



Manufacturing (MFG) Supplier Training: Creating and Viewing a Claim



Supplier Deduction & Claim Management Platform



Please read the below completely before submitting Manufacturing

Manufacturing Supplier Claims Policy

Manufacturing Claims Policies:

- ▶ All claims are due within 180 days of the deduction date
- ▶ All claims must have the required supporting documentation attached at the time the claim is entered. (See pg. 10)
- ▶ Submission of a claim without supporting documentation attached will result in the claim being denied. Suppliers will then be responsible to submit a new claim within the required 180 days.
 - ▶ All required approvals/communication must happen before the claim is submitted.
- ▶ Questions/Comments on invoices do not replace claims. If you wish to dispute a deduction, please file a claim.

How To: Create and View a Manufacturing (MFG) Claim

Step One: Navigate to Payments Screen

Step Two: Search for Payment

Step Three: View Payment Details

Step Four: Create a Claim

Step Five: Enter Claim Details

Step Six: Attaching Supporting Documents

Step Seven: Saving and Submitting Claim

Step Eight: View Submitted Claims

Optional Step Nine: Adding Comment to Claim



Supplier Deduction & Claim Management Platform

Step One: Navigate to Payments Screen

The screenshot shows the Lavante web application interface. At the top, there is a navigation bar with tabs for HOME, TRANSACTIONS, MESSAGES, and ADMIN. The TRANSACTIONS tab is selected, and a dropdown menu is open, highlighting the 'Payments' option with a red box. A blue arrow points to this option with the text 'Click here'. Below the navigation bar, there is a table with the following data:

Task Description	Customer Name	ID	Date Received
Please complete your profile	Kroger	1-3066102	11/13/2019
No invoice or POD	Kroger	160539	02/17/2020
Attach ROI Conv	Kroger	122456	07/13/2020

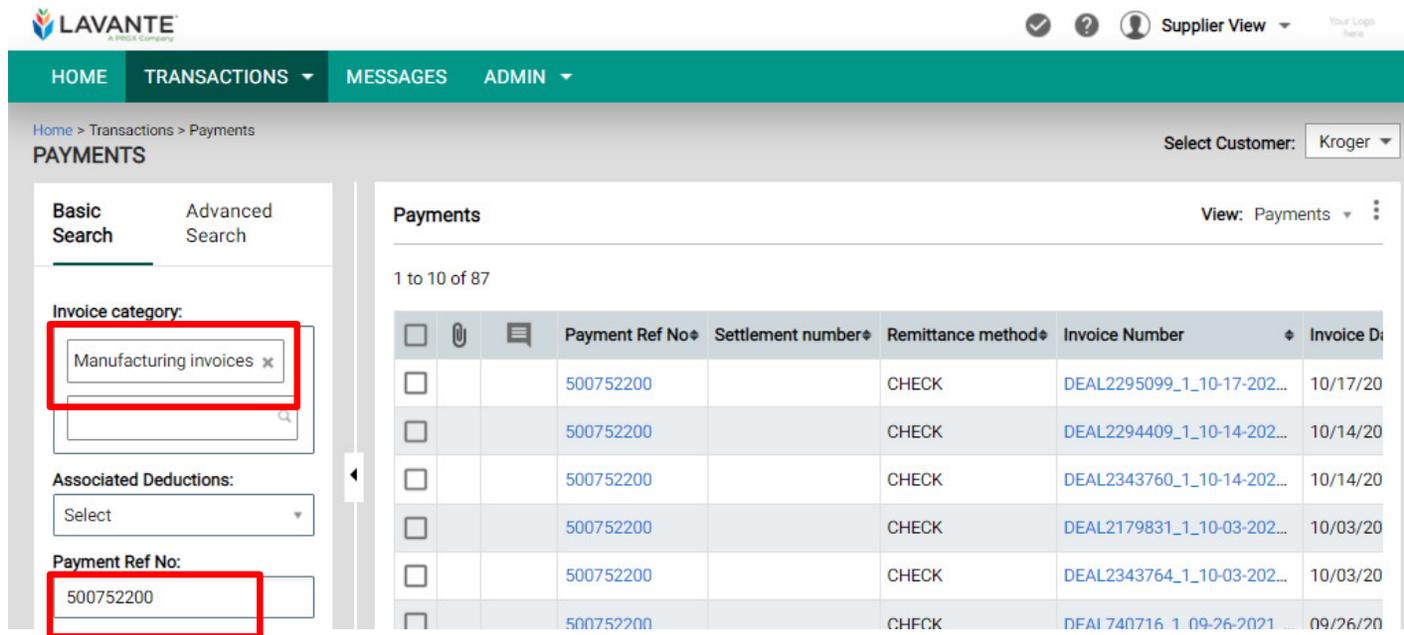
Logged into Lavante, click the “Transactions” tab at the top of the page of your menu bar.

