



# **Walmart Canada Supplier Information Manual**

**Effective Date: November, 2011**  
*(Replaces Supplier Information Manual date October 2007)*

Last Update: October 2015

Pursuant to the Supplier Agreement between each Supplier and Wal-Mart Canada Corp.

("Walmart"), each Supplier acknowledges and agrees that it will comply with and be bound by the terms contained in this Supplier Information Manual (as amended by Walmart from time to time).

In the event of any conflict between this Supplier Information Manual and any provision of the Supplier Agreement, the terms and conditions of the Supplier Agreement will govern and supersede the provisions of this Supplier Information Manual.

This document is the CONFIDENTIAL property of Walmart and is to be used solely by the Supplier to whom Walmart delivers same (the "Recipient"), exclusively for the purpose of the administration of the business relationship between Walmart and such Recipient. The Recipient shall not deliver this document or in any way communicate any of its contents to any other person other than a person employed by the Recipient and solely for the purpose of the administration of the aforesaid business relationship; each such person shall also be deemed to be a "Recipient". The Recipient shall forthwith return all copies of this document in its possession or control to Walmart upon the earlier of the cessation of the aforesaid business relationship or receipt of demand from Walmart.

Copyright Notice © 2007 by Wal-Mart Canada Corp. No part of this Supplier Information Manual may be reproduced without the written permission of Wal-Mart Canada Corp.

2011

Dear Valued Walmart Supplier Partner,

At Walmart, we believe much of our success is based on the strength of our relationships with our Supplier Partners. Working together, we have been able to achieve tremendous growth for our businesses.

By driving efficiencies in our mutual operations, together we have delivered everyday low prices to our customers, and in the process have helped lower the cost of living for Canadians from coast to coast.

As a Supplier Partners, driving efficiencies means understanding Walmart's procedures and standards for moving freight efficiently and economically through the supply chain. Understanding our procedures also eliminates unnecessary delays in our ability to process your invoices on time.

Please ensure this Supplier Information Manual is shared with and understood by your people. A copy should be provided to anyone in your organization who is responsible for shipping product to Walmart Canada through our third party DCs or directly to our stores.

If you have any questions, please feel free to contact the appropriate Walmart Canada associate, as per the Contacts section of this manual.

Thank you again for your partnership and your commitment to delivering the best to our mutual customers.

Sincerely,

A handwritten signature in cursive script that reads "Shelley Broader".

Shelley Broader  
President & CEO

## Contents

<b>Section 1: Introduction</b>	<b>9</b>
Walmart Gift and Gratuity Policy .....	9
Walmart Open Door Policy .....	10
Safety Rules for Store Visitors .....	11
A Guide to Completing the Supplier Agreement .....	12
To Be Completed by Purchaser .....	12
General Supplier Information .....	14
Supplier Financial Information .....	16
Notice Regarding Assignment/Factoring of Accounts .....	16
Supplier Electronic Data Interchange Responsibilities .....	16
Shipping Terms/Freight Terms .....	17
Shipping Instructions .....	17
Condition of Sale .....	18
Source Tagging .....	18
Standard PO Allowances .....	19
Debit Balances .....	19
Warranty Policy for Goods other than Fresh and Frozen Food .....	20
Payment Terms .....	21
Address Changes .....	22
Insurance Requirements .....	23
Sign-off by Supplier .....	24
 <b>Section 2: Accounting</b>	 <b>25</b>
Taxes .....	25
Goods and Service Tax/Harmonized Sales Tax (GST/HST) .....	25
Quebec Sales Tax (QST) .....	25
Environmental Charges .....	26
PO Allowances .....	27
Types of PO Allowances .....	28
Method of Payment for PO Allowances .....	30
Excess Defective Allowances .....	30
Taxes .....	32
Retail Link .....	33
Retail Link CO-OP Agreements .....	33
Technical Assistance .....	35
Retail Link Deals Agreement .....	36
Technical Assistance .....	39
Return Cheques/Cheque Payments to Walmart .....	40
Debit Balance .....	40
Accounts Payable .....	41
Invoicing .....	41
Warehouse Invoice Match Rate .....	43
What Is Match Rate? .....	43
What Causes Invoice Failure? .....	43
Handling of Failed Invoices .....	43
Warehouse Line Level Matching .....	44
Line Level Matching Invoice Criteria .....	45
Supplier Discrepancies and Guidelines .....	46
General Information .....	46
Supplier Correspondence Information .....	47
1. Open Invoices (Non-EDI Suppliers) .....	48
2. Microfilm Copies .....	48
3. Store Issues .....	49
4. Warehouse Issues .....	49
5. Accounts Receivable .....	49

6. Post Audit.....	50
7. Carrier Claims .....	51
Notification of Claim .....	52
Taxes.....	52
Please refer to the “Taxes” section of the manual on how taxes are calculated. ....	52
Deduction Codes on Remittance Advice .....	53
Common Cost Centres and Accounts.....	55
Disputed Deductions .....	56
Supplier Discrepancy Form.....	61
Financial Shared Services Hot-Line.....	65
Walmart Department Listings.....	65

### **Section 3: Modular Planning 67**

The Layout Centre.....	67
Rules for Creating Modulares .....	68

### **Section 4: EDI (Electronic Data Interchange) 69**

Getting Started with Walmart EDI .....	69
Walmart, EDI, and You .....	69
What Is EDI? .....	69
What Is EDIINT AS2? .....	69
How Is EDI Data Formatted? .....	70
Translation Software .....	70
How Is EDI Accomplished? .....	70
Is EDI the Only Option Available to Trade POs and Invoices? .....	70
Using a Third Party Company to Exchange EDI with Walmart .....	71
How to Get Started with EDI .....	71
Supplier Tasks before Testing AS2.....	72
Completing AS2 Testing .....	73
Expectations of EDI Suppliers.....	73
Setting up for EDI .....	73
Supplier Self-Testing Portal .....	73
EDI Separators .....	74
Global Location Number (GLN) Formats .....	74
Invoice Functional Acknowledgement (997) .....	74
Insufficient Data Report (864 Text Document) .....	74
EDI Data Testing .....	74
PO Testing .....	75
Invoice Testing.....	75
Invoice Testing Requirements .....	75
X12 Invoice Segment and Element Requirements .....	76
EDI Production.....	77
PO FAQ.....	77
Invoice FAQ.....	78
Walmart's EDI Support Desk Contact Information .....	79
The EDI Supplier Support Team hours:.....	79
EDI Support Desk Mailing Address: .....	79

### **Section 5: Retail Link 80**

Introduction to Retail Link.....	80
Retail Link Training.....	81
Retail Link® User Group (RLUG)? .....	81

### **Section 6: UPC Guidelines 82**

General UPC Guidelines.....	82
Universal Product Code Consumer Package Code .....	82
Universal Product Code Case Code.....	82

Assigning a UPC .....	82
New Product Coding .....	82
Suffix Code .....	83
Multiple UPCs .....	83
Multi-Pack Consumer Units .....	83
In-House Private Label .....	83
Holiday Packs .....	83
Velocity Coding .....	83
UPCs at Walmart.....	84
UPC Supplier Chargeback Guidelines .....	85
Errors Subject to Non-Compliance Charges.....	85
Non-Compliance Charges .....	86
Points to Remember .....	86
<b>Section 7: Source Tagging</b>	<b>88</b>
<b>Section 8: Replenishment</b>	<b>89</b>
Supplier Expectations/Replenishment Standards .....	89
PO Changes .....	90
PO Ship and Cancel Dates .....	90
Staple Stock Items on a Distribution PO .....	90
Supplier Allocation Process .....	90
The “Booking” Order .....	91
Allocation Warehouse Split (Cornwall – DC 6093, Calgary – DC 6063).....	91
Billing .....	91
<b>Section 9: Custom Clearance Requirements</b>	<b>92</b>
Canadian Customs Clearance for US Vendors .....	92
Additional Information .....	92
Customs Broker Information .....	92
Determination of Landed Price for Shipments to Canadian Clients .....	97
<b>Section 10: Warehouse Item Setup</b>	<b>99</b>
Item Types.....	99
Supplier and Warehouse Pack Quantities .....	100
Case Pack.....	100
Break-Pack .....	101
Example Diagrams of Case Pack and Break Pack .....	102
Master Packs .....	103
WPM .....	103
Non-Conveyable .....	104
Pallet Pulls .....	104
<b>Section 11: Shipping Freight Terms</b>	<b>105</b>
Shipping Terms / Transportation Terminology .....	105
Shipping Options .....	106
Purchases from US Suppliers .....	107
<b>Section 12: Preparing Your DC Shipment</b>	<b>108</b>
Fresh Food Quality Requirements .....	108
Date Sensitive Product Update - Date Code .....	109
Perishable Good Only – Departments: 80/81/83/90/91/93/94/97/98 .....	110
Case Quality Requirements .....	111
Case Marking Requirements.....	113
Special Handling Requirements .....	114
Walmart Date Code Requirements.....	114

