



**WELCOME**

**TO**

**ASTORE**

**DIGITAL PROCUREMENT SOLUTIONS**

# WELCOME TO **ASTORE**

DIGITAL PROCUREMENT SOLUTIONS

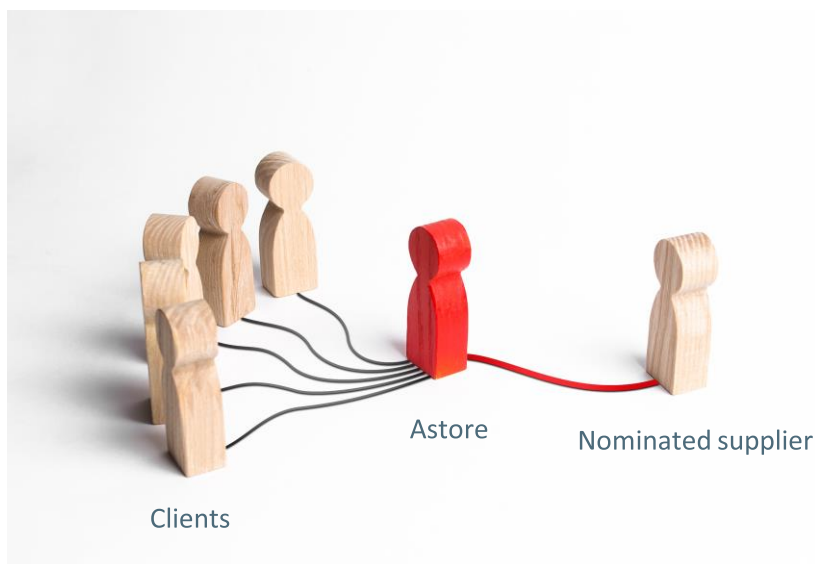
## WHAT IS ASTORE?

Astore is the name for the Accor Procurement organisation. It is also known as Accor Global Procurement Organisation (Accor GPO or GPO).

Astore acts as an intermediary between you and our clients and hotels.

We support our clients' procurement operations by providing them with access to a global network of suppliers, like you, who have been carefully selected to provide them with high quality products and services.

As a nominated supplier, you will have access to our client base worldwide and have the opportunity to grow your business.



## ASTORE DIGITAL PROCUREMENT SOLUTIONS

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At Astore, we have developed different tools that aim to simplify the way we work with you and ease the procurement process with our clients. Let us walk through our digital solutions.

- **Astoreprocurement.com (including the Supplier Directory)**
- **Astore Shop**
- **E-invoicing**
- **Astore Suite**

*Read on to discover more about Astore digital solutions!*

# ASTORE

DIGITAL PROCUREMENT SOLUTIONS

## ASTORE PROCUREMENT.COM

Astore's **official website** presenting our Global Procurement Organisation. **The Supplier Directory** is hosted on this website.

*\*Currently available in Belgium, France, Italy, Netherlands, Portugal, UK, Spain*

## E-INVOICING BY ASTORE

Astore's dedicated e-invoicing solution\* to **automate invoice management** between hotels and suppliers.

*\*Currently only for Accor Invest hotels in Belgium, France, Netherlands, UK*

## ASTORE SHOP

Astore's **main e-ordering solution in Europe**, connecting suppliers with customers of Astore.

## ASTORE SUITE

Astore Suite is Astore's **contract, revenue and supplier data** management solution.

## CUSTOMER SERVICE

- Knowledge base: your first port of call for any questions or issues you may have on the Astore tools or general procurement queries: <https://support.astoreprocurement.com/>
- Reaching customer service: Please see below our page dedicated to customer service [for contact details by country](#)

AstoreProcurement.com (ASP.com) is Astore's general website where clients can find information on our global procurement organisation, our offers, services, and tools.

**Good news!** Through this website, our hotels and Partners\* have access to the **Supplier Directory**, a list of our nominated suppliers. This Directory promotes you as a referenced supplier. It provides our clients with information about your business, the category of products and/or services you offer, and your contact details.

