

Supplier FAQ: Manufacturing Supplier Invoicing Requirements



For the most up-to-date supplier information around Kroger Manufacturing, please visit <https://www.thekrogerco.com/vendors-suppliers/manufacturing/>

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1 General MFG Invoicing Process

1.01 What invoice fields are required?

A: For emailed or mailed invoices, please refer to page 1 of the "Supplier How-To: Kroger MFG Invoicing and Claims" document for a breakdown of what is required.

For EDI invoices, please refer to page 2 of the "Supplier How-To: Kroger MFG Invoicing and Claims" document AND the "810 Invoice" document from Inter-American Products, Inc. for a breakdown of key fields and full technical requirements for submitting EDI810 invoices. Direct technical questions to our EDI team at edi@inter-americanproducts.com.

1.02 What is the Oracle 3-way match?

A: Invoices for POs generated from Kroger's Oracle Procurement system are subject to 3-way matching requirements. For Kroger MFG, Oracle PO numbers are 7-digit numbers that start with "1."

When your invoice comes into our Oracle AP system, it is validated against the lines in the associated PO and receiver(s). This process uses the 6-character Kroger line number (KLN); the unit price, quantity, and unit of measure (UOM) on the invoice; the unit price and UOM on the PO; the quantity on the receiver; and the totals on the invoice.

If an invoice line fails to match to a valid PO line due to missing or incorrect KLN, the line amount may be auto-deducted from the payment. If an invoice line fails to match the expected price or quantity, the line difference may be auto-deducted or the invoice may be put on hold pending manual validation, depending on the size of difference. If this occurs, please refer to the claims instructions on page 3 of the "Supplier How-To: Kroger MFG Invoicing and Claims" document.

1.03 What should I do if I get a PO from Kroger MFG that has the wrong price, payment terms, freight terms, etc.?

A: Contact the buyer and your sourcing contact (if applicable) as soon as possible so that it can be addressed before the invoice and/or shipment are received.

1.04 I've made changes to my PDF invoice format / I need advice on formatting my PDF invoice. Who should I talk to?

A: If you suspect that issues with your invoice format may be resulting in delayed or short payments, please submit an inquiry on Lavante at <https://connect2x.lavante.com> for assistance.

1.05 What will happen if I can't change my invoice format to meet Kroger MFG requirements?

A: If your invoice fails to match to a PO in our system, it is subject to rejection and/or payment delays. If you submit invoices via EDI, please contact edi@inter-americanproducts.com for assistance.

1.06 I found a mistake on an invoice that was already submitted. Can Kroger MFG process a cancellation and rebill?

A: Currently, Kroger MFG does not have the capability to automatically process a cancellation and rebill, or automatically replace an existing invoice with a corrected one.

2 EDI Invoicing

2.01 I have a question about the technical requirements for EDI810 invoices for Kroger MFG.

A: Please contact the Kroger MFG EDI team at edi@inter-americanproducts.com

2.02 Where should I transmit EDI810 invoices for Kroger MFG?

A: MFG Suppliers must transmit EDI810 invoices to the following Kroger MFG IDs:

ISA – 9254110MFG

Qual – 08

GS – 5137621274

2.03 What does it mean if I get an EDI997 functional acknowledgement or an EDI824 application advice message from Kroger MFG?

A: If your invoice passes the basic format check by EDI, you will receive an EDI997 functional acknowledgement. This means that the invoice will pass to our AP systems for further validation and matching against POs. For more information about what happens next for Oracle PO Invoices, see "1.02 What is the Oracle 3-way match?"

If your company receives an EDI824 failure message, the invoice MUST be reviewed, edited, and sent back to Kroger Manufacturing EDI for payment. Otherwise, it will not be in our AP systems. If you need assistance, please contact edi@inter-americanproducts.com.

2.04 I submitted an invoice via EDI, and now it's past due / not in Lavante. Should I submit it again via email?

A: Submitting an invoice through multiple channels is not likely to resolve a payment issue directly. If you received an EDI997, then resubmitting that invoice via email will result in either a rejection or duplication. The invoice may be on a validation hold pending review by the appropriate parties within Kroger MFG. If you received an EDI824, you may correct and resubmit via EDI.

If the invoice is more than 30 days past due, you may upload it on the Lavante platform at <https://connect2x.lavante.com>.

2.05 How should charges be coded on an EDI810 invoice?

A: In field SAC02, use the codes below for the charge types indicated. For any other miscellaneous charge, specify what the charge is for with a clear description in SAC15. For additional assistance, please contact at edi@inter-americanproducts.com.

