

Accor User Guide



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1. Landing page

- a) Users are directed to the Accor login page upon arrival.
- b) Registered users can log in by entering their valid credentials (email and password).
- c) Google captcha verification is implemented to enhance security and prevent automated access.
- d) SSO facilities can be provided for selected users.
- e) New users can create an account by clicking the **Create Account** button.
- f) Quick access links to **Contact Us**, **FAQ**, and **Privacy Policy** are available at the bottom of the page for user assistance.

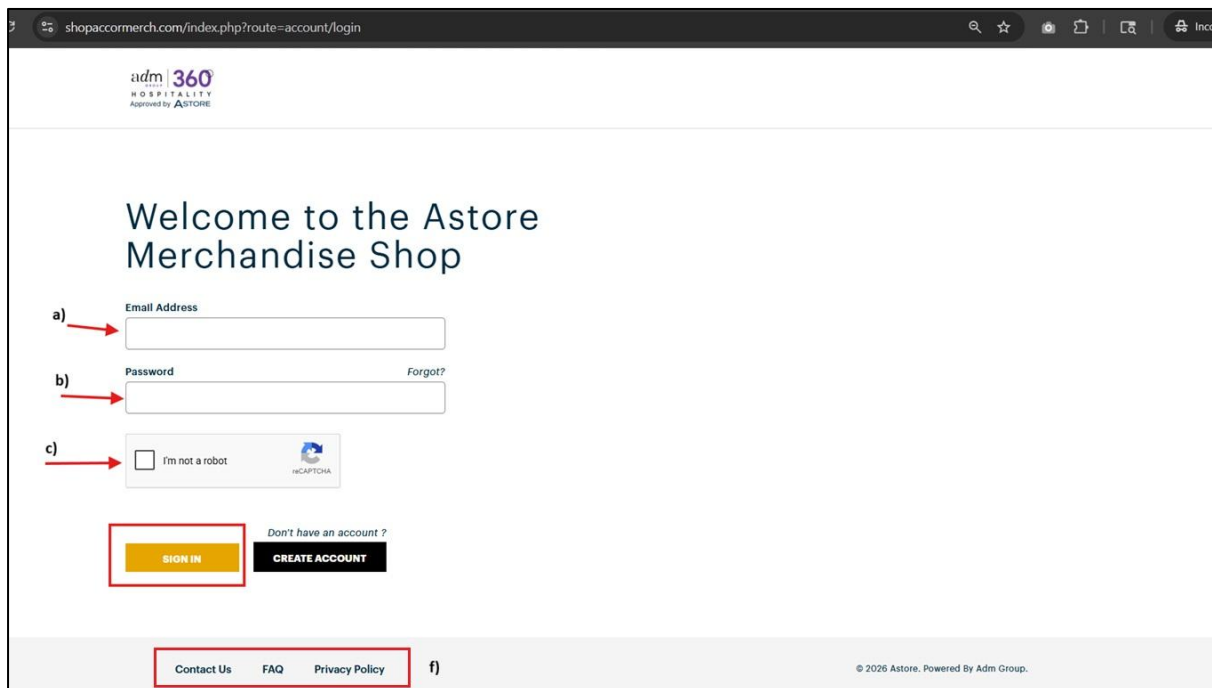


Fig: 1.1 – Login Page

2. New customer registration form

- a. Clicking the **Create Account** button redirects users to the registration form.
- b. Users must complete all mandatory fields marked with an asterisk.
- c. After filling in the form correctly and completing captcha verification, users should click the **Submit** button to create their account.

adm 360
HOSPITALITY
Approved by ASTORE

Create an Account

Required fields are noted with *.

Personal Information

First Name *	Last Name *
First Name	Last Name
Email Address *	Phone Number *
Email Address	Phone Number
Property Name *	TARS CODE / Property ID *
Search Property	Enter TARS CODE / Property ID
Department *	
Select	

Billing Address

Country *	Street Address *
Select Country	Street Address
Street Address Line 2	City *
Street Address Line 2	City
State *	Zip *
--- None ---	Zip

Accounts Payable

Account Payable First Name *	Account Payable Last Name *
Account Payable First Name	Account Payable Last Name
Account Payable Email Address *	Account Payable Phone Number *
Account Payable Email Address	Account Payable Phone Number

General Manager

General Manager First Name *	General Manager Last Name *
General Manager First Name	General Manager Last Name
General Manager Email Address *	
General Manager Email Address	

I'm not a robot

CANCEL **SUBMIT**

Contact Us FAQ Privacy Policy © 2026 Astore. Powered By Adm Group.

Fig: 1.2 – Registration Form

3. Registration Successful

- a) Upon successful form of submission, users are redirected to the Registration Success Page.
- b) The admin receives a notification to review and approve the new registration.
- c) Once approved, users receive an email with instructions to set up their password.

