

TUCO Online is a revolutionary online ordering platform for members, powered by Access Procure Wizard, the leading provider of purchase to pay technology. The innovative system streamlines members' procurement processes and delivers significant business enhancements.

Since it was launched in November 2016, TUCO Online has been embraced by numerous members. Here, TUCO Online answers some of the most commonly asked questions, which will hopefully help other members take that leap of faith!

1. HOW EASY IS TUCO ONLINE TO USE?

The vast majority of our members transition from a paper-based purchase order (PO) system to our electronic ordering platform. We have developed what is rightfully regarded as the leading user interface that provides a simple user experience that allows anyone and everyone to quickly become TUCO Online ambassadors.

2. CAN I SEE WHO IS OFFERING THE BEST PRICE FOR GOODS?

Yes, TUCO Online has a dynamic pricing matrix that clearly displays the best current price from your nominated suppliers. This functionality is widely used within the fresh produce market where there is more than a single supplier of a category.

3. WE CURRENTLY USE ANOTHER SYSTEM PROVIDER, HOW EASY IS IT TO SWITCH TO TUCO ONLINE?

You will be assigned a dedicated implementation manager who will manage the seamless transition from your current provider. They will create a detailed project plan to include on-site set-up and training. TUCO Online is also fully integrated to include purchase to pay, PO control, document scanning and sharing, food and beverage control,

recipe costing, laundry control and time and attendance, and is the reason why many members move away from numerous providers to our consolidated system.

4. HOW LONG DOES IT TAKE TO IMPLEMENT TUCO ONLINE AND WHAT IS INVOLVED IN THE PROCESS?

Implementation typically takes 12 weeks and is broken down into the following stages: supplier preparation; implementation plan; supplier on-boarding; training and set-up; live date; and post-live monitoring.

5. WILL TRAINING BE PROVIDED?

Yes, we will provide ongoing training free of charge through live chat, webinars, videos and manuals. On-site training can be arranged and is chargeable.

6. WILL WE NEED A SPECIALIST IT PLATFORM?

No, you do not need to download any software as TUCO Online is a cloud-based solution. The portal enables you to trade electronically with your suppliers regardless of your IT capability, as it is an online platform that can be accessed anytime using a computer/smart device with internet access.

7. HOW WILL TUCO ONLINE LINK TO OUR FINANCE SYSTEM?

TUCO Online currently integrates with more than 50 finance systems, including Sage, SUN and Agresso. If we do not currently integrate with your finance system, then the TUCO Online development team can build a bespoke integration during your implementation, ready for your go-live date. For current finance system integrations, a simple test is conducted.

8. CAN TUCO ONLINE BE MAPPED TO OUR PURCHASE ORDER APPROVAL MATRIX?

Yes, we understand that each university user may require a unique path from purchase order request to approval. We have a selection of approval types including laddered, chained, defined value, budget holder, gross margin and selected.

9. WILL TUCO ONLINE INTEGRATE WITH MY TILLS?

Yes, TUCO Online can obtain till data and link to both stock management and menu engineering modules within the system.

10. CAN I ADD ALL MY SUPPLIERS TO TUCO ONLINE, INCLUDING MY LOCAL, NON-FOOD, BEVERAGE, MAINTENANCE AND SERVICE PROVIDERS?

Yes, TUCO Online enables users to place orders with all suppliers including service providers, local suppliers and ad hoc suppliers using our specialist purchase order pad and self-managed supplier functionality.

11. CAN I ORDER FROM SUPPLIERS OUTSIDE OF THE TUCO FRAMEWORK?

Yes, you have the option to add self-managed suppliers or alternatively request suppliers to be added as full system suppliers to manage and maintain your pricing through the unique supplier portal. An annual licence fee is applicable for this option, which is calculated based on your number of outlets.

12. DOES TUCO ONLINE ALLOW ME TO COST MY RECIPES AND HAVE ACCESS TO MENU ENGINEERING TOOLS?

Yes, the system has advanced menu management functionality that links live supplier prices to recipes, enabling you to accurately predict your gross profit margin based on the sales mix of your menu and analyse allergy, dietary and nutritional data by menu. Dashboard reporting also links to company and local recipes with the ability to add photos, how-to videos and printable preparation guides.

13. CAN MY SUPPLIERS UPLOAD THE ALLERGEN DATA FOR THE PRODUCTS I ORDER?

Yes, suppliers maintain this data on your behalf, giving you real-time supplier allergen data at the click of a button that automatically feeds into our recipe costing module.

14. WILL I BE ABLE TO ACCESS THE NUTRITIONAL DATA FOR PRODUCTS WITHIN MY RECIPES ON TUCO ONLINE?

Yes, this functionality enables members to easily export or import supplier and menu nutritional information, helping to provide accurate coloured traffic light data to you and your customers.

15. WILL TUCO ONLINE PROVIDE ME WITH STOCK MANAGEMENT FOR FOOD AND CONSUMABLES?

Yes, the solution has built-in stock control and consumption analysis which automatically links POs, deliveries and invoices to track the delivery of items into TUCO Online, while adding new lines and removing redundant lines to and from the stock sheet, reporting on closing stock and line by line valuation.

16. WILL I BE ABLE TO USE TUCO ONLINE FOR ORDERING AND CONTINUE TO USE MY EXISTING SOLUTION FOR STOCK MANAGEMENT?

Yes, if this is your preference, the solution can send delivery information to third party solutions.

17. WHICH MODULES AND FUNCTIONALITY ARE INCLUDED?

- Produce and price comparison – highlights alternative products and automatically compares commonly purchased products from multiple suppliers
- PO control for non-full system suppliers – ideal for maintenance or small local suppliers
- Food control – dynamic menu management with recipe costing and dashboard reporting
- Standard stock control and consumption analysis
- Flash sales and expenditure analysis – real-time daily sales reporting of margin, expenditure, expected and theoretical gross profit
- A central contract depository with key date notification system
- Premium support

18. WHAT OTHER MODULES ARE AVAILABLE?

You can also choose from a selection of other additional chargeable modules, including advanced stock control which mirrors the services provided by third party stock takers, waste management, advanced cost commitment, laundry control, and time and attendance.

CONTACT US:

If you're interested in arranging a personal demonstration with a member of the TUCO Online team then contact us at: **mail:** info@tuco.ac.uk **call:** 0161 713 3420

