Click to order reference guide

The Click to Order system is used to order goods and services not for resale such as consumables, packaging or equipment.

Some business critical products with high usage are ordered via the Continuous Replenishment or ‘CR’ system.

How many ID’s do I get?

- Metro, Superstores, Extra, Homeplus, and Dot Com Only Stores have the following IDs:
  - XXXXOrder – Used by the store expense champion only to place orders.
  - XXXXManage – Used by the store manager to approve commercially funded orders.
  - XXXXBrowse1, XXXXBrowse2, XXXXBrowse3 – Can be used by selected staff that need to search the catalogue, review orders, or complete stock counts.
  - XXXXBakery – used by non-Express formats to order commercially funded bakery packaging.
  *Where XXXX is the store number.

- Express Stores have the following ID:
  - XXXXSrmm – used by the store manager (UK ONLY) to complete all activity.
  - XXXXExpress - used by the store manager (ROI ONLY) to complete all activity.
  *Where XXXX is the store number

How do I sign on to click to order?

- Click on the C2O icon and then click on the connect tab. Or go to https://procurement.marrakech.com/procurement/FrontController
- Type your user name in the ‘User’ box.
- Type your Organisation ID number in the Organisation ID box
  - 1126 is the Organisation ID for all Tesco UK Stores
  - 1125 is the Organisation ID number for all Tesco ROI Stores
- Type your password in the Password box
- Click on the Button.

*Please note that id’s and passwords are letter case specific.

Messages Screen

When you login you will be shown any messages concerning your Requests and Orders. The following messages are configured by default

- Request approval is overdue
- Request Line Item(s) declined
- Order Accepted with Changes made by Supplier
- Order Rejected by Supplier

Managing Messages

To remove messages from the Message screen, users need to acknowledge the message. This is done by clicking on the Document Number to go to the document and taking any necessary action. Alternative user can tick the box next to the Message and choosing Acknowledge from the Actions Menu.
If a user has several pages of Messages to acknowledge, this can be done by ticking the top tick box and then clicking on the link that appears. The link will say something like “Select All 22”

Clicking on this will select all the messages and allow users to Acknowledge several pages of messages in one go. If you have no messages you will be brought to the Request or Approval tab, depending on your role.

**How do I search the catalogue?**

- Click on the ‘Request’ tab in the top left hand corner of the screen.
- Click on the ‘Create Request’ button in the top right hand corner of the screen.
- You can search the catalogue by entering key word descriptions for, department, product description or TPN number into the Product Search box and click go.
- All items matching your search text in the catalogue are displayed in the table (e.g. searching for “Blue Pen” will find all items with both “Blue” and “Pen”. The search will not return items which have only “Blue” or “Pen”).
- Using the mouse to scroll down the list, select a product by clicking on the description. A new window will display and detail the price, lead time and description.
- If the product is out of stock you will see next to the product in the table, you will not be able to order this product.
- To exit the catalogue without raising an order click on the button in the top right hand corner of the screen next to the button.

*NOTE – When only searching for a description with 3 characters, please ensure you place an * after the 3 characters i.e. POS*. 

**Creating orders from the catalogue.**

- On the table display of the catalogue enter the quantity of the product required in the quantity field and click on the button, on the left hand side of the screen above the table.
• The screen will now show the cart tab. Here you can view the products which you have selected to be ordered from the catalogue in the current session, return to the catalogue to add further products if required by clicking on the return to search link in the top left side of the screen (likewise when products have been added to the cart you can return from the catalogue screen to the cart by clicking on the View Cart link in the top left hand corner of the screen.
• In the cart tab, when you have checked your orders are correct click on the Order Items button.
• The screen will show Edit Request Details.
• Complete the order by clicking in the actions box and select Save and Submit from the drop down list.
• On the orders details screen, in the action history field status will now display order submitted.
• Your order has now been sent to your approver to review and accept or decline.

Creating Orders using favourites.

• Stores can access a favourites list of products from the requests screen by clicking on the Favourites button in the top right hand corner of the screen.
• Stores can browse the list of products and add the number of products they require for each line in the quantities column box’s on the right hand side of the screen.
• When you have input the numbers against each of the products required click on the actions box and select order items from the drop down box.
• The screen will move to the cart tab, here you will see a list of products being compiled for ordering in the current session, note at this stage you can view the catalogue to add further products however you cannot return to the favourites list without exiting the cart/catalogue and returning to the review tab.
• In the cart tab, when you have checked your orders are correct click on Order Items button.
• You are returned to the Edit Request Details Screen; check your products and quantities are correct.
• When you have completed reviewing the order click in the actions box and select save and submit from the drop down list.
• On the orders details screen, in the action history field status will now state order submitted.
• Your order has now been sent to your approver to accept.

Please note the favourite’s lists are currently maintained centrally stores are not able to add or delete products from the favourites list.

The expenses champion should familiarise themselves with what is on the favourites list, product orders not on the favourite list will need to be raised by accessing the full catalogue.