Case UPC Bar Code Guidelines (SCC-14 Bar Code)	115
SCC-14 Bar Code Specifications	115
Creating Your SCC-14 Bar Code	116
DSDC Cases and the UCC-128 Barcode	120
Domestic Pallet Requirements and Standards	121
Pallet Dimensions	121
Pallet Requirements	121
Overhang	122
Double Stacking	122
Stretch Wrapping Requirements	122
Pallet Pull Items	123
Half Pallet / Quarter Pallet Use	123
Trailer Loading Requirements	124
P.O. Separation	124
Item Separation	126
Temperature Control Requirements	129
Standard Shipping Label Requirements	130
Shipping Label Placement	131
Shipping Documentation	134
Bill of Lading	134
Packing Slip	134

<b>Section 13: E-Commerce</b>	<b>135</b>
Direct Ship Suppliers	135

<b>Section 14: Pickup and Appointment Process</b>	<b>140</b>
Prepaid Loads	140
Prepaid Appointment and Receiving Procedures	140
Prepaid Freight Procedures (SupplierCarrier – Live Offload)	141
Purchase Orders with a Must Arrive By Date (MABD)	141
Purchase Orders without a Must Arrive By Date (MABD)	141
Shipping from Canadian Suppliers	142
Shipping from U.S. Suppliers	143
Prepaid – F.O.B. Purchaser's Consolidator	145
LTL (Less-Than-Truck-Load) Shipments	145
FTL (Full-Truck-Load or Full Truck-Load equivalent per DC) Shipments	145
Collect, Walmart Arranges Freight and Pick Up At Supplier Loads	146
Booking Your Pick-up	146
Proof of Delivery (P.O.D.)	146
Supplier Pick-Up Procedures	147
Walmart Logistics Drop Trailer Program	147
UPS Shipments	148
Collect	148
Walmart Supplier Automation – UPS Shipping Software	148
UPS Shipping Software and Label	150

<b>Section 15: Non-Compliance Cost Recovery Program</b>	<b>151</b>
Logistics and Transportation Non Compliance Types	152
Prepaid Transportation Non-Compliance	152
Domestic PO Non-Compliance	153
Supplier Manual Non-Compliance	154
Logistics and Transportation Cost Recovery Charges	154
Prepaid Transportation Non-Compliance	154
Domestic PO and Supplier Manual Non-Compliance	155
Collect Pickup Non-Compliance	155
Cost Recovery Notification	156
Supplier Cost Recovery Reversal Requests	158

Accounts Payable Non Compliance.....	158
Short Shipping Non-Compliance .....	159
UPS Non-Compliance .....	160
Package Weight.....	160
Label Format.....	160
Accidental “Prepaid” Shipments .....	160
Address Changes .....	160
Mandatory PO Inclusion.....	160
Consolidation of Multiple Third Party ‘Collect’ Shipments .....	161
Service Levels.....	161
Void unused Labels .....	161
Unauthorized Use of Walmart Account.....	161
Do Not Declare Value .....	161
Direct-to-Store Non-Compliance .....	162
Food Safety Non-Compliance .....	163

**Section 16: CONTACT INFORMATION 164**

Section 2 – The Supplier Agreement .....	164
Section 3 – Accounting .....	164
Section 4 – Modular Planning .....	164
Section 5 – EDI .....	165
Section 6 – Retail Link .....	165
Section 7 – UPC Guidelines.....	165
Section 8 – Replenishment .....	165
Section 9 – Preparing Your DC Shipment .....	166
Section 10 – Pickup and Appointment Process .....	167
DC Addresses.....	168



## INTRODUCTION

The Supplier Information Manual is designed to provide information allowing our Suppliers to understand Walmart's business environment and requirements. Effectively supplying products either directly to Walmart's stores or through Walmart's third party distribution centres (DCs) is contingent on understanding Walmart's business environment.

Please ensure that the right people have reviewed this manual. The following functions within your organization should have access to and should review the Supplier Information Manual:

- Warehouse operations
- Traffic operations
- Sales organizations
- Accounting organizations

Before shipping your first order to Walmart, set up a time with your Buyer or any of Walmart's distribution Supplier Coordinators to ensure you fully understand how we operate. Touring a DC and fully reading this manual will ensure full understanding of our logistics network requirements.

Throughout this manual we have highlighted key requirements that you, as a Walmart Supplier, are responsible for completing. Please review each of these prior to shipping.

Please learn and understand our purchase order (PO) requirements and shipping compliance program. Our company operates under a PO system. Your products must meet the exact requirements of the PO and our shipping standards in order to be efficiently received into our network and onto the shelves at our stores. Not adhering to our PO requirements or our shipping standards results in delays of processing your freight, affecting payment to you. It may also result in returning the freight to you or Non-Compliance Cost Recovery charges being levied against you.

### Walmart Gift and Gratuity Policy

Walmart has a very strict policy which forbids and prohibits solicitation, offering, or acceptance of any gifts, gratuities, or any form of "pay off" or facilitation fee as a condition of doing business with Walmart; as a form of gratitude, or as an attempt to gain favour or accept goods or services.

Any Supplier, factory or manufacturer who violates such policy by offering any form of gratuity to any associate, employee, agent or affiliate of Walmart will be subject to potential termination of all existing and future business relationships with Walmart, regardless of whether the gift or gratuity was accepted.

## **Walmart Open Door Policy**

Walmart has an Open Door Policy for our associates, stating that they may address any member of management to resolve any issue, without fear of repercussions. This policy also applies to our Suppliers. We feel strongly about our Supplier relationships and want our Suppliers to feel comfortable addressing a member of Senior Management if they feel they have been or are being treated unfairly.

The integrity of our Supplier relationship is extremely important to us. If you are dealing with a Buyer, Director of Merchandise, Distributor, Assistant, or anyone in our corporate offices or stores and feel that you are not being treated fairly, please address the next highest level of management until you feel that the issue has been resolved. As professionals, our expectation of ourselves is to treat you with the same common courtesy and respect with which we expect to be treated.

You are important to our business and we believe in this policy of openness. Please feel free to use the Open Door Policy, without fear of any negative impact on your business.

## Safety Rules for Store Visitors

Our store visitors are comprised of Suppliers, Contractors and General Visitors. We will make every reasonable effort to provide and maintain a safe and healthy environment in our stores. Every visitor, Supplier and contractor not employed by Walmart must sign-in and out when entering or leaving the facility.

Listed below are basic rules of safety that establish a minimum standard for conducting business when on the premises:

- All Suppliers and contractors must work in accordance with all applicable health and safety regulations and provincial or federal employment and industry standards.
- Only designated entrances and exits are to be used.
- Walmart badge identification (provided by the Walmart facility) must be visible at all times while on the premises.
- All possessions brought onto and taken off of the premises may be subject to a search.
- Emergency exit doors (inside or outside) must not be blocked at any time.
- Walmart associates cannot assist contractors or Suppliers in the completion of contracted work.
- No tools or equipment brought onto the premises may be left unattended.
- Extension cords must be properly grounded. Damaged cords will **not** be allowed.
- All tools purchased in-store will be clearly marked as contractor property in the presence of a Walmart Associate at the point of purchase (at the customer service desk).
- Powered equipment found on the premises (including the baler & compactor) cannot be used except by a trained Walmart Associate.
- Except in emergencies, fire extinguishers must not be moved without notifying a Walmart member of management.
- Work areas must be kept clean and organized, free from debris on the floor. Once all work is completed, work areas must be cleaned up prior to leaving the facility.
- All accidents, however minor, and any potential safety concerns must be reported immediately to the facility management.
- In the event of an emergency, follow Walmart associate instructions.
- Smoking is not permitted in the building.
- The use of drugs or alcohol is strictly prohibited.
- All visiting Suppliers must ensure that they wear fully enclosed shoes. Safety footwear is required when working in the receiving area or using manual equipment.

Failure to comply with any of these rules may result in the Supplier or contractor being asked to leave the premises and may jeopardize future business relationships with Walmart.

---

**NOTE:** Walmart will not be responsible for lost or stolen items. The Supplier Agreement

---

Each Supplier must have an authorized Wal-Mart Canada Corp. Supplier Agreement in order to conduct business with Wal-Mart Canada Corp. You must complete the Supplier Agreement available on line thru Retail Link. If for any reason a paper agreement is submitted then this must be completed in full and in **quadruplicate** at the inception of your business relationship with Wal-Mart Canada Corp.

Wal-Mart Canada Corp will not accept any alterations or amendments to our standard Supplier Agreement form. Wal-Mart Canada Corp reserves the right to revise its standard Supplier

Section 1: Introduction

Agreement form from time to time, in which case Suppliers will be required to sign the revised form, as opposed to the form enclosed with this Supplier Information Manual.