Click on “Payments” to proceed.

Step Two: Search for Payment

By inputting “Warehouse invoices” in the “Invoice Category” box and the payment number in which you would like to create or view a claim for in the “Payment Ref No” box, all payments, invoices, and deduction amounts related to the payment number are displayed.

Note that promotion deduction data associated with payments takes a week to load in the system.



The screenshot shows the LavanTE Supplier View interface. The top navigation bar includes 'HOME', 'TRANSACTIONS', 'MESSAGES', and 'ADMIN'. The user is logged in as 'Supplier View' for 'Kroger'. The main content area is titled 'PAYMENTS' and shows search filters on the left and a table of payments on the right.

Search Filters:

- Invoice category:** Manufacturing invoices
- Associated Deductions:** Select
- Payment Ref No:** 500752200

Payments Table:

	Payment Ref No	Settlement number	Remittance method	Invoice Number	Invoice Date
<input type="checkbox"/>	500752200		CHECK	DEAL2295099_1_10-17-202...	10/17/20
<input type="checkbox"/>	500752200		CHECK	DEAL2294409_1_10-14-202...	10/14/20
<input type="checkbox"/>	500752200		CHECK	DEAL2343760_1_10-14-202...	10/14/20
<input type="checkbox"/>	500752200		CHECK	DEAL2179831_1_10-03-202...	10/03/20
<input type="checkbox"/>	500752200		CHECK	DEAL2343764_1_10-03-202...	10/03/20
<input type="checkbox"/>	500752200		CHECK	DEAL 740716 1 09-26-2021	09/26/20

Step Three: View Payment Details

After selecting the desired payment reference number, the associated details will be generated in the “Payment Details” screen.

LAVANTE AVANTAGE COMPANY

Supplier View

HOME TRANSACTIONS MESSAGES ADMIN

< Back PAYMENT DETAILS

Export Create claim Add comment / question

Invoice Payment Detail : 500044580 ← Payment information

Payment Ref No 500044580	Check Amount (+) \$ 680.62	Supplier Name KROGER PRODUCE
Payment Ref Date 04/13/2021	Gross Invoice Amount (-) \$ 680.62	Supplier ERP ID 3051071
Remittance method CHECK	Discount Amount (+) \$ 0.00	Division 493 - Roundy's Oconomowoc Warehouse
Settlement number	Deduction Amount	Store # 000093
Invoice Number 894944-CM	Net Invoice Amount (-) \$ 680.62	Payee #
Invoice Date 02/05/2021		PO Number
Supplier site		Source ERP Oracle