Stock Management

Some important products are included in a feature of the system called ‘Stock Management’
These products are selected by the centre in consultation with group and format teams and loaded to your stores system automatically.
Your expenses champion count these products on a fortnightly basis and input counts and usage figures into click to order

• From the request tab click on the stock management button in the top left hand corner of the screen.
• Click on actions in the top left hand corner of the screen and select usage and counts from the drop down list.
• Click on the actions and select print from the drop down list.
• Input the counts for all click to order products on the report into the on hand quantity column for each product. (You must Select Counts & Weekly Usage option from the Actions dropdown).
• Average weekly usage information should be updated in the Average Weekly Usage column once every 6 weeks. (the numbers on the in the average weekly usage column in the stock management report will show red if this task has not been completed in the last 6 weeks)
• When all the count information and average weekly usage information has been input click on actions and select save from the drop down.
• Click actions select Stock Management.
• Review orders on screen, orders can be manually amended if required.
• Click actions and select order items from the drop down list.
• Screen will now show the cart tab, when you have checked your orders are correct click on order Items button.
• The screen will show Edit Request Details.
• Complete the order by clicking in the actions box and select Save and Submit from the drop down list.
• On the orders details screen, in the action history field status will now display order submitted.
Your order has now been sent to your approver to review and accept or decline.

*Stock Management products are maintained centrally, stores are not able add or remove lines from Stock Management.

**Order Approvals**

All orders over 1p raised via Click to Order have to be reviewed and approved

- For Metro, Superstores, Extra, Homeplus, and Dot Com Only Stores:
  - Products with an expense type of 'Operational Expenses’ are reviewed and approved by the Group Business and Finance Manager.
  - Express Stores are reviewed and approved by the Operations Manager.
  - Products with an expense type of ‘Commercial Funded’ are reviewed and approved by the Store Manager using the ID XXXXManage

All orders over 1p raised via Click to Order in Express stores are approved by the operations manager.

**How do I check the progress of my order?**

Select the Request tab in the top left hand corner of the screen.

- The screen should automatically populate to show orders from the previous 4 weeks
- Check your store number and name is selected in the cost centre group box.
- All other fields should be blank (remove any names from the created by user box if required).
- Click [Go!]
- Click the Request number you are checking the progress for.
- You can either click on Action History Link on the top left hand side of the screen to give a summary of the overall order status.
- Or click on the line numbers for each product on the left hand side of the screen and click Action History Link to understand the progress of specific to that product/s.

- Key click to order action history status;
  - Request submitted
  - Cancelled
  - Approved
  - Order accepted
  - Order rejected
  - Order force closed

* An order will auto cancel if it is not approved within 7 days.
* Products which are rejected by supplier should be investigated with the supplier and resolved. Products will need to be ordered again to get the products into store.

**What are the weekly Click to order deadlines?**

The table below shows the weekly deadlines for Depot click to order lines – please note orders which miss these deadlines will not transmit to Depot until the next week at the earliest, orders which are not approved within 7 days of being raised will auto cancel and will need to be raised again and approved within the deadlines.

<table>
<thead>
<tr>
<th>Store Format</th>
<th>Order Deadline</th>
<th>Approval Deadline</th>
<th>Picking Day</th>
<th>Invoice on SARI01</th>
<th>Delivery By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republic of Ireland</td>
<td>Monday Midday</td>
<td>Monday 2pm</td>
<td>Tuesday</td>
<td>Wednesday</td>
<td>Sunday</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metro Superstores</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeplus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dot Com Only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extra</td>
<td>Tuesday Midday</td>
<td>Tuesday 2pm</td>
<td>Wednesday</td>
<td>Thursday</td>
<td>Sunday</td>
</tr>
</tbody>
</table>


Please note that Bunzl Retail Services, Direct from supplier & Print Centre orders transmit as soon as they are approved, however while delivery lead times may vary they should not exceed 10 day.

**Who should I contact for help.**

- **Group Teams**
  Your Group Business and Finance Manager can provide additional support for using Click to Order.

- **Password Issues**
  Stores XXXXOrder, XXXXBrowse1, XXXXBrowse2 & XXXXBrowse3 passwords can be reset by either the Store Managers, Group Business and Finance Manager or the Express Group Operations Manager.

- **Stores Helpdesk**
  You can contact the Stores Helpdesk on 55999 for additional guidance and support with using and understanding the Click to Order system.

**Hints and Tips**

**Raising operational and commercially funded orders.**

If an order is raised which contains both operational and commercially funded products, the order will need to be approved by both approvers (Group Business and Finance Manager – operational and Store Manager – commercially funded) before being successfully transmitted. If both approvers have not approved the order after 7 days the order will auto cancel.

To help make this simpler it is recommended that operational and commercially funded products are grouped and raised on separate orders; this will reduce the time orders may hang in the system and will only require to be reviewed and approved by nominated approver.

**Chasing up suppliers for direct to store products.**

Supplier names will appear in the catalogue and on the orders of certain click to order products, if for any reason you need to contact the supplier use the steps below to get the information you require.

- From the Click to Order catalogue click on supplier button.
- Select the supplier from the list
- Click on the supplier details button

A window will appear with supplier details.