

# SUPPLIER INTEGRATION FACT SHEET

## Overview

IndiCater is an online hospitality industry back office system used by hotels, restaurants, FM and contract caterers, public sector, and consortia for P2P e-procurement.

The purpose of this document is to help those of you who will be trading with a mutual customer who is using IndiCater to create and send orders to their suppliers, or using your products to create their recipes, and would like your company to consider an integration to make it more efficient for you to trade with them through us.

## What are the key supplier touch points?

- ✔ Sending IndiCater your catalogues and updating them when products and prices change
- ✔ Receiving orders from customer's outlets
- ✔ Sending an order response to advise customer's if the order has been confirmed or modified
- ✔ Sending an ASN (Advanced Shipping Notice)
- ✔ Sending your invoices electronically

## 1. EDI Integration Services

For suppliers who wish to benefit from automating the above process and have the technical ability to create EDI in GS1 format, IndiCater also provide a chargeable full integration service with suppliers for one or more of the following four integrations:

CATALOGUES	Supplier will transmit the client's catalogue(s) with their agreed Buying List at their agreed prices. This will be transmitted to IndiCater using our default XML format delivered to a dedicated FTP folder. The full Buying List, agreed between the client and supplier, must be uploaded by the supplier on each occasion.
ORDERS	Outlet purchase orders are transmitted direct to the supplier's own ordering system using the default GS1 version 3.2 standard. The automatic acknowledgement response that we receive from the supplier will depend on the capability of each supplier, but normally this will trigger the updating of the Order Dashboard with a change of status to Order Confirmed (or in some cases Modified or Rejected).
ADVANCED SHIPPING NOTICE	Some integrated suppliers can also transmit an ASN (Advance Shipping Note) on the morning of delivery that will then update the order in the Application with any changes to the expected products to be delivered. Requires the supplier to transmit these to the application using the default GS1 version 3.2 standard.
INVOICES	This relates to invoices AND credit notes and involves the supplier transmitting these transactions to the Application using the default GS1 version 3.2 standard. IndiCater audits the incoming invoices from the supplier's system and matches them with live Purchase Orders in IndiCater and automates the approval process, saving the time in the supplier keying in manual invoices into the IndiCater platform. Credit Notes are also automatically processed through this same process.

## Benefits

There are many benefits to investing to an EDI integration with IndiCater for one or more of the above services.

- 🕒 Reduced manual labour in uploading catalogues
- 🕒 No telesales time re-imputing of orders into your own system
- 🕒 Reduction of errors when manually entering orders into your own system
- 🕒 Order response to customer's outlets so they know if an order has been accepted, reducing calls to supplier support line
- 🕒 Replacement of paper invoices with electronic invoices saving supplier time
- 🕒 Enhanced customer experience
- 🕒 Integration can be used for multiple mutual IndiCater customers

## Integration Support

You will be designated a project manager who will work closely with your technical and project management team during the set up and testing of the integration through to sign off. On-going support for integrated suppliers is by support ticket and telephone during business hours Monday to Friday. An out of hours emergency contact is also available.

## Scalability

Once your integration is set up for the first mutual customer it becomes available to be activated for other customer's we both trade with.