

Welcome to the
ASTORE SHOP



ASTORE
DIGITAL PROCUREMENT SOLUTIONS



- Let's get to know each other with a short ice breaker!



What is your role within your hotel/company?



— 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

Q&A

02 Advanced features

- Managing groups
- Managing users
- Approval workflows
- Conclusion

Q&A



ASTORE SHOP

training webinar

PART I

FUNDAMENTALS



ASTORE SHOP

training webinar

Introducing Astore Shop





What is Astore Shop?

ONE-STOP SHOP

A single platform covering your everyday operational needs

COMPETITIVE PRICES

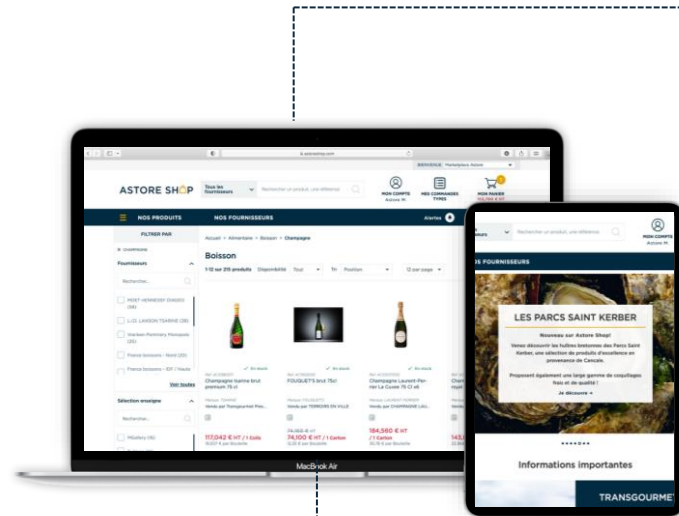
The best deals negotiated for our hotels and partners

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

United Kingdom

 Belgique FR

 België NL

 Deutschland

 España

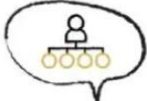
 France

 Nederland

 Polska

 Portugal

 United Kingdom



Email

This field is required

Password

This field is required

Sign in

Forgot password?

Drop-down menu to select a country

9

ASTORE
DIGITAL PROCUREMENT SOLUTIONS



— 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!

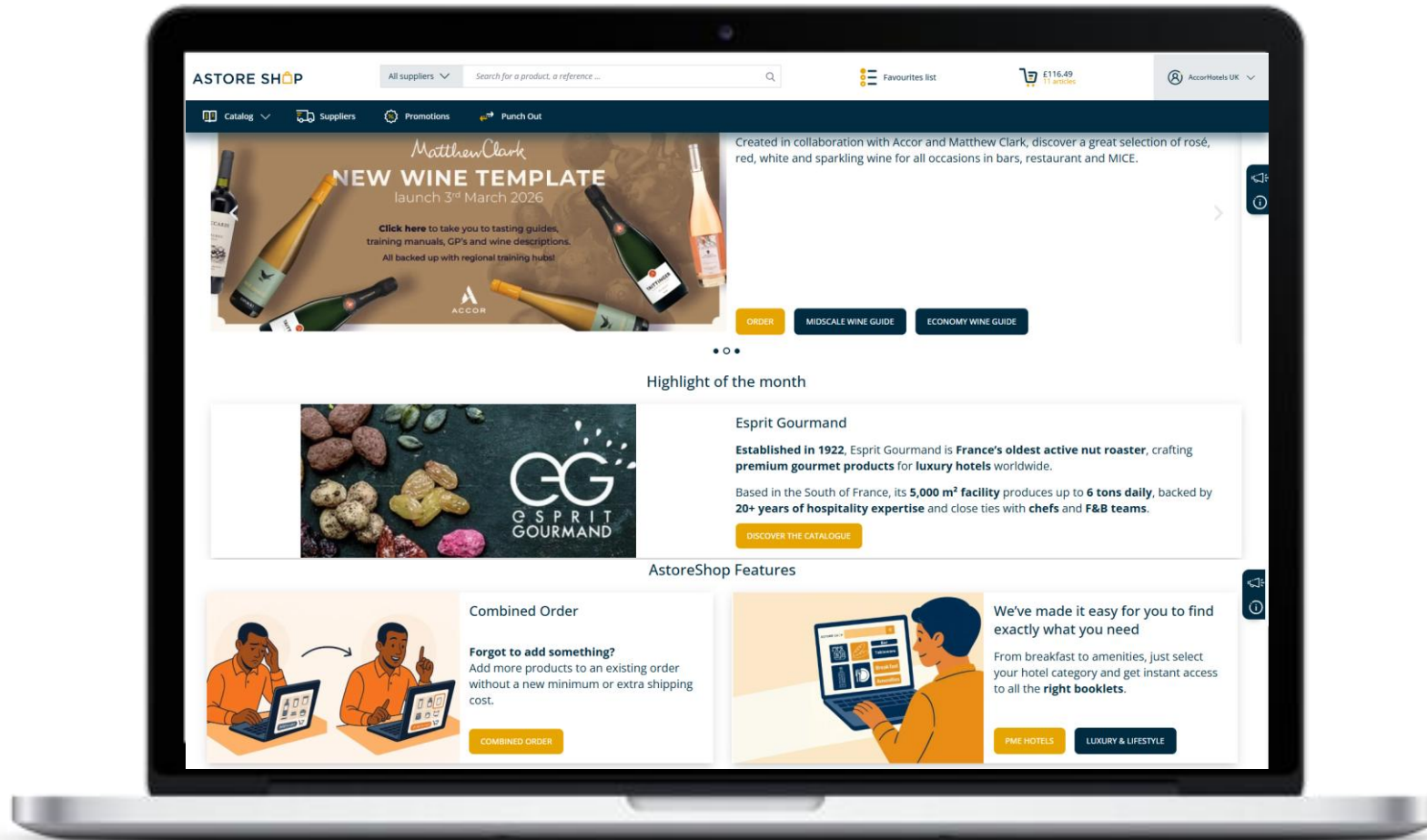
If you are unable to access Astore Shop and have tried all the options suggested here

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



Newsletter

Published every month.

Last newsletter **JANUARY 2024**.

[LEARN MORE](#)



Need Help?

Discover our FAQs.

[FAQ](#)

[CONTACT US](#)



Astore Procurement

Find out the list of nominated supplier including services

[CLICK HERE TO ACCESS](#)

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 Sourcing Solutions

ALL YOUR SUPPLIERS IN ONE PLACE

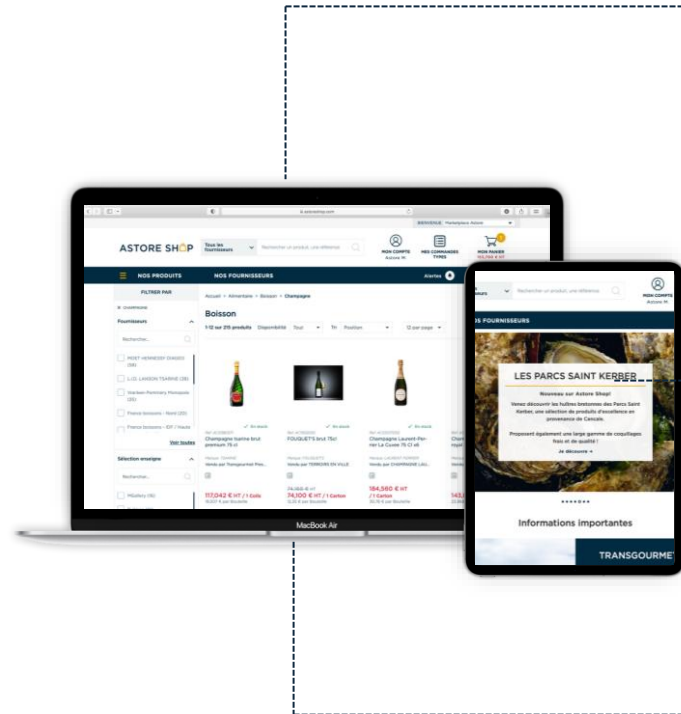
Direct access to all our referenced suppliers available by country

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

AI-POWERED SEARCH

Discover our suppliers' offers and the best options thanks to the power of artificial intelligence for relevant and optimized results.

