

Supplier Portal



Reoffering

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Introduction

This manual will help you with guidance and advice in order to successfully reoffer existing items to ICA through the Supplier Portal. Apart from this manual there are also manuals and tutorial videos for:

- Supplier Portal: Offering New Items
- Supplier Portal: Negotiations

These documents are available here: https://levnet.ica.se/ecrsuppliers_1,

ICA places stringent demands on the products sold in our shops.

This means that ICA also places stringent demands on you as a supplier. We follow the common industry standard for product and information flows, developed by GS1 Sweden and follow ECR's Trade Windows.

[Click here to read more about ECR trade windows](#)

[Click here to read more about GS1](#)

It is very important that you, as a supplier, comply with all deadlines according to ECR's Trade Windows and submit all digital trade item information in accordance with GS1's tutorial and guidance.

Items that are offered after the deadline are difficult to manage in ICA's new platform and as a supplier one must keep in mind that exceptions will rarely be made. It is therefore even more important than earlier for suppliers to keep to the deadline when offering and reoffering items.

What is reoffering?

Reoffering is the process used when you wish to reintroduce a previously active trade item in ICA's central assortment. This includes:

1. Seasonal items
2. Items that have been delisted from ICA (but not from the whole market)
3. Limited editions

Reoffering is not used when you wish to offer a new item that ICA has previously turned down.

Note! If you wish to offer a trade item with a new pallet unit while the base unit previously has been active in ICA's central assortment, contact Supplier Support.

Seasonal items at ICA

Trade items who are part of ICA's seasonal assortment are active during a limited time period and inactive for remaining parts of the year. In order for ICA to be able to activate trade items in time, you will need to reoffer them through **Item Offer** in the Supplier Portal before deadline.

When?

Seasonal items are offered following the same time schedule as the ones for new items as set by ECR for the ECR categories the items belong to.

Make sure to check in time that your seasonal items are ready to be reoffered through the tool Item Offer. Note that Reoffering is used in the tab **Search**.

Keep in mind

Reoffering is only possible for items with the statuses Inactive or On-Hold at ICA. Read more under *Step 2: Select the trade items you wish to reoffer*. If you have any items to reoffer that are currently active because their season is still ongoing, you need to contact the Category Manager as such items will need special treatment outside the Supplier Portal. One example would be items that are active during Christmas season but which are also meant to be made active again during Easter. Reoffering such items through the Supplier Portal will thus not be possible while it's still Christmas season.

