2017

Kroger Supplier Hub Quick Reference Guide

Version 14.0.4

September 2017

Contents

1. Process Overview 3
2. Invitation to the Hub 4
3. First Login and Password Requirements 5
4. General Information 5
5. Imported Products and Packaging 6
6. Create Facility Addresses 7
7. Enter Additional Facility Information 8
8. Attach Audit Reports and Certifications to Facility Addresses 8
9. Entering Compliance Information 10
10. Entering Vendor Contact Information and Additional Users 11
11. Completion Status 13
12. Search Using Wildcards 13

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*

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

Receive an e-mail invitation to the Kroger Supplier Hub

Log in to the Supplier Hub and update general information

Indicate Import Status for food, ingredients and/or packaging provided to Kroger

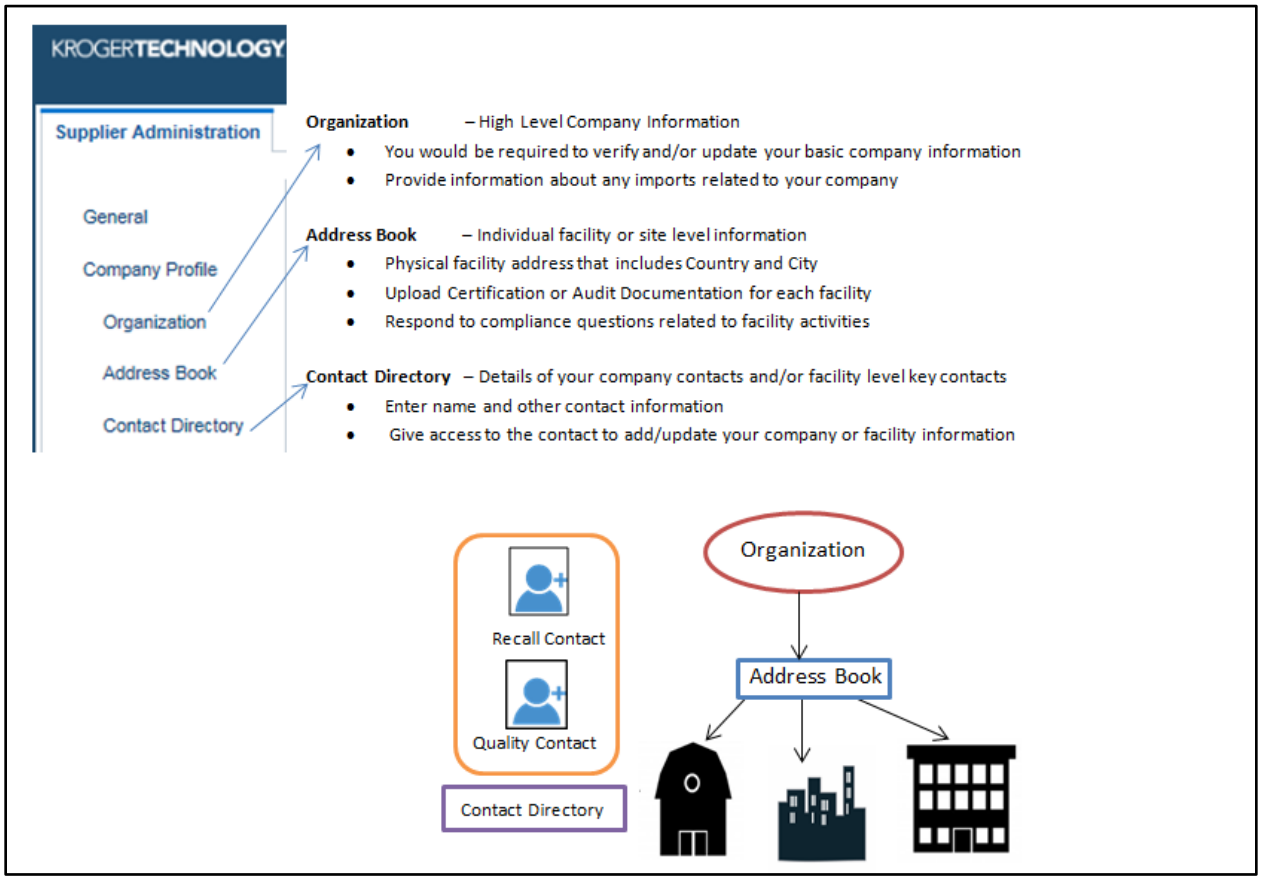
Create facility addresses

Upload facility-level audits, certifications and food safety plans

Provide facility-level compliance informaiton

Update facility-level completion status

Update vendor-level completion status



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. 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

