

Frequently Asked Question (FAQ)

Kroger and One Network

End to end Supply Chain

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Getting Started

Kroger is asking us to send ELD data. How do I get started?

1. **Sign and return both ELD and Temperature Letters** to contractssupplychain@kroger.com.
2. **Fill out the 2 min, ELD Survey** (sent out on 11/20):
<https://forms.microsoft.com/r/sXsgT1x7cv>
3. **Fill out the 2 min, Temperature Survey** (sent out on 1/02):
<https://forms.microsoft.com/r/JKqZs80b93>
4. **Create an Account with One Network:** If your organization does not have an account with ONE Network, you must first create an account with One Network by visiting: <https://www.onenetwork.com/register-to-join-one-network>.
5. **Select your preferred integration method:** If your organization already has a ONE Network account, please make your selection below and start the process to send your ELD information:
 - Carriers and Brokers: [Carrier Integration – Kroger Transformation \(onenetwork.com\)](#)
 - Suppliers: [Supplier Integration – Kroger Transformation \(onenetwork.com\)](#)

How do I register with One Network?

A: Please visit <https://www.onenetwork.com/register-to-join-one-network>.

I have registered with One Network and I filled out the form on kroger.onenetwork.com. Now what?

Thank you for filling out the form.

If you have selected **EDI** or **API** as your integration method:

1. A member of our team will review your information, confirm your setup in the system.
2. If you have not integrated with us in the past, you will be sent an Integration agreement to sign.
3. The API/EDI team will then reach out to you complete the integration. This is the team that can help you with API or EDI questions along the way.

If you have selected **ELD**:

1. Please follow steps 1 thru 4 in [Quick Guide to ELD Tracking](#)
2. Within a day, a member of our team will reach out and provide you detail directions to onboard with your provider and answer any further questions you may have.

If you have selected **Mobile**, please use this guide to setup Mobile: [Driver Application User Guide](#)

In Scope vs Out-of-Scope

What is in Scope and what is Out of Scope?

In-Scope

Any Kroger or Vendor Managed shipments tendered through One Network or Itrade, whether a Kroger or Vendor Manage Lane

Out of scope for both ELD and Temp:

1. Inbound to a manufacturing facility, not tendered via One Network
2. Inbound to a Kroger Fulfillment Center
3. Direct Store deliveries (DSD)
4. Less than Truckload (LTL)
5. small parcel

Out of scope for Temp Requirements:

1. Ambient loads
2. All produce suppliers
3. All case-ready meat supplier

***Kroger defines FTL as shipments exceeding 10,000 lbs or 750 cubic feet.*

In Scope vs. Out of Scope

In Scope: Any Kroger or Vendor Managed shipments tendered through One Network or Itrade.

Out of Scope: " X "

	Location (ELD)	Temperature
Ambient Loads	✓	✗
Direct Store Deliveries (DSD)	✗	✗
Less than Truckload (LTL)	✗	✗
Small Parcel	✗	✗
All Produce suppliers	✓	✗
All Case-ready meat suppliers	✓	✗

Kroger's Definition of FTL: If the total amount of product(s) shipping to Kroger facilities exceed 10,000 lbs. OR 750 cube

Are floral shipments considered as produce?

Yes, floral shipments are considered produce. Floral shipments are not required to send **temperature** data to One Network

My shipments are Out of Scope. Am I exempt from signing the ELD & Temperature letter?

Kroger is requiring **all** Carriers, Brokers and Suppliers to sign and return the **ELD** letter to Kroger (ContracsSupplyChain@onenetwork.com). If you do not ship temperature controlled products to Kroger, you do not have to sign the Temperature letter.

What are the temperature monitoring requirements on single temp reefers & shipments that do not require bulkheads?

- If the Reefer Trailer is single temp, you are not required to send the temp of all three zones.
- If the shipment does not require different temperature zones, you are not required to send the temp of all three zones

My shipments are Less Than Truckload (LTL) although we exceed 10,000 or 750 cube feet?

