



Supply Network Collaboration (SNC)

User Guide

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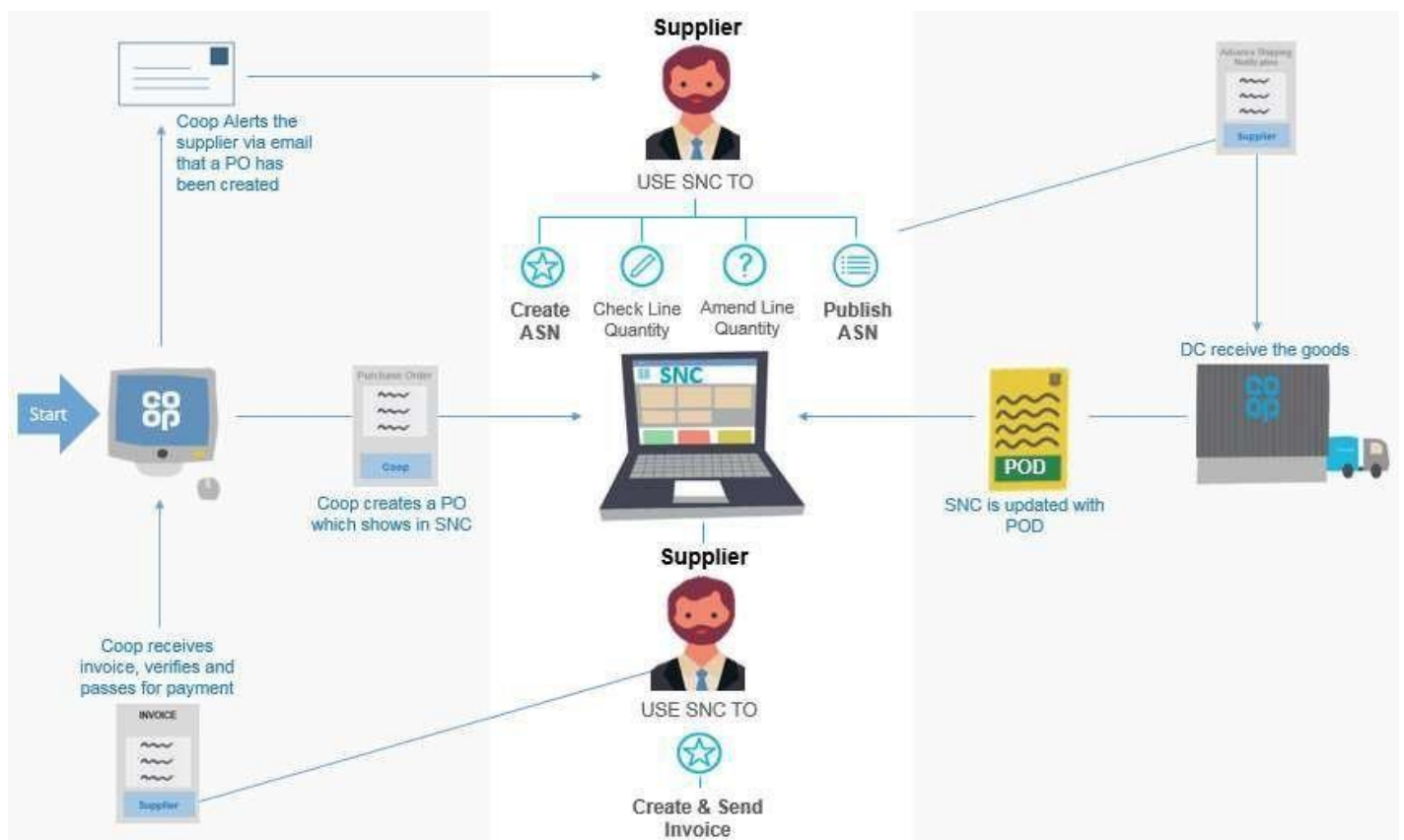
1. What is it?

SNC is part of our new ways of working and is used for Purchase Order/ASN and Invoice management between the Co-op and Supplier.

It sends alerts to suppliers when orders are raised, goods are booked in and invoices received.

Please note, that SNC is expected to be the main way of working for those suppliers who are not Electronic Data Interchange (EDI) enabled, however it is also a fall-back system in case of EDI failure, as all information will also be held here.

2. SNC - Process Flow Overview



Log on to the SNC system

Both Co-op connect and (SAP) SNC can be accessed via our single sign on solution, this means you only need one login and password to be able to access both of our new systems, saving time and simplifying daily use.

