



Finance transformation

Information for GFR food suppliers

About finance transformation

In October 2025, we are upgrading to SAP 4/HANA, which will replace existing multiple finance systems.

SAP 4/HANA will provide consistent processes, trusted financial data and a single unified source, making work easier for you and our internal teams.

Transition to SAP 4/HANA ('cutover')

We will be starting to use SAP 4/HANA from 5 October. In the run up to this date and for around a week afterwards, there will be a transitional period, while we move from our old systems to the new one. We will be upgrading Co-op Connect around go live so the portal will be unavailable for a short time.

There will be no delays to payments to you but please continue to follow good practice in submitting your invoices promptly. There are different impacts around the invoicing of supplier-funded promotions – see our factsheet for more information.

We are carrying out various tasks, such as cleansing aged open transactions, to help us prepare for the transition to the new system, so be aware that we may need to get in touch with you over the coming weeks about this.

What will be different in the new system

There will be some changes to the format of remittances but the important detailed information you need will still be included.

All suppliers will have one Co-op account no for both accounts payable and accounts receivable, though there will be some exceptions, for example if you have multiple accounts or if you are a primary logistics partner.

There will be some minor differences in how disputed AR transactions appear on Co-op Connect.

Help and support

Please reach out to our supplier engagement team if you have any questions about the changes: supplierengagement@coop.co.uk, or get in touch with your usual finance contact at the Co-op.