eSupport Vendor Resource

KOHL'S®

eSupport Vendor
Resource

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TIP! **Quickly find what you need!** Click on a topic below or press Ctrl F to search for a word or topic.

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Service Channel (eSupport)
https://fixxbook.servicechannel.com/ is an online, real time issue reporting tool used to resolve issues for Kohl's Stores.
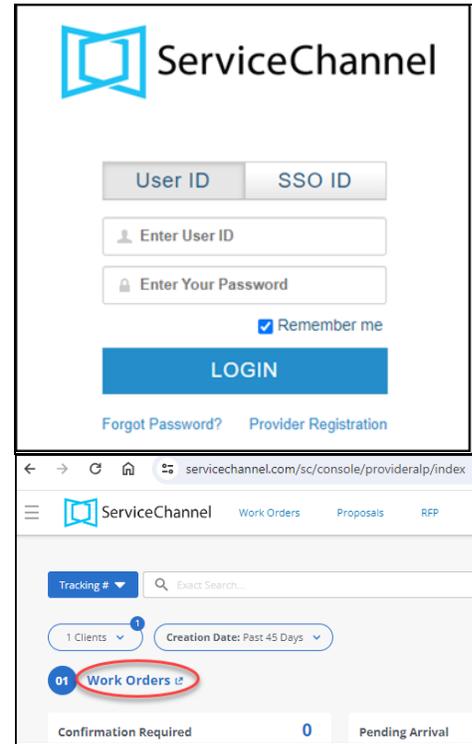
Procedure

- Login – Apply your Username and Password provided by Service Channel
- Select Login (Check Remember me for automatic login in the future)

View Work Orders (WO)

- Select **Work Orders**

To View WO's without a filter needed, always update to **Past Year** and select **Apply**

**Vendors using multiple departments within Kohl's, please note the different processes for receiving payment.
Kohl's Capital, New Store, Sephora, Support Services and Special projects require a PO prior to vendor's shipment. Kohl's LP and Facilities utilize invoicing directly from SC.
**See below for how to view the different department details. ****
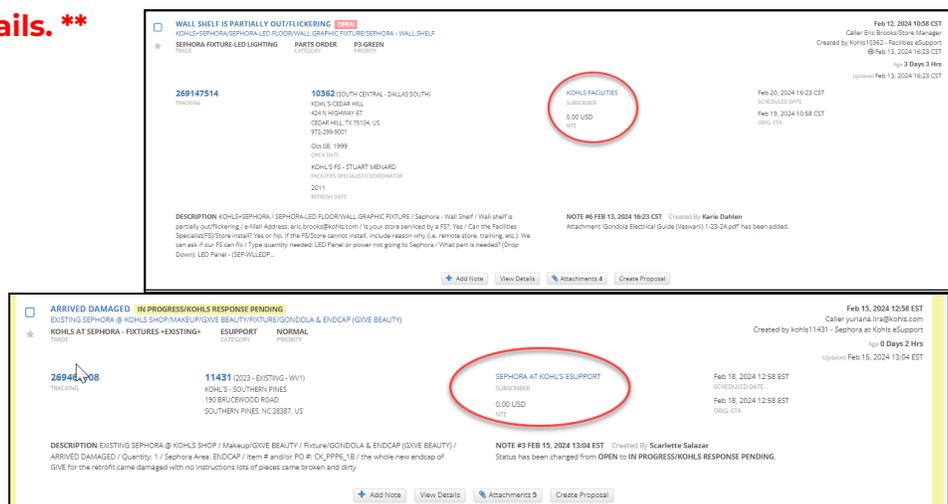
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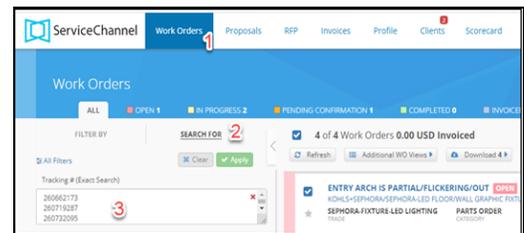## Resource