STAY INFORMED

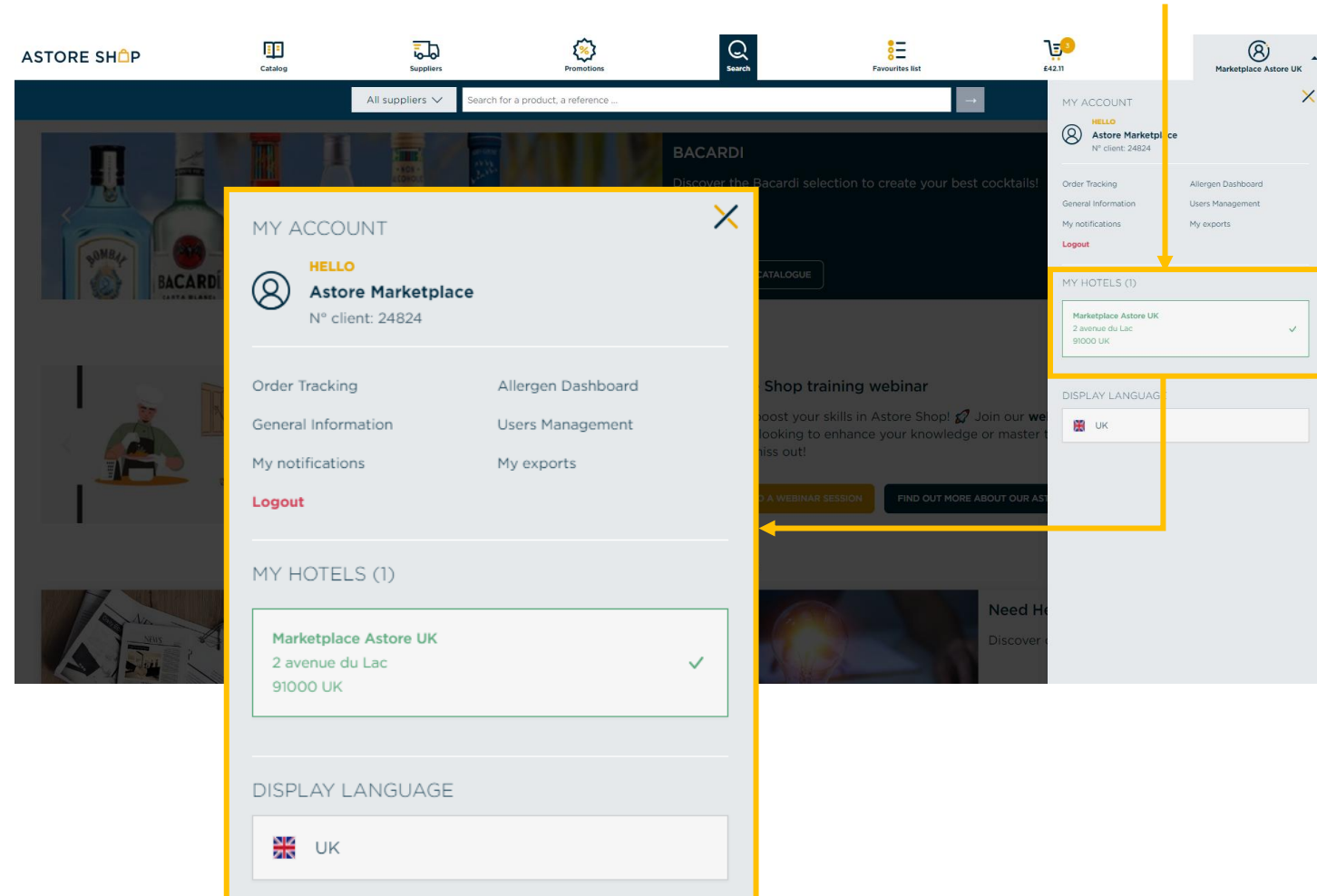
Read the latest news from Astore : new suppliers, new products...



— 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





— 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

ASTORE SHOP

Catalog

Suppliers

Promotions

Search

Favourites list

£42.11

Marketplace Astore UK

All suppliers

Search for a product, a reference ...

→

Home > Food and Beverage > Food

19-36 on 9547 products

18 per page

Filter icon

Category

Suppliers

Brand selection

Product brand

Quality and origin standards

Storage temperature

Country of origin

Allergen free product

Kosher

Halal

×

✓ In Stock

Ref: AC1845345

LEMON PP 1 X 2KG

Sold by Reynolds Catering Supplies

£5.08 Excl. TAXES / 1 Unit

Price per Kilo: £2.54

0

✓ In Stock

Ref: AC1845340

BAK BACON 1 X 2.27KG

Sold by Reynolds Catering Supplies

Excl. TAXES / 1 Unit

Kilo: £6.14

0

✓ In Stock

Ref: AC1845184

WATER MELON EACH SP

Sold by Reynolds Catering Supplies

£5.18 Excl. TAXES / 1 Unit

Price per Unit: £5.18

0

✓ In Stock

Ref: AC05061324

SLICED COOKED HAM 500G

Sold by Reynolds Catering Supplies

£5.72 Excl. TAXES / 1 Unit

Price per Kilo: £11.44

0

✓ In Stock

Ref: AC1845798

MILK SEMI SKIMMED 4 X2LTR

Sold by Reynolds Catering Supplies

£5.57 Excl. TAXES / 4 Units

Price per Liter: £0.7

0



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*

The screenshot displays the Astore Shop interface. At the top, there are four navigation icons: Suppliers (truck icon), Promotions (star icon), Search (magnifying glass icon), and Favourites list (three dots icon). Below these is a search bar with the placeholder text "Search for a product, a reference ...". The main section is titled "Supplier filter" with an information icon. It contains a search input field with the placeholder "Search". Below the search field is a list of suppliers, each with a checkbox and a name: ADA Cosmetics International Ltd (UK), APIR UK, Aslotel Limited, Balsan UK, BIC GRAPHIC UK, Alliance National, Arrow Edible Oils LTD, Assa Abloy Global Solutions UK Limited, Bermar [UK] - Wine and Champagne Preservation Systems, and Bidfood UK. Below the list, it says "0 supplier selected" and "Delete selection". At the bottom, there are two buttons: "Validate" (orange) and "Reset your search" (dark blue).



