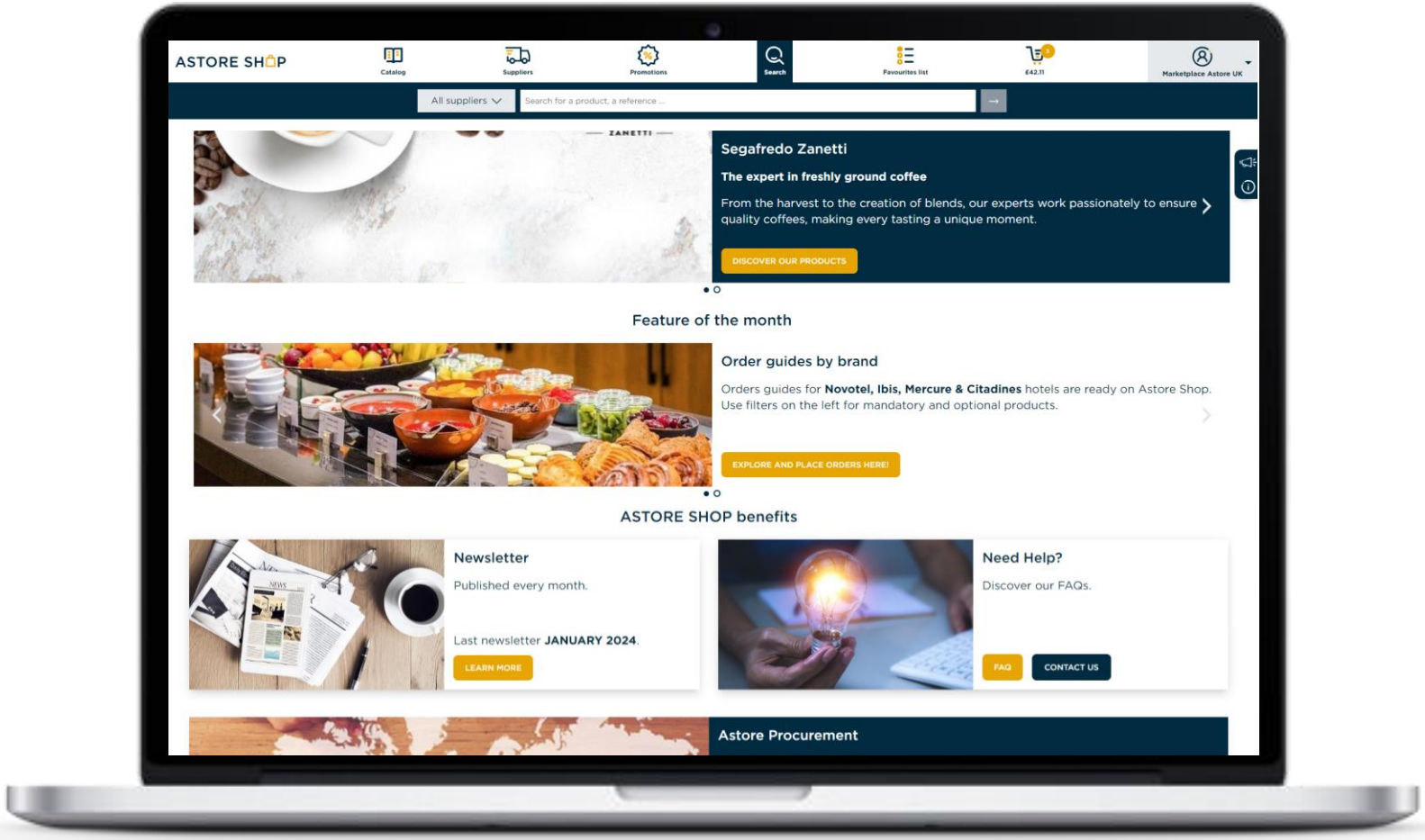
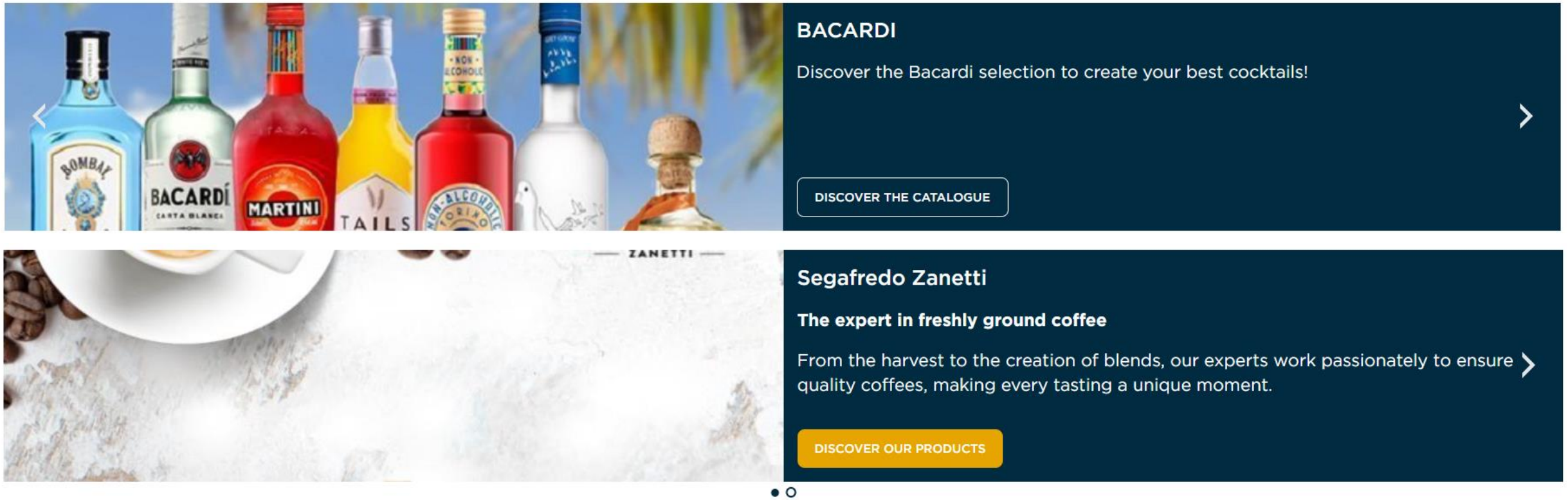
Discover the homepage

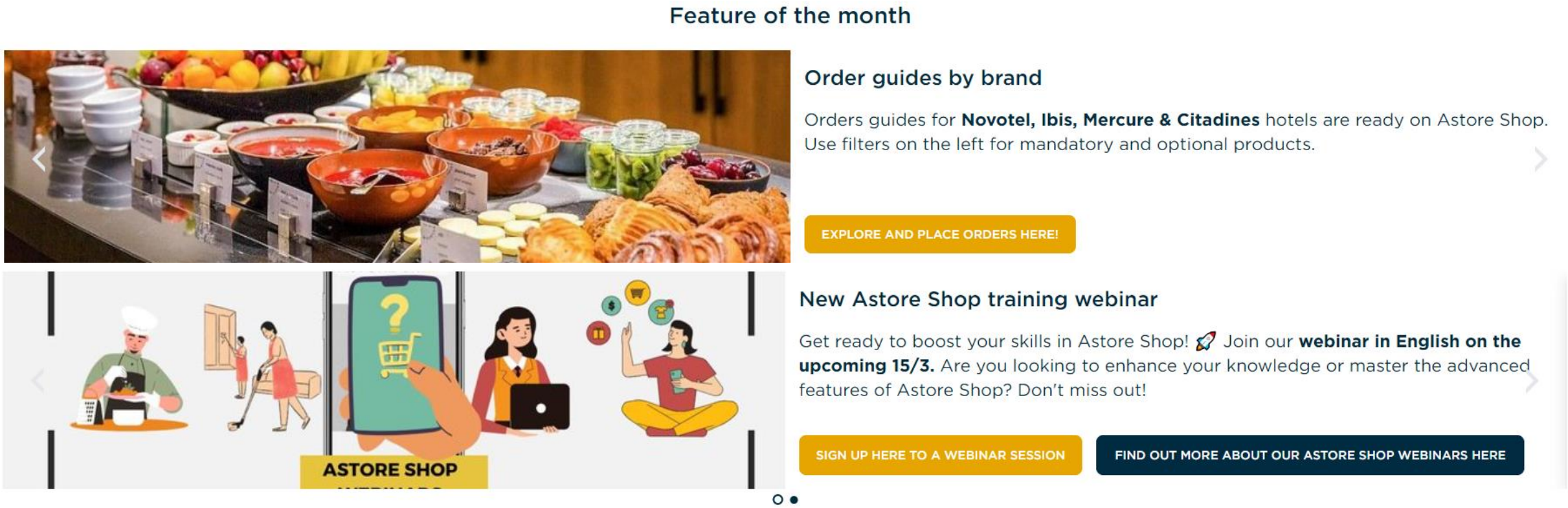


Homepage – News sliders



- Find the latest news on Brand essentials, new products, new suppliers,...
- Stay informed on product replacements in compliance with our CSR commitments

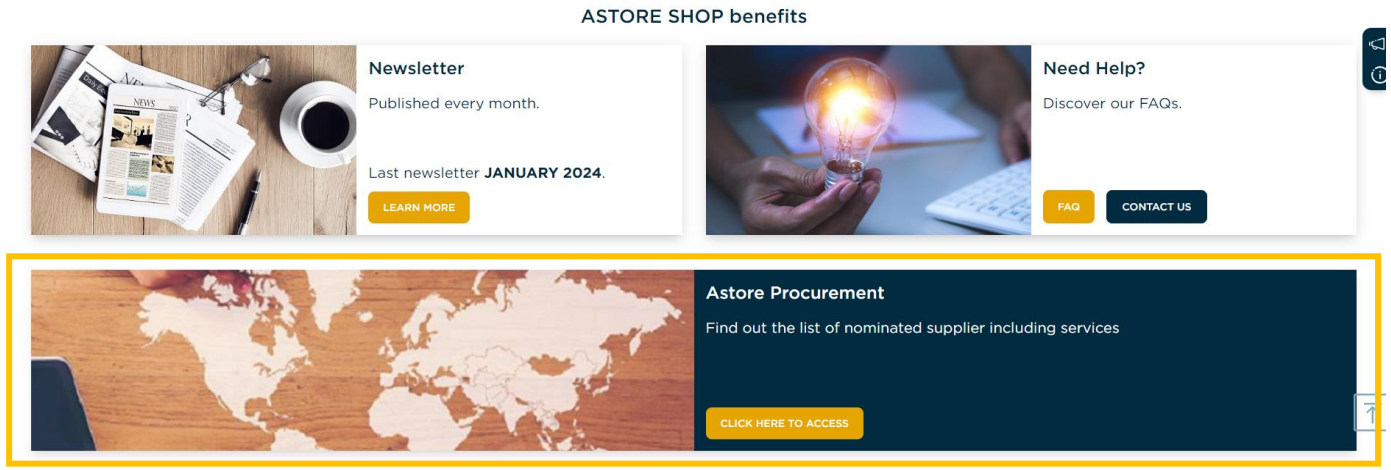
Homepage – Feature of the month



- Highlights of the month
- Brand essentials not to be missed!

*Please note the Supplier Directory is not available worldwide**

Homepage – Link to the Supplier Directory



At the bottom of the Astore Shop homepage

- The Supplier Directory is a directory or catalogue of ***all*** our referenced suppliers available in your region/country
- Astore Shop covers your consumer goods and some limited services, but does not include all services and suppliers e.g. housekeeping services, lift maintenance or energy provider
- Please log in to **AstoreProcurement.com** to access the directory

*The Supplier directory is currently available in Benelux, France, Portugal, Spain, UK

AstoreProcurement.com Supplier Directory

ALL YOUR SUPPLIERS IN ONE PLACE

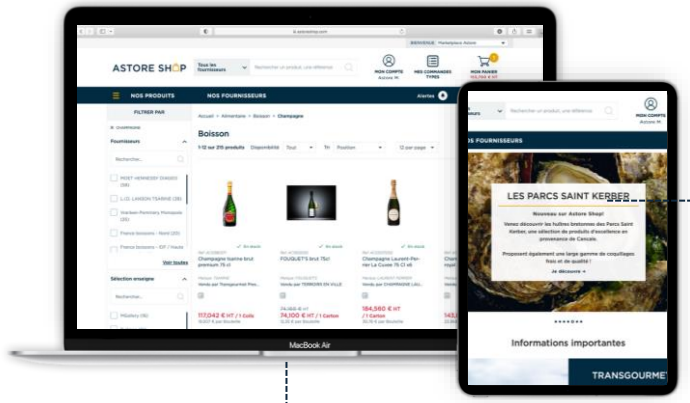
Direct access to all our referenced suppliers available by country

COMPLETE CATALOGUE

A portfolio of suppliers covering the full range of product and service categories you need

USER-FRIENDLY

Easy access to suppliers' contact details as well as terms and conditions negotiated by Astore



DISCOVER

Presentation of Accor's Global Purchasing Organisation (GPO), our catalogue of categories and offer of services

SEARCH

Access suppliers 'details such as their offers, purchase and delivery conditions and other practical information (contact details, catalogue, etc.)

STAY INFORMED

Read the latest news from Astore : new suppliers, new products...