Set-up your filters

(To customize your project/vendor needs – For Example - Title "Open eSupport Issues")

- Select **Past Year**
  - Optional:
  - **Location ID** (Kohl's Store Location ID (1XXXX) – 5 digits
  - **Trade** (Example – Kohls at Sephora – Fixtures, Purchasing/Supplies)
- **Status:** (Examples – Open and In-Progress)
- **Save Current Filter** (the appropriate WO's will auto filter by your request)

- **Name the Filter** (Example – Open eSupport Issues) for future use
  - Note: If you are not able to locate a WO, it could mean your filters require adjusting. You can save over prior filters or create as many as needed.
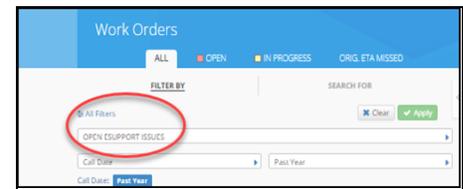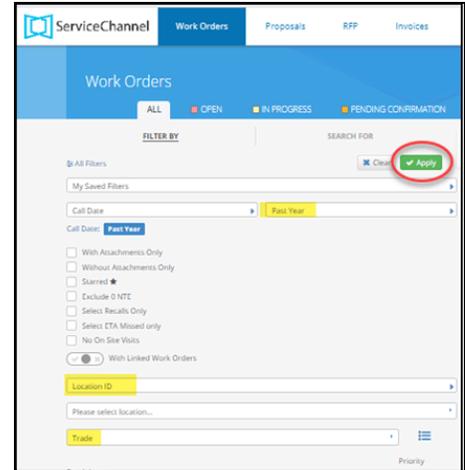
View Multiple Work Orders

1. Select the **Work Orders**
2. Select **Search For**
3. Add the work order (ticket) numbers If pulled from the excel download it will automatically pull with a character return. If manually adding, separate with commas or apply return)
- Select Enter(Please review duplicate WO's and indicate when applicable on the corresponding WO's)

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Status Definitions

Vendors actionable to Work Order/Ticket.

Kohl's actionable and Vendors should not adjust status but can 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: • 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: • 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 • 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: • Revisions to proposal, attach and update status to WFA. • WO Updated with PO. Accept receipt	Kohl's will change the WO status to one of the following: • 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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		of PO by moving to VCS and update Schedule Date	
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 • 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: • 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. • 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.

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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.

Action to Work Order (WO)

Review of Replacement Part or Full Fixture Need
- Take note of the following:
  - **Description Details** - Revised training has been released to all stores to ensure best accuracy of the description details are selected for quickest resolution. Please review and provide an update to WO.
    - Note, sometimes stores/contractors can select the incorrect description. Please review attachments and advise.
  - Schedule date - Kohl's expectations is vendors response within 24 hours of receipt
  - **+Add Note** - How you will communicate with the store/contractor/Kohl's
  - **View Details** - Provides the ability to see prior communication from all parties
  - **Attachment** - Store/Contractor could provide drawings, images, BOL's. Check this detail to ensure all parties are accurate with missing/damage details. Update with further attachments as needed. Ensure photos are in .jpeg/.jpg or .pdf format, are less than 4MBin size, and are saved on hard drive of computer.
    - *NEW* .HEIC files will now be accepted as of January 2025 (i.e. "live" photo from iPhone).
  - **Create Proposal** - Needed inorder for Kohl's to proceed if the store requires the item and create a Purchase Order (PO).
  - **Kohl's Approved Item Label** - Ensure following receipt of PO and replacement shipment to store this label is clearly displayed on packaging.

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Add a Note

1. Select **+Add Note**
2. Select **New Status** - Change the Status to Kohl's response Pending (KRP)
3. **Scheduled Date** - Adjust this date to the next date
4. **Add Attachment** - Select a File (add tracking, BOL, photo, installation, etc.)
5. **Save and Send Note** - Required to record the new note/update.