— 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 displays the Astore Shop interface. At the top, there is a navigation bar with the 'ASTORE SHOP' logo, a 'Catalog' button, and icons for 'Suppliers' and 'Promotions'. The 'Promotions' icon is highlighted with a yellow box and an arrow. Below the navigation bar, a sidebar menu lists various categories: 'Food and Beverage', 'Non-food', 'High-Tech & IT', 'Amenities', 'Alternatives to Single use plastic', and 'Booklets'. The 'Alternatives to Single use plastic' category is highlighted with a yellow box and an arrow. The main content area shows the search results for 'Alternatives to Single use plastic'. It includes a filter bar with a funnel icon, '1-18 on 267 products', 'Availability' set to 'All', 'Sort' set to 'Position', and '18 per page'. Below the filter bar, there are five product cards. Each card shows a product image, a green checkmark indicating 'In Stock', and the product name and reference number. The products are: 'Ubley Greek Style Natural Yogurt - 1 x 5 KG PK' (Ref: AC2084515), 'COCA COLA ICON NRB 330x24' (Ref: AC1840320), 'DIET COKE ICON GLAS NRB 330x24' (Ref: AC1840515), 'YOGURT STIRRED NAT LOWFAT X5KG' (Ref: AC1845726), and 'Coke Zero Sugar Icon Glass, NRB' (Ref: AC1840562). The fourth card, for Reynolds, shows 'Product image not available'.



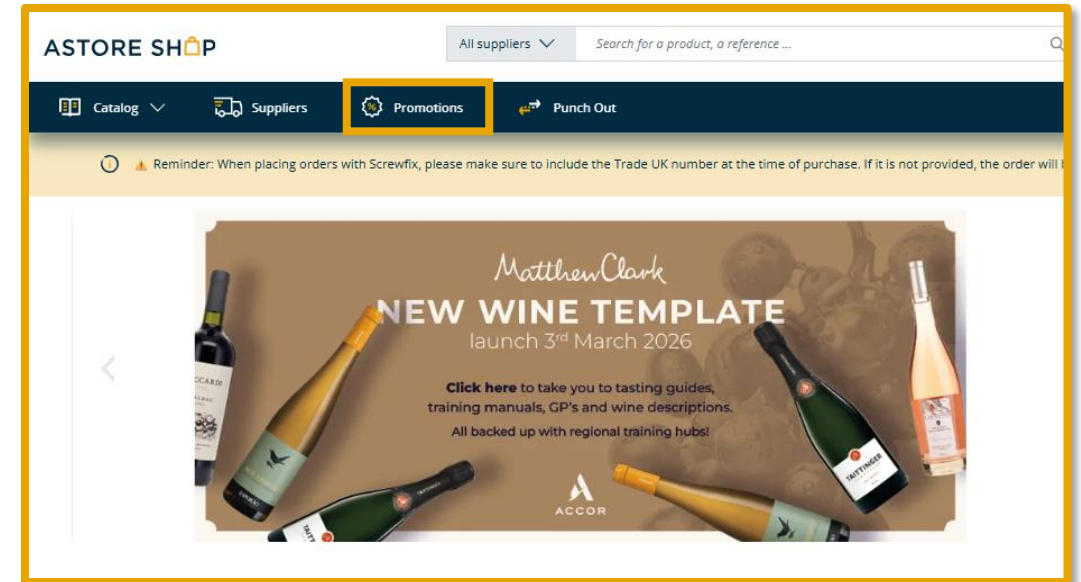
Promotions

Types of Deals

- **Price Drops:** Percentage-based discounts and fixed amount savings
- **Shipping Perks:** Free delivery incentives
- **Bonus Items:** "Buy X Get Y" offers or free gifts/bundles

Benefits

- **Optimize Your Budget:** Achieve significant cost savings on essential supplies.
- **Maximize Procurement Value:** Get more for your money, boosting your purchasing power.
- **Strategic Inventory Management:** Opportunity to stock up or clear specific needs efficiently.
- **Enhanced Operational Efficiency:** Support your hotel's bottom line and operational goals.





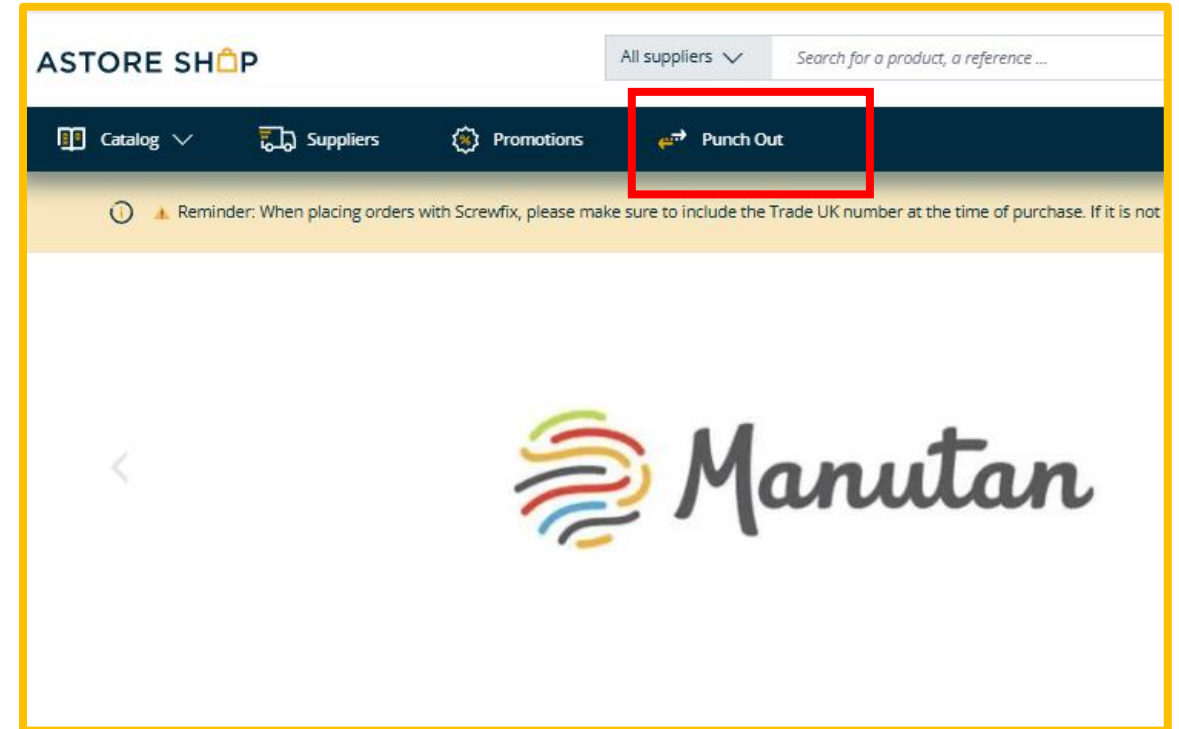
Punch-Out

With this feature, you can switch directly from Astore Shop the website of pre-selected suppliers, fill your cart, and then return to Astore Shop to complete your order.

Full assortment: This gives you access to the supplier's entire product range at the prices negotiated by Astore.

Live information: Prices and stock availability are updated in real time.

Centralized tracking: Orders are recorded and tracked in Astore Shop.



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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.