COMING SOON

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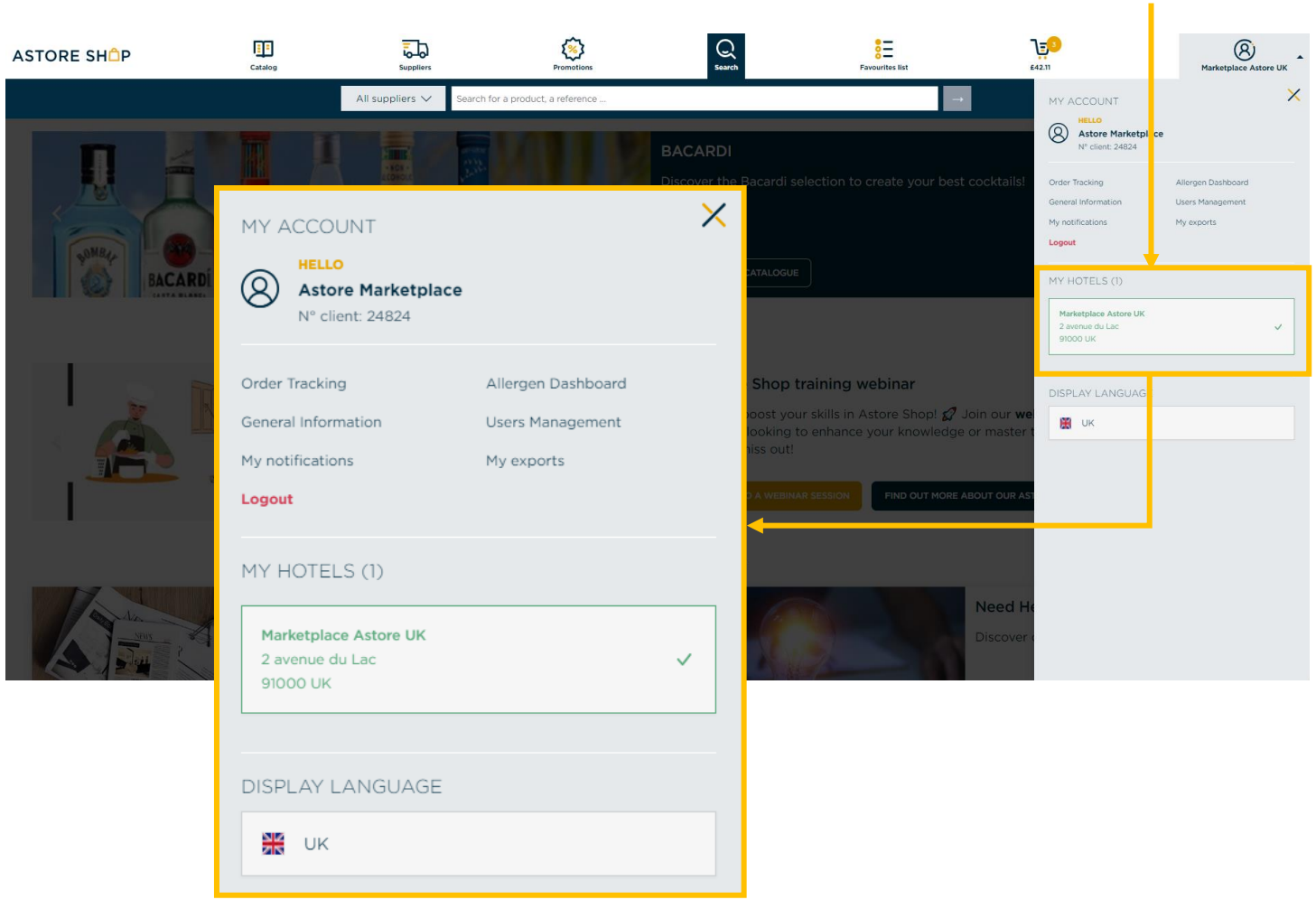
Note on cluster accounts

If you are an **owner or manager of multiple establishments**, a benefit to ease your management of multiple companies could be to request to **cluster your accounts** into one.

You will be able to **switch from one hotel to another** using the drop-down list in the top right corner.



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Searching for a product

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Searching for a product – Live demo!

"OUR PRODUCTS" TAB

1. **Search by category of product**

2. **Refine search results using filters**
   - Types of products/sub-categories
   - Suppliers
   - Selected products for hotel Brands
   - Product brand
   - Quality & origin standards
   - Allergen free products…

3. **Sort search results**
   - Availability/in stock
   - Price
   - Most viewed
   - Most sold
   - Product name

SEARCH BAR

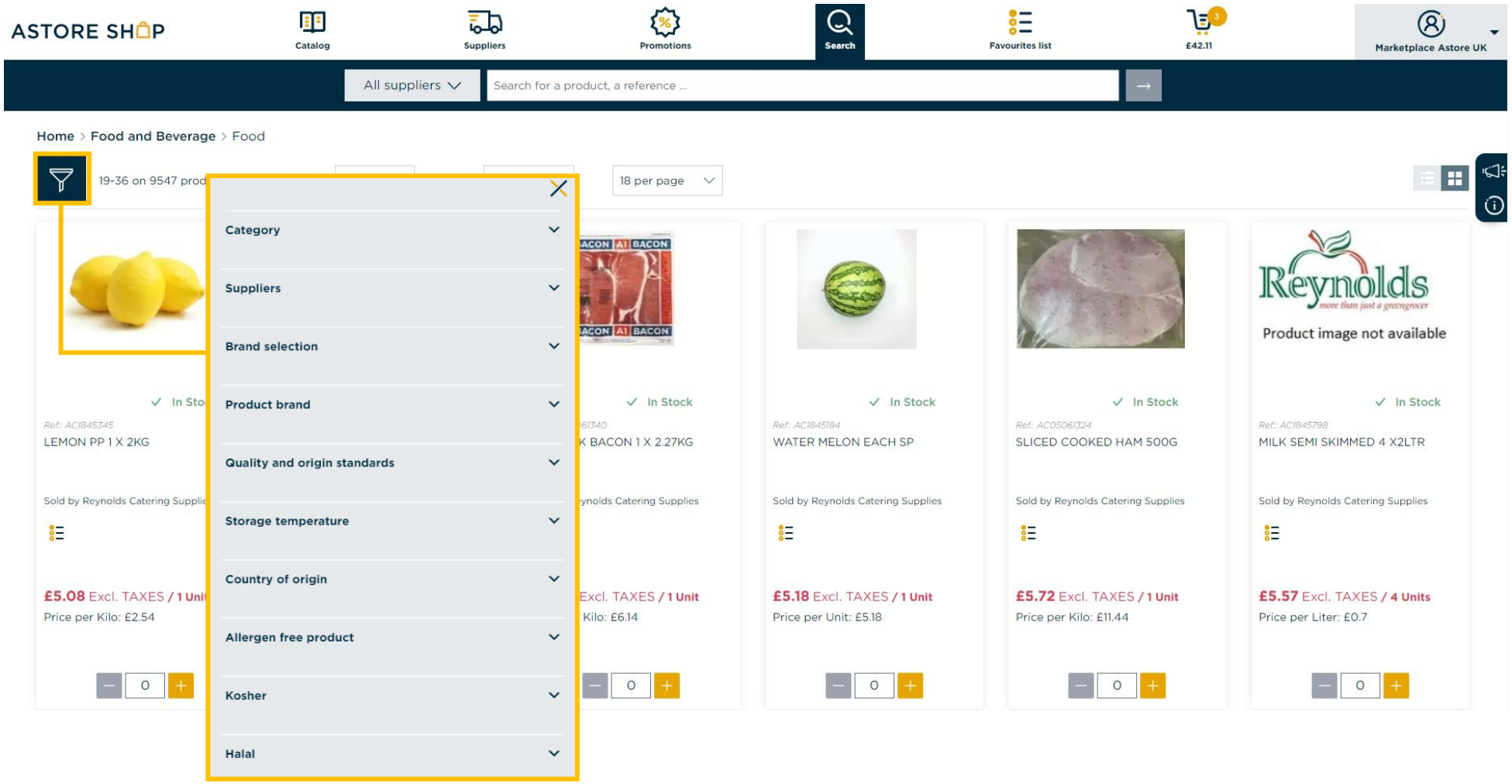
1. **Select the suppliers you wish to see using the supplier persistent filter**

2. **Type the name of the product in the search bar**

3. **Refine search results using filters**
   - Types of products/sub-categories
   - Suppliers
   - Selected products for hotel Brands
   - Product brand
   - Quality & origin standards
   - Allergen free products…

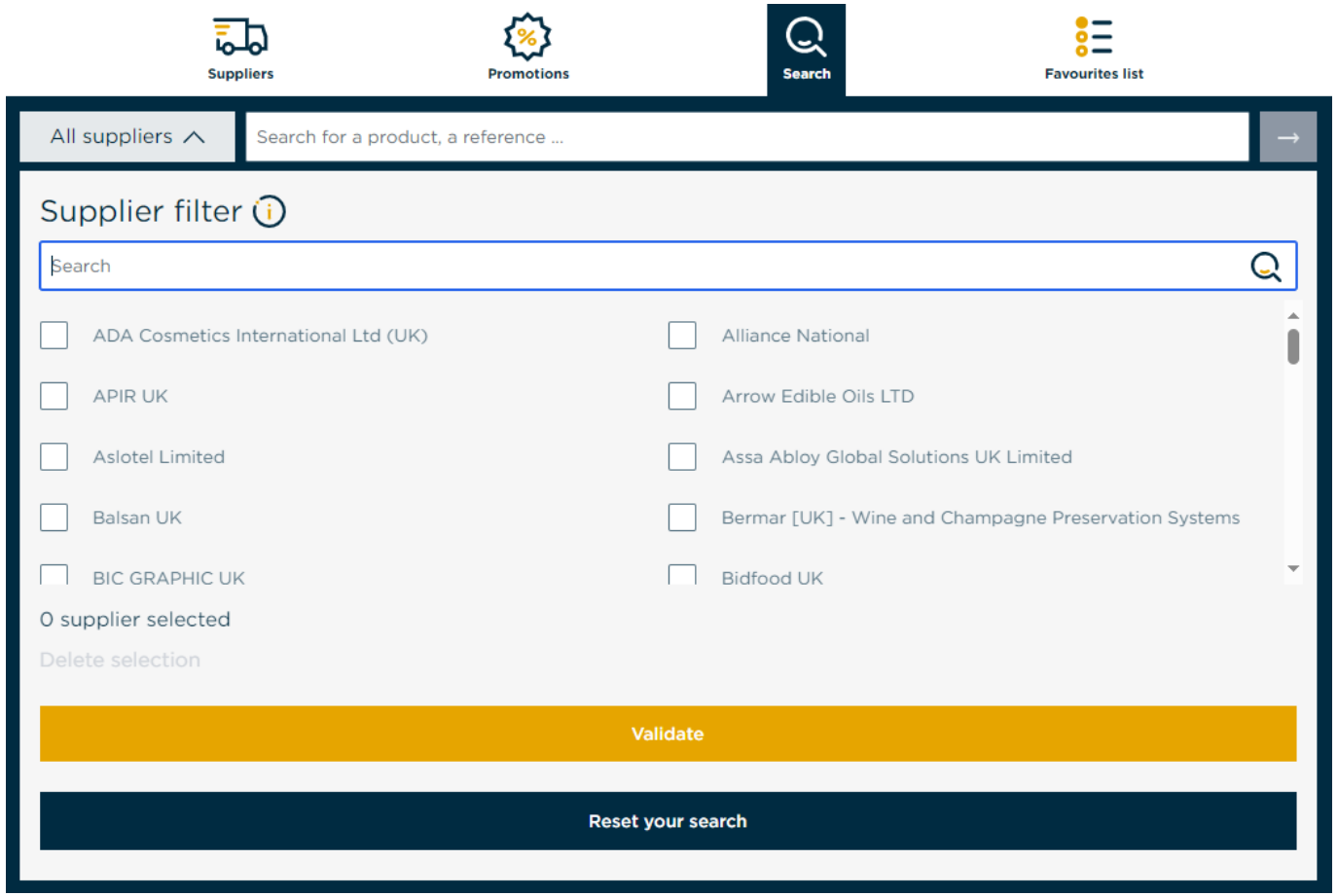
4. **Sort search results**
   - Availability/in stock
   - Price
   - Most viewed
   - Most sold
   - Product name

Filters to refine your search



Supplier-persistent filter

- When searching for a product in the search bar, a helpful tool to use is the **supplier persistent filter**
- This feature allows you to **narrow down** your search results **to a selection of suppliers**
- You can keep this filter on to only see search results for those suppliers
- *Tip: if you click on the Astore Shop logo it takes you to the Homepage and clears the supplier persistent filter*



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Tips & tricks when searching for a product

Sustainability

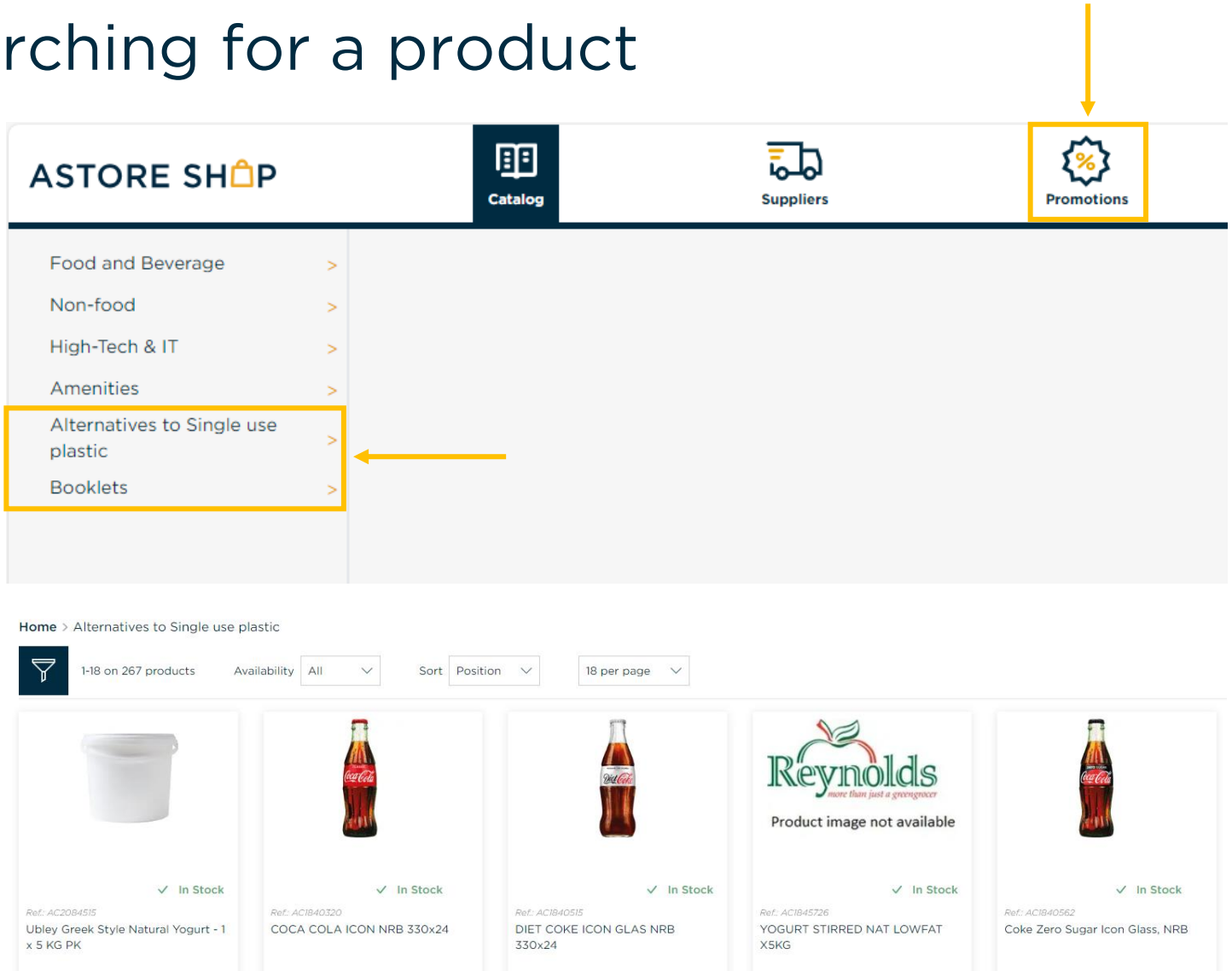
- Astore Shop helps you build more sustainable purchasing habits **with our catalogues of alternatives to single use plastic**

Brand Booklets

- Our Brand Booklets guide you and your teams in **finding the right products for your Brand**, saving you time!