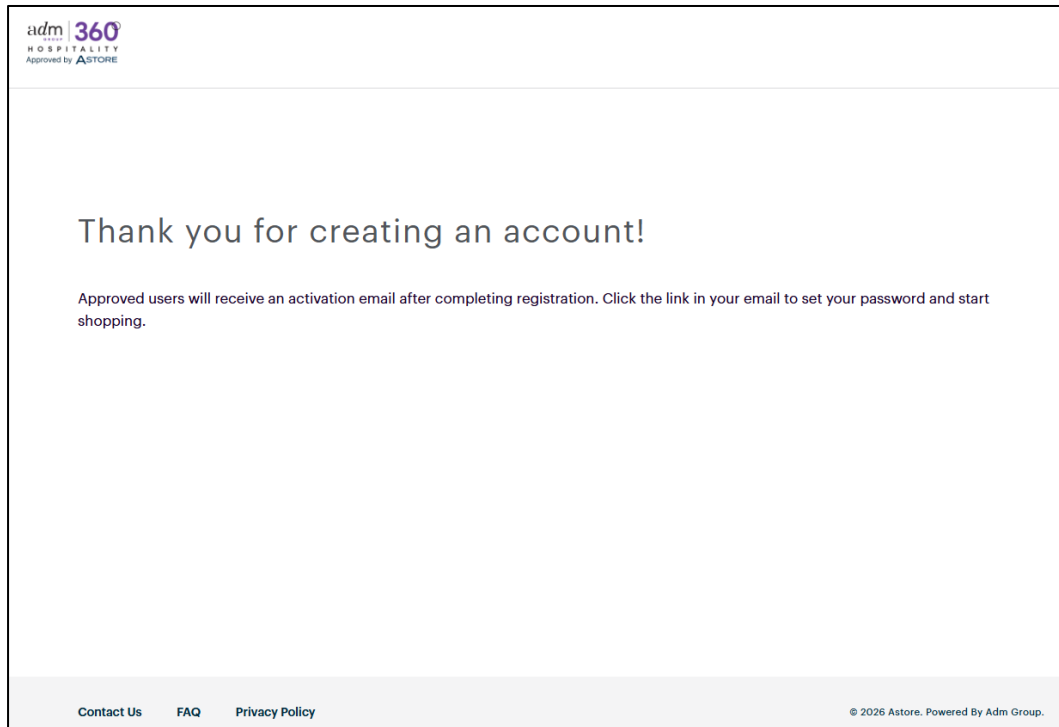


Fig: 1.3 – Registration Success message

4. Set profile Password

- When the user clicks the "Create Your Password" button in the email, they are redirected to a password setup page.
- Here users can set up their password and need to create a password that fits the conditions.
- To confirm the password, user needs to re-enter the password.
- Once the password is created successfully, user can click on activate account button that will redirect user to login page.
- If user does not wish to set password, they can click on the Decline invitation button.

