

**TUCO Online User Group Meeting  
Monday 17<sup>th</sup> April 2023 at 2:00 pm  
Via Microsoft Teams**

**A G E N D A**

**Welcome and Introductions – Jonny**

- a. Digital Menus
  - 1. **Demo** – Ten Kites
  
- b. Development Update - Michael
  - a. **Ordering portal**
  - b. **Accreditations**
  - c. **Automated OCR Capture**
  
- c. Labelling – Min
  - 1. **Update on Date Code Genie**
  
- d. ACCESS Analytics and Workspace - Michael
  - 1. **Demo**
  
- e. User Feedback
  - a. **System**
  - b. **Support**
  
- f. Suppliers on TUCO Online - Jonny
  
- g. CO<sub>2</sub> – Mike/Jonny
  - 1. **Update on trials**
  
- h. Deposit Return Scheme Legislation (Scotland) - Michael

**Training – Sunny**

**Any Other Business**

## TUCO Online User Group Meeting hhjn

Tuesday 15<sup>th</sup> November 2022 commencing at 10:00 am via Teams

### MINUTES

<b>Attendees:</b>	Mike Haslin [Chair]	TUCO CEO
	Akram Al-Saroori	Sheffield Hallam
	Tim Altyeo	The Access Group
	David Ashdown	Harper Adams
	Rob Bean	Leicester
	Martin Bennett	UCB
	Luke Bradley	Leicester
	Aled Closs-Davies	Bangor
	Iain Couzens	Keele
	Susie Cullen	ARU
	Jen Edmonds	Brighton
	Jane Eve	TUCO
	Vicky Gray	Sheffield
	Hayley Hall	Loughborough
	Judith Hoyle	TUCO Secretarial
	Annabel Hurst	Cardiff
	Liam Jordan	Nottingham
	Gagan Kapoor	Loughborough
	Linus Krajasevicius	Imperial
	Tammy Levy	Anglia Ruskin
	Jeremy Mabbutt	Aberystwyth
	Florentina Melinte	The Access Group
	Kerry Morgan	Nottingham
	David Nuttall	Harper Adams
	David Oakley	Churchill College Cambridge
	Paul Rogan	King's College
	Adam Rogers	UWE
	Andrew Rutherford	The Access Group
	Michael Rutherford	The Access Group
	Lance Savage	UWE
	Matthew Silver	Brighton
	Rob Smith	Bristol
	Jonathan Stevens	TUCO Consultant
	David Storrar	Reading
	Samantha Swan	Nottingham
	Garry Taylor-Collins	The Access Group
	Laura White	Anglia Ruskin

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<b>Apologies:</b>	Ann Bickerstaffe	Liverpool
	Sarah Dolman	Bristol
	Mark Donovan	Aberdeen
	Karen Gallant	UEA
	Ryan Hanson	Royal Agricultural University
	Stuart Rutty	Wolverhampton

## Welcome and Introductions

Mike welcomed members to the meeting.

### a. Labelling (Michael)

Suppliers can now load on product ingredient information. The main benefit to customers will be saving time for the integration of work but there are some steps to follow. Mike asked how many users record the integration with Date Code Genie and there were over 25. He asked if this can be added to the Development Roadmap. Michael asked if anybody is already integrated. Rob Smith has done some work with Label Logic Life and feels that he could do with a training refresher on this. David Oakley uses Date Code Genie but really wants a system which allows them to develop everything.

Rob Bean pointed out that the same recipe is not always flagging up the same allergens eg potatoes and coleslaw. They are currently having issues with tracking allergens through to the recipe sheet.

Estimated timeline for integration with Data Code Genie – Michael advised that development will take a couple of months, so possibly towards the end of Quarter 1 2023.

### b. Allergens Management

Rob Smith asked if there is an easier way for suppliers to upload their allergens. There are a lot of product substitutions at the moment. Michael does feel that we need to have some form of checking system in place. Luke Bradley asked about digital menus and Hayley Hall enquired how do we ensure that suppliers have all allergens uploaded to the system? Michael advised that we are looking at adding in a monitor of suppliers to provide this information. There will be more work involved with the bigger suppliers. Hayley currently only has around 60% of information from suppliers. If the suppliers do not provide the information, then we should not be able to order that product. Members would not particularly want this functionality at the moment. Mike commented that there had been a problem with the information not being dragged through.

Hayley was concerned that they had some recipes which were missing allergen information but you are able to call on that ingredient and look at the allergen information.

## c. Digital Menus

The aim is that students will be able to access menus on their mobile phones via a QR code to enable them to see for themselves allergens and nutritional information. This can be done via the OrderPay App. This is something which Jonny is working on with OrderPay to get that information from TUCO Online. Liam asked whether this is something we can host on our own websites rather than putting it on the OrderPay App? Access confirmed they can take this data and render it onto your own websites.