Kroger defines Full Truck Load (FTL) as shipments exceeding 10,000 lbs or 750 cube.

If your shipments exceed this, they are considered FTL and you are not exempt.

Can an exemption be granted for local deliveries?

Exemptions will not be granted. Please keep in mind what is in Scope versus Out of Scope.

What do we do if we have capabilities to send single zone temperature but not three zone temperature?

Please send single zone temperature if you do not have three zones.

What will be the allowed temperature variance for all products, and will any products be denied?

At this time, Kroger is only concerned with receiving ELD/Temp data & turning on Auto-Scheduling. We hope these two enhancements will improve product visibility & ORAD performance. We have not set any product temp variances or discussed deny products through this solution.

One Network Data Integration Options

What are the different options for sending Location and Temperature data to One Network?

ELD Telematics Integration – ELD Based tracking is an easy and secure way to connect your ELD units to One Network to share vehicle location data.

Carrier Mobile Application Integration – This option allows carriers to send location tracking data directly from their Mobile device.

EDI Telematics Integration – EDI is a direct system-to-system integration that would push shipment location data from your internal systems to One Network

API Telematics Integration – One Network API supports timely and frequent updates from your source system to One Network

Where can I find EDI Specifications?

- [EDI 214 Spec \(Transportation Carrier Shipment\)](#)
- [EDI 990 \(Response to a Load Tender\)](#)
- [EDI 204 Spec \(Motor Carrier Load Tender\)](#)
- [EDI 210 \(Carrier Freight Details and Invoice\)](#)

Kroger managed carriers are required to send EDI 204, 214 and 990 to One Network.

Non-Kroger managed carriers are required to send EDI 214. EDI 204 and 990 are optional

Where can I find API Specifications?

[API Spec](#)

How do I get more information about the ELD Integration Method?

- Please reference our [Quick Guide to ELD Tracking](#)
- Please also see our list of [Supported Telematics Providers](#)

How do I get more information about the Mobile App?

Please reference the following:

- [Driver Application User Guide](#)
- [Anonymous Off-Network User Guide](#)

Where can I find the SFTP connection information?

SFTP connection information will be provided by our integration team as you work with them to establish your connection for sending data to One Network.

Other

As a supplier, do my carrier(s) send the Location and Temperature data to One Network?

Kroger does require all Suppliers, Carriers and Brokers to sign the ELD and Location letters and send back to contractssupplychain@onenetwork.com

Kroger and One Network do not have requirements on who sends the data. One Network can accept the data from the Supplier's TMS or direct from their carrier(s).

Our recommendation is:

1. Follow up with your carrier(s) and determine who will be sending the data.
2. If your carrier(s) will be sending the data, please have them take these actions:
 - a. **Create an Account with One Network:** If your organization does not have an account with ONE Network, you must first create an account with One Network by visiting: <https://www.onenetwork.com/register-to-join-one-network>.
 - b. **Select your preferred integration method:** If your organization already has a ONE Network account, please make your selection below and start the process to send your ELD information:
 - i. Carriers and Brokers: [Carrier Integration – Kroger Transformation \(onenetwork.com\)](#)
3. If you as the supplier will be sending the data, please Join One Network: <https://www.onenetwork.com/register-to-join-one-network/>

And gain:

- Visibility into Shipments and real-time tracking
- Propagation of issues up stream & downstream
- Multi-party execution of all scheduling and full visibility of carrier
- Real-time location tracking and temperature data
- Ability to measure on-time, in-full performance.

To learn more about One Network capabilities, please visit partnerservices@onenetwork.com

I use a TMS provider. Can they send the data to One Network?

Yes, they can!