How to get Log on details

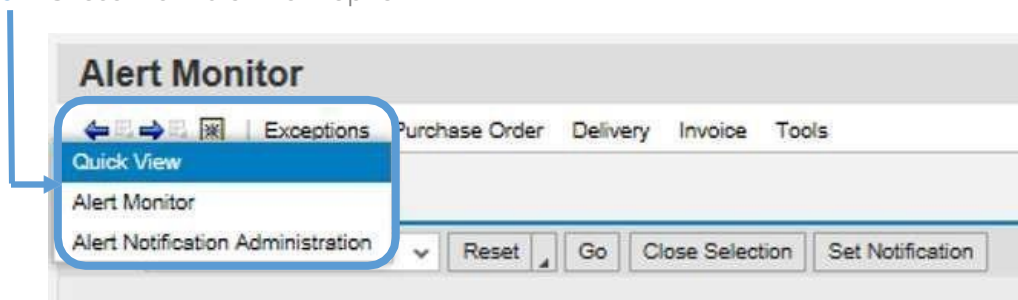
- To request access to Co-op systems, you should complete the Co-op Connect & SNC Access Request Form which can be found on the [Supplier Hub Documents | Co-op Supplier Hub \(coopsupplierhub.com\)](https://coopsupplierhub.com)
- If you need assistance completing any details on the form, please contact your Co-op buyer.
- Once complete please send the completed form to your Co-op buyer who will initiate the internal process of access provision. How to Log on o If you are accessing Co-op systems for the first time, you will receive a Microsoft link where you will be required to set up an O365 account or you will be able to log in using your existing account if you already have one. o Once you have registered or if you already have an account then access.

Accessing the Supplier Dashboard

The dash board is the easiest and quickest way to manage your Purchase Orders, ASNs and Invoices. The steps below show you how to navigate through the dashboard.

How to open and view dashboard information

- Select the 'Exceptions' button from the main menu bar
- Chose the 'Quick View' option



- Select the 'Shipping' or 'Invoicing tabs'

Select each bar on the available charts to load the current active query details. Using this information you can complete the next steps such as creating an ASN

- Select the bars on the charts to see more information
- From the next screens you will be able to **complete tasks such as creating ASN's and Invoices**

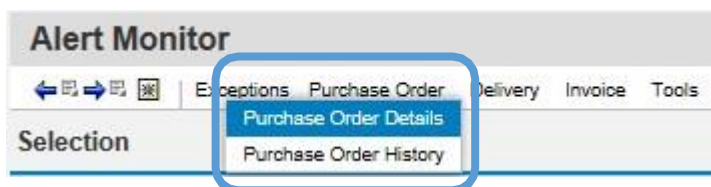
6

Purchase Orders

Once the Purchase Order has been created by Co-op, **suppliers will need to create the ASN**. Co-op provide suppliers with visibility of the Purchase Order through SNC as shown below, (as well as EDI messaging where enabled).

How to view your Purchase Orders

- Select the 'Purchase Order' option from the menu bar at the top of the screen.
- Select 'Purchase Order Details'



- Enter the Purchase Order number provided in the "PO No" field or alternatively select the search facility icon  to display a list of active purchase orders.
- Select "Go"

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5.

- The purchase order information will now be displayed in the below screen.

In the item detail section (Please note - Item numbering will be displayed in units of 10) section you will be able to see the details associated with the order:-

- By selecting each of the tabs, further information / data will be available for you to view.
- **Remember** to now create the ASN as shown in the next steps.

ASN (Advance Shipping Note)

Once the details of the PO have been fulfilled and packed for shipping, Co-op need an ASN to be created in the SNC system so the goods delivered can be receipted correctly against the PO (the ASN can also be sent via EDI message which will be shown within SNC automatically).

How to create the ASN

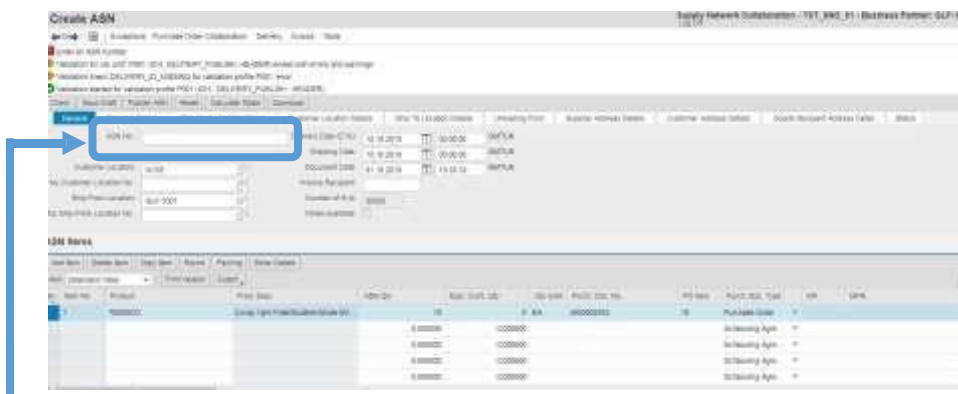
- Display the PO information screen as previously instructed - (How to view purchase orders).
- Within the "PO items" section, select all the items you are sending for this ASN by using the select all

function button 

- Once all the items are highlighted, select the 'Create ASN' button.



