

Coles Supplier Portal

Frequently Asked Questions

Coles Supplier Portal FAQs

Contents

Coles Supplier Portal FAQs	2
Welcome to the Coles Supplier Portal	3
Supplier Logging In & Administration	4
1. I am trying to access the Coles Supplier Portal.....	4
2. I am trying to access the Fresh Produce Portal.....	4
3. I would like a log in to the Portal	4
4. When I open the site, the page is blank.....	4
5. When I open the site, there is an error message.....	4
6. When I try to log in, my log in details don't work.....	4
7. When I log in on the first time, I come to an expired password page.....	5
8. How do I navigate to the User Administration section and what can I do here?.....	5
9. How do I create a new User Account?.....	5
10. How do I delete a User Account?.....	5
11. How do I add a Vendor/Supplier ID to a Portal User Account?	5
12. We want to change who our Supplier Administrator is.....	5
13. Our Supplier Administrator is no longer with the business and did not hand over the Supplier Administrator privileges	5
14. How do I access the Supply Chain Reporting from the front page on the Portal?	6
15. After logging in, I cannot see 'Supply Chain Reporting' in the left hand menu	6
16. When creating a temp account do we have to select 'Account/Brands' as the function? 6	
Glossary	6

Welcome to the Coles Supplier Portal

And welcome to the Frequently Asked Questions for the Coles Supplier Portal!

Deployed in late 2011, our Coles Supplier Portal provides not only key Coles content for our Suppliers including; Quality, eCommerce and Logistics information; but also includes a suite of Supply Chain Reporting for our Merchandise Suppliers.

In order to support your use of the Coles Supplier Portal, we have developed these Frequently Asked Questions based on the thousands of queries we have had from our Suppliers. The key themes covered in the Frequently Asked Questions include:

- Logging in and Administration
- Accessing Supply Chain Reporting

If, after reading this document, you still have questions, or if you have feedback on the Portal, including enhancements or additional information we could provide on the Portal, please email portalfeedback@coles.com.au.

Thank you for your continued support in the Portal and our initiatives at Coles.

Kind regards

The Coles Team

Supplier Logging In & Administration

1. I am trying to access the Coles Supplier Portal

The URL for the Portal is www.supplierportal.coles.com.au

2. I am trying to access the Fresh Produce Portal

The Fresh Produce Portal (used for weekly quotes for Fresh suppliers) is a different portal to the Coles Supplier Portal. The URL for the Fresh Produce Portal is

<https://www.supplierportal.coles.com.au/lqm>. Your log-ins for the two sites will be different.

3. I would like a log in to the Portal

If your Supplier already has access to the Coles Supplier Portal, you will have to request access through your Supplier Administrator.

If you are unable to find out who your Supplier Administrator is, or you don't have access to the Portal, you can contact the Coles administrator on

ColesSupermarketsSupplierRelationships@coles.com.au to let you know. To allow for quicker turnaround, ensure to supply your Supplier Name, Vendor ID/s, First Name, Last Name, Email Address and Phone Number.

If you would like to gain access to the Supply Chain Reporting on the Coles Supplier Portal, have a discussion with your Category Manager. Category Managers will then need to request access to the reporting to be enabled through the email

ColesSupermarketsSupplierRelationships@coles.com.au.

4. When I open the site, the page is blank

The Coles Supplier Portal is not supported by Internet Explorer version 6; you will need to upgrade if you are using IE6.

Other browsers e.g. Mozilla Firefox, Google Chrome, Safari, are supported by the site.

5. When I open the site, there is an error message

If the site is unavailable and you are receiving an error message, please call Coles Helpdesk on 1300 669 665 to raise an issue immediately; this is a high priority issue.

6. When I try to log in, my log in details don't work

This may be due to copy-pasting the log in and password details. Ensure that if you are doing this, you don't copy the 'space' as well as the characters.

If this does not work, you are able to reset your password on the log in page, or get your Supplier Administrator to do this for you.

