



WELCOME

TO

ASTORE

DIGITAL PROCUREMENT SOLUTIONS

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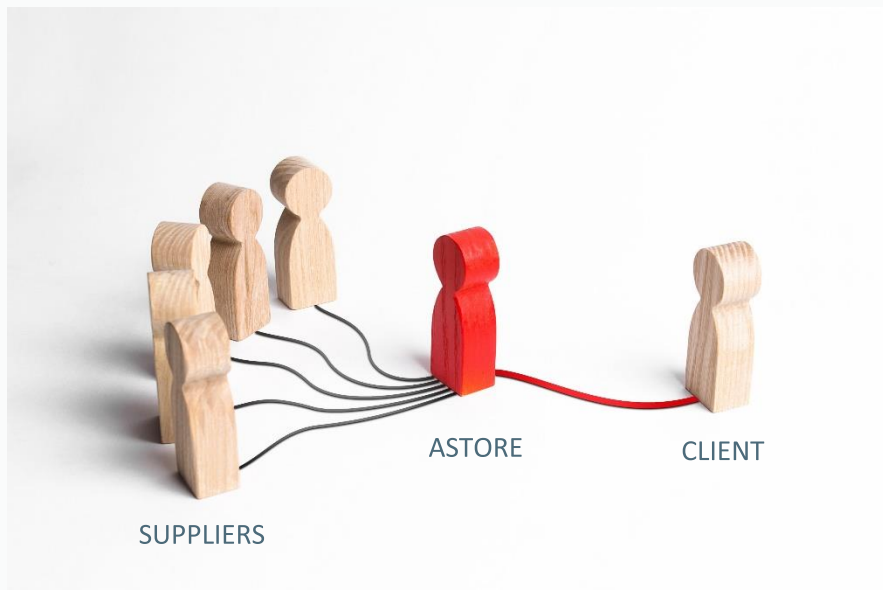
WHAT IS ASTORE?

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 suppliers; sourcing the best suppliers and negotiating prices and terms & conditions for you.

As your procurement partner, we aim to help you streamline your procurement operations and ease your relationship with suppliers.

Read more about our procurement organisation on our official website Astoreprocurement.com: www.astoreprocurement.com



WHAT ARE THE ASTORE DIGITAL PROCUREMENT SOLUTIONS?

At Astore, we have developed different tools that aim to simplify the way we work with you and ease your purchasing processes with *nominated** suppliers.

- Supplier directory (catalogue of categories and suppliers)
- E-ordering
- E-invoicing

Let's discover more about the Astore tools!

***Nominated/referenced supplier**

A supplier with which Astore currently has a contract. These suppliers meet high criteria to provide quality products and services to our clients.



AstoreProcurement.com* is **Astore's general website** where you can find information on our global procurement organisation, procurement range and service offer.

Good news! On this website, you will find the **supplier directory**, a **list of Astore's nominated suppliers** by country. You can search for a supplier by category of products and services, and access the supplier's details.

WHAT DO I USE ASTOREPROCUREMENT.COM FOR?

DISCOVER ASTORE

- Worldwide organisation
- Procurement range
- Service offer
- Digital solutions

SEARCH FOR SUPPLIERS

- Supplier offer description
- Terms and conditions
- Catalogues
- Contact details

WHAT ARE THE KEY BENEFITS OF USING ASTOREPROCUREMENT.COM?

- Provide you with direct **access to nominated suppliers, their contact details and the terms and conditions negotiated by Astore** through the supplier directory
- Give you **visibility on Astore's procurement** categories, services and suppliers
- An **"anywhere, anytime"** access to view Astore's local and global suppliers
- **Not on Astore Shop?** Good news, the supplier directory gives you access to all our nominated suppliers and their contact details!

HOW CAN I ACCESS ASTOREPROCUREMENT.COM AND THE SUPPLIER DIRECTORY?