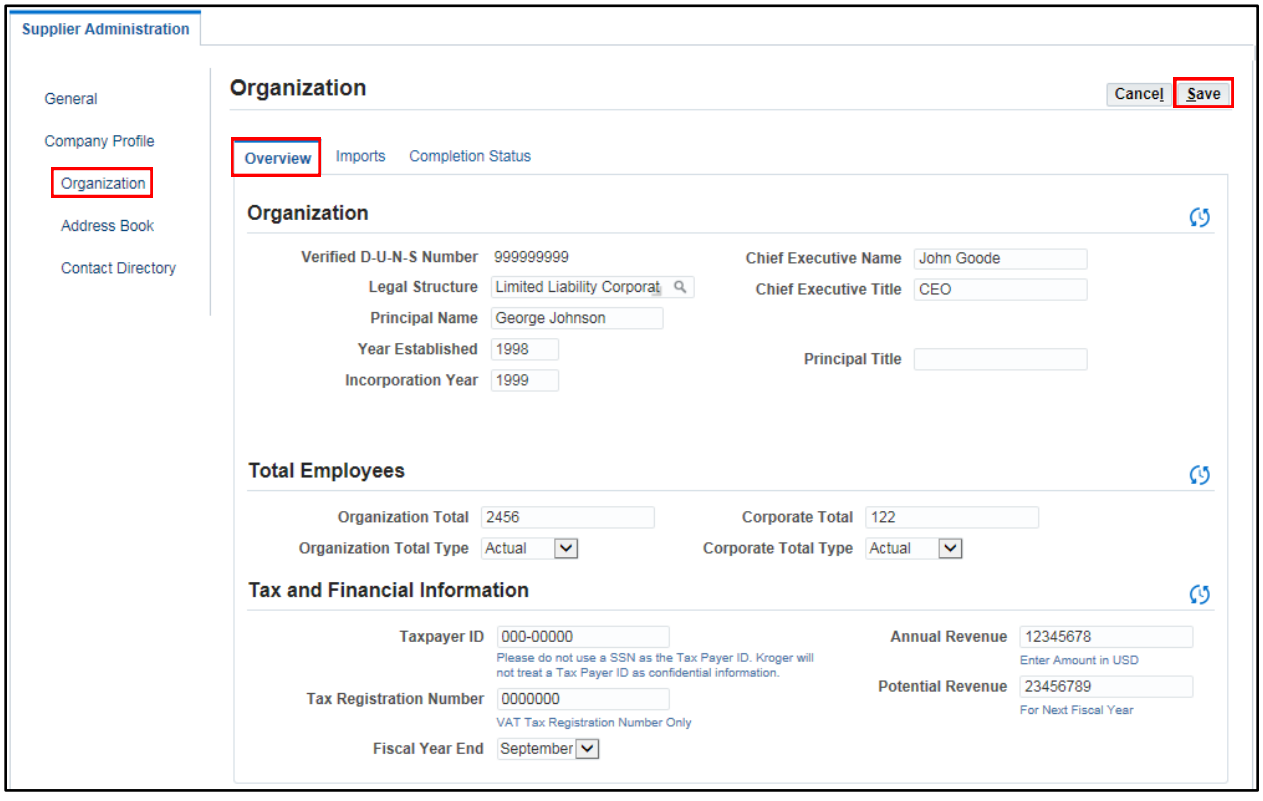
4. General Information

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.*

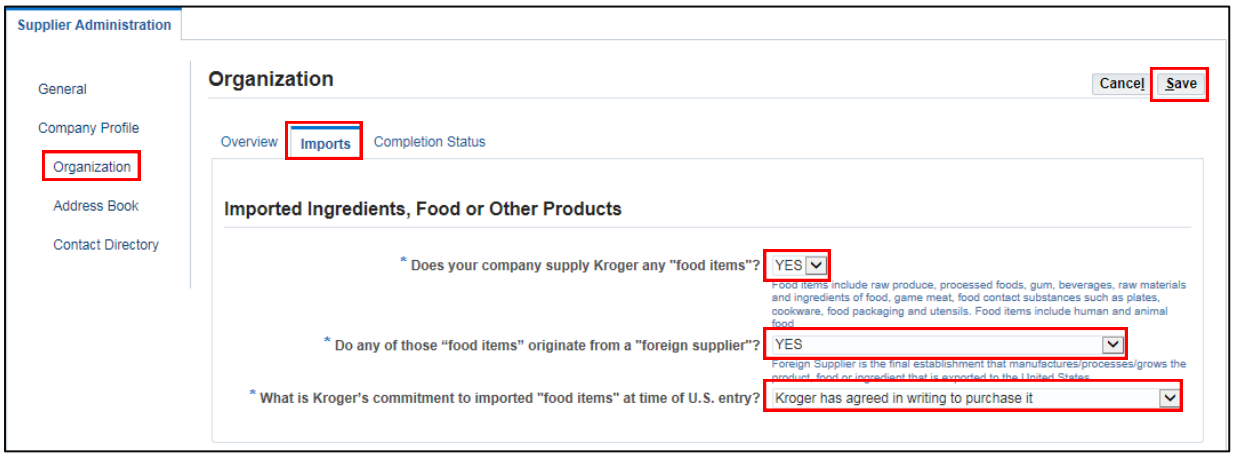
Click **Save** to record any changes.



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.



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.