7. When I log in on the first time, I come to an expired password page

This is not an error; upon first log in, you need to update your password. You will have to provide your original password and nominate your new password and will then be able to continue on.

8. How do I navigate to the User Administration section and what can I do here?

Select 'Administration' from the main menu on the left hand side. Select 'User Administration'.

Within 'User Administration', all users can view and edit your own details and can also view details of other users within their Supplier. The Supplier Administrator is identifiable by **(A)**.

Supplier Administrators can also add users in 'Add a User' section. In the 'View Details', Supplier Administrators can reset user passwords, delete user accounts or change the user to the Supplier Administrator by selecting the 'Set as Admin' button.

9. How do I create a new User Account?

Within the User Administration screens, Supplier Administrator will have access to 'Add a User' tab. Select the IDs to assign the account to, the function, and complete the user account details. Once completed, click 'Save', and the user will receive an email notification of their account.

10. How do I delete a User Account?

Within the User Administration screens, select user to be deleted and click 'View Details'. Select 'Delete' at the bottom of the page.

Note: Supplier Administrators cannot delete their own account. To delete a Supplier Administrator account, the role of Supplier Administrator needs to be transferred to another user first.

11. How do I add a Vendor/Supplier ID to a Portal User Account?

To add a Vendor/Supplier ID to a user, Supplier Administrator needs to delete the account and set the account up again with access to all IDs required.

12. We want to change who our Supplier Administrator is


Supplier Administrator must pass on the Supplier Administrator privileges. Search for the User who should be the new Supplier Administrator, select 'View Details' and click the 'Change to Administrator' button.

13. Our Supplier Administrator is no longer with the business and did not hand over the Supplier Administrator privileges

Contact ColesSupermarketsSupplierRelationships@coles.com.au to get this changed over. Ensure to provide the following information;

Supplier Name:
Vendor ID/s:
First Name of new Supplier Administrator (SA):
Last Name of new SA:
Email address of SA:
Phone Number of SA:

14. How do I access the Supply Chain Reporting from the front page on the Portal?

- Log in using the grey log in button in the top right hand of the screen 
- In the menu on the left hand side, go to 'Supply Chain Reports'

15. After logging in, I cannot see 'Supply Chain Reporting' in the left hand menu

Access to reporting has not been set up; please contact your Category Manager to confirm that you should have access to Supply Chain Reporting. If confirmed, either Supplier or Category Manager can contact ColesSupermarketsSupplierRelationships@coles.com.au to request access.

16. When creating a temp account do we have to select 'Account/Brands' as the function?

There is nothing driven from this field but the idea to introduce this field was for the suppliers to manage their users and know who belongs to what department.

* indicates required fields

Function *	<input type="text"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Email *	<input type="text"/>