ASTORE SHOP

Home > Food and Beverage > Beverage > Water > Still mineral water > Harrogate Spring Still Water Glass - 24 x 330 ML

← Return

Harrogate Spring Still Water Glass - 24 x 330 ML

Ref: AC325750 | Offer SKU 09873

Brand: HARROGATE WATER

Harrogate Spring Still Water Glass - 24 x 330 ML

Sold by: Blifood UK

Order before 12:00 pm to be delivered as soon as the 15/05/2024

DESCRIPTION

PRODUCT CODES

VN : 09873

DESCRIPTION

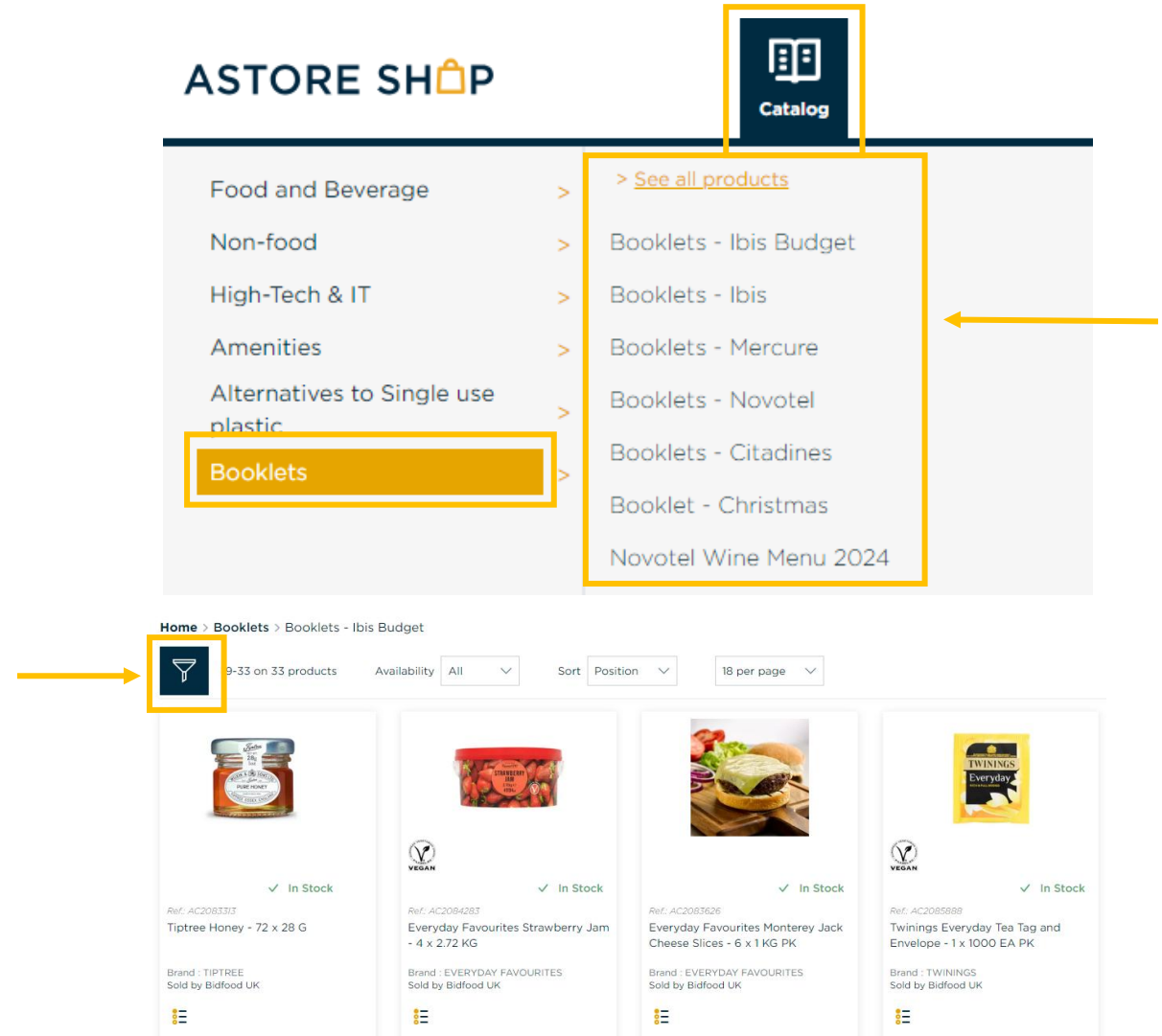
The glass bottle's diamond facets, inspired by the Royal Pump Room, resulted in what everybody now refers to as 'The Diamond Bottle.' The award-winning bottle's diamonds disperse light to create a fresh, sparkling effect - offering unbeatable stand out.

**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

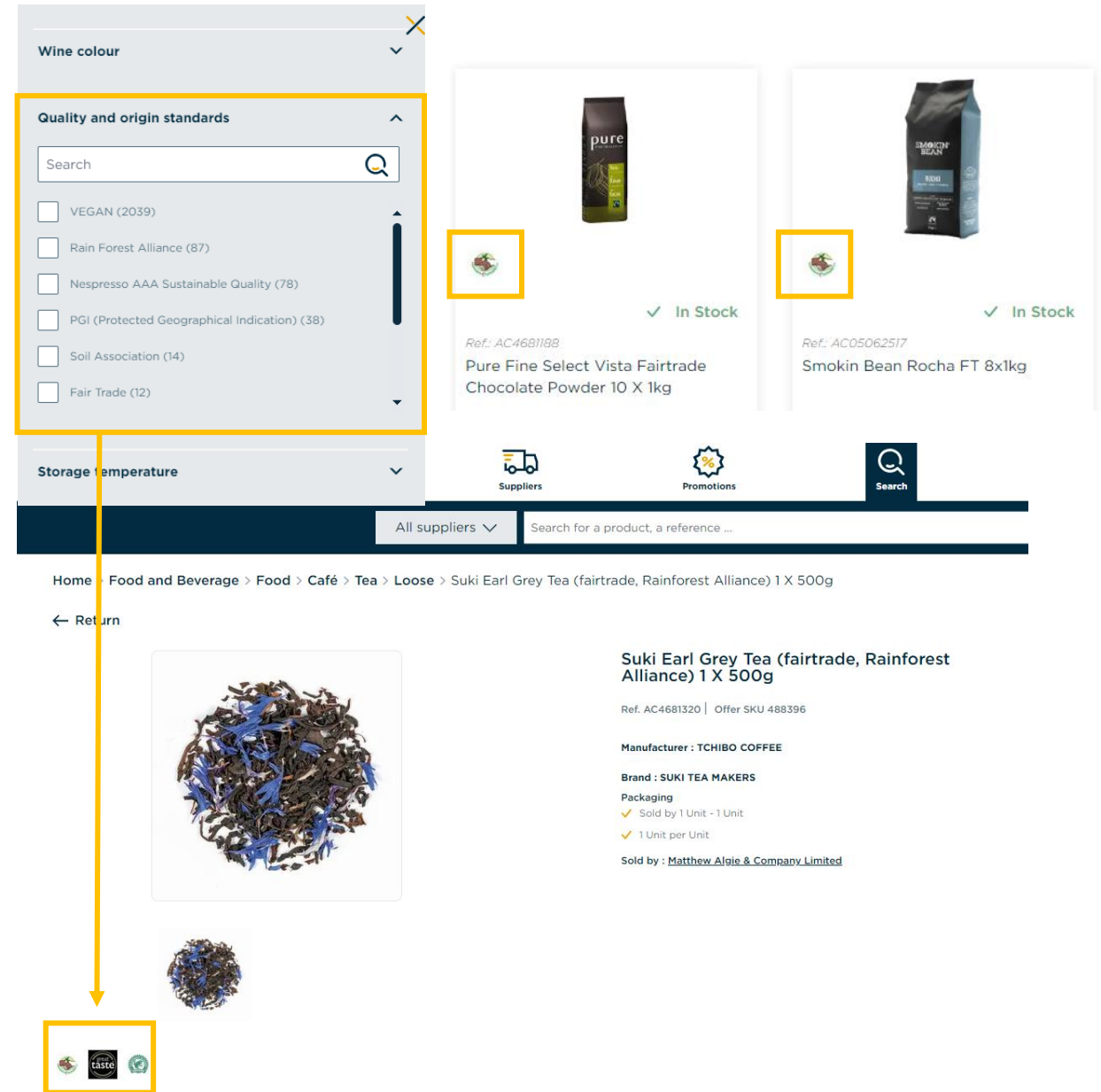
- Astore Shop helps you choose the right products for your hotel brand
- In the catalog section, you will find **booklets** for each hotel brand
- You can also select "See all products" and filter by brand using the "Brand selection" filter