**You may be contacted at any time by one of our clients, thanks to this tool!**

## WHAT DO I USE THE SUPPLIER DIRECTORY FOR?

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### PROMOTE YOUR BUSINESS

- Supplier offer description + logo
- Terms and conditions
- Catalogue and documents to promote your business
- Contact details

### UPDATE YOUR INFORMATION

- Make sure your information and contact details are up-to-date
- Refresh your catalogue and documents with the help of your category manager

## WHAT ARE THE BENEFITS OF USING ASTOREPROCUREMENT.COM?

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- **Increase your visibility** to clients in your region/country and develop new business opportunities
- **Allow clients to easily find your business details:** how to contact you and place an order
- A complementary tool to Astore Shop: **promote your business as a whole** and your **overall offer** (your full catalogue of products and services)
- **Not on Astore Shop?** The Supplier Directory **gives you visibility** to our hotels and Partners and redirects them to your website. **Don't forget to update your contact details!**

## HOW CAN I DISPLAY MY BUSINESS IN THE SUPPLIER DIRECTORY?

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*Please note, for confidentiality reasons you do not have access to the Supplier Directory. You can however update your information on the Directory via Astore Suite.*

**If you wish to display your business in the Supplier Directory**, please contact your category manager who will assist you in adding your data via Astore Suite to the Directory.

**If you are already on the Supplier Directory and wish to update your data**, please contact your category manager who will guide you through the process.

**For more information on the Supplier Directory**, please click [here](#).

### \*Partner (client)

Astore Partners are hotels or other clients (such as hospitals, golf clubs,...) that are not part of the Accor Group but have signed a contract with Accor's procurement organisation, Astore, and can thus benefit from our procurement range and services. Don't be surprised if you receive an email from a non-Accor hotel or client, who introduces themselves as a Partner!

# ASTORE SHOP

Astore Shop serves as the **main ordering tool** for Astore Group Procurement Organisation, connecting suppliers with customers of Astore.

Through this marketplace, you will have the opportunity to **reach a wide customer base** and grow your business. It is **available in several European countries**: Belgium, France, Germany, Poland, Portugal, Spain, UK and the Netherlands.

Astore Shop offers you a **simplified way** to receive, process, and deliver purchase orders for your customers. You can manage your product listings, pricing, and promotions **in one place**.

Behind Astore Shop is a marketplace technology that allows you, as a supplier, to easily manage your shop and catalogue.

## WHAT DO I USE ASTORE SHOP FOR?

Astore Shop offers a wide range of products and services, including **food, beverages, operating supplies and equipment, IT and guest technology products, and some FF&E equipment**. You can sell all the necessary items for **daily operations** of your customers' establishments.

- Easily upload products and display your catalogue
- Update your prices and offers at any time\*
- Promote your catalogue and special offers
- Deliver and track purchase orders
- Set predefined delivery rounds
- Manage and deliver orders

## WHAT ARE THE BENEFITS OF USING ASTORE SHOP?

- Gain access to a **large customer base** and **increase your sales**
- **Simplified purchasing process for customers and suppliers**: receive orders directly through the platform, reducing the risk of errors or miscommunication
- Being featured on Astore Shop gives you **increased visibility** and space to **promote your business**
- **Increased marketing opportunities and brand recognition** with promotions and news banners
- **Optimise your shop** and **identify opportunities for growth** with valuable data and analytics on customers' purchasing behaviour

## HOW CAN I ACCESS ASTORE SHOP?

To access Astore Shop, please use the following link: <https://accor-prod.mirakl.net/login>

**If you wish to be onboarded on to Astore Shop**, please contact your category manager.

**Need help on Astore Shop?** Please use our [knowledge base](#), where you can find helpful information such as articles, video tutorials, & FAQs all in one convenient location!

⇒ **Access the knowledge base here:** [Astore Shop – FAQ](#)



*Please note, you will need to log in to access the knowledge base.* If you are not able to log in, please try the “Forgot password” function on the login page.

Otherwise, please request a login for the knowledge base to customer service. You will find their **contact details by country on the page dedicated to customer service**.

Astore's dedicated e-invoicing solution is a digital platform to **automate invoice management between hotels and suppliers.**

The platform provides a centralised system allowing for the **electronic reception, coding and approval of invoices.**

**Save time and streamline** your accounts payable processes, by moving away from traditional paper-based invoice systems.

