

Service Channel (eSupport)

Service Channel is an online, real-time reporting tool used to resolve issues for Kohl's Stores.

URL: kohls.servicechannel.com

Issue Resolution Overview

Vendor responses are required within 24 hours of an issue being submitted or updated (within a standard work week) throughout the duration of each project.

- eSupport notification emails are sent to vendors when issues are initially submitted.
- It is the vendor's responsibility to review issues and respond or take action based on the statuses outlined below
- Replacement POs must be issued for all eSupport issues.
 - Items should NOT ship or deliver to our Stores without a PO.

Vendors actionable to Work Order/Ticket.

Kohl's actionable and Vendors should not adjust status but add a note if applicable



Status	Definition	Vendor Action	Kohl's Action
Open	Issue submitted by store/contractor awaiting Corporate or Vendor response	Respond within 24 hours of being assigned a ticket. If Missing item/s or PO please provide the following: <ul style="list-style-type: none"> • Ship to Destination • Carrier • Tracking/Pro # • Attach BOL/Pack list • Create Replacement Proposal (Even when no charge to Kohl's) 	Kohl's reviews WO's for updates and responds 2-3 times per day. Kohl's responds to the following statuses: <ul style="list-style-type: none"> • KRP • WFA/ Proposal Approved • Parts Shipped • Unsatisfactory
Dispatch Confirmed (DC)	Work Order has been viewed by vendor	Same as above	Same as above
Vendor Response Pending (VRP)	Additional information is needed from vendor in order to find resolution	Respond within 24 hours <ul style="list-style-type: none"> • Supply further details to assist the site in finding resolution • Update status to Kohl's Response Pending and Schedule Date to next day's date. Other Examples: <ul style="list-style-type: none"> • Revisions to proposal, attach and update status to WFA. • WO Updated with PO. Accept receipt of PO by moving to VCS and update Schedule Date 	Kohl's will change the WO status to one of the following: <ul style="list-style-type: none"> • Update to inquire more details of the vendor/Store/Contractor and adjust the status accordingly • Advise if replacement is approved (from proposal uploaded by vendor) by placing in PA to internally create a PO

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Status	Definition	Vendor Action	Kohl's Action
Waiting for Approval (WFA)	Vendor has placed WO with a proposal from Open/Dispatch statuses already. Should a revision be required to the proposal, please supply a new proposal and adjust status to WFA.	Vendor uploads a proposal for replacement	Kohl's will review and issue a PO if approved. This will be emailed through Oracle to the vendor. The WO will be updated to reflect the PO # and ship date provided from the Proposal.
Vendor Coordinating Shipment (VCS)	Vendor acknowledges the PO through Oracle and the WO by moving the ticket to this status of VCS.	Review Scheduled Date/s Daily <ul style="list-style-type: none"> Respond and update current date and review past dates. Change status to Parts Shipped and update with shipping details Minimal updates to WO unless shipping details are available. 	Once the Schedule Date has past, if no update Kohl's will request on all current and past dates.
Parts Shipped (PS)	Vendor has shipped the replacement materials and applied shipping details within the ticket	Update Shipping Details: <ul style="list-style-type: none"> Destination Carrier Shipping Tracking # Update Schedule Date with Delivery Date Reschedule Reason- Choose: Updating to Original Schedule Date 	Kohl's will notify the store/contractor and adjust the status to Leave Feedback with the shipping details. <ul style="list-style-type: none"> Stores/Contractors have 30 days to confirm receipt
Kohl's Response Pending (KRP)	Additional information is needed from Corporate Partner in order to resume resolution process.	No Action Needed. If Vendor has additional updates to provide, feel free to share if necessary.	Kohl's will carry over any information the vendor provided if applicable, request updates and adjust the status appropriately.
Proposal Approved (PA)	Kohl's Corporate has approved the proposal provided from vendor for replacement.	No Action Needed. In a previous status as a vendor you've already provided the proposal.	Order is being created within Oracle, please look for an update shortly from both Oracle and Service Channel.
Unsatisfactory	Unsatisfactory feedback was provided by the store/contractor.	No Action Needed. Unless you have more to offer that the shipment was delayed, etc. Provide additional notes and/or photos and adjust the status to KRP.	Kohl's will pull the tracking detail to provide the store/contractor further details of who signed/when for the materials or request further info.