

# eSupport Vendor Resource

**KOHL'S**

*Confidential / Do Not Disclose Outside of Kohl's  
Published Feb 2026*

# 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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# eSupport Vendor Resource

## Overview

### Service Channel (eSupport)

<https://fixxbook.servicechannel.com/> is an online, real time issue reporting tool used to resolve issues for Kohl's Stores.

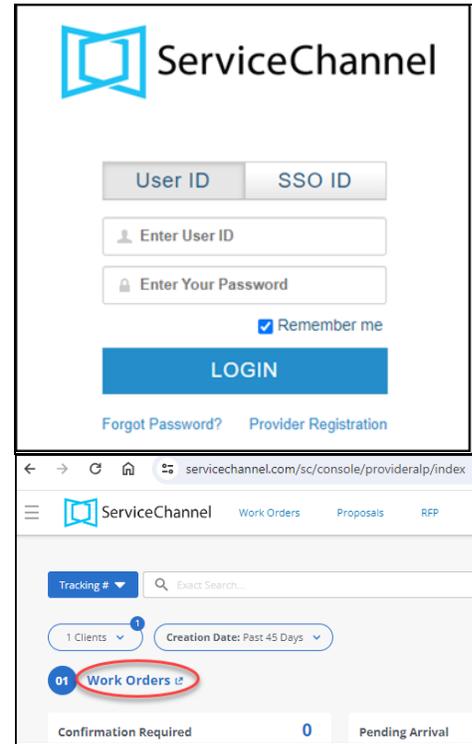
### Procedure

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

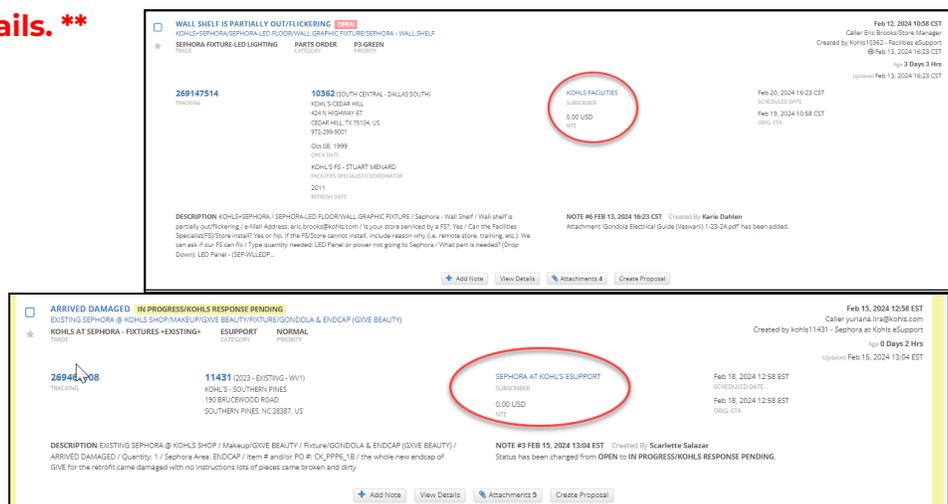
### View Work Orders (WO)

- 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. \*\***



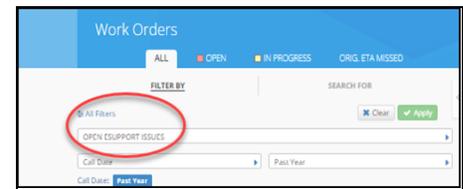
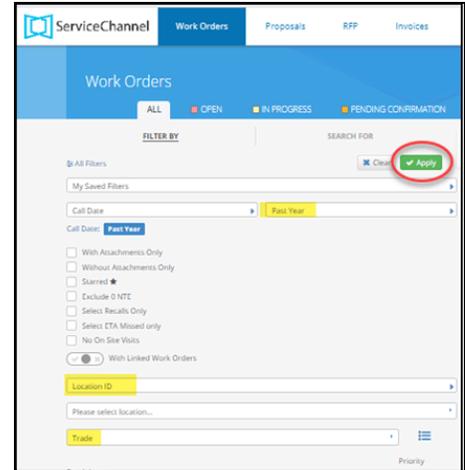
# eSupport Vendor Resource

## Filter Set-up

### Set-up your filters

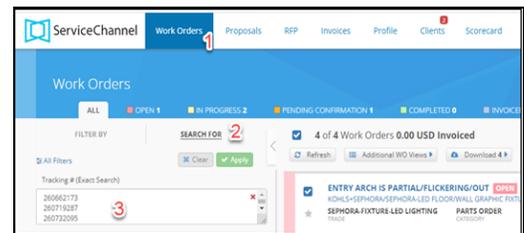
(To customize your project/vendor needs – For Example - Title “Open eSupport Issues”)

