

# KeHE DIGITAL SUPPLIER ORDERING PROGRAM

## FAQ

### **Q. What is the KeHE Digital Supplier Ordering Program?**

**A.** As announced in October 2019, KeHE has partnered with Genius Central to create a digital pathway for the exchange of critical supply chain data, such as orders, pricing, quantities, shipment timing and invoices between KeHE and their suppliers. With Genius Central assisting KeHE suppliers, all companies of varying technical capabilities will be able to exchange the EDI documents relating to order details requested by KeHE. KeHE will move all order processing to this digital platform on January 1, 2021, and is requesting that all suppliers are registered for the program by June 3, 2020.

### **Q. Which EDI Services does Genius Central provide?**

**A.** Genius Central is offering KeHE suppliers the ability to exchange order-related documents via EDI with ease, regardless of technical capabilities. Suppliers can exchange KeHE's required EDI documents through various connection methods including: via third-party provider, through direct connection or with GCHQ, our easy-to-use web portal. Genius Central has established the EDI connection to KeHE and set up the required EDI specs. GC will provide the suppliers with testing and certification of KeHE's required EDI documents, as well as the ongoing support for entire data exchange process.

### **Q. What will this program do for me?**

**A.** With hundreds of suppliers already onboarded into the program, we have received feedback on the benefits that suppliers are seeing, including:

- Eliminates manual processing
- Lowers the frequency of mistakes
- Provides visibility of order transactions into the supply chain

In addition, the Invoicing functionality, which allows you to submit invoices to KeHE electronically, enables a quicker turnaround on payments.

### **Q. Is my company required to participate?**

**A.** Yes, KeHE is requiring all vendors to make the transition to connect through Genius Central. Please contact our KeHE EDI Team at [keheedi@geniuscentral.com](mailto:keheedi@geniuscentral.com) to get started!

## Program FAQ

**Q. I already have an EDI provider. Can I just add KeHE as a trading partner?**

**A.** No, you will need to let your EDI Provider account manager know that you need to add Genius Central as the trading partner for all KeHE documents. If your EDI provider does not show Genius Central as a trading partner, they may still be working on setting up the connection. Follow up with your EDI provider to learn when the connection has been made.

**Q. I already have an EDI provider. Do I need to switch to Genius Central?**

**A.** No, you will not need to switch your EDI provider. Genius Central is the EDI provider for KeHE, which means that we can work together with your provider to accomplish the transfer of data. As part of the setup process, we will work with your provider to complete testing and make sure the EDI data is flowing efficiently between you and KeHE.

**Q. I already have an established EDI connection with KeHE. Do I still need to sign up for this new program?**

**A.** Yes. Beginning January 1, 2021, KeHE will only be accepting EDI documents through Genius Central, their Digital Ordering Partner. This means you will need to move your connection to Genius Central in order to transfer EDI data. Luckily, we have staff on hand to make this transition as simple as possible. Please contact us at [keheedi@geniuscentral.com](mailto:keheedi@geniuscentral.com) to get started.

**Q. What if my company does not have any EDI capabilities?**

**A.** Not to worry! Suppliers without EDI capability or in-house technical expertise will have access to an easy-to-use web portal, GCHQ, that provides a view of purchase orders and a simple way to view a purchase order, acknowledge that order, send advanced shipping notifications and invoice details. Our Supplier Support team will provide all the needed training for your company to hit the ground running.

**Q. How long will it take to get set up?**

**A.** Setup time depends on your company's type of implementation. For basic EDI service, with training and document testing (access to GCHQ to process KeHE purchase orders), it will take around two weeks to complete the process. Time to complete automated implementations will vary based on supplier's inhouse technical team project load, use of outside IT consultants, etc. Most suppliers can expect 4+ weeks for automated implementation and testing to be completed, but timing will vary on a supplier by supplier basis.

## Program FAQ

**Q. How much does the program cost?**

**A.** For suppliers without existing EDI capabilities, there is a one-time basic setup fee. An advanced setup fee is applied for suppliers with in-house EDI capabilities, an established connection with a third-party EDI provider or the ability to exchange files via SFTP. These setup costs cover all account setup, training, testing and certification. A flat monthly fee is assessed based on your established annual order volume. This fee is set on an annual basis with no hidden or surprise costs. There are NO confusing per document costs to calculate each month, making it simple for your finance team to reconcile and for you to budget.

**Q. What does the flat monthly fee cover?**

**A.** This fee covers the cost to keep and maintain the connection to your EDI provider, in-house EDI servers, access to GCHQ (web-based EDI portal), and all document transactions. This flat fee is tiered and assessed based on your annual order volume with KeHE.

**Q. Who do I talk to with billing or financial questions or concerns?**

**A.** Genius Central's Finance department is available to help with any questions about billing or payments. You can contact them at [accountsreceivable@geniuscentral.com](mailto:accountsreceivable@geniuscentral.com).

**Q. Who do I call with technical questions regarding this program?**

**A.** Genius Central's Supplier Support Team will be your main point of contact for any questions regarding setup, technical requirements, etc. Our team is available Monday – Friday, 8am – 6pm ET at 800.360.2231 or [operations@geniuscentral.com](mailto:operations@geniuscentral.com).

**Q. What are the Advanced Setup options?**

**A.** Genius Central supports the following connections to exchange EDI documents: SFTP, AS2 or with a third-party provider.

**Q. Who do I contact to get started?**

**A.** Please contact our Genius Central Supplier Sales Team at 800.360.2231 (option 3, then option 4) or email [keheedi@geniuscentral.com](mailto:keheedi@geniuscentral.com) to get started today!