Discounts

- Find the **best deals** using the **“Discounts” category** and save money!



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Choosing a product

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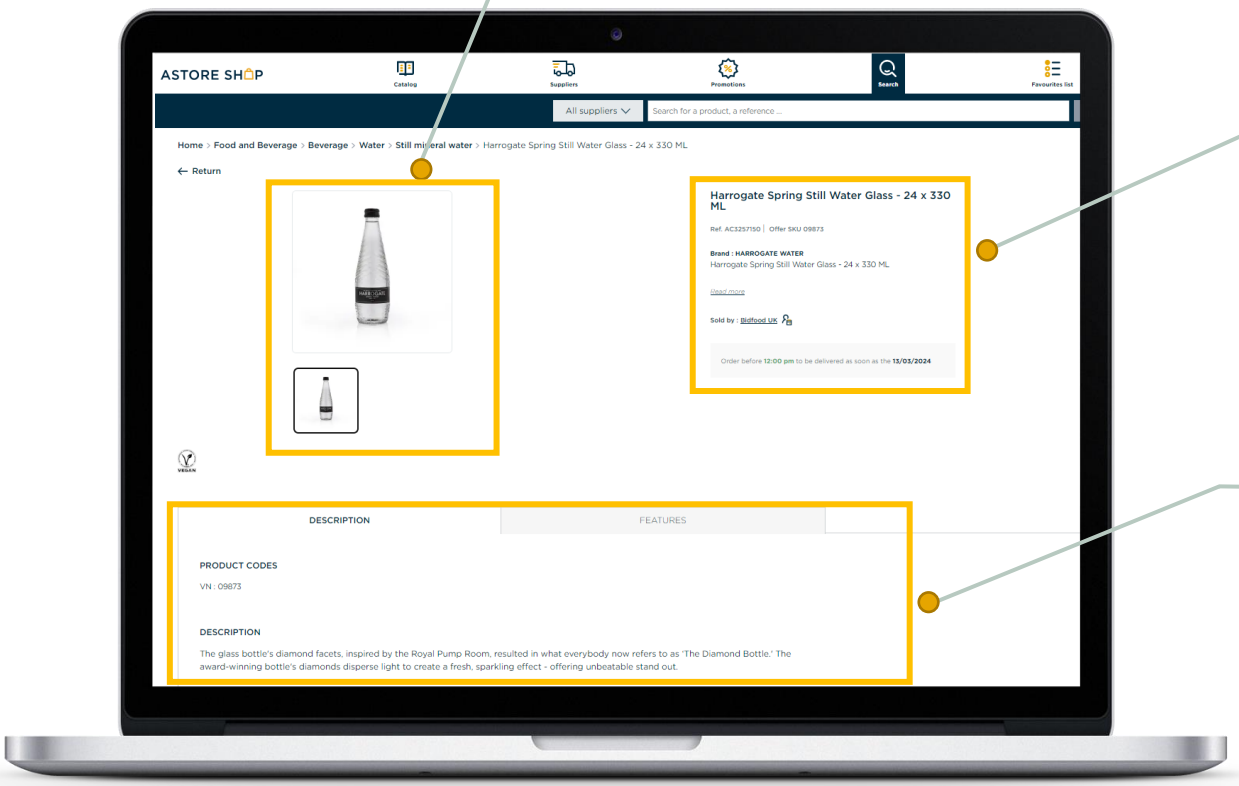
Product details, specificities & advantages

Visual(s)



Offer information*

- Minimum order
- Shipping
- Packaging
- Price(s)
- Quantity
- Stocks

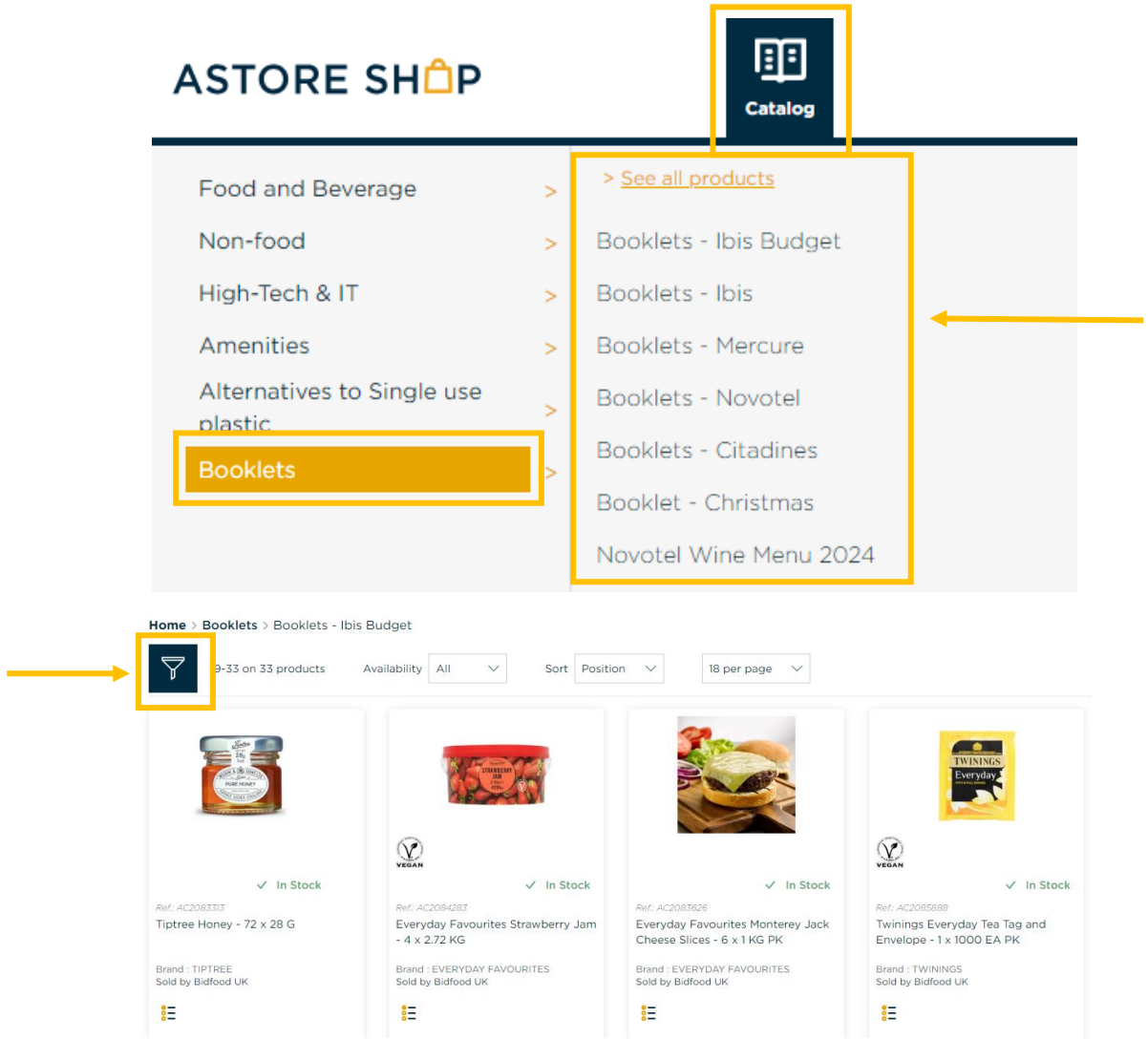
Product information*

- Description
- Allergens
- Composition
- Storage temperature
- Etc.

**It is the supplier's responsibility to upload accurate data. If you find inaccurate data or incorrect pricing, please contact customer service.*

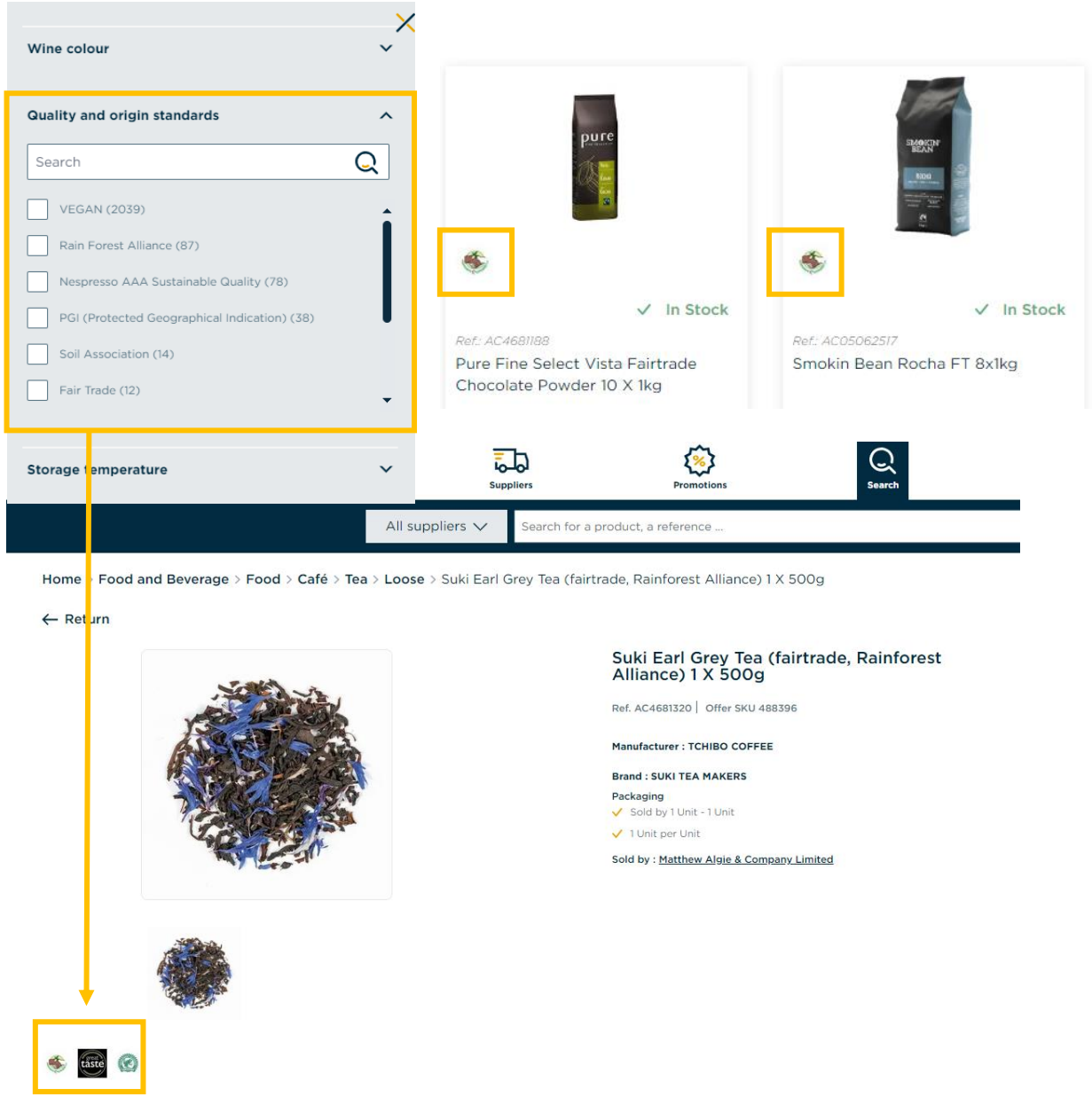
Recommended products for your brand

- Astore Shop helps you choose te right products for your hotel brand
- In the catalog section, you will find **booklets** for each hotel brand
- You can also select "See all products" and filter by brand using the "Brand selection" filter