- 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

### 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: <ul style="list-style-type: none"> <li>• Ship to Destination</li> <li>• Carrier</li> <li>• Tracking/Pro #</li> <li>• Attach BOL/Pack list</li> <li>• Create Replacement Proposal (Even when no charge to Kohl's)</li> </ul>	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"> <li>• KRP</li> <li>• WFA/ Proposal Approved</li> <li>• Parts Shipped</li> <li>• Unsatisfactory</li> </ul>
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"> <li>• Supply further details to assist the site in finding resolution</li> <li>• Update status to Kohl's Response Pending and Schedule Date to next day's date.</li> </ul> Other Examples: <ul style="list-style-type: none"> <li>• Revisions to proposal, attach and update status to WFA.</li> <li>• WO Updated with PO. Accept receipt</li> </ul>	Kohl's will change the WO status to one of the following: <ul style="list-style-type: none"> <li>• Update to inquire more details of the vendor/Store/Contractor and adjust the status accordingly</li> <li>• Advise if replacement is approved (from proposal uploaded by vendor) by placing in PA to internally create a PO</li> </ul>

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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 <ul style="list-style-type: none"> <li>Respond and update current date and review past dates. Change status to Parts Shipped and update with shipping details</li> <li>Minimal updates to WO unless shipping details are available.</li> </ul>	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"> <li>Destination</li> <li>Carrier</li> <li>Shipping Tracking #</li> <li>Update Schedule Date with Delivery Date</li> <li>Reschedule Reason- Choose: Updating to Original Schedule Date</li> </ul>	Kohl's will notify the store/contractor and adjust the status to Leave Feedback with the shipping details. <ul style="list-style-type: none"> <li>Stores/Contractors have 30 days to confirm receipt</li> </ul>
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.
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## 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 in order 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.

**ADDITIONAL NEED** | IN PROGRESS/STORE RESPONSE PENDING | EXISTING SEPHORA @ KOHL'S SHOP / \* I HAVE MY KOHL'S SEPHORA FIXTURE ITEM ID (FROM A KOHL'S ITEM LABEL)SEP-FECHMIR - HYGIENE KIT,FLEX ENDCAP,SEPHORA

★ **KOHL'S AT SEPHORA - FIXTURES +EXISTING+** | **ESUPPORT** | **NORMAL**  
TRADE | CATEGORY | PRIORITY

260391519 (TRACKING ID)

10733 (2021 - EXISTING)  
KOHL'S - CLAY  
3827 STATE ROUTE 31  
LIVERPOOL, NY 13090, US  
(315) 622-2048  
Apr 01, 2004  
OPEN DATE

SEPHORA AT KOHL'S ESUPPORT  
SUBSCRIBER  
0.00 USD  
NITE  
(1) PRP110323151649850  
OPEN  
PROPOSAL

Nov 06, 2023 16:21 EST (SCHEDULED DATE)  
Nov 03, 2023 16:21 EST  
ORIG. ETA

DESCRIPTION EXISTING SEPHORA @ KOHL'S SHOP / \* I HAVE MY KOHL'S SEPHORA FIXTURE ITEM ID (FROM A KOHL'S ITEM LABEL) / SEP-FECHMIR - HYGIENE KIT,FLEX ENDCAP,SEPHORA / ADDITIONAL NEED / Quantity: 6 / Sephora Area: ENDCAP / PO #: KHL-082721-HYGSTN / Our end caps are missing whole endcap hygiene kit

NOTE #4 NOV 03, 2023 14:47 EST Created By Michelle Steuber  
Store- please confirm which endcaps need these? Service Request has been sent to taylorlchresbr@kohls.comstore733@kohls.com

Oct 31, 2023 16:21 EST  
Caller  
taylorlchresbr@kohls.comstore733@kohls.com  
Created by Kohls10733 - Sephora at Kohls eSupport  
Age 6 Days 0 Hrs  
Updated Nov 03, 2023 14:47 EST

+ Add Note | View Details | Attachments 2 | Create Proposal

**KOHL'S** | **KOHL'S APPROVED ITEM LABEL**

COMPLETE THIS SECTION FOR EXCEPTIONS ONLY  
eSupport Tracking #: 1418709345

STORE # 10101

Project Name: 2023 CAPITAL PROJECT: KOHL'S AUDIT LABEL  
Vendor Name: ABC Company  
Purchase Order #: D012345 | Item Drawing:

Kohl's Item #: MH-115A9K  
Item Qty: 10  
Item Description: KIT PEGHOOK L75SLATWAL W/180TIP CHROME 4IN/1.25 OPEN25/CTN

