

Welcome to the
ASTORE SHOP
training webinar!





— 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





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



ASTORE SHOP

training webinar

PART I

FUNDAMENTALS



ASTORE SHOP
training webinar
Introducing
Astore Shop





— Astore Shop gets a makeover - *Teaser video*





What is Astore Shop?

ONE-STOP SHOP

A single platform covering your everyday operational needs

COMPETITIVE PRICES

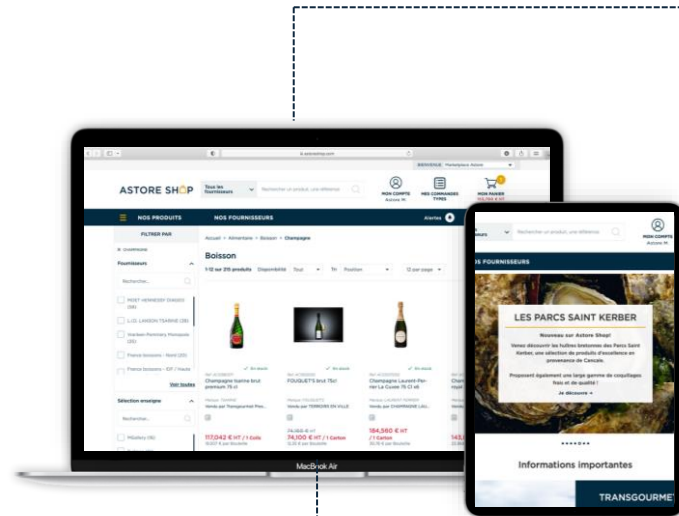
The best deals negotiated for our hotels and partners

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



Log in to your local Astore Shop

ASTORE SHOP



-  Belgique FR
-  België NL
-  Deutschland
-  España
-  France
-  Nederland
-  Polska
-  Portugal
-  United Kingdom



Welcome to our online ordering platform at the service of hospitality!

Email 

This field is required

Password 

This field is required

Sign in

[Forgot password?](#)

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!

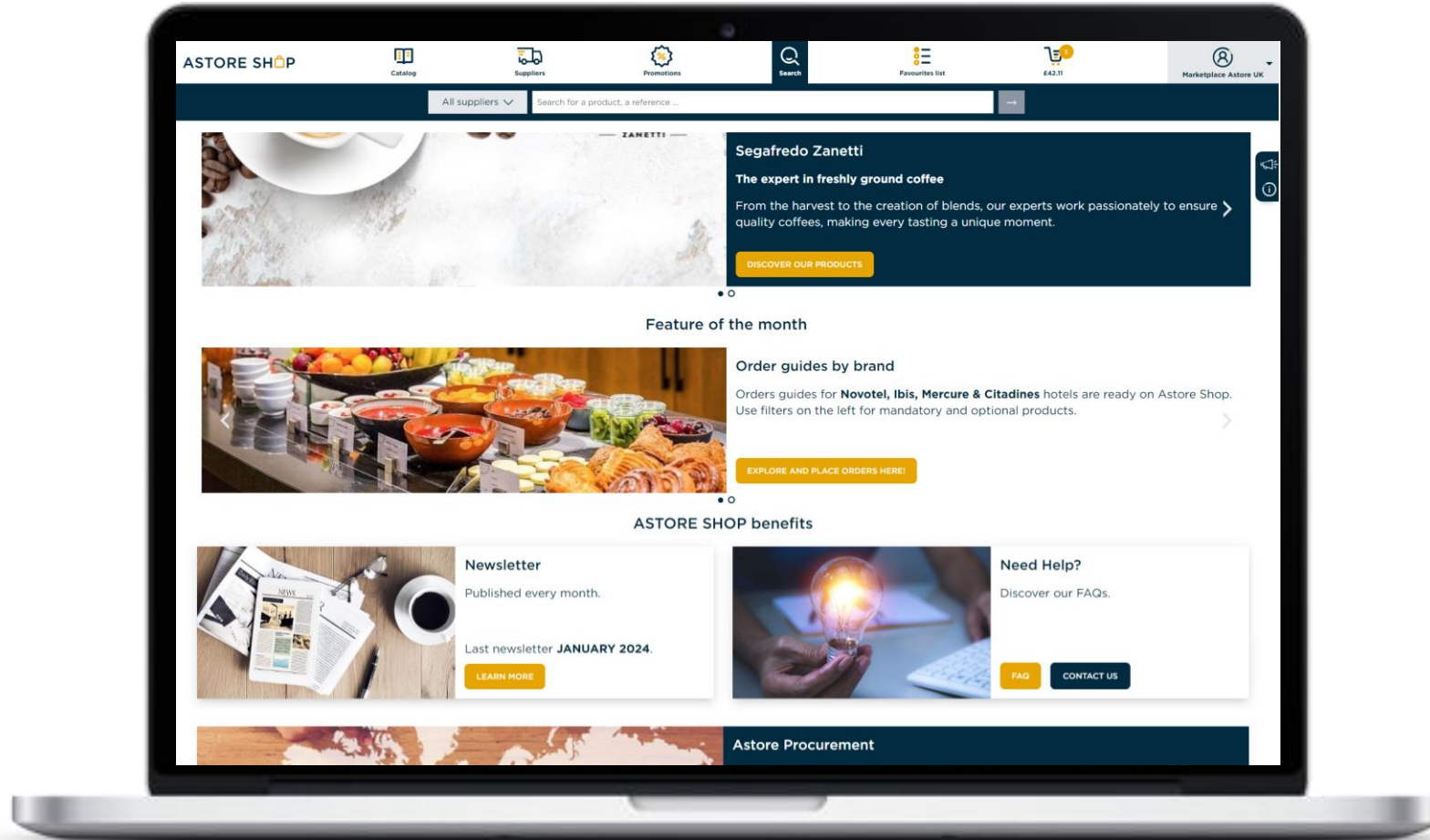
If you are unable to access Astore Shop and have tried all the options suggested here

Please contact customer service using this form:

[Submit a request – Astore Support](#)




Discover the homepage






Homepage – News sliders



BACARDI

Discover the Bacardi selection to create your best cocktails!

