



# **Kroger Supplier Hub Quick Reference Guide**

Version 14.0.4  
September 2017

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## About This Document

This quick reference guide provides a snapshot of the key process steps for Kroger suppliers to enter and maintain their information in the **Kroger Supplier Hub**. For best results, follow the guide in order.

*If you need any assistance with this process, please contact the **Supplier Engagement Group**:*

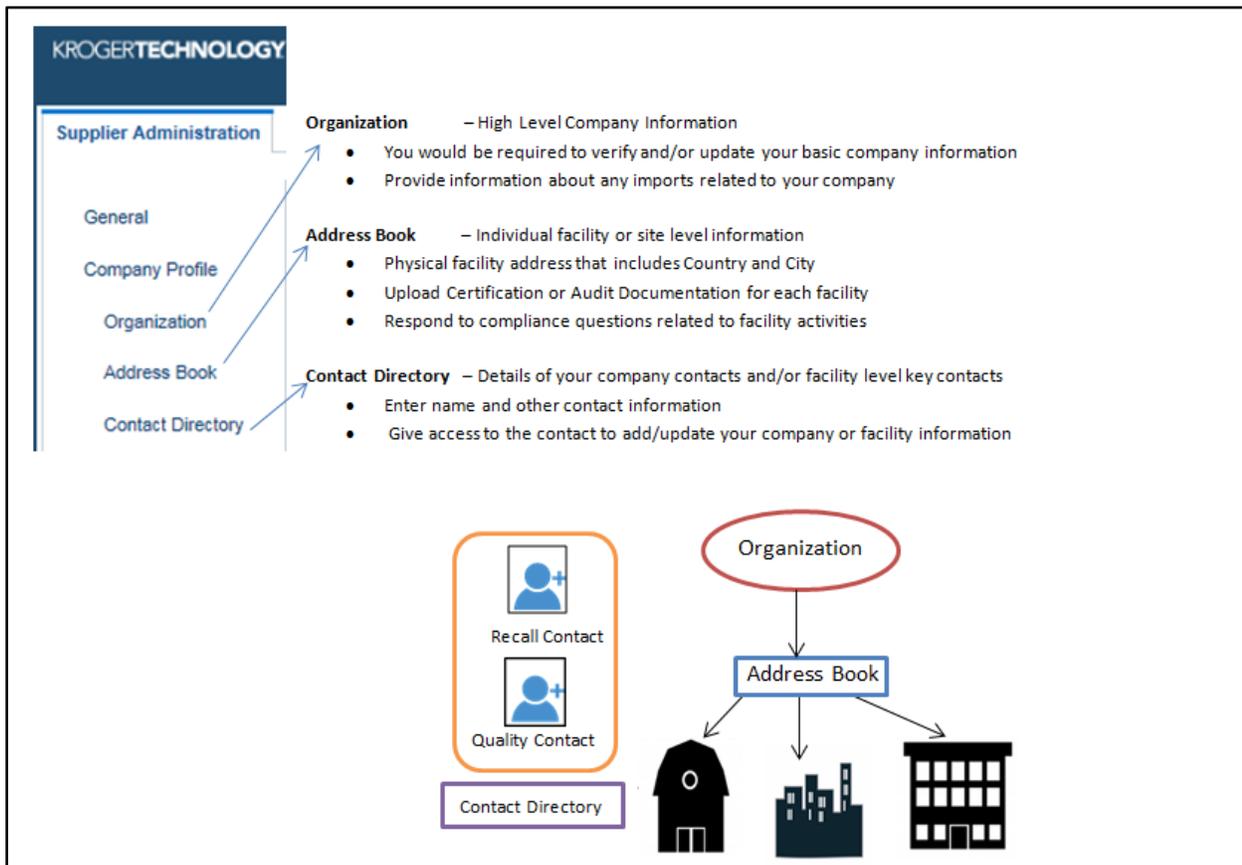
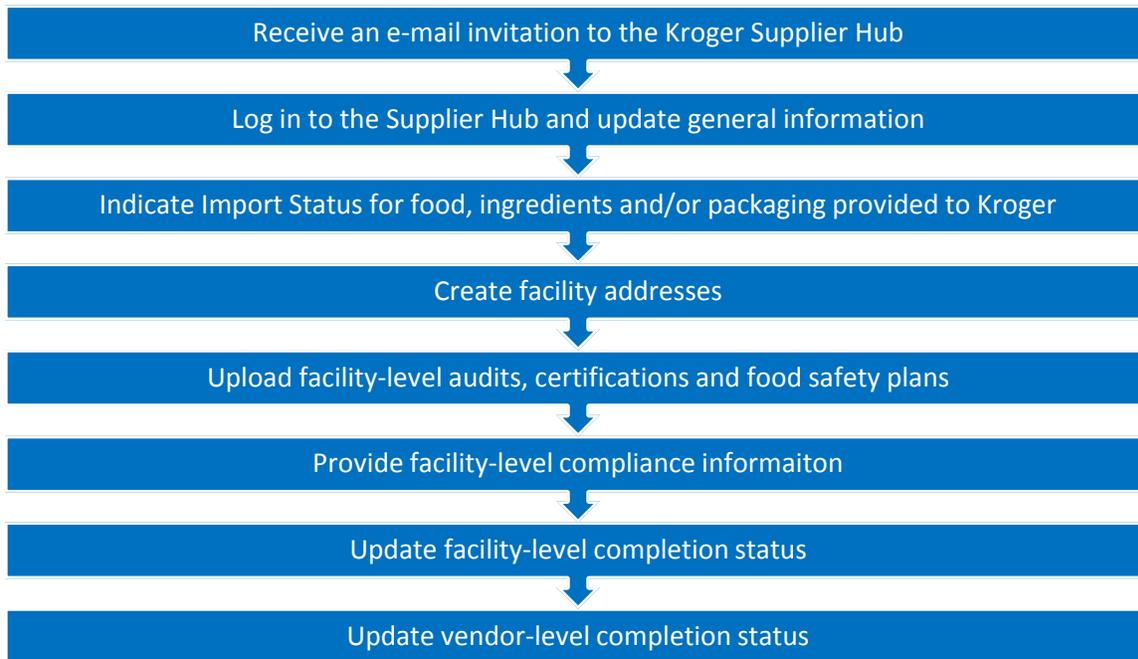
- *Phone (US): 1-844-277-6165 (select option 2)*
- *Phone (outside US): +011 513-387-1140 (select option 2)*
- *E-mail: [SupplierCompliance@kroger.com](mailto:SupplierCompliance@kroger.com)*