D240	Freight
H750, H850	Tax
F180	Pallet

3 PRGX Invoicing

3.01 How do I send invoices to PRGX?

A: Product invoices should be sent to Kroger via MFGinvoices@kroger.com. This includes past due invoices that have not previously been sent in for processing.

As long as the instructions below are followed, the invoice will be forwarded to PRGX for processing

- Only the word "Invoice" in the subject line.
- 1 invoice per attachment
- Do not copy anyone on the email. This will cause the mailbot rule to not function
- Do not include any other images or logos in the email body
- Make sure the image is clear and not rotated

Physical paper invoices can be sent to:

PRGX
ATTN: INVOICE PROCESSING
"PLANT NAME" (i.e. Kenlake, Country Oven, King Sooper, etc.)
P.O. BOX 1889
GRAND RAPIDS, MI 49501-1889

3.02 Where should freight vendors submit invoices?

A: Freight invoices should be emailed to RASCMFGFreight@kroger.com with only "Inbound Invoice" in the subject line, one invoice per attachment, and no one else copied on the email.

3.03 Does PRGX validate the invoices?

A: PRGX performs basic data quality validations and will reject invoices with missing or invalid values, especially for key fields like invoice number, invoice date, customer PO number, remit-to address, and division. PRGX may also reject invoices with total invoice amounts that are out of balance with the lines.

PRGX does not validate invoices against POs. That occurs once the invoice comes into Kroger's AP systems. For more information about what happens next for Oracle PO Invoices, see "1.02 What is the Oracle 3-way match?"

3.04 I submitted an invoice via email, and now it's past due / not in Lavante. Should I submit it again via email?

A: Submitting the same invoice multiple times is not likely to resolve a payment issue directly. If you suspect that a previously emailed invoice contained some formatting or data error that would have resulted in a rejection or match failure, you may correct the invoice and resubmit with an appended invoice number,

for example, adding a letter to the end of the original invoice number. If your email submission did not meet the requirements described in “3.01 How do I send invoices to PRGX?” you should resubmit per those instructions.

If the invoice is more than 30 days past due, you may upload it on the Lavante platform at <https://connect2x.lavante.com>.

4 Invoice Header Data

4.01 How can I confirm that the Remit-To address on my invoice matches my Remit-To address in Supplier Hub?

A: Please log in to Supplier Hub and review the Remit & Order Address tab and make any needed updates. Links to the Supplier Hub login page and help documents can be found at <https://www.thekrogerco.com/vendors-suppliers/supplier-hub/>.

4.02 What should I enter for Bill To?

A: Please use the Bill To address below:

Kroger RASC
PO Box 1889
Grand Rapids, MI 49501-1889

4.04 What should I enter for Division Information/Ship To?

A: Please use the name and address of the ordering Kroger MFG plant. For a list of Kroger Manufacturing facility addresses, see the “Manufacturing Division Address List” at <https://www.thekrogerco.com/vendors-suppliers/manufacturing/>.

4.05 Where do I find the Kroger PO number (raw materials/packaging/finished goods)?

A: For emailed POs, see the “Order” field in the upper right corner of the second page of the PDF.

For EDI 850 POs, use field BEG03.

For non-Oracle POs (e.g. expense, service, etc.), contact the buyer noted on the PO for assistance.

4.06 Should I include the release number in the customer PO number?

A: If the PO number is 7 digits and starts with "1" then it is an Oracle PO and there are no releases. If you receive POs via EDI, you will see a placeholder release number of "00001" on the EDI850 PO. Please do not include this in the PO number on your invoice, whether you are transmitting via EDI or email. Otherwise, your invoice will not route correctly which may result in payment delays.

For other PO number formats, such as the legacy POs that started with "K," the release number may need to be included. Please reach out to your Kroger MFG contact for assistance if you are not sure.

4.07 Do I have to include an invoice number and invoice date?

A: Yes, each supplier invoice must have a unique invoice number, and each invoice may reference only one PO. Invoice date is required to be in a valid date format.

4.08 Should I include terms on the invoice?

A: You may include Payment Terms, Freight Terms, FOB, etc. if desired. For Oracle POs (7-digit number starting with 1), Kroger will pay based on the terms on the PO, so please contact the buyer and your sourcing contact (if applicable) as soon as possible if you see any terms discrepancy on the PO.

5 Invoice Line Detail Data

5.01 Where do I find the Kroger item number (raw materials/packaging/finished goods)?

A: For emailed POs, the Kroger Line Number (KLN) can be found beneath each Item description in the lines table on the second page of the PDF. For EDI850 POs, use field PO106. For raw materials, packaging, and finished good items, the KLN is a 6-character alpha-numeric code.

