



FAQs – Kroger Co. Specification (Spec) Portal

How do I register for Spec Portal access?

- If your Company is registered in the Kroger Supplier Hub and you are a designated contact in one of the following Supplier Hub groups:
 - Main/Admin
 - Quality Assuranceyou should receive an email from Kroger with a username and temporary password for the Spec Portal. If you have not received this email, please contact cftintegrity@kroger.com.

How do I log in for the first time?

- The registration welcome letter from Kroger (with the subject “Welcome [Your Name] to the Kroger Company Specification Portal”) will include a username (your email address,) a (temporary) password, and a link.
Ignore the password—this password will not work due to a system bug.
- Click on the link, which will take you to the Spec Portal Welcome screen. Click on “English” just below the word “Welcome” on the left side of the window to open the login screen.
- On the login screen, click on ‘Forgot Your Password?’ at the bottom. The system will prompt you to enter the email address associated with your Spec Portal Contact (from the welcome email.)
 - A confirmation screen with ‘Thank you’ will appear. Save this screen, we’ll come back to it.
- You will receive an email with your username (your email address) and a temporary password.
- Go back to your browser. On the “Thank you” window, click the browser’s back button *twice* to go back to the Login page.
- Enter your username and temporary password from the new email on the login page and click on “I Agree to these Terms and Conditions.”
- You’ll then be prompted to set up your new permanent password.
- The application will open.

How do I log in subsequently?

- Go to the following URL:
https://plmsupplier.kroger.com/Supplierportal/Login.aspx?lang_login=0&locale=1033. You should see the login screen, which requires you to enter your username and password.
- Enter your username and password and click on the 'I Agree to these Terms and Conditions' button.

How do I log out?

- When logged into the Spec Portal you will see the words 'Log Out' in the top right-hand corner of the application. Click on these words to log out of the Spec Portal.

What if I forget my Spec Portal password?

- On the login screen there is an option labeled 'Forgot Your Password?' below the password entry field.
- Click on this link. You'll be asked to add the email under which your Spec Portal Contact Profile is registered.
- Once you submit this email address, your username and a temporary password will be emailed to you. You can then go back to the login page via the URL below:
https://plmsupplier.kroger.com/Supplierportal/Login.aspx?lang_login=0&locale=1033 where you will enter your username and temporary password and then set up your new password.
 - The login screen is also accessible via the URL in the email, which takes you to the site's Welcome page—just click "English" near the upper left of the page.

Technical Support Contact - What if I encounter a technical issue?

- If you encounter a technical issue, you can:
 - Call application support at 1-800-952-8889 and say 'P4P', or
 - Send an email to PLMSupportTeam-IBM@kroger.com.

How do I find specifications?

- From the Home screen in the Spec Portal, click on the tab labeled "**Specs & Docs - Specification and Document Management.**" You can also click on 'Specifications & Documents' on the tool bar below the "Home" title bar. Both links will take you to a screen where you can search for specifications by several criteria including specification name, spec status, spec number, etc...
- Please note you can search for all specifications by setting the search criteria to nothing except a "%" symbol (the Spec Portal's wildcard symbol) in the furthest right search box and clicking on the Search button.
- **Additional note:** On the bottom of the Home screen, you will also see specifications that require your attention in the Action Dashboard.

Why do I see multiple instances of my same item on the Specs & Docs tab?

- Specifications on the Specs & Docs tab are organized by Kroger's Receiving Facility by default. If you supply an item to more than one Kroger manufacturing facility, it will appear once for each Kroger facility.
- To streamline your view of this page, you can change the display from grouping by Receiving Facility to instead group by your company or facility. Open the drop-down menu in the upper left-hand corner that says "Group By:" and select Source Company or Source Facility instead. This will aggregate duplicate entries into single instances.

How do I print a specification?

- Click anywhere in the specification row and a pop-up window should display. If it does not, check that pop-ups are enabled for this site.
- In the pop-up window you will see the specification and its corresponding data sections that are available for printing.
- Check the checkboxes with the sections of data you want to print and click on the 'Print' button. A PDF file should be generated with the requested data.

How do I find Questionnaires (eQs)?

- From the Home screen in the Spec Portal, click on the tab labeled "**eQ** – *eQuestionnaire*." You can also click on 'eQ' on the tool bar below the **Home** title bar. Both links will take you to a screen that defaults to the eQ Action Items.
- Here you will see Questionnaires that require you to take an Action. You can click on the 'Historical eQs' tab if necessary and search for eQs by clicking on the column headers to search by the column criteria. For example, you could search by the Due Date of the Questionnaire.
- Whenever a Questionnaire is sent to you in the Spec Portal there is also a corresponding email sent. This email contains information like the Questionnaire number, specification name, and a link to the Questionnaire in the Spec Portal. You can get directly to the Questionnaire via this link.

How do I find important documents?

- On the Spec Portal Home screen, you can click on the tab labeled "**DRL** - *Document Repository Management*" Library. You can also click on 'Reference Library' on the tool bar below the Home title bar. This section of the Spec Portal contains guidance and instruction documents.

What if I can't fill in all the requested data in one session?