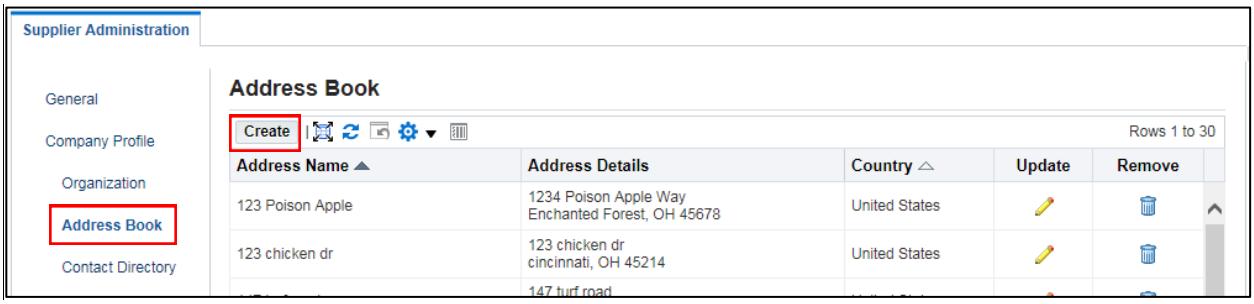
If you are a branded supplier that meets these requirements, you are **not** required to enter your facility information into the Kroger Supplier Hub and may **proceed to Step 11**.

If you are **not** a branded supplier or do not meet these requirements, **continue to Step 6**.