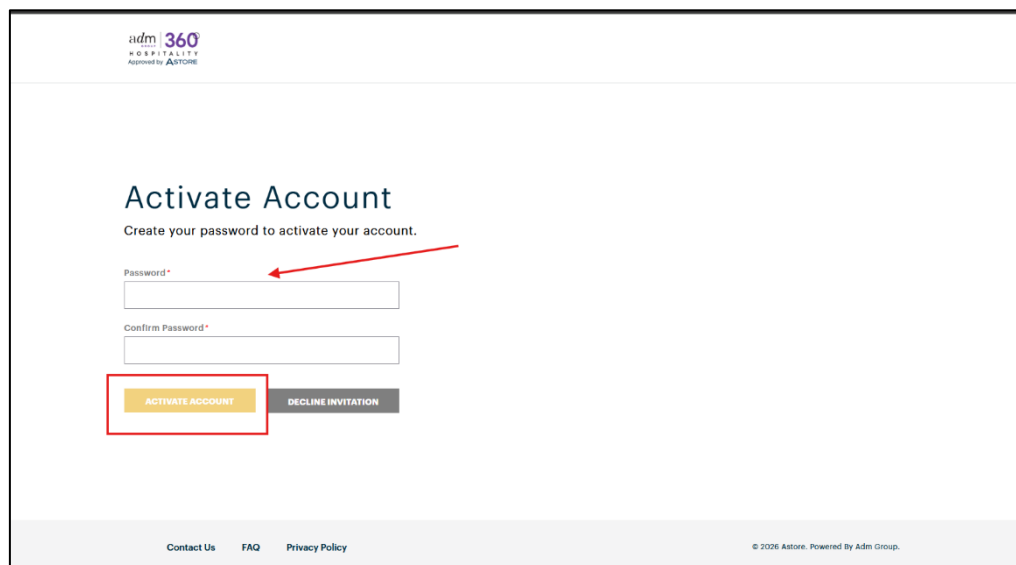
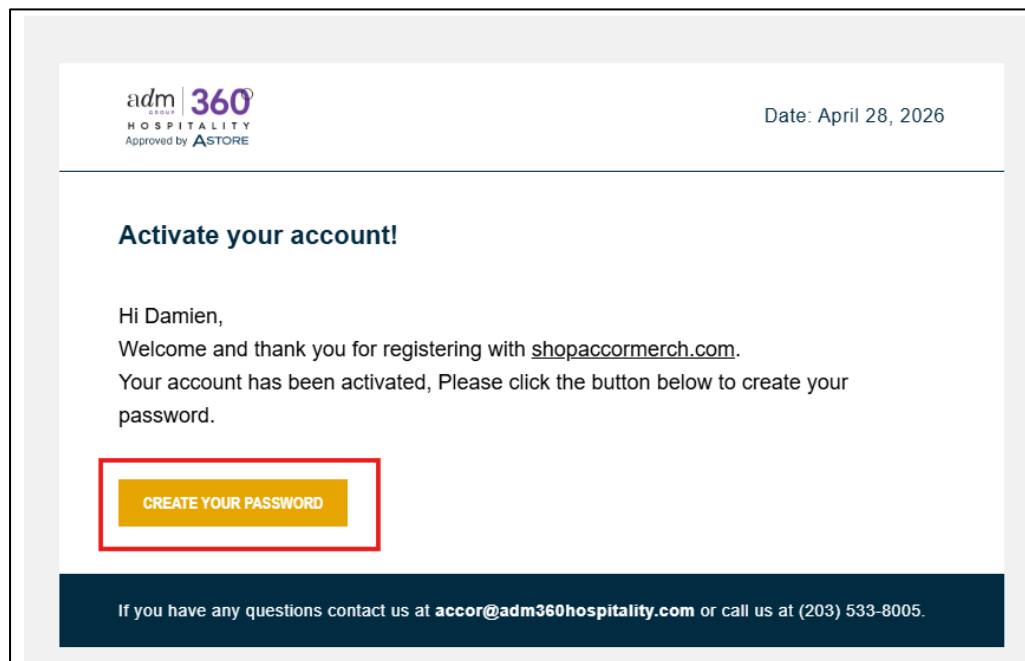


Fig: 1.4 – Account Activation Steps

5. Home Page

- a) After login, users are redirected to select delivery country.
- b) After selecting delivery country, user redirect to the Home Page.
- c) Users can navigate to a specific brand's product listing page by clicking on the Shop by Brand filter.
- d) Clicking a brand logo in the footer also directs users to that brand's product listing page.
- e) A search bar is available for users to search products by name, SKU, brand, and other criteria.
- f) The Shop All redirects users to a product listing page featuring items from all brands.
- g) Users can initiate a new project by clicking the New Brief button.
- h) The header includes a brand selection dropdown allowing users to shop for products from a specific brand.
- i) Profile settings and features are accessible via the profile dropdown menu.
- j) The cart can be accessed by clicking the cart button in the header.