Associated Ductions ← Deduction information

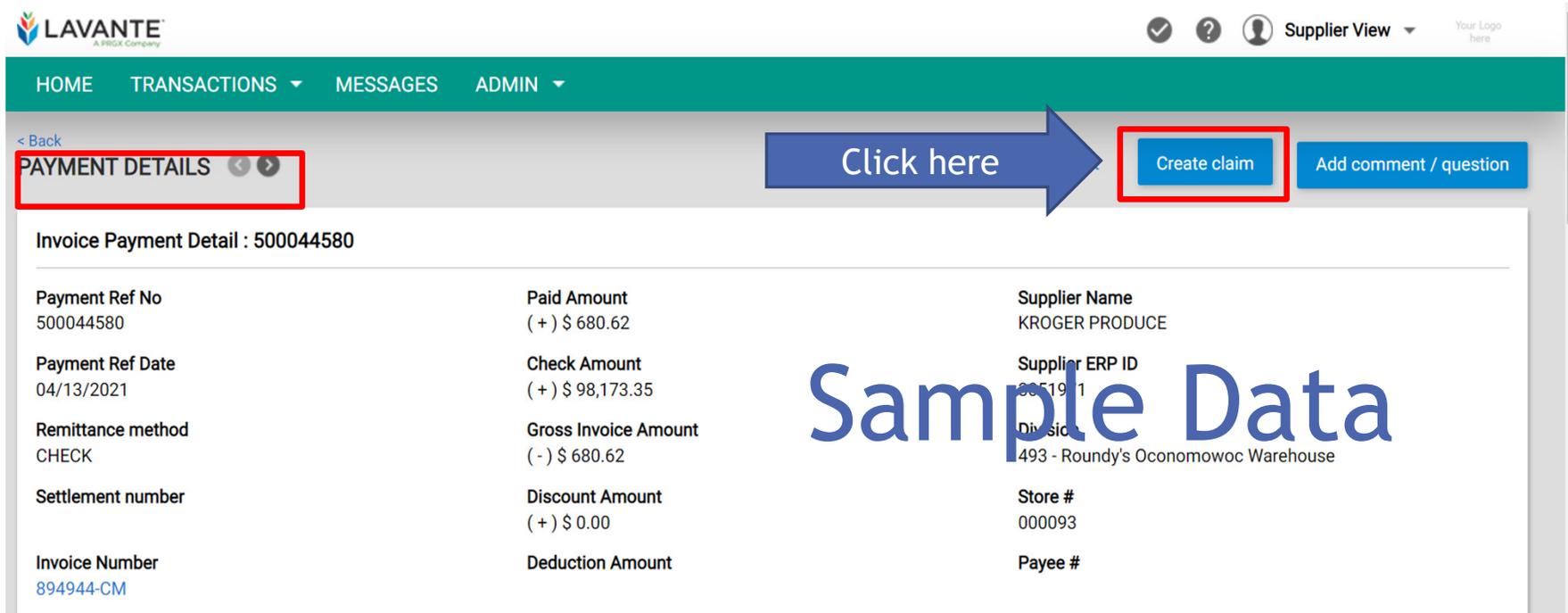
Line No	UPC	Item Description	Adj Qty	Unit Price	Adj Amt	Code	Adjustment Reason	RTV#	PO Creation Date	Original Invoice Number	Source PO Number	Store Name
No results												

Export

Sample Data

Step Four: Create a Claim

To create a claim for the payment directly within the “Payment Details” screen, click on the blue “Create claim” button in the top right of the screen.



The screenshot shows the LavanTE interface. At the top, there is a navigation bar with 'HOME', 'TRANSACTIONS', 'MESSAGES', and 'ADMIN'. Below this is a breadcrumb trail: '< Back' followed by 'PAYMENT DETAILS' (highlighted with a red box) and navigation arrows. To the right of the breadcrumb is a blue arrow labeled 'Click here' pointing to a 'Create claim' button (also highlighted with a red box). Further right is an 'Add comment / question' button. The main content area displays 'Invoice Payment Detail : 500044580' and a table of payment details.

Field	Value	Field	Value		
Payment Ref No	500044580	Paid Amount	(+) \$ 680.62	Supplier Name	KROGER PRODUCE
Payment Ref Date	04/13/2021	Check Amount	(+) \$ 98,173.35	Supplier ERP ID	8851911
Remittance method	CHECK	Gross Invoice Amount	(-) \$ 680.62	Division	493 - Roundy's Oconomowoc Warehouse
Settlement number		Discount Amount	(+) \$ 0.00	Store #	000093
Invoice Number	894944-CM	Deduction Amount		Payee #	

Sample Data

Manufacturing (MFG) Claim Type Descriptions

Claim Type	Claim Type Description
MD - MFG Cash Discount	Deduction taken as "Discount Amount" on vendor invoice. Amount taken as a percentage per terms. Please research terms internally before submitting Cash Discount Claims. Support documents must include documentation that discount was erroneous.
MC- MFG Cost Difference	Deduction for unit cost difference from supplier's invoice
MO - MFG Overage	Overpayment made above the gross amount of a supplier's invoice or a duplicate payment on invoice.
MS - MFG Unit Shortage	Deduction for unit shortage from supplier invoice
MP - MFG Stop Payment	Requesting a check to be reissued if it has not arrived within 30 days of the check date listed on the platform. See "Stop Payment" Document before requesting stop payment
MW - MFG Wrong Vendor	Deduction or Payment made to the Wrong Vendor not sharing the Same Supplier ERP ID
MI- MFG Plant Billing	Billings generated by Plants to bill Supplier

Step Five: Enter Claim Details

After clicking on the blue “Create claim” button on the “Payment Details” screen, you will have the ability to enter information about the claim on the “Create Claim” screen.