## WHAT DO I USE THE E-INVOICING SOLUTION FOR?

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### AUTOMATE THE INVOICING PROCESS

- Transform all your invoices into a digital format
- Automate the reception of invoices by accounts payable

### CENTRALISE THE TRACKING OF INVOICES

- Automate the coding of invoices
- Centralise storage of electronic invoices
- Keep a reliable and safe track record of all your invoices
- Improved tracking of invoices and the payment process

## WHAT ARE THE KEY BENEFITS OF USING E-INVOICING?

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- **Move away from time-consuming** paper invoices and manual processes to paperless approval workflows
- **Increase traceability** of invoices
- Ensure **better control and compliance** with records of invoices and payments
- Strengthen your **relationship and improve communication** with your clients' accounting departments
- **Secure a smooth transition** to e-invoicing processes that are compliant with upcoming European regulations

## HOW CAN I ACCESS THE E-INVOICING SOLUTION?

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If you wish to find out more about the e-invoicing solution or receive a demo of the tool, please contact [Astore.Procurement.EInvoicing@accor.com](mailto:Astore.Procurement.EInvoicing@accor.com) with your local Astore or category manager in copy of your email.

# ASTORE SUITE

Astore Suite is our **contract and revenue management solution**. We use it to **manage your contracts**, collect **your declarations of spend** and prepare your invoices of **service fees to be paid**.

As part of your contractual agreement with Astore, you will be required to **declare your turnover with our hotels/clients**. This allows us to check the amount of business generated through Astore and calculate the applicable service fee.

Our internal teams also use Astore Suite to **manage your data and update the Supplier Directory, where we display and promote your business**. It is important you regularly check with your category manager your contact details are up-to-date, for customers to be able to contact you!

## WHAT DO I USE ASTORE SUITE FOR?

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- **DECLARATIONS**

*As a reminder, it is mandatory for all suppliers working with Astore to regularly\* declare the amount/volume of business done with each hotel or client as specified in their contract.*

**Each declaration campaign is linked to a country/area.** If you have contracts in several countries, you will need to declare through several campaigns.

**For more information on the declarations process**, please click [here](#).

- **SUPPLIER DIRECTORY**

Astore Suite is also used to display and update your information on the Supplier Directory. *Please contact your category manager to request an update of your data.*

**For more information on the Supplier Directory**, please click [here](#).

## WHAT ARE THE BENEFITS OF USING ASTORE SUITE?

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- Easily access, manage and adjust **all your declarations in one place**
- **Improve transparency on spend** between you and our hotels/clients, as well as with the Astore Back-Office team
- **Discuss and agree on amounts declared** with hotels/clients **directly in the tool**

## HOW CAN I ACCESS ASTORE SUITE?

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Astore Suite is available at the following link: <https://www.astoresuite.com/>

**Need help on Astore Suite and the declarations process?** Please use our knowledge base, where you can find helpful information such as articles, video tutorials, & FAQs all in one convenient location!

⇒ **Access the knowledge base here:** [Astore Suite – FAQ](#)



*Please note: You will receive an email before the declaration campaign opens to inform you on the steps to follow. You do not need to request an account, you will receive a Welcome email when the campaign opens.*

If this is not the case, please contact customer service. You will find their **contact details by country on the page dedicated to customer service.**

# WHERE TO FIND OUR SOLUTIONS



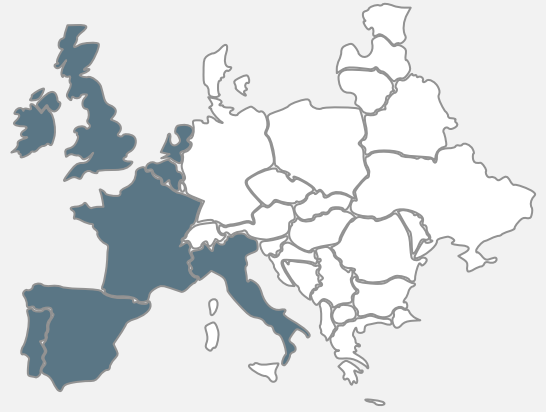
Astore's official public website



Available worldwide

THE SUPPLIER DIRECTORY HOSTED ON **ASTORE** PROCUREMENT.COM

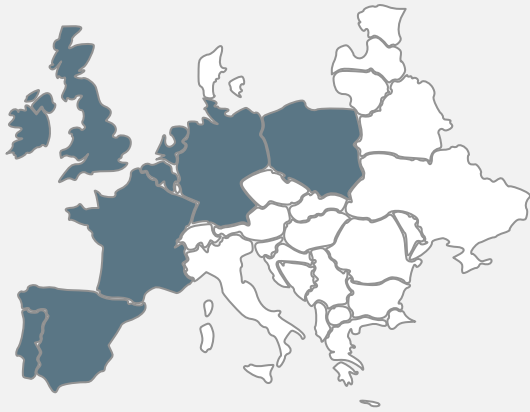
Astore's catalogue of nominated suppliers\*