[DISCOVER THE CATALOGUE](#)



Segafredo Zanetti

The expert in freshly ground coffee

From the harvest to the creation of blends, our experts work passionately to ensure quality coffees, making every tasting a unique moment.

[DISCOVER OUR PRODUCTS](#)

- 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

Feature of the month



Order guides by brand

Orders guides for **Novotel, Ibis, Mercure & Citadines** hotels are ready on Astore Shop. Use filters on the left for mandatory and optional products.

[EXPLORE AND PLACE ORDERS HERE!](#)



New Astore Shop training webinar

Get ready to boost your skills in Astore Shop! 🚀 Join our **webinar in English on the upcoming 15/3**. Are you looking to enhance your knowledge or master the advanced features of Astore Shop? Don't miss out!

[SIGN UP HERE TO A WEBINAR SESSION](#)

[FIND OUT MORE ABOUT OUR ASTORE SHOP WEBINARS HERE](#)

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



— Homepage – Link to the Supplier Directory

ASTORE SHOP benefits

The screenshot shows three promotional cards under the heading 'ASTORE SHOP benefits'. The first card, 'Newsletter', features an image of newspapers and a coffee cup, with text 'Published every month.' and 'Last newsletter JANUARY 2024.' and a 'LEARN MORE' button. The second card, 'Need Help?', features an image of a hand holding a glowing lightbulb, with text 'Discover our FAQs.' and 'FAQ' and 'CONTACT US' buttons. The third card, 'Astore Procurement', features a world map and text 'Find out the list of nominated supplier including services' and a 'CLICK HERE TO ACCESS' button. A yellow box highlights the 'Astore Procurement' card.

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



AstoreProcurement.com Supplier Directory

ALL YOUR SUPPLIERS IN ONE PLACE

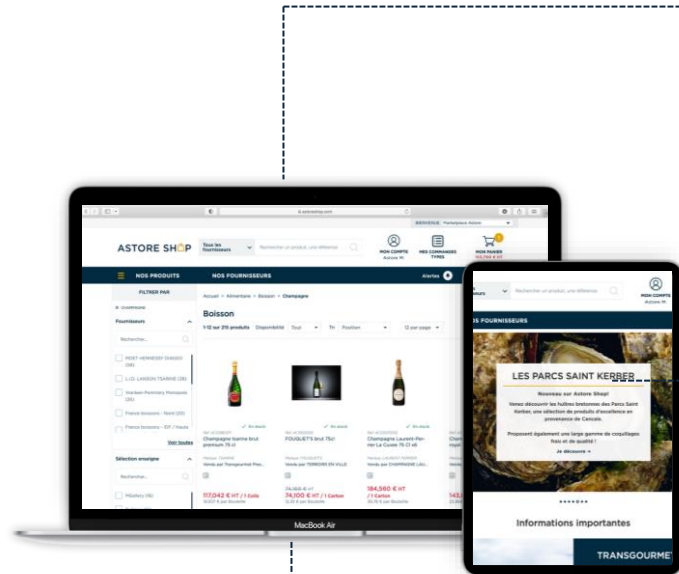
Direct access to all our referenced suppliers available by country

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



— 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.

The screenshot displays the Astore Shop user interface. At the top, there are navigation icons for Catalog, Suppliers, Promotions, Search, Favourites list, and a shopping cart showing £42.11. The main header includes the Astore Shop logo and a search bar. The user is logged in as 'HELLO Astore Marketplace' with client number 'N° client: 24824'. A 'MY ACCOUNT' dropdown menu is open, showing options: Order Tracking, General Information, My notifications, Logout, Allergen Dashboard, Users Management, and My exports. Below this, a 'MY HOTELS (1)' section features a dropdown menu with 'Marketplace Astore UK' selected, showing the address '2 avenue du Lac, 91000 UK'. A 'DISPLAY LANGUAGE' section at the bottom shows 'UK' selected. A yellow box highlights the 'MY HOTELS (1)' dropdown menu, and a yellow arrow points from the top right corner of the page to this menu.