## Version 14.0.4 Update Summary

This guide was last updated **September 12, 2017**. Updates include:

- Updated **Imported Products and Packaging** directions (page 6)

# 1. Process Overview



## 2. Invitation to the Hub

Kroger suppliers receive an **Invitation** or **Reminder** e-mail containing a link to log-in to the **Kroger Supplier Hub**. Upon login, they are requested to add or update their facility address(es) and compliance information then upload and link compliance documents for these facilities.

### *Key Information in the Invitation E-mail*

- *User Name and Temporary password*  
**Note:** *Ensure that you remove any leading/trailing spaces in the user name and password if you are copying it from the e-mail received)*
- *User Guide link and Help Email/Phone Contact*

## Sample Email

Welcome to The Kroger Co. Supplier Hub!

**You have been identified as a current/potential Kroger supplier and are receiving this invitation as part of the ongoing initiative to meet the FDA requirements of the Food Safety Modernization Act (FSMA). Please accept this invitation to join the Kroger Supplier Hub which houses the necessary supplier food safety/quality documentation. You are required to review the [User License Agreement](#) to understand the business obligations to use the Supplier Hub. By logging into the Hub, you agree to abide by the stated conditions.**

Before logging into the Hub, review the content on the [Supplier Hub page](#), including the [Reference Guide](#), to understand the requirements for completing your profile.