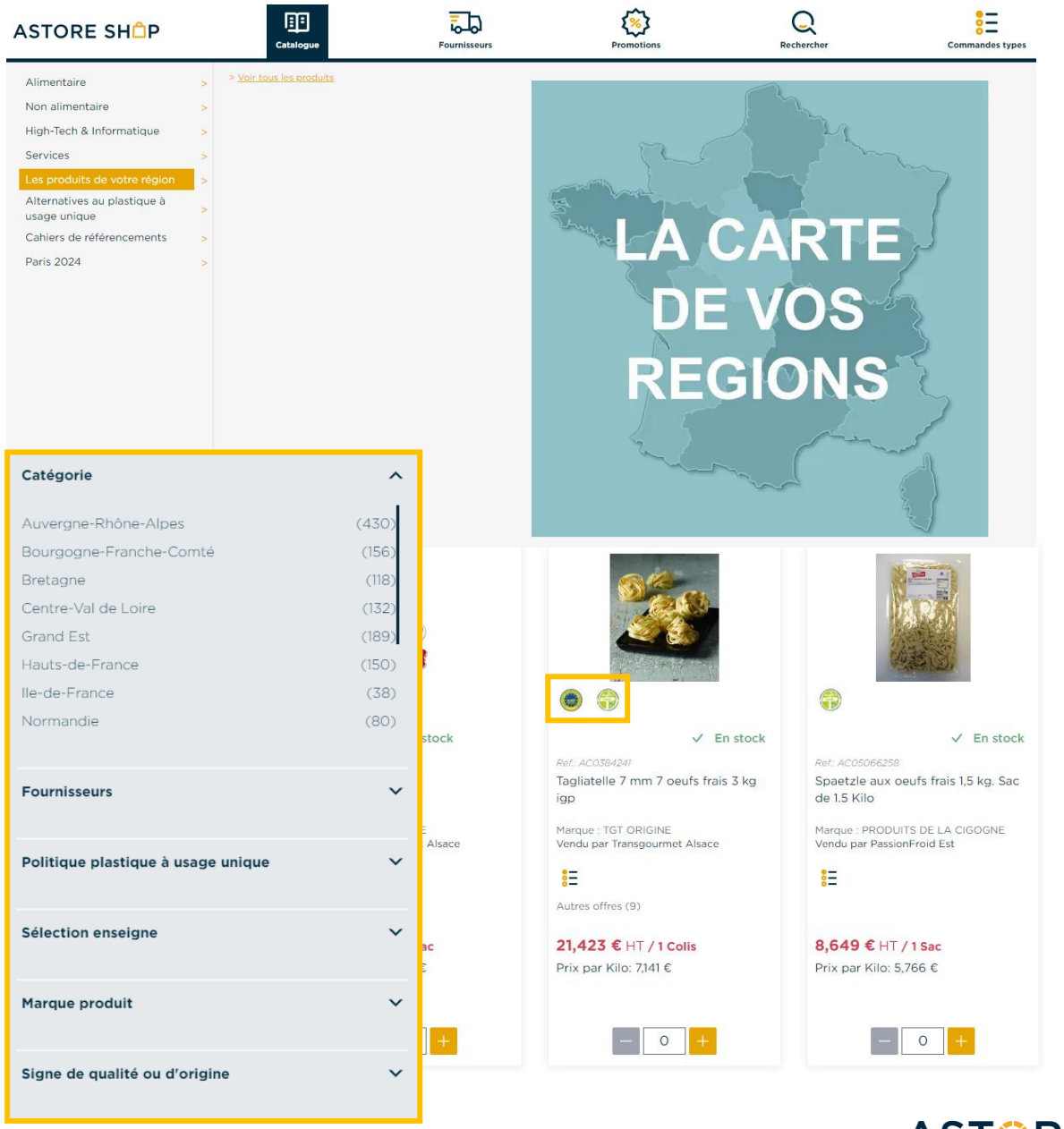
Sustainability

- Labels help you identify products that meet commitments towards a more sustainable approach
- When searching for a product, you can use the “Quality and origin standards” filter to find products that have labels
- Labels are displayed in the **product sheets**
- For more information and if you wish to access the list of labels used by our suppliers, please use this link: [Does Accor have a sustainable development approach? (labels)]



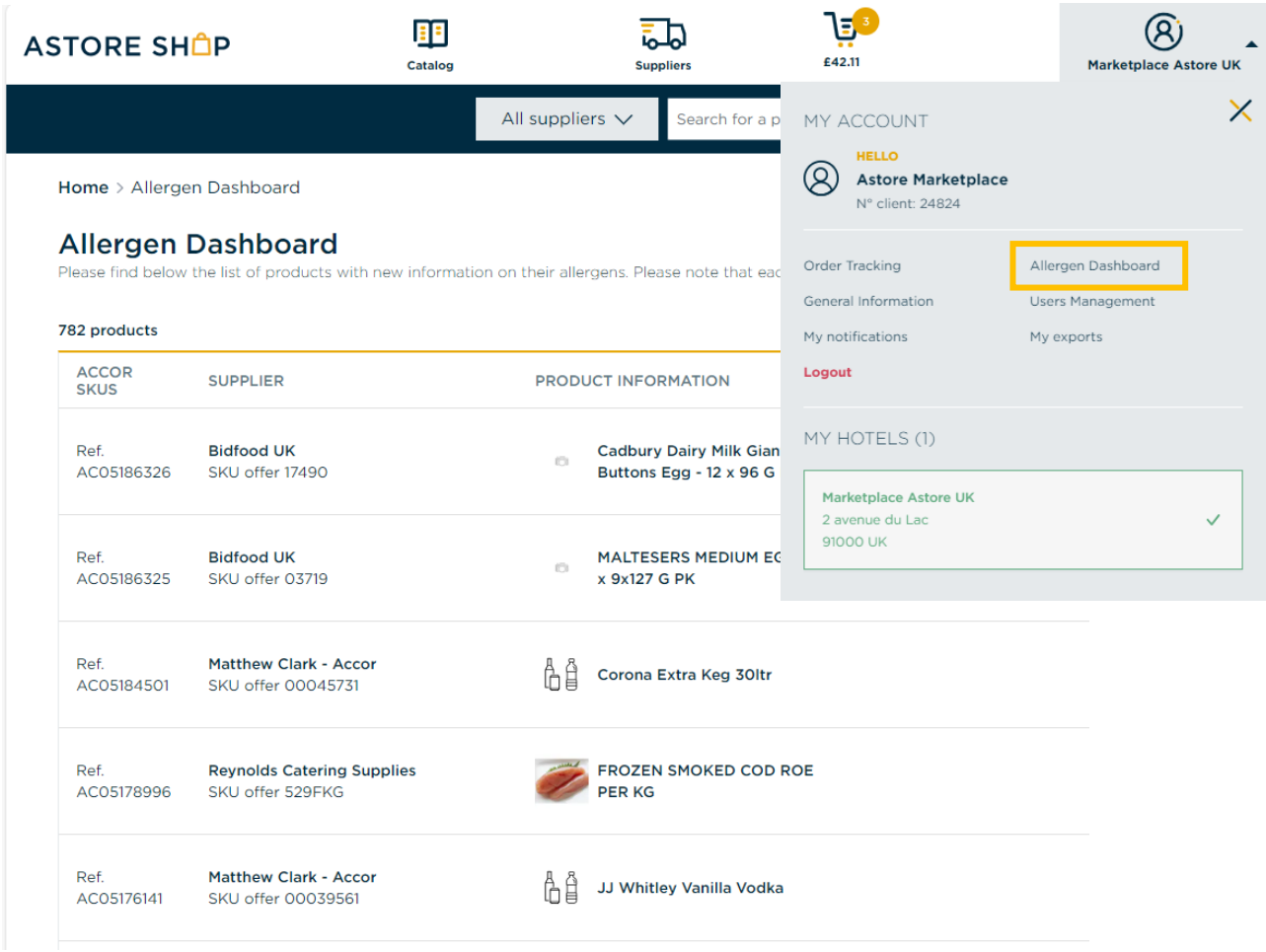
Buying local – France shop

- Astore Shop helps you buy local!
- Go to the « Les produits de votre région » section
- Use our map of suppliers and products by region producers
- You can also access the full list of locally produced products and filter
  - By region
  - By product category
  - By supplier
  - By origin/quality label



Allergens dashboard

- When searching for or ordering a product, you can check for allergens on the product page
- You can also find the latest updates on allergens in the Allergens Dashboard under “My Account”
- This list summarises the most recent changes in allergen information with the date of the update
- You can export this list in Excel which may be easier to find a specific product
- Please note that these updates are published for a duration of 6 months



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Favourites lists

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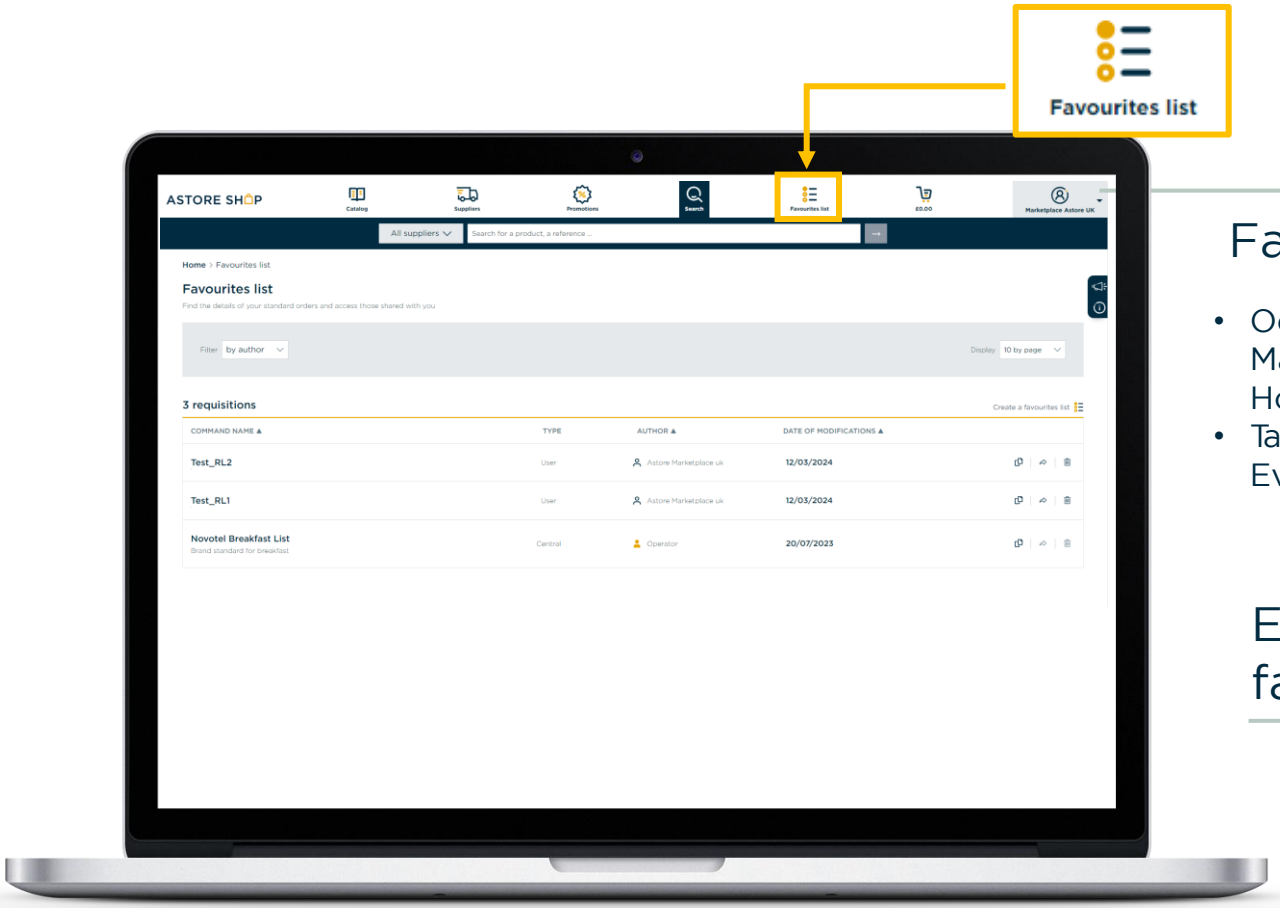
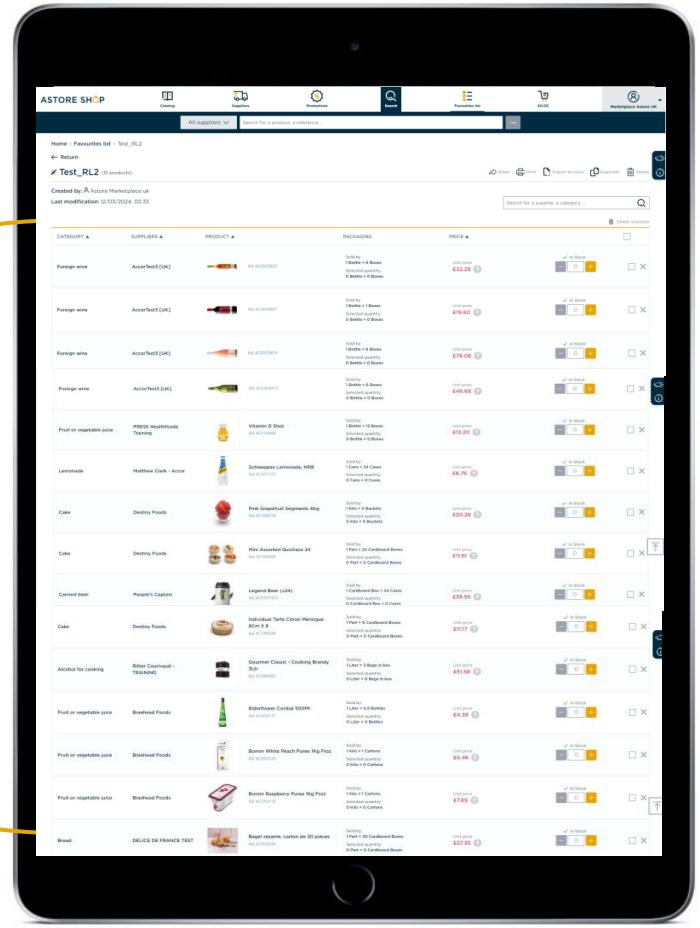
Simplified order management with favourites lists



Favourites lists

- Occupation (F&B Manager, Housekeeping etc.)
- Tasks (Room cleaning, Events etc..)