- The ASN screen will appear, with pre populated Purchase Order Information, as shown below



- Enter your ASN number in the ASN No field. This needs to be a unique number for each ASN, it can also be alpha numeric, but no more than 17 characters including spaces.
- Select the Check button to make sure all the required information has been added.
- Information / error messages will be display, with instructions on what action if any is required
 - **Red** = something must be changed/amended/corrected before proceeding.
 - **Amber** = please check all the information before proceeding.

- **Green** = All ok, you can proceed as planned.

7. Check Line Item Quantity

You can now check and ensure that the quantity of each line item you are shipping is correct. If it is lower than recorded on the PO, you are able to change the quantity in this screen. (Please note you cannot increase the line quantity of the PO)

How to check line item quantity

- From the ASN screen you are able to check / change the quantity. Locate the 'ASN Qty' column

under the ASN items section.



Item No.	Product	Prod Desc	ASN Qty	PO Item	ASN Qty
1	LAKE	PO001 product	12	12	12

How to amend line item quantity

- Click in the ASN Qty field and enter the correct quantity you have shipped to the Co-op.
- Select the check button to ensure the system has all the data required, if all fields have been correctly populated you will see the green validation tick. If validation fails please return to the screen and correct the information required.

ASN Maintenance - Create ASN

Exceptions Purchase Order Delivery Invoice Tools

Hide Message Log

Current Messages Log

Reset Log

Type	Message Text
All	
!	Delivery date lies in the past: 21.11.2018 09:53:37 (UTC)
!	Shipping date lies in the past: 21.11.2018 09:53:37 (GMTUK)
!	Validation for val. prof. P001 (ICH, DELIVERY_PUBLISH, HEADER) ended with errors and warnings

Check Save Draft Publish ASN Reset Calculate Totals Download

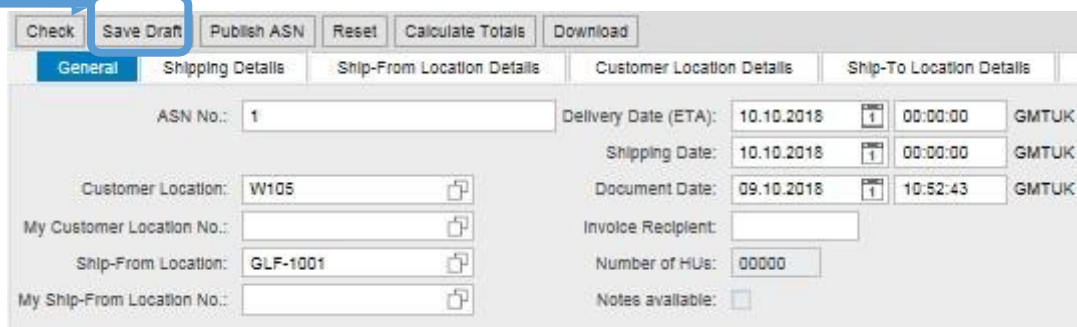
Error message key:

- **Red** = something must be changed/amended/corrected before proceeding.

- **Amber** = please check all the information before proceeding.
- **Green** = all ok, you can proceed as planned.

8. Publish ASN (Advance Shipping Note)

If you need to perform further check before publishing the ASN you can save a draft version by selecting the Save Draft button, as shown below.

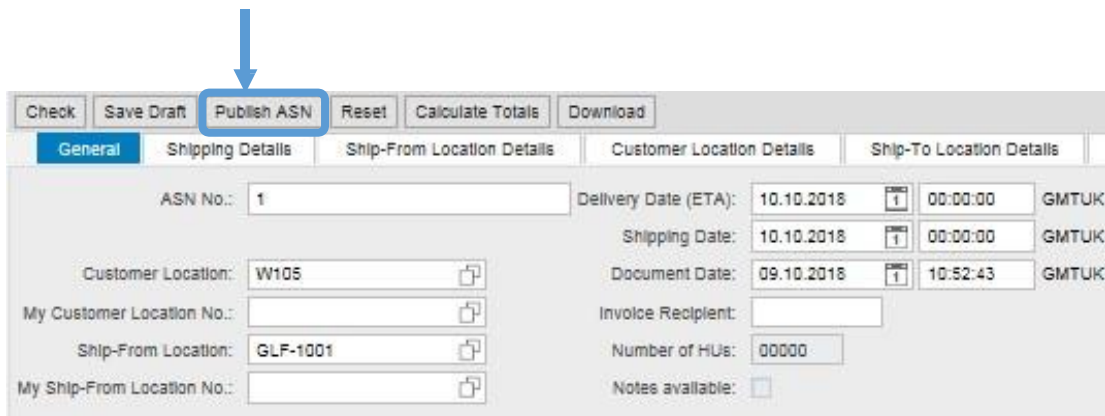


The screenshot shows the 'General' tab of the ASN form. The 'Save Draft' button is highlighted with a blue box and an arrow pointing to it from the left. The form contains the following fields:

