



Kroger introduces the Supplier Item Relationship Solution (SIRS)

In support of Kroger's Supplier Integrity Program and its commitment to meet our standardized compliance requirements, along with the stringent quality guidelines set forth by the U.S. Food and Drug Administration, the Kroger Company is launching SIRS – our new compliance solution. SIRS helps us validate that food items, as well as items that come in contact with food, have been registered in the Supplier Hub and are listed to compliant production facilities. Dispatch Units entered in the Vendor Item Portal (VIP) that are not in Supplier Hub and listed to a compliant production facility will soon become unorderable.

When will the system changes be implemented?

Effective in 3Q2019, all Dispatch Units entered in VIP are subject to compliance validation through SIRS. This means all Dispatch Units should be registered in the Supplier Hub and have an "Item from Facility" relationship to their corresponding production facilities. VIP will also use SIRS to validate Vendor DUNS #'s, as well as Dispatch Unit and Production Facility for regulatory compliance.

What to Expect

Validation is performed immediately upon submission in VIP. Dispatch Units that are registered in the Supplier Hub and listed to a compliant production facility will proceed through the item setup process as normal. If regulatory compliance issues are found, resolution times will vary based on error types. Error messages will be returned to the user based on the corresponding compliance failures.

Please review the scenarios below to get a better understanding of the types of scenarios that may occur during the Dispatch Unit set up process in VIP:

- ✓ **Scenario 1: Dispatch Unit is submitted into VIP. No compliance failures are detected.**
No error message is returned. Item process setup continues as normal.
- ⊗ **Scenario 2: The Dispatch Unit is not attached to a registered Vendor in Supplier Hub.**
An error message is returned if the DUNS # entered into VIP is not found in the Supplier Hub.
The Vendor DUNS # entered into VIP must be the same Vendor DUNS # that is registered in the Supplier Hub.
- ⊗ **Scenario 3: Vendor is on compliance hold.**
An error message is returned if the Vendor has been placed on compliance hold in the Supplier Hub.
A compliant Vendor DUNS # is required to enter a new Dispatch Unit into VIP.
- ⊗ **Scenario 4: Dispatch Unit is not listed to a production facility in Supplier Hub.**
An error message is returned if the Dispatch Unit entered into VIP is not listed to a production facility in the "Item from Facility" section of the Supplier Hub.
Dispatch Units must first be entered into Supplier Hub and listed to a production facility.
- ⊗ **Scenario 5: Facility linked to the Dispatch Unit is marked non-compliant.**
An error message is returned if the production facility the Dispatch Unit is listed to in Supplier Hub is marked non-compliant.
All Dispatch Units entered in VIP must be listed to a compliant production facility in the Supplier Hub.
- ⊗ **Scenario 6: Dispatch Unit is marked non-compliant.**
An error message is returned if the Dispatch Unit entered into VIP is marked non-compliant.

If non-compliance issues are detected during the VIP set up, resolution may take minutes, if the Vendor is already registered in the Supplier Hub. If Supplier Hub registration is not complete, timing will depend on the status of the Vendor's registration. Once Vendor registration is complete and Dispatch Units are listed to corresponding supplier facilities, the item verification process may continue.

Does this impact items that are already set up in VIP?

Yes. The next time an item comes through VIP, such as for a new sales or seasonal event, the item will be subject to the SIRS compliance validation.

Important steps to remember when onboarding new Dispatch Units or resubmitting existing Dispatch Units.

When a Vendor is submitting a new product OR resubmitting an existing Dispatch Unit in VIP, Supplier Hub is a required part of the onboarding process.

- The Vendor must have the correct Vendor DUNS #, as listed in the Supplier Hub.
- The Vendor must register the Dispatch Units in the Supplier Hub and list the items to the corresponding production facilities in the "Item from Facility" screen within the Supplier Hub.
- If there are any Dispatch Unit or Production Facility compliance holds, the Vendor should contact the Supplier Engagement Group for further action.

A complete registration in the Supplier Hub will provide the Vendor with the quickest path to getting through the SIRS compliance validation process.

Please visit [Krogerco.com](https://www.krogerco.com) to see how our Supplier Hub and VIP processes align or the [Kroger Supplier Hub Help](#) page for further information on completing your Supplier Hub registration.

Sincerely,

The Kroger Supplier Integrity Team