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? \(labels\)](#)





Sustainability

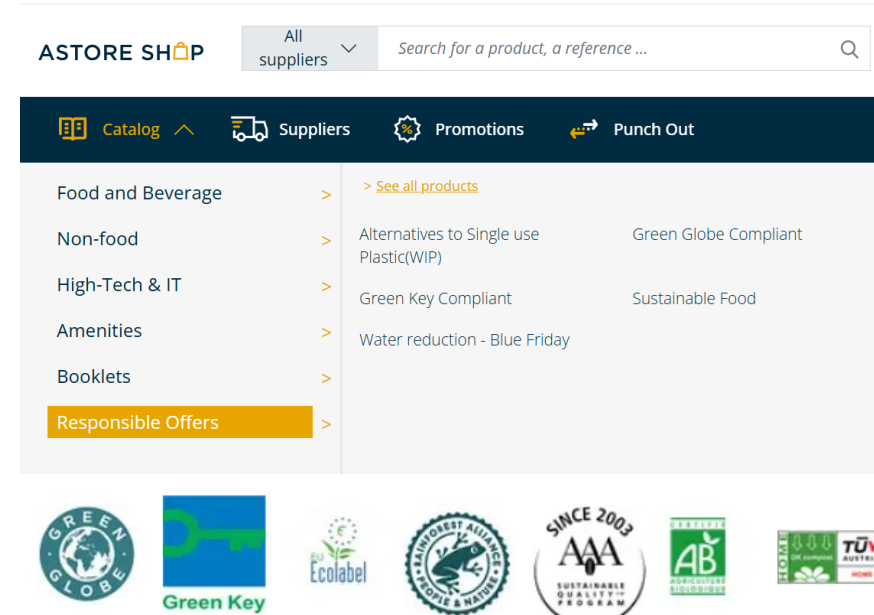
Carbon Medals

Based on their **Carbon Maturity**
(ACM methodology)



Key Point: These medals reflect a supplier's corporate climate management maturity, not a product certification. They are for your internal purchasing decisions, not for guest communication.

Dedicated Categories



Clear visual tags. Make smarter, faster, and more sustainable purchasing decisions, directly supporting your hotel's environmental and ethical goals.



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

The screenshot shows the Astore Shop interface. At the top, there's a navigation bar with 'ASTORE SHOP', 'Catalog', 'Suppliers', a shopping cart with 3 items and a value of £42.11, and a user profile icon for 'Marketplace Astore UK'. Below this is a dark blue header with 'All suppliers' and a search bar. The main content area is titled 'Allergen Dashboard' with a subtitle 'Please find below the list of products with new information on their allergens. Please note that each product is updated only once a month.' It shows '782 products' and a table with columns: ACCOR SKUS, SUPPLIER, and PRODUCT INFORMATION. The table lists several products with their references, suppliers, and allergen information. On the right, a 'MY ACCOUNT' sidebar is open, showing 'HELLO Astore Marketplace' and 'N° client: 24824'. It lists various account management options, with 'Allergen Dashboard' highlighted in a yellow box. Below this, 'MY HOTELS (1)' is shown with a list of hotels, including 'Marketplace Astore UK'.

ASTORE SHOP

Catalog Suppliers

£42.11

Marketplace Astore UK

MY ACCOUNT

HELLO Astore Marketplace
N° client: 24824

Order Tracking
General Information
My notifications
Logout

Allergen Dashboard
Users Management
My exports

MY HOTELS (1)

Marketplace Astore UK
2 avenue du Lac
91000 UK

Home > Allergen Dashboard

Allergen Dashboard

Please find below the list of products with new information on their allergens. Please note that each product is updated only once a month.

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 EG 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