We have created this guide to help you to complete the Supplier Agreement. Please note, however, that this guide deals only with those sections of the Supplier Agreement requiring certain information to be completed by the Supplier.

**NOTE:** Please ensure you read and understand the entire Supplier agreement, as it establishes the terms and conditions between the Supplier and Wal-Mart Canada Corp that will apply to any purchase of goods by Wal-Mart Canada Corp from the Supplier.

The Supplier Agreement has a two-fold purpose:

- 1. It establishes the terms and conditions agreed to between the Supplier and Wal-Mart Canada Corp that will apply to any purchase of goods by Wal-Mart Canada Corp from the Supplier. POs will be issued by Wal-Mart Canada Corp pursuant to the Supplier Agreement. The terms and conditions of the Supplier Agreement are incorporated by reference into all POs, and will supersede this Supplier Information Manual and any other terms and conditions included in any invoice or other documentation issued by the Supplier to Wal-Mart Canada Corp.
- 2. It allows the Wal-Mart Canada Corp Master Data Department to assign a Supplier number to each Supplier, which Supplier number will be used by Wal-Mart Canada Corp to create item numbers and POs, remit funds to the Supplier, calculate allowances and discounts, and evaluate Supplier performance.

A Guide to Completing the Supplier Agreement

For purposes of completing the Supplier Agreement, this section provides a Guide to Completing the Supplier Agreement. Please note that this guide generally deals only with those sections of the Supplier Agreement requiring certain information to be completed by the Supplier in order for Wal-Mart Canada Corp to process the Supplier Agreement.

**NOTE:** Please ensure you read and understand the entire Supplier agreement, as it establishes the terms and conditions between the Supplier and Wal-Mart Canada Corp that will apply to any purchase of goods by Wal-Mart Canada Corp from the Supplier.

If you require additional assistance with the completion of the Supplier Agreement, please contact your Buyer or Wal-Mart Canada.

To Be Completed by Purchaser

This section will be completed by Wal-Mart Canada Corp as follows upon receipt of the Supplier Agreement.

TO BE COMPLETED BY PURCHASER:	EFFECTIVE DATE	SUPPLIER NO. DEPT. SEQ.
<input type="checkbox"/> WAL-MART	<input type="checkbox"/> EXISTING SUPPLIER	DEPARTMENT
	<input type="checkbox"/> NEW SUPPLIER / NEW DEPT.SEQ	BUYER
	<input type="checkbox"/> PURCHASE GOODS	EXT
	<input type="checkbox"/> EXPENSE AND TYPE	

Field	Explanation
EFFECTIVE DATE	Effective date of Supplier Agreement
EXISTING SUPPLIER / NEW SUPPLIER / UPDATE / NEW SEQ	Select one
PURCHASE /MDSE. / EXPENSE & TYPE	Select one
SUPPLIER NUMBER	<p>If you are a new Supplier, leave blank. Walmart FSS Master Data will assign a Supplier number. If you are updating an existing Supplier agreement, enter the Supplier number.</p> <p>For reference, please note the following:</p> <ol style="list-style-type: none"> <li>3. The first six digits of the Supplier Number are the Remit Number. This number will remain the same for all departments using the same Supplier.</li> <li>4. The next two digits are the Department Number.</li> <li>5. The last digit is the Sequence Number. This is used when such issues as terms are different within the same department.</li> </ol> <p>Example - Supplier Number 123456010</p> <p>123456 = Remit Number</p> <p>01 = Department Number</p> <p>0 = Sequence Number</p>
CATEGORY	Enter the department category (i.e.: electronics, health and beauty aids, etc.).
DEPARTMENT	Indicate the Wal-Mart Canada Corp department number that will be purchasing from this Supplier.
BUYER /EXT	First initial and last name of the Buyer, and phone extension. (Please print)

## General Supplier Information

GENERAL SUPPLIER INFORMATION	
Enter the Goods and Services Tax Number of the Payee named Below	
Enter the Quebec Sales Tax Number of the Payee named Below	
TYPE OF PAYEE(CHECK ONLY ONE) <input type="checkbox"/> Individual/Sole Proprietorship <input type="checkbox"/> Corporation	
<u>PURCHASER RESERVES THE RIGHT TO REMIT TO THE PARTY TO WHOM THE PURCHASE ORDER IS ISSUED.</u>	
ADDRESS TO MAIL PAYMENT	ADDRESS TO SEND PURCHASE ORDERS
Supplier Name:	Supplier Name:
Address:	Address:
City, Province/State:	City, Province/State:
PC/Zip:	PC/Zip:
Factor:	Street Address for use by delivery services other than the post, if not already shown in the Purchase Order address above.
"Supplier Also Doing Business As" only if different than Supplier Name above :	Room:
Supplier # :	Expedite Orders:    Phone
	Extension:
ADDRESS TO MAIL CLAIM DOCUMENTATION	ADDRESS TO SEND PRICING TICKETS
Supplier Name:	Supplier Name:
Address:	Attention:
City, Province/State:	Address:
PC/Zip:	City, Province/State:
Accounting Phone Number:	PC/Zip:
Toll Free Number:	
Fax Number:	
Has Supplier or any related entity previously conducted business with Purchaser? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If so, under what name(s) if different than Supplier Name above:	

The table below provides a detailed explanation of each field of General Supplier Information.

Field	Explanation
GOODS AND SERVICES TAX NUMBER (G.S.T.)	All Suppliers must apply for a Goods and Services Tax Number and insert the 15-character number where indicated. See Section 3 of this Manual for further information.
Quebec Sales Tax	All Suppliers registered for Quebec Sales Tax must insert the 16-character QST registration number where indicated. See Section 3 of the Manual for further information
TYPE OF PAYEE	Check only one of the options provided.
ADDRESS TO MAIL PAYMENT	Indicate the address where Wal-Mart Canada Corp is to send cheques for payment of invoices.
ADDRESS TO MAIL POS	Indicate the address where POs should be mailed in event EDI is not used for transmitting orders.
ADDRESS TO MAIL CLAIM	Indicate the address where Wal-Mart Canada Corp is to

## Section 1: Introduction

DOCUMENTATION	send Claim Notification. If no address is listed, the Wal-Mart Canada Corp Accounts Payable system will default to the "Address to Mail Payment".  <u><b>NOTE:</b> All Suppliers must provide a Toll Free number.</u>
ADDRESS TO SEND PRICING TICKETS	If applicable, indicate address where price tickets for apparel goods need to be sent.

Changes to any of the above information (address, name change, etc.) requires a written request signed by an authorized signing officer of Supplier and are subject to review and approval by Wal-Mart Canada Corp. Please include your Supplier - Dept/Sequence number and 15-character GST number in any such request. The written request is to be sent by the Supplier to:

Wal-Mart Canada Corp.  
Master Data Department  
6600 Kitimat Road  
Mississauga, Ontario  
L5N 1L9

or  
email [camdmgt@Wal-mart.com](mailto:camdmgt@Wal-mart.com)  
WMFSSContactCenter@Wal-mart.com

All other updates to the Supplier Agreement are to be directed to the Wal-Mart Canada Corp. Buyer for review and authorization.

## **Supplier Financial Information**

At the time of entering into this Supplier Agreement, and from time to time thereafter upon request or direction from Purchaser or a party acting on behalf of Purchaser, Supplier shall provide to Purchaser or such party acting on behalf of Purchaser such financial information relating to Supplier as Purchaser or such party acting on behalf of Purchaser may designate. In particular, Suppliers are directed to register with Dun and Bradstreet ("D&B") through the Supplier Registration Program and must renew the Supplier's registration annually. This requirement applies to all active merchandise Suppliers. All costs associated with such registration shall be the responsibility of the Supplier. For greater certainty, Suppliers must register each individual legal entity that is an active Walmart Supplier.

To ensure that Supplier registrations are kept current, Walmart will direct D&B to register the Supplier if registration lapses. Walmart will charge back registration cost and a nominal administrative fee to the Supplier if Walmart initiated on the Supplier's behalf.

If at any time Purchaser's purchases from Supplier constitute thirty (30%) percent or more of supplier's gross annual sales, Supplier shall, within thirty (30) days of becoming aware of such fact, notify Purchaser in writing

## **Notice Regarding Assignment/Factoring of Accounts**

The Supplier must notify Wal-Mart Canada Corp. in writing of any assignment of the Supplier's right to receive payments owing under the Supplier Agreement no less than 60 days prior to the date that the assignment is to be effective. Both the Supplier and the assignee must execute the Notice and deliver to Wal-Mart Canada Corp. Master Data Department for review and approval. Note that this is an assignment of a right to receive payments – not an assignment of the Supplier Agreement from the Supplier to a third party. Any assignment of the Supplier Agreement will require Wal-Mart Canada Corp.'s review and written consent, and/or the purported assignee may be required to execute a new Supplier Agreement.