Department: JUNIORS  
KIT ID #: MP837F

Box/Pallet 1 of 1

STORE (S) OR CONSTRUCTION (C)  
**S**

# eSupport Vendor Resource

## 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.

The screenshot shows a form for adding a note to a work order. The form includes fields for Work Order # (260391519), Location ID (10733), and a Note text area containing the example text: "Example - \*\*Please supply additional photos,\*\*". Below the note field are checkboxes for "Action Required" and "Send a Copy to Myself". There are also dropdown menus for "Expiration Date" (Nov 03, 2023 16:21), "Select New Status" (IN PROGRESS/KOHL'S RESPONSE PENDING), "Scheduled Date" (Nov 07, 2023), and "Reschedule Reason" ([NONE]). A "My Email" field contains "vinay@vaswaning.com". At the bottom, there is a "Select a File" button and a "Save and Send Note" button. Red circles and numbers 1 through 5 highlight the following elements: 1. The Note text area, 2. The "Select New Status" dropdown, 3. The "Scheduled Date" field, 4. The "Select a File" button, and 5. The "Save and Send Note" button.

## View Details (Select View Details)

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

The screenshot shows a table with columns for "ATTACHMENTS & NOTES", "STATUS HISTORY", "CHECK IN/OUT", "CHECKLIST", "ASSET DETAILS", "ASSET HISTORY", "PROVIDALS", and "MARKS & MESSAGES/PRINTS". The table contains three rows of notes. The first row is dated 10/31/2023 12:12 EST, created by Michelle Steuber, and mentions "BOTTle DIVIDERS and BOTTle ACrylic TONET CHANNELS". The second row is dated 10/31/2023 12:12 EST, also created by Michelle Steuber, and mentions "Scheduled Date changed from Nov 01, 2023 10:39 EST to Nov 06, 2023 10:39 EST". The third row is dated 10/30/2023 14:41 EST, created by Lee Ann Falta, and mentions "BOTTle DIVIDERS and BOTTle ACrylic TONET CHANNELS".

## Add Attachment (Select Attachment)

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

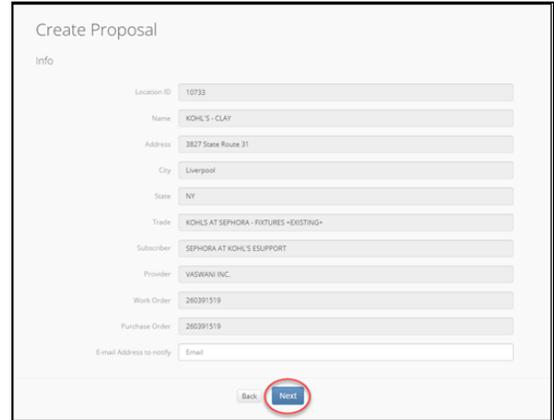
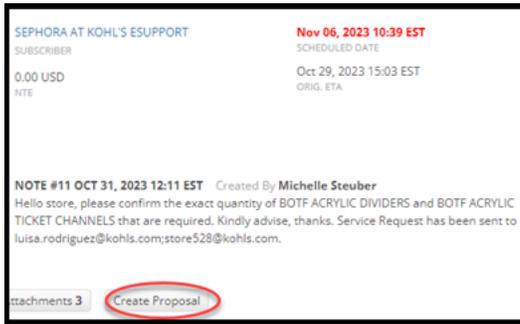
The screenshot shows the "Upload Attachment" form. It has a "Select a file to upload" section with a text input field containing a long alphanumeric string and a "Browse a file" button. Below this is a "Description" section with a text input field containing "Pack List, Tracking, Images of shipment departure included". At the bottom, there are "Cancel" and "Upload" buttons.

The screenshot shows two buttons: a green "+ Add Attachment" button and a blue "Download 3 Attachments" button with a download icon.

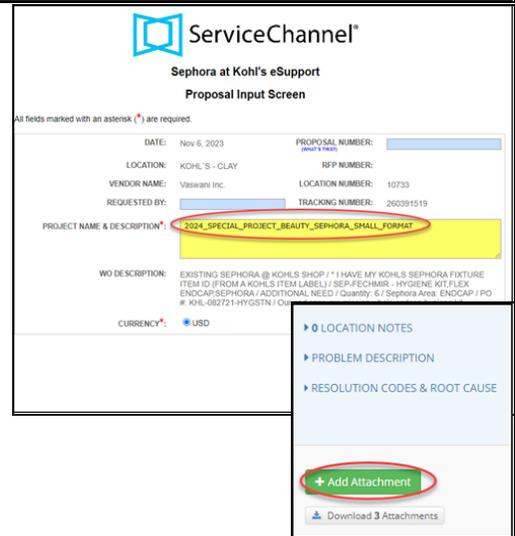
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## Create Proposal (Select Create Proposal)