6. Create Facility Addresses

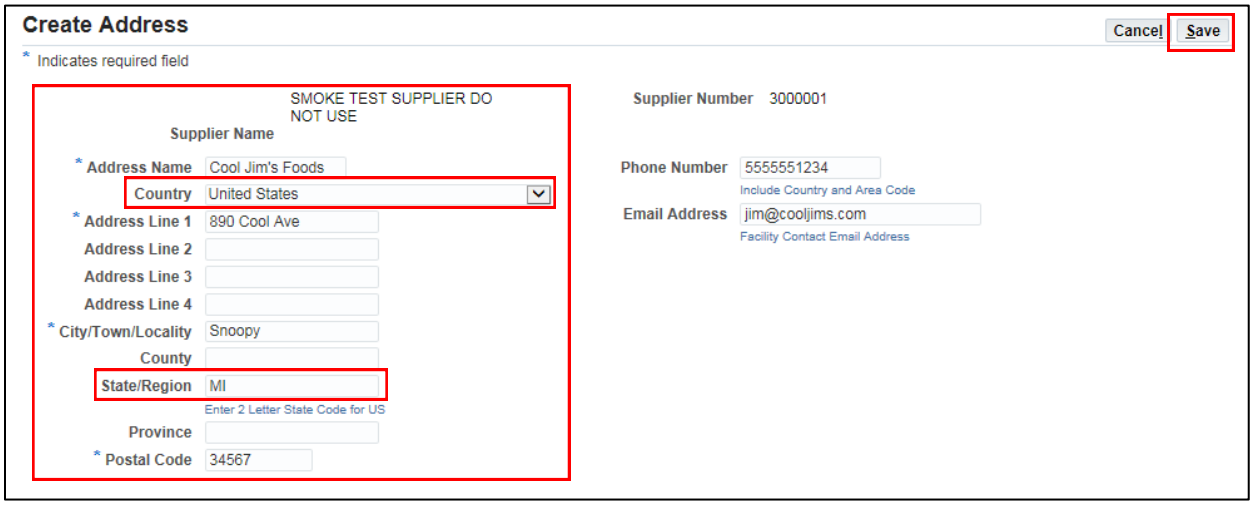
Add an entry for each facility your business uses, including both foreign and domestic facilities.

Click **Address Boo**k. To add a facility, click **Create.** Fill in the **Address Details**.



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

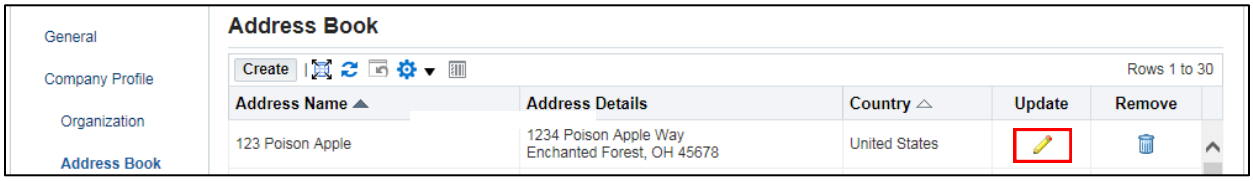
***Note: Address Name** is the name to identify this facility (e.g. Main Distribution, State Ave, LA Center #1). **Phone number** and **Email Address** are facility-specific. Select the appropriate **Country**, if applicable. The default value is United States. **State** is required for United States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

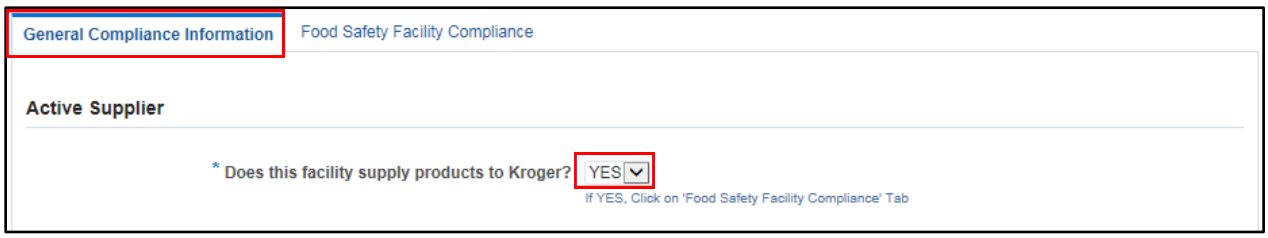
7. Enter Additional Facility Information

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



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**.