ASTORE SHOP
training webinar
Searching for a
product





— 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



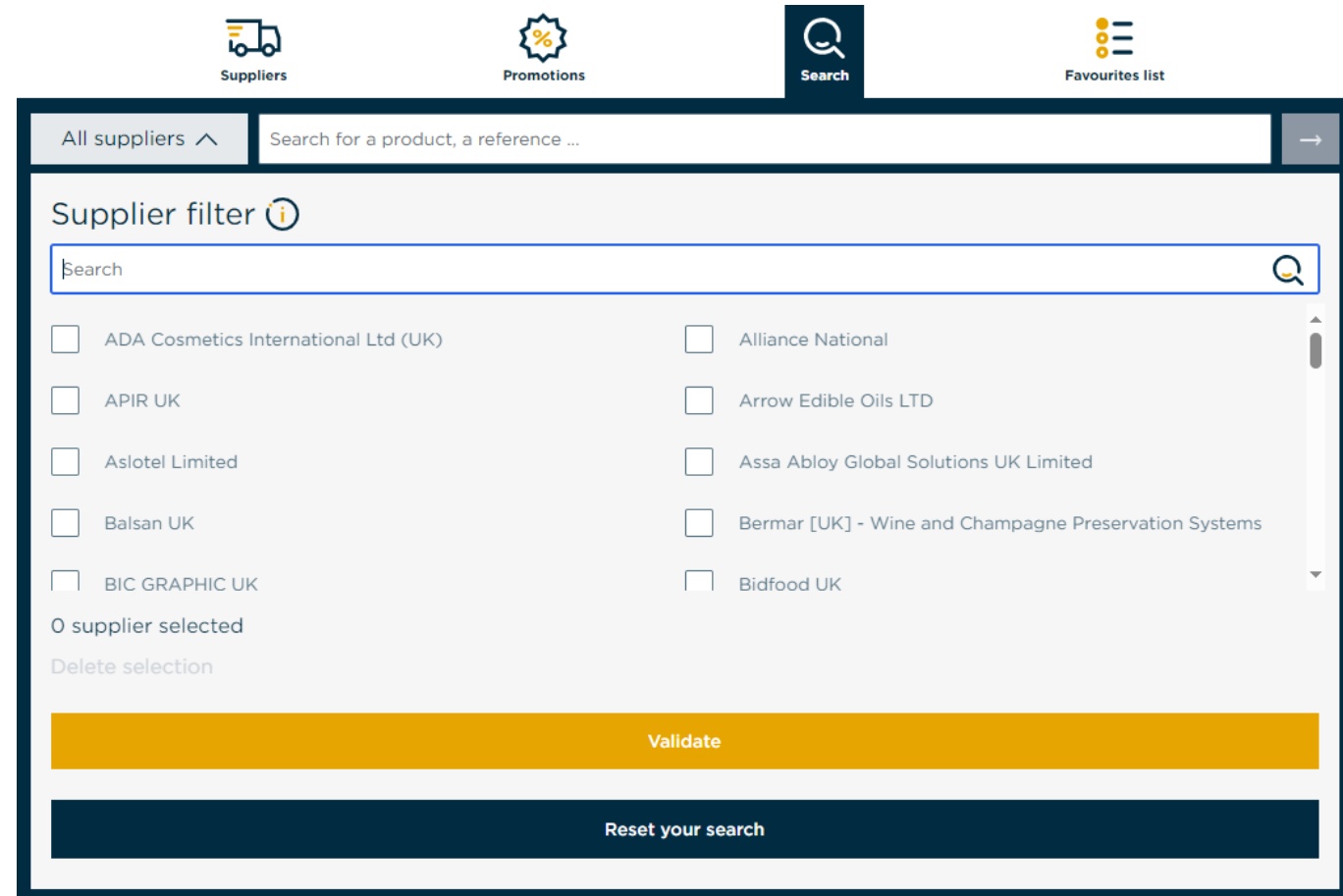
Filters to refine your search

The screenshot displays the ASTORE SHOP interface. At the top, there is a navigation bar with icons for Catalog, Suppliers, Promotions, Search, Favourites list, and a shopping cart containing 3 items for £42.11. Below the navigation bar is a search bar with the text "All suppliers" and "Search for a product, a reference ...". The main content area shows a breadcrumb trail: "Home > Food and Beverage > Food". A filter overlay is open, listing various filter categories: Category, Suppliers, Brand selection, Product brand, Quality and origin standards, Storage temperature, Country of origin, Allergen free product, Kosher, and Halal. The search results are displayed in a grid of five product cards. The first card shows "LEMON PP 1 X 2KG" with a price of £5.08. The second card shows "K BACON 1 X 2.27KG" with a price of £6.14. The third card shows "WATER MELON EACH SP" with a price of £5.18. The fourth card shows "SLICED COOKED HAM 500G" with a price of £5.72. The fifth card shows "MILK SEMI SKIMMED 4 X2LTR" with a price of £5.57. Each card includes a product image, a status indicator (In Stock), a reference number, a description, a price per unit, and a quantity selector.



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*





— 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!

The screenshot shows the Astore Shop interface. At the top, there is a navigation bar with the logo 'ASTORE SHOP' and a shopping bag icon. To the right of the logo are three icons: 'Catalog', 'Suppliers', and 'Promotions'. The 'Promotions' icon, which features a gear with a percentage sign, is highlighted with a yellow box and has a yellow arrow pointing down to it from above. Below the navigation bar is a sidebar menu with the following items: 'Food and Beverage', 'Non-food', 'High-Tech & IT', 'Amenities', 'Alternatives to Single use plastic', and 'Booklets'. The 'Alternatives to Single use plastic' item is highlighted with a yellow box and has a yellow arrow pointing left to it from the right. The main content area shows the breadcrumb 'Home > Alternatives to Single use plastic'. Below this is a filter section with a funnel icon, '1-18 on 267 products', 'Availability All', 'Sort Position', and '18 per page'. The product grid contains five items, each with an image, a 'In Stock' status, and a reference number:

Product Image	Reference Number	Product Name	Status
	Ref.: AC2084515	Ubley Greek Style Natural Yogurt - 1 x 5 KG PK	✓ In Stock
	Ref.: AC1840320	COCA COLA ICON NRB 330x24	✓ In Stock
	Ref.: AC1840515	DIET COKE ICON GLAS NRB 330x24	✓ In Stock
	Ref.: AC1845726	YOGURT STIRRED NAT LOWFAT X5KG	✓ In Stock
	Ref.: AC1840562	Coke Zero Sugar Icon Glass, NRB	✓ In Stock