Annabel asked if the QR code could go out through Label Logic Live as they use PlanGlow? Michael confirmed that it is possible to print the QR code onto the labels. Several of the members confirmed that they would be interested in having this technology.

There was an action on members to set up a small Focus Group on Digital Menus to get this started as soon as possible. There is a compatibility between the systems at a cost but we can push forward on this.

## d. Ordering Portal

People preferred to have the images and this is a fairly straight approach to the whole ordering process. This is e-Commerce based and has an enhanced search in there. Locally bought products go to the front and there is also a Favourites List. There is also a function for filtering out products. You can see your supplier orders as you go along. Michael showed a video to illustrate this. Access have done some end-user testing and there are some issues with the portal which have now been addressed. We are now looking to have the phased rollout in the New Year.

## e. Access Analytics and Workspace

We are looking to roll this out to members early in the New Year but analytics in particular is not quite ready yet until later in 2023. With this you can create your own dashboards. You can look into Workspace and it will show where you are up to. There are multiple applications that you can add onto your own dashboards. This includes the e-Learning platform for new users. This gives the ability to show orders by supplier. There is also the financial information on there. Everybody will get a standard dashboard which you will be able to tailor to your own requirements. It is also controllable as to who within your organisation can access it. Access are looking at aligning the ordering portal with the Workspace rollout.

## f. Optical Character Recognition Project

Florentina gave a demonstration of this in a video. This is the process of scanning paper/PDF invoices. Once this is available to users they will have to input their data manually. ProcureWizard will manage the data as recorded with Access Capture and have asked for feedback as to how this would work for customers before starting the development. Rob Smith, Vicky Gray, David Storrar and Adam Rogers all stated that they would be happy to be involved in this.

## **g. Stock Taking**

Florentina explained that this allows people doing stock counts to identify products more easily. Testing on this is ongoing but Access are hoping to have this as part of their next release. Barcode scanning has not really been progressed. Adam asked if there is a way in which we can get suppliers to load barcodes onto the system? Members felt it would be useful to have this option, so Mike requested that this be added to the Roadmap. Michael asked what people are doing about this at the moment.

## **h. Accreditations and Attributes**

Florentina gave a demonstration through the slides, including the CO<sub>2</sub> calculation. How do we map the standard products that we are buying from suppliers to that standard data set? Several people are already using Klimato. Mike asked what is the timeline for accreditations and attributes. Accreditations covers such things as Red Tractor, MSC etc and Attributes such things as single use plastics. This is a big project with lots of interaction with suppliers so there is a few months' work involved there.

*Supplier Promotions:* this is based on promotions which are in place at that time and we are looking at the second half of 2023 for this. Mike asked how many people are using the third party system for calculation of CO<sub>2</sub>. Most people are using Klimato.

## **i. Customer Support Portal**

Sunny took us through the slide demonstration of this. You can type in what you want to do ie 'Add New User'. This is open to everyone but not everybody can raise cases. You can also use Flex Points to be used up within the year. He also mentioned the knowledge base for all articles.

## **j. Events**

There are lots of webinars and the videos last from 1 minute to 10 minutes. Regarding release information, Florentina and Michael upload this every time there is a release.

The support access and community portal allows users to put questions in and the service is for customer training needs. Sunny asked that if anyone does not have the Customer Support Portal to let him know and he will get them set up on it. He also asked members to call him with any training needs.

## **Any Other Business**

Adam Rogers asked what is on offer to suppliers in terms of training and using the system. How frequently is this offered to suppliers rather than basic functionality? Sunny replied that they have already created a supplier help sheet on product upload and invoicing. He is also building a LMS for suppliers. Regarding access to the supplier portal, it was noted that there is too much data in there. Adam would like a basic understanding of their portal and Jonny suggested two videos for this. David Oakley has an issue with Bidfood which is making his invoices look incorrect. Garry has been speaking to Bidfood and will address this problem with Sharon Moore. Rob Smith had a similar problem and asked Bidfood to remove the drop discount; he now gets it back as a rebate which has solved the problem.



The University Caterers Organisation

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Hayley is having issues with Coca Cola and the sugar tax. The price submitted to TUCO for approval is without the sugar tax included. Jonny will process this. David Oakley asked if we can collate these issues and present them under the TUCO banner.

Mike feels that we need more regular meetings and possibly a Chat facility too but this would be subject to GDPR regulations.

Adam asked about building stock items rather than having to manually create everything.

This will be entered into the Ideas portal and Adam will liaise with Sunny.

Florentina asked about the Deposit Return Scheme in Scotland coming into effect in August 2023, which will improve the way in which people recycle. Mike suggested contacting the Scottish users for more information on this.

#### **Date of Next Meeting**

End of March/early April latest. Exact date to be confirmed.