Example of a favourites list

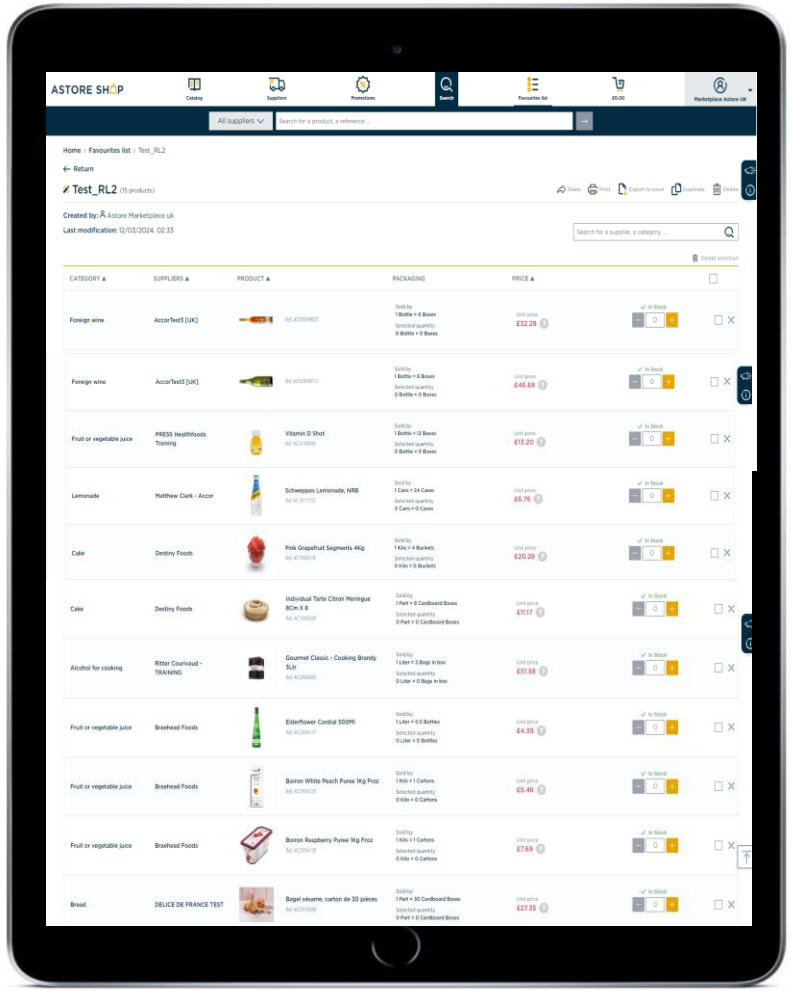


What is a favourites list?

A favourites list is a list to organise items that you order on a regular basis, making it easy to place **recurring orders** whenever you need.

For example, if you know you are going to order the same products for your *breakfast menu.*

You can create a Favourites list and name it “Breakfast“ to have all *your favourite breakfast items ready to order.*



All you have to do is go to your list and add the products to your cart with just a few clicks!

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What are the benefits of using favourites lists?

SAVE TIME	No need to manually search for products, go to your list and add the products to your cart with just a few clicks
AVOID MISTAKES	By pre-defining lists with products and quantities, you can eliminate the risk of forgetting or incorrectly selecting items in your orders
GOOD FOR COMPLIANCE	You can set a list of products for each department e.g. bar or restaurant to better control purchases at an organizational level
SIMPLIFY BUDGETING AND PLANNING	By pre-determining the quantities and frequencies of your recurring orders, you can accurately forecast your expenses

Creating a favourites list – Live demo!

How to create a favourites list

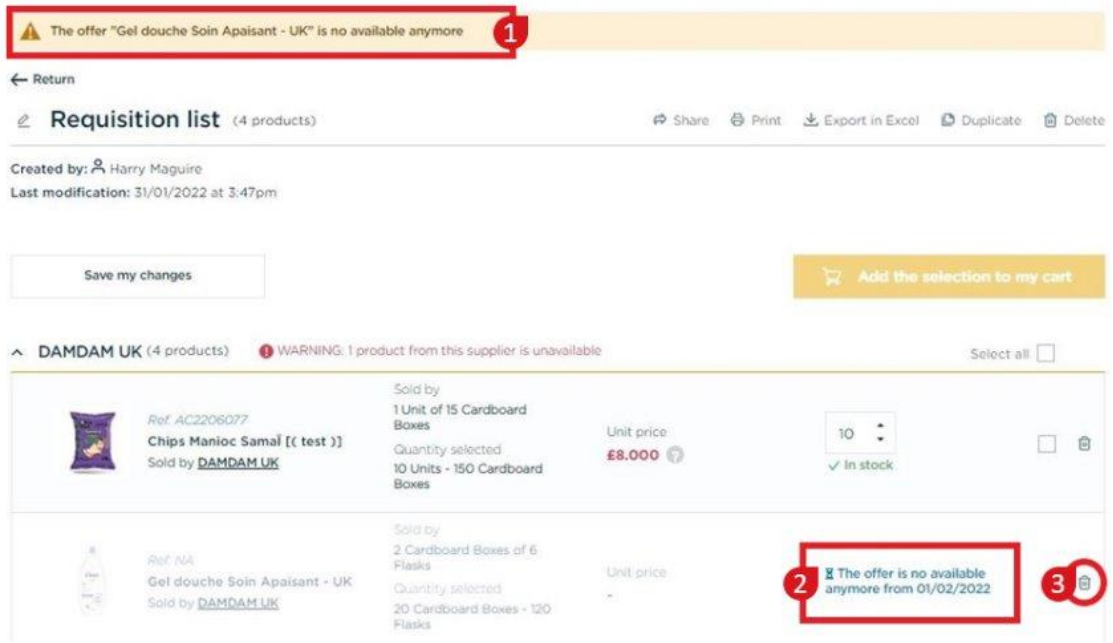
- Create a list from a product page
- Create a list from products in your cart
- Create a list from a previous order
- Add a product to the list

How to manage a favourites list

- Access "My Lists"
- Add products in the list to the cart
- Duplicate a list
- Share a list

Tips & tricks for favourites lists

- “My list”, “Favourites lists” or “Requisition list” all mean the same thing!
- If you share a list and then modify it, those changes are not visible to people with whom you shared the list with previously
- A product may disappear from your list if the supplier deletes the offer (changes the prices or availability of this product). The product is displayed as unavailable in your favourites list and an alert will be displayed at the top of your list.



Useful links on favourites lists

How to create a list? (video tutorial)

How do I add / delete a product in my list?

How to place an order from a list and adapt it to my daily needs?

How to share a list with another user?

How to merge several lists to create a new one in the shopping cart?

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Placing orders

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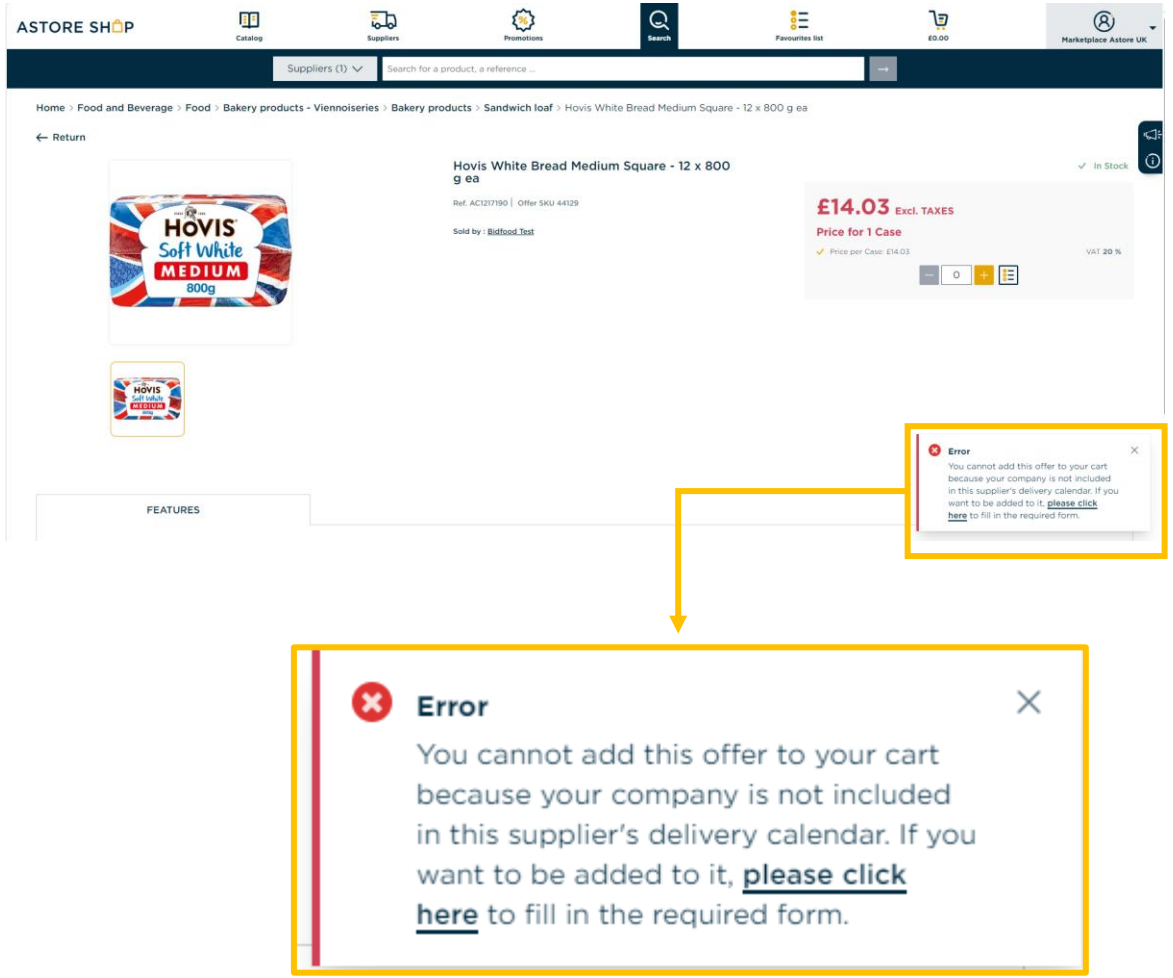
Tips & tricks when placing orders

If you are not able to add a product

- If you are not able to add a product to your cart it is possible that you need to set up an account with that supplier. You need to request “pairing” with the supplier.

- Another reason could be that you are not authorised to purchase this product, it is your company’s rule/policy

- Also, please note that some suppliers define minimum order conditions for their products. Read this article to find out more about suppliers’ order conditions: Where are the order conditions indicated?

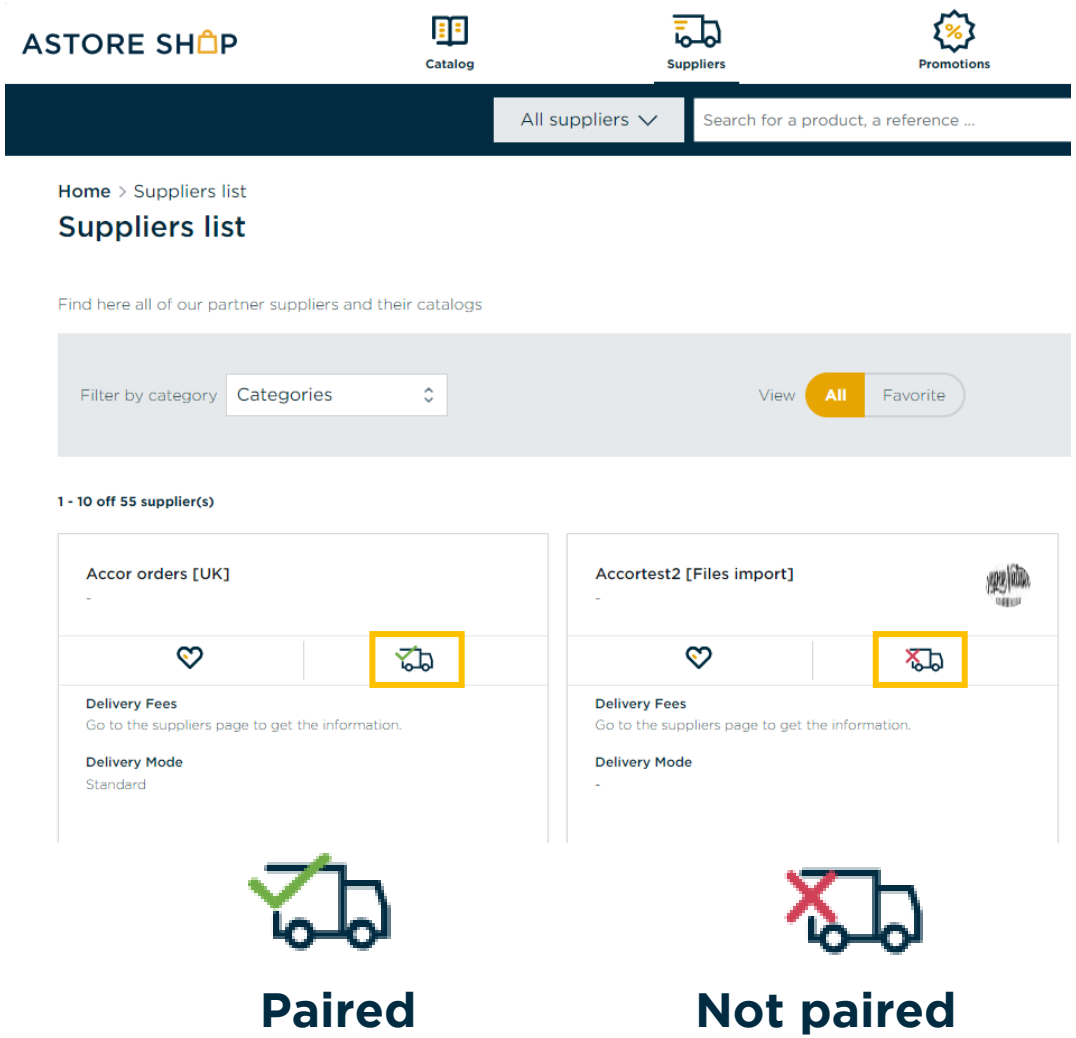


Tips: How to know if you are paired with a supplier?

How do you know if you are “paired” with a supplier, meaning you have set up an account with them and are registered in their delivery rounds?