- Populate information in the Questionnaire and click on the 'Save' or 'Save & Close' buttons at the bottom of the Questionnaire if you need to come back to the Questionnaire to fill in data at another time.
- Additionally, it is highly recommended that as you populate information into the Questionnaire that you click on the 'Save' button at the bottom of the Questionnaire often to avoid any loss of data.

How do I respond to an eQ request?

- We ask that you go into the Questionnaire in the Spec Portal and fill in all the requested information.
- Information that is required is denoted by a star in the Questionnaire. There are general guidance documents around filling in the Questionnaire in the Spec Portal under the tab labeled “*DRL - Document Repository Management*” Library.
- Once you have filled in the necessary information in the Questionnaire you will click on the ‘Completed – Send to Kroger Co.’ button to submit the eQ to Kroger.

What if I receive a request for an item I believe that I don’t supply to Kroger?

- If you believe an item that is inactive is on your Specs & Docs tab or you receive a review request for such an item, contact your Sourcing Manager partner at Kroger and inquire about having the item deactivated. Kroger sourcing can help connect Kroger’s Line Number (KLN) at the beginning of the spec name with your item number and can review recent sales history.

How do I attach Documents to a Questionnaire?

- In the Questionnaire under the section labeled ‘Attachments’, click on the ‘Add New’ button. This should give you a pop-up with the option to add a document.
- Select the document and click on the ‘Open’ button. You should see the document attached to the Questionnaire. You can give the document a title now by clicking in the cell under the column heading ‘Title’. You can repeat this process to add additional documents.

How do I communicate through the Spec Portal?

- There are several ways to communicate through the Spec Portal. One way is by filling in Questionnaires and using fields in the form like ‘Comments’ to pass along information that does not fit within a specified field in the form.
- You can also communicate through the Spec Portal via requests for specification changes. Here you can click on the pencil and paper icon for the specification, and it brings up a template for you to use where you can generate a Questionnaire with changes you need to make to a specification that goes to Kroger for review.
- When you review and approve/reject specifications, you can add comments around why you approved or rejected the specification.

Why can’t I submit my Questionnaire?

- Usually, if you try to submit a Questionnaire but you cannot, there will be an error message at the top of the Questionnaire stating what required fields are missing data. You just need to fill in these missing data requirements and then you can submit the Questionnaire.
- If another specification or Questionnaire is open in another pop-up window, this may also prevent submission of a Questionnaire. If you receive an error message not attributed to missing required data, check for other open specs that can be closed. If this still does not resolve the issue, exit the Spec Portal, clear your browser cache, and reopen the Spec Portal in a new browser session.

What happens when I send the Questionnaire back to Kroger?

- When you submit a completed Questionnaire, Kroger will see the Questionnaire available in their PLM application. Kroger will also receive an email notification that you have submitted the Questionnaire. Additionally, you will receive an email notification that you have submitted the Questionnaire.
- Kroger will then review the Questionnaire. Kroger may resend the Questionnaire if more information is necessary or if data is missing. If no further data is needed, Kroger will add any acceptable changes to the specification in the PLM system.
- Once this specification is ready for concurrence, you will receive an email notification to review the updated specification in the Spec Portal and to either approve or reject the specification.

Why do I see multiple review requests for the same specification?

- Kroger issues separate Sourcing Approvals for each vendor facility that is approved to supply an item. For example, if your company has three facilities approved to supply the same item to Kroger, there will be three Sourcing Approvals, and you will likely receive a request to Approve all three at the same time.
- The specifications attached to these requests are all the same though, so only one print and review of the spec is necessary. If the spec applies to the item produced at all facilities, Approve each request by clicking each pencil and paper icon in the Spec Approvals section, then click on Approve/Reject from the pop-up window, and then select Approved from the drop-down menu before adding comments and clicking the large blue arrow.
- If however any changes are needed, first click Submit Changes from the pencil and paper pop-up window to initiate a Questionnaire. This only needs to be done once regardless of how many review requests/facilities you have. After submitting the Questionnaire, then every review request needs to be Rejected.
- If you Reject a Spec Approval before initiating a Questionnaire to submit changes, you still can (and should) initiate a Questionnaire from the Specs & Docs tab using the pencil and paper icons at the right end of every row for your specs.

If I Submit Changes for a Spec Approval review request, do I also need to Reject the review request?

- Yes, whenever changes are needed you should both Submit Changes by initiating a Questionnaire and Reject the review request.
- It is recommended that you Submit Changes first and then Reject the specification because Rejecting will remove it from your Action Items Dashboard.
- If you Reject before Submitting Changes though, you can still Submit Changes later by clicking the pencil and paper icon from the Specs & Docs tab.

I noticed a requirement about minimum shelf life remaining upon receipt when I downloaded a pdf of the specification, but I don't see the appropriate field in the Questionnaire when I Submit Changes. How do I request a change to this value?

- Not all items have a specification requirement for minimum shelf life remaining upon receipt, but some items do have this requirement for inventory management purposes. If you cannot support the length of time specified on the current spec, you may utilize the general Comments field of the Summary Information section at the top of the Questionnaire to propose changes to this minimum.

I can't see the 'x' to close a pop-up window in the Spec Portal. What should I do?

- Rarely, pop-up windows will be positioned in your browser window in such a way that the 'x' in the upper right-hand corner of the pop-up window to close that window is not visible. In these cases, you can click Alt + F4 to close the window, though beware that it will close the entire active window.