

KeHE DIGITAL SUPPLIER ORDERING PROGRAM

FAQ

Q. What is the KeHE Digital Supplier Ordering Program?

A. 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.

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. Is my company required to participate?

A. KeHE is strongly recommending that all of its supplier not currently connected to EDI with KeHE participate in the Digital Supplier Ordering Program. There are many benefits to participating in the program including a reduced order to cash cycle for vendors.

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.

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. 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. 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 (if you choose to use GCHQ to process KeHE purchase orders), it will take about a week to complete the set up process and needed training. Time to complete automated implementations will vary based on supplier in-house technical team capability, use of outside IT consultants, or third-party providers.

Q. Who do I call with questions about how to process my order in GCHQ?

A. Genius Central's Supplier Support Team will be your main point of contact for questions on how to process KeHE orders with this new program. Our team is available Monday – Friday, 8am – 6pm ET at 800.360.2231 or operations@geniuscentral.com.

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 to get started today!