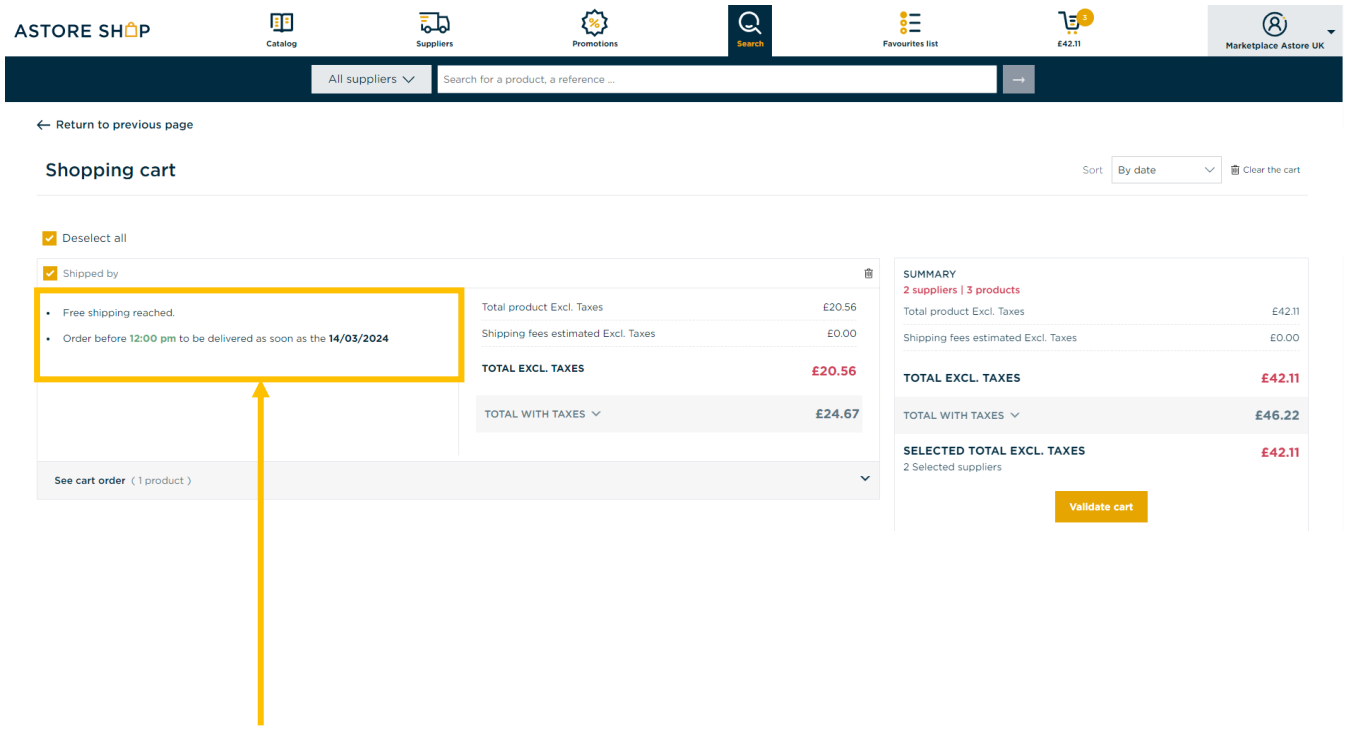
- Go to "Our Suppliers” page to the list of suppliers available on Astore Shop
- For each supplier, you will be able to see the delivery method:
  - Standard
  - Express
  - Delivery rounds
  - Shipping costs not included
- If the calendar icon is dark blue, this means you are paired with the supplier and can place orders with them
- Hover over the calendar icon for more details

For more information, please read the following article: How to know if my hotel is paired with a supplier for delivery ?



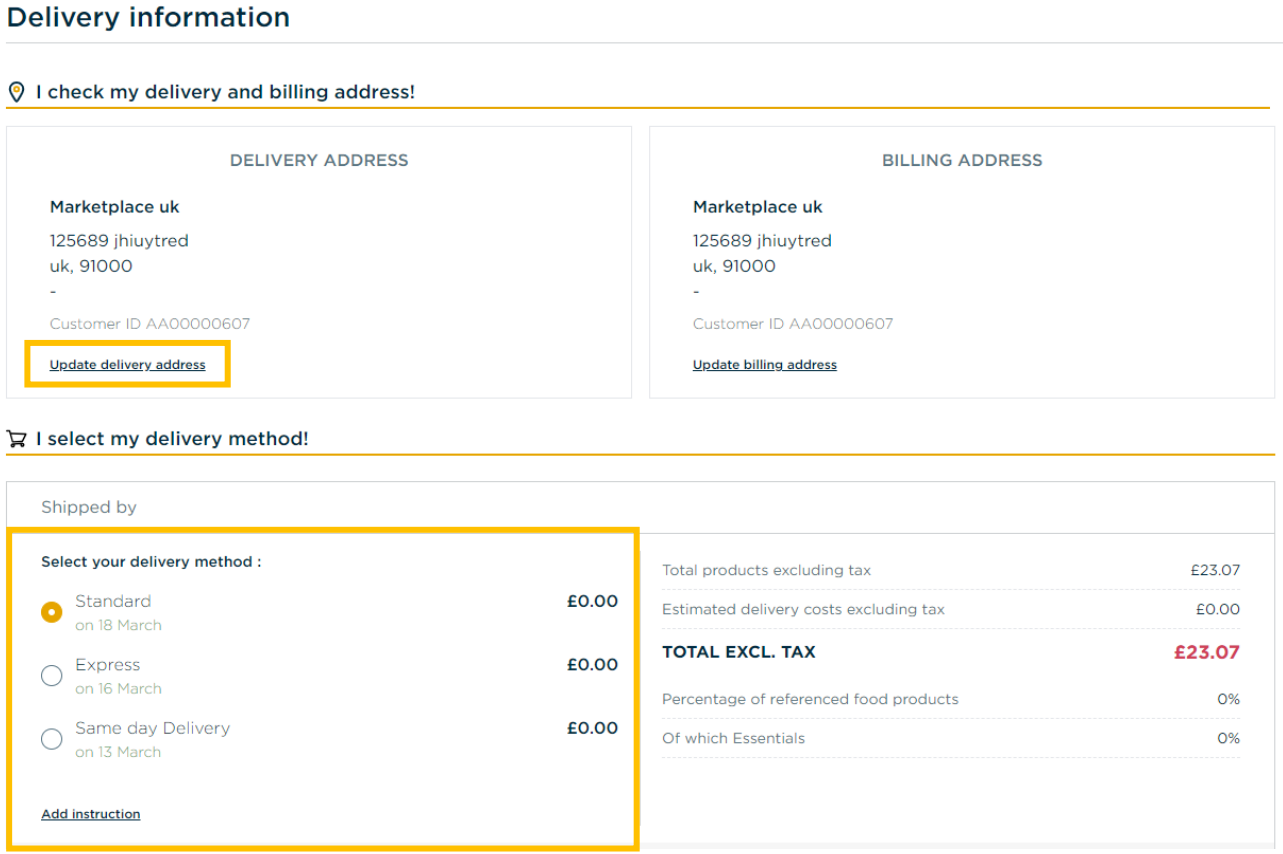
Cart details

- *Minimum order* or amount as per defined by the supplier for you to place an order with them
- Threshold to qualify for free shipping, called *“amount to reach for free shipping”*
- *Cut-off time:* you need to place the order before that time in order to be included in the next delivery round
- Find out more here: [How to place an order on Astore Shop?]



Delivery information

- If you have multiple delivery addresses, you can select the address you wish to use for this order
- Select your preferred delivery method:
  - Standard
  - Express
  - Same day (if available)
- You can add instruction for the supplier in the cart.
- For some products, it is possible to add an instruction at product level. Please read the following article for more information: How to add an instruction per product to your order



Useful links on placing orders

How to place an order on Astore Shop (video tutorial)

How to place an order for the first time with a new supplier?

OTHER USEFUL LINKS

- How to remove a product from my shopping cart?
- How can I choose the delivery method of my order?
- How to add an instruction per product to your order
- How can I partially validate my order?

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Tracking orders

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Tips & tricks for tracking orders

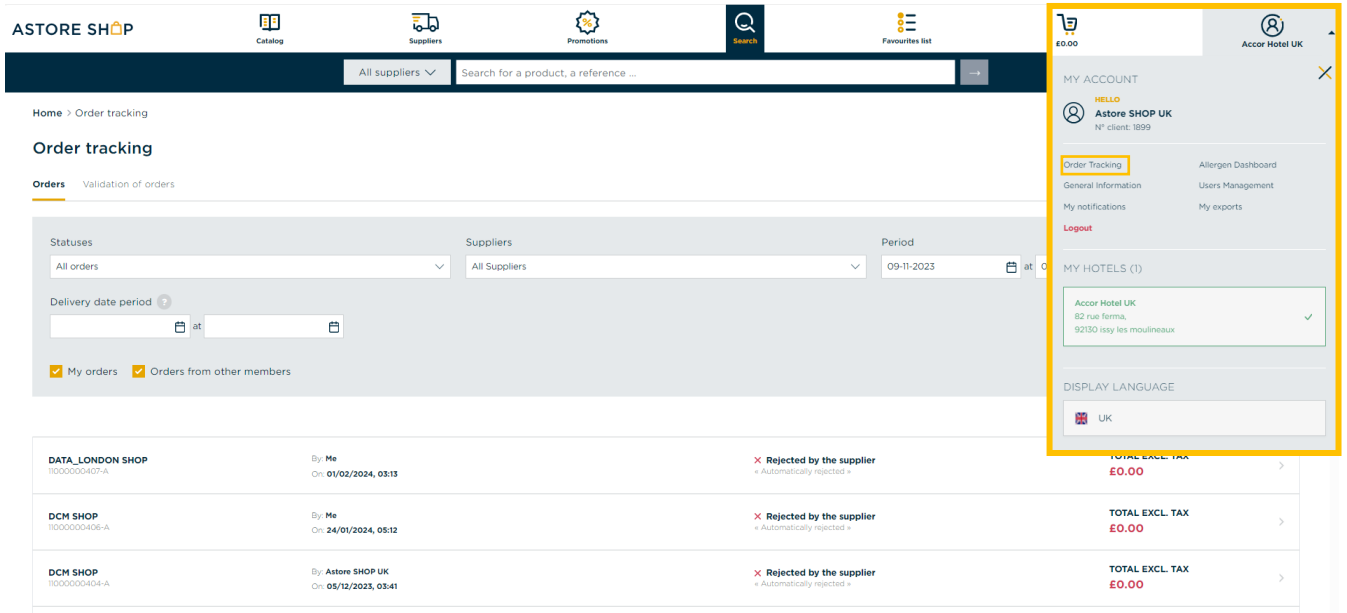
Tracking orders

- You can filter your orders by
  - ✓ Status
  - ✓ Suppliers
  - ✓ Selected delivery date

Please note if a supplier has delayed your delivery or cannot meet your selected delivery date, you will not see that update in this view.

- You can download a purchase order in PDF format

- You can export your order history in an Excel file



Cancelling an order

If you wish to cancel an order, the fastest and most efficient solution is to **contact the supplier directly** by email or telephone. You can find the supplier's contact details in the purchase order (PDF) or by going to the supplier page.

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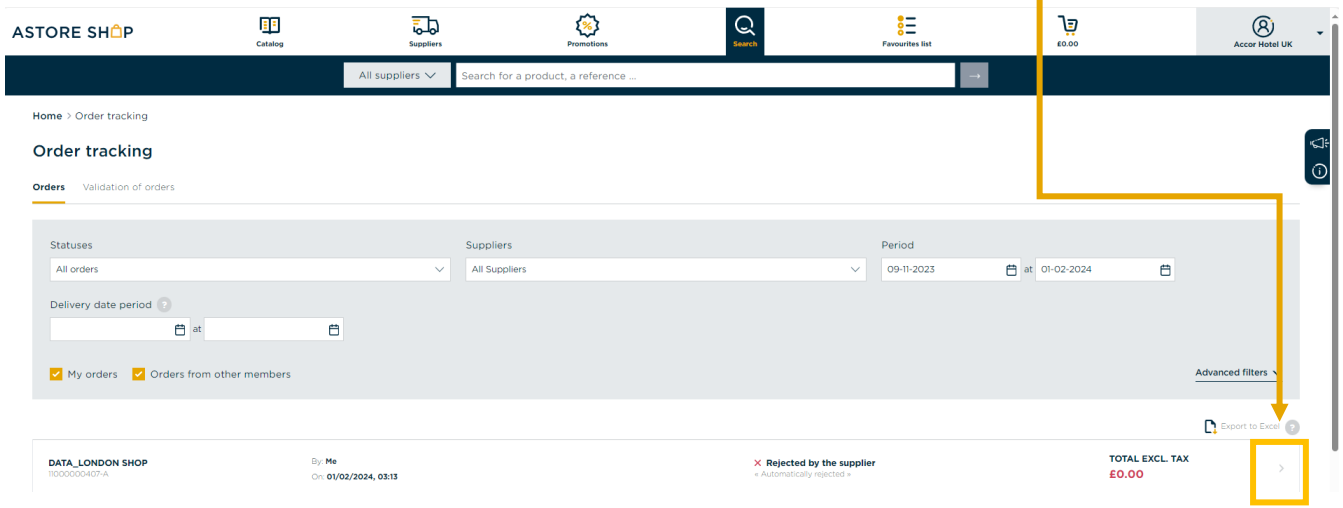
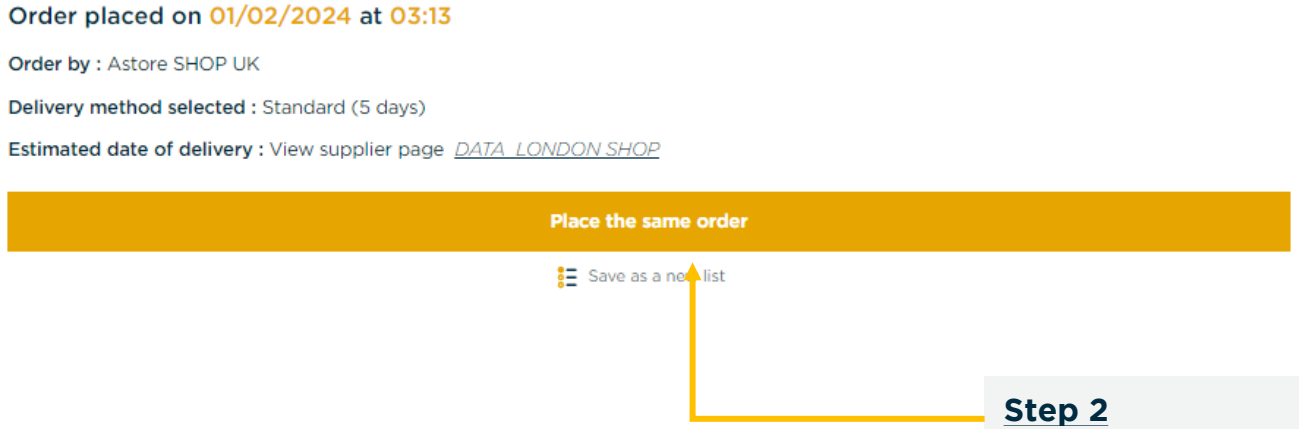
Placing the same order!

