

Supplier Integrity: Supplier Hub Training

Vendor: Organization Contacts

Vendor Step 4 Provide Contact Information

For more, [click here](#) to visit the Supplier Hub Help, and open the **Supplier Hub Overview**



This guide provides instruction on how to complete the **Contacts** section of the Supplier Hub vendor on-boarding process.

Kroger requires contact information for your organization. You must provide a **Main Contact** and a **Remit-To Contact**. In addition, most organizations will be required to provide a **Quality Assurance Contact** and **24 Hour/Recall Contact**.

Complete the Contacts Section

Access the Contacts Screen

To access the **Organization Contacts** screen, click **Organization Contact** in the left navigation (A).

Create a New Contact

To create a new contact click **Create** (B). The **Create Contact** screen displays. [Click here](#) to go to the **Create a New Contact** section of this guide.

Next Steps

Once all required contacts have been entered, click **Next** (C) to advance to the **Address Book**, or click **Back** (D) to return to the **Diversity Information** screen.

Organization Contact Search Page

Organization Name Granthartley Foods Duns Number 987654321
Vendor Onboarding Status Vendor Registration in Progress Vendor Compliance Status

Show Instructions

Active Contacts

Create (B)

First Name	Last Name	Email Address	Phone Number	User Account	Update	Delete
John	Smith	john@granthartley.com	513-555-1234	<input checked="" type="checkbox"/>	[pencil icon]	[trash icon]

Back (D) Next (C)

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Create and Manage Organization Contacts

After clicking **Create** on the **Contacts** screen:

- Enter an **Email Address (E)** for the contact then click **Apply (F)**. The system checks to see if this e-mail address has been added as a contact.
If the e-mail address has already been added, the system displays the information previously entered for that contact.
If the e-mail address has not been added, a message displays that this contact does not yet exist in the Supplier Hub.
- Enter the contact's information **(G)**. **First Name, Last Name, and Phone Number** are required fields.
Note: For **24 Hour/Recall** contacts, an **Alternate Phone Number** is required.
- If you would like this contact to have a user account to access the Supplier Hub, check the checkbox for **Create User Account for the Contact (H)**.
The user will receive an Supplier Hub invitation e-mail that includes a user name and password.
The **User Name** defaults to the e-mail address, but you may enter a different, unique user name in the field **(I)**. If the user name already exists, you will be asked to enter a unique one.
Note: The **User Name** cannot be changed after you click **Apply**.
- Select the **Contact Types** for this contact **(J)**. Select all that apply.
Note: All vendors must have a **Main** contact and a **Remit-To** contact. Most vendors will also need a **Quality Assurance** contact and a **24 Hour/Recall** contact.
- Click **Apply (F)**. The **Organization Contacts** screen displays with the contact listed in the **Active Contacts** table **(K)**.

Create Organization Contact

Cancel Apply **(F)**

(E) Email Address **(G)**

* First Name

* Last Name

Alternate Name

Url

* Phone Number

Alternate Phone Number

Fax Number

User Account

(H) TIP By creating a new user, you represent and warrant that (i) you are a supplier or are acting under the due authorization of a supplier to submit information on the supplier's behalf, and (ii) any data submitted by you will be accurate and complete. If such data changes, you agree that you will update it on a timely basis.

Create User Account For The Contact **(H)**

User Name **(I)**

Contact Type (J)	Description
<input type="checkbox"/> 24 Hours/Recall	Product emergency contact
<input type="checkbox"/> Ariba	Sales contact
<input type="checkbox"/> Customer Service	Customer Service
<input type="checkbox"/> KATS	Kroger Allowance Tracking System contact
<input type="checkbox"/> Main	Primary Kroger contact
<input type="checkbox"/> Other	Other
<input type="checkbox"/> Quality Assurance	Product quality contact
<input type="checkbox"/> Remit To/Accounts Payable	Payment issues/questions
<input type="checkbox"/> Service Hub	Sales/parts contact

Active Contacts **(K)**

Create |

First Name	Last Name	Email Address	Phone Number	User Account	(L) Update	(M) Delete
John	Smith	john@granthartley.com	513-555-1234	<input checked="" type="checkbox"/>		

To modify contact information, click the **Update icon (L)**. The **Update Organization Contact** screen displays. Update the fields accordingly then click **Apply (F)**.

To delete a contact, click the **Delete icon (M)**. A confirmation displays. Click **Remove** to confirm the deletion.