

Kroger Service Alert Types

ESCALATED ALERTS

The following alerts follow an escalation path and require acceptance and completion.

Alerts that follow the direct escalation path of Contact 1 → 2 → 3:

| | |
|--------------------|--|
| Out of Stock | Inventory |
| Out of Date | Delivery Discrepancies - Credit Required |
| Missed Service | Service Alert: Other |
| Need Merchandising | Auto Alerts: OOS |
| Display Execution | Auto Alerts: NFAO |
| | Auto Alerts: LSO Priority Items |

Alerts that follow a customized escalation path:

| | |
|----------------------------|-----------------------|
| Failure Processing Credits | Contact 2 → Contact 3 |
| Failure to Maintain 5S | Contact 1 → Contact 3 |

To respond to an Escalated Service Alert, click the link in the email to go to the GlobalWorx platform, where you can accept and complete the alert.

OUT OF STOCK

Hi Laura Desantis,

A service issue was created for Demo #103 - Richmond

Date/Time: 10/14/2024 03:22 PM

Issue Type: Out of Stock

Description: Ad items out of stock

Notes: Out of Stock. Ad items out of stock. Product ABC Out of Stock

[Click here to respond to this issue *](#)

NON-ESCALATED ALERTS

The following alerts DO NOT follow an escalation path and DO NOT require acceptance and completion.

Alerts that escalate directly to Contact 3 and will send a “Communicated” notification that does not require a response:

| | |
|-----------------------------------|-----------------------------|
| Product Left on Truck | Excessive Product Delivered |
| Missing NEX/ASN Invoice | Delivery Discrepancies |
| Late Delivery | Unprofessional Conduct |
| Missing Paper Invoice | Fire Lane Violation |
| Failure to Check-In/Out on Tablet | Vendor Issues - Other |

LATE DELIVERY

Hi Laura Desantis 3,

A violation was created for Demo #103 - Richmond.
No immediate response required.

Date/Time: 12/20/2024 01:10 PM

Issue Type: Late delivery

Notes: Late delivery

Created By: Manager, Demo #103 - Richmond

Reason: Receiving closing time: 3:00 PM

Time of arrival: 7:45 PM

Days: Monday, Thursday, Saturday

[Please click here to communicate back to the store *](#)

Alerts that are for reporting only and will not send a notification:

Unauthorized Equipment Usage
Failure to Check Out with Management
Positive Comment
Refrigerated Product Temp Check
Frozen Product Temp Check