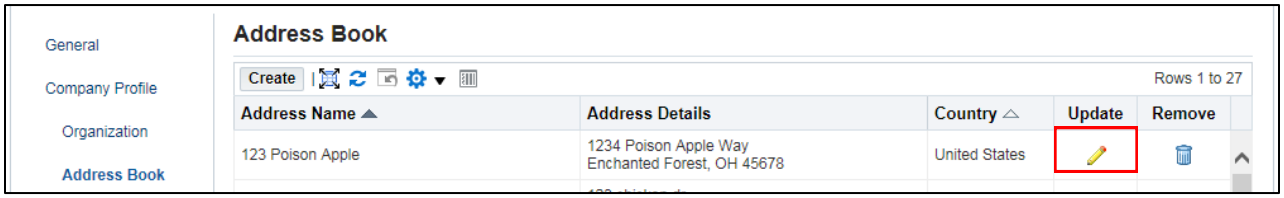
If this facility does not supply products to Kroger, click **Save** at the top of the screen and return to **Step 6** to add additional facilities or proceed to **Step 10** if no additional facilities are needed.

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

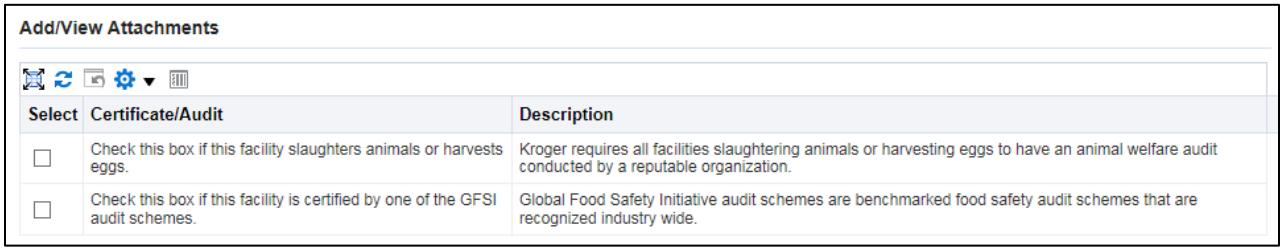
From the **Address Book Summary** screen, locate the desired facility then click the **Update** icon.



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

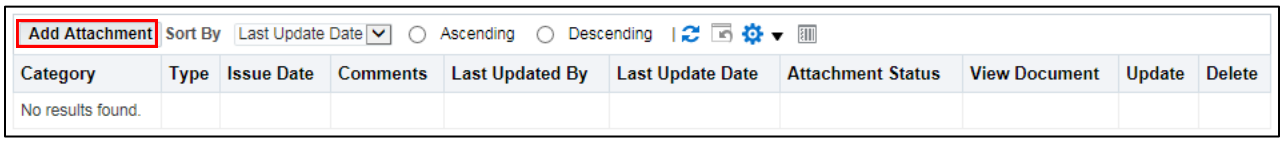
Scroll down to the **Add/View Attachments** section. In the first table, determine whether this facility meets either or both of the listed criteria then check the checkboxes accordingly:

- 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



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

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



The **Attachments** dialog displays.

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."

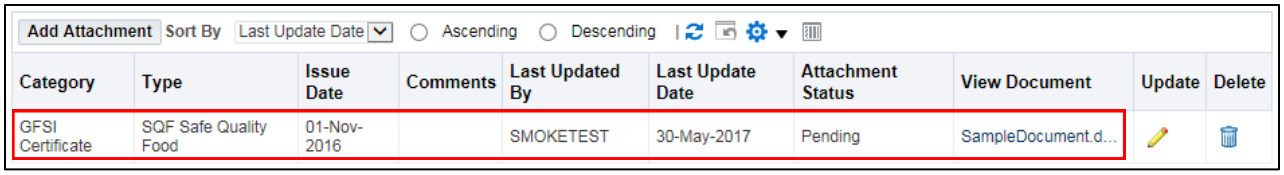
In the **Type** drop-down, select the specific type of document selected in the **Category** field.
For example, if you selected "GFSI Certificate," select the specific certificate in the **Type** drop-down.