Field	Value
ASN No.:	1
Delivery Date (ETA):	10.10.2018 00:00:00 GMTUK
Shipping Date:	10.10.2018 00:00:00 GMTUK
Document Date:	09.10.2018 10:52:43 GMTUK
Customer Location:	W105
My Customer Location No.:	
Ship-From Location:	GLF-1001
My Ship-From Location No.:	
Invoice Recipient:	
Number of HUs:	00000
Notes available:	☐

How to Publish an ASN

- Select the Publish ASN Button



The screenshot shows the same 'General' tab of the ASN form, but the 'Publish ASN' button is highlighted with a blue box and an arrow pointing to it from above. The form fields are identical to the previous screenshot.

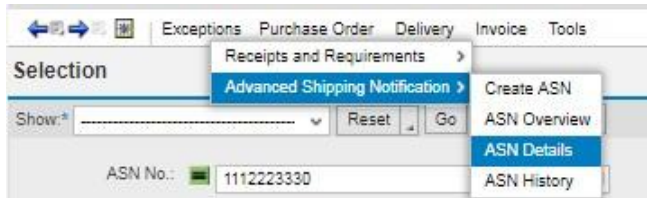
A confirmation 'pop' up box will appear asking you to confirm that you want the ASN to be sent to Co-op. click 'Yes' to proceed.

9. Goods Receipt

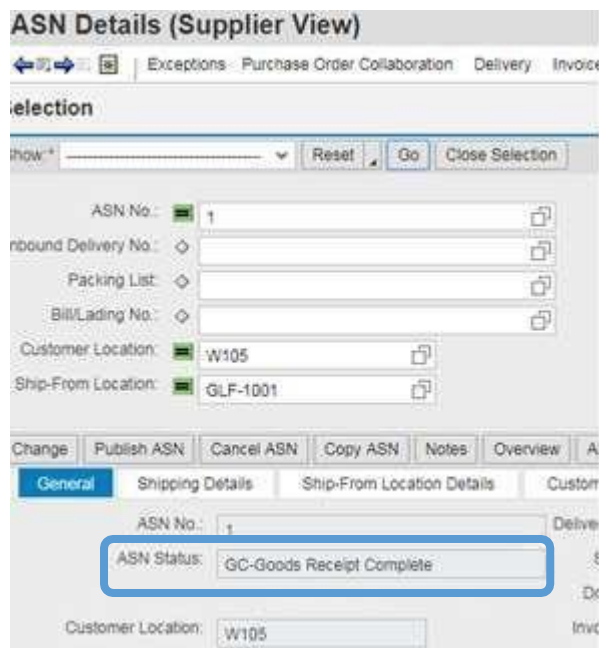
Once the goods have been receipted you can see this in the system.

How to view a Goods Receipt

- Select the delivery tab from the main menu bar and choose ASN > ASN Details

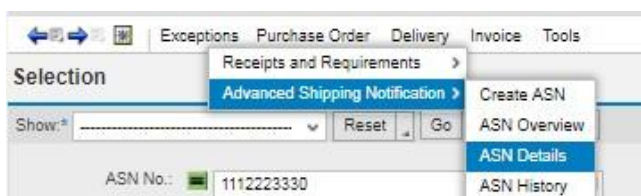


- Enter the ASN number or select the search facility
- Once the number has been entered select
- The ASN Status field will be populated, showing the good receipt has been completed



How to view goods booked against ASN's

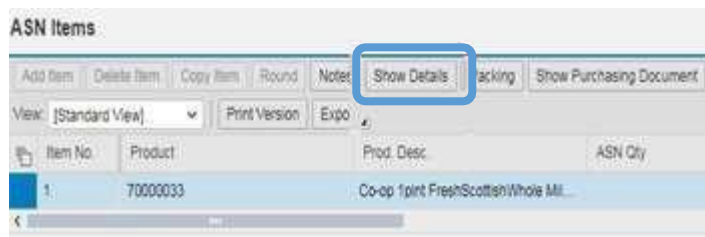
- Select the delivery tab from the main menu bar and choose ASN > ASN Details



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- Enter the ASN number or select the search facility 
- Once the number has been entered select 
- Highlight the ASN item and select the show detail button



- You will now see the GR Qty and the ASN Qty



ASN Qty:	10	EA
Supl. Cuml. Qty:	0	EA
Cust Cuml. Qty:	0.000000	
GR Qty:	10	EA
Weight:	0.000000	
Net Weight:	0.000000	
Gross Weight:	0.000000	
Volume:	0.000000	