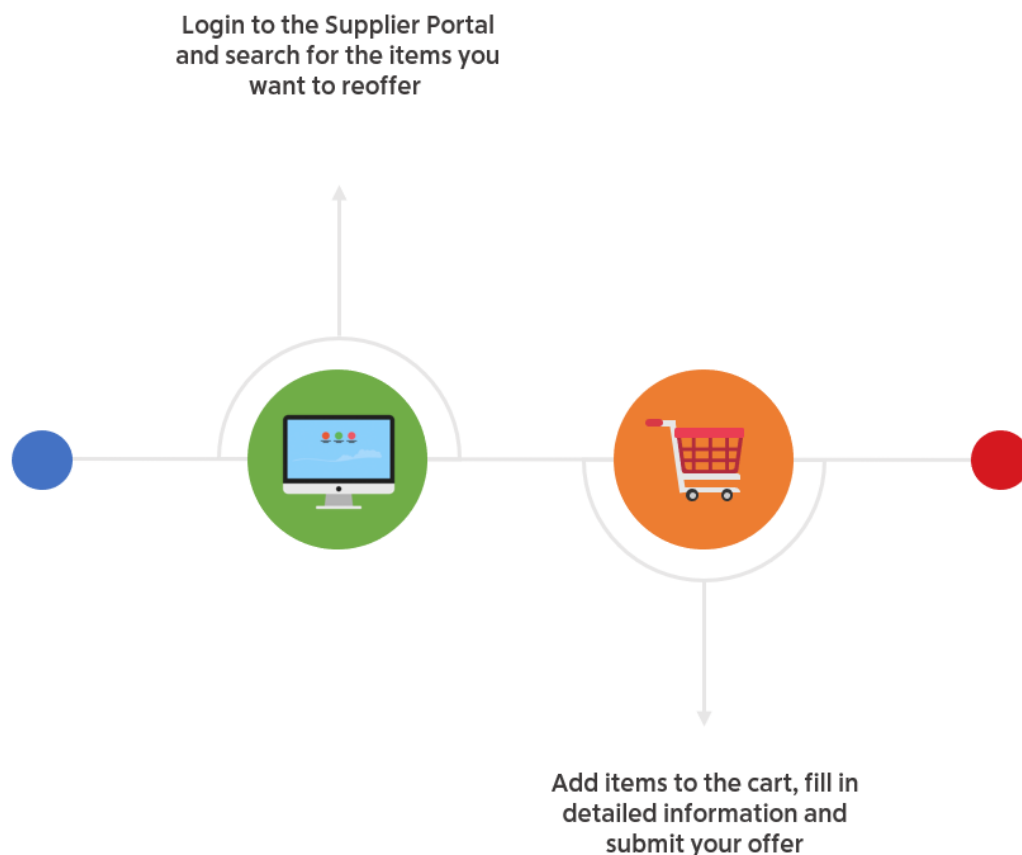
Who to contact for help

- Questions on delivery issues: Supply Chain Planning
- Questions on reoffering in Supplier Portal: Supplier Support
- Questions on the seasonal assortment: Category Manager
- Questions on digital trade item information: Masterdata, Supplier Support or GS1/Validoo, depending on type of question

The Reoffering Process

The Reoffering process is conducted in the following steps in the Supplier Portal.

Reoffering process



Before Reoffering – trade item information

Before starting the reoffering process, check with your Category Manager at ICA to see if the trade items are of interest.

Next, check that your digital trade item information is updated and correct for the items in question. Pay particular attention to these points:

- ✓ The trade item's Start Availability Date Time (T4727) needs to be updated
- ✓ End Availability Date Time (T4726) should not be passed.
- ✓ In case of changes made to the trade item, check with GS1 if you need to create new GTINs for the item. Read GS1's rules for changing GTINs [here](#).

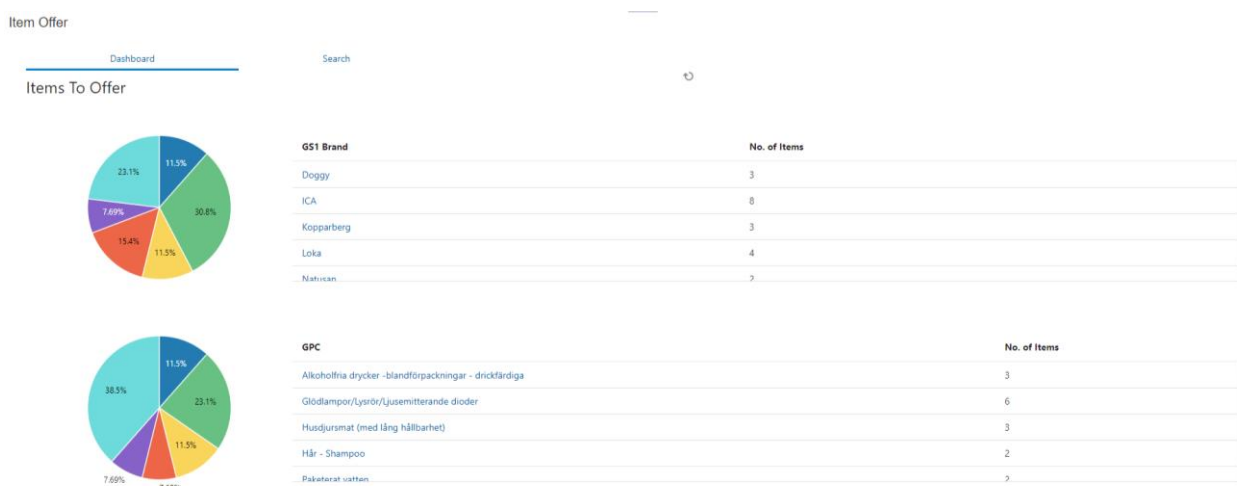
Note that a new GTIN will need to be offered to ICA as a new item, since the unique GTIN does not exist in ICA's trade item data base.