## **Supplier Electronic Data Interchange Responsibilities**

1. Supplier agrees to receive POs and send invoices via EDI (electronic transmission) unless specifically waived by Wal-Mart Canada Corp. with Wal-Mart Canada Corp.'s signature in this section. All POs should be reviewed upon receipt. Discrepancies are to be resolved prior to shipping. Please refer to "Supplier Discrepancies and Guidelines" below.
2. The minimum requirements for EDI invoicing are as follows:
  - Direct connection to WIN (Wal-Mart Canada Corp. Information Network).
  - EDI software version 4030 or most current version
  - EDI invoice module 810

Please refer to Section 6, "EDI (Electronic Data Interchange)," for further information on EDI requirements.



## Shipping Terms/Freight Terms

---

### SHIPPING TERMS / FREIGHT TERMS

- ☐ 1. PREPAID WAL-MART FREIGHT PROGRAM – F.O.B PURCHASER
- ☐ 2. PREPAID TO PURCHASER – F.O.B PURCHASER
- ☐ 3. MAINTAIN "COLLECT" TERM OF PREVIOUS WAL-MART SUPPLIER AGREEMENT – F.O.B PURCHASER
- ☐ 4. MAINTAIN "COLLECT" TERM OF PREVIOUS WAL-MART SUPPLIER AGREEMENT – F.O.B. SUPPLIER

PLEASE NOTE THAT IF OPTION 1, 2, OR 3 ABOVE IS SELECTED SUPPLIER MUST COMPLETE AND SUBMIT THE WAL-MART/SUPPLIER SHIPPING ADDENDUM IN SUCH FORM AS WAL-MART MAY FROM TIME TO TIME REQUIRE (THE "SHIPPING ADDENDUM") BEFORE THIS AGREEMENT CAN BE PROCESSED. THE SHIPPING ADDENDUM ONCE SIGNED BY BOTH WAL-MART AND SUPPLIER SHALL FORM PART OF THIS AGREEMENT. IN THE EVENT OF ANY CONFLICT BETWEEN THE SHIPPING/FREIGHT OPTION SELECTED ABOVE AND THE TERMS AND CONDITIONS OF THE SHIPPING ADDENDUM, THE SHIPPING ADDENDUM SHALL PREVAIL AND CONTROL. SUPPLIER SHALL BE CONTACTED BY WAL-MART LOGISTICS TO ARRANGE FOR REVIEW AND COMPLETION OF THE SHIPPING ADDENDUM.

---

For Shipping and Freight Terms, please select only ONE of the following options:

1. PREPAID WAL-MART FREIGHT PROGRAM – F.O.B PURCHASER
2. PREPAID TO PURCHASER – F.O.B PURCHASER
3. MAINTAIN "COLLECT" TERM OF PREVIOUS WAL-MART SUPPLIER AGREEMENT – F.O.B PURCHASER
4. MAINTAIN "COLLECT" TERM OF PREVIOUS WAL-MART SUPPLIER AGREEMENT – F.O.B SUPPLIER

For additional information on freight terms, see Section 13, "Shipping Freight Terms." You may also contact the Wal-Mart Canada Corp. Logistics Department with any additional questions.

## Shipping Instructions

This Schedule currently found on page 4 of 9 of the paper-based Agreement and page 6 of 14 on the Online Agreement (OSA), and is to be completed by the Supplier for approval by Wal-Mart Canada Corp. Logistics Department. The shipping point is the city and province/state from where the goods are being shipped. Shipping instructions are to be completed from each of the Supplier's ship points (city/province/state) to each of Wal-Mart Canada Corp.'s warehouse destinations.

For additional information on shipping instructions, please contact the Wal-Mart Canada Corp. Logistics Department.

## Condition of Sale

### CONDITION OF SALE

- Guaranteed Sales
- Consignment
- Preticketing
- Prepricing
- Stock Balancing
- Coop Advertising
- Shelf Labels
- PFS (Pay from Scan)
- ECR (Efficient Consumers Response)

Select only from the following programs available to Wal-Mart Canada Corp. and provide complete information on each selected program.

Field	Explanation
GUARANTEED SALES	Wal-Mart Canada Corp. has the option to return goods for full credit after a certain date.
CONSIGNMENT	Supplier retains ownership of goods. Payment by Wal-Mart Canada Corp. is made only after goods are sold.
PRE-TICKETING	Supplier agrees to place price tickets on goods before shipping. Used most often with apparel.
PRE-PRICING	Supplier agrees to place price sticker or price imprint on selling unit of the goods before shipping.
STOCK BALANCING	This option allows Wal-Mart Canada Corp. to return goods for full credit to Supplier, such as in the case of an overstock.
COOP ADVERTISING	Supplier contributes money to help pay for Wal-Mart Canada Corp.'s costs to advertise an item. See also "Standard PO Allowances" below.
OTHER	Supplier must attach a detailed sheet explaining any other program not described above.
SHELF LABELS	Supplier agrees to prepare the Wal-Mart Canada Corp. Shelf Labels.
ECR –Efficiency Customer Response	Allowing Wal-Mart to manager the Industry Unsaleables Protocol. Known as "ECR Unsaleables". Do not select DM allowance on the agreement Do not select any Return Options on the Fresh and Frozen Warranty Program
PFS – Pay From Scan	Supplier retains ownership of goods. Payment by Wal-Mart Canada Corp. is made only after goods are sold. Requires Pre-Approval from the Merchandising Team

## Source Tagging

Source Tagging is the process whereby the Supplier places an Electronic Article Surveillance (EAS) Tag inside the product or inside the package to deter theft and allow tracking of shipments. In checking this section off, the Supplier agrees to source tag all products (as determined by Wal-Mart Canada Corp. by including an EAS Tag in accordance with the Wal-

## Section 1: Introduction

Mart Canada Corp. Source Tagging Guidelines. All Source Tagging must be done **prior to shipping**.

For further information, see Section 9, "Source Tagging."

## Standard PO Allowances

STANDARD PURCHASE ORDER ALLOWANCE										
Note: Allowances HOW PAID and WHEN PAID must align vertically with the exception of OI EI										
CODE	ALLOWANCE	DISC % (OF GROSS PURCHASES)	How Paid			When Paid				
			OI	CM	CK	EI	M	Q	S	A
AA	Advertising Allowance									
DA	Display/Endcap Allowance									
DM	Defective Goods Allowance / Swell Allowance (When selected must mark option 3 under Warranty Policy)									
EB	Early Buy Allowance									
FA	Freight Allowance									
HA	Business Development Fund / Handling Allowance									
NW	New Warehouse Allowance									
OL	P.O. Level New Store Discount (% Applied to total amount of all Purchase Orders)									
PA	Promotional Allowance (Warehouse Buying Allowance)									
QD	Warehouse Distribution Allowance (Order Type 33 Only)									
SA	Line Level New Store Discount (% Applied to each line item for each new, relocated, expanded, or renovated store)		N/A							
TR	TV/Radio Media Allowance									
VD	Volume Discount									
WA	Warehouse Allowance									
OI – Off Each Invoice; CM – Credit Memo; CK – Cheque; EI – Each Invoice; M – Monthly; Q – Quarterly; S – Semi-Annually; A – Annually;										

Supplier should complete this section to indicate any PO allowances negotiated, along with the method and frequency of payment/collection.

Allowances must be listed in percentages (%) and not in dollars (\$). These allowances are calculated on the total value in Canadian dollars of the goods listed on each PO.

Allowances listed will be effective on the date of input into the Wal-Mart Canada Corp. Master Data file. As Wal-Mart Canada Corp. generates each PO, it will include all allowances in effect at the time, along with any special PO deals.

Please refer to "PO Allowances" within Section 2 for details on the various allowances and methods/timing of payment.

## Debit Balances

If a Supplier has amounts owing to Wal-Mart Canada Corp. (a debit balance), Wal-Mart Canada Corp. will deduct the amount owed to Wal-Mart Canada Corp. from the next remittance to Supplier or (at Wal-Mart Canada Corp.'s option) a cheque will be required from the Supplier to clear the balance. Wal-Mart Canada Corp. reserves the right to charge the Supplier interest for any debit balances not paid within 30 days.

Please refer to "Debit Balance" within Section 3 for further details.

## Warranty Policy for Goods other than Fresh and Frozen Food

**NOTE:** For fresh and frozen food, complete the schedule of the Supplier Agreement entitled "Warranty Policy for Fresh and Frozen Food" in the same manner as described below.

Complete this section and select only one of the four options listed. In Canada, Wal-Mart Canada Corp. does not have a return centre. Any Supplier choosing to have product returned will incur a 10% handling fee and freight charges.