The screenshot shows a web application interface for creating a claim. At the top, there is a navigation bar with links for HOME, TRANSACTIONS, MESSAGES, and ADMIN. Below this is a breadcrumb trail: < Back CREATE CLAIM. The form is divided into two main sections: 'Payment Reference Information' and 'Claim Details'. The 'Payment Reference Information' section contains fields for Payment Ref No (500044580), Invoice number (894944-CM), Payment Date (04/12/2021), Deduction Amount, Total Invoice Amount Paid (\$ 0.00), and Discount Amount (\$ 0.00). The 'Claim Details' section contains three fields: 'Claim Type: *' (a drop-down menu with 'Select Claim Type' selected), 'Claim Amount: *' (a text input field with a 'USD' currency selector), and 'Claim Description:'. Three blue arrows point to these fields with instructions: 'Enter claim type from drop-down menu', 'Enter claim amount here', and 'Enter brief description of the claim here'. A red box highlights the 'Claim Type' field, and another red box highlights the 'Claim Amount' and 'Claim Description' fields. A small error message below the 'Claim Type' field reads: 'Claim Type cannot be left blank.'

HOME TRANSACTIONS MESSAGES ADMIN

< Back
CREATE CLAIM

Payment Reference Information

Payment Ref No
500044580

Invoice number
894944-CM

Payment Date
04/12/2021

Deduction Amount

Total Invoice Amount Paid
\$ 0.00

Discount Amount
\$ 0.00

Claim Details

Claim Type: *
Select Claim Type

'Claim Type' cannot be left blank.

Claim Amount: *
USD

Claim Description:

Enter claim type from drop-down menu

Enter claim amount here

Enter brief description of the claim here

Required Supporting Documents by Claim Type:

Supporting Documents i

Add Document

Document Type	Upload Document	Document Visibility	Uploaded By	Uploaded On	Buyer/Supplier	Action
- Select Document Type -	Choose File No file chosen	<input checked="" type="radio"/> Public <input type="radio"/> Private				

Claim Type	Required Documents
MD - MFG Cash Discount	<ul style="list-style-type: none"> • Invoice Copy • Support showing communication that terms are not correct in Kroger systems between the
MC- MFG Cost Difference	<ul style="list-style-type: none"> • Invoice Copy • Support showing that communication between suppliers' sales team (who negotiate cost) and Kroger Sourcing Managers (who agree to and confirm cost) has taken place and cost. Sourcing Manager must confirm cost on the PO and should be repaid.
MO - MFG Overage	<ul style="list-style-type: none"> • Invoice Copy • Pack List (optional but preferred) • Signed Proof of Delivery from the Plant (must include plant signature)
MS - MFG Unit Shortage	<ul style="list-style-type: none"> • Invoice Copy • Pack List (optional but preferred) • Signed Proof of Delivery from the Plant (must include plant signature)
MP - MFG Stop Payment	<ul style="list-style-type: none"> • Stop Payment Form (See Manufacturing Plant Payables section of the Help/FAQ on Lavante Home Screen) • Confirmation of correct mailing address as shown in Kroger Supplier Hub (add to claim description field)
MW - MFG Wrong Vendor	<ul style="list-style-type: none"> • Deduction or Payment made to the Wrong Vendor not sharing the Same Supplier ERP ID
MI- MFG Plant Billing	<ul style="list-style-type: none"> • DDD#####DDTTTT –Support showing why it should be repaid based on the reason for deduction/Communication from the plant stating deduction made in error.

Step Six: Attaching Supporting Documents(Continued)

Attach Supporting Documents supporting documents as required for your claim type in the previous slide.

Supporting Documents 



Document Type	Upload Document	Document Visibility	Uploaded By	Uploaded On	Buyer/Supplier	Action
- Select Document Type -	<input type="button" value="Choose File"/> No file chosen	<input checked="" type="radio"/> Public <input type="radio"/> Private				

- Select the document type from the drop down that best describes the document you are attaching.
- Documents must have “Document Visibility” set to Public for Kroger Associates to view. No other suppliers will have access to your documents under your account.
- Documents can be .pdf, .doc, .xls, .pft, .msg, and .csv
- You may add multiple documents by clicking (Add Document)

Step Seven: Save and Submit Claim

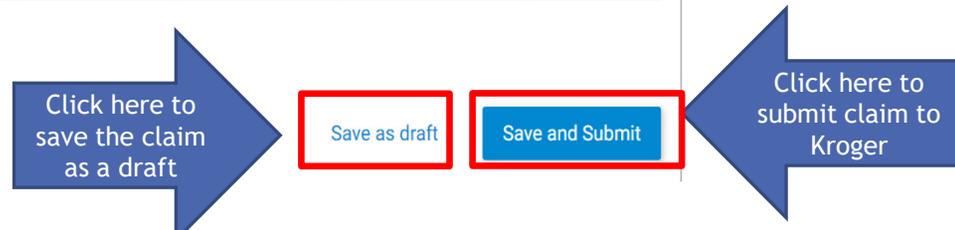
After you have entered all of the required fields and attached your Supporting Documents, click “Save and Submit” claim to be reviewed by Kroger.

