



December 2019

We welcome your feedback at [ItemMDMVIP@kroger.com](mailto:ItemMDMVIP@kroger.com)

Please include the word 'newsletter' in your subject line.

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**Contact Us:**

**Supplier Engagement**

**Group (SEG)**

844-277-6165

VIP Option 1

Supplier Hub Option 2

**1WorldSync Helpdesk**

866-280-4013, option 8

## What's New with Kroger's Supplier Hub

### ALL SYSTEMS GO for New Item Setup Compliance Validation

**Beginning January 2<sup>nd</sup>, 2020 every new item** that is set up through VIP will be assessed for compliance *to ensure we know who our suppliers are, that they are assessed for compliance, and that every supplier we work with is worthy of our customers' trust.*

Keep this following checklist handy as a reference to make sure your items pass the new compliance validations:

#### Supplier Hub Maintenance:

- **In the REVIEW AND SUBMIT section of your Supplier Hub profile**
  - All sections are **COMPLETE**
  - For any sections that show **INCOMPLETE** click the link to the right of the status to go to the page that needs to be completed.
  - Any section that says **NOT REQUIRED** may be bypassed at that time.
- **Vendor Onboarding Status is APPROVED**
  - If the status does not say **VENDOR APPROVED** be sure all required sections of the profile are **COMPLETE**
  - Once all required sections are complete click the **SUBMIT PROFILE** button at the bottom of the sections.

#### Prior to entering your new Ordering Unit into VIP:

- The **Vendor DUNS** in VIP matches my **Vendor DUNS #** and the **Supplier Hub Vendor Item Portal Key** in Supplier Hub found on the **ORGANIZATION** page of the Supplier Hub profile
- The **Ordering Unit** that will be entered in VIP is first listed to the corresponding *last value-add* production facility in Supplier Hub accessed through the **FACILITY ADDRESS BOOK** page in Supplier Hub

Maintaining your Supplier Hub profile, and keeping your **ordering unit** information current with the correct facilities, will help you avoid unnecessary delays in your new item setup and item data maintenance!

For more information, please reference our previous [July](#) and [October](#) newsletters.

**If you need further assistance with your Supplier Hub profile, Kroger is here to help you through!**

TheKrogerCo.com has [job aids](#) to assist you with every aspect of your profile at:

**[TheKrogerCo.com > Suppliers > Supplier Hub > Supplier Hub Help](#)**

If you need further assistance, our Supplier Engagement Group is dedicated to your success:

Phone: 844-277-6165, Option 2

E-mail: [SupplierCompliance@Kroger.com](mailto:SupplierCompliance@Kroger.com)



## Frequently Asked Questions

### Supplier Hub

**Q: Why is the registration of production facilities required?**

**A:** The responsibility for safety, quality and compliance in our supply chain is a shared responsibility between Kroger and our suppliers. Information must be shared between Kroger and our suppliers in order to meet regulatory requirements and to adhere to Kroger policies.

Section “k” and “l” of our vendor code of conduct specifies the following regarding upstream supply chain activities:

k. Vendor will act with reasonable diligence to ensure that any of its contractors, sub-contractors, manufacturing facilities, labor providers, agents, agencies, associations, distributors, partner organizations, suppliers, affiliated companies, or subsidiaries who are involved in Kroger business, also comply with this Code of Conduct.

l. Vendor will allow Kroger, or a third-party auditor selected by Kroger, to audit Vendor’s compliance with this Code of Conduct.

<https://www.thekrogerco.com/wp-content/uploads/2017/09/code-of-conduct.pdf>

Here are some of the more specific reasons for the production facility registration requirement to help illustrate why this disclosure is required in advance of procurement or shipping activities:

- Certain regulatory bodies require Kroger to have production facilities vetted in advance of shipment of the product. This is not feasible to arrange the week before the product ships so we gather this information during vendor registration similar to some of our largest competitors.
- For imported product, the actual manufacturer is declared to U.S. Customs before entry to the U.S. (declared on the entry at the border and on the ISF form 72 hours before export).
- Requests for information from auditors requires Kroger to know where product sold on Kroger shelves originates.
- Recalls require Kroger to know where product sold on Kroger shelves originates. Traceability is key during critical recalls.
- Vendor agrees to certain conditions in our vendor code of conduct. Kroger has a responsibility to confirm adherence to the code of conduct through onsite audits of production facilities. We trust but we must also verify.

**Q: Why does Kroger require a DUNS number for all facilities?**

**A:** Basically, DUNS numbers are required to add the facility to the record. Production facilities are required on the record. A complete and compliant record is required in order to continue to be a Kroger vendor. Any new items added to VIP have to be linked to a compliant facility in the Supplier Hub. If that facility doesn’t have a DUNS number, it can’t be added to the Hub. If the facility isn’t in the Hub, then any new items and any modifications won’t synchronize in VIP.



## Frequently Asked Questions

### Supplier Hub

**Q: My facility address section is saying incomplete – what address should I add? or**

**I tried adding my facility and the Hub is telling me I do not need to add it, but it is still listed as incomplete.**

**A:** Kroger does not require a distribution or warehouse facility to be listed in the Supplier Hub. Instead, the production facility (manufacturing, processing, etc.) is what should be listed. You will list the “last value added” facility where the items are manufactured, processed or packaged prior to distribution.