- Sometimes, you may have the need to place the exact same order again
- No need to create a new order from scratch and add each product individually again to the cart
- You can use the **"Place the same order"** feature
- This is the quickest and easiest way to place the same order again!
- [Tutorial: How to place the same order?]

Step 1
Open order details





Step 2
Place the same order again

Useful links on tracking orders

How to place the same order?

How to change or cancel an order?

OTHER USEFUL LINKS

- How do I access & export my order history on Astore Shop?
- What are the different statuses of an order?
- How to file a complaint about an order?

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Finding a supplier

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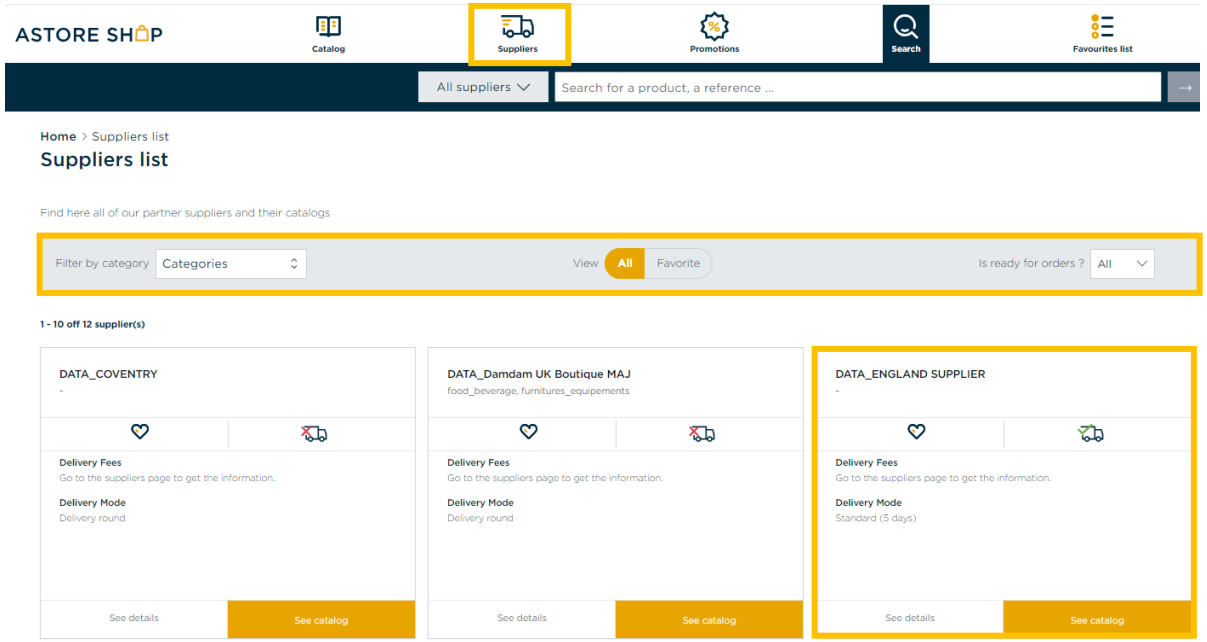
Searching for a supplier on Astore Shop

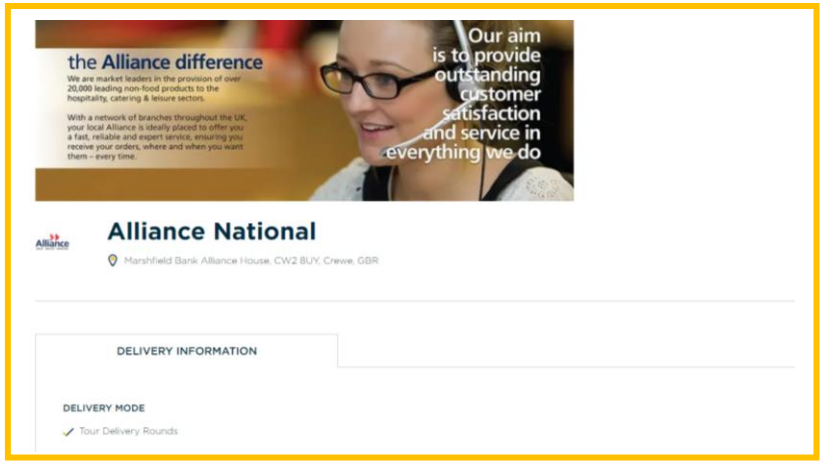
1. Go to “Our Suppliers” tab

2. Search for the supplier using keywords or filters

3. Select a supplier



4. Find all the information you need on the supplier page
   - Contact information
   - Delivery information and terms
   - Conditions of return



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Reaching customer service

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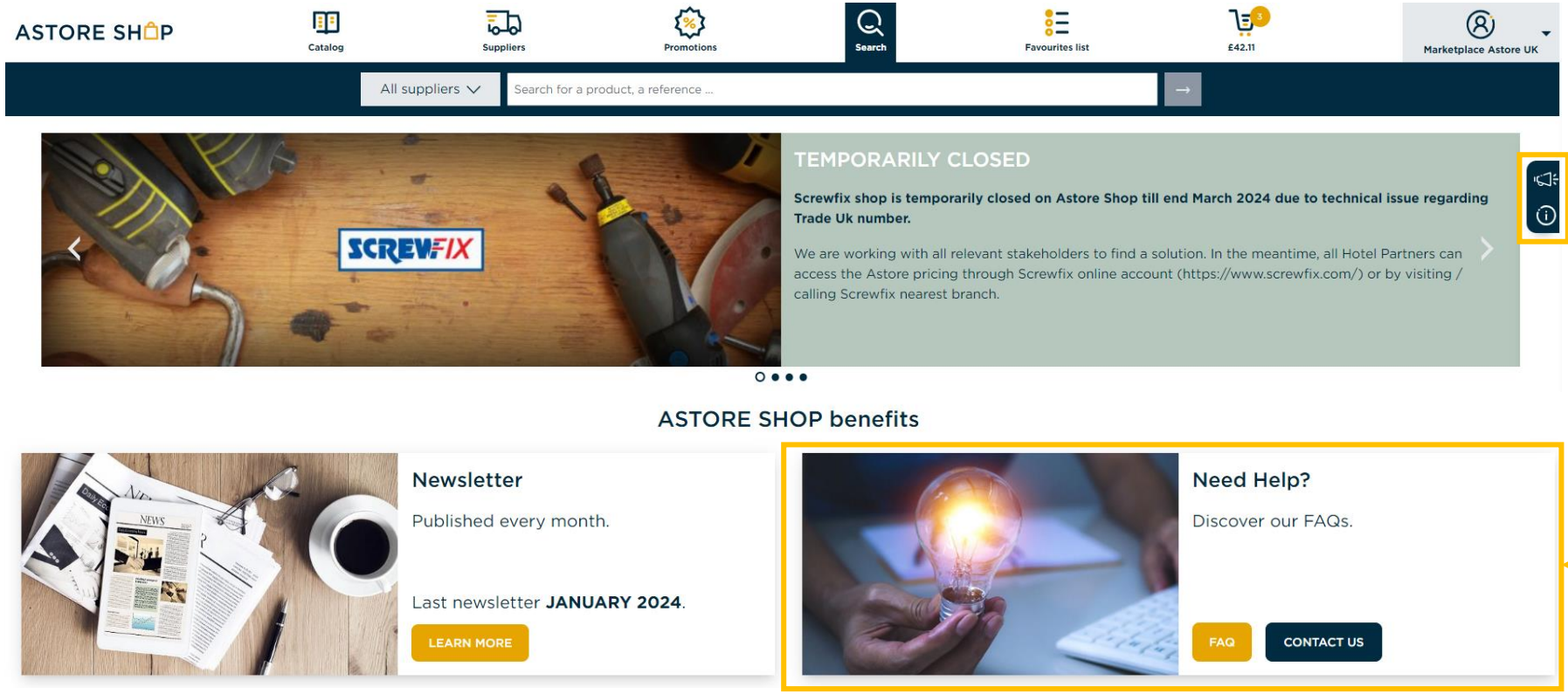
Reaching customer service in Astore Shop

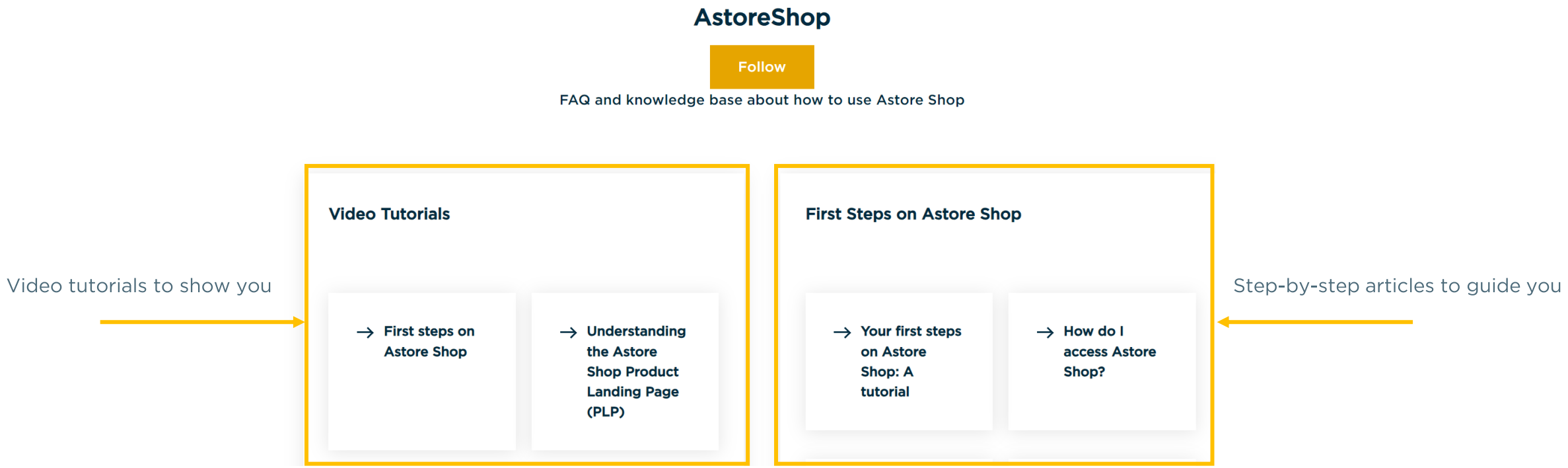


Contact customer service

Knowledge base/ Q&A

- Multiple ways to reach support within Astore Shop
- Access the knowledge base/Q&A where you will find answers to any questions you may have on our procurement services and tools

A question or issue? Find it in our knowledge base!



Find helpful content such as guides, video tutorials articles and FAQs,

all in one convenient location: the **Astore support knowledge base**!

Hotel – Astore Support

Customer service is here to assist you

- **With business related queries**
  - Questions on Astore's procurement range and service
  - Searching for a supplier or product
  - Setting up an account with a supplier…
- **With any questions regarding Astore digital tools**
  - Requesting an Astore Shop account
  - Resetting your password
  - A bug or an issue…
- **For any claims linked to orders or deliveries**

Please note, we recommend you first contact the supplier directly for a quicker response.

Contact customer service through this form:

Submit a request – Astore Support

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PART II

ADVANCED FEATURES

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Managing groups

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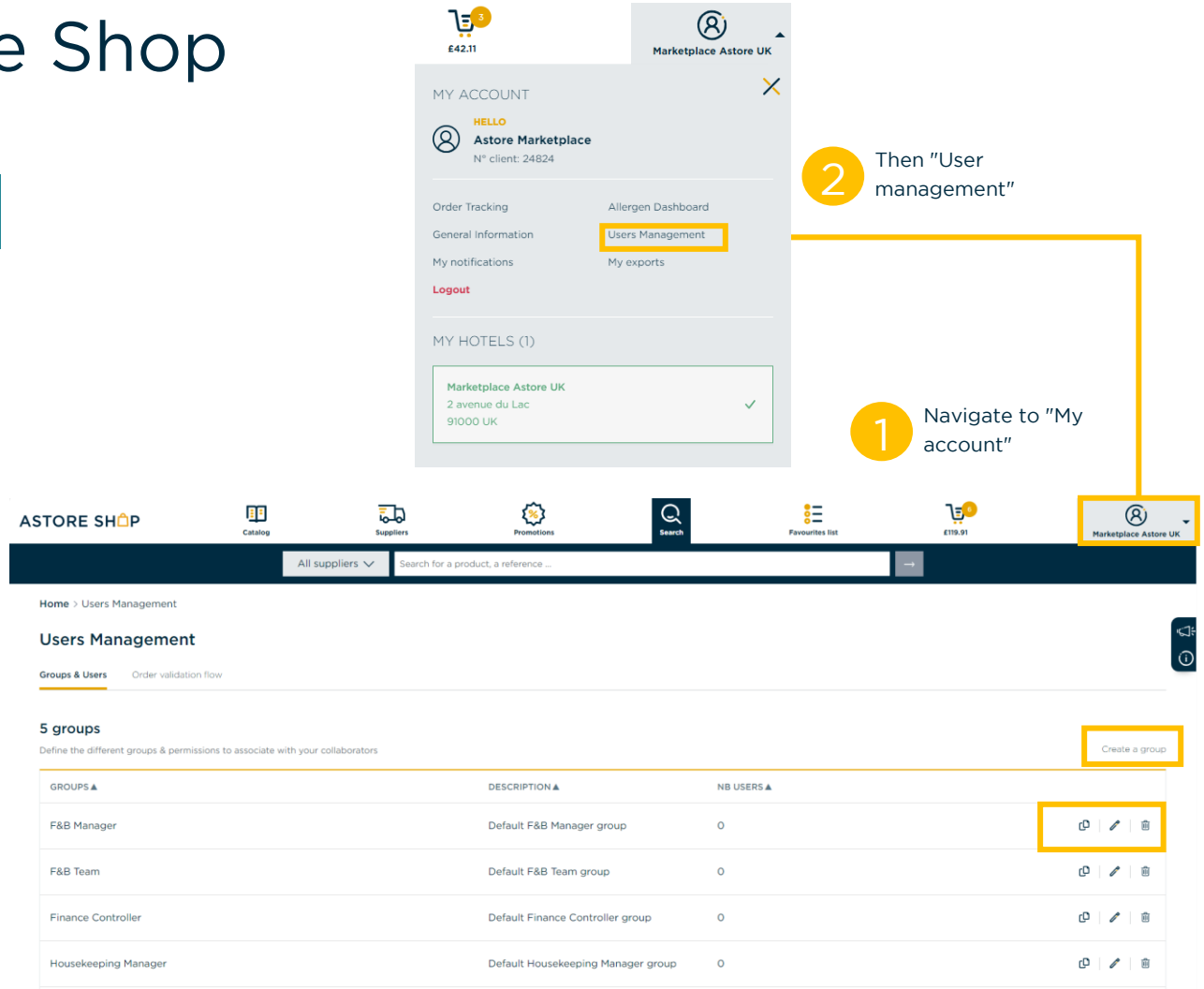
Managing groups in Astore Shop

TIPS

- **In Astore Shop, you need to create groups in order to create users and manage their permissions**
- We recommend using the name that your team uses in its daily work for the group, it makes it easier to identify
- A user can only be assigned to one group
- It is not possible to delete a group if there are users assigned to it or an order is waiting for approval from this group



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User permissions in groups

a. ***Manage organization***: enables access to the "General information" tab

b. ***Manage permission and group:*** enables the access to the Groups creation/modifications/removal pop-in (including permissions). Any user in a group with this permission can create other groups and modify current groups and change permissions.

c. ***Manage users:*** to enable users creation/modification/removal. Any user in a group with this permission enabled will be able to add and edit and delete other users.

d. ***Manage Workflows and threshold:*** enables the creation/modification or removal of orders approval workflow

e. ***Orders approval and validation:*** enables the users of this group to approve or validate Purchase orders if they are in orders approvals workflows. This needs to be selected if the users need to approve or validate purchase orders.

f. ***Send orders:*** enables the users to create Purchase orders

g. ***View all orders:*** enables the user to see all the orders created by someone in the hotel (except the orders created by the company admin). If this is not enabled the user can only see their own orders, the orders of other members in their group, and orders of people below them in the hierarchy.

h. ***All orders approval and validation:*** enables the users to approve or validate **ALL** the orders waiting for approval in the hotel, even if this group is not in the approval chain.