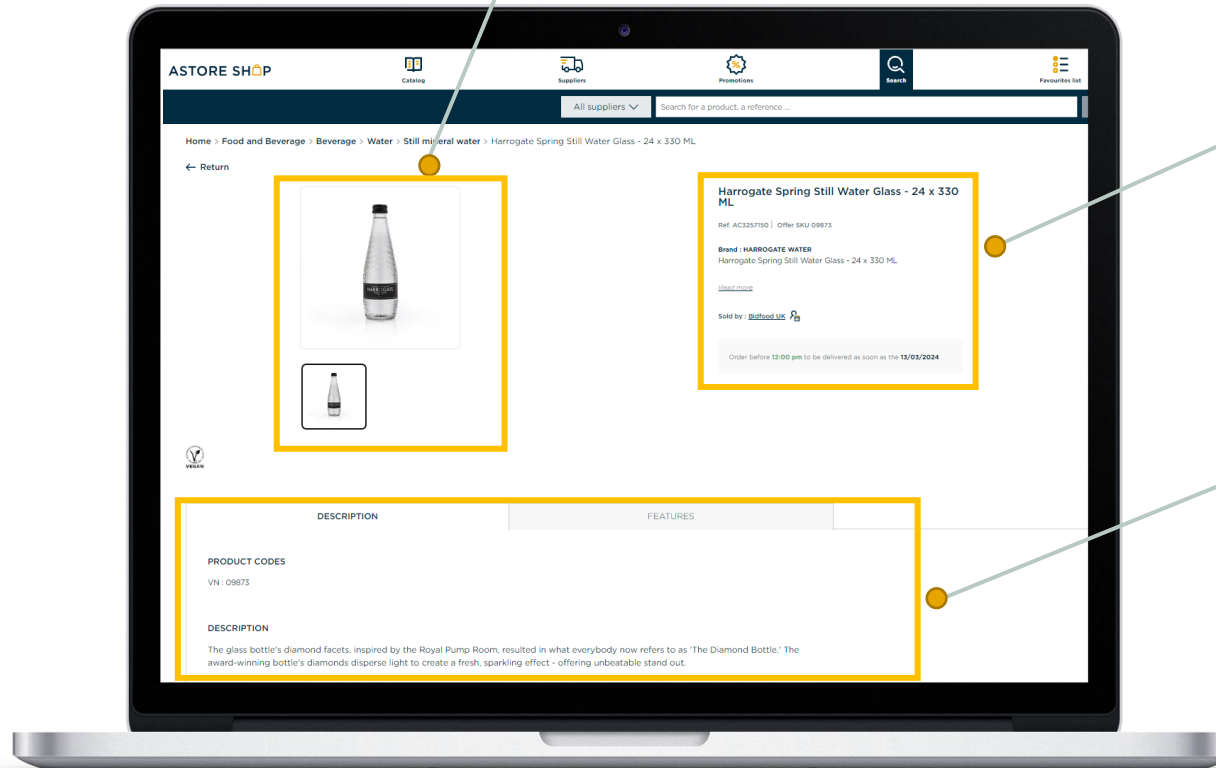
ASTORE SHOP
training webinar
Choosing a
product





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 the 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

The screenshot displays the Astore Shop interface. At the top, the 'ASTORE SHOP' logo is visible. A 'Catalog' button is highlighted with a yellow box. Below the logo, a navigation menu lists categories: Food and Beverage, Non-food, High-Tech & IT, Amenities, Alternatives to Single use plastic, and Booklets. The 'Booklets' category is highlighted with a yellow box. A dropdown menu is open for 'Booklets', showing options like '> See all products', 'Booklets - Ibis Budget', 'Booklets - Ibis', 'Booklets - Mercure', 'Booklets - Novotel', 'Booklets - Citadines', 'Booklet - Christmas', and 'Novotel Wine Menu 2024'. A yellow arrow points to the 'See all products' link. Below the menu, the breadcrumb trail reads 'Home > Booklets > Booklets - Ibis Budget'. A filter icon (funnel) is highlighted with a yellow box and a yellow arrow. The product list shows four items, each with an image, a 'Vegan' icon, 'In Stock' status, reference number, and description:

Product Name	Reference Number	Brand	Sold by
Tiptree Honey - 72 x 28 G	Ref: AC2083313	TIPTREE	Bidfood UK
Everyday Favourites Strawberry Jam - 4 x 2.72 KG	Ref: AC2084283	EVERYDAY FAVOURITES	Bidfood UK
Everyday Favourites Monterey Jack Cheese Slices - 6 x 1 KG PK	Ref: AC2083626	EVERYDAY FAVOURITES	Bidfood UK
Twinnings Everyday Tea Tag and Envelope - 1 x 1000 EA PK	Ref: AC2085888	TWINNINGS	Bidfood UK



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? \(labels\)](#)

The screenshot displays a procurement system interface. On the left, a sidebar contains filters: 'Wine colour', 'Quality and origin standards', and 'Storage temperature'. The 'Quality and origin standards' filter is highlighted with a yellow box and contains a search bar and several checkboxes with counts: VEGAN (2039), Rain Forest Alliance (87), Nespresso AAA Sustainable Quality (78), PGI (Protected Geographical Indication) (38), Soil Association (14), and Fair Trade (12). A yellow arrow points from this filter to a product sheet. The main area shows two product cards: 'Pure Fine Select Vista Fairtrade Chocolate Powder 10 X 1kg' (Ref: AC4681188) and 'Smokin Bean Rocha FT 8x1kg' (Ref: AC05062517). Both cards have a small circular icon with a leaf and a checkmark, and are marked 'In Stock'. The bottom of the page shows a breadcrumb trail: 'Home > Food and Beverage > Food > Café > Tea > Loose > Suki Earl Grey Tea (fairtrade, Rainforest Alliance) 1 X 500g'. Below the breadcrumb is a 'Return' link and a large image of the tea. To the right of the image is the product title 'Suki Earl Grey Tea (fairtrade, Rainforest Alliance) 1 X 500g', reference 'Ref. AC4681320 | Offer SKU 488396', manufacturer 'TCHIBO COFFEE', brand 'SUKI TEA MAKERS', packaging 'Sold by 1 Unit - 1 Unit' and '1 Unit per Unit', and sold by 'Matthew Algie & Company Limited'. A yellow box highlights a row of icons at the bottom of the product sheet, including a leaf icon, a 'taste' icon, and a circular icon with a leaf.





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

The screenshot displays the Astore Shop interface for the 'Les produits de votre région' section. The top navigation bar includes 'ASTORE SHOP', 'Catalogue', 'Fournisseurs', 'Promotions', 'Rechercher', and 'Commandes types'. The left sidebar lists categories such as 'Alimentaire', 'Non alimentaire', 'High-Tech & Informatique', 'Services', 'Les produits de votre région', 'Alternatives au plastique à usage unique', 'Cahiers de référencements', and 'Paris 2024'. The main content area features a map of France titled 'LA CARTE DE VOS REGIONS'. Below the map, two product cards are shown:

- Product 1:** Tagliatelle 7 mm 7 oeufs frais 3 kg. Reference: AC0384241. Price: 21,423 € HT / 1 Collis. Prix par Kilo: 7,141 €.
- Product 2:** Spaetzle aux oeufs frais 1,5 kg, Sac de 1.5 Kilo. Reference: AC05066258. Price: 8,649 € HT / 1 Sac. Prix par Kilo: 5,766 €.

