



This guide provides instruction on how to add contacts to a Facility Profile in the Kroger Supplier Hub.

Note: Organization refers to your company or organization at the headquarters level. **Facility** refers to the individual sites that provide products or services. This guide applies at the **Facility** level.

All facilities require a **Main Contact**. In addition, most organizations will be required to provide a **Quality Assurance Contact** and **24 Hour/Recall Contact**.

Facility Contacts Overview

Access the Facility Contacts Screen

To access a facility's **Facility Contact** screen:

1. Click **Address Book** in the left navigation (A). The **Address Book** displays.
2. Click the **Update** icon (B) next to the desired address. The **Update Address** screen displays.
3. Click **Contacts** (C) at the top of the screen. The **Facility Contacts** screen displays (D).

Create and Manage Facility Contacts

To create a new contact click **Create** (E). The **Create Contact** screen displays.

[Click here](#) to go to the **Create and Manage Facility Contacts** section of this guide.

Next Steps

Once all required contacts have been entered, click **Home** (F) to return to the **Update Address** screen. You may also click **Next** (G) to advance to the next applicable section.

Address Name	Address DUNS Number	Ownership	Address	Country	Food Safety Compliance Status	Social Compliance Status	Purpose	Update	Remove
Brad Foods 3	078469061	No	315 NEW MARKET RD E	United States	Compliant	Not Applicable	Facility		
Brad Foods 4	035524209	Yes	653 SPRUCE GLEN RD	United States	Supplier Information Required	Not Applicable	Facility		
Brad Remit	KR0000205	Yes	PO Box 1234	United States	Not Applicable	Not Applicable	Remit to		
BradFoods 1	361267433	Yes	3920 DELAWARE ST	United States	Compliant	Review & Submit - Pending	Facility		
qtips	748520541	No	9 469 KING ST	Australia	Not Applicable	Compliant	Facility		

Administration: Address Book > Update Address Details

Update Address Details [Close] [Save] | [Profile] [Categorization] [Item] [Contacts] [Food Safety Compliance] [Social Compliance] [Sustainability] | [Complete]

* Indicates required field

Organization Name Bradley Foods Inc

Show Instructions

Administration: Address Book > Update Address Details > Facility Contacts

Organization Name Bradley Foods Inc Facility Name BradFoods 1

Show Instructions

Active Contacts

[Create] [Refresh] [Settings] [Filter]

Full Name	Last Name	Email Address	Phone Number	User Account	Update	Delete
Brad	Peterson	brad@bradleyfoods.com	404-555-1234	<input checked="" type="checkbox"/>		

[Home] [Next]



Create and Manage Facility Contacts

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

- Enter an **Email Address (H)** for the contact then click **Apply (I)**. 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 (**J**). **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 (K)**.
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 (**L**). 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 (**M**). Select all that apply.
Note: All facilities must have a **Main** contact. Most facilities will also need a **Quality Assurance** contact and a **24 Hour/Recall** contact.
- Click **Apply (I)**. The **Facility Contacts** screen displays with the contact listed in the **Active Contacts** table (**N**).

Administration: Address Book > Update Address Details > Facility Contacts >

Create Facility Contact

Cancel **Apply (I)**

Show Instructions

(H) Email Address jacob@bradleyfoods.com **(J)** Url

* First Name Jacob * Phone Number 404-555-1098

* Last Name Truman Alternate Phone Number 404-555-2468

Alternate Name Fax Number

User Account

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.

(K) Create User Account For The Contact

User Name jacob@bradleyfoods.com **(L)**

Contact Type (M)	Description
<input type="checkbox"/> 24 Hours/Recall	Product emergency contact
<input type="checkbox"/> Main	Primary contact
<input type="checkbox"/> Other	Other
<input type="checkbox"/> Quality Assurance	Product quality contact

Active Contacts **(N)**

Create |

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

To modify contact information, click the **Update** icon (**O**). The **Update Facility Contact** screen displays. You may update any information about the contact except the **User Name**. If the contact does not have a user account, you may give them one by checking the checkbox for **Create User Account for the Contact (K)**.

Update the fields accordingly then click **Apply (I)**.

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