

Manage Organization Contacts

This job aid includes instructions for the following tasks. Click a link below to jump to a specific section.

[Delete a contact without a user account](#)

[Create a user account or update a phone number or contact types](#)

The first name and last name of a contact must be updated in Partner Pass.



- [Update Your First and Last Name](#)
- [Update First and Last Name for Other Users](#)

Deactivating/Reactivating a contact with a user account must be done in Partner Pass.

- [Deactivate a User](#)
- [Reactivate a User](#)

1. Login to <https://partnerpass.krogerapps.com/>

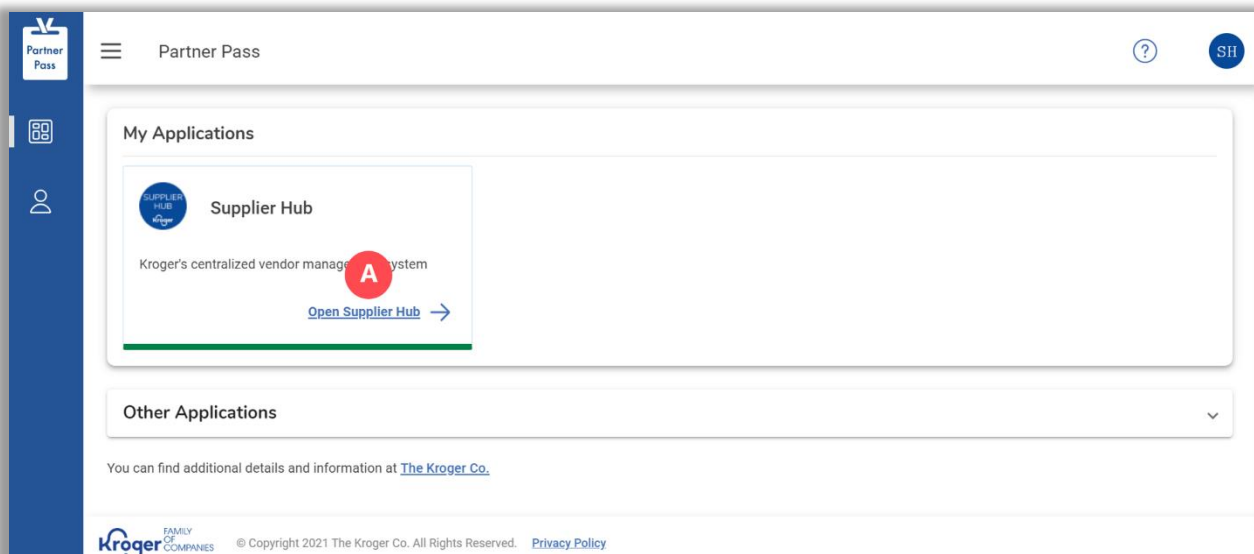
Note: Partner Pass is a secure single sign-on dashboard that allows you to access multiple Kroger applications with one ID and password.

Partner Pass works with the Okta Verify app to allow you to verify your identity and make it less likely that someone pretending to be you can gain access to your account.

For additional information, please see:

- [Partner Pass information page](#)
- [Partner Pass Support page](#)

2. On the Supplier Hub tile, click **Open Supplier Hub (A)**.



- Click **Organization Contacts (B)**.

Delete a Contact Without a User Account

Note: Hover over the gray trash cans to learn why the user can't be deleted.

- Click the **trash can (A)** for the contact you want to delete.

Details	First Name	Last Name	Email Address	Phone Number	Contact Type	Update	Delete
▶	Wayne	Chang	wayne.chang@hopchong.com	1-2126959338	Netting, EDI, ...		
▶	Peter	Chang	peter251@aol.com	1-2126959338	24 Hours/Recall, Purchase Order, ...		
▶	Evan	Chong	EvanChong@hopchong.com	1-7894567778	Quality Assurance		

- Click **Yes (B)**.

Create a User Account or Update a Phone Number or Contact Types

6. Click the **pencil (A)** for the contact you want to update.

Organization Contacts

Remit & Order Address Book

Facility Address Book

Review and Submit

Party Relationships

Approval History

Search a Contact

☒ **TIP** Use the search button to find existing contacts by 'Contact Type' or 'Last Name'

Contact Type Last Name

Contacts with User Accounts

Details	First Name	Last Name	Email Address	PhoneNumber	Contact Type	Update
▶	Hop	Chongwayne	hopchongwayne@gmail.com	1-2126959338	Purchase Order, Customer Service, ...	A
▶	Chandler	Bing	bing@gmail.com	1-5132188273	Other	
▶	Rheda	Hines	margarheda@yahoo.com	1-5134606576	Main/Admin, Purchase Order	

Contacts without User Accounts

Details	First Name	Last Name	Email Address	Phone Number	Contact Type	Update	Delete
▶	Wayne	Chang	wayne.chang@hopchong.com	1-2126959338	Netting, EDI, ...		
▶	Peter	Chang	peter251@aol.com	1-2126959338	24 Hours/Recall, Purchase Order, ...		

7. Use the below table to determine the next step:

To:	Do this:
Update alternate name, country codes, phone numbers, or extensions	Enter information into the Contact Details section (B) .
Create a user account so the contact can login to Supplier Hub to perform profile maintenance	<p>! <i>By creating a user account, the contact will be able to see and modify their organization's entire Supplier Hub record, including EIN/SSN and banking information.</i></p> <ul style="list-style-type: none"> Select the user account checkbox (C). If desired, update the User Name (D). <ul style="list-style-type: none"> The User Name defaults to the email address, but you may enter a different, unique User Name in the field. The User Name cannot be changed after you click Apply. <p>Note: If the contact needs to be a Partner Pass admin for Supplier Hub in their organization, assign admin access in Partner Pass. Partner Pass admins can:</p> <ul style="list-style-type: none"> Update first and last name for other users Assign admin access Deactivate a user Reactivate a user Grant application access Revoke application access

Update the contact type(s)

Select or de-select **contact type checkboxes** (E).

8. Click **Apply** (F).

Update Organization Contact Cancel Apply

Contact Details

Email Address wayne.chang@hopchong.com

First Name Wayne **Last Name** Chang **Alternate Name**

* **Country Code** United States|1 *** Phone Number** 2126959338 **Ext**

Country Code **Alt Phone Number** **Ext**

User Account Details

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 is inaccurate or incomplete, you agree that you will update it on a timely basis. After creation, user administration rights can only be assigned or adjusted within Partner Pass.

TIP Changes to grayed-out fields and the inactivation or reactivation of users can only be made within Partner Pass. For assistance, contact your organization's Admin user.

Create User Account For The Contact ☐ **User Name**

Contact Type	Description
<input checked="" type="checkbox"/> Netting	Used to email settlement letters where Kroger receivables have been deducted from payment
<input checked="" type="checkbox"/> EDI	Electronic Data Interchange
<input type="checkbox"/> Item Data Management	Item Information, Attributes and Images.
<input type="checkbox"/> Sales	Primary sales contact expected to participate in RFx sourcing events from Kroger.

If a user account has been created, the contact will receive a "Welcome to Partner Pass" enrollment email from <noreply@okta.com> with instructions for accessing Supplier Hub via Partner Pass.



For additional information, please see:

- [Quick Reference Guide: Supplier Hub Login Information](#)
- [Supplier Hub Support Page](#)
- [Partner Pass information page](#)
- [Partner Pass Support page](#)