

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/>

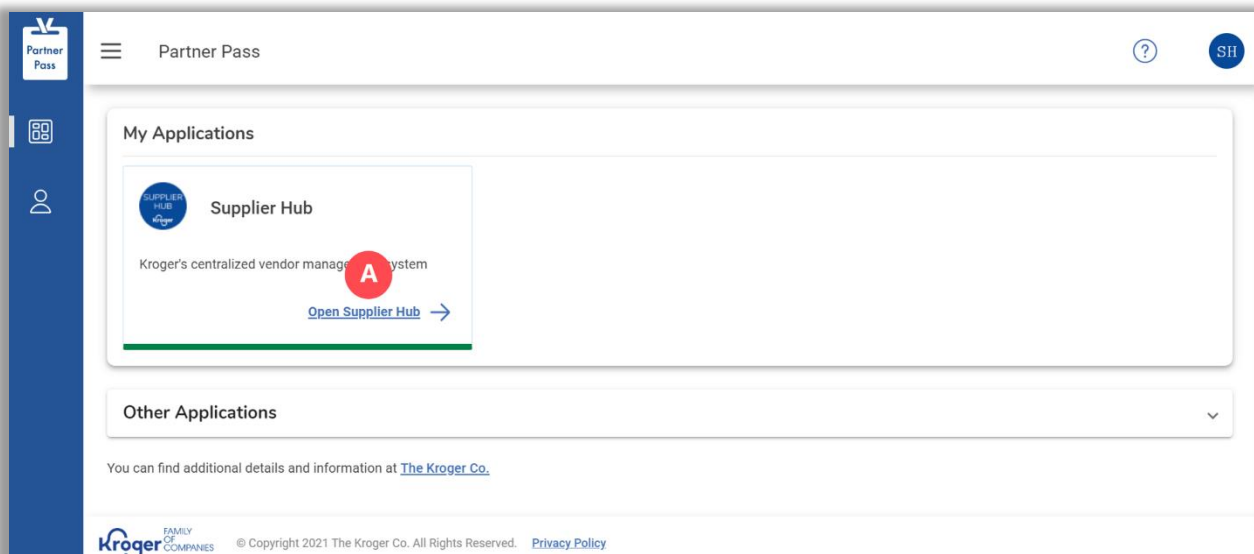
Note: Partner Pass is a secure single sign-on dashboard that allows you to access multiple Kroger applications with one ID and password.

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)**.



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

KROGER TECHNOLOGY Supplier Management

Suppliers

Quick Update
Company Profile
Organization
Categorization
Cybersecurity
Legal Information
Diversity
B Organization Contacts
Remit & Order Address Book

Hop Chong Trading Company Inc - Organization Number 3000009: Quick Update Update

* Indicates required field

Organization Name Hop Chong Trading Company Inc Dun & Bradstreet (DUNS) Number 048332191
Vendor Onboarding Status: Vendor Profile Approved Vendor Compliance Status Review & Submit - Pending

Hide Instructions

Welcome to the Kroger Supplier Hub! Use the menu on the left to go to the desired section, or use the buttons at the top right of the screen to navigate between sections.

If this is your first time accessing Supplier Hub or you would like to review information on completing and maintaining your profile, please visit our [Supplier Hub help page](#).

If you need assistance with your DUNS number, submit your request to [D&B Support](#). For detailed instruction, visit our [Supplier Hub help page](#).

Delete a Contact Without a User Account

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

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

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, ... | | |
| ▶ | Evan | Chong | EvanChong@hopchong.com | 1-7894567778 | Quality Assurance | | A |

Back Next

5. Click **Yes (B)**.

Confirmation

This contact association would be removed. Are you sure you want to proceed?

No 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, ... |  |
| ▶ | 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

Tip Please use a company email address, if possible. Personal email addresses of terminated employees may still have access to Kroger systems until removed. Company administrators are responsible for the maintenance of all users on the account.

Contact Details

Tip Changes to grayed-out fields and the inactivation or reactivation of users can only be made within Partner Pass.

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 authorized 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, 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](#)