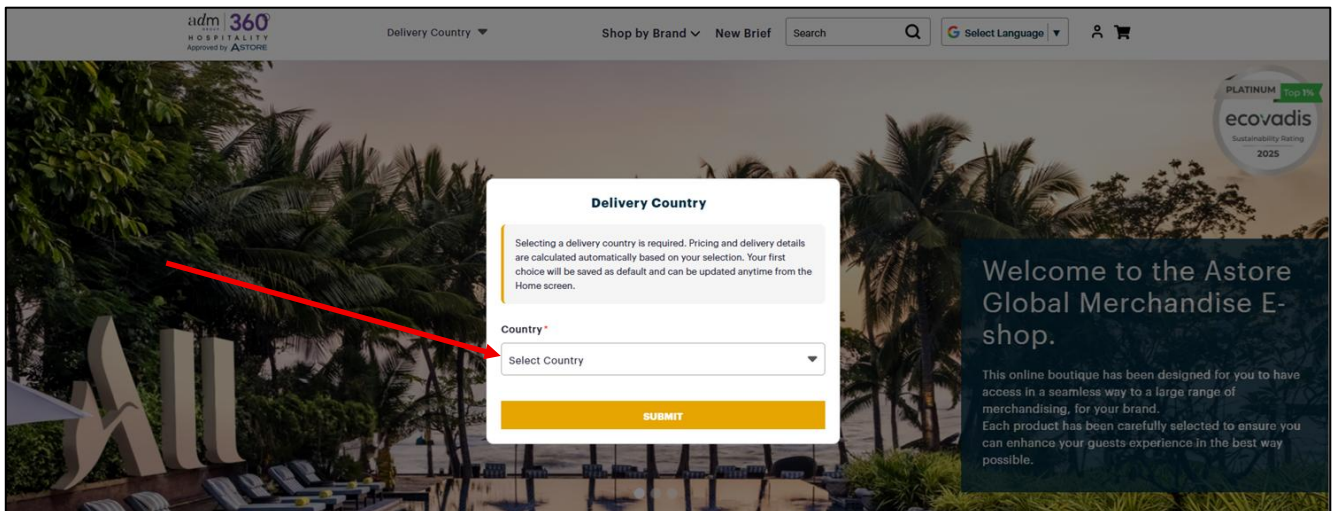


Fig: 1.5 – Select Delivery Country

The screenshot shows the adm 360 website interface. At the top, there is a navigation bar with the adm 360 logo, a dropdown menu for 'Delivery Country (Australia)', a 'Shop by Brand' dropdown, a 'New Brief' link, a search bar, a language selector, and a shopping cart icon. Below the navigation bar is a large banner image of a tropical beach with palm trees and lounge chairs. A red arrow points to the 'Delivery Country (Australia)' dropdown menu. In the top right corner of the banner, there is an 'ecovadis' logo with 'PLATINUM' and '2023' text. Below the banner, the text reads 'Welcome to the Astore Global Merchandise E-shop.' followed by a paragraph explaining the online boutique. The main content area is titled 'Shop for your brand' and lists various hotel brands categorized into Premium, Midscale, Economy, and Luxury & Lifestyle. The Premium category includes Pullman, Mövenpick, and Swissôtel. The Midscale category includes Novotel, Mercure, Handwritten, and Tribe. The Economy category includes Ibis, Ibis Styles, Ibis Budget, Greet, and Hotel F1. The Luxury & Lifestyle category includes Sofitel, M Gallery, Emblems Collection, Fairmont, Raffles, Mama Shelter, 25h, 30h 30r, and The Hoxton. At the bottom of the page, there is a 'Need help?' section, a 'Shop by Brand' list, and footer information including 'Contact Us', 'FAQ', 'Privacy Policy', and '© 2026 APAC. Powered By Adm Group.'

Fig: 1.6 – Select Delivery Country-Home page options

6. Product Listing Page

- Users can view product details in the product tiles and go to respective product description pages by clicking on any product tile.
- Category specific filters allow users to narrow down products by selected brands.
- Users can filter products within a specific price range.
- All applied filters can be reset by clicking the **Clear Filters** button.