### WARRANTY POLICY FOR GOODS OTHER THAN FRESH AND FROZEN FOOD

For goods other than fresh and frozen food, Supplier must check one option below and complete information before this Supplier Agreement can be approved.

#### PLEASE SELECT ONLY ONE OPTION:

Supplier will be charged current costs plus a 10% handling charge for all defectives except where a defective goods allowance is given by Supplier. Defective goods will be shipped "COLLECT". A carrier name and account number must be supplied by the Supplier. If a carrier name and account is not provided within such time as Purchaser deems appropriate, Purchaser will ship "PREPAID" and charges will be billed back to the Supplier. Such charges will be calculated based on current standard shipping rates. All returns are F.O.B. Purchaser.

#### ☐ SUPPLIER OPTION #1: SUPPLIER WANTS RETURN OF DEFECTIVE GOODS:

Defective goods will be returned to Supplier direct from each store.

Permanent return authorization #, if required for shipment. If automatic return is not possible, a toll free number should be provided by the Supplier or Supplier must accept Purchaser's collect calls to secure return authorization over the phone.

#### ☐ SUPPLIER OPTION #2: SUPPLIER DOES NOT WANT RETURN OF DEFECTIVE GOODS.

Defective goods must be disposed of by the individual store or as per instructions issued by Purchaser's Buyer(s).

#### COMMENTS:

#### ☐ SUPPLIER OPTION #3: DEFECTIVE GOODS ALLOWANCE:

Supplier will allow the defective goods allowance shown above. The percentage must be adequate to cover all defective merchandise. If returns exceed the defective goods allowance, Purchaser reserves the right to charge the difference to Supplier. Defective goods must be destroyed by the individual store or as per instructions issued by Purchaser's Buyer(s).

#### ☐ SUPPLIER OPTION #4: NET/NET:

Any defective goods will be handled at the individual core store and no claim will be filed against Supplier. Purchaser has right to dispose of goods in its sole discretion.

For return policy for fresh and frozen food, see WARRANTY POLICY FOR FRESH AND FROZEN FOOD(WAL-MART)schedule attached.

11 of 11

### WARRANTY POLICY FOR FRESH AND FROZEN FOOD

For fresh and/or frozen foods, Supplier must check one option below and complete information before Agreement can be approved.

#### PLEASE SELECT ONLY ONE OPTION:

Supplier will be charged current costs plus an 18% handling charge for all unsalable goods except where a swell allowance is given by Supplier. Unsalable goods will be shipped "COLLECT". A carrier name and account number must be supplied by the Supplier. If a carrier name and account is not provided within such time as Purchaser deems appropriate, Purchaser will ship "PREPAID" and charges will be billed back to the Supplier. Such charges will be calculated based on current standard shipping rates. All returns are F.O.B. Purchaser.

#### ☐ SUPPLIER OPTION #1: SUPPLIER WANTS RETURN OF UNSALABLE GOODS:

Unsalable goods will be returned to Supplier direct from each store.

Permanent return authorization #, if required for shipment. If automatic return is not possible, a toll free number should be provided by the Supplier or Supplier must accept Purchaser's collect calls to secure return authorization over the phone.

#### ☐ SUPPLIER OPTION #2: SUPPLIER DOES NOT WANT RETURN OF UNSALABLE GOODS:

Unsalable goods must be disposed of by the individual store or as per instructions issued by Purchaser's Buyer(s).

#### COMMENTS:

#### ☐ SUPPLIER OPTION #3: SWELL ALLOWANCE:

Supplier has given a swell allowance as stated in this Agreement. The percentage must be adequate to cover all unsalable goods. If returns exceed the swell allowance, Purchaser reserves the right to charge the difference to Supplier. Unsalable goods must be destroyed by the individual store or as per instructions issued by Purchaser's Buyer(s).

#### ☐ SUPPLIER OPTION #4: NET/NET:

Any unsalable goods will be handled at the individual store and no claim will be filed against Supplier. Purchaser has right to dispose of goods in its sole discretion.

## Section 1: Introduction

Select only one option listed below:

Option	Explanation
Supplier Option #1	The Supplier wants the return of defective goods. The Supplier must provide Wal-Mart Canada Corp. with a return shipping address within Canada and a permanent return authorization number. Goods are not to be shipped to a U.S. address or P.O. Box.
Supplier Option #2	Supplier does <b>not</b> want the return of defective goods. Defective goods will be disposed of by the individual store.
Supplier Option #3	Defective goods allowance. An allowance will be given on all goods purchased to offset any defectives. Such allowance must be reflected in the Standard PO Allowances section described above. The percentage must be adequate to cover all defective goods, or Wal-Mart Canada Corp. will file additional claims for the excess. Please refer to Section 3 "Excess Defective Allowances" (Previously referred to as "Markdown Zero") under Accounting Quick Reference.
Supplier Option #4	Net/Net. Any defective goods will be handled at the individual core store and no claim will be filed against Supplier. Purchaser has right to dispose of goods in its sole discretion.

**NOTE:** If a Supplier has special comments on the defective goods, instructions need to be short, understandable and easy to follow

## Payment Terms

### PAYMENT TERMS

ALL DATING ON INVOICES SHALL BE DEEMED TO BEGIN ON THE DATE OF RECEIPT OF GOODS AT THE PURCHASER'S DOCK OR ONE OF ITS AUTHORIZED REPRESENTATIVES. ON ALL E.O.M.(END OF THE MONTH) DATINGS, GOODS RECEIVED AFTER THE 24TH OF ANY MONTH SHALL BE PAYABLE AS IF RECEIVED IN THE FOLLOWING MONTH. INVOICES SHOULD BE MAILED OR ELECTRONICALLY TRANSMITTED ON THE SAME DAY GOODS ARE SHIPPED AND, AS SPECIFIED ABOVE, DATING SHALL BEGIN FROM THE DATE PURCHASER RECEIVED THE APPLICABLE GOODS. CASH DISCOUNTS FOR EARLY PAYMENTS APPLY TO ALL AMOUNTS PAYABLE BY PURCHASER IN CONNECTION WITH THIS AGREEMENT, AND ARE COMPUTED ON THE GROSS TOTAL OF THE INVOICE. CASH DISCOUNTS DO NOT IMPACT THE GST/HST/QST REMITTED TO THE SUPPLIER.

— 1. CASH DISCOUNT  
— CASH DISCOUNT DAYS AVAILABLE (MUST BE FILLED IN IF A CASH DISCOUNT IS USED)  
— 2. NET PAYMENT DAYS AVAILABLE  
YES \_ NO \_ 3. E.O.M.

ALL DATING ON INVOICES SHALL BE DEEMED TO BEGIN ON THE DATE OF RECEIPT OF GOODS AT THE PURCHASER'S DOCK OR ONE OF ITS AUTHORIZED REPRESENTATIVES. ON ALL E.O.M.(END OF THE MONTH) DATINGS, GOODS RECEIVED AFTER THE 24TH OF ANY MONTH SHALL BE PAYABLE AS IF RECEIVED IN THE FOLLOWING MONTH. INVOICES SHOULD BE MAILED OR ELECTRONICALLY TRANSMITTED ON THE SAME DAY GOODS ARE SHIPPED AND, AS SPECIFIED ABOVE, DATING SHALL BEGIN FROM THE DATE PURCHASER RECEIVED THE APPLICABLE GOODS. CASH DISCOUNTS FOR EARLY PAYMENTS APPLY TO ALL AMOUNTS PAYABLE BY PURCHASER IN CONNECTION WITH THIS AGREEMENT, AND ARE COMPUTED ON THE GROSS TOTAL OF THE INVOICE. CASH DISCOUNTS DO NOT IMPACT THE GST/HST/QST REMITTED TO THE SUPPLIER (Section 161 of the ETA (Excise Tax Act)).

## Section 1: Introduction

---

\_\_\_ 1. Cash Discount

\_\_\_ Cash Discount Days Available must be filed in if a Cash Discount is used

\_\_\_ 2. Net Payment Days Available

YES\_\_\_ NO\_\_\_3. E.O.M

### **E.O.M. (End of Month)**

The system assumes receipt of products on the last day of the month, and the due date is then calculated based on term period. The exception to the above rule is goods received after the 24<sup>th</sup> of the month. For example, if the term is 2% 20 Net 60, EOM and a product is received on June 10; the discounted payment will be made on July 20. (last day June 30 + 20 days).

Goods received after the 24<sup>th</sup> of any month shall be payable as if it were received on the following month. For example, if the term is 2%20 days, Net 60, EOM and a product is received on June 25, the discounted payment will be made on Aug. 20. (To July 1, then to end of month + 20 days).