View Details (Select View Details)

- **Add a Note** – from this screen, follow the above steps if further action is required

Add Attachment (Select Attachment)

- Browse a file - Locate your file internally
- Select Upload
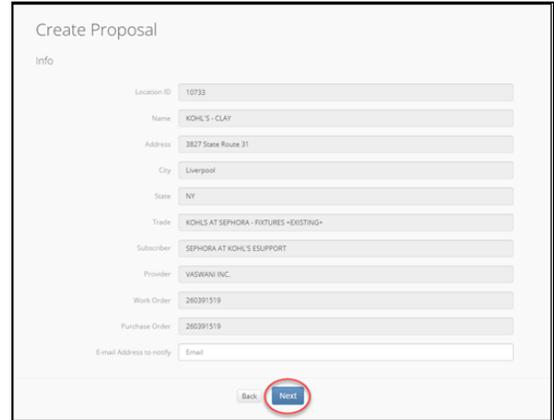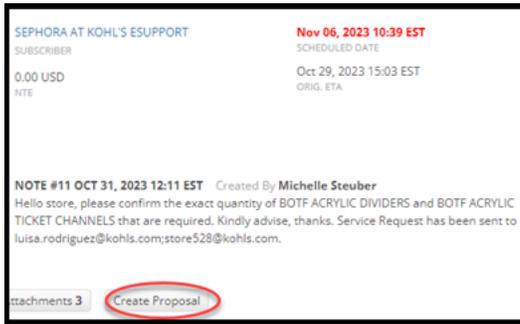- Download Attachments - To view previously uploaded images, see "Download # Attachments)

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Create Proposal (Select Create Proposal)

- Select **Next**
  a. Fill in the required text on each page of the proposal (Click the arrow to move to the next page)

- **Add Project Name & Description**
  (EX: 2024 Sephora SM Format)
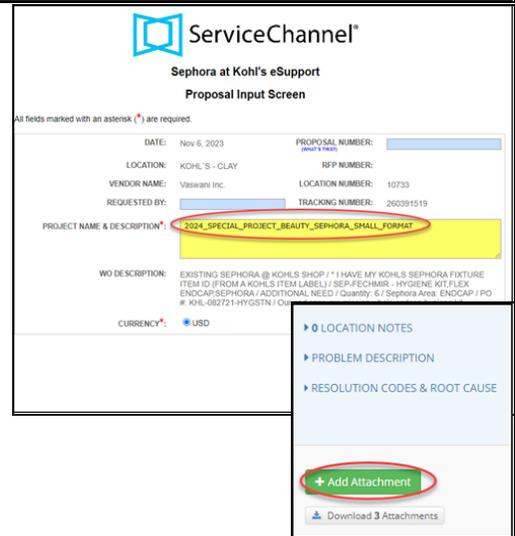
- **Description** – Description of the Kohl's needed Item
- **Qty** – Total Quantity Needed On-site
- **Unit** – Kohl's Item Number ONLY (leave blank if exception is for a part only)
- **Price** – Price of replacement (No Cost replacements - $0.01)
- **Ship Date** – Vendor's first available ship date
- Click the Arrow
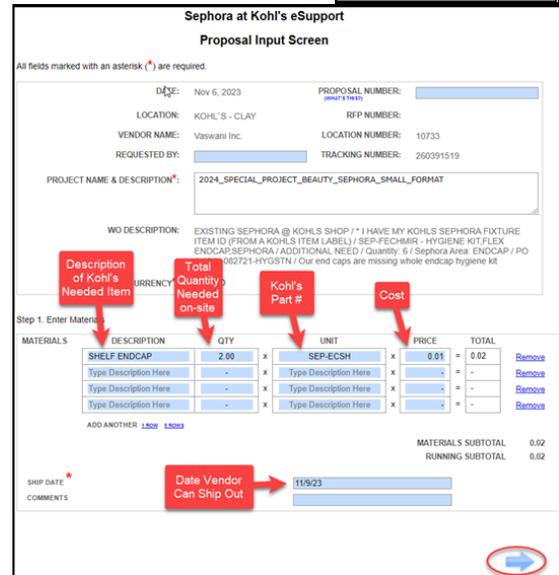
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- Click **Preview Proposal**