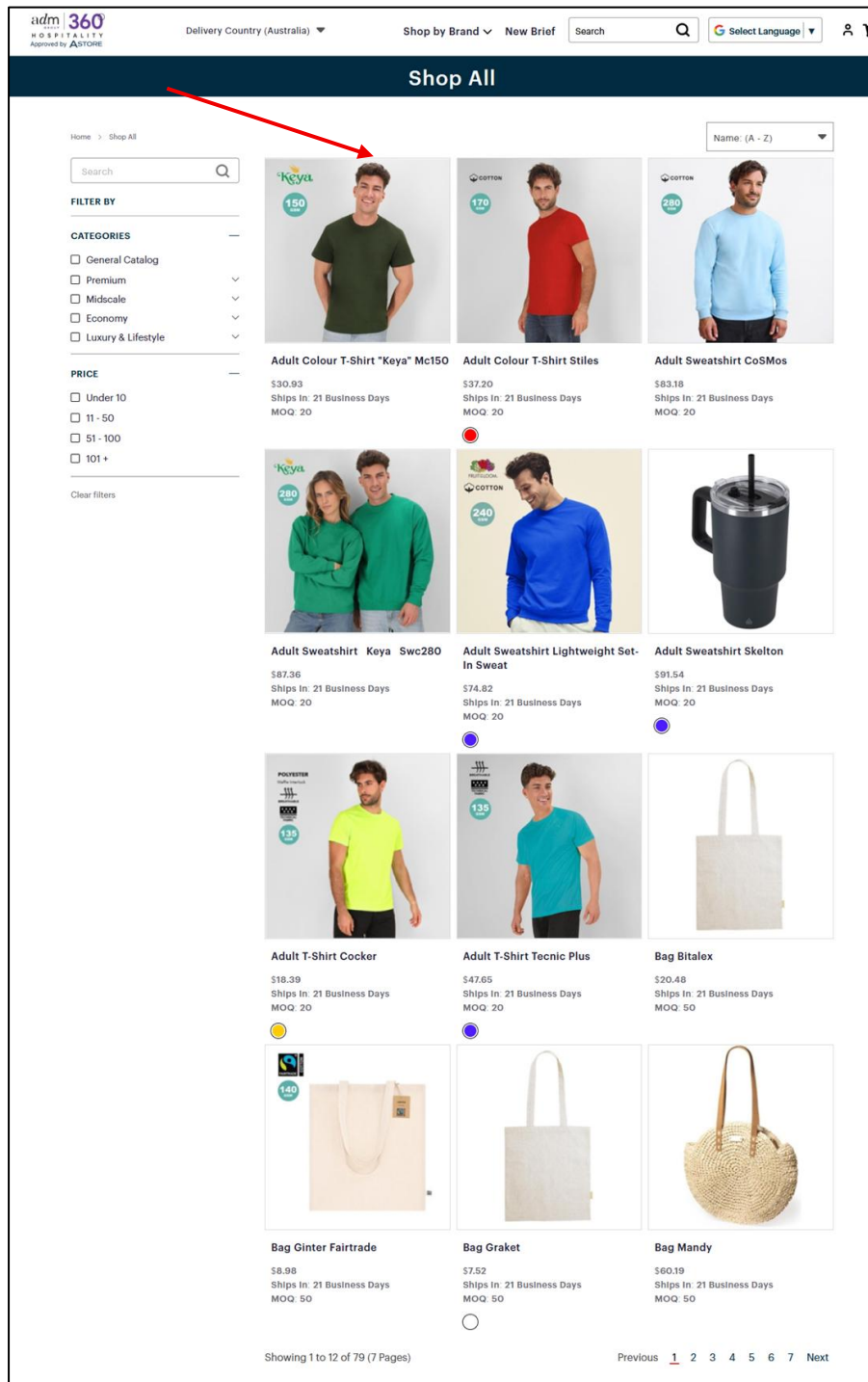


Fig: 1.7 – PLP

7. Product Description Page

- Users can view detailed information about the product on this page.
- The quantity box allows users to enter the desired number of units to order, displaying the subtotal below. (Note: Quantity must be between MOQ and available stock.)
- For products with variants, users can select the preferred variant from the available options.
- Imprint location options are available for customers
- Item view logic with customization:
- Branded items: customization off;
- Non-branded: customization tagging enabled; Default imprint location: "No Logo" (disables upload).
- Customer can order blank items via "No Logo" option.
- After selecting customization, users click the Add to Cart button to add the product to their cart.
- Recommended products related to the current item are displayed as floating product tiles.
- Users can continue shopping using recommendations, search, brand selection, or by clicking Shop All.
- To review or purchase items in the cart, users can click the cart icon, which redirects to the Cart Page.

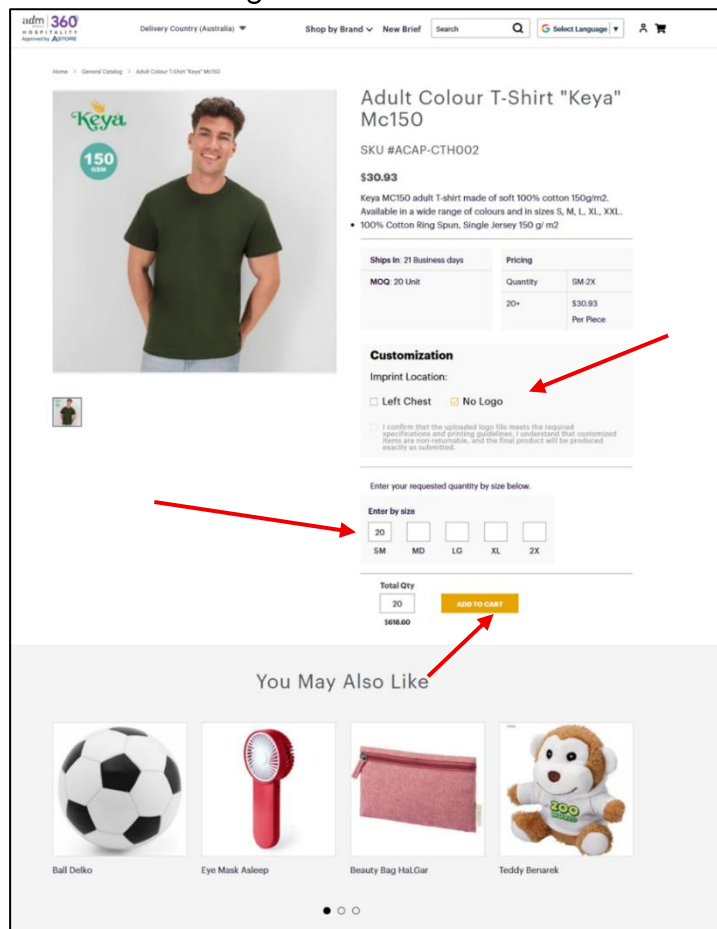





Fig: 1.7 – PDP

8. Cart page

- Users can view a detailed list of all products added to the cart.
- Users can view and download customization image by clicking on eye icon.
- Users can adjust product quantities directly within the quantity box.
- Products can be removed from the cart by clicking the **Remove** button.
- Clicking **Continue Shopping** redirects users back to the Home Page.
- After verifying cart details, users click the **Continue** button to proceed to the Checkout Page.