To access the Supplier Hub, click the link and log in using the UserID/Password

Link: [Supplier Hub](#)

UserID: TESTQA1@TEST.COM

Password: Fs6!2D

For security, you must change your password on first login. It must include a letter and a number and cannot include the UserID or repeating characters.

Questions? E-mail the Supplier Engagement Group at [SupplierCompliance@kroger.com](mailto:SupplierCompliance@kroger.com).

For phone support within the US, call 844-277-6165 (option 2). For phone support outside the US, call +011 513-387-1140 (option 2).

Thank you for your continued support in the success of this initiative!

Sincerely,

The Kroger Supplier Compliance Team

### 3. First Login and Password Requirements

The first time users login to the Supplier Hub, they will be prompted to change their password. Valid passwords must meet the following criteria:

- Passwords must have at least one letter and at least one number
- Passwords must contain both capital letters and small letters
- The password cannot contain the username
- The password cannot contain any repeating characters (e.g. swimming)
- Password length must be exactly 8 characters

### 4. General Information

The **General Summary** screen appears upon login.

Click **Organization** then update the vendor-level information on the **Overview** tab.

**Note:** The **Legal Structure** field does not use abbreviations. Enter **Annual Revenue** in USD.

Click **Save** to record any changes.

**Note:** To return to the **General Summary** screen at any time,

click the **Home**  icon then click **Kroger-Supplier Profile & User Manager > Supplier Details** in the **Navigator** box.

## 5. Imported Products and Packaging

Click **Organization** in the left navigation then click the **Imports** tab. Answer the questions based on your overall business.

Supplier Administration

General

Company Profile

**Organization**

Address Book

Contact Directory

Organization

Cancel Save

Overview **Imports** Completion Status

Imported Ingredients, Food or Other Products

\* Does your company supply Kroger any "food items"? YES

Food items include raw produce, processed foods, gum, beverages, raw materials and ingredients of food, game meat, food contact substances such as plates, cookware, food packaging and utensils. Food items include human and animal food.

\* Do any of those "food items" originate from a "foreign supplier"? YES

Foreign Supplier is the final establishment that manufactures/processes/grows the product, food or ingredient that is exported to the United States.

\* What is Kroger's commitment to imported "food items" at time of U.S. entry? Kroger has agreed in writing to purchase it

Once the questions have been answered, click **Save**.

## Branded Suppliers

**Branded suppliers** that are importing products not exclusive to the Kroger Family of Companies are required to maintain their Supplier Vendor Agreement with The Kroger Co. which indicates adherence to all federal and state regulations, including the Foreign Supplier Verification Program rule. Documents may be requested on occasion and it is expected that they will be available within the limitations of the agreement and the law.

If you are a branded supplier that meets these requirements, you are **not** required to enter your facility information into the Kroger Supplier Hub and may [proceed to Step 11](#).

If you are **not** a branded supplier or do not meet these requirements, [continue to Step 6](#).

## 6. Create Facility Addresses

Add an entry for each facility your business uses, including both foreign and domestic facilities. Click **Address Book**. To add a facility, click **Create**. Fill in the **Address Details**.

**Note:** If the table does not display properly, click the **Refresh Table** icon.

**Note:** **Address Name** is the name to identify this facility (e.g. Main Distribution, State Ave, LA Center #1). **Phone number** and **Email Address** are facility-specific. Select the appropriate **Country**, if applicable. The default value is United States. **State** is required for United States addresses.

When finished, click **Save**. The address is added and the **Address Book** summary page displays.

**Note:** When a new address is entered and saved, the system will automatically approve it.

Additional information is required for each facility. To enter this information click **Update** for desired facility then proceed to **Step 7**.

