



THE KROGER CO.

SUPPLIER INFORMATION MANAGEMENT

FREQUENTLY ASKED QUESTIONS

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Contact Information

If you have any issues accessing the Kroger Supplier Information Management profiles through the portal, please e-mail SupplierCompliance@kroger.com or call the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

Hours of Operation: 10pm on Sunday through 7pm on Friday.

What do I need to know before registering?

What is Supplier Information Management?

Supplier Information Management (SIM) is an automated, web-based program designed to help us ensure that Kroger suppliers have the necessary knowledge, processes, commitment and quality products to be a part of Kroger's trusted supplier network.

Am I required to participate in this program?

All current and future suppliers are required to participate. A current supplier is any supplier to which Kroger has made a payment in the last 14 months. Additionally, any non-incumbents (suppliers which are not currently doing business with The Kroger Co.) are required to register. In order to move forward as a qualified supplier with Kroger, registration and appropriate documentation is required and must be completed within the SIM portal.

How does the Supplier Information Management Program work?

Kroger is working with Iasta (third-party vendor) to automate and improve supplier qualification, setup and communication. Existing and potential suppliers will register with the SIM program and provide information about their company, facilities and products. Based on how a supplier answers the registration questions, the SIM program will request that the supplier upload additional documents or agree to terms. The SIM program will track expiration dates and send email reminders to suppliers to help keep supplier information and documentation current.

Why is Kroger implementing the Supplier Information Management Program?

Kroger is implementing the SIM program to help us better manage our relationships and interactions with suppliers. By using automation, we can operate more efficiently and identify qualified suppliers who can provide our customers with the best products at better prices. At the same time, we can significantly improve supplier compliance with Kroger requirements as well as state and federal regulations. In addition, automation of supplier mass communications, reminders and the collection of responses will help reduce costs.



How do I register?

The registration link can be accessed at [Kroger Supplier Self-Registration](#) or on the Vendors & Suppliers page of the www.thekrogerco.com site.

Is there a fee to register?

There is no registration fee associated with registering on the Kroger Supplier Registration website

Are there system requirements for registration?

Yes. Microsoft Internet Explorer 6.0 or higher on Windows (Microsoft Internet Explorer 8.0 or higher preferred), Firefox 3.0 or higher on all platforms.

How long will it take me to register?

If you have all of the required information gathered ahead of time, it will take you approximately 10-15 minutes per company profile to complete your registration. After completing the Primary Supplier Information Profile, subsequent profiles may be issued. These include the Current and Future Capabilities Profile, Supplier Contracts Profile and Production/Service/Manufacturing Location Profiles. Location profiles are issued for each location providing product/service to Kroger.

How do I register my company with multiple locations?

You are required to complete one supplier record per legal entity. Each legal entity is registered through the IRS with either a tax-ID, EIN (international suppliers), or SSN for private suppliers. As an example, if a public company has 5 locations that provide products/services to Kroger and each location has a separate tax-ID, then the public company is required to fill out five supplier records, one record for each tax-ID.

Can I save a partially-completed self-registration?

Yes, you can save a profile and return at a later time to complete. Click the save button at the top or bottom of the profile before exiting the profile. Return to <http://www.thekrogerco.com> and click on the link to update your profile.

What will happen if I “X” out of the registration before completing the process?

To exit the registration and return later, you must click the “Save” button at the top or bottom of the profile screen.

Your registration will not be saved if you "X" out before clicking the “Save” or “Submit” button. You will need to start over by accessing the registration site again.



Can we have more than one individual registered?

Kroger expects one point of contact for each supplier to manage the entire SIM registration process. If you need to change your point of contact within the system or have any questions, please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

What type of Company information will be required for registration?

You will first be requested to complete the Primary Supplier Information Profile which will ask for the following information:

- Current Kroger Vendor Status
- Products/ Services currently provided to Kroger
- Parent Company and Entity Name
- Designated Primary Contact Information
- Secondary Contact Information
- Tax ID information: EIN, SSN, Foreign ID
- W-8/W-9 Information
- Company Diversity Status (required for US registrations, if applicable)

Other profiles will be assigned for completion once you have submitted the initial Primary Supplier Information Profile. The information requested in these profiles will vary based on the type of supplier you are. The information requested may include, but not be limited to, the following areas:

- Any current agreements with Kroger
 - GFSI or other Audit Certifications for all plant locations
 - Company Diversity Status and diversity certifications (required for US registrations, if applicable)
 - Sustainability information
-

Which businesses can be certified as Diverse Suppliers?

- For additional information on diversity ownership qualification please access <http://www.thekrogerco.com/vendors-suppliers/supplier-diversity>
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What is an EIN, SSN and Foreign ID?

Depending on what type of business you are, your tax ID information will vary. Below are the three primary ways of ensuring correct identification of a business:

- EIN - Employer Identification Number
- SSN – Social Security Number (will not be requested)
- Foreign ID – Foreign Tax Identification Number

For more information visit www.irs.gov



I am having trouble saving or submitting the refresh/updates for my company. What should I do?