For non-Oracle POs (e.g. expense, service, etc.), contact the buyer on the PO for assistance.

5.02 How should I distinguish between Kroger item number and my company's item number?

A: For emailed or mailed invoices, PRGX recommends labeling the Kroger Line Number with KLN (e.g., "KLN 123456" or "KLN B00789"). Please be sure to include the KLN for each item in the lines table on the invoice. For EDI810 invoices, include only the KLN exactly as it appears on the PO; do not include other item numbers.

5.03 There is only one line item on every PO my company fulfills for Kroger. Can I just put the KLN in the header of my PDF invoice?

A: PRGX typically does not pick up item numbers that are not listed with the line details on the invoice. Please be sure to include the KLN for each item in the lines table on the invoice.

5.04 I invoice at a different unit of measure (UOM) than what Kroger orders in. Who should I talk to?

A: If you are a raw materials or packaging supplier, work with your sourcing contact on aligning ordering and invoicing UOM.

If you are a finished goods supplier (PFG or FG), work with your contact at the Kroger MFG plant.

5.06 Is it acceptable to include multiple units of measure on an invoice line?

A: For EDI810 invoices, please ensure that for each line, the unit price and quantity are in the same UOM as is listed in the UOM field.

For emailed or mailed invoices, best practice is to present the unit price, quantity, and UOM in consistent terms (matching the UOM on the PO line) to avoid matching issues. For example, if the PO line is in terms of pounds, and your invoice presents line details in terms of both pounds and cases, there is a risk of PRGX picking up the data in terms of cases which would not match the PO in Oracle. If you have questions, please reach out to your Kroger MFG contact.

5.06 Can I put a pallet charge as a line on the invoice?

A: If the PO from Kroger includes a line item for Pallet Charge (KLN 010002), then you may include the pallet charge on the invoice lines, labelled with the KLN on

the PO. If not, please add the pallet charge to the invoice footer in the charges section. If you have questions, please contact the buyer or your sourcing contact.

5.07 Can a single PO line be invoiced on multiple lines (e.g., to specify lot details)?

A: If an item is on just one line on the PO, then billing for that item on multiple lines on a single invoice will result in holds and/or auto-deductions for duplicate lines, as they will not be able to match to the PO line. Suppliers may submit multiple invoices against a single line, provided there is sufficient received quantity to cover the total billed quantity across invoices.

6 Invoice Footer Data

6.01 Where should freight and other charges be added to the invoice?

A: Most charge types should be added in the footer of the invoice. See possible exception for pallet charge above. Invoice lines that do not match PO lines are subject to auto-deduction and the claims process.

6.02 How should charges be coded on an EDI810 invoice?

A: In field SAC02, use the codes below for the charge types indicated. For any other miscellaneous charge, specify what the charge is for with a clear description in SAC15. For additional assistance, please contact at edi@inter-americanproducts.com.

D240	Freight
H750, H850	Tax
F180	Pallet

7 MFG Payables and Claims Process

7.01 Who can I talk to about past due invoices / payments / deductions / credit memos?

A: Please use the Lavante platform at <https://connect2x.lavante.com> for all invoicing and payment inquiries.

7.02 How can I see what invoices are being paid on a payment that I received?

A: Remittance information can be found in the Lavante platform; see page 3 of the "Supplier How-To: Kroger MFG Invoicing and Claims" document for information. If you are set up for EDI, you can elect to receive an EDI 820 remittance detail for each payment. Contact edi@inter-americanproducts.com for assistance.

7.03 How do I get access to Lavante?

A: See the "Supplier How To: Requesting Lavante Access No Prior Access" document for instructions on gaining access to Lavante. Suppliers with multiple Supplier Hub org numbers will need to request Lavante access for each one and will be able to navigate to each account from the home screen.

7.04 How can I get set up for Electronic Fund Transfer (EFT)?

A: If you would like to have EFT payments, please update the bank account information in Supplier Hub. Note that the payment method change will be used for invoices submitted in the future but will not be applied to invoices already in our system.

- Log into Supplier Hub under each applicable vendor profile:
<https://www.thekrogerco.com/vendors-suppliers/supplier-hub/>
- Go to the "Banking Details" tab
- Next to the "View" dropdown at the top, click the "Go" button to see the various remit to addresses if there are more than one
- Then click on the square on the right-hand side and then the "Create" button should be there
- Create the new bank account information

8 Other

If you still have questions, please contact the Kroger Supplier Engagement Group:

Phone (US): 844-277-6165

Phone (outside US): +011 513-387-1140

Note that this group cannot answer questions about payments, deductions/credits, etc.

Please submit such inquiries via the Lavante portal at <https://connect2x.lavante.com>.