You may also use the “Save as Draft” option to save your place and come back to your draft at a later date to complete.

Please note: Claims saved as draft will not be reviewed by Kroger and are not visible to our teams until they are “Save and Submitted”

Supporting Documents 

Document Type	Upload Document	Document Visibility	Uploaded By	Uploaded On	Buyer/Supplier	Action
- Select Document Type -	<input type="button" value="Choose File"/> No file chosen	<input checked="" type="radio"/> Public <input type="radio"/> Private				



Optional Claim Entry Method: Entering Claim

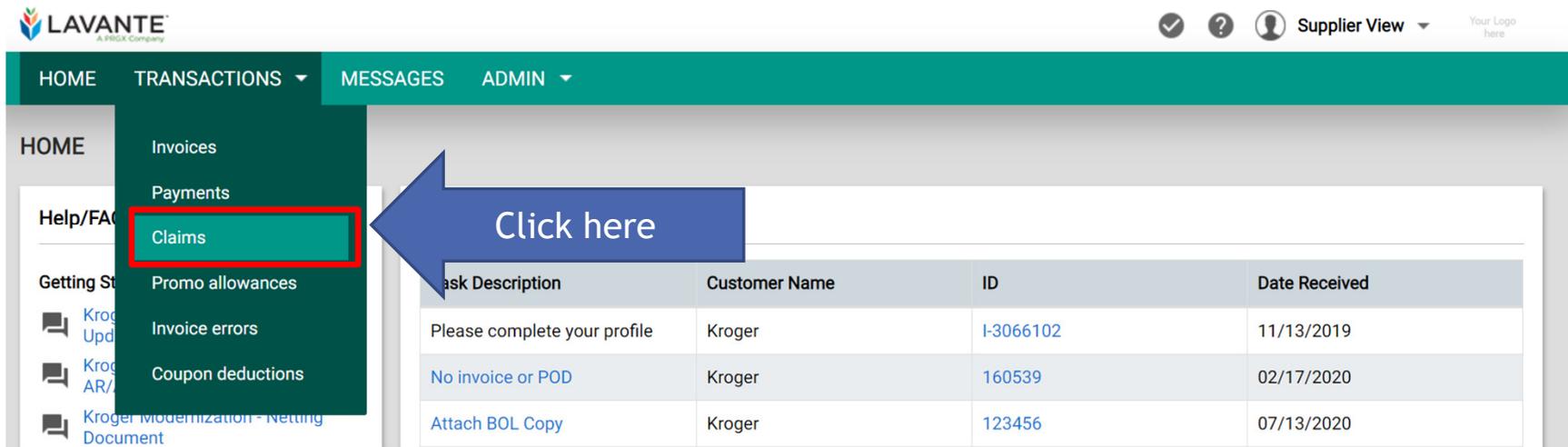
In addition to creating a claim directly within the “Payment Details” screen, a claim can be created in the “Payments” screen. After searching for the desired payment number, simply click on the checkbox next to the applicable records, then click the blue “Actions” button and finally click “Create Claim”.

The screenshot shows the LavanTE web application interface. At the top, there is a navigation bar with 'HOME', 'TRANSACTIONS', 'MESSAGES', and 'ADMIN'. Below this, a breadcrumb trail 'Home > Transactions > Payments' is highlighted with a red box. The main content area is titled 'PAYMENTS' and includes a 'Select Customer' dropdown set to 'Kroger'. On the left, there are search options for 'Basic Search' and 'Advanced Search', and a section for 'Associated Deductions' with a 'Select' dropdown and a 'Payment Ref No.' field containing '500044580'. The central part of the screen displays a table of payments. The 'Actions' button for the first row is highlighted with a red box, and a dropdown menu is open, showing 'Create Claim', 'Add Comment or Question', and 'Download records'. Two blue arrows point to the 'Actions' button and the 'Create Claim' option, with text labels: 'Click here to access payment actions' and 'Click here to create a claim'. The table columns include 'Invoice Date' and 'Gross invoice amount'.

Invoice Date	Gross invoice amount
02/05/2021	(-) \$ 68
02/05/2021	(+) \$ 22,99
02/05/2021	(-) \$ 56
02/05/2021	(+) \$ 17,03
02/03/2021	(+) \$ 3,50
02/09/2021	(+) \$ 8.87

Step Eight: View Previously Submitted Claims

In order to view submitted claims, you must navigate to the “Claims” screen within the system.