ASTORE SHOP

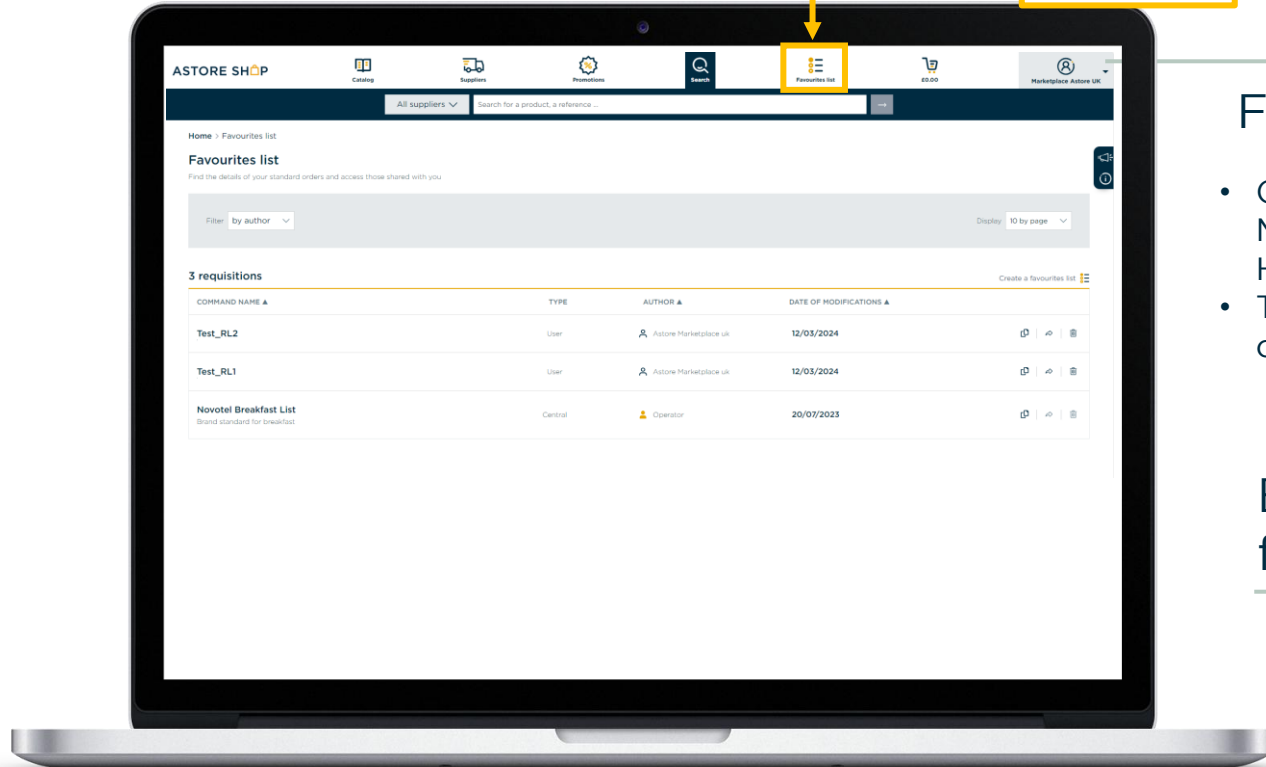
training webinar

Favourites lists





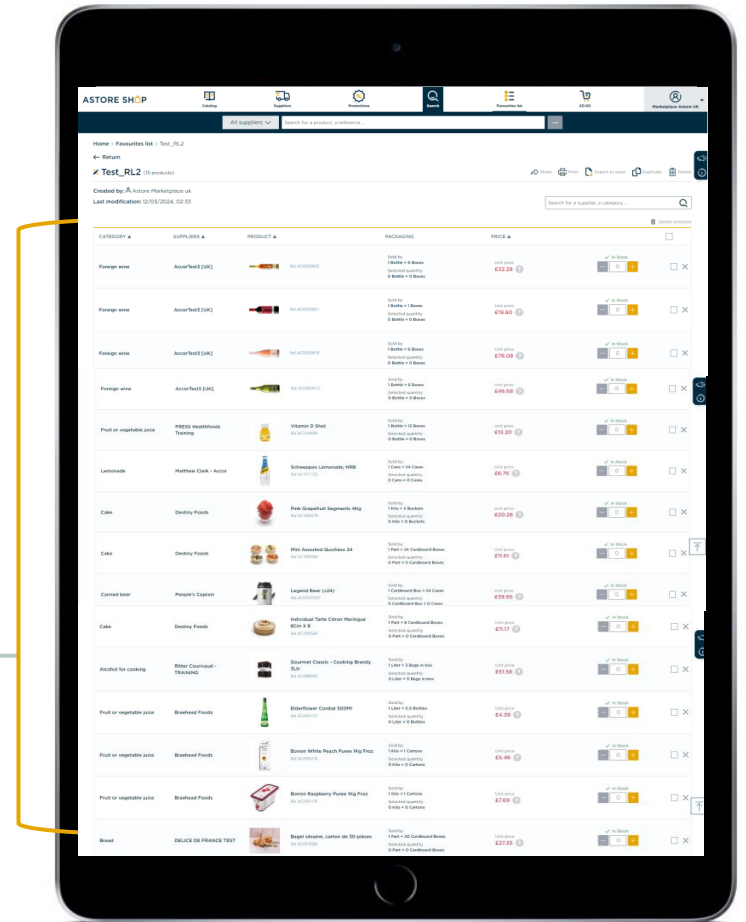
Simplified order management with favourites lists



Favourites lists

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

Example of a favourites list





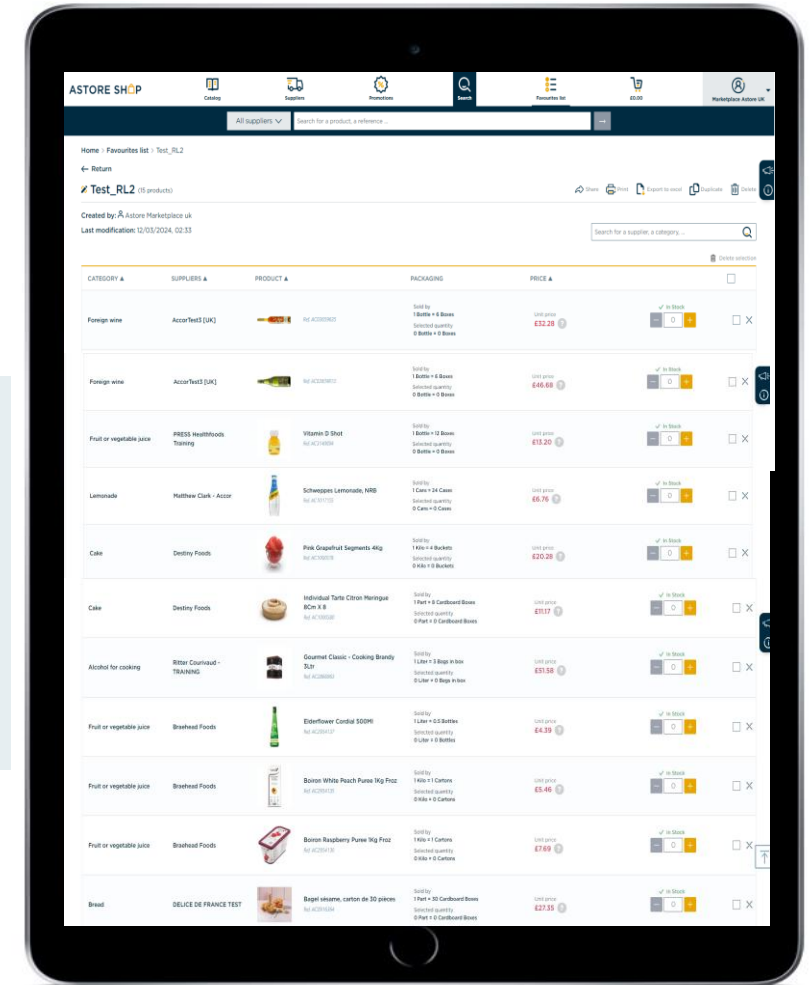
What is a favourites list?

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 with the following elements:

- Alert Bar (1):** A yellow banner at the top states 'The offer "Gel douche Soin Apaisant - UK" is no available anymore'.
- Navigation:** Includes a 'Return' link and action buttons for 'Share', 'Print', 'Export in Excel', 'Duplicate', and 'Delete'.
- Metadata:** Shows 'Created by: Harry Maguire' and 'Last modification: 31/01/2022 at 3:47pm'.
- Actions:** Buttons for 'Save my changes' and 'Add the selection to my cart'.
- Product List:**
 - DAMDAM UK (4 products):** A header with a warning icon and text: 'WARNING: 1 product from this supplier is unavailable'. A 'Select all' checkbox is present.
 - Product 1:** 'Chips Manioc Samal [(test)]' (Ref: AC2206077). Sold by DAMDAM UK. Unit price: £8.000. Quantity selected: 10 Units - 150 Cardboard Boxes. Status: 'In stock'.
 - Product 2:** 'Gel douche Soin Apaisant - UK' (Ref: NA). Sold by DAMDAM UK. Unit price: -. Quantity selected: 20 Cardboard Boxes - 120 Flasks. Status: 'The offer is no available anymore from 01/02/2022' (Alert 2).
 - Product 3:** A third product is partially visible with a red circle and trash icon (Alert 3).



— 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 training webinar QUIZ



Question 1

What types of products can you find on Astore Shop?

I can find everything on Astore Shop

I can find all consumables on Astore Shop

I can only find Food and Beverage products

Question 1

What types of products can you find on Astore Shop?

I can find everything on Astore Shop

I can find all consumables on Astore Shop

I can only find Food and Beverage products

Question 2

What are the main benefits of favourites lists?

Save you time and avoid mistakes in your orders

Good for compliance: you can create a set list of products by department

It shows you the top sold products by Accor hotels

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It shows you the top sold products by Accor hotels

