



Supplier inbox matrix

Finance contacts

Query	Who can help me?	How to get in touch Point of Contact	SLA to respond to your query
<ul style="list-style-type: none"> Invoices for payment for deliveries into depots Cost price and quantity disputes Copy of debit note requests Copy Source to Pay documents (SAP 10 digit refs usually start with 51) 	Supply Chain Invoice Matching	Raise your enquiry using the supplier contact portal tile via SNC or Co-op Connect	5 Days
<ul style="list-style-type: none"> Remittance queries and statement requests Outstanding payment queries 	Accounts Payable	Raise your enquiry using the supplier contact portal tile via SNC or Co-op Connect	5 Days
<ul style="list-style-type: none"> Copy invoices (TI/TC/CI/CC/VI/VC/D/DC etc) Provide confirmation of payments made to the supplier Account queries 	Credit Control Team	Raise your enquiry using the supplier contact portal tile via SNC or Co-op Connect	5 Days
<ul style="list-style-type: none"> Invoice Dispute Queries Coordination of disputes/ debit claims work across teams Escalation point for complex queries relating to any Food Finance team 	Supplier Disputes Team	Raise your enquiry using the supplier contact portal tile via SNC or Co-op Connect	3 Days

Finance contacts

Query type	Who can help?	Email/Point of Contact	SLA to respond to your query
<ul style="list-style-type: none"> Incoming EDI files and Outbound EDI Orders New EDI supplier set ups Supplier changes 	EDI Team	edidevelopmentteam@coop.co.uk	5 Days
<ul style="list-style-type: none"> Co-op food non EDI invoices and non EDI Independent invoices Formfill processing for FRTS etc. 	GFR Invoice Processing	gfrinvoiceprocessing@coop.co.uk	5 Days
<ul style="list-style-type: none"> Direct delivery claim documents for Coop stores and independent societies (Not depot related) Trade Statement Queries, Ad Hoc Invoices, Copy Back-up (only invoices with attachment field "Y") 	Compliance & Administration Team	arinvoiceadmin@coop.co.uk	5 Days
<ul style="list-style-type: none"> Promo Income Queries (Disputes should be logged via Co-op Connect Portal) 	CRTG Accounts Admin	crtgaccountsadmin@coop.co.uk	5 Days
<ul style="list-style-type: none"> Store Credit (SI Invoices) queries 	ROCAS Queries	ROCASQueries@coop.co.uk	
<ul style="list-style-type: none"> Distribution Queries (FRTS only) 	CRTG Distribution	crtgdistribution@coop.co.uk	
<ul style="list-style-type: none"> Payments (into Co-op) and allocation queries 	Cash and Reconciliation Team	cashandreconciliationteam@coop.co.uk	

Other useful contacts

Team	Contact	What can they help with?
Co-op Connect	coopconnectsupport@coop.co.uk	<ul style="list-style-type: none">• Any queries about the Connect Portal• Any access issues for the Connect Portal, Registration Portal, Co-op Sia or SNC queries• Document submissions in relation to Alcohol Due Diligence
Vendor Master Data Steward	vendormasterdatasteward@coop.co.uk	<ul style="list-style-type: none">• All queries about your data held in SAP
Windsor Team	Windsor.queries@coop.co.uk	<ul style="list-style-type: none">• Any questions or queries relating to the Windsor Framework
Code Compliance (CCO)	Co-op.code.compliance.officer@coop.co.uk	<ul style="list-style-type: none">• Any queries in relation to GSCOP• Feedback you may have about our buying teams or our adherence to the code
Supplier Engagement	supplierengagement@coop.co.uk or your category buyer	<ul style="list-style-type: none">• Any other Co-op related queries not covered above

Useful links

Link	What is it?
https://myapplications.microsoft.com	<p>Access to Microsoft 'My Apps' and Co-op Apps, including:</p> <ul style="list-style-type: none">• Co-op Connect• SNC (Supplier Network Collaboration)• Training Materials for SAP
https://cooponline.sharepoint.com/sites/connect/Pages/HelpTopics.aspx	<p>Co-op Connect How To Guides and FAQs</p>
https://www.coopsupplierhub.com	<p>Access to news, updates and key documents, including:</p> <ul style="list-style-type: none">• Standard Terms & Conditions• Supplier Guidelines• Charges Matrix• Product Recall Process• Requesting additional user access for Co-op Connect & SNC