



Why Am I Getting E-mail from the Kroger Supplier Hub?

There are a variety of reasons the Kroger Supplier Hub may send an e-mail to a supplier. This document overviews what e-mails may be sent from the Supplier Hub and why.

Invitation E-mail	This is the initial e-mail sent from Kroger, inviting suppliers into the Supplier Hub. It contains important information, including your Supplier Hub User ID and password, as well as links to the Supplier Hub, the user guide, and the license agreement.
First Reminder	14 days after the Invitation E-mail, if the supplier has still not taken action to complete their profile, Supplier Hub sends out a reminder e-mail. The subject line is "Kroger Supplier Compliance Reminder."
Second Reminder	21 days after the Invitation E-mail, if the supplier has still not taken action to complete their profile, Supplier Hub sends out a second reminder e-mail. The subject line is "Kroger Supplier Compliance Reminder."
Third Reminder	28 days after the Invitation E-mail, if the supplier has still not taken action to complete their profile, Supplier Hub sends out a third reminder e-mail. The subject line is "Kroger Supplier Compliance Important - ACTION REQUIRED."
Bi-Weekly Reminder	After 30 days following the Invitation E-mail, if the supplier has still not taken action to complete their profile, Supplier Hub will send reminder e-mails on Tuesday and Thursday of each week until their profile is complete. The subject line is "Kroger Supplier Compliance Critical - ACTION REQUIRED."
Kroger Message	This e-mail is sent if there is additional information or action required of the supplier. It will include a message from the Engagement Team or Compliance Team specifying what action needs to be taken. The subject line is "Kroger Supplier Compliance – ATTENTION NEEDED."
Change in Address	For changes in a facility address, Supplier Hub sends an e-mail stating that the request has been received and is under review. A decision e-mail is sent after the address change is approved or rejected.
Address Deletion	When a supplier requests to delete a facility address, Supplier Hub sends an e-mail stating that the request has been received and is under review. A decision e-mail is sent after the address deletion has been approved or rejected.
Additional Communications	From time to time, Kroger may send additional communications through the Supplier Hub, such as surveys, updates, or other general supplier notifications.