Question 3

There are multiple support options for you in Astore Shop

There is a “contact us” button on all pages in Astore Shop

There is a “Hello Astore Shop, I need to talk to customer service” help button

You can access video tutorials and FAQs in the knowledge base

Question 3

There are multiple support options for you in Astore Shop

There is a “contact us” button on all pages in Astore Shop

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Placing orders

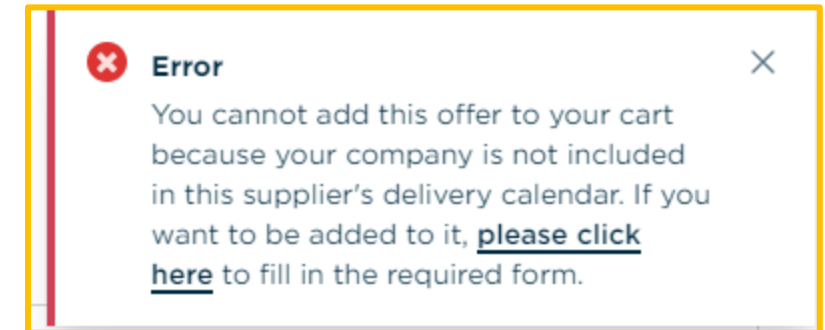
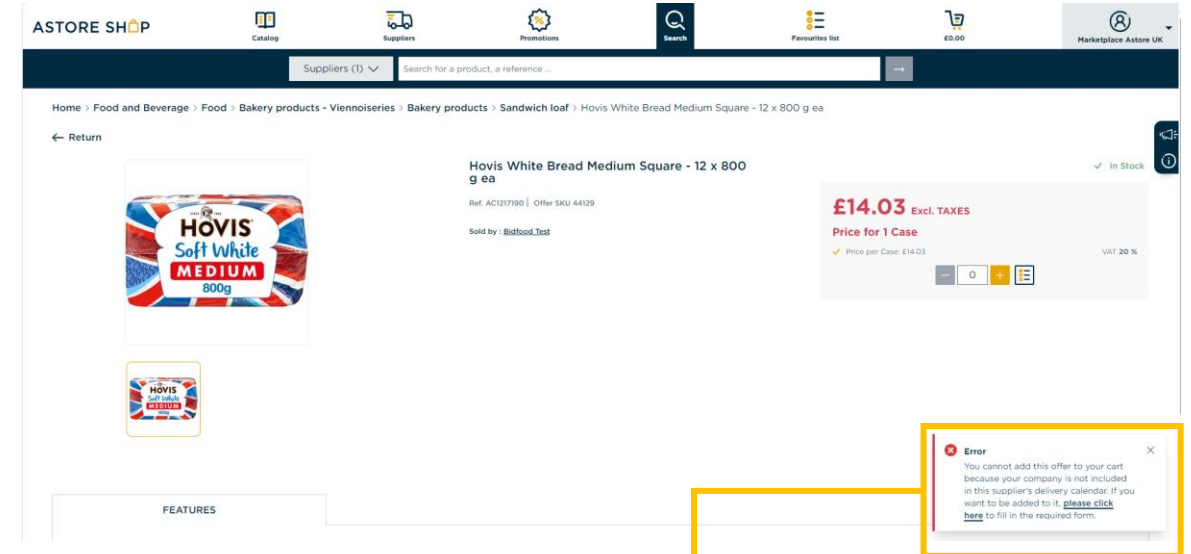




Tips & tricks when placing orders

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

All suppliers

Home > Suppliers list
Suppliers list

Find here all of our partner suppliers and their catalogs

Filter by category View **All** Favorite

1 - 10 off 55 supplier(s)

Supplier Name	Delivery Fees	Delivery Mode	Paired Status
Accor orders [UK]	-	Standard	Paired (Green checkmark)
Accortest2 [Files import]	-	-	Not paired (Red X)

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?](#)

The screenshot shows the 'ASTORE SHOP' interface. The top navigation bar includes links for Catalog, Suppliers, Promotions, Search, Favourites list, and a shopping cart icon showing £42.11. Below the navigation bar is a search bar and a 'Return to previous page' link. The main section is titled 'Shopping cart' with a 'Sort By date' dropdown and a 'Clear the cart' button. The cart contains one product. A yellow box highlights the shipping information section, which includes a 'Shipped by' dropdown and a list of shipping options. A yellow arrow points from the text 'Cut-off time' in the list to this box.

Shipping information	
Deselect all	
Shipped by	
• Free shipping reached.	
• Order before 12:00 pm to be delivered as soon as the 14/03/2024	

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



Combined Orders

What it is

Grouping multiple items from a single purchase (or sometimes separate orders) into one shipment.

Customer Benefits

- **Reduced Shipping Costs:** Pay less for delivery.
- **Convenience:** Receive all items in a single, consolidated package.
- **Simpler Tracking:** One tracking number for everything.

Seller Benefits

- **Logistics Efficiency:** Easier packing and dispatch.
- **Cost Savings:** Lower packaging and postage expenses.
- **Enhanced Customer Satisfaction:** A smooth delivery experience.

Favourites list		£1,595.16 215 articles	The HOXTON
Arrow Edible Oils LTD			
• Free shipping reached. • Minimum order quantity reached: 6	Pre-tax total amount Pre-tax delivery fees	£168.75 £0.00	
Total products (1 product)			
Alliance National			
Order before 12:00 pm to be delivered as soon as the 21/04/2026			
• Free shipping reached.	Pre-tax total amount Pre-tax delivery fees	£19.98 £0.00	
Total products (1 product)			
Bidfood UK			
Summary			4 Suppliers
Delivery fees			£0.00
Pre-tax total			£1,595.16
Go to cart page			



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 :	
☒ Standard on 18 March	£0.00
☐ Express on 16 March	£0.00
☐ 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?](#)

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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

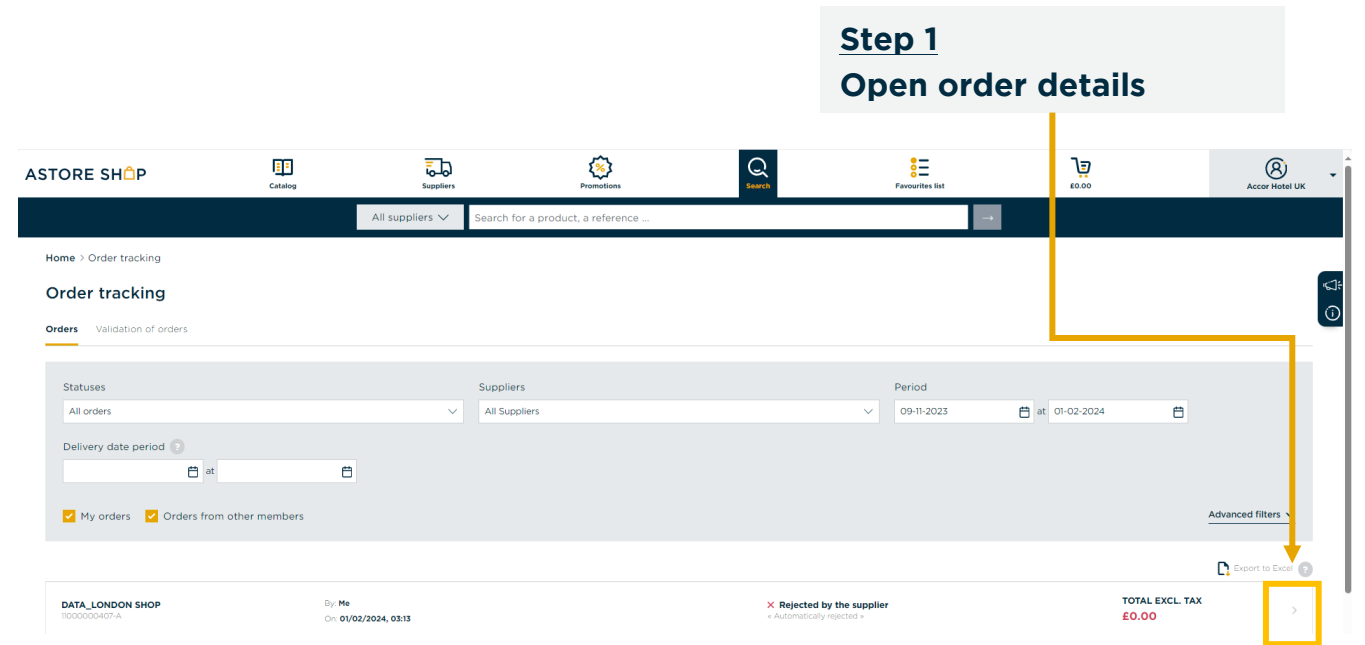
Cancelling an order

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.