The filter sidebar is open, showing the following options:

- Catégorie:** Auvergne-Rhône-Alpes (430), Bourgogne-Franche-Comté (156), Bretagne (118), Centre-Val de Loire (132), Grand Est (189), Hauts-de-France (150), Ile-de-France (38), Normandie (80).
- Fournisseurs:** (dropdown)
- Politique plastique à usage unique:** (dropdown)
- Sélection enseigne:** (dropdown)
- Marque produit:** (dropdown)
- Signe de qualité ou d'origine:** (dropdown)



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

ASTORE SHOP

Catalog Suppliers £42.11 Marketplace Astore UK

All suppliers Search for a p

Home > Allergen Dashboard

Allergen Dashboard

Please find below the list of products with new information on their allergens. Please note that each

782 products

ACCOR SKUS	SUPPLIER	PRODUCT INFORMATION
Ref. AC05186326	Bidfood UK SKU offer 17490	Cadbury Dairy Milk Giant Buttons Egg - 12 x 96 G
Ref. AC05186325	Bidfood UK SKU offer 03719	MALTESERS MEDIUM EC x 9x127 G PK
Ref. AC05184501	Matthew Clark - Accor SKU offer 00045731	Corona Extra Keg 30ltr
Ref. AC05178996	Reynolds Catering Supplies SKU offer 529FKG	FROZEN SMOKED COD ROE PER KG
Ref. AC05176141	Matthew Clark - Accor SKU offer 00039561	JJ Whitley Vanilla Vodka

MY ACCOUNT

HELLO Astore Marketplace
N° client: 24824

Order Tracking Allergen Dashboard
General Information Users Management
My notifications My exports
Logout

MY HOTELS (1)

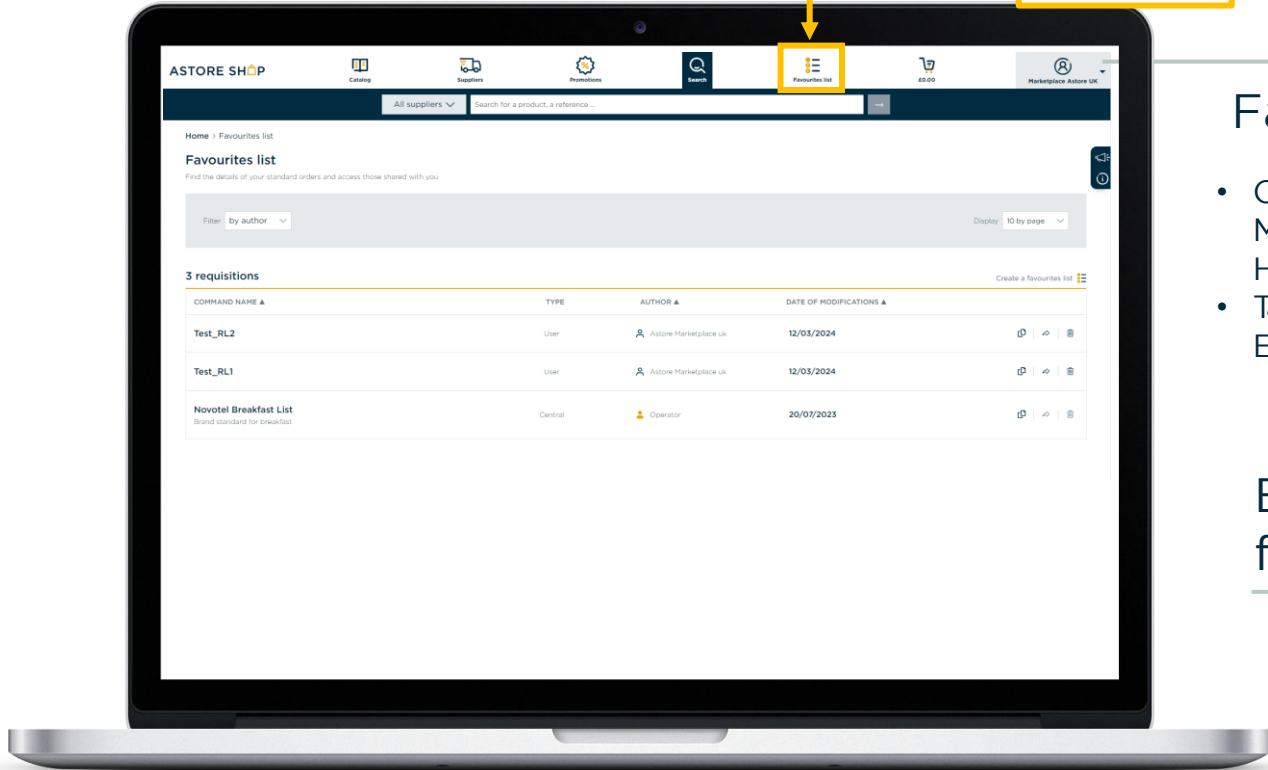
Marketplace Astore UK
2 avenue du Lac
91000 UK

ASTORE SHOP
training webinar
Favourites lists





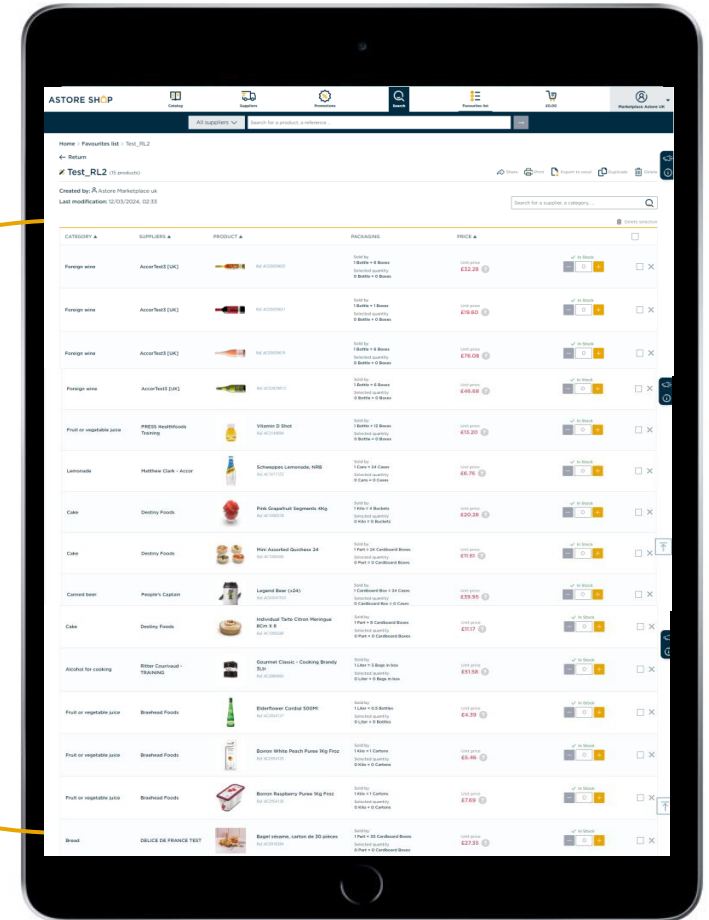
Simplified order management with favourites lists