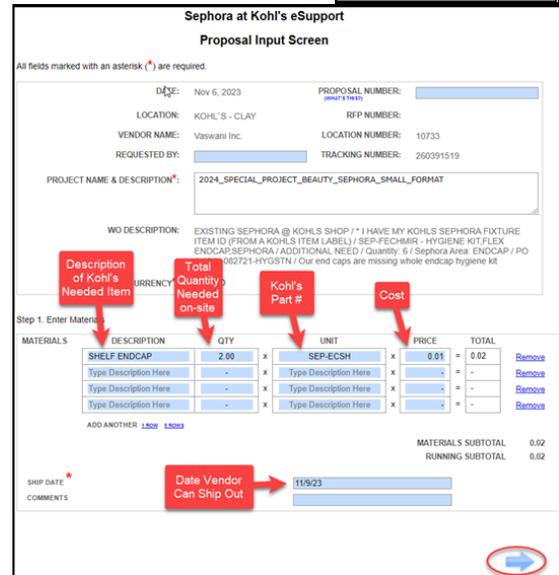
- Select **Next**
  - a. Fill in the required text on each page of the proposal (Click the arrow to move to the next page)



- **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



# eSupport Vendor Resource

- Click **Preview Proposal**

CURRENCY USD

Preview Proposal

PRINTING Print Proposal Summary Print Full 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)

Step 2. Attachments (optional)

YOU CAN ATTACH UP TO 5 FILES (5MB EACH)

SELECT FILES TO UPLOAD

Choose Files No file chosen

HIDE ALL SECTIONS

SPEND BY CATEGORY

Materials	0.02	SUBTOTAL	0.02
TOTAL PROJECT COST		0.02	

CURRENCY USD

Change Proposal

CONFIRM THE DATA ON THE FORM IS CORRECT

Submit Proposal

PRINTING Print Proposal Summary Print Full Proposal

- **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)

IN STORE MISPLACED IN PROGRESS/VENDOR COORDINATING SHIPMENT

EXISTING SEPHORA @ KOHL'S SHOP/ANIMATION/COLLAPSIBLE TOWER 3/FUTURE (COLLAPSIBLE TOWER 3)  
 KOHL'S AT SEPHORA - TEXTURES -EXISTING- EQUIPMENT NORMAL PROJECT

259967553  
 PO# 1823 - 11/02/24

10034 (2022 - EXISTING - WP15)  
 KOHL'S - YUMA  
 1395 S CASTLE DOME AVE  
 YUMA, AZ 85305, US  
 (908)783-0224  
 Oct 01, 2005  
 (P)000000

SEPHORA AT KOHL'S ESUPPORT  
 SUBORDER  
 688.66 USD  
 (1) PRP10282301284950  
 APPROVED  
 #NOPIAL

Jan 10, 2024 07:39 MST  
 SCHEDULED DATE

Oct 29, 2023 07:39 MST  
 ORIG. ETA

Created by: Michelle Steuber  
 This exception order cannot deliver during Kohl's holiday window. Date to ship by 11/24. Everything needs to be done by 11/15/24. Service Request has been sent to jiovanna.paynes@kohls.com@store34@kohls.com.

Oct 26, 2023 07:40 MST  
 Caller: Jiovanna paynes Phone# 527933024  
 Created by: Kohl's1024 - Sephora @ Kohls  
 eSupport  
 up 11 Days 6 Hrs  
 Updated Nov 02, 2023 06:59 MST

Add Note View Details Attachments 1 Create Proposal

- **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.

# eSupport Vendor Resource

## 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)

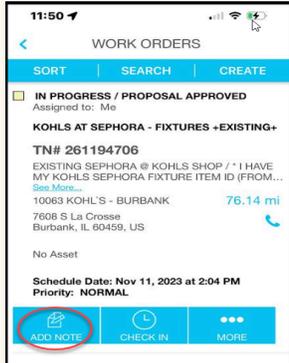
- Check the radio button in red below
- Select **Download**
- Select All Calls (Long Format) Reports
- If the total amount of intended WO's do not display, to the right adjust the count higher



# eSupport Vendor Resource

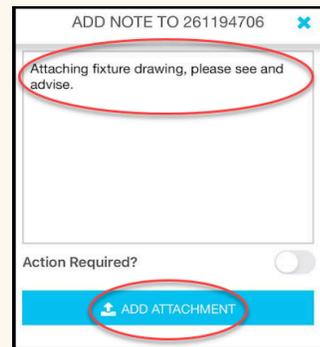
## Add Note

- 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](mailto:contractorsupport@servicechannel.com)

### Kohl's eSupport Assistance

- General Administrative Needs/Questions - [esupport.procurement@kohls.com](mailto:esupport.procurement@kohls.com)