As you send the updated trade item information from your system supplier via Validoo, make sure you name ICA as information recipient (GLN 7301002000016). Make sure also that you receive a receipt from your system supplier after you have published the digital trade item information.

Making your Reoffer

In this section we will present the tool Item Offer before proceeding in a step-by-step guide on how to reoffer items to ICA.

The Item Offer tool



Item Offer is a tool in the Supplier Portal used for offering new items and reoffering existing items to ICA. Item Offer contains two tabs, **Dashboard** and **Search**.

Dashboard is only in use for offering new items,¹ while Search is used for Reoffering items as well.

Search

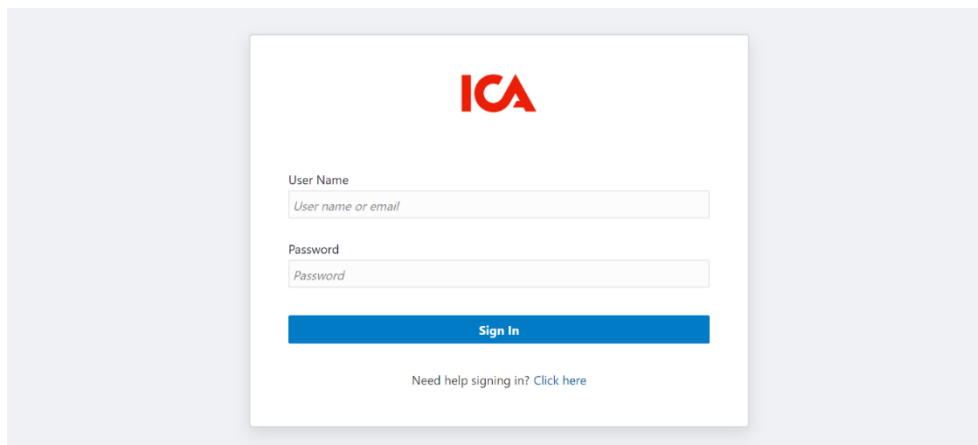
The “Search” tool is used to find and select the trade items you wish to reoffer to ICA; it’s similar to picking up products from a webshop. You select one or more items and put these into your shopping cart. You then proceed by entering ICA-specific information for each item into your shopping cart, after which you submit your reoffer.

You can also use Search to find trade items you have already reoffered, assuming the deadline isn’t yet passed. In this way you can check and if necessary correct some of your information. Read more in the section **Verifying or correcting your submitted reoffer**.

¹ Dashboard shows new trade items which have been sent to ICA via Validoo and may be offered as new items. Trade items which the supplier wishes to reoffer are not visible on the Dashboard.