### **Address Changes**

Change Supplier Address requires the following:

- Completed form #24 – Canada SupplierAddress Change Request form
- Previous and current address
- Form must be signed by an officer of the company
- Form can be faxed to : 1-877-967-9131

or email

[camdmgt@wal-mart.com](mailto:camdmgt@wal-mart.com)

[WMFSSContactCenter@Wal-mart.com](mailto:WMFSSContactCenter@Wal-mart.com)

## Insurance Requirements

### For domestic suppliers only (for goods sold in stores) – Ebix update

Ebix Inc. is responsible for our certificate monitoring and collection responsibilities for our domestic suppliers. Ebix will contact you directly to obtain your insurance information.

Ebix assumes the following duties on our behalf:

- Collecting Annual Processing Fee of \$69 USD
- Requesting your Certificate of Insurance for any supplier agreements that are currently active with Walmart Canada Corp.
- Reviewing your insurance certificate to determine if the coverage shown meets the stated requirements.
- Following up if documentation received does not meet the stated requirements
- Notifying Walmart Canada Corp. of any lapse or deviation between your coverage shown on the certificate and the stated requirements.
- Domestic suppliers will be contacted directly by Ebix to initiate the certificate management process.

For insurance questions, please contact Ebix directly by telephone at 1-951-925-3079.

Please note:

- Contact for Product Liability Claims must be completed on the Supplier Agreement.
- Suppliers must also complete the Contact for Product Liability section, on page 3 of 9 of the paper-based Supplier Agreement and page 4 of 14 of the Online Agreement (OSA).

### **For all other suppliers (service providers, GFNR vendors, not selling goods in stores):**

A copy of your current Certificate of Insurance, with the following requirements must be attached to the paper version of the Supplier agreement or electronically sent in for the online agreement showing Walmart Canada Corp. as an additional insured, as per the provisions of the Broad Form Suppliers Endorsement with respect to suppliers of Products. The certificate holder's name and address are as follows:

Walmart Canada Corp.  
1940 Argentia Road,  
Mississauga, Ontario, L5N 1P9  
Attn: Insurance (Legal)

Certificate can be sent by e-mail to CA Insurance Compliance: [cainsco@wal-mart.com](mailto:cainsco@wal-mart.com)



## Section 1: Introduction

---

1. Commercial General Liability (must be on an occurrence basis; claims made basis will not be accepted) including:
  - Products and Completed Operations, Broad Form Suppliers Endorsement, and **Certificate Holder shown as an Additional Insured.**

LIMITS: \$2 MILLION (CDN) per occurrence (or higher limit (\$5M or \$10M) if classified by Walmart as a Supplier of a high risk product(s).

For more details, refer to Retail Link

2. Certificate should include a minimum of 30 days' notice of cancellation.
3. Existing Suppliers, your Supplier number should be on the Certificate of Insurance. New Supplier's will be assigned numbers upon receipt of the Supplier agreement.
4. Insurance Compliance Specialist at Walmart must receive updated renewal certificates of insurance prior to the expiration of the insurance. Certificates should include the Supplier number.
5. For insurance questions, contact Insurance Compliance at (905) 821-2111 x 74203
6. If Certificate of Insurance does not comply with Walmart's requirements, Supplier agreement will be returned or put on hold until compliance is achieved.
7. Contact for Product Liability Claims must be completed on the Supplier Agreement.

### Sign-off by Supplier

The Supplier's full legal name must be inserted on page 1 of 14 and page 6 of 14. Agreement must be signed by Supplier by having an authorized signing officer of Supplier accept the on-line agreement following the instruction provided.

Once accepted by Supplier, the on-line Supplier Agreement will then be forwarded for review and approval of

- Walmart Insurance (Legal)
- Walmart Logistics
- Walmart FSS Master Data
- Walmart. Category Manager
- Walmart. VP of Merchandise
- Walmart. SVP of Merchandise



# ACCOUNTING

## Taxes

### Goods and Service Tax/Harmonized Sales Tax (GST/HST)

It is Walmart's policy that all Suppliers, including all non-resident Suppliers, are registered for the Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST) (where applicable). Once registered for the GST/HST, the Supplier will be assigned a 15-digit alphanumeric GST/HST registration number by the applicable government authority.

A failure by the parties to capture the required GST/HST at the point of initial payment can result in higher costs to both parties. Walmart will be unable to process through its accounts payable system any Supplier invoices, with GST/HST charged, unless the Supplier has previously provided Walmart with its 15-digit alphanumeric GST/HST registration number for inclusion in the Walmart Supplier Master file. Both GST and HST are value added taxes and are paid along the chain by all parties. Registering for the GST/HST is advantageous to the Supplier as registered Suppliers are eligible for a refundable input tax credit on GST/HST paid, which includes expenses incurred in Canada. It should be noted that Suppliers who fail to register for GST/HST shall still be subject to and responsible for the payment of such taxes, but will be ineligible for any input tax credit refunds.

On each transaction, a Supplier will be required to charge Walmart for the applicable GST/HST, which is then recoverable by Walmart through an input tax credit. To the extent that a transaction requires Walmart to charge the Supplier applicable GST/HST, the Supplier shall be responsible for the payment of all GST/HST. To the extent the Supplier is required to pay any GST/HST, as referenced above, such payment, and any expenses incurred by the Supplier in connection with the applicable transaction, are generally refundable to the Supplier through an input tax credit.

Non-resident Suppliers requiring a list or contact details for the Canada Revenue Agency and the applicable GST/HST offices, should contact the Canada Revenue Agency at the number specified for such Supplier's applicable State on:

<http://www.cra-arc.gc.ca/cntct/gsthstnnrs/menu-eng.html>

### Quebec Sales Tax (QST)

All Suppliers located in the province of Quebec and/or are doing business in the province of Quebec (including, but not limited to, the sale of goods into Quebec) are required to be registered for QST. The Supplier is solely and exclusively responsible for determining whether they are subject to QST and if they are required to register for such.

### Taxes – Collections, Payments and Documentation Requirements

The Supplier shall be solely responsible for the collection and remittance to the relevant government authorities of all applicable sales taxes on all applicable transactions. Each Supplier shall be responsible for ensuring that all invoices and supporting documentation provided by such Supplier to Walmart comply with all government requirements with respect to sales taxes.

From time to time or upon request by Walmart, Suppliers shall be required to provide Walmart with copies of invoices and other relevant supporting documents that will allow Walmart to verify taxes collected, remitted and/or paid by such Supplier.

### **GST/HST/QST on Invoice Adjustments, Rebates and Allowance Billings**

In accordance with the requirements of Section 232 and 181.1 of the Excise Tax Act (ETA), Walmart and Supplier agree that GST/HST and/or QST will not apply to any price adjustments, allowances and/or rebates such as CO-OP advertising, volume discounts, markdowns or other goods allowances (whether in the form of invoice deductions, cheques, credit or debit notes, the "Adjustments").

From time to time, or upon request by Walmart, Suppliers will be required to provide documentation (such as credit notes and payment calculation worksheets) to validate that the above referenced taxes have not been applied to any such Adjustments.

### **Environmental Charges**

Where applicable, provincial laws require Walmart to pay fees for "blue box" or other programs in connection with the packaging and/or waste generated by products purchased from our Suppliers. In such cases, Walmart may bill such charges back to the respective Supplier.

If a Walmart Supplier is registered with an applicable provincial stewardship group, Walmart may not have to collect or deduct such fees and charges from the Supplier. In order to ensure proper processing of all fees and charges, you may wish to contact the relevant provincial stewardship group to verify that your products have been registered.

Walmart is registered with various provincial environmental stewardship groups and will self-assess applicable recycling fees/deposits on goods shipped into Walmart's DCs or Consolidators, as well as the Trenton Cold Storage Facility.

---

**NOTE:** All direct to store shipments must continue to have the applicable environmental levies applied, unless otherwise specified by Walmart.

---

If you require assistance with this process, or have questions regarding deductions for environmental charges on your invoices, please refer to the Contact Information section

## PO Allowances

PO allowances are negotiated by the Supplier and the Walmart Buyer and reflected in the corresponding section of the Supplier Agreement. The Supplier Agreement will indicate the allowances negotiated method of payment and frequency.

Allowances must always be listed in percentages (%) and not in dollars (\$). These allowances are calculated on the total value in Canadian dollars of the goods listed on each PO.

Allowances listed will be effective on the date of input into the Walmart Supplier Master file. As each PO is generated by Walmart, it will include all allowances in effect at the time, along with any special PO deals.

PO allowances are based on the total value of the goods received through the warehouse and direct to store shipments. On a weekly basis as goods is received, the receiving totals and PO information are downloaded to the accounts receivable system. This receiving process will extract the allowances to be paid credit memo, by Supplier and PO. From this, the automatic allowance billings are created and then mailed monthly or quarterly. The off invoice allowances will also be extracted and become part of the matching process in accounts payable.