Please contact the Supplier Engagement Group and advise the representative of the trouble/error message. If the representative is unable to resolve the issue, a ticket number will be provided to you, and you will be contacted via phone or email to troubleshoot/help resolve the issue. Within the US, call 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

How do I know when I am finished?

After submitting your Primary Supplier Information Profile, you will receive an email notification and be assigned additional profiles to complete. Once you have submitted these subsequent profiles, you have finished the Kroger Supplier Registration process. However, you will be able to log into the system again to keep your information and certifications updated within the system.

Once I have logged in successfully, what should I do next?

- Click on the icon in the tree-view labeled “Company Profiles”
 - Access the Supplier Registration Profile by selecting it (blue hyperlink) and select the “Edit this Company Profile” button
 - Verify that the information that is populated in the profile is correct or make any changes that are necessary
 - Click the Save button at the top of the profile
 - When the screen refreshes, click the Submit button
 - Log out
-

When I register, does that guarantee that I am a current Kroger supplier?

Registration is required for all suppliers.. However, completing the registration process does not guarantee that your company will receive a request to bid and/or a contract from Kroger, nor does it imply that your company has any type of procurement relationship with Kroger, neither now nor in the future.

Registering provides us with your company’s vital information so that we can match your company to potential opportunities. You will be contacted if an opportunity becomes available that matches your company’s product and/or service offering.

How will I know if I’m selected as a supplier for future opportunities?

A representative from Kroger will contact you if an opportunity becomes available that matches your company’s product and/or service offering.

Please add smartsourceportal.com to your internal white list of approved email domains to ensure that you receive all further communication regarding updates and opportunities.



What are my next steps after registration?

Please be sure to keep your information and certifications updated within this system. You will be able to log into the system at any time using the same username and password. If Kroger has questions regarding the information submitted in your profiles, you will be contacted by the Supplier Information Management team at Kroger.

How do I update my registration?

If you are already a Kroger registered supplier, you will have a login User ID and Password.

If you have a SmartSource login User ID and Password, and need to update your registration, go to <https://kroger.smartsourceportal.com/>, log in with your user name and password, click on Company Profiles on the left side, and choose a profile to view and update.

How do I reach decision makers?

If you have registered on the website, your profiles have been received. If there is an opportunity that matches your company's product and/or service offering, you will be contacted.

I'm registered but I haven't received any communication or business.

Registration is required for all suppliers. However, completing the registration process does not guarantee that your company will receive a request to bid and/or a contract from Kroger, nor does it imply that your company has any type of procurement relationship with Kroger, either now or in the future.

Registering provides us with your company's vital information so that we can match your company to potential opportunities. You will be contacted if an opportunity becomes available that matches your company's product and/or service offering.

If my password has expired or I have forgotten it, what should I do?

Access the login page (<https://kroger.smartsourceportal.com/>) and select "Forgot Password?" These links will take you to the appropriate screen to reset your password. If you are still unable to access the tool after changing or retrieving your password, please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).



**A screen came up that says, “You have had xx failed login attempts...”
What should I do?**

After five attempts to log in, the user will receive an error message with the notification that he/she is locked out of the tool. Access the login page (<https://kroger.smartsourceportal.com/>) and click on the “Forgot Password” link. You will then be sent an email containing your new temporary password and you will be taken to the appropriate screen to change your password.

If you are still unable to access the tool after changing your password, please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

Why/how often do I need to update my company’s registration data?

Kroger requires all suppliers that have active contracts to refresh/update their registration data at a minimum of once every year. This is to ensure that we have the most current/accurate information about your company within our system.

How do I know when I need to refresh/update my company’s registration?

Our system of record tracks the refresh due dates for important certifications and sends email notifications to the supplier contact on record before the registration is due for refresh.

What do I do when I receive a notification that my company’s registration needs to be refreshed?

Click on the link within the email notification for External Suppliers and log in to our system of record. If you do not know your User ID or Password, please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

**I am having trouble saving or submitting the refresh/updates for my company.
What should I do?**

First, be sure to that your page has refreshed and scroll to the top. If you are still having troubles, please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2). Advise the representative of the trouble/error message. If the representative is unable to resolve the issue, a ticket number will be provided to you, and you will be contacted via phone or email to troubleshoot/help resolve the issue.

What if I don’t know my User ID to log in and refresh my registration?

Please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2). Explain that you are trying to update your Kroger Supplier Registration and that assistance is needed with your User ID.

Note: If you know your User ID, please provide it at the time of your call or email.



What if I am not the correct person to complete the Update/Refresh task for my company?

Please contact the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2).

Why am I being sent reminder emails if I already submitted the Primary Supplier Profile?

Additional profiles are added based on responses to questions in the Primary Supplier Information Profile

What if I receive an email notification to update/refresh my company's registration data, but my company is no longer doing business with Kroger?

Please e-mail SupplierCompliance@kroger.com or call the Supplier Engagement Group at 844-277-6165 (option 2). Outside the US, call +011 513-387-1140 (option 2). Explain that you have received an email notification to update your company's registration data, but you are no longer doing business with Kroger. The request will be escalated in order to be resolved.