

Supplier Connect User Setup

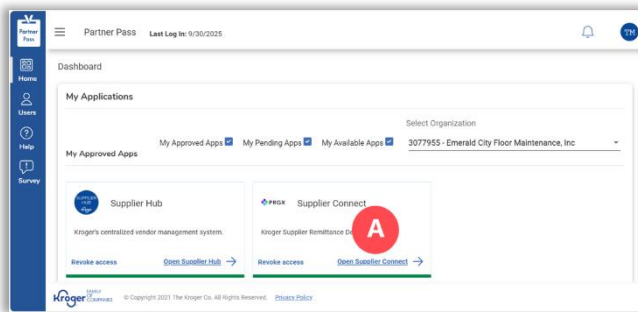
On October 27, 2025, Supplier Connect is replacing Lavante. Supplier Connect can only be accessed through Partner Pass, a secure single sign-on dashboard that allows you to access multiple Kroger applications with one ID and password.



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 visit our [Partner Pass information page](#).

Use the table below to determine the next step:

If:	Do this:
No one in your organization has ever requested access to Supplier Connect	- One person from your organization should email krogercorrespondence@prgx.com from your corporate email with your company's domain and include: - Your corporate TIN (Tax Identification Number) - ATTACH a current/recently paid Kroger invoice (If you are an SBT supplier or you have never been paid by Kroger you will provide a W-9 in lieu of invoice) - See this letter for more information.
You previously logged into Partner Pass to access Lavante and now you need to access Supplier Connect	- Login to Partner Pass. - Click Open Supplier Connect (A). 
You previously logged into Partner Pass to access other applications (Supplier Hub, Ocado, or IRC) but you never had access to Lavante and now you need access to Supplier Connect	Contact the Supplier Connect admin in your organization, and they will grant you access to Supplier Connect in Partner Pass.
You have never logged into Partner Pass to access any applications and now you need access to Supplier Connect	- Contact the Supplier Connect admin in your organization, and they will add you as a new user in Partner Pass and grant you access to Supplier Connect. - After you are added, you will receive a "Welcome to Partner Pass" email with instructions to Download the free Okta Verify App on your smart device.

- You are a supplier/broker who has Supplier Connect access to organization A, but need to be added to organization B.
- Contact the **Supplier Connect admin** for organization B and they will [add you to their organization](#) for Supplier Connect in Partner Pass.

Where to go for help

To:	Do this:
Have the "Welcome to Partner Pass" enrollment email re-sent from 'noreply@okta.com'	• Create a new email with the subject line: Welcome to Partner Pass email • Body of email: Please have the Okta Verify "Welcome to Partner Pass" email resent to [<i>insert email address of the original user</i>]. • Send email to: PartnerPassRequests@kroger.com
Request an exception if you can't download Okta Verify or use a smart device	• Create a new email with the subject line: Okta Verify Exception Request • Body of email: I am requesting to be placed on the exception list for the Okta Verify application because [<i>insert reason</i>]. • Send email to: PartnerPassRequests@kroger.com
Get Okta Verify on a new device	Contact the Supplier Engagement Group. Your multi-factor authentication will need to be reset, and it is time sensitive. • Phone (US): 844-277-6165 • Phone (outside US): +011-513-387-1140 • Email: SupplierCompliance@kroger.com
Receive Supplier Connect help with: • Understanding an error message • Technical support	Email KrogerSCSupport@prgx.com
Receive Supplier Connect help with: • Submitting your dispute • Status of payments • Review of your statement • Status of previously filed claims • Policy exemption or review	Use the Supplier Connect Messaging, Personal Assistant, or Help page resources within Supplier Connect.
View Partner Pass job aids	Partner Pass Support page
For Partner Pass login issues or questions about Partner Pass	Contact the Supplier Engagement Group: • Phone (US): 844-277-6165 • Phone (outside US): +011-513-387-1140 • Email: SupplierCompliance@kroger.com