The screenshot shows the Lavante system interface. The top navigation bar includes 'HOME', 'TRANSACTIONS', 'MESSAGES', and 'ADMIN'. The 'TRANSACTIONS' dropdown menu is open, showing options like 'Invoices', 'Payments', 'Claims', 'Promo allowances', 'Invoice errors', and 'Coupon deductions'. The 'Claims' option is highlighted with a red box. A blue arrow points to the 'Claims' option with the text 'Click here'. Below the menu, a table displays task descriptions, customer names, IDs, and dates received.

Task Description	Customer Name	ID	Date Received
Please complete your profile	Kroger	I-3066102	11/13/2019
No invoice or POD	Kroger	160539	02/17/2020
Attach BOL Copy	Kroger	123456	07/13/2020

Logged into Lavante, click the “Transactions” tab at the top of the page of your menu bar.

Click on “Claims” to proceed.

Step Eight: View Previously Submitted Claims (continue)

After filling in the search criteria under the “Claims” header, a population of claims records will generate on the “Claims” screen. Simply click on the applicable “Claim ID” to open the claim details.

The screenshot shows the LAVANTE Claims management interface. The search filters on the left are highlighted with a red box. A blue arrow points to the '342384' claim ID in the results table, with the text 'Click here to open claim details'. Another blue arrow points to the search filters with the text 'Fill-in claims information to identify desired claim'.

Claim ID	Claim type	Claim created by	Claim amount	Claim resolution	Claim status	Payment reference number	Paid amount
342384	CD - Cash F					600044580	(+) \$680.62
170962	SK - SKIP	Supplier View (Kroger Suppl...		Denied	Closed		
160539	SK - SKIP	Supplier View (Kroger Suppl...	\$600.00		Pending Update		
152146	SK - SKIP	Supplier View (Kroger Suppl...	\$500.00	Denied	Closed		

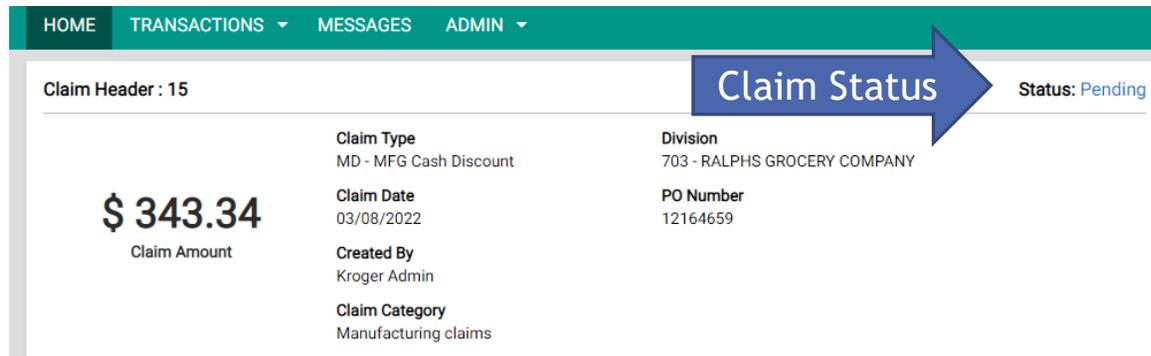
Step Eight: View Previously Submitted Claims (continue)

After clicking on a specific claim, the claim details will open in the "Claim Details" screen.

The screenshot shows the 'CLAIM DETAILS' page in the LAVANTE system. The page header includes navigation links (HOME, TRANSACTIONS, MESSAGES, ADMIN) and user information (Supplier View). The main content area displays claim information for Claim Header 342384. A red box highlights the 'Claim Amount' (\$100.00) and various claim details. Annotations with blue arrows point to the 'Status: Pending' field, the general claim details, and the 'Supporting Documents' section. The 'Supporting Documents' section is currently empty, showing 'No results'.