- **Choose Files** – To add attachment (Another opportunity to add Tracking, BOL, photos, Installation, etc. This is an alternative location to also add attachments. Once loaded in either location, the update is made to the ticket)

- **Check box** – I Confirm the date on the form is correct
- Click **Submit Proposal**
  - Issue Status changes to Waiting for Approval for Kohl's to review
- **Confirmation Kohl's has accepted the Proposal**
  - Kohl's may adjust the status to Proposal Approved (To work offline in Oracle creating the PO)

- **Status is Changed** to Vendor Response Pending (VRP) and the PO and proposal ship date are applied to the WO.
- **Vendor Action** – Please confirm receipt by adjusting the status to Vendor Coordinating Shipment, acknowledge the PO in Oracle, and update the scheduled date to ship date per the PO.

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NEW STATUS - Parts Shipped

- **Parts Shipped** – Vendor is able to share tracking details
    - All items shipped to the store are required to have a PO #, Kohl's Auth #, & Label attached
    - Orders provide special instructions as well as labeling instructions
- Select **Add a Note**
- Select New Status **In-Progress/Parts Shipped**
    - Fill in the following fields displayed in yellow to provide the tracking information
    - Destination - Direct to Store / Consolidation
    - Carrier - Fedex, UPS, DHL, ABF, Other
    - Shipping Tracking # - Indicate the tracking number here
    - Note: If applying tracking, no need for "Note" field to populate
    - Schedule Date: Please indicate the on-site date the shipment will be delivered
    - If you change your "Schedule Date" to an earlier arrival, you will need to select: Reschedule Reason - Select Updating to Original Scheduled Date or appropriate response

Reporting

Reporting

(Excel download is available to sort by Project, Store, Extended Status)
- Check the radio button in red below
- Select **Download**
- Select All Calls (Long Format) Reports
- If the total amount of intended WO's do not display, to the right adjust the count higher

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View Multiple WO Tip
- Circled columns Kohl's suggests to sort by or review regularly.
  - Store
  - Tracking
  - Scheduled Date
  - Status Ext.

Mobile App

Logging In
- Step 1: On a mobile device, download the ServiceChannel Provider application from the app store.
- Step 2: Login with user id and password.
  - Please note: The app is helpful for adding notes and images while at a Kohl's location. It does not allow for creating proposals and adjusting the status.

Sort
- Select **Sort**
- View Work Orders by filters provided

Search
- Type the WO into the search box
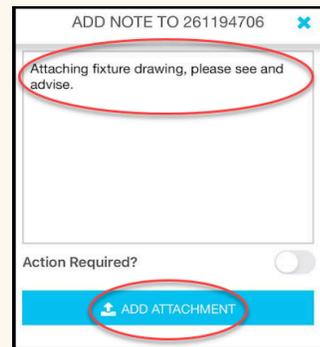- Select Search

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Add Note
- Review Description and WO details
- Select **Add Note**
- No need to add an email for distribution
  - Kohl's reviews tickets multi times per day
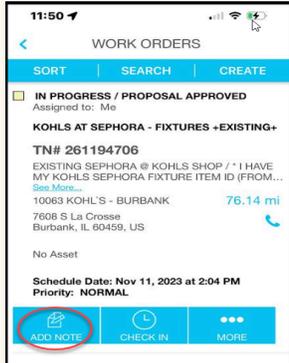
Add Attachment
- Type details in the WO
- Select Add Attachment
- Take a new photo or pull from your gallery

Contact for Assistance

Vendors are contracted with Service Channel directly. If you are experiencing a challenge with the product, please feel welcome to contact the following:

eSupport/Service Channel Support
- Provider Support Hotline
  Monday - Friday, 8 am - 11 pm ET
  855-899-5867
- contractorsupport@servicechannel.com

Kohl's eSupport Assistance
- General Administrative Needs/Questions - esupport.procurement@kohls.com