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.

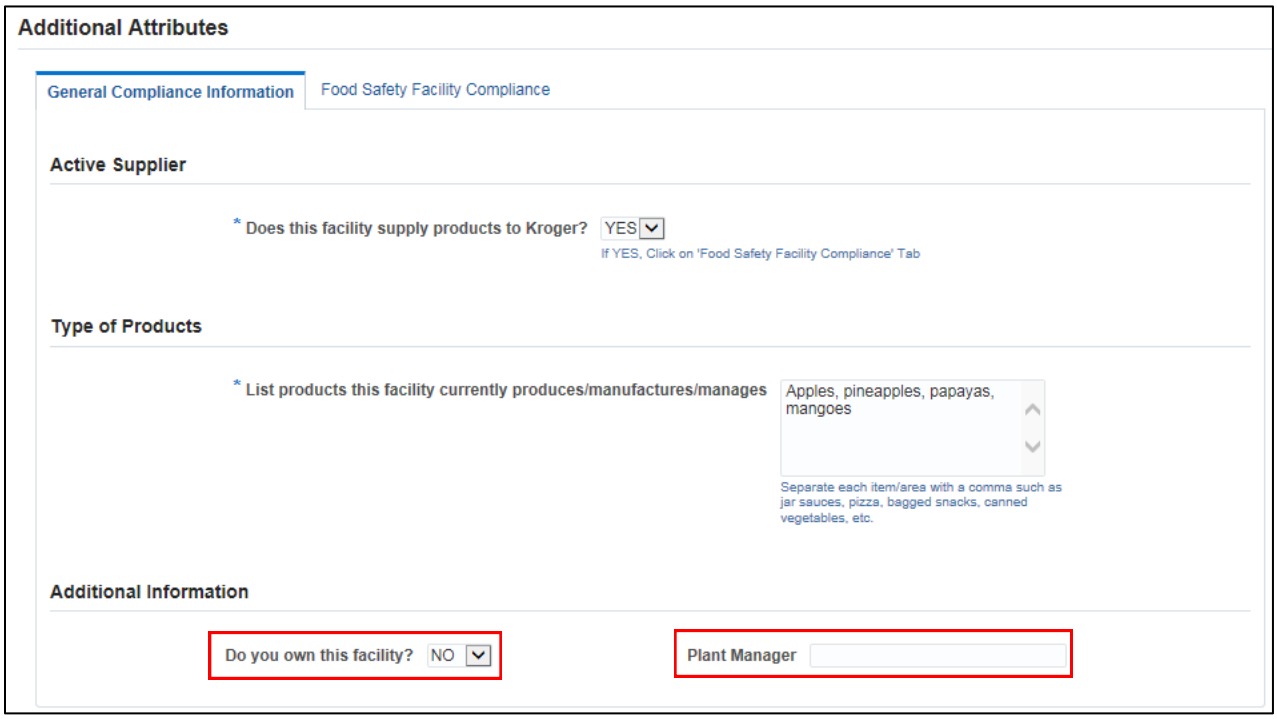


Note: *If the table does not display properly, click the* ***Refresh Table*** *icon.*

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.

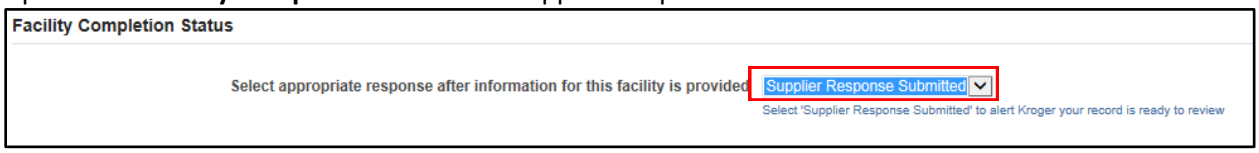


Select the appropriate answer: **Do you own this facility?** Type the name of the **Plant Manager**.