Glossary

Term	Definition
Baseline Forecast Qty	The baseline sales forecast for the item/DC in a given week based on sales history and trends
BCM Group	Business Category Manager; represents the Coles Merchandise Hierarchy eg. Impulse, Home Care, Health Beauty Baby
CA	Category Administrator
Category	The Category of items to which the item is associated
CDP	Category Demand Planner
CM	Category Manager
Ctns	The unit of measure 'Cartons'
Date dd/mm/yyyy	Date reference for WRP Order plan (delivery Date)
Days Cover	Number of days Stock cover in DC (week to date) Calculation: Actual DC SOH as of yesterday divided by average demand across 35 day planning horizon Note: Where there is no demand in the 35 day period, system will show a default of days cover = 1
DC	Distribution Centre; the Coles warehouse
DIF% (This week)	Delivery in Full percentage (this week). Calculation: Total receipts divided by total original order quantity
DIF % Last Week	Delivery in Full percentage (last week). Calculation: Total receipts divided by total original order quantity (for the same time last week)
DIF % This Year	Delivery in Full percentage (this year to date) Calculation: Total receipts divided by total original order quantity
DIF % Last Year	Delivery in Full percentage (last year to date) Calculation: Total receipts divided by total original order quantity (for the same time last year)
DIFOT % (This week)	Delivery in full on time Calculation: Total receipts taken on the due date divided by total original order quantity
DIFOT % Last Week	Delivery in full on time Calculation: Total receipts taken on the due date divided by total original order quantity (for the same time last week)
DIFOT % Last Year	Delivery in full on time (last year to date) Calculation: Total receipts taken on the due date divided by total original order quantity (for the same time last year)
DIFOT % This Year	Delivery in full on time Calculation: Total receipts taken on the due date divided by total original order quantity (year to date)
DOT % (This week)	Delivery On Time Calculation: percentage of receipted quantity received ON TIME out of ALL received quantity
DOT % Last Week	Delivery On Time percentage (last week) Calculation: Percentage of receipted quantity received ON TIME out of ALL received quantity (for the same time last week)
DOT % Last Year	Delivery On Time percentage (last year to date) Calculation: Percentage of receipted quantity received ON TIME out of ALL received quantity (for the same time last year)
DOT % This Year	Delivery On Time (year to date) Calculation: Percentage of receipted quantity received ON TIME out of ALL received quantity (this year to date)
Expected Receipts	Quantity of items for which an order has already been placed , showing on the day when we expect to receive the order
Final Ord Qty	Total of amended order quantity (final order), in selected unit of measure for selected criteria
GTIN	Unique reference number advised by supplier and linked to product / Coles reference number
IC	Inventory Controller
Item	The products orderable number recognised by the DC and store systems. This number represents our Coles item number
Item Description	Associated description of item

Item pack size	Inner pack size of item
Late Qty	Total of quantity that were delivered late measured against the original order quantity
OCtns	The unit of measure 'Outer Cartons'
Ordered Quantity	Original quantity of cartons ordered from Supplier to DC
Outstanding Qty	Total of quantity undelivered for orders that are still open
Plts	The unit of measure 'Pallets'
PO	Purchase Order
Projected Order	Quantity of items for which an order is projected to be placed (but order has not yet been placed), showing on the day in which we expect to send the purchase order to the Supplier
Projected Receipts	Quantity of items for which an order is projected to be placed (but order has not yet been placed), showing on the day in which we expect to receive the order into our DCs from the Supplier
Promo (Y/N)	Promotional indicator which will indicate whether the given item/DC selection is on promotion within the given period
Promo Flag	Indicates whether the item is on promotion during the 35 day horizon (Y/N)
Received on time Qty	Total of received quantity for selected unit of measure on delivery due date. 'ON TIME' component is 'within day'.
Received Quantity	Cartons received into DC from supplier
SOH \$ (SOH\$ Yesterday)	Total Stock On Hand dollar value (NIC) in DC at end of previous day
SOH \$ Same Day Last Week	Total Stock On Hand quantity dollar value in DC at the same time last week
SOH (SOH Yesterday)	Total Stock On Hand quantity available in DC at end of previous day
SOH Same Day Last Week	Total Stock On Hand quantity available in DC at the same time last week
SRP	Store Supply Chain Planning; Coles system that manages orders from stores to DCs
State	The Geographic location in which the order was received
Supplier Group ID	The Supplier Group Number which is the parent company of the Supplier ID. Supplier Groups have been created based on the Vendor IDs that are associated to a Supplier's ABN.
Supplier Group name	The Supplier Group Name to which the Supplier name is associated. This is the Supplier's ABN Entity Name.
Supplier ID	The Supplier Number (Vendor ID) to which the item is associated
Supplier name	The Supplier Name (Vendor Name) to which the item is associated
Total Forecast Qty	The total sales forecast (baseline + promotional forecast) for the item/DC in a given week
UOM	Unit of Measure of item
VRP	Vendor Supply Chain Planner
Weekly Summary	Sum of weekly Expected receipts and Planned receipts
WRP	Warehouse Supply Chain Planning; Coles system that manages orders from DCs to Suppliers