**Note:** If the table does not display properly, click the **Refresh Table** icon.

**Note:** One address/facility (CORP\_HQ) has already been loaded in the system. This is the facility that represents your headquarters or buying organization. Click **Update** to make any changes to this address.

## 7. Enter Additional Facility Information

From the **Address Book** summary page click **Update**  for the desired facility.

Scroll to the bottom of the **General Compliance Information** tab then answer the **Active Supplier** question.

**Note:** If you do not see the **General Compliance Information** tab, please verify that the **Country** and **State** fields are correct for this facility then contact the **Supplier Engagement Group**:

- Phone (US): 1-844-277-6165 (select option 2)
- Phone (outside US): +011 513-387-1140 (select option 2)
- E-mail: [SupplierCompliance@kroger.com](mailto:SupplierCompliance@kroger.com)

If this facility supplies products to Kroger, list all products it currently produces, manufactures and/or manages. Separate each product with a comma (e.g. jar sauces, pizza, bagged snacks, canned vegetables). Proceed to **Step 8**.

If this facility does not supply products to Kroger, click **Save** at the top of the screen and return to **Step 6** to add additional facilities or proceed to **Step 10** if no additional facilities are needed.

## 8. Attach Audit Reports and Certifications to Facility Addresses

For each facility, gather the required food safety documentation. These may include:

- GFSI Certificate
- 3rd party food safety audit or GFSI Audit including non-conformances and corrective actions
- Animal Welfare Audit if applicable
- Food Safety Plan or HACCP plan - process plans only

From the **Address Book Summary** screen, locate the desired facility then click the **Update**  icon.

**Note:** If the table does not display properly, click the **Refresh Table**  icon.

Scroll down to the **Add/View Attachments** section. In the first table, determine whether this facility meets either or both of the listed criteria then check the checkboxes accordingly:

- Check the first checkbox if the facility slaughters animals or harvests eggs
- Check the second checkbox if the facility is certified by one of the GFSI audit schemes

Add/View Attachments		
Select	Certificate/Audit	Description
<input type="checkbox"/>	Check this box if this facility slaughters animals or harvests eggs.	Kroger requires all facilities slaughtering animals or harvesting eggs to have an animal welfare audit conducted by a reputable organization.
<input type="checkbox"/>	Check this box if this facility is certified by one of the GFSI audit schemes.	Global Food Safety Initiative audit schemes are benchmarked food safety audit schemes that are recognized industry wide.

**Note:** If the table does not display properly, click the **Refresh Table**  icon.

Scroll down to **Add/View Attachments** then click **Add Attachment**.

Category	Type	Issue Date	Comments	Last Updated By	Last Update Date	Attachment Status	View Document	Update	Delete
No results found.									

The **Attachments** dialog displays.

**Attachments** ✕

\* **Category** GFSI Certificate ▼

\* **Type** SQF Safe Quality Food ▼

\* **Issue Date** 01-Nov-2016 

**Comments**

\* **File** C:\Users\kon7868\Desktop Browse... Browse...

Click the **Category** drop-down then select the appropriate category. Select from “Animal Welfare Audit,” “GFSI Certificate,” “HACCP/HARPC/Food Safety Plan,” “Full 3rd Party Food Safety or GFSI Audit,” or “Miscellaneous.”

In the **Type** drop-down, select the specific type of document selected in the **Category** field.

For example, if you selected “GFSI Certificate,” select the specific certificate in the **Type** drop-down.

Select the **Issue Date**. Click the calendar  icon to display the calendar then select the appropriate date.

Enter any desired comments in the **Comments** field. This field is optional.

Select the **File** to be attached. Click the **Browse...** button. The **Upload** dialog displays. Locate then select the file, then click **Open**.

Click **Apply**. The document is uploaded and displays in the table.