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."*

Update the **Facility Completion Status** to "Supplier Response Submitted**.**"



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

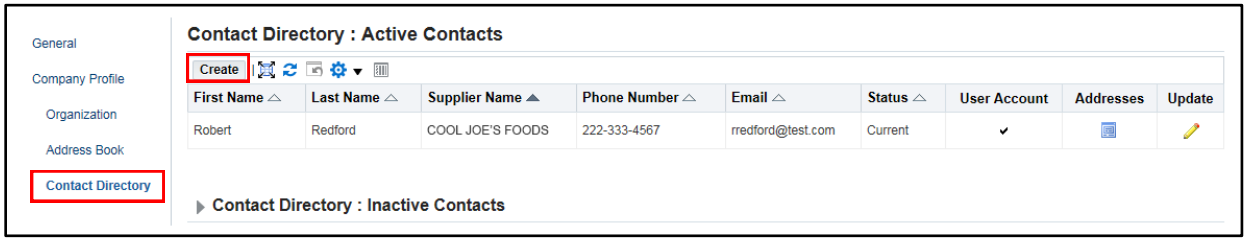
Repeat **Steps 6 through 9** for **ALL** facility addresses for your business.

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 **c**lick **Create**. The **Create Contact** window displays.

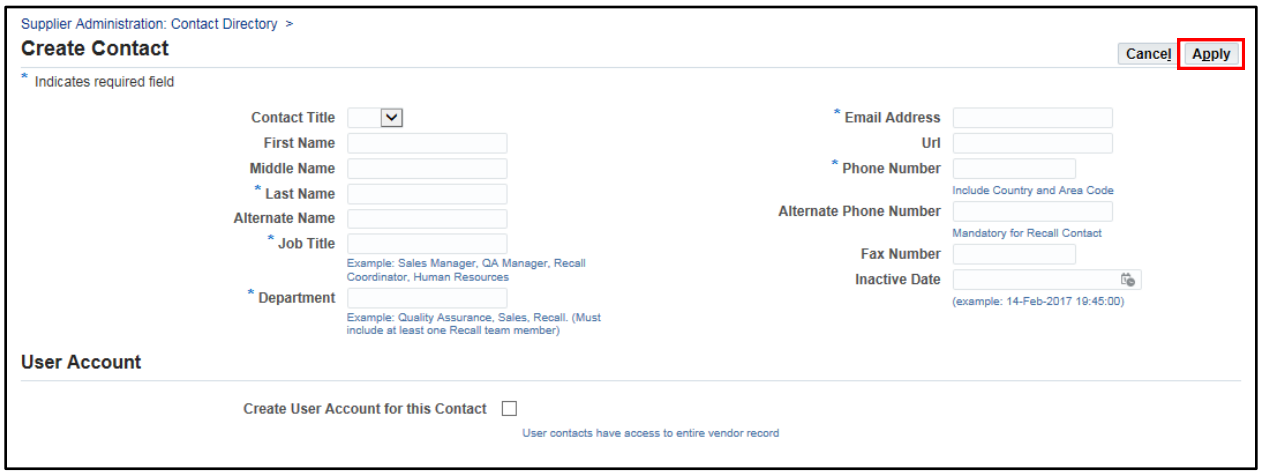
Note*: Contacts are at the* ***Vendor-level*** *and are not facility-specific. Any contact added will receive e-mail communications for all addresses.*



