

TUCO Online User Group Meeting
Wednesday 27th September 2023 at 3:00 pm
Via Microsoft Teams

A G E N D A

Welcome and Introductions – Mike

- a. Introduction of New Account Manager at Access – Jonny/Adam
 - 1. **Points of escalation**
 - 2. **Outlets on TUCO Online**

- b. TUCO Online Support – Jonny/Thomas/Sunny
 - 1. **Support tickets**
 - 2. **Knowledge base access**
 - 3. **Group training sessions**

- c. New Ordering Portal – Michael/Jonny
 - 1. **Update and rollout plan**

- d. Development Update - Michael

- e. Suppliers on TUCO - Jonny
 - 1. **Promotions update**
 - 2. **Escalation of issues**

- f. Digital Menus – Jonny/Mike

- g. CO₂ – Jonny/Mike

Any Other Business

TUCO Online User Group Meeting

Monday 17th April 2023 commencing at 2:00 pm via Teams

MINUTES

Attendees:	Jonathan Stevens [Chair]	TUCO
	Akram Al-Saroori	Sheffield Hallam
	David Ashdown	Harper Adams
	Rob Bean	Leicester
	Jacqui Beazley	LSE
	Luke Bradley	Leicester
	Dan Brazill	Loughborough
	Carla Campbell	Aston
	Louise Chatfield	Stafford
	Angela Church	Bangor
	Aled Closs-Davies	Bangor
	Graeme Collie	King's
	Kelly Cooper	Huddersfield
	Iain Couzens	Keele
	Susie Cullen	Anglia Ruskin
	Li Davies	TUCO
	Sarah Dolman	Bristol
	Mark Donovan	Aberdeen
	Jen Edmonds	Brighton
	Jane Eve	TUCO
	Phil Gibbs	Reading
	Hayley Hall	Loughborough
	Judith Hoyle	TUCO Secretarial
	Sara Hughes	Huddersfield
	Annabel Hurst	Cardiff
	Liam Jordan	Nottingham
	Min Kabasinkas	The Access Group
	Linus Krajasevicius	Imperial
	Tammy Levy	Anglia Ruskin
	Jeremy Mabbutt	Aberystwyth
	Kerry Morgan	Nottingham
	David Nuttall	Harper Adams
	David Oakley	Churchill College
	Adam Rogers	UWE
	Douglas Rome	Aberdeen
	Andrew Rutherford	The Access Group
	Michael Rutherford	The Access Group
	Lee Sanderson	Sheffield College

Doug Shewan
Rob Smith
Samantha Swan

Aberdeen
Bristol
Nottingham

Apologies:

Ann Bickerstaffe
Kristian Fernandez-Mitchell
Vicky Gray
Ryan Hanson
Mike Haslin
Stuart Rutty
Garry Taylor-Collins
Matthew Thorpe

Liverpool
UWE
Sheffield
Royal Agricultural University
TUCO
Wolverhampton
The Access Group
Harper Adams

Welcome and Introductions

In the absence of Mike Haslin, Jonny chaired the group and welcomed the members.

a. Demonstration by Tom Bacon of Ten Kites

Several members expressed an interest in this.

b. Development Update - Michael

Ordering Portal

This has been beta-tested for the past 4 or 5 months now at Nottingham. This has not been rolled out to other members yet as they are still working on the feedback from Nottingham and they are not sure at the moment as to when this will be ready to be rolled out to other members. Kerry commented that Access have responded quickly to any of her queries.

Accreditations

The next project that they will be looking at is product accreditation. They have been dealing with suppliers on this and they are very much engaged with it. It is time-consuming as there are a huge amount of products in the catalogue.

Automated OCR Capture

Min gave a demonstration on this. Phil asked when this will be available but the ordering portal is the number one priority at the moment. However, Access' aim is to have it available within the next quarter. Kerry enquired about suppliers and was advised that any new ones will be automatically carried over.

c. Labelling

Min gave a demonstration on this. Rob Smith mentioned that he was using PlanGlow at Bristol. Sunny will send the information video over to Judith to circulate with the minutes.

Action: Sunny

d. Access Analytics and Workspace

Jonny explained that many of our members are already on Workspace and we are now working on migrating the others across. Michael showed the demonstration video on this which he will send on to be circulated with the Minutes.

Action: Michael

Phil asked if users would have access to all of the data tables. Access are currently working on the pricelist data. Annabel asked if other people can have access to Workspace. Sunny will speak to Annabel more about this on the call he has booked with her for Monday 24th April.

e. User Feedback

Annabel asked whether the orders would go through for authorization because at the bottom is in yellow with white text and is difficult to read. Michael replied that this only seems to apply to Cardiff and asked Annabel to send an example through. Angela at Bangor commented that invoices from suppliers are coming in with a few pence out. Michael promised to look into this.

Action: Michael

He also asked if anybody else has experienced this. Angela also asked about the Bidfood discount. Rob Smith replied that this was part of the condition of the tender with them to remove the drop discount.

f. Suppliers on TUCO Online - Jonny

There had been some issues with Coca-Cola and in particular Diet Coke. We are working with them on electronic invoices as well. Jonny is working with them to see if they can get this sorted out. Some suppliers have submitted price changes and there is a discrepancy on the price when the invoice comes. We should, in general, get 28 days' notice and there are cases where the delivery is after that date. We are asking suppliers to let members know about this. Costa have stressed that they do not do EDI.

Samantha asked if anybody has Nestle on board and Adam replied that UWE does have Starbucks. Sunny stated that he is happy to take this up with them. Rob at Leicester has gone on to Nestle through EDI and had no issues. There is also a problem with VAT coming through as zero. Rob advised that they have sent a copy of the spreadsheet through with all their recipes on which will make life easier.

g. CO₂ - Jonny

We have the calculator on the website but are also looking at different options with Klimato and Zedible. With Zedible, rather than using the recipe data they use the purchasing data and Nottingham are being the trial site for this at the moment. Zedible are due to come back to us with some sample data that they gave to Nottingham this week.

h. Deposit Return Scheme Legislation (Scotland)

This is coming into effect in August this year and as such we have been speaking with manufacturers and suppliers. Min explained that we have been holding meetings with suppliers and customers but they are not yet ready to talk to us. He added that DRS is not viable but Access will need to know what products are DRS. The national suppliers ie Bidfood, Matthew Clarke for example, would need to create separate items for England and Scotland. They would need to work out how to create the product without doubling their price files. England will also be following this lead but not until 2025.

i. Training - Sunny

Sunny explained that the new rate for training inside Access would be £1,250 but for TUCO that is reduced to £695. However, there is an additional charge if you need someone on site. They are also looking at maybe hosting a webinar, which would also be chargeable – Access would record this and would send it out to members.

With regard to Flex-Points – members could buy a number of points. The normal price is £1.50 per point but a special price to TUCO of £1.20 per point. Sunny would send details through on this.

Action: Sunny

Members can go onto the Access website to check on their number of points, for example 80 points is a one-hour webinar. Day Training rate is 540 points – either remotely or an in-person visit.

Any Other Business

Allergens has been raised already by Ten Kites. Adam at UWE commented that suppliers are taking a while to load invoices and credits and asked if either TUCO or Access could intervene as you can be waiting over a month for them to load their invoices. Jane replied that we can look into this as it may differ from supplier to supplier. Adam added that invoices do not get paid until credits are loaded. Jonny asked for members to let him know of any particular suppliers and he will circulate the details.

Akram asked for more details of precisely when Ten Kites will be rolled out.

Date of Next Meeting

Sometime in June. Exact date to be confirmed.

For any ProcureWizard related queries, please contact:

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