Available in Belgium, France, Italy, Netherlands, Portugal, UK, Spain  
\*Only accessible to logged in clients

**ASTORE SHOP**

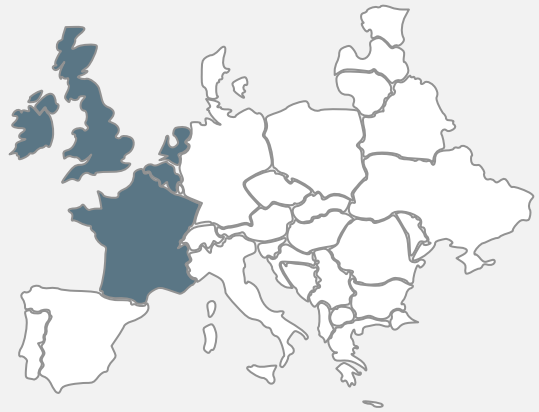
Astore's in-house e-ordering platform



Available in Belgium, France, Germany, Italy, Netherlands, Poland, Portugal, UK, Spain  
+3000 hotels

**E-INVOICING**  
BY ASTORE

Astore's dedicated e-invoicing solution



Available in Belgium, France, Netherlands and UK  
Accor Invest Hotels only

**ASTORE SUITE**

Astore's contract & revenue management solution



Used by suppliers worldwide

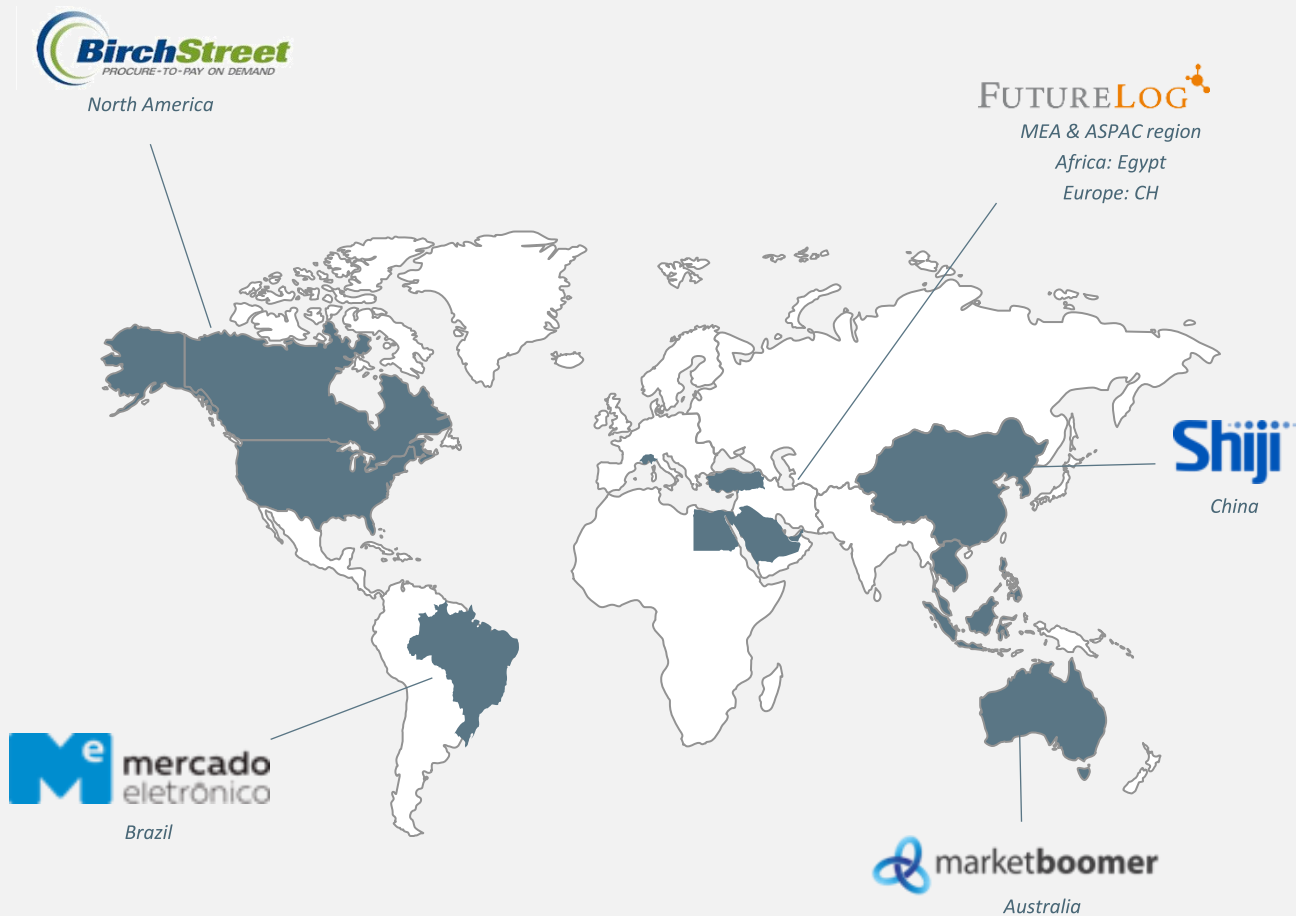


# OUR PARTNERSHIPS WORLDWIDE\*

Other e-procurement solutions available to our hotels and clients



\*Accor is working to improve the interconnectivity between Astore System and those P2P partners



# CUSTOMER SERVICE

We encourage you to **discover our knowledge base / F.A.Q** on our customer service website. It's a great source of information and support content on our procurement processes and tools.

It serves as **your first port of call for any questions or issues** you may have on the Astore tools or with more general procurement queries: <https://support.astoreprocurement.com/>

You can find helpful guides, like articles, video tutorials and FAQs, all in one convenient location.

If you do not find an answer to your question in the F.A.Q, **please reach out to customer service** (*see contact details below*).

## ASTORE'S CUSTOMER SERVICE TEAM

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Astore customer service has a **support team** dedicated to assisting you **in multiple languages**: English, French, German, Portuguese and Spanish.

They are **available Monday to Friday** to provide assistance on any Astore-related queries.

- **On business related queries** e.g. as an escalation for hotel queries, non compliance issues, hotels requesting new accounts with suppliers,...
