

How to Navigate this Document

1. Hover the cursor over the question you want to view. You can also hover over a section title (e.g., "General") to be taken to the start of that section.
2. Hold down the Ctrl button on your keyboard and click the text.
3. The screen will go to the question you selected and its answer.

If you have additional questions that are not addressed below, please reach out to your Kroger contact.

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General

What is Coupa?

Coupa is the leading (#1 Gartner and Forrester) cloud-based, spend management platform that unifies the procure-to-pay business process across a company. Coupa brings e-commerce shopping ease to procurement management processes. For more information on Coupa, please visit their website at <https://www.coupa.com/>.

When is Coupa going to live?

The Coupa system will be live for Kroger suppliers starting on January 11, 2021 and will continue its deployment with the remaining suppliers by February 15, 2021. Most suppliers will begin receiving purchase orders through Coupa starting January 2021.

Will I continue to receive purchase orders through the ePro / Ariba system?

Coupa will eventually replace ePro / Ariba and the Coupa Supplier Portal will directly replace the Ariba Network.

Early 2021: All suppliers are live on Coupa and must be registered in CSP. **All purchase orders will be received through Coupa and purchase orders will no longer be received through ePro / Ariba.** However, suppliers should submit their invoices through both, Coupa or ePro / Ariba depending the system in which the purchase was received through.

ePro / Ariba is expected to be fully decommissioned at March 27, 2021.

What will happen to my ongoing transactions?

The ongoing transactions will not be impacted by the transition to Coupa. As part of the transition from ePro/Ariba to Coupa, all open purchase orders and invoiced goods or services will continue its life cycle through the existing ePro/Ariba system.

Will I continue to receive purchase orders through other Kroger systems, or will all orders come through Coupa?

Only orders for your indirect items (goods not for resale) will come through Coupa *starting January 2021*. Manufacturing purchase orders and invoicing will continue as is. Capital specific items will continue to be purchased through ePro/Ariba until February 2021.

Will the purchase order numbers be different in Coupa?

Coupa purchase orders will begin with “PO” as a prefix. ePro/Ariba purchase orders start with “DO” as a prefix.

Where should I go if I have questions about using Coupa and/or CSP?

If you have questions about using Coupa and/or CSP, please email coupasuppliergolivesupport@kroger.com or visit the [Coupa Success Portal](#).

Coupa Supplier Portal (CSP)

Where can I find out information about CSP?

Please refer to the following link for more information regarding CSP: https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal. This provides a variety of written references and video demonstration on CSP topics (e.g., how to maintain your catalogs through CSP, etc.)

The CSP is a free online portal that provides suppliers one location to centrally manage their Kroger catalogs, as well as their POs and Invoice activity with Kroger.

The CSP will directly connect the registered suppliers to Kroger's Coupa platform, making catalog updates and document transfer immediately available for both the supplier and customer.

If my company already has an existent CSP account or already uses CSP with another customer, is there a way to combine accounts?

You can merge your existing CSP accounts by following [these](#) step-by-step instructions.

If you provide us with the same admin email account as your CSP accounts for

other customers, then your accounts will automatically merge when we send your CSP invitation. Within your account, there will be a drop-down option to flip between existing customers and Kroger.

How much does it cost to register with CSP?

There is no charge to use the Coupa Supplier Portal.

Who pays me if I use CSP?

Kroger is still responsible for paying you directly. Coupa does not pay suppliers on behalf of its customers.

I just completed the Kroger Supplier Hub profile; do I need to complete CSP registration too?

Yes, Kroger's Supplier Hub provides basic vendor level information to Coupa, but in order to transact with Kroger (Purchase Order and Invoice) you need to have a completed Coupa Supplier Portal profile.

Do I have to have a CSP account?

Yes, a CSP account is required for you to be able to transact. You will be able to manage content and settings on a customer-by-customer basis, including viewing purchase orders, creating catalogs, sending invoices and advance ship notices (ASNs), checking the status of transactions, and more.

I did not complete my CSP account in the designated 48 hrs. Can I still complete it using the link provided?

Yes, if you received a CSP invite from Kroger, you have up to 30 days to complete your CSP profile with the provided link. You can expect the invite to come from do_not_reply@supplier.coupa.com.

Do I still have to maintain a Supplier Hub profile in addition to Coupa? If so, how do I complete my Supplier Hub profile?

Beginning in April 2018, all vendors and suppliers are required to use Kroger's centralized vendor management system, Supplier Hub. For further information and questions on registering in Supplier Hub, please visit <https://www.thekrogerco.com/vendors-suppliers/supplier-hub/>.

Note, you will need to complete a profile in both Supplier Hub and Coupa (Coupa Supplier Portal) if you provide indirect items (goods not for resale) to Kroger. See below for further detail on registering in CSP.

What is the process of changing the document transmission method?

If you would like to invoice using cXML, please reach out to Kroger Technical Support (KrogerSourceTechSupport@kroger.com) for further information and to begin the cXML set up process.

Invoicing

I have received a purchase order from ePro/Ariba and the invoice is not yet created. Can I invoice against the ePro/Ariba PO after January 2021?

Invoices should be sent through the system that you receive the purchase order. If you receive a purchase order through another system other than Coupa, you should continue to transact within that system and send invoices through that system. If you receive a purchase order through Coupa, you should send invoices through Coupa.

Will there be any changes in invoicing and payment processes after the transition to Coupa?

Suppliers should submit their invoices through Coupa Supplier Portal (CSP) for Coupa orders **and/or** ePro depending where the purchase order was received. However, there is a separate invoice transition program going on for some suppliers that submit non-po backed invoices. Additional information will be share with those suppliers as they are selected to participate.

Will there be additional charges for invoicing through Coupa?

There are no fees for connecting with Kroger's Coupa system.