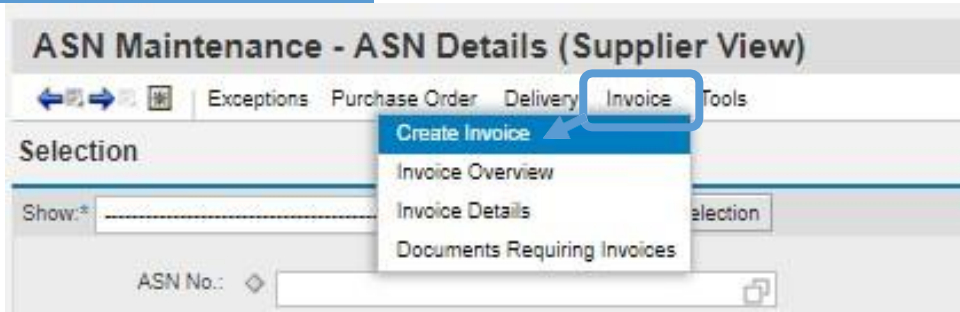
10. Invoicing

When you create an invoice in SNC you will need to provide the original PO number your invoice relates to. The PO number will have been provided in the e-mail notification sent to your company, alternatively you can look up the PO number within SNC by accessing the supplier dashboard (step 4).

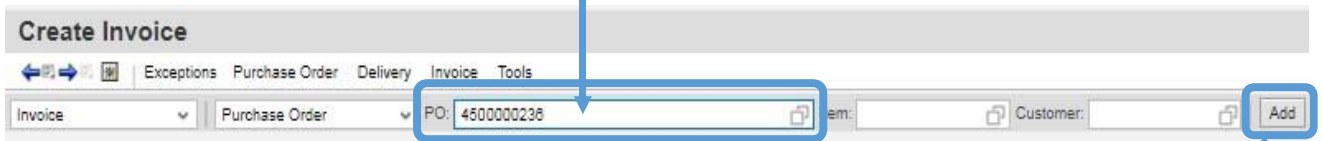
- You can now invoice for the goods you have sent.

How to create an invoice

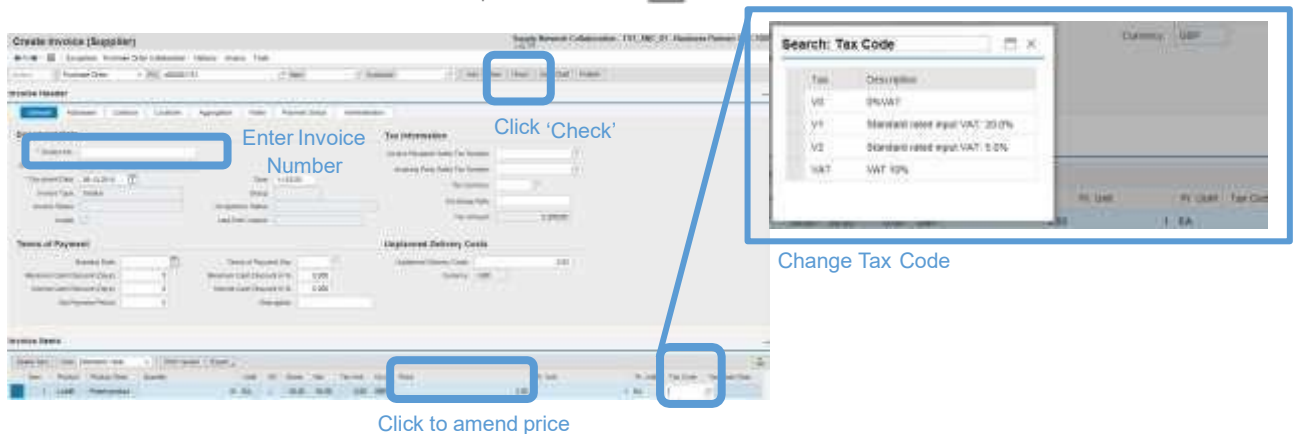
- Select the 'Invoice' button at the top of the screen.
- Chose the 'Create invoice' option from the drop down list.



- Enter the Purchase Order number



- Select 'Add'
- The line items from the Purchase Order will now appear in the "Invoice items" section
- Enter the invoice number. (Note - price and tax code should match the PO)
- To amend the price select the 'Price' box and enter the new amount. (please note this will create an invoice matching query, if different to the original PO price, a warning will show to validate this)
- To amend the Tax Code click on the drop down box and select which code you require.



- Click 'Check'. (Please note this is on a slightly different position than on other screens) the check button validates the invoice information you are about to submit.
- Information / errors messages will be displayed at the top of the screen.