— 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

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





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

ASTORE SHOP

Home > Suppliers list

Suppliers list

Find here all of our partner suppliers and their catalogs

Filter by category Categories View All Favorite Is ready for orders? All

1 - 10 off 12 supplier(s)

DATA_COENTRY	DATA_Damdam UK Boutique MAJ	DATA_ENGLAND SUPPLIER
Delivery Fees Go to the suppliers page to get the information. Delivery Mode Delivery round	Delivery Fees Go to the suppliers page to get the information. Delivery Mode Delivery round	Delivery Fees Go to the suppliers page to get the information. Delivery Mode Standard (5 days)
See details See catalog	See details See catalog	See details See catalog

4 Find all the information you need on the supplier page

- Contact information
- Delivery information and terms
- Conditions of return

the Alliance difference

Our aim is to provide outstanding customer satisfaction and service in everything we do

Alliance National

Marshfield Bank Alliance House, CW2 8UY, Crewe, GBR

DELIVERY INFORMATION

DELIVERY MODE

✓ Tour Delivery Rounds

ASTORE SHOP
training webinar
Reaching
customer service





Reaching customer service in Astore Shop

The screenshot shows the Astore Shop website header with navigation icons for Catalog, Suppliers, Promotions, Search, Favourites list, and a shopping cart showing £42.11. Below the header is a search bar with a dropdown menu set to 'All suppliers'. The main banner features a Screwfix logo and a 'TEMPORARILY CLOSED' message. A yellow box highlights a customer service icon (a megaphone) in the top right corner of the banner, with an arrow pointing to the text 'Contact customer service'. Below the banner is a section titled 'ASTORE SHOP benefits' containing two cards. The first card is for the 'Newsletter' and the second is for 'Need Help?'. A yellow box highlights the 'Need Help?' card, which includes a lightbulb image, the text 'Discover our FAQs.', and buttons for 'FAQ' and 'CONTACT US'. An arrow points from the text 'Knowledge base/ Q&A' to this card.

ASTORE SHOP

Catalog Suppliers Promotions Search Favourites list £42.11 Marketplace Astore UK

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

TEMPORARILY CLOSED

Screwfix shop is temporarily closed on Astore Shop till end March 2024 due to technical issue regarding Trade UK number.

We are working with all relevant stakeholders to find a solution. In the meantime, all Hotel Partners can access the Astore pricing through Screwfix online account (<https://www.screwfix.com/>) or by visiting / calling Screwfix nearest branch.

ASTORE SHOP benefits

Newsletter
Published every month.
Last newsletter **JANUARY 2024.**
[LEARN MORE](#)

Need Help?
Discover our FAQs.
[FAQ](#) [CONTACT US](#)

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

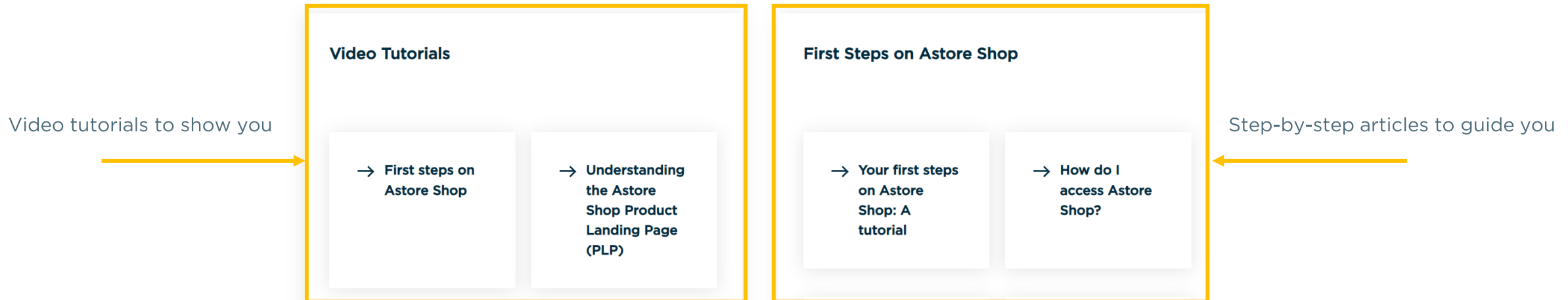


— A question or issue? Find it in our knowledge base!

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](#)



ASTORE SHOP

training webinar
Q&A





— Any questions?



ASTORE SHOP

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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 steps to manage groups in Astore Shop. It shows the 'MY ACCOUNT' menu with 'Users Management' highlighted. A callout '1' points to the 'Marketplace Astore UK' dropdown in the top right. Another callout '2' points to the 'Users Management' link in the 'MY ACCOUNT' menu.

Users Management

Groups & Users | Order validation flow

5 groups
Define the different groups & permissions to associate with your collaborators

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	  

Create a group



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





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 Users Management interface. The top navigation bar includes links for Catalog, Suppliers, Promotions, Search, Favourites list, and a shopping cart. The main content area is titled 'Users Management' and shows a list of groups and users. The 'Order validation flow' is selected, and the 'Approval Flow Management' section is visible. A yellow box highlights the 'Create a new flow' button. The 'New flow enrichment' section shows three current flows: 'New flow enrichment' (50,000 - 100,000 - 500,000), 'Paper 1000€ max' (100,000 - 1000,000), and 'UK ZB Test with House KM and different amount' (100,000). The 'Paper 1000€ max' flow is selected, and the 'Approval Flow Management' section shows the configuration for this flow. The 'STAGES AND THRESHOLDS' table has three rows, each with a stage number, a validation threshold, and a group. The 'SUPPLIERS' section shows a list of suppliers associated with the flow, with a yellow box highlighting the 'Select all suppliers' button. The suppliers listed are DATA_OXFORD SHOP, DATA_TOPMAN TEST, DCM SHOP, Lelem UK, QISS_FournisseurUK_1, and StarkIndustriesUK. The 'UK ZB TEST Supplier' is not selected. The bottom right corner has buttons for 'Delete this flow' and 'Save'.

ASTORE SHOP

Catalog Suppliers Promotions Search Favourites list £0.00 Accor Hotel UK

Home > Users Management

Users Management

Groups & Users Order validation flow

Find flow

3 current flow(s)

New flow enrichment

50,000 - 100,000 - 500,000

3 selected supplier(s) | 0 current order(s)

Paper 1000€ max

100,000 - 1000,000

6 selected supplier(s) | 0 current order(s)

UK ZB Test with House KM and different amount

100,000

1 selected supplier(s) | 0 current order(s)

Approval Flow Management

Create a new flow

New flow enrichment

STAGES AND THRESHOLDS (3) SUPPLIERS (3)

Selection of groups associated with the flow:

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

Coherent threshold is 1000,000.

Paper 1000€ max

STAGES AND THRESHOLDS (2) SUPPLIERS (6)

6 suppliers associated with the flow Select all suppliers

Searching...

☒ DATA_OXFORD SHOP ☒ DATA_TOPMAN TEST ☒ DCM SHOP

☒ Lelem UK ☒ QISS_FournisseurUK_1 ☒ StarkIndustriesUK

☐ UK ZB TEST Supplier

Delete this flow Save



— 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





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





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... Ther: 31/03/2020 at 10:0...	You must validate the order	TOTAL EXCL. TAX £675.00 ☒	>
Boutique UK test 11000000247-193	By: Housekeeping Team Ther: 23/03/2020 at 11:2...	You must validate the order	TOTAL EXCL. TAX £725.00 ☐	>

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?](#)

ASTORE SHOP training webinar Conclusion





— Any questions?