The screenshot shows the 'My Cart' page with the following table:

ITEM	PRICE	QTY	ITEM WEIGHT (LBS)	TOTAL
 Adult Colour T-Shirt "Keya" Mc150 (Customized) ACAP-GTH002 Imprint Location 1:  Left chest Remove		20	4.80	\$618.60
 SM	\$30.93 Per Piece	20	4.80	\$618.60
TOTAL			4.80	\$618.60

At the bottom of the cart, there are two buttons: a white 'CONTINUE SHOPPING' button and a yellow 'CONTINUE →' button. A red arrow points from the 'CONTINUE SHOPPING' button to the 'CONTINUE →' button.

Fig: 1.8 – Cart Page

9. Checkout page (EXW and Quote Flow)

- a) Select Shipping address (add new or select same as Billing)
- b) Select the "In-hand" date from the available options (past dates are disabled).
- c) Select the checkbox to acknowledge that the quote will expire in 30 days if not approved.
- d) Click on "Request Quote"
- e) Items tagged with EXW and matching the destination country will be displayed here.
- f) The logic is based on the destination country mapped to both the store and the item's origin.
- g) During the EXW flow:
- h) Taxes and shipping are calculated manually.
- i) Orders are initially processed as quotes.
- j) Once the quote is approved by the CS team:
- k) A "Create Order" button will appear in the My Quote details.
- l) The customer can proceed to check out using the approved quote.

The screenshot shows the ADM 360 checkout page. At the top, there is a header with the ADM 360 logo, delivery country (Japan), and search options. The main content area is titled "Checkout" and contains several sections:

- Billing Address:** Tushar Latkar, 88 Nanjing Road East, Funabashi-shi, CH 273-0005, Japan. Contact: tushar.latkar@admgroup.net, 2531649871. An annotation 'a)' points to this section.
- Shipping Address:** Radio buttons for "Same As Billing" (selected) and "Ship To A Different Address".
- Shipping Method:** "EX Works Customer Pays Shipping Duties & Taxes" (selected) for a price of FREE. A date picker shows "05-30-2026". An annotation 'b)' points to the date picker.
- Payment Method:** "Pay By Invoice" (selected).
- Order Comments:** A text area with a "Max 250 characters are allowed" warning. An annotation 'c)' points to the checkbox below.
- Checkbox:** A checked checkbox with the text "I understand that Quotes Will Expire After 30 Days. Requested In Hands Date Subject To Change." An annotation 'd)' points to the "REQUEST QUOTE" button.
- Buttons:** "RETURN TO CART" and "REQUEST QUOTE".

On the right side of the checkout page, there is a summary table:

Adult Colour T-Shirt "Keya" Mc150 (Customized)	\$618.60
ITEM TOTAL	\$618.60
SHIPPING AND TAXES WILL BE PROVIDED IN THE QUOTE	
SHIPPING CHARGE	\$0.00

Fig: 1.9 – Checkout page with Quote

The screenshot shows the 'My Quotes' page in the adm 360 HOSPITALITY system. The page includes a navigation menu on the left with options like ACCOUNT INFO, CREDIT, ORDERS, QUOTES, and LOGOUT. The main content area features a table of quotes with the following data:

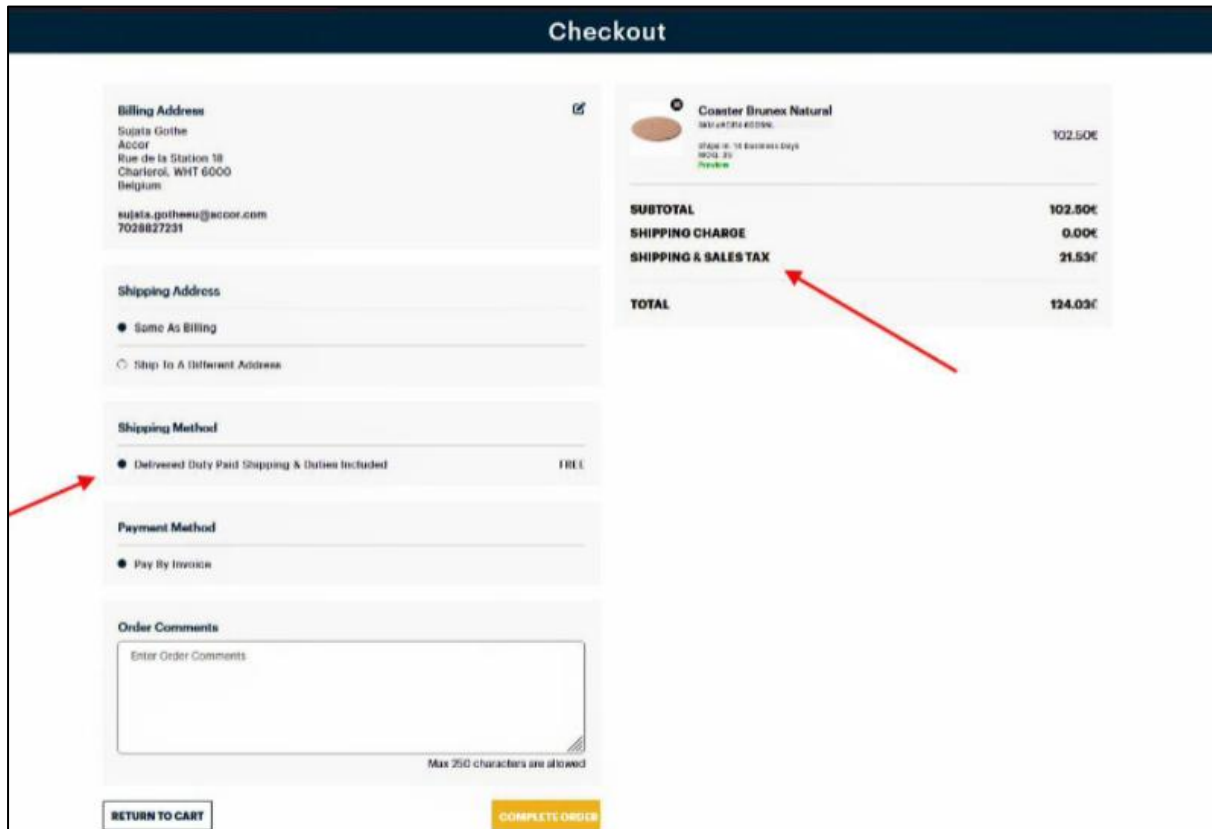
Action	Quote#	Quote Status	Quote Created Date (EST)	Order #
Create Order	ACCRQT-0081	Quotation Under Process	04-13-2026 10:19:06	
Create Order	ACCRQT-0080	Quotation Under Process	04-10-2026 09:13:44	
Create Order	ACCRQT-0079	Order Created	04-10-2026 06:23:20	AC...

At the bottom of the table, there is a pagination control showing 'Showing 1 to 3 of 3 entries' and a 'J-L' button highlighted with a red box. Other controls include 'Show 25 Entries', search filters, and an 'Export' button.

Fig: 2.1 – My Quotes

10. Checkout Page (DDP and VAT)

- Items tagged with DDP and matching the destination country will be displayed here.
- The logic is based on the destination country mapped to both the store and the item's origin.
- For DDP items:
- Shipping is included in the price.
- VAT is applied based on the origin and destination country.



Checkout

Billing Address

Sujata Gothe
Accor
Rue de la Station 18
Charleroi, WHT 6000
Belgium

sujata.gothew@accor.com
7028827231

Shipping Address

Same As Billing

Ship To A Different Address

Shipping Method

Delivered Duty Paid Shipping & Duties Included **FREE**

Payment Method

Pay By Invoice

Order Comments

Enter Order Comments

Max 250 characters are allowed

Coaster Brunex Natural
102.50€

SUBTOTAL	102.50€
SHIPPING CHARGE	0.00€
SHIPPING & SALES TAX	21.53€
TOTAL	124.03€

[RETURN TO CART](#) [COMPLETE ORDER](#)

Fig: 2.2 – Checkout – Direct Order

11. Checkout Page (DDP and Order Splitting)

- Transition from origin-based logic to handling individual entities.
- Final logic is based on Origin of SKUs.
- External SO ID captured and parent order ID generated
- in ShopHub for linked SO invoicing.