Document Type	Document Name	Uploaded By	Uploaded On	Buyer/Supplier	Document Visibility	Action(s)
No results						

Claim Status Definitions:



HOME TRANSACTIONS ▾ MESSAGES ADMIN ▾

Claim Header : 15

\$ 343.34
Claim Amount

Claim Type
MD - MFG Cash Discount

Claim Date
03/08/2022

Created By
Kroger Admin

Claim Category
Manufacturing claims

Division
703 - RALPHS GROCERY COMPANY

PO Number
12164659

Claim Status → **Status: Pending**

You may view the status of your claim at any time by reviewing your claim header

- ▶ **Open:** You have not fully saved and submitted your claim, and it is not in Kroger's team to review.
- ▶ **Pending:** The Claim has been sent to the next workflow for review.
- ▶ **Closed:** Claim was closed by Kroger and feedback provided on research findings/resolution decision.
- ▶ **Pending Updated:** Claim is assigned to the supplier user/submitter and needs attention to be considered valid for review. If that user/submitted does not go into the and click Edit -> Save & Submit, the claim is not in queue to review by our teams.
 - ▶ See "Lavante How To- Updating PENDING Update outstanding task" on the Help/FAQ section of the Home screen for more information.

Step Eight: View Previously Submitted Claims (Continued)

After clicking on a specific claim, the claim details will open in the “**Claim Details**” screen. In addition to general claim details and supporting documents, links to the payment details and associated deductions are located towards to the bottom of the screen.

Claim Processing Information

Claim Resolution

Claim Resolution Reason

Settlement Amount

Supplier site

Payment Details

Payment Ref No	Invoice #	Discount Amount	Discount Amount	Paid Amount
500044580	894944-CM		(+) \$ 0.00	(+) \$ 680.62

Associated Deductions

Line No	UPC	Item Description	Adj Qty	Unit Price	Adj Amt	Code	Adjustment Reason	RTV#	PO Creation Date	Original Invoice Number	Source PO Number	Store Name
No results												

Links to payment and invoice details

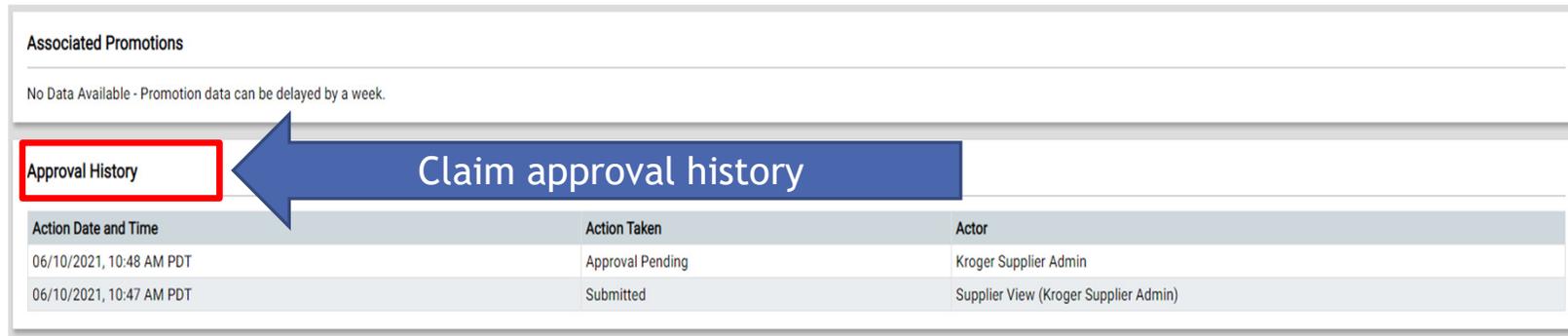
Deduction information

Export



Step Eight: View Previously Submitted Claims (Continued)

After clicking on a specific claim, the claim details will open in the “**Claim Details**” screen. Approval history is located towards to the bottom of the screen.



Associated Promotions

No Data Available - Promotion data can be delayed by a week.

Approval History

Action Date and Time	Action Taken	Actor
06/10/2021, 10:48 AM PDT	Approval Pending	Kroger Supplier Admin
06/10/2021, 10:47 AM PDT	Submitted	Supplier View (Kroger Supplier Admin)

Optional Step Nine: Adding Comment to Closed Claim

After clicking on a specific claim, click the blue “Add comment/question” button in the top right corner of the “Claim Details” screen.