- **On any questions or issues regarding Astore digital tools** e.g. managing your data on ASP.com Supplier Directory, uploading your products and prices to Astore Shop, resetting passwords, support with declaration templates,...

We will endeavour to provide a **response to your ticket within two business days**.

## USEFUL LINKS

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**To contact customer service**, please fill out the form corresponding to your country/language:

Belgium, France, Switzerland (French): <https://support.astoreprocurement.com/hc/fr/requests/new>

Austria, Germany, Switzerland (German): <https://support.astoreprocurement.com/hc/de/requests/new>

Spain: <https://support.astoreprocurement.com/hc/es/requests/new>

Portugal: <https://support.astoreprocurement.com/hc/pt/requests/new>

Netherlands, UK (English): <https://support.astoreprocurement.com/hc/en-gb/requests/new>

**To access the knowledge base**, please use the link in the language of your choice:

English: <https://support.astoreprocurement.com/hc/en-gb>

French: <https://support.astoreprocurement.com/hc/fr>

German: <https://support.astoreprocurement.com/hc/de>

Italian: <https://support.astoreprocurement.com/hc/it>

Polish: <https://support.astoreprocurement.com/hc/pl>

Portuguese: <https://support.astoreprocurement.com/hc/pt>

Spanish: <https://support.astoreprocurement.com/hc/es>



**Please note, you will need to log in to access the knowledge base.** If you are not able to log in, please try the "Forgot password" function on the login page.

Otherwise, please request a login for the knowledge base to customer service. See contact details above.

# THANK YOU

Thank you for having taken the time to read through this Welcome Pack.

We hope you found it useful and helpful to understand the usages and benefits of each of the Astore Digital tools.

We strive to continuously improve your onboarding experience and wish to hear your feedback on the content of this pack.

Please share your thoughts in this **3-minute** survey by clicking on the link below or scanning the QR code: [Astore Digital Welcome Pack - Survey](#)