Favourites lists

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

Example of a favourites list



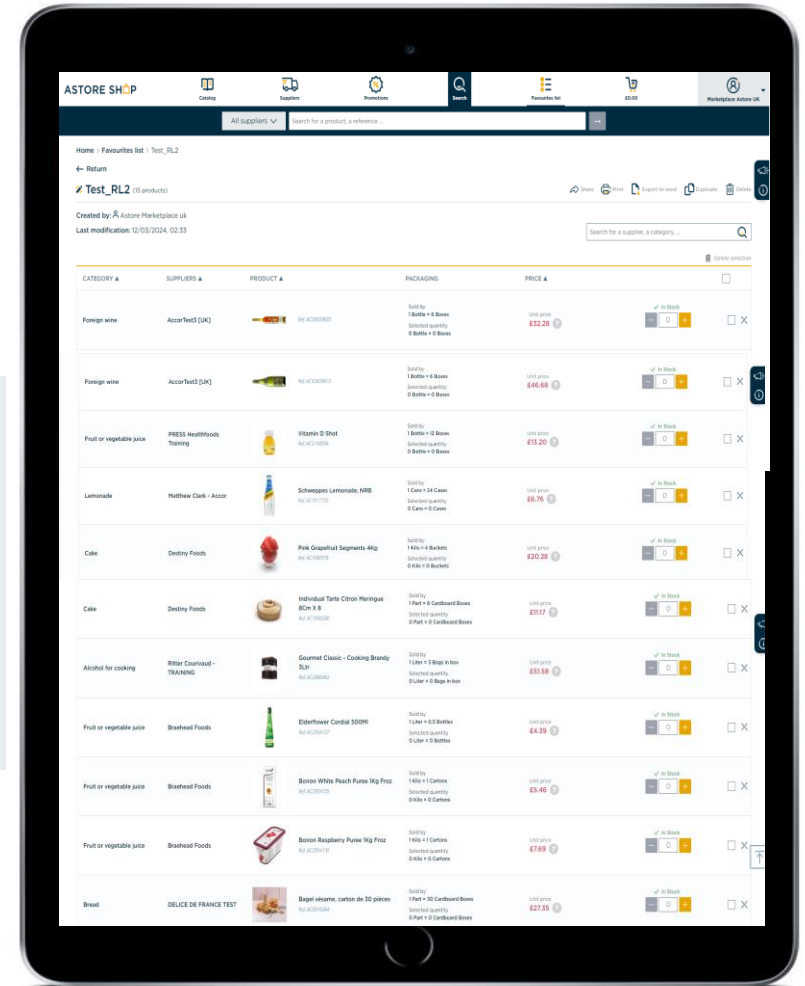


What is a favourites list?

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!





— 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.

The screenshot displays a 'Requisition list' interface. At the top, a yellow banner with a red border contains a warning: 'The offer "Gel douche Soin Apaisant - UK" is no available anymore' with a red circle containing the number '1'. Below this, the list is titled 'Requisition list (4 products)' and includes options for 'Share', 'Print', 'Export in Excel', 'Duplicate', and 'Delete'. It shows the list was created by Harry Maguire and last modified on 31/01/2022 at 3:47pm. A 'Save my changes' button is on the left, and an 'Add the selection to my cart' button is on the right. The main list is for 'DAMDAM UK (4 products)' with a warning: 'WARNING: 1 product from this supplier is unavailable'. A 'Select all' checkbox is on the right. The first product is 'Chips Manioc Samal [(test)]' with a unit price of £8.000 and a quantity of 10. The second product is 'Gel douche Soin Apaisant - UK', which is marked as unavailable with a red circle containing the number '2' and a warning: 'The offer is no available anymore from 01/02/2022'. A red circle with the number '3' is next to the delete icon for this product.



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?](#)

