

Supplier Inbox Matrix



SAP, RBT and EDI Queries

| Team | Contact | What Can They Help With? | Common Questions |
|----------------------------|--|--|--|
| RBT Supplier Comms | rbtsuppliercomms@coop.co.uk | <ul style="list-style-type: none"> All queries relating to your RBT roll out and training for our SAP systems | <ul style="list-style-type: none"> What drop am I in? What date am I due to go live? How do I update who receives RBT comms? |
| Co-op Connect | coopconnectsupport@coop.co.uk | <ul style="list-style-type: none"> All queries relating to Co-op Connect - our new (SAP) Supplier Portal | <ul style="list-style-type: none"> How do I get a user account set up? How do I submit a new article? How do I amend an existing article? |
| Supplier Portal Support | supplierportalsupport@coop.co.uk | <ul style="list-style-type: none"> All queries relating to our legacy Supplier Portal | <ul style="list-style-type: none"> How do I get my password reset? How do I access or log invoice disputes? How do I access my commercial terms? |
| Vendor Master Data Steward | Vendormasterdatasteward@coop.co.uk | <ul style="list-style-type: none"> All queries about your data held in SAP | <ul style="list-style-type: none"> How do I change my bank details? How do I change my company address? |
| SNC Support | SNCsupportteam@coop.co.uk | <ul style="list-style-type: none"> All queries related to SNC | <ul style="list-style-type: none"> How do I login or get access to SNC? How do I get additional logins? How do I access my purchase orders? |
| EDI Development | EDIdevelopmentteam@coop.co.uk or your assigned EDI analyst | <ul style="list-style-type: none"> All queries related to EDI and its setup | <ul style="list-style-type: none"> We are undergoing a system change, can we work with you to enable EDI? Can you confirm if you've received our invoice/ASN in your system? |
| Supplier Engagement | Supplierengagement@coop.co.uk or your category Buyer | <ul style="list-style-type: none"> Any other Co-op related queries not covered above | |

Finance Queries

| Team | Query Types | Email/Point of Contact |
|----------------------------------|--|--|
| Supplier disputes Team | <ul style="list-style-type: none"> Supplier Portal Dispute Queries Coordination of disputes/ debit claims work across teams Escalation point for complex queries relating to any CSC Finance team | supplierdisputeshelpdesk@coop.co.uk Team Manager - Daniel Holmes Daniel.Holmes@coop.co.uk |
| Credit Control Team | <ul style="list-style-type: none"> Requests for copy invoices New disputes for non supplier portal suppliers Provide direction and guidance for queries relating to other CSC Finance Teams | Salesledger.Department@co-op.co.uk Team Manager - Paul Quinti Paul.Quinti@coop.co.uk |
| Compliance & Administration Team | <ul style="list-style-type: none"> Queries in relation to direct delivery claim documents for Coop stores and independent societies | arinvoiceadmin@coop.co.uk Team Manager - Julie Begg Robinson Julie.BeggRobinson@coop.co.uk |
| Supply Chain Invoice Matching | <ul style="list-style-type: none"> Invoices for payment for deliveries into depots Cost price and quantity disputes Copy of debit note requests | supplychaininvmatching@coop.co.uk Team Manager - Lisa White lisa.white@coop.co.uk |
| Accounts Payable | <ul style="list-style-type: none"> Remittance queries Remittance statement requests Outstanding payment queries | APQueries@coop.co.uk Team Manager -Andy Gaunt Andy.gaunt@coop.co.uk |
| GFR Invoice Processing | <ul style="list-style-type: none"> Processing of Coop food non EDI invoices Processing of Funeralcare invoices Processing of non EDI Independent invoices Overdue invoices, Statements and Copy invoices | gfrinvoiceprocessing@coop.co.uk Team Manager Yvonne Wilson Yvonne.Wilson@coop.co.uk |

Finance Queries by Dispute Type

| Dispute Type | Where is a dispute raised? | Escalation Contact |
|----------------------|--|--|
| Cost Price | Direct to the Supply Chain Invoice Matching Team (supplychaininvmatching@coop.co.uk) | Lisa.White@coop.co.uk |
| Shortage | Direct to the Supply Chain Invoice Matching Team (supplychaininvmatching@coop.co.uk) | Lisa.White@coop.co.uk |
| Payment of Invoices | Direct to the Supply Chain Invoice Matching Team (supplychaininvmatching@coop.co.uk) | Lisa.White@coop.co.uk |
| Promotional Income | Via the Supplier Portal | supplierdisputeshelpdesk@coop.co.uk |
| Long Term Agreements | Via the Supplier Portal | supplierdisputeshelpdesk@coop.co.uk |



Key Links

| Key Links | What is it? |
|---|---|
| https://myapplications.microsoft.com/ | Access to Microsoft 'My Apps' and Co-op Apps, including : <ul style="list-style-type: none">• Co-op Connect• SNC (Supplier Network Collaboration)• Training Materials for SAP |
| https://cooponline.sharepoint.com/sites/connect/Pages/HelpTopics.aspx | Co-op Connect How To Guides and FAQs |
| https://supplierportal.retail.coop.co.uk | Our Legacy Supplier Portal |
| https://www.coopsupplierhub.com/ | Access to our key documents, including: <ul style="list-style-type: none">• Standard Terms & Conditions• Supplier Guidelines• Charges Matrix• Product Recall Process |