Astoreprocurement.com is available at the following link: www.astoreprocurement.com

For more information on the supplier directory, please click [here](#)



You will need to request an account to access the supplier directory.

To request an account, please raise a ticket with customer service. You will find their [contact details by country on page dedicated to customer service](#).

Please note, it can take up to 2 business days for the request to be processed.

Need help logging in? Please click [here](#)



Astore Shop is an **ordering platform** developed by Accor for hotels and partners. A **one-stop webshop** that covers all your operational needs with a wide range of products and services.

Optimise your purchasing process **for operational spend all in one place**: raise purchase orders, place and track orders, and easily manage the approval process.

It is possible to **integrate Astore Shop with an inventory management system** and/or e-invoicing solution of your choice.

WHAT DO I USE ASTORE SHOP FOR?

SEARCH FOR PRODUCTS AND SUPPLIERS

- A wide range of products and suppliers to compare from
- Brand booklets to guide your teams to comply with brand standards

ORDER AND TRACK

- Order directly from nominated suppliers
- Track your orders within the tool
- Easy re-ordering with favourites lists

MANAGE APPROVAL PROCESSES

- Manage and approve your teams' orders with dedicated workflows

If you are interested in integrating Astore Shop to an inventory management system, please reach out to your local Astore sales contact.

WHAT ARE THE KEY BENEFITS OF USING ASTORE SHOP?

- **One stop shop** for all of your daily operational purchases
- **Centralise** your establishment's purchases in one tool
- Guaranteed to **benefit from Astore's terms & conditions and negotiated prices** with nominated suppliers
- Access F&B, Consumer Goods, and FF&E suppliers **in one place**
- Easy access to solutions **supporting your transition to sustainable procurement**
- Easy management of your organisation's purchasing process with **dedicated approval workflows and order management functionalities**

HOW CAN I ACCESS ASTORE SHOP?

To access your local shop, please find the links for each country's shop here: [Astore Shop - How to access.](#)

For more information on how to use Astore Shop, please watch our 4-minute [video tutorial "Your first steps on Astore Shop"](#)

For more content and videos to get started on Astore Shop, please click [here](#)



To request an account on Astore Shop, please reach out to your Astore sales contact. They will send you the list of documents and explain the steps to follow.

Please note, some suppliers request you to open a client administrative account in their system before being able to order their products via AstoreShop.

These accounts creation requests, often transiting through customer service, are dependent on the supplier's response time.



The 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?

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

2-WAY MATCHING

- Automate the 2-way matching process (integration with your ordering solution required)

WHAT ARE THE KEY BENEFITS OF USING E-INVOICING?

- **Move away from time-consuming** paper invoices and manual processes to paperless approval workflows
- **Increase traceability** of your purchases for your accounting teams and **secure on-time payments**
- Ensure **better control and compliance** with records of invoices and payments
- **Save time** on the invoicing and PO matching process with **automated and paperless 2-way matching**
- Strengthen the **relationship with your suppliers**
- **Secure a smooth transition** to e-invoicing processes that are compliant with upcoming European regulations

HOW CAN I ACCESS THE E-INVOICING TOOL?

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 with your local Astore or sales contact in copy of your email.

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/hc/en-gb>

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

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. questions on Astore's procurement range and services, searching for a supplier or product, setting up an account with a supplier,...
- On any questions or issues regarding Astore digital tools e.g. requesting an Astore Shop account, resetting your password,...
- For any claims linked to orders or deliveries, customer service is here to assist you if you are not able to find a solution with your supplier. However, we suggest you contact your supplier directly for a quicker response.

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

Please note that customer service is also dependant on our suppliers' response time. Account requests with suppliers can take longer than two business days.

USEFUL LINKS

To access the knowledge base, please use the following link:

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

To contact customer service, please fill out the following form:

UK (English): <https://support.astoreprocurement.com/hc/requests/new>

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: <https://forms.office.com/e/NQrsuhNSww>