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- If you receive a red error message the system will not allow you to submit your invoice, you will need to make the necessary amendments before you can proceed. Amber messages will still allow you to send your invoice but alerts you that the information within your invoice is different to the information recorded in the PO e.g. price information is different. Green confirms that all is okay with the invoice and you can proceed.

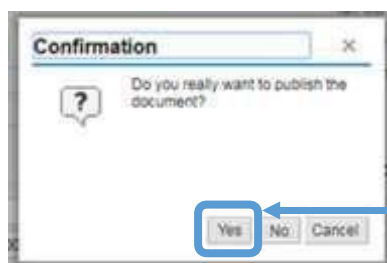
Error message key:

- **Red** = something must be changed/amended/corrected before proceeding.
- **Amber** = please check all the information before proceeding.
- **Green** = all ok, you can proceed as planned.

- You can only publish the invoice once all errors have been corrected. The Publish Button sends the invoice to Co-op for payment.



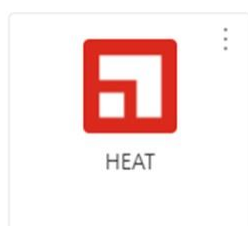
- Publish the invoice by selecting the publish button
- Click 'yes' on the confirmation screen to complete and publish.



- Invoice now published and can only be cancelled by contacting the accounts team.

Contact details for invoice queries

- Direct to store queries: GFRInvoiceProcessing@coop.co.uk
- Depot queries: Please use our ISM (HEAT) portal that can be accessed via MyApps as described in section 3 of this guide in the 'How to log on' section. (Screenshot of the tile below)



For further information on the ISM (HEAT) portal please click here [New portal to raise queries | Co-op Supplier Hub \(coopsupplierhub.com\)](https://coopsupplierhub.com)

If you do not see the ISM (HEAT) tile or are unable to access the Co-op area within MyApps please follow the guidance in section 3 of this guide in the 'How to get log on details' section

How to export information to excel

- Wherever you see the 'Export' button, you can export the information to excel.

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- Click 'Export'
 - Select 'Export to Excel'

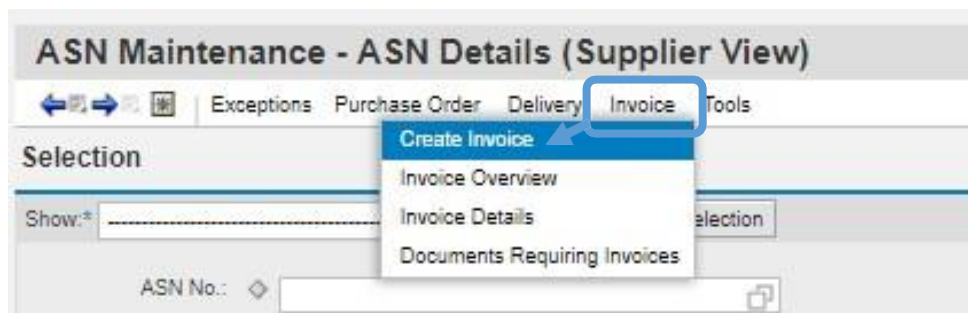


11. Subsequent Debits/Credits

Subsequent debits and credits are used when you require the ability to either invoice or credit for price but not quantity i.e. to correct cost pricing on a previously submitted invoice. The process is similar to loading an invoice but with a couple of key differences.

How to create a subsequent debit or credit

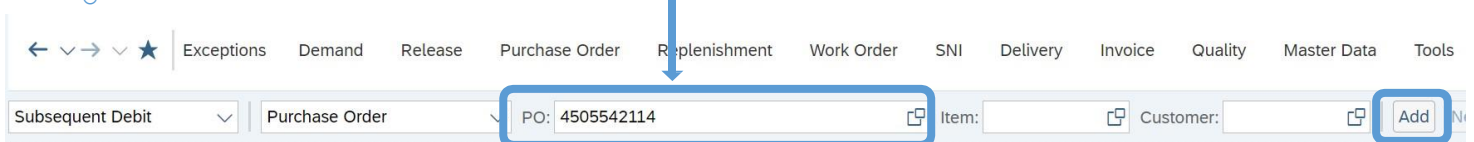
- Select the 'Invoice' button at the top of the screen.
- Chose the 'Create invoice' option from the drop down list.