Category	Type	Issue Date	Comments	Last Updated By	Last Update Date	Attachment Status	View Document	Update	Delete
GFSI Certificate	SQF Safe Quality Food	01-Nov-2016		SMOKETEST	30-May-2017	Pending	SampleDocument.d...		

**Note:** If the table does not display properly, click the **Refresh Table** icon.

Scroll back to the top of the page then click **Save**. The changes are saved and the **Address Book** displays.

## 9. Entering Compliance Information

Scroll down then click the **General Compliance Information** tab. Answer the questions about this facility.

**Additional Attributes**

General Compliance Information | Food Safety Facility Compliance

---

**Active Supplier**

\* Does this facility supply products to Kroger?  If YES, Click on 'Food Safety Facility Compliance' Tab

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**Type of Products**

\* List products this facility currently produces/manufactures/manages

Separate each item/area with a comma such as jar sauces, pizza, bagged snacks, canned vegetables, etc.

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**Additional Information**

Do you own this facility?

Plant Manager

Select the appropriate answer: **Do you own this facility?** Type the name of the **Plant Manager**.

Click the **Food Safety Facility Compliance** tab. Indicate whether this facility is compliant with the listed FDA rulings by clicking each drop-down and selecting “YES” or “NO.”

**Note:** *If the ruling does not apply to the facility, select “N/A.”*

This facility is compliant with the following FDA rulings (if applicable):

Registration of Food Facilities (21 CFR Part 1 Subpart H)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=294890ce8951d8a1dd523172e42c2348&mc=true&node=sp21.1.1.h&rgn=div6
Sanitary Food Transportation Act (21 CFR Part 1 Subpart O)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=80c5b58d85c121bfa271efa9e634b03&mc=true&node=sp21.1.1.o&rgn=div6
Color Additives (21 CFR Parts 70-82)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=006fa3c746c9f59aeba7fa72cfa2972&mc=true&tpl=/ecfr/browse/Title21/21cfrv1_02.tpl#0
Infant Formula (21 CFR Parts 106, 107)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=3007bb65244d688756172ed3ec90a5c&mc=true&tpl=/ecfr/browse/Title21/21cfrv2_02.tpl#0
Dietary Supplement CGMPs (21 CFR Part 111)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=23c7e0c89b0c092bc60d98127682a1a&mc=true&node=pt21.2.111&rgn=div5
Produce Safety Rule (21 CFR Part 112)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=0de5b0dddae652f44cb43c5378337d77&mc=true&node=pt21.2.112&rgn=div5
Low Acid Canned Food (21 CFR Part 113)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=78b38fb0d9990edfbbaf3b91ed912e4&mc=true&node=pt21.2.113&rgn=div5
Acidified Foods (21 CFR Part 114)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=78b38fb0d9990edfbbaf3b91ed912e4&mc=true&node=pt21.2.114&rgn=div5
Preventive Controls for Human Food (21 CFR Part 117)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=78b38fb0d9990edfbbaf3b91ed912e4&mc=true&node=pt21.2.117&rgn=div5
Shell Eggs (21 CFR Part 118)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=78b38fb0d9990edfbbaf3b91ed912e4&mc=true&node=pt21.2.118&rgn=div5
Juice HACCP (21 CFR Part 120)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=38e1fe8fd5ac90e9a1f042a643b45d0e&mc=true&node=pt21.2.120&rgn=div5
Food Defense (21 CFR Part 121)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=38e1fe8fd5ac90e9a1f042a643b45d0e&mc=true&node=pt21.2.121&rgn=div5
Seafood HACCP (21 CFR Part 123)	Please Select	For info, copy & paste this link into your browser: https://www.ecfr.gov/cgi-bin/text-idx?SID=657165a080d94e3defcad270437e8f9a&mc=true&node=pt21.2.123&rgn=div5

Update the **Facility Completion Status** to “Supplier Response Submitted.”