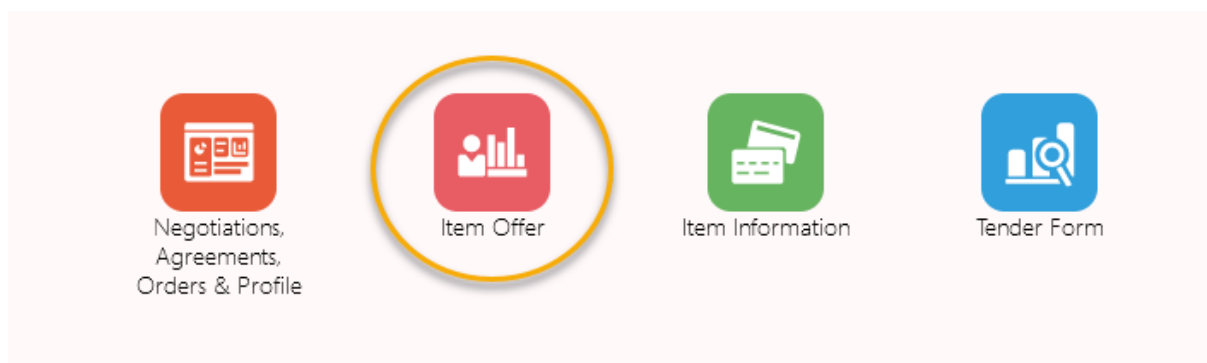
Reoffering: Step by step

Step 1: Log onto the Supplier Portal



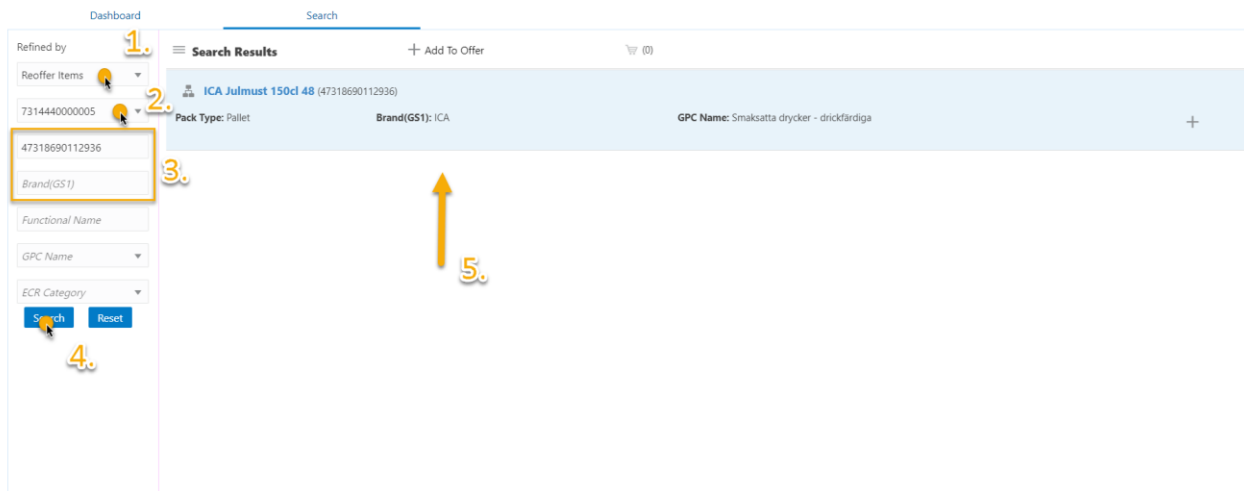
The image shows a login form for the ICA Supplier Portal. At the top center is the ICA logo in red. Below the logo are two input fields: 'User Name' with a placeholder 'User name or email' and 'Password' with a placeholder 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom of the form, there is a link that says 'Need help signing in? Click here'.

Click [here](#) to reach the Supplier Portal. The first time you log onto the Supplier Portal you will need to create a password.



Next, click the icon *Item Offer*.

Step 2: Select the trade items you wish to reoffer



Click the tab **Search** and follow these steps:

1. Choose *Reoffer Items* in the leftward menu
2. Choose GLN for Information Provider²
3. Enter either the GTIN or the GS1 Brand for the trade item
4. Click Search

The trade item should now appear in the search results to the right. If you cannot find your trade item, check that you have entered the right data. If the item still doesn't appear, contact Supplier Support.

² Information Provider GLN is the GLN that's used by the supplier for entering the digital trade item information and sending it via Validoo to ICA.

Step 3: Enter supplier-specific information

Select the trade item in the search result and click *Add to Offer* to put it into the shopping cart.

Note that a shopping cart may only contain trade items belonging to the same ECR

category.

