

Kroger DSD Servicer Program Expectations

Step-by-Step Guide To Digital Check-In & Out

Logging In

All DSD Servicers must log in via the tablet.

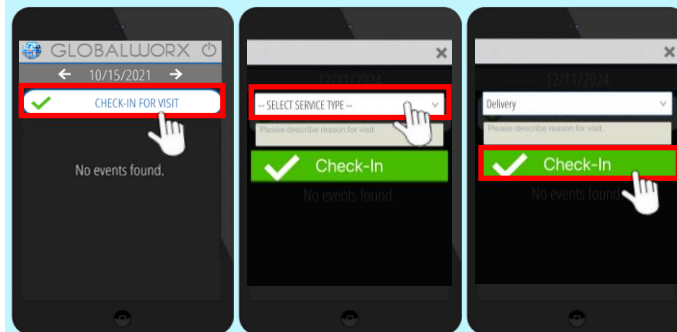
1. Select the **DSD SERVICER** button.
2. Select your **company name** from the list of vendors who service the store.
3. Select **Continue** to log in.



Checking In

All DSD Servicers are **required** to check in on the tablet before service.

1. **Log in** to the tablet. Refer to – *Logging In*.
2. Select **Check In For Visit**.
3. Select your **service role**.
4. Select **Check In**.

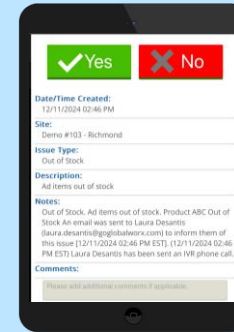


Service Alerts

After checking in, you will be prompted with any open service requests.

Select **“Yes”** to complete the request during your visit
Select **“No”** to keep the request open

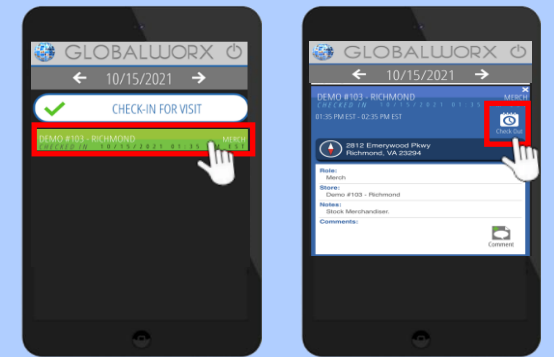
**Note: You can add comments to the service alert in the “Comments:” section at the bottom of the screen.*



Checking Out

All DSD Servicers are **required** to check out on the tablet after service.

1. **Log in** to the tablet. Refer to – *Logging In*.
2. Select your **previously checked in event**.
3. Select **Check Out**.



Store Assistance:

1. Check the tablet power source.
2. Check the tablet wi-fi connection.
3. If issues persist, submit a ticket with KSC Report Issue App on the Zebra device.

Vendor Assistance:

1. Review video tutorials on the Kroger tablet for help with how to check in & check out.
2. Vendors can check in and out if the tablet is not working by calling: **1-855-451-1535**. When calling, follow the prompts and provide the requested information, including your name and Vendor Company, **the division name or number** and the store name and number you are servicing, and the type of service being provided. **Division information MUST be provided for your visit to be logged via phone.**