**Q: Does my international facility need a DUNS number? Where can I get one?**

**A:** All facilities that are added to the Supplier Hub must have a DUNS number, including international facilities. You can search for the facility DUNS number directly in the Hub, and if one is not found you can apply for a DUNS number directly in the Hub, free of charge. (Click here for information on completing this search.)

**Q: I do not have a facility because I provide services to Kroger (i.e. product delivery, jewelry repair, etc) but the system is asking for a facility address – what should I do?**

**A:** The Supplier Hub is expecting a facility address based on how you have answered your Categorization questions. Proceed to your Categorization section and double check your answers. Generally, service vendors will need to ensure they indicate they do NOT provide any food or food contact materials and do NOT provide any products for resale that are non-food.

**Q: I keep receiving a stale data error after clicking save when I enter my duns number on the organization page. What am I doing wrong?**

**A:** Please first enter your DUNS number, click ‘verify duns number’, apply the address, and then click save.

**Q: How do I make an update to my Remit to Address?**

**A:** If you need to change the Remit To Address, please click the pencil update button next to your remit to address, and then make sure the box that states “is this remit to address a P.O. box?” is checked yes, (even if it’s not). This will then allow you to change the address that is listed below it, and click save.

**Q: Where do I upload my food safety documents in the Supplier Hub?**

**A:** You will upload your Food Safety documents by going to the address book tab, and then clicking the pencil update button next to your facility address. You will then click on the Food Safety Compliance tab in the top right, and then scroll down until you see attach. Make sure you click the correct category when attaching.



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**Q: How do we update the contact for the Kroger Data Advantage Newsletter and/or Supplier Communications?**

**A:** In order to update the contact information for the Kroger Data Advantage Newsletter, you will need to create or modify the Organization Contacts within your company profile.



## Frequently Asked Questions Item MDM—Vendor Item Portal

**Q: If I want to publish to Kroger, which GLN should I use?**

For National Brands: 0011110000019

For Kroger's Our Brands: 0011110000026

**Q: What Nutri-facts are required for items intended for human consumption?**

Calories, Carbohydrates, Proteins, Sodium and Fat.

**Q: What are the image requirements for a digital asset?**

At least one front facing image with a minimum of 1000 pixels in each direction and 300 DPI.

**Q: How to link items?**

From entered items, you would create all necessary levels and use the drop-down menu to select "link items" and follow the prompt.

**Q: How do I know my commodity number?**

For new items, please contact your buyer.

For all current items please contact the supplier engagement team @ 844-277-6165, [itemmdmvp@kroger.com](mailto:itemmdmvp@kroger.com)

**Q: What ingredients are restricted?**

Restricted ingredients at this time:

Partially Hydrogenated Oils (PHO)

Azodicarbonamide A(ZA)

## Frequently Asked Questions Item MDM—Vendor Item Portal

### Q: How do I generate an SDL spreadsheet?

Create a hierarchy from start to finish, select that hierarchy, use the drop-down menu and select “export selected”

The screenshot shows the Vendor Item Portal interface. At the top, there is a navigation bar with tabs: Home, Products, Spreadsheet, Message Center, and Reports. Below this, there are two main sections: 'Filters' and 'Products'. The 'Filters' section has two sub-sections: 'My Work Queues' and 'Other Queues'. The 'Products' section has a 'Hide - Refine Search Results' dropdown menu. Below this, there are search filters for 'eCommerce Description', 'Brand Name', 'Sub Brand', 'Information Provider/Supplier Name', 'Information Provider/Supplier GLN', 'GTIN(Global Trade Item Number)/Item Identifier', 'Product Type', and 'GS1 Trade Item ID Value'. There is a 'GPC Category' dropdown menu with 'Code' and 'Desc' input fields. Below the search filters, there are radio buttons for 'Assigned' status: 'All', 'Assigned To', and 'Unassigned'. A green 'Search' button is present. Below the search results, there is a message: 'PI2001-1 The results have been limited to 500 h'. Below this, there is a table with columns for 'Product Type' and 'eCommerce Descr'. A dropdown menu is open over the table, showing options: 'Export Selected', 'Select Action...', 'Add Attachment', 'Add Comment', 'Export Selected', and 'Print'. A green 'Take Action' button is also visible.

and then click

**Take Action**

Click on the spreadsheet tab at the top, choose Export and the spreadsheet will be there.



The screenshot shows the Vendor Item Portal interface with the 'Spreadsheet' tab selected. Below the navigation bar, there is a 'Filters' section with a dropdown menu for 'Export'. Below this, there are two sub-sections: 'My Work Queues' and 'Hide - Refine Search Results'.

**You can NOT start with a blank spreadsheet.**



## Frequently Asked Questions Item MDM—Vendor Item Portal

### Q: How do we update the contact for Data Quality Scorecards, the Kroger Data Advantage Newsletter and/or Supplier Communications?

In order to update the contact information for either the scorecard or newsletter, you will need to update the contact information on the hierarchy page of an item (see circled fields in screen shot below). You can either change the Primary or add additional contacts, filling out as much information as is known.

Kroger Hierarchy Data

\* Primary Contact Name

\* Primary Contact Email

\* Primary Contact Phone

DUNS Number

	Additional Contact Name	Additional Contact Email	Additional Contact Job Role	Additional Contact Company Name
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Kroger®

## The Kroger Company

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**Accurate and complete data, in  
a timely manner, is our goal!**



Next Newsletter Issue: February 22