



Kroger Supplier Hub

Frequently Asked Questions

What if I forget my user name and password?	<p>From the login screen, click Login Assistance.</p> <p>If you need further assistance, call the Supplier Engagement Group at 1-844-277-6165. At the prompt, select option 2.</p> <p>For assistance outside the United States, call +011 513-387-1140. At the prompt, select option 2.</p>
Why are all of my notifications in the Worklist marked as closed?	<p>Once a notification is read, it will automatically be closed.</p> <p>Please refer to corresponding e-mails if actions need to be taken on the account.</p>
Who should I list in my Contact Directory?	<p>You can add as many contacts as you like. However, we ask that you include at least one contact from Quality Assurance, one Recall Contact with a 24-hour phone number, and your main Kroger contact for your company.</p>
Why can't I see the document I attached in the list of attachments?	<p>The system only shows a limited amount per page.</p> <p>Click the Next button to see more attached documents.</p>
Why can't I see the document attached when I try to link it to the correct section?	<p>Verify that the category selected when attaching the document matches the header in the section you are linking it to.</p> <p>To do this, click on the update column for the attachment you want to review.</p>
What is the difference between the Facility Completion Status and the Vendor Completion Status?	<p>The Facility Completion Status should be updated to "Supplier Response Submitted" when all of the questions are answered and documents attached for each specific facility.</p> <p>The Vendor Completion Status should be updated to "Supplier Response Submitted" when the information in all tabs (Organization, Address Book, and Contact Directory) is complete. This signals to Kroger that the information is ready to review.</p>
I pressed Tab while entering information and the cursor disappeared. What should I do?	<p>The Tab key is useful for moving from one field to another. But in combination with the Alt key and Backspace could cause you to change pages or close the form.</p> <p>If you used a combination of keys and the cursor disappears, make sure you are in the Explorer tab for the Supplier Hub then click on the open page to reset the cursor location.</p>
What does URL mean?	<p>A URL is an address of documents and other resources on the Web.</p> <p>URL is another name for Web Access.</p>

Where is “LLC” in the List of Values for Legal Structure on the Organization Screen?	The values in the Legal Structure field are not abbreviations. “LLC” is “Limited Liability Corporation.” Avoid entering or searching for abbreviations in the Legal Structure field.
What is the Address Name field when creating a new address in the Address Book?	The Address Name is a reference name that is used to identify your address. It can be any name that represents a facility name or plant name and has meaning to you, such as “South Warehouse,” “Distribution,” or “Field Office.” The Kroger Supplier Hub stores the value for your reference in the future. You may change the value at any time, but it is a required field.
Why can’t I see my Tax Registration Number and Taxpayer ID number on the General Tab?	The information will update in the General tab only upon refreshing. Click the Home icon at the top of the page to refresh the information.