



## **Kroger Mfg Billing Information**

### **Billing Address:**

PRGX [Mfg Plant Name]  
P.O. Box 1889  
Grand Rapids, MI 49501-1889

## **Kroger Accounting Guidelines**

In order to ensure timely processing of invoices and avoid payment delays, your invoices **must** include:

- Invoice # (separate invoices are required for each PO/release #)
- Kroger Ship to Location
- Kroger PO/ Release (ex. K001234-0001)
- 6 digit Kroger line number
- Qty shipped
- Price (listed with the same unit of measure as requested on PO)
- Freight Code
- Payment Terms
- Remit to address

### **Account Statements Inquiries/Deduction Disputes/Credits:**

- All requests for deduction disputes, payment status and credits must be sent to [RASCmfgpayables@kroger.com](mailto:RASCmfgpayables@kroger.com) for research.
- If a question exists about a particular invoice or payment, submit correspondence inquiring about that detail specifically. Be sure to include the PO number, invoice number, and ship to location. If a check number is applicable, include that information as well.
  - Statements not containing the above information will not be researched and will be deleted upon receipt.
- You should receive a response to your request within 7 business days.
- Invoice research requests from vendors **must be for invoices more than 30 days past due** before Kroger will research. We will disregard any requests received prior to that timeframe.

## **DemandTec**

Kroger has partnered with DemandTec to provide our suppliers' access to various Kroger deduction types by utilizing a shared website. DemandTec is an online service where the vendor can login and view payment information at their convenience. This is the easiest way to view invoices paid and in the near future, you will be able to view short payment notices as well.

- This service is free of charge to our suppliers.
- The Kroger deductions and check detail are available on the website for 180 days.
- This service also offers notifications via email when new deductions are available on the site.

If you are not currently enrolled in DemandTec, please send an email to [vendorportal@kroger.com](mailto:vendorportal@kroger.com), listing:

- Company Name
- Contact Name
- Email Address
- Phone Number
- Mailing Address

***\*\*Please note that the email address that you provide will serve two purposes. 1) It will serve as your User ID for accessing the website, and 2) This is where the email notifications will be sent. If you need multiple users to access the email notifications, I strongly encourage your company to set up a shared mailbox.***

From the date that we set up your account, you will receive your temporary password with 10 business days. You'll then be able to access the website at <https://kroger.demandtec.com>.

## **Credit Information**

The Manufacturing Accounting office at RASC does not complete credit applications. Vendors can obtain all the required information from our latest financial report. Please contact one of the following for this information:

### **Accounts Payable Contacts**

Jackie Jackson, Accounts Payable Coordinator  
[Jackie.jackson@kroger.com](mailto:Jackie.jackson@kroger.com), 615-232-9591

Candice Lavant, Accounts Payable Manager  
[Candice.LaVant@kroger.com](mailto:Candice.LaVant@kroger.com), 615-232-9805

Melissa Coomer, Sr. Area Manager  
[Melissa.Coomer@kroger.com](mailto:Melissa.Coomer@kroger.com), 615-232-9698