The screenshot shows a checkout page with the following details:

- Billing Address:** Sijata Gothe, Accor, Rue de la Station 18, Charleroi, WH1 6000, Belgium. Email: sijata.gothew@accor.com, Phone: 7028827231.
- Shipping Address:** Same as Billing.
- Shipping Method:** Delivered Duty Paid Shipping & Duties Included (FREE).
- Payment Method:** Pay By Invoice.
- Order Comments:** Empty text box with a note "Max 250 characters are allowed".
- Product List:**
 - Coaster Brunex Natural (SKU: ACCOR 803306) - 102.50€ - SKU origin: Spain
 - Mousse Pad Black (SKU: ACCOR 1086) - 1,400.00€ - SKU Origin: France
- Summary Table:**

SUBTOTAL	1,502.50€
SHIPPING CHARGE	0.00€
SHIPPING & SALES TAX	21.74€
TOTAL	1,524.24€

Fig: 2.3 – Checkout – Direct Order with Multiple Origin

This screenshot is similar to Fig 2.3 but includes a confirmation dialog box:

- Product List:**
 - Coaster Brunex Natural (SKU: ACCOR 803306) - 102.50€
- Summary Table:**

SUBTOTAL	102.50€
SHIPPING CHARGE	0.00€
SHIPPING & SALES TAX	21.53€
TOTAL	124.03€
- Confirmation Dialog:** A white box with a close button (X) containing the text: "I confirm that I have received all required manager approvals and authorize adm to process this order." Below the text is a yellow button labeled "CONFIRM & COMPLETE ORDER".
- Order Comments:** "Test - V&T Order"

Fig: 2.4 – Checkout – Direct Order with Multiple Origin

12. Order confirmation page

- a) Users receive an on-screen confirmation message with their **Order ID** for reference.
- b) Clicking **click Here** button allows users to view their order history.
- c) An order confirmation email is sent to the user's registered email address.
- d) For order-related concerns, users can contact support via the email address provided.
- e) Users may log out via the profile dropdown or continue shopping.

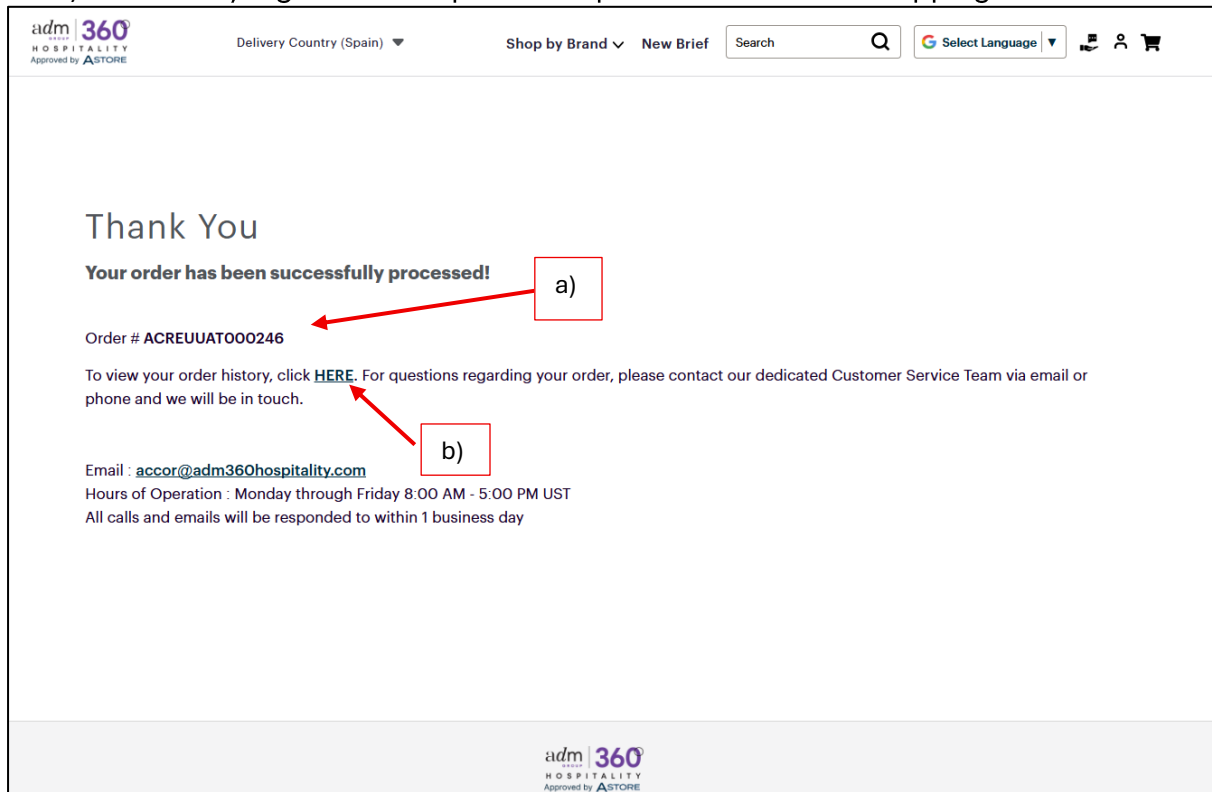


Fig: 2.5 – Order confirmation

Thank you for following this guide. We hope it made your experience smooth and easy.

If you need any help, reach out to us at accor@adm360hospitality.com or use the [Contact Us](#) link.