



# FAQs for Kroger Product Introduction (PI) / Vendor Item Portal (VIP)

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Q1 )We used to load data using Discovery for Kroger, how is this different?

A1 )Kroger has decided to no longer use Discovery. To create new items:

1. *Add the items in 1WorldSync Item Management without the Discovery Playlist.*
  - *You may need to add one item hierarchy online in Item Management first and save and link the levels together.*
2. *Then you can Export to the Load Sheet (FUSE) spreadsheet to use as a template for loading additional items in bulk.*
3. *After you create your items in Item Management, Publish the hierarchy to Kroger and check you Sync Status Report.*
  - *Please attend the IM Overview and Troubleshooting training webinars if you would like to learn more about Item Management.*
4. *After publishing to Kroger, log in to Product Introduction and select the Ready to List Queue.*
5. *Begin to populate all the required attributes and validate.*
6. *Submit the hierarchy to Kroger and check the Comments for any Response or action required.*
7. *It is helpful to validate and Submit one full hierarchy online in Product Introduction and then you can use that hierarchy to Export to the Spreadsheet Data Loader (SDL) and have a sample template to use for updating attributes on other hierarchies in bulk.*

Q2 )We created items using Discovery for Kroger in the past, do we need to create these items again?

A2) No, you don't need to create your items again that you created with Discovery. However, you can't export the Discovery items to use as a template for new items going forward. You will have to use the process above (see Q1) to create new items going forward.

Q3)How do I know what Kroger Class to use for my products?

A3)Reach out to your Kroger Category Manager.

Q4) Is there a list of all the Kroger attributes and their definitions, for example a dictionary?

A4) The Kroger Attribute Sheet is posted on the 1WorldSync Kroger Trading Partner Landing page here: <https://1worldsync.com/community/find-a-trading-partner/kroger/>

Also listen to the [Kroger Vendor Item Portal How-to videos](#)



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Q5)What are the image requirements for Kroger?

A5)Visit the 1WorldSync Kroger Trading Partner Landing page here:

<https://1worldsync.com/community/find-a-trading-partner/kroger/>

Q6)I want to learn more about Kroger on my own, do you have any videos or recordings about Kroger and these steps?

A6) Yes! You can Listen to the [Kroger Vendor Item Portal How-to videos](#) (Log in to community.1worldsync.com with your username and password).

1. *Vendor-Item-Portal-Training-Introduction*
2. *Vendor-Item-Portal-Training-Module-1-Kroger-Attribute*
3. *Vendor-Item-Portal-Module-2-VIP-Navigation*
4. *Vendor-Item-Portal-Module-3A-GDSN-Item*
5. *VIP-Module-4-Spreadsheet-Data-Loader-SDL*

Q7)Where do I load my products if I am a GDSN Supplier?

A7) GDSN is the Global Data Synchronization Network. The GDSN enables companies to electronically transfer standardized product master data between trading partners. This allows a Supplier to share their products with one or many retailers e.g. Kroger. If you are a GDSN supplier, you load your product content into your Data Pool (e.g. 1WorldSync Item Management) and publish to Kroger. Then you log in to 1WorldSync Product Introduction (Kroger VIP) and enter the Kroger attributes to submit to Kroger.

Q8) Is Fred Meyer part of Kroger?

A8 )Yes, Fred Meyer is a division, you select that within the Region Information in Product Introduction (VIP).

Q9)I don't know the Geographic Region; how do I find out what that is?

A9)You can ask your Kroger Buyer or Category Manager.



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Q10) Depending on the item hierarchy the contact information may be different, is that ok?

A10) Yes, you can edit the contact information before submitting to Kroger

Q11) Do we have to add temperature information for Apparel items?

A11) Yes, temperature information is required.

Q12) What if my products have variable pricing what do I enter for pricing information?

A12) For questions about pricing, please reach out to your Kroger Category Manager or Buyer for assistance

Q13) What is Model GTIN, Order Lead Time and Dispatch Unit Price?

A13) Remember to use the Kroger Attribute Sheet as a reference for definitions of attributes. You can also hover over the attribute field name to see the definitions.

Q14) How do we create shippers/displays?

A14) You can use the SDL to upload the Kroger attributes for multiple products in bulk.

Q15) What if I don't have an image available at the time of item set up?

A15) You can use the attributes in the External File Link section to indicate the image is not yet available using "Image Source" = "Product Final Packaging Not Yet Available".