- In the dropdown, invoice will be defaulted but this can be changed. Select subsequent credit or subsequent debit, depending on if you need to correct the cost to be higher (debit) or lower (credit)



- Enter the Purchase Order number



- Select the 'Add' button
- The line items from the Purchase Order will now appear in the "Invoice items" section. If you only require a subsequent debit/credit for part of the Purchase Order then use the check boxes on the left hand side to highlight the lines you don't require and press 'Delete Item'
- Enter the invoice number and update the document date if required. (Note - price and tax code should match the PO)

- Within the 'Price' field, the purchase order price will be defaulted but this price must be updated. The price entered here should be the difference between what you originally invoiced and the correct invoice amount. i.e. if you originally invoiced £9 and it should have been £9.50 then 0.50 should be entered.
- Within the 'Quantity' field the purchase order qty will be defaulted but this may need to be updated. The qty entered here should match the qty you sent on your original invoice. To amend the Tax Code – click on the drop down box  and select which code you require.
- Click 'Check'. (Please note this is on a slightly different position than on other screens) the check button validates the invoice information you are about to submit.
- Information / errors messages will be displayed at the top of the screen.

- If you receive a red error message the system will not allow you to submit your subsequent debit/credit, you will need to make the necessary amendments before you can proceed. Amber messages will still allow you to send your subsequent debit/credit but alerts you that the information within your subsequent credit/debit is different to the information recorded in the PO e.g. price information is different. Green confirms that all is okay with the subsequent debit/credit and you can proceed.

Error message key:

- Red** = something must be changed/amended/corrected before proceeding.
- Amber** = please check all the information before proceeding.
- Green** = all ok, you can proceed as planned.
- You can only publish the subsequent debit/credit once all errors have been corrected. The Publish Button sends the subsequent debit/credit to Co-op for payment/deduction.



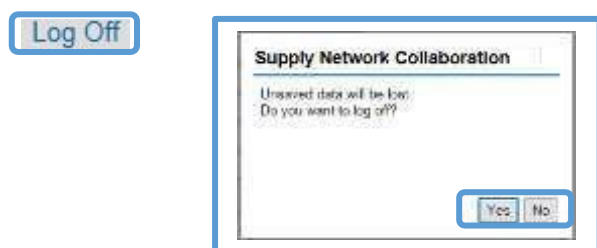
- Publish the subsequent credit/debit by selecting publish

○ Click "yes" on the confirmation screen to complete and publish.

- The subsequent credit/debit is now published and can only be cancelled by contacting the accounts team.

12. Log off the SNC system

- Click 'Log off' which is towards the top right of the SNC screen.
- Select 'Yes' from the confirmation screen.
- Your browser screen will close on logging off.



- Note: Pressing esc on your keyboard will return you to the previous screen and won't log you off.

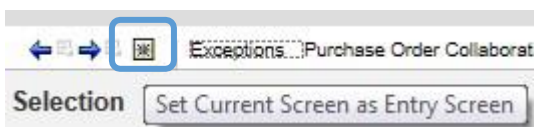
13. Further guidance

User Screen Customisation - home screen setting

Any user can customise the screens to their own personal preference, you can set which screen you always want to see first when you log in to the system.

How to customise you view

- Select the star icon  at the top of the screen that you want to set as your home screen. ○ You will see a pop up to say 'Set current screen as entry screen'



Why not set the supplier dashboard up as your home screen?
More Information
 about the dashboard can be found in Step 3.

SNC Alerts

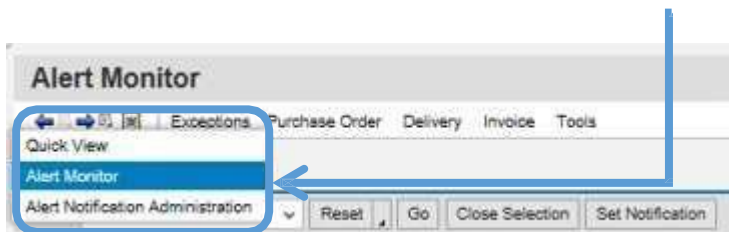
You can log on to SNC at any time to view alerts using the Alert Monitor, however Coop will also send email alerts to the email account you've registered.

How to View Alerts from an email

- Select the link that's embedded on the email.
- This will take you to the log on screen. Log on following the step 2 instructions

