

## **PROCEDURE - Store Orders – DSD Vendor Emergency Support (*Kroger Divisions*)**

This procedure outlines the steps necessary for providing **emergency support** to store orderable DSD vendors in case of missing store orders during off-business hours. **Off-business hours are considered to be Monday-Friday, after 5:00pm EST, and all day Saturday, Sunday and every Holiday.** During normal business hours (Monday-Friday, 8:00am-5:00pm EST), vendors should continue to use support procedures as agreed upon with the Division.

Process:

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### **Vendor – Kroger Store Orders are Missing**

1) The vendor should contact their VAN or their AS2 support team, as applicable, and ask the following questions:

- 'Did the VAN receive that day's Kroger store orders?'  
Or  
'Did the vendor's AS2 system receive that day's Kroger store orders?'
- 'Did the VAN have problems?'  
Or  
'Did the vendor's AS2 system have any problems?'

Please note the vendor's VAN or their AS2/IT team should be the first point of contact, if Kroger orders are 'missing'. It is very important the vendor verifies with their VAN or AS2 teams whether they are experiencing system issues. There is a possibility the vendor's VAN or AS2 system experienced an outage and was unable to process the EDI store purchase order from Kroger.

2) If the vendor's VAN or AS2 system did not experience issues and processed all incoming documents from other trading partners, the vendor should contact the Kroger Help Desk using the following procedure:

- **Call 1-800-952-8889**
- Speak the words '**Order Processing**'
- Provide the Help Desk associate with the following information:
  - ✓ Your name
  - ✓ Your company's name
  - ✓ The Division from which you are expecting the SKOPE store orders (QFC, Fred Meyer, etc.)
  - ✓ The SKOPE catalog number (provided to vendor by the Division)
  - ✓ Normal arrival time of EDI store orders
- The Kroger Help Desk will verify whether there are any communications (AS2) or system issues. If there are issues, the Kroger Help Desk will inform the vendor of the issue and provide an ETA (if known).

- In addition, the Kroger Help Desk will log a call and provide a 'Ticket #' to the vendor for future reference.

**Kroger Order Processing**

- 1) The Kroger Help Desk logs the vendor's call and assigns a ticket number.
- 2) If orders were received and sent to SKOPE, Order Processing should contact Computer Operations to ensure there are no system or server issues. If there are system or server issues, Computer Operations should:
  - If possible, give the vendor an approximate time of resolution.
  - Ask the vendor to call back in 30-45 minutes for a status update, referencing the 'ticket #' received in Step 2 above.
  - The Kroger Help Desk should remind the vendor, if necessary, they are responsible for initiating the contingency plan as agreed upon between the vendor and the Division to ensure scheduled store deliveries (i.e. deliver the items listed on the standard emergency order).

**If there are no system or server issues, Order Processing should:**

- Inform the vendor the issue will be escalated and either SKOPE, or Integrations Services, or EDI support will return their phone call within 30-45 minutes.
  - If the vendor is not notified in 30-45 minutes, they should call the Kroger Help Desk back, quote the 'ticket #' received in Step 2 above and request a status update.
  - Remind vendor they are responsible for initiating the contingency plan as agreed upon between the vendor the Division, to ensure scheduled store deliveries.
- 3) Order Processing should contact Level 3 SKOPE support and provide the information gathered in Step 2 above.

***Additional Information:***

The Fresh Kitchen suppliers listed below have highly time sensitive store orders. The Kroger Help Desk should make a note on the ticket in case the vendor with the 'missing' orders is a Fresh Kitchen vendor who delivers to the Kroger Fresh Kitchens.

List of **Kroger Fresh Kitchen Vendors** as on **05/01/2020**:

- ***Renaissance Foods***
- ***Ukrops***
- ***Taylor Farms***
- ***Hearthside***
- ***Get Fresh***
- ***Delmonte***
- ***Fresh Pak***
- ***Russ Davis (Crazy Fresh)***
- ***Pacific Coast Fruit***
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