1. **Sign and return both ELD and Temperature Letters** to contractssupplychain@kroger.com.
2. **Fill out the 2 min, ELD Survey** (sent out on 11/20):
<https://forms.microsoft.com/r/sXsgT1x7cv>
3. **Fill out the 2 min, Temperature Survey** (sent out on 1/02):
<https://forms.microsoft.com/r/JKqZs80b93>
4. **Create an Account with One Network:** If your organization does not have an account with ONE Network, you must first create an account with One Network by visiting: <https://www.onenetwork.com/register-to-join-one-network>.
5. **Select your preferred integration method. (You can enter your TMS providers contact information in the Technical Contract field if you want them included in communication from One Network)** If your organization already has a ONE Network account, please make your selection to start the process to send your ELD information: [Supplier Integration – Kroger Transformation \(onenetwork.com\)](#)

I am a Supplier and my Carrier(s) are sending the data to One Network. What actions do I take?

If you are the supplier and your carriers will be sending the data to One Network, please take the following actions:

1. **Sign and return both ELD and Temperature Letters** to contractssupplychain@kroger.com.
2. **Fill out the 2 min, ELD Survey** (sent out on 11/20):
<https://forms.microsoft.com/r/sXsgT1x7cv>
3. **Fill out the 2 min, Temperature Survey** (sent out on 1/02):
<https://forms.microsoft.com/r/JKqZs80b93>
4. **Join One Network:** If your organization does not have an account, please join the network: <https://www.onenetwork.com/register-to-join-one-network/> and you will gain:
 - Visibility into Shipments and real-time tracking
 - Propagation of issues up stream & downstream
 - Multi-party execution of all scheduling and full visibility of carrier
 - Real-time location tracking and temperature data
 - Ability to measure on-time, in-full performance.

To learn more about One Network capabilities, please visit partnerservices@onenetwork.com

We already have an existing EDI setup with One Network. What are my actions:

If you are already integrated with One Network via EDI data, the process is expected to be quick. We do still require the following:

1. **Sign and return both ELD and Temperature Letters** to contractssupplychain@kroger.com.
2. **Fill out the 2 min, ELD Survey** (sent out on 11/20):
<https://forms.microsoft.com/r/sXsgT1x7cv>
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 - a. Carriers and Brokers: [Carrier Integration – Kroger Transformation \(onenetwork.com\)](#)
 - b. Suppliers: [Supplier Integration – Kroger Transformation \(onenetwork.com\)](#)

Can we setup a call to discuss? I have many questions.

We can certainly setup a call. We do ask that you take the following steps prior to setting up a call:

1. **Sign and return both ELD and Temperature Letters** to contractssupplychain@kroger.com.
2. **Fill out the 2 min, ELD Survey** (sent out on 11/20):
<https://forms.microsoft.com/r/sXsgT1x7cv>
3. **Fill out the 2 min, Temperature Survey** (sent out on 1/02):
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Once these steps are completed, please reach out to edisupport@onenetwork.com and request a call with more detail on the type of questions you have. This will ensure we have the right subject matter experts on the call.

What do I do if carriers do not have ELD or temperature capabilities?

For location data, you will need to be setup with an ELD provider and have ELD devices installed and data sent by February 1st. Here is a list ELD providers to get you started:
<https://kroger.onenetwork.com/wp-content/uploads/2023/11/Supported-Telematics-Providers.pdf>

We encourage you to review Kroger’s requirements for sending Location and Temperature data to ensure your shipments meet the requirements to send this data.

What are chargebacks (if any) for failure to meet the ELD and Temperature requirements?

We are asking all carriers and vendors to meet the requirement of sending location data by February 1st, 2024. Kroger will be monitoring for ELD tracking compliance. Kroger does not have a fee structure to support chargebacks at this time.

Is there a cost associated with getting a One Network account and sharing our data?

As you go through the registration process to join One Network, you will be presented with terms of service which will outline the costs.

Integrating your real time Location and Temperature data via API and EDI have integration costs associated. As we process your EDI/API integration request, you will be presented with an Integration agreement which will outline the costs.