

GlobalWorx Automated Alerts

Reference Guide



Please use this guide to understand the four different types of automated alerts GlobalWorx creates to send to our DSD vendors. All the data is provided to GlobalWorx by Kroger which is used to generate the automated alerts.

****Please note a vendor will not receive an automated alert for the same item/store under different alert types in a single day for OOS, NFAO, or LSO.****

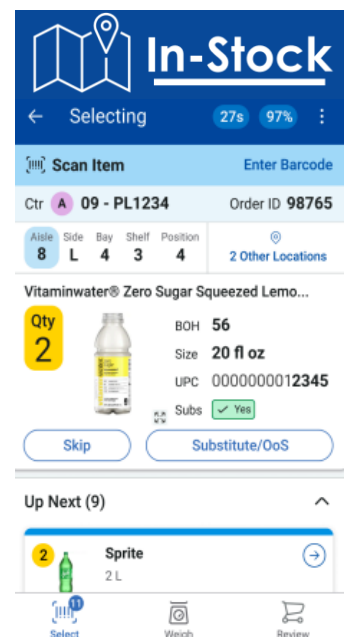
Out of Stock



Once a week the store leader or assistant store leader will be conducting a wall-to-wall scan of all out of stocks including DSD. We have recommended that the stores do this on Monday or Tuesday. Additionally, divisions utilize this scan for their receivers daily to scan all DSD out of stocks. Each day this report will be sent to GlobalWorx twice. Once in the morning at 9:30am local time and again at 12pm local time. GlobalWorx will create automated alerts for all items on this report for the AM alert but will only create alerts for the PM alert for items that were not previously generated for the AM alert.

Not Fulfilled as Ordered

This report is generated for all ordered items through pickup that were out of stock or substituted for our customers. Being in stock in pickup is a key driver to ensure continued sales in pickup. It is imperative that our DSD vendors are in stock to ensure that we continue to provide our customers with the products that they want. This report will be provided to GlobalWorx with the same cadence as Out of Stock automated alerts. Before an automated alert is generated as Not Fulfilled as Ordered, GlobalWorx will ensure that a previous alert wasn't sent as an Out of Stock alert in the AM and for the PM alert ensure an alert wasn't sent earlier in the day.



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Loss Sales Opportunities

Distributed By: FRITO LAY INC			
Role: Service Issue			
Store: Pick n Save #53400874 - Kenosha			
Vendor: FRITO LAY INC			
OOS:			
Scanned	UPC	Description	Status
09/23/2024 12:00 AM	2840030578	CHEETOS FLAMIN HOT POPCOR	Active
Notes: A CSI was created because of the following criteria: One or more items LSO for three or more consecutive days. The vendor has been notified of this alert. This issue was accepted on 09/24/2024 10:29 AM CST. PepsiCo Has Received Your Service Alert Message And Is Working To Resolve The Issue With Your Store Team.			

Every morning Kroger receives a report from Retail Insights. This reports provides Potential Loss Sales Opportunities of \$2 or more from the previous day between the times of 5pm and 11pm. This data is then provided to GlobalWorx where there is additional criteria that must be met before generating an automated alert to the vendor. The item must show up on the report 3 days in a row and must not be already reported as an Out of Stock or Not Fulfilled as Ordered alert. This type of alert will only be generated for AM alerts and if the supplier has provided a list of priority items, those are the only eligible items for this automated alert.

Outstanding Credits

This report will be generated once a week on Wednesdays to alert vendors in which of their stores there are likely to have outstanding credits that need to be processed on the next scheduled delivery. The alert is generated when a store has not processed sufficient credits for multiple weeks and/or is significantly behind the credit processing levels of similar stores. This alert is NOT done on a UPC level. The alert indicates there are missing credits across the assortment of UPCs for the vendor. The DSD Receiver will also be aware of the alert, and can follow up with the vendor upon delivery/merchandising to ensure the credits are processed