Facility Completion Status

Select appropriate response after information for this facility is provided **Supplier Response Submitted**

Select "Supplier Response Submitted" to alert Kroger your record is ready to review

Click **Save**. The changes are saved and the **Address Book** displays.

Repeat **Steps 6 through 9** for **ALL** facility addresses for your business.

## 10. Entering Vendor Contact Information and Additional Users

Add additional Vendor contacts and Supplier Hub users as necessary at any time.

Click **Contact Directory** then click **Create**. The **Create Contact** window displays.

**Note:** *Contacts are at the Vendor-level and are not facility-specific. Any contact added will receive e-mail communications for all addresses.*

General

Company Profile

Organization

Address Book

**Contact Directory**

**Contact Directory : Active Contacts**

Create

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Robert	Redford	COOL JOE'S FOODS	222-333-4567	rredford@test.com	Current	✓		

▶ Contact Directory : Inactive Contacts

**Note:** *If the table does not display properly, click the **Refresh Table** icon.*

Fill in the required fields (noted with \*).

If the contact does not require access to the Supplier Hub, click **Apply**.

Supplier Administration: Contact Directory >

**Create Contact** Cancel **Apply**

\* Indicates required field

Contact Title

First Name

Middle Name

\* Last Name

Alternate Name

\* Job Title   
Example: Sales Manager, QA Manager, Recall Coordinator, Human Resources

\* Department   
Example: Quality Assurance, Sales, Recall. (Must include at least one Recall team member)

\* Email Address

Url

\* Phone Number   
Include Country and Area Code

Alternate Phone Number   
Mandatory for Recall Contact

Fax Number

Inactive Date   
(example: 14-Feb-2017 19:45:00)

**User Account**

Create User Account for this Contact

User contacts have access to entire vendor record

To create a user account to grant this contact access to the Supplier Hub, check the **Create User Account for this Contact** checkbox.

In the **Supplier Name** field, type “%” then press the **Tab** key. The **Username** is pre-populated with the e-mail address entered above.

**User Account**

Create User Account for this Contact

User contacts have access to entire vendor record

\* Supplier Name

\* Username

Click **Apply** to save the contact information and return to the **Contact Directory** main page.

**Note:** New user accounts will receive an e-mail confirmation with login information and a password.

The new vendor contact will be listed under **Active Contacts** in the **Contact Directory**.

**User Accounts** have access to the Supplier Hub and are indicated with a checkmark.

**Contact Directory : Active Contacts**

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Bob	Barker	COOL JOE'S FOODS	222-333-4444	bbarker@price.com	Current	✓		
Robert	Redford	COOL JOE'S FOODS	222-333-4567	rredford@test.com	Current	✓		

**Note:** If the table does not display properly, click the **Refresh Table** icon.

## 11. Completion Status

Click **Organization** in the left navigation then click the **Completion Status** tab.

The screenshot shows the 'Supplier Administration' interface. On the left, the 'Organization' tab is selected under 'Company Profile'. The main content area shows the 'Organization' page with the 'Completion Status' tab selected. Under 'Vendor Completion Status', a dropdown menu is set to 'Supplier Response Submitted'. A note below the dropdown states: 'This is the last step of the supplier process and should not be completed until all facilities are entered in the Address Book and the Contact Directory is up to date.' The 'Save' button is highlighted in the top right corner.

Change the **Vendor Completion Status** to “Supplier Response Submitted” then click **Save**.

The Compliance Team will review the documents and contact you via e-mail if additional information is needed.

## 12. Search Using Wildcards

To search in the application where you only know partial information, use the **percent symbol (%)** as a **wildcard** before and/or after the text and hit search.

- E.g. Enter “%Kroger%”. The search will return all results for which that field contains “Kroger.”

*If you need any assistance with this process, please contact the **Supplier Engagement Group**:*

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- Phone (outside US): +011 513-387-1140 (select option 2)
- E-mail: [SupplierCompliance@kroger.com](mailto:SupplierCompliance@kroger.com)