

TUCO Online Steering Group Meeting

Wednesday 23rd October 2019 commencing at 10:30 am

University of the West of England, Bristol

MINUTES

Attendees:	Mike Haslin [Chair]	TUCO CEO
	Helen Baker	UWE
	Rob Bean	Leicester
	Michaela Booth	Huddersfield
	Garry Collins	The Access Group
	Iain Couzens	Keele
	Sharon Evans	UWE
	Kristian Fernandez-Mitchell	UWE
	Rachel Fletcher	Sheffield
	Judith Hoyle	TUCO Secretarial
	Vicky Johnson	UWE
	Anthony Midgley	Leicester
	David Oakley	Churchill College Cambridge
	Lee Pedley	TUCO Digital Services
	Michelle Radford	Huddersfield
	Adam Rogers	UWE
	Stuart Rutty	Wolverhampton
	Jayne Seymour	UWE
	Linda Sutton	Keele
	Richard Thurman	Aston
	Kate Windebank	TUCO Consultant
Apologies:	Ajay Mittal	Leicester

1. New Contract

Mike explained the purpose of the meeting. There will be a shorter contract (typically 3 years) between the member, TUCO and The Access Group. There will be a Members' Agreement with TUCO and a contract for services provided with TAG. The periods will be exactly the same with both TUCO and TAG ie 3 years. Linda asked about the minimum spend criteria of £500K with TUCO in order to gain free use of the system. This amount actually covers the majority of our full members. Anthony asked if an organization has to sign up to all TUCO agreements before gaining access to the system. Allowances will be made for those members under £500K if a large percentage of their spend is via TUCO deals.

A detailed demonstration would be organized for anyone wishing to proceed with the system. Any local providers outside of TUCO frameworks would be monitored by the member themselves.

At the TUCO end is a price file management which members do not need exposure to. We would ideally like to have regular meetings with the Steering Group. We need to agree Terms of Reference and how often we would need to meet to manage this group. David suggested having an 'e-Meeting' twice a year rather than meeting face to face. It was suggested having six monthly meetings for the full group and smaller get togethers with TAG on a quarterly basis.

Advanced Stock

Garry explained that this is one of the new changes. We have enhanced the offer to include almost all of the Advanced Stock, apart from the EPOS integration which the member would have to pay for. Mike added that we still have around 20 members on the old contract and we will be migrating them over on a phased basis. David also asked about the pricing agreement – is it fixed for the period of the contract?

Data Dashboards

Lee is currently working with suppliers to get access to this data and getting them to send it in the format that we need for this. We will use this data internally to maximise savings, identify core lines etc and improve the whole procurement process. A big advantage is that you can set the levels of authority so that certain people cannot change things. We will hopefully have some dashboards to demonstrate at the next meeting. Garry carried out a demonstration of order placing and members discussed the inclusion of allergens on the system – they feel that the supplier should have the responsibility to include them but they themselves should check the recipes as to what was included.

Consolidated Billing

This outsources the member's Purchase Ledger to TUCO. We will then create single or multiple invoices back to the university. Mike questioned the group as to how much of a benefit that would be. Most of the group were using a Purchase to Pay system. Garry stated that there is already quite a lot of interest in this despite members feeling that this would be better suited to the smaller colleges rather than universities. At Huddersfield they use a payment card for most of their transactions.

2. Development Roadmap

Garry gave a demonstration of this. There was some discussion around the pricing structure which invoices at the future price agreed by TUCO rather than the price which is applicable at the time of placing the order. Each Category Manager has their own portfolio of framework prices to review through the Access system. The time waiting for prices to be approved is too long. This could either be human error, supplier not sending the price request or a technical issue. Mike is of the opinion that if the price has not been approved then it should not change.

Future Projects

- Exposure of supplier offers and promotions
- Overhaul of basket pages and order process
- Enhancements to stock management
- Visibility of live stock information and PAR level management

David asked if all TUCO suppliers on the frameworks can be put on the system. Garry responded that they will already be on the system but perhaps have not been set up yet. TAG can set these up at the request of the member.

3. Member Feedback

On the subject of Allergens, Anthony asked if members had to approve the Allergen information themselves or is this not a way in which TUCO can add value to members? However David feels that this is something which should remain with the members. It may be an idea to get an Allergens Sub-Group set up. Mike assured members that there would be increased interaction with TUCO through Lee Pedley as the Project Manager and regular Steering Group meetings.

Michelle at Huddersfield is experiencing problems with User Support and the Live Web Chat, she had been waiting over an hour for a response. TUCO would feed into the SLA the report detailing average waiting time and query resolution time. Garry would look into this long waiting time and TUCO would create a feedback loop for the support calls on how matters are handled.

David asked about live stock from the bigger suppliers as well as out of stock notifications. Richard questioned how we can get supplier accuracy with price files. Suppliers have been coming to members for advice on how to carry out certain tasks.

Keele still need a solution to their approvals system – they do not want self-approval ie some person placing an order then approving it themselves. Mike feels that this needs more options.

Michelle is having problems with the stock sheets changing the period dates but the new Advanced Stock facility will change that.

Adam feels that the transfer system seems quite 'clunky' – it is badly designed and difficult to use.

Waste Monitoring

Back of house waste for Keele needs to be set up – the reporting element will be completely re-vamped.

Stock Clearance

Still a bit 'hit and miss' with no variance.

Stuart remarked that members may be getting an 'Advanced Stock' function for nothing but there is a cost element to the training for this which takes around 3 or 4 days. Helen asked if we have any case studies – we do but this will probably need updating.

4. Bespoke Project Delivery Manager

This question had originally been raised by Gavin at Leicester and Adam feels that it would be useful to have someone to come in and gain understanding of how your business operates, maybe spending a couple of weeks there to gain a better understanding.

5. Any Other Business

It was agreed that the full group should meet in six months' time at University of Leicester. A smaller meeting would be held in three months' time with The Access Group and the Minutes from that meeting would be circulated to the wider Steering Group.