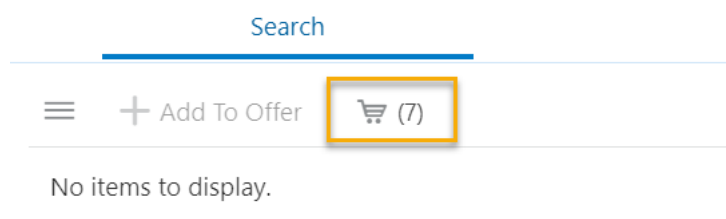
The window *Add Header Information* now appears. Here you will enter supplier-specific information:

- **ECR Category**
- **Supplier Contact**
- **Supplier Contact Email**
- **Supplier Contact Telephone**
- **Revision Date**
- **CRM Agreement Exists** – put Yes if you have a CRM agreement with ICA, otherwise No

CRM is a subscription agreement with ICA Media which allows for extra customer insights, connected to the offer "Mina varor" (My products). If you have access to Levnet you can read more about CRM [here](#). If you wish to find out more, contact ICA Media at bokning@ica.se.

Next, click "OK". The trade items are now moved to your shopping cart.

If you wish to put an additional trade item into your shopping cart at this point, select it and click *Add to Offer* again. Note: This item will now be included into the same ECR category as previous item.



Step 4: Enter ICA-specific information

Click the shopping cart.

Pack Type – Indicates item hierarchy level.

Consumer Unit – Indicates if the trade item level is a consumer unit (i.e. if it's a GTIN which will be handled in store check-outs). Most commonly the base unit is the consumer unit.

Pack Number – An ID number specific for ICA showing which levels are part of the same trade item.

Orderable Unit – Indicates if the trade item level is orderable for ICA. For centrally listed items this is most commonly the Case level.

Apart from Pack Number, these data come from the digital trade item information you have sent to ICA through Validoo/GS1. Should you find these data are incorrect, you must update the digital trade item information and re-send it to ICA before continuing the reoffering process.

Item Offer

Dashboard Search

☰ 🛒 (7) 💾 Save ✎ Edit Header 📄 Bulk Update ✓ Submit Offer

Hallonsoda (20226092029086)	Pack Type: Pallet	Pack Number: 8838	Brand(GS1): ICA
	Consumer Unit: No	Orderable Unit: No	GPC Name: Smaksatta drycker - drickfärdiga
Hallonsoda (10226092028198)	Pack Type: Case	Pack Number: 8838	Brand(GS1): ICA
	Consumer Unit: No	Orderable Unit: Yes	GPC Name: Smaksatta drycker - drickfärdiga
Hallonsoda (00226092054756)	Pack Type: Base Unit or Each	Pack Number: 8838	Brand(GS1): ICA
	Consumer Unit: Yes	Orderable Unit: No	GPC Name: Smaksatta drycker - drickfärdiga

In the cart, the whole trade item hierarchy appears for your trade items. The trade items levels are sorted by first pallet, then case and finally base unit.

✎ Edit Header 📄 Bulk Update ✓ Submit Offer

Läsk ▾	Läsk drink... ▾	Läsk drink... ▾	Sales volume 3 l	Sales volume 6 l	Discount %
List Price	List Price ... ▾	Format Rebate	Format R... ▾	Freight Te... ▾	🗑️ 🔍
Läsk ▾	Läsk drink... ▾	Läsk drink... ▾	Sales volume 3 l	Sales volume 6 l	Discount %
List Price	List Price ... ▾	Format Rebate	Format R... ▾	Freight Te... ▾	🗑️ 🔍
Läsk ▾	Läsk drink... ▾	Läsk drink... ▾	Sales volume 3 l	Sales volume 6 l	Discount %
List Price	List Price ... ▾	Format Rebate	Format R... ▾	Freight Te... ▾	🗑️ 🔍

To the right of every trade item level are the fields that must be filled out before you can submit your offer. Depending on the contents in Pack Type, Consumer Unit and Orderable Unit some fields will be open for editing while others will be locked.

For Orderable units, marked in green, the following fields are mandatory:

- **List Price**
- **List Price UOM** (Unit of Measurement, per kilo or piece)
- **Format Rebate** (or Commitment Discount)
- **Format Rebate UOM** (currency or percentage)
- **Freight Terms** (DDP = freight is included with list price, FCA: freight is not included with list price)
- **Discount %**

For Consumer Unit trade item levels, the following fields are mandatory:

- **Sales Volume 3 Months** – Estimated sales volume for 3 months by number of consumer units
- **Sales Volume 6 Months** -The same but for 6 months

Once you have checked that the trade item level information is correct, enter ICA-specific information in the fields listed above. You can do this either one item at a time directly in the interface or use the function **Bulk Update**, which allows you to enter the data for several trade items simultaneously.