One of the benefits of automatic billings is that allowances are automatically captured and tracked by PO, item number, and allowance type. A system generated billing eliminates the manual calculations involved in remitting the allowances.

All POs are **not** identical. Prior to sending each invoice, your invoicing department should verify the terms listed on the applicable PO. Checking the PO prior to preparing the invoice will help to improve your match rate. This will help ensure prompt payment and avoid any additional manual reconciliation for your company and Walmart Canada.

---

**NOTE:** Each PO received should be reviewed and discrepancies reported to the Walmart Buyer immediately for correction.

---

## Types of PO Allowances

The table below gives a detailed explanation of each type of PO allowance.

Code	Explanation
SA	<p>Line Level New Store Discount</p> <p>Percent is applied to each line item for a new store on all POs generated prior to grand opening date. Usually this is the first order for a new store, but at times more than one order may be generated for a new store. This will enable the store to establish the product in the new area. An asterisk will appear beside the new store number on all POs created prior to the grand opening date.</p> <p>For type 20, 22, 40 and 42 warehouse re-orders, the accounts receivable system recognizes when the stock is pulled for distribution to the new store. Walmart mails Suppliers a report either monthly or quarterly (same frequency as a deduction cycle) that details the item, quantities shipped, and the discount amount.</p> <p>For direct to store / ship &amp; bill orders type 67 the system will calculate the new store discount.</p> <p>Stores that are new, relocated, expanded, or renovated , and new items received into those stores are eligible for new store discount.</p>
OL	<p>P.O. Level New Store Discount</p> <p>Percent is applied to the total amount of all POs. This will enable the store to establish the product in the new area.</p>
WA	<p>Warehouse Allowance</p> <p>Percent is applied to the total amount of all POs excluding Type 33. This is negotiated with Suppliers shipping through the warehouse, and eliminates the work and expense that is normally required for direct to store shipments. If this allowance is applicable only to specific items then these item numbers should be attached to a separate Supplier number sequence.</p>
QD	<p>Warehouse Distribution Allowance</p> <p>Percent is applied to the total amount of all Type 33 POs. This is negotiated with Suppliers shipping Type 33 through the warehouse. In most cases, this allowance is applicable to only some items and may require a separate Supplier number sequence.</p>
DM	<p>Defective Goods Allowance</p> <p>Percent is applied to the total amount of all POs generated. This is negotiated to help defray the costs involved in handling defective goods. This percentage must be adequate to cover all defective goods markdowns or additional claims will be filed.</p>
PA	<p>Promotional Allowance</p> <p>Percent is applied to the total amount of all POs generated. Usually used on</p>

## Section 2: Accounting

---

	certain products for a specified period of time.
VD	Volume Discount Percent is applied to the total amount of all POs generated.
FA	Freight Allowance Percent is applied to the total amount of all POs generated. Negotiated to compensate for transportation costs.
AA	Advertising Allowance Percent is applied to the total amount of all POs generated. Negotiated to defray advertising costs.
TR	TV/Radio Media Allowance Percent is applied to the total amount of all POs generated. Negotiated to defray TV/Radio costs.
DA	Display/Endcap Allowance Percent is applied to the total amount of all POs generated. Negotiated to enable the stores to properly display the product.
EB	Early Buy Percent is applied to the total amount of all POs generated. Negotiated in return for giving the Supplier budgeting advantages.
NW	New Warehouse Allowance Percent is applied to each line item for each new warehouse. This is to cover the initial stocking order of a new warehouse.
HA	Business Development Fund/Handling Allowance Percent is applied to the total amount of all POs generated. Negotiated to help develop the Supplier's product.
SW	Swell Allowance For fresh goods only. Percent is applied to the total amount of all POs generated. This is negotiated to help defray the costs involved in handling defective goods. This percentage must be adequate to cover all defective goods markdowns or additional claims will be filed.

## Method of Payment for PO Allowances

There are two payment options available for the allowances: off invoice and credit memo/cheque.

Payment Method	Code	Explanation
Off Invoice	OI	Refers to each invoice  Supplier will deduct each allowance on all invoices. Each off-invoice allowance is shown on all invoices sent to warehouse processing and store invoicing offices.
Credit Memo	CM	The time period is monthly (M), quarterly (Q), semi-annually (S), or annually (A). Supplier will issue to Walmart a credit note or cheque in payment of the allowance. An allowance billing report will be sent by Walmart Accounts Receivable to Supplier in the first week of every month or quarter, depending on the time of payment for the allowance indicated on the Supplier agreement (for example, credit memo quarterly would be indicated on the Supplier agreement as CM/Q). The Supplier will be issued an allowance billing with report ID <b>AR2210C01</b> in the top right hand corner of each page of the report quarterly. The allowance billing will show allowances calculated in the relevant past time period by PO, item number, quantity, cost price, and allowance percentage.  If payment is not received by Walmart within 30 days of the billing date, the amount will automatically be deducted from the next cheque issued to Supplier by Walmart.  Supplier should keep their POs and invoice reports for use in validating the automatic deductions. These reports <b>cannot</b> be retrieved from Retail Link at the present time.
Cheque	CK	

Suppliers are asked to mail payment and direct all inquiries directly to:

Wal-Mart Canada Corp.  
Accounts Receivable Department  
P.O. Box 173, Station "A"  
Toronto, Ontario M5W 1G2

## Excess Defective Allowances

Suppliers have four different methods of handling defective goods adjustments and claims, as described in the Warranty section of the Supplier Agreement. If a Supplier Agreement specifies "Option 3", then all POs will include a notation for the defective allowance amount.

After each quarter end, Walmart Accounts Receivable will compare the defective allowances deducted to the actual defective goods "Markdowns to Zero" booked by stores. If the actual

"Markdowns to Zero" is greater than the allowance, Accounts Receivable will prepare an invoice showing both amounts for each month. This invoice is mailed to the Supplier approximately 15 days after the quarter end and a deduction for the amount shown on the invoice will appear on the next payment. The invoice number will be a 10 digit number starting with 7 and the reference number on the invoice will be starting with 'YN'

If a Supplier disagrees with the amounts shown on any invoice prepared by Walmart Accounts Receivable, the Supplier should:

1. Review their Supplier Agreement and make sure the correct defective goods option has been selected.
2. Gather the reports sent by Accounts Receivable for the past month/quarter showing allowances received.
3. Refer to the instructions printed on the invoice and run a Retail Link DSS query on the actual Markdowns to Zero recorded or with the following procedures:

**To run a Retail Link DSS query on the actual Markdowns to Zero recorded:**

1. Sign onto Retail Link.
2. Choose **EDIT** to the right of My Favourites bar.
3. Click the checkbox next to **Decision Support (DS)**.
4. In the top right corner of the *Customer Retail Link* window and click **Save and Exit**.
5. Click on **New Decision Support**.
6. Under **Templates**, choose **Price Management**, followed by **Markdown Event Reporting**.
7. Select **Items**, and then select **Accounting departments**, then choose your department number(s).
8. Select **Items**, choose **Filters**, choose Supplier number, click on "is one of" and Type your 6 digit Supplier number
9. Select **Locations**, choose **Stores**, choose **Store type breakdown**. Select **All stores**.
10. Select **Times**, choose **Time range 1**, Select "By Walmart month, then the specific quarter (quarter end dates: Feb 1-Apr 30, May 1-Jul 31, Aug 1-Oct 31, Nov 1-Jan 31)
11. Select **Events**, choose "Events", choose "Markdown events", Select "MD Damaged M/D to 0"
12. Select **Columns**, choose "Report columns, Choose "item information", Select item\_nbr, Item descr, unit cost, UPC, choose "MU/MD scannable item", Select - SI curr Total, cost \$, SI mumd qty, and any additional columns you wish.
13. Select **Submit** to run the report and view. You can also import into Excel.

---

**NOTE:** It may take a few minutes to view the results.

---

4. Compare these results to the invoice and make sure that the amounts agree.

**If all of the following do not resolve the issue, contact the buyer and explain the situation. If the buyer agrees that the invoice is incorrect, then the Supplier should complete and submit the Supplier Discrepancy Form as described under “Supplier Discrepancies and Guidelines” below. In all cases, the Supplier should note that approval of a payback is subject to both Walmart buyer and Merchandising Manager approval.**

## **Taxes**

Please refer to the “Taxes” section of the manual on how taxes are calculated.



## Retail Link

Retail Link is discussed in greater detail in its own section. Within the Accounting section, it is specifically mentioned in relation to Markdowns, as discussed above, and CO-OP agreements.

### Retail Link CO-OP Agreements

The online version of the CO-OP process is designed to automate the entry, capture, and tracking of CO-OP agreements. This application includes reporting at all levels, regarding the number, status and financial impact of the agreements. For information on Retail Link generally, see Section 7 of this Manual.