ASTORE SHOP
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Placing orders

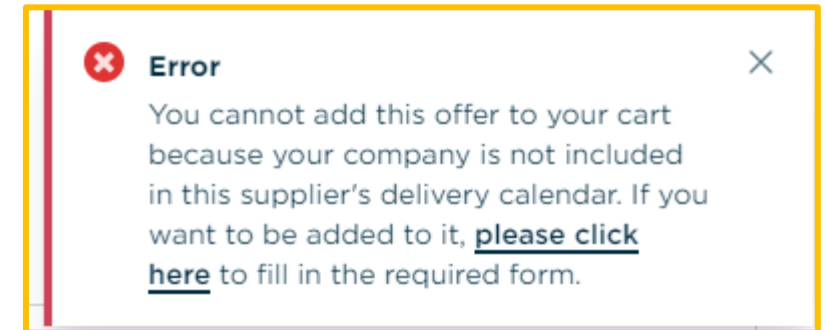
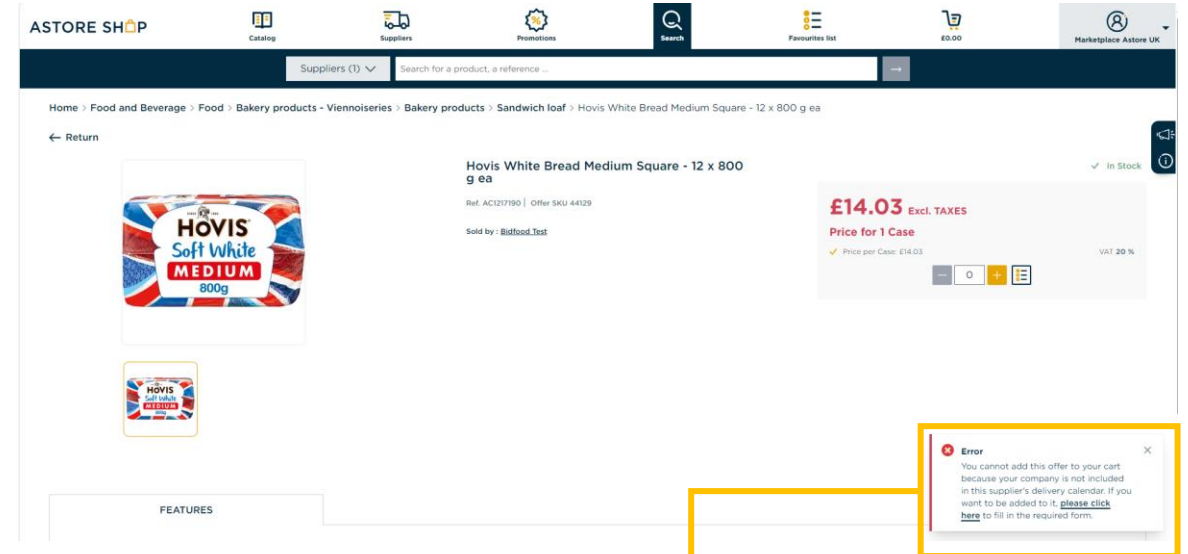




— Tips & tricks when placing orders

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 ?](#)

ASTORE SHOP

Catalog Suppliers Promotions

All suppliers ▾ Search for a product, a reference ...

Home > Suppliers list

Suppliers list

Find here all of our partner suppliers and their catalogs

Filter by category Categories ▾ View All Favorite

1 - 10 of 55 supplier(s)

Accor orders [UK] -	Accortest2 [Files import] -
Delivery Fees Go to the suppliers page to get the information.	Delivery Fees Go to the suppliers page to get the information.
Delivery Mode Standard	Delivery Mode -

Paired

Not paired



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?](#)

ASTORE SHOP

Catalog Suppliers Promotions Search Favourites list £42.11 Marketplace Astore UK

All suppliers Search for a product, a reference ...

Return to previous page

Shopping cart Sort By date Clear the cart

Deselect all

Shipped by

- Free shipping reached.
- Order before 12:00 pm to be delivered as soon as the 14/03/2024

Total product Excl. Taxes	£20.56
Shipping fees estimated Excl. Taxes	£0.00
TOTAL EXCL. TAXES	£20.56
TOTAL WITH TAXES	£24.67

See cart order (1 product)

SUMMARY
2 suppliers | 3 products

Total product Excl. Taxes	£42.11
Shipping fees estimated Excl. Taxes	£0.00
TOTAL EXCL. TAXES	£42.11
TOTAL WITH TAXES	£46.22
SELECTED TOTAL EXCL. TAXES	£42.11

2 Selected suppliers

Validate cart



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](#)

Delivery information

I check my delivery and billing address!

DELIVERY ADDRESS	BILLING ADDRESS
Marketplace uk 125689 jhiuytred uk, 91000 - Customer ID AA00000607 Update delivery address	Marketplace uk 125689 jhiuytred uk, 91000 - Customer ID AA00000607 Update billing address

I select my delivery method!

Shipped by	
Select your delivery method :	
<input checked="" type="radio"/> Standard on 18 March	£0.00
<input type="radio"/> Express on 16 March	£0.00
<input type="radio"/> Same day Delivery on 13 March	£0.00
Add instruction	
Total products excluding tax £23.07	
Estimated delivery costs excluding tax £0.00	
TOTAL EXCL. TAX £23.07	
Percentage of referenced food products 0%	
Of which Essentials 0%	



— 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?](#)

ASTORE SHOP
training webinar
Tracking orders





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

Supplier	Order Date	Status	Total Excl. Tax
DATA_LONDON SHOP 10000000407-A	By: Me On: 01/02/2024, 03:13	✗ Rejected by the supplier Automatically rejected	TOTAL EXCL. TAX £0.00
DCM SHOP 10000000408-A	By: Me On: 24/01/2024, 05:12	✗ Rejected by the supplier Automatically rejected	TOTAL EXCL. TAX £0.00
DCM SHOP 10000000404-A	By: Astore SHOP UK On: 05/12/2023, 03:41	✗ Rejected by the supplier Automatically rejected	TOTAL EXCL. TAX £0.00

Canceling 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.



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?](#)

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Home > Order tracking

Order tracking

Orders Validation of orders

Statuses: All orders | Suppliers: All Suppliers | Period: 09-11-2023 at 01-02-2024

My orders | Orders from other members

DATA_LONDON SHOP 1000000407-A	By Me On 01/02/2024, 03:13	Rejected by the supplier Automatically rejected	TOTAL EXCL. TAX £0.00	>
----------------------------------	-------------------------------	--	--------------------------	---

Order placed on 01/02/2024 at 03:13

Order by : Astore SHOP UK

Delivery method selected : Standard (5 days)

Estimated date of delivery : View supplier page [DATA_LONDON SHOP](#)

Place the same order

Save as a new list

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



ASTORE SHOP
training webinar
Reaching
customer service





Reaching customer service in Astore Shop



Contact customer service

ASTORE SHOP benefits



Newsletter

Published every month.

Last newsletter **JANUARY 2024**.

[LEARN MORE](#)



Need Help?

Discover our FAQs.