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

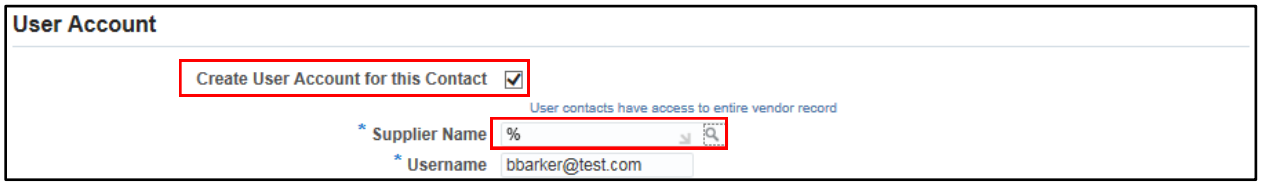
Fill in the required fields (noted with *).

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



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.

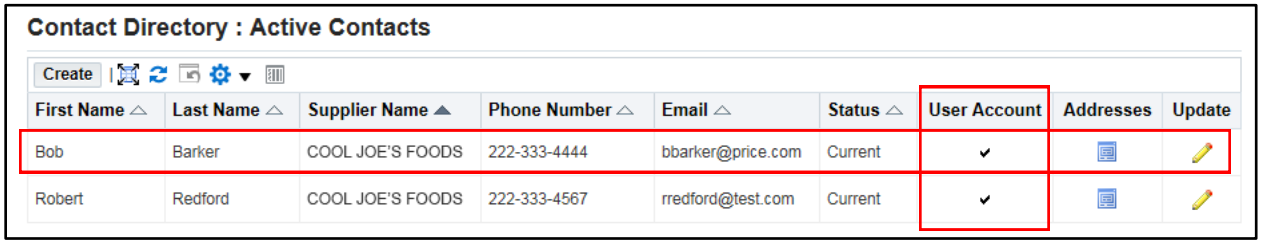


Click **Apply** to save the contact information and return to the **Contact Directory** main page.

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**.

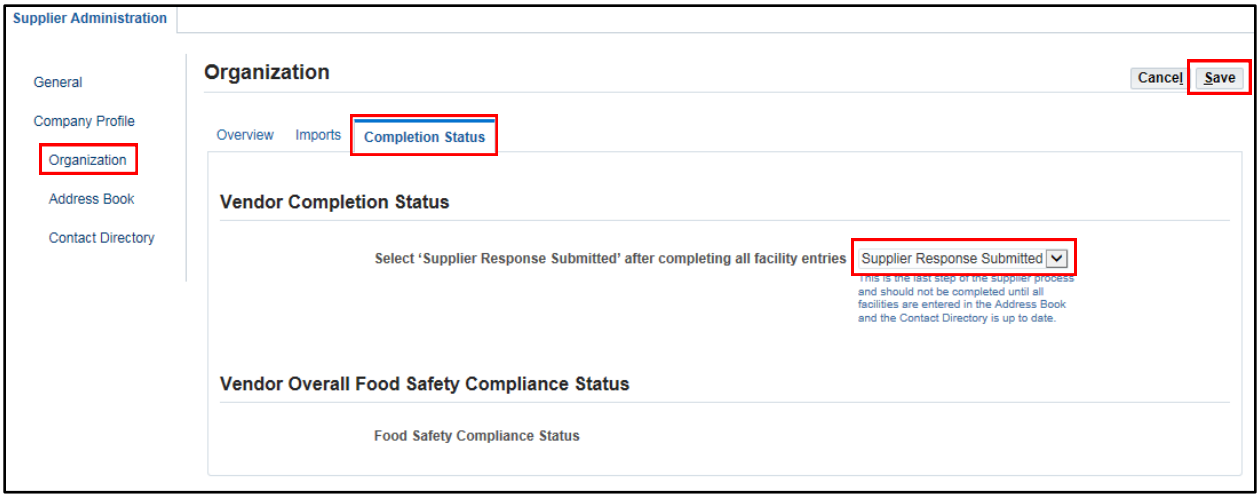
User Accounts have access to the Supplier Hub and are indicated with a checkmark.



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.



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*