Enter Line Information
✕

* Category

* Sub Category

* Segment

Sales Volume 3 Months

Sales Volume 6 Months

List Price

List Price UOM

Discount %

Format Rebate

Format Rebate UOM

Net Price


Freight Terms


* New Item type


To use this function, start by selecting the trade item levels and click Bulk Update. Now a window titled *Enter Line information* will appear. Here you enter information specific for ICA which then will automatically transfer to all the selected trade items.

Note: After using Bulk Update, you can still change the information manually for each level.

Step 5: Review and submit

 Edit Header

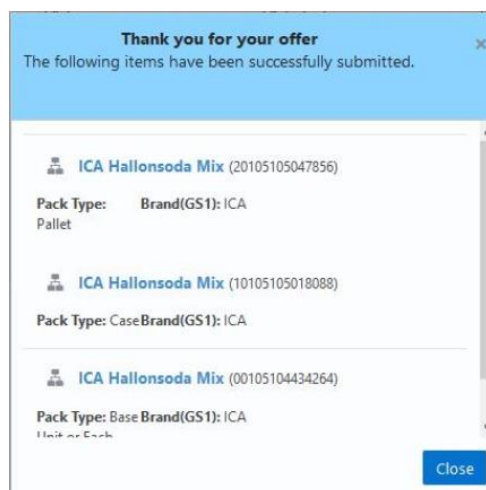
 Bulk Update

 Submit Offer

Review your shopping cart to check that you have entered the correct information.

Next, click *Submit Offer*.

You will now see a verification that your items have been submitted.



Error messages at *Submit Offer*

As you submit your item offer, the Supplier Portal checks the offer in order to verify that all fields have been entered. An error message at this point indicates that there is some trade item level that is missing information. The error messages describes which information is missing and for which GTIN. Enter the missing information and click *Submit Offer* once more.

Verifying or correcting your submitted reoffer

After submitting your offer you can check to verify that it's been received by ICA. Until the deadline is passed you may also correct certain parts of your offer.

The screenshot shows the 'Search' tab in the Supplier Portal. The 'Refined by' section on the left contains several filters: 'Reoffer Items' (dropdown), 'Information Provide...' (dropdown), 'GTIN' (text input), 'Brand(GST)' (text input), 'Functional Name' (text input), 'GPC Name' (dropdown), 'ECR Category' (dropdown), and 'Offered Items' (dropdown). Below these filters are 'Search' and 'Reset' buttons. The 'Search Results' section on the right shows a message: 'Det finns inga objekt att visa.' (There are no objects to display). Above this message are links for '+ Add To Offer' and a cart icon with '(0)' items.

Go to the tab *Search* and pick *Reoffer Items* for reoffered items. Pick the GLN which the items belong to under *Information Provider*. Next, enter either GTIN or brand and then pick *Yes* in *Offered Items*. Our recommendation is to enter the brand in order to see the whole trade item structure: if you enter the GTIN you will only see the individual trade item level.

Pick the right ECR Category and the right Revision Date, then click *Search*. If you now can see your submitted trade items, then their offers have reached ICA.

Once you can see the items, you may also correct your offers by changing the data for individual items. After the changes, click *Re-submit Offer*. Your updated offer is then sent to ICA again. This is not possible once the deadline is past.

Note: You can't change the ECR-category for a product once you have submitted your offer. In such cases, contact Supplier Support for assistance.

Contact Information

Should you have any thoughts, questions or other feedback you are welcome to contact us at the Supplier Support.

When you do, we encourage you to describe your problem and attach relevant files and/or screen clips, if there are any. This helps us to give you speedy and reliable replies.

You reach us through email: supplier.support@ica.se