The screenshot shows the LAVANTE web application interface. At the top, there is a navigation bar with 'HOME', 'TRANSACTIONS', 'MESSAGES', and 'ADMIN'. The user is logged in as 'Supplier View'. The main content area is titled 'CLAIM DETAILS' and shows a claim with a header of 342384 and a status of 'Pending'. The claim amount is \$100.00. The claim details are as follows:

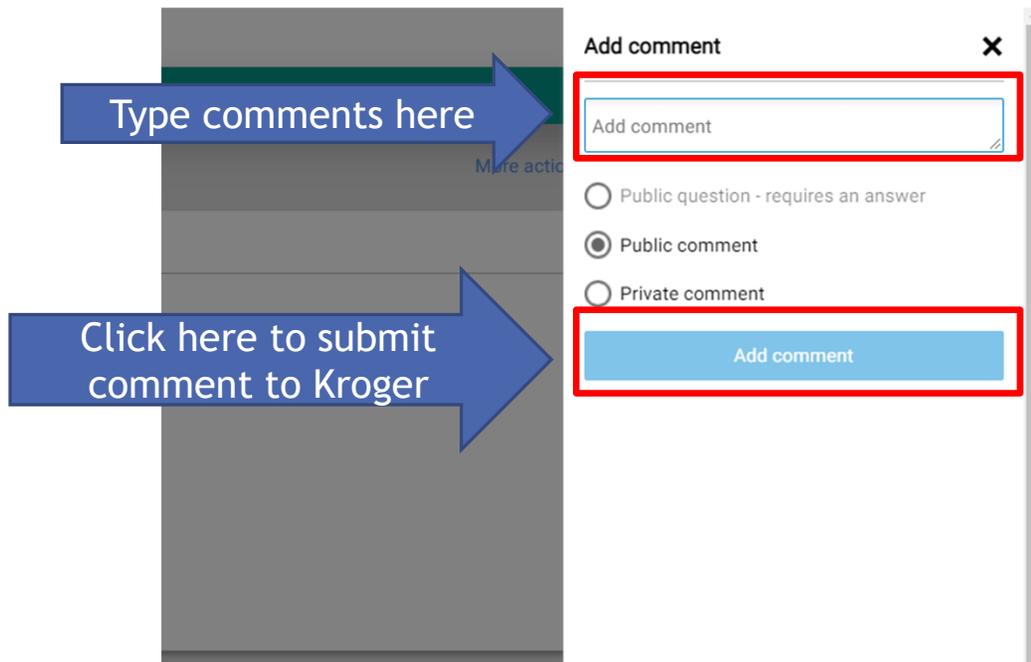
Claim Type CD - Cash Discount	Division 0493 - Roundy's Oconomowoc Warehouse
Claim Date 06/10/2021	PO Number
Created By Supplier View (Kroger Supplier Admin)	Supplier ERP ID 3051971
Claim Category Payment claims	Supplier Name KROGER PRODUCE
Claim Description Test Claim	

Below the claim details is a section for 'Supporting Documents' with an 'Add Documents' button. A table below this section shows 'No results'.

Document Type	Document Name	Uploaded By	Uploaded On	Buyer/Supplier	Document Visibility	Action(s)
No results						

Optional Step Nine: Adding Comment to Claim (Continued)

After clicking the blue “Add comment/question” button, an “Add comment” pane will open on the right side of the screen. Type any necessary comments in the “Add comment” box, and then click on the blue “Add comment” button below when you are ready to submit the comment.



The screenshot shows a mobile application interface with a grey background. On the right, a white pane titled "Add comment" is open, featuring a close button (X) in the top right corner. A red rectangular box highlights the text input field at the top of the pane, which contains the placeholder text "Add comment". Below the input field are three radio button options: "Public question - requires an answer", "Public comment" (which is selected), and "Private comment". At the bottom of the pane, another red rectangular box highlights a blue button labeled "Add comment". Two blue arrows with white text point to these elements: the top arrow points to the input field and is labeled "Type comments here", and the bottom arrow points to the "Add comment" button and is labeled "Click here to submit comment to Kroger".

Important: Questions are not allowed on pending/open/pending update claims. Adding comments requesting status update on your claims will not receive response. The comment section is intended to only provide addition information to your claim. These comments are not viewed until your claim is being reviewed.

Claims are reviewed in the order they are received and most often in the SLA Responses times published in the MFG FAQ Document.



Technical Use Support Information:

Lavante has replaced shared email addresses for research requests, however at times you may have a need for instructions submitting your claim or question.

All efforts should be made to utilize the training documents, such as this document before making contact with Technical Support.

The below contact is for technical use support only. Do not submit any other question or claim to this contact.

Email: productsupport@kroger.com

Lavante Technical Support ***will not provide:*** status on payments, review of your statement, provide you status on previously filed claims, policy exemption or review, grant user access, or answer questions that do not relate to technical use of the Lavante Platform.

Service Lavante Technical Support will provide: helping you navigate submitting your claim or help understanding an error message.

Lavante Technical Support should not be listed as your AP contact or on any contact list sending automated emails.