How to use the Alert Monitor

- Select the Exceptions button at the top of the screen
- Select Alert Monitor

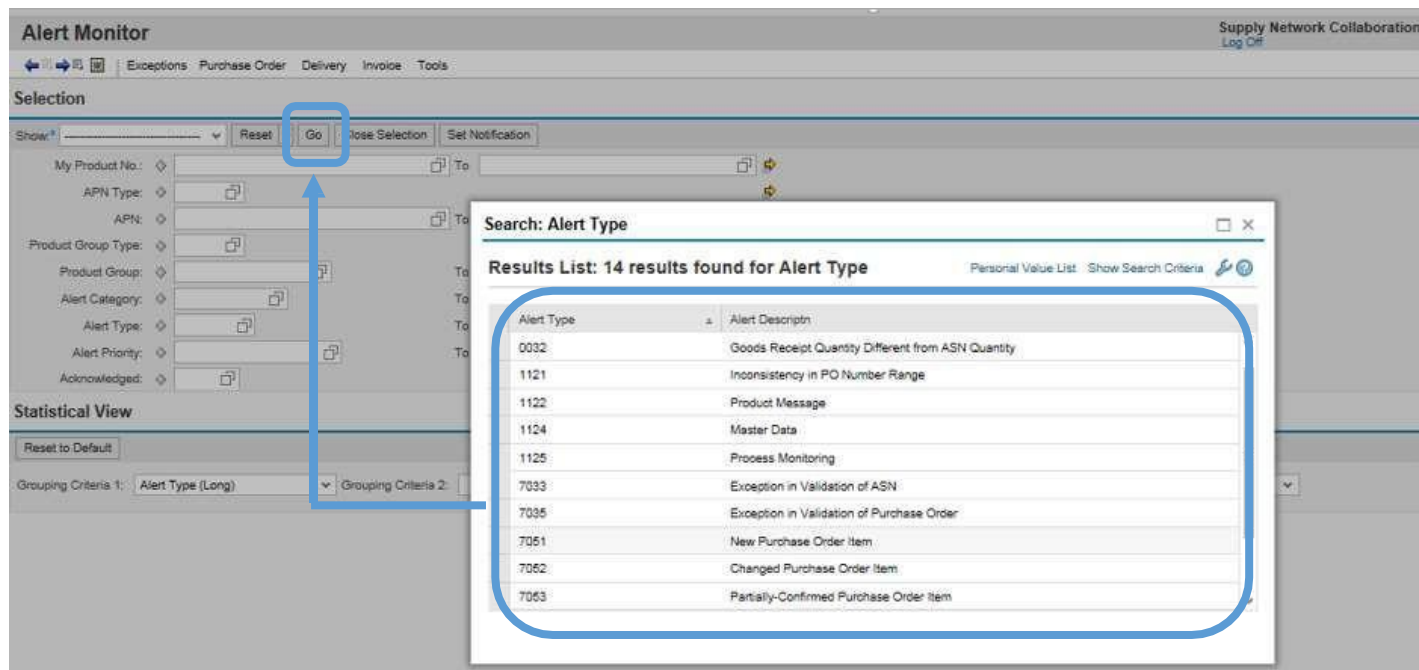


- Below is the Alert monitor screen
- Use the Scroll bar on the right to move down the screen to see more information

- Select the search facility to see the full list of alert types 



- From the list, select the Alert Type you want to see
- Select Go

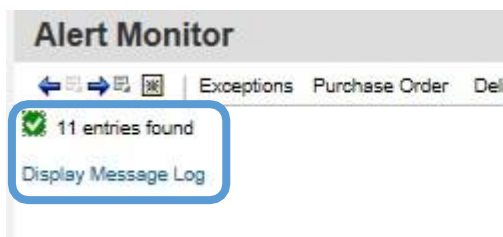


Search: Alert Type

Results List: 14 results found for Alert Type

Alert Type	Alert Descriptn
0032	Goods Receipt Quantity Different from ASN Quantity
1121	Inconsistency in PO Number Range
1122	Product Message
1124	Master Data
1125	Process Monitoring
7033	Exception in Validation of ASN
7035	Exception in Validation of Purchase Order
7051	New Purchase Order Item
7052	Changed Purchase Order Item
7053	Partially-Confirmed Purchase Order Item

- Information for the alert type selected will be displayed in the top left of the screen
- Select the message log link to reveal more information



An easier way to view and respond to alerts is by using the supplier dashboard. See step 3 for more information

- Select the number link within the statistical view section

- Select the line item/alert you want to see
- Select see details.

- On the next screen you'll be able to perform whatever action is needed...i.e create an ASN.

How to Publish an ASN from a saved draft

- from the main menu bar select Delivery > ASN Details
- Enter the ASN number in the ASN No field and select 'Go'
- In the ASN Items section at the bottom of the screen select the button 'show details'
- If all the information is correct, select the button Publish ASN

ASN Details (Supplier View) Supply Network Collaboration : TST_SNC_01 : Business Partner: GLF-1001
Log Out

File Home Purchase Order Collaboration Delivery Invoice Tools

Selection

ASN No.

ASN No.

Packing Loc.

Shipping Loc.

Customer Location

Ship-To Location

ASN Status: **PB-Published**

Customer Location:

My Customer Location No.

Ship-To Location:

My Ship-To Location No.

Delivery Date (ATN) GMT+0

Shipping Date GMT+0

Comment Date GMT+0

Invoice Payable

Number of HUs

Notes Available ☐

ASN Items

Auto Item

View:

ASN No.	Product	Prod. Desc.	ASN Qty	Sup. Cont. Qty	Op. Unit	Product No.	Product	Product Type	Unit	Unit
ASN00000006	Product	Product	10	10	EA	450000007	Product	Purchase Order	10	10

The ASN Status will change to PB-Published

Click Show Details

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