[FAQ](#)

[CONTACT US](#)

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

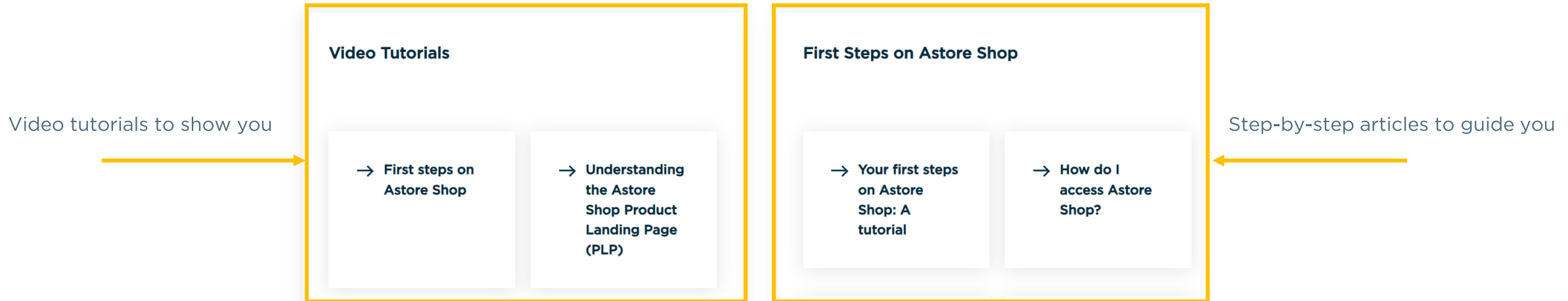


— A question or issue? Find it in our knowledge base!

AstoreShop

Follow

FAQ and knowledge base about how to use Astore Shop



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



ASTORE SHOP
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Managing groups





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

The screenshot illustrates the process of managing groups in Astore Shop. It shows the 'MY ACCOUNT' menu with 'Users Management' highlighted. A callout box labeled '1' points to the 'Marketplace Astore UK' profile in the 'MY HOTELS (1)' section. Another callout box labeled '2' points to the 'Users Management' option in the 'MY ACCOUNT' menu. Below the account menu, the 'Users Management' page is shown, featuring a table of groups and a 'Create a group' button.

1 Navigate to "My account"

2 Then "User management"

GROUPS ▲	DESCRIPTION ▲	NB USERS ▲	
F&B Manager	Default F&B Manager group	0	
F&B Team	Default F&B Team group	0	
Finance Controller	Default Finance Controller group	0	
Housekeeping Manager	Default Housekeeping Manager group	0	



— 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.

ASTORE SHOP
training webinar
Managing users





Managing users in Astore Shop

ASTORE SHOP

Catalog Suppliers Promotions Search Favourites list £119.91 Marketplace Astore UK

All suppliers Search for a product, a reference ...

Home > Users Management

Users Management

Groups & Users Order validation flow

1 users Create a user

Define the different groups & permissions to associate with your collaborators

NAMES ▲	EMAILS ▲	GROUPS ▲	PROFESSIONS ▲	STATUTES ▲
Astore Marketplace uk	marketplace.accor.headless+UK@gmail.com	-	-	● active

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

The screenshot displays the 'ASTORE SHOP' interface for 'Users Management'. The 'Order validation flow' is selected. The 'Approval Flow Management' section shows a 'New flow enrichment' process with three stages and thresholds. A yellow arrow points from the 'Paper 1000€ max' flow to a detailed view of this flow. In this view, the 'STAGES AND THRESHOLDS (2)' and 'SUPPLIERS (6)' are shown. The 'Select all suppliers' button is highlighted in yellow. The suppliers listed are: DATA_OXFORD SHOP, Lelem UK, UK ZB TEST Supplier, DATA_TOPMAN TEST, QISS_FournisseurUK_1, and DCM SHOP. The StarkIndustriesUK supplier is also listed but not checked. The interface includes a search bar, a 'Create a new flow' button, and 'Delete this flow' and 'Save' buttons at the bottom.

STAGES	VALIDATION THRESHOLDS	GROUPS
1	Up to 50.000 €	F&B Manager
2	Up to 100.000 €	Housekeeping Team
3	Up to 500.000 €	Housekeeping Manager

STAGES AND THRESHOLDS (2)	SUPPLIERS (6)
	6 suppliers associated with the flow
	<input checked="" type="checkbox"/> DATA_OXFORD SHOP
	<input checked="" type="checkbox"/> Lelem UK
	<input type="checkbox"/> UK ZB TEST Supplier
	<input checked="" type="checkbox"/> DATA_TOPMAN TEST
	<input checked="" type="checkbox"/> QISS_FournisseurUK_1
	<input checked="" type="checkbox"/> DCM SHOP
	<input checked="" type="checkbox"/> StarkIndustriesUK



— Useful links for user and group management

[How do I create users ?](#)

[How to create a group ? \(video tutorial\)](#)

ASTORE SHOP
training webinar
Order approval
workflows



ASTORE SHOP
training webinar
Creating an
approval
workflow





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”

ASTORE SHOP
training webinar
Approving or
declining orders





Approving or declining an order

1 Go to "Order tracking" under "My Account"

2 "Validation of orders" tab

ASTORE SHOP

All suppliers Search for a product, a reference

MY ACCOUNT General M.

MY LISTS

MY CART £66.76 Excl. Tax

OUR PRODUCTS OUR SUPPLIERS Order tracking Notifications Contact us

HELLO General M. N° client : 622 Bye bye

Order tracking

General information

User Management

My exports

My notifications

Home > Order tracking

Order tracking

Order History Validation of orders

Statuses Suppliers

All orders All suppliers

20/03/2020 To 20/10/2023

Decline the order Validate the order

Select all

Boutique UK test 11000000258-196	By: Housekeeping Mana... The: 31/03/2020 at 10:0...	You must validate the order	TOTAL EXCL. TAX £675.00 <input checked="" type="checkbox"/>
Boutique UK test 11000000247-193	By: Housekeeping Team The: 23/03/2020 at 11:2...	You must validate the order	TOTAL EXCL. TAX £725.00 <input type="checkbox"/>

4 Validate or decline the order

3 Click on the order to see order details



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?](#)

ASTORE SHOP
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Conclusion





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](#)