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Managing users

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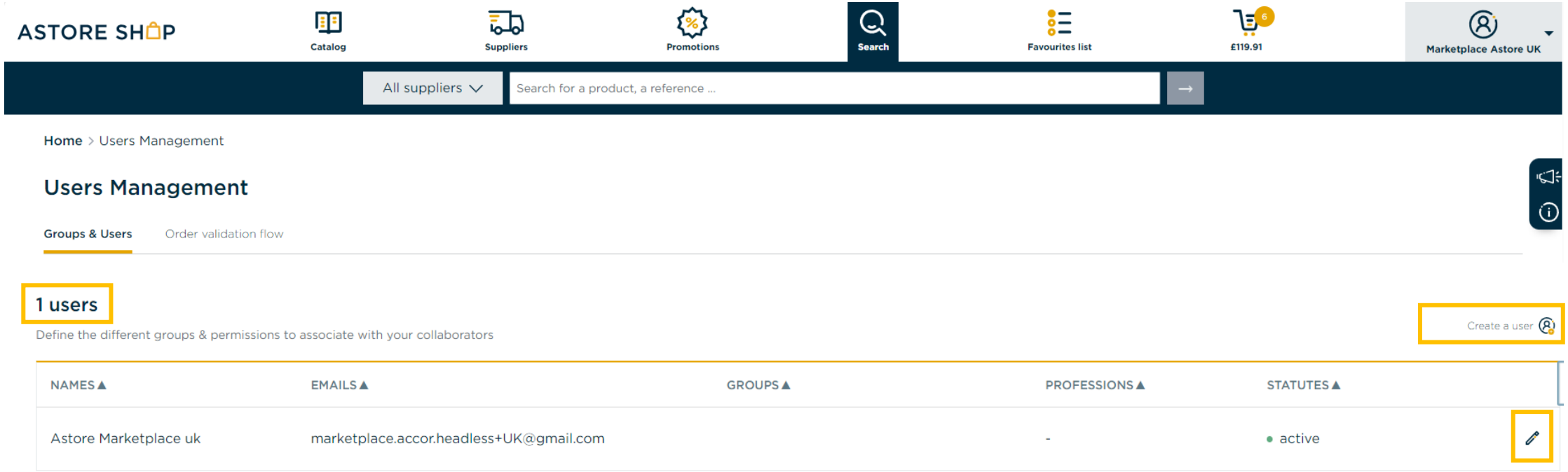
Managing users in Astore Shop



TIPS

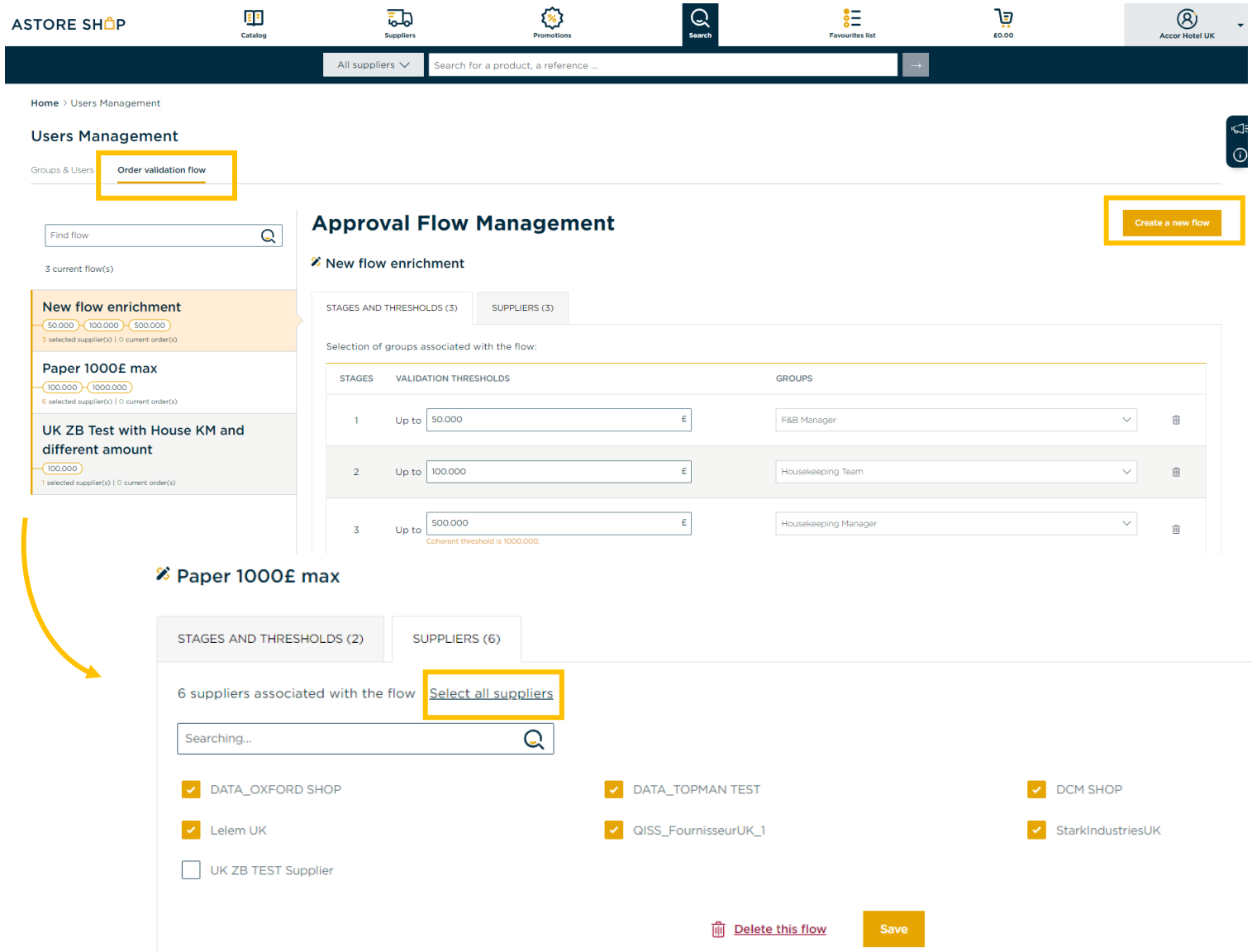
- Every user that you create gets their own profile on Astore Shop (their login will be the e-mail address provided)
- If you share a generic email address with your colleagues, you will all share the same login to Astore Shop. If you have different approval workflows, it is recommended to create individual email addresses to have your own account.
- It is important to provide the user's correct mobile phone number as it will appear on the purchase order, enabling suppliers to directly contact the person who placed the order thereby saving time (avoid going through a hotel operator or front office desk)

Creating an order approval workflow

TIPS

- For each group of users, if you want to apply the same rule for all suppliers then click on “select all”
- To avoid issues when someone is OOO, we suggest assigning the "All orders approval and validation" rights to a group of at least two people
- It is not possible to have the same group in several steps of the workflow

  Please read these guidelines on [Rules to consider when creating approval workflows]
- It is not possible to delete a workflow if an order is waiting for approval



Useful links for user and group management

How do I create users ?

How to create a group ? (video tutorial)

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Order approval workflows

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Creating an approval workflow

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Foundations for creating an approval workflow

Roles in the approval workflow

PO creators
The groups of users who create the purchase order (PO)

PO approvers
The group of users who can approve a purchase order sent by the PO creators

Approval workflow checklist

- Who raises the purchase orders, who are your “PO creators”?
- Who approves the PO, who are your “PO approvers”?
- What thresholds for each group of “PO creators”?
- Which suppliers does it apply to?

IMPORTANT

The rules of an approval workflow only apply to the users/groups who are “PO creators”

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Approving or declining orders

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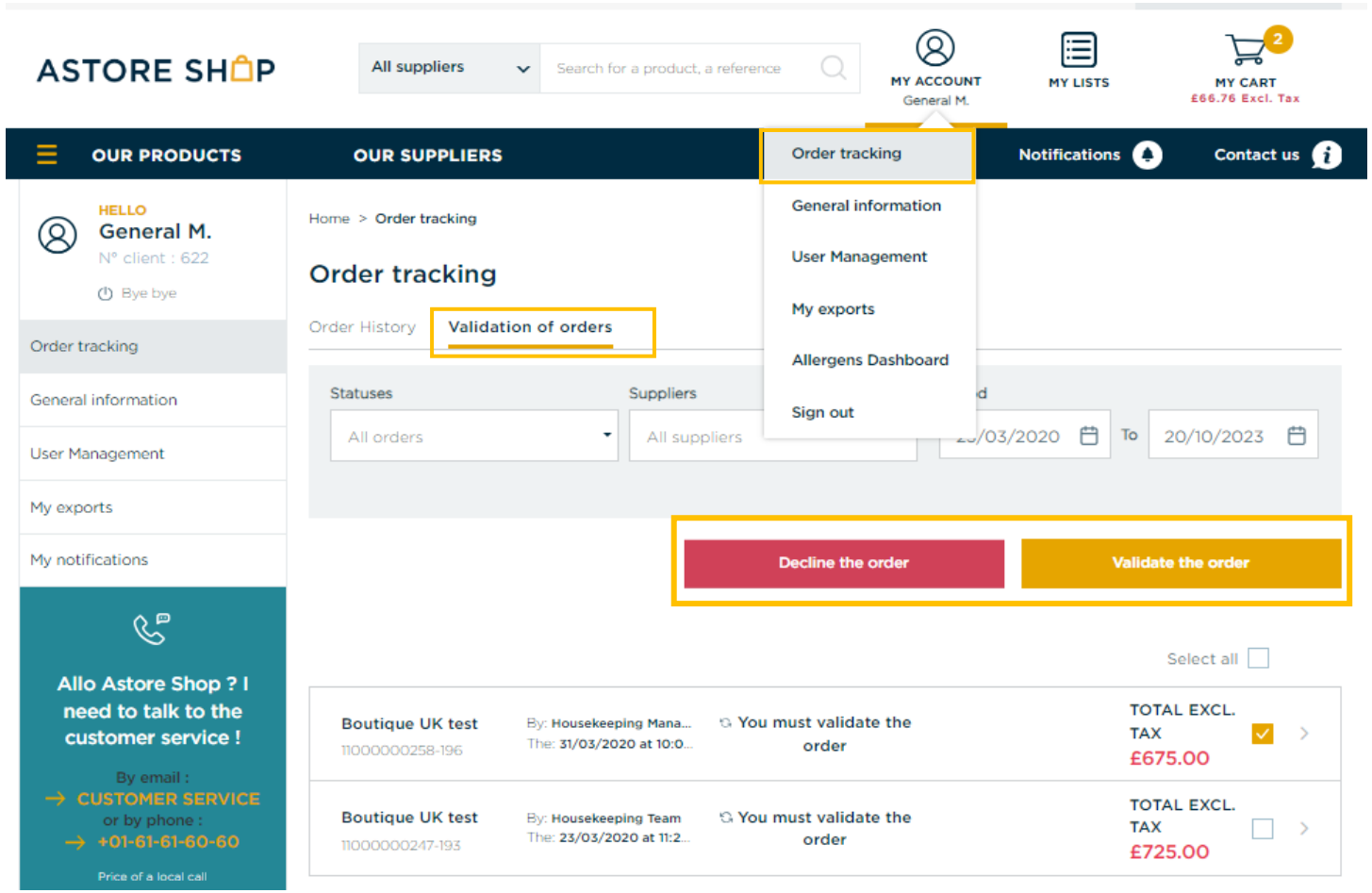
Approving or declining an order

1 Go to “Order tracking” under “My Account”

2 “Validation of orders” tab



4 Validate or decline the order

3 Click on the order to see order details

[Video tutorial: How to approve or decline an order?]

Useful links on approval workflows

Training videos for the approval workflow feature

Useful information : rules to consider when creating approval workflows

Company admins in approval workflows

How to visualize and modify the approval rules?

How to modify a purchase order waiting for approval ?

How to approve or decline an order?

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Conclusion

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Thank you!

Thank you for following this training webinar on Astore Shop. We hope you found it useful.

Please take a minute of your time to fill in this form and share your feedback on this webinar. It will help us to continuously improve the quality of the training.

Astore Shop webinar - satisfaction survey

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