#### How Retail Link CO-OP Works

A Buyer will create a CO-OP in Retail Link.

The Supplier contact identified by the Buyer on the CO-OP will receive an email notification of any CO-OP they need to review. Once the contact clicks on the link in the email, he/she will be prompted to log on to Retail Link and taken directly to the CO-OP. It is important to note that you will have access to view only those CO-OP's that are for your company, and only the individual identified as the contact by the Buyer can accept or reject the CO-OP.

- The Supplier contact can also access the CO-OP by following these steps:
  - Log on to Retail Link. (<https://retailink.wal-mart.com>)
  - Go to "Do My Work", then choose CO-OP Agreement
  - Click on the Search link in the "left menu" on the left.
- Enter any combination of the available search criteria. In most cases, it would be advantageous to search on Supplier ID, which is the contact's Retail Link user ID. A search can also be performed on the six-digit number assigned by Walmart Canada, CO-OP number, allowance type, etc.
- Choose the CO-OP # you require. Another window will open with the CO-OP ready to review and approve.
- The supplier contact should then accept or reject the CO-OP. If some terms need to be changed, the contact can negotiate the change(s) with their Buyer. The Buyer will make the change(s) and update the CO-OP prior to Supplier acceptance. It is important to note that the CO-OP is 'locked' down and cannot be changed once the Supplier has accepted or rejected. If the CO-OP is rejected by the contact, the Buyer will be notified via email and the CO-OP is no longer valid.
- The Supplier contact should print one copy for their accounting department to be used in matching to the invoice deduction or billing, and one copy for their personal files if desired. Note that if the payment method selected is invoice deduction, the "invoice #" field on your cheque will reference the CO-OP number. If the payment method is cheque or credit memo, you should reference the CO-OP number on your payment.
- The Divisional Merchandise Manager will be prompted to accept or reject the CO-OP, if it has been accepted by the supplier contact.
- After the Buyer, Supplier contact and DIRECTOR OF MERCHANDISE have accepted the CO-OP, Accounts Receivable will process it for collection, based upon the payment method chosen on the CO-OP.

### To print a CO-OP form:

1. Log on to Retail Link (<https://retailink.wal-mart.com>).
2. Select **Do My Work**, followed by **CO-OP Agreement**.
3. Click on the **Search** link in the left menu on the left. ([http://rl.homeoffice.wal-mart.com/coop\\_agreement/coop\\_search.asp?ch=H1&Action=search](http://rl.homeoffice.wal-mart.com/coop_agreement/coop_search.asp?ch=H1&Action=search))
4. Click on the **Search** link in the yellow bar on the left.
5. Enter any combination of the available search criteria. In most cases, it would be advantageous to search on Supplier ID, which is the contact's Retail Link user ID. You can also perform a search on the six-digit Supplier number assigned by Walmart Canada, such as the CO-OP number, or the allowance type.
6. Click on the CO-OP number to be printed.
7. Click on the **Print** button to print the form.

### CO-OP Status Definitions

The CO-OP status definitions are as follows:

Status	Definition
Pending	CO-OP has been prepared and saved. Waiting on the Buyer to approve.
Buyer Accepted	Buyer has accepted the CO-OP. Waiting on the supplier to act upon.
Buyer Rejected	Buyer has rejected the CO-OP. CO-OP is no longer valid.
Supplier Accepted	Supplier has accepted. Waiting on the DIRECTOR OF MERCHANDISE to act upon.
Supplier Rejected, Pending	Supplier has placed CO-OP into this status pending further analysis. Supplier needs to go in and either Accept or Reject the coop. A CO-OP in this status will show up on the Buyer and DIRECTOR OF MERCHANDISE's SWAS screen until the Supplier accepts or rejects.
Supplier Inactive or Deleted	Supplier is currently in an inactive or deleted status. This is set by AR for follow-up with buyer.
Supplier Rejected	Supplier has rejected. CO-OP is no longer valid.
DIRECTOR OF MERCHANDISE Accepted	DIRECTOR OF MERCHANDISE has accepted. Waiting on AR to act upon.
DIRECTOR OF MERCHANDISE Rejected	DIRECTOR OF MERCHANDISE has rejected the CO-OP. CO-OP is no longer valid.
Ready for AR Acceptance	DIRECTOR OF MERCHANDISE has accepted. Waiting on AR to finalize.

## Section 2: Accounting

---

Sent to AR for Billing	Set by system as the CO-OP is to be billed to supplier.
AR Accepted	Set by AR when finalized.
AR Cancelled	Set by AR when necessary. CO-OP cannot be collected.
Finalized, Billing	Set by system after CO-OP has been approved and will be sent for deduction on the bill date.
Finalized, Invoice Deduction	Set by system for approved CO-OP and sent to AP for invoice deduction on the due date.
Finalized by AR	AR has finalized the CO-OP and will remain in this status until the begin date.
Held Per AR	Set by AR to be followed up by Buyer.
Held Per AR, Awaiting EVP Approval	Set by AR for future months
Held Per AR, Pending Proof of Performance	Set by AR pending proof of performance.

### Technical Assistance

If you require assistance in accessing Retail Link CO-OP or technical support, please contact the Retail Link Help Desk

## Retail Link Deals Agreement

"Deals" is a new application being developed and implemented. It enables Walmart and Suppliers to negotiate volume driven allowances based on a flow of specific item, fine line, departments, or all of a Supplier's flow of goods. These allowances are triggered by either receipt of goods or point of sale activity.

The system will automatically calculate and generate invoices and invoice deductions for a given period (monthly or quarterly). A full audit trail will be available on-line as a retail link query for all allowances created by a deal. For receiving-based Deals, the detail will include such information as item number, P.O. number, receiving date, cost amount. For point-of-sale-based Deals, details will include such information as item number, date of sale, store number.

A key feature of the new system is the ability to create a formula that allows for increasing rates depending the tier or volume reached during the deal period. It can calculate the allowance of higher tiers either incrementally (only volume above a tier gets the higher rate), or retroactively (after reaching a higher tier, all volume receives the higher rate).

The system will be implemented gradually. If Suppliers have volume based Deals that they believe would benefit from this application, they are encouraged to contact their Buyer.

### How Retail Link Deals Works:

1. A Buyer will create a Deal in Retail Link.
2. The Supplier contact, identified by the Buyer on Deals will receive an email notification of any Deal they need to review. Once the Supplier contact clicks on the link in the email, they will be prompted to log on to Retail Link and taken directly to the Deal.

---

**NOTE:** You will have access to view only those Deals that are for your company and only the individual identified as the contact by the Buyer can accept or reject the Deal.

---

3. The Supplier contact can also access the Deal by following these steps:
  - Log on to Retail Link. (<https://retaillink.wal-mart.com>)
  - Go to "Do My Work", then choose "Deals"
  - Click on "Search Approvals" link in the "left menu" on the left.
  - Enter any combination of the available search criteria. In most cases, it would be advantageous to search on Supplier Contact User ID, which is the contact's Retail Link user ID. A search can also be performed on other fields such as the six-digit Supplier number assigned by Walmart Canada, Deal number, or the Ready for Approval level.
3. Choose the Deal# you need. Another window will open with the Deal ready to review and approve.
4. The Supplier contact should then accept or reject the Deal. If some terms need to be changed, the contact can negotiate the change(s) with their Buyer. The Buyer will make the change(s) and update the Deal prior to Supplier acceptance.

---

**NOTE:** The Deal is "locked down" and cannot be changed once the Supplier has accepted or rejected. If the Deal is rejected by the supplier contact, the Buyer will be notified via email and the Deal is no longer valid.

---

5. The Supplier contact should print one copy of the confirmation letter (see left menu and choose the Deal#) for their accounting department to be used in matching to the invoice deduction or billing, and one copy for their personal files if desired.

**NOTE:** If the payment method selected is invoice deduction, the "invoice #" field on your cheque will reference the Deal number. If the payment method is cheque or credit memo, you should reference the Deal number on your payment.

---

6. The Divisional Merchandise Manager will be prompted to accept or reject the Deal, if it has been accepted by the supplier contact.
7. After the Buyer, Supplier contact and DIRECTOR OF MERCHANDISE have accepted the Deal, Accounts Receivable will process it for collection, based upon the payment method chosen.

### To review Supplier charges for a deal:

8. Access the Deal by following these steps:
  - Log on to Retail Link. (<https://retaillink.wal-mart.com>)
  - Go to "Do My Work", then choose Deals
  - Click on "Supplier Charges" link in the left menu on the left.
  - Click on the "Show Charges" button.
9. Enter the Deal number and click Search.

If you don't know the Deal ID, please refer to the "Search Approvals" instructions in the previous part of this document.
10. The screen will return a list of any bills that have been released for the Deal. If it is not billed, then there are accrued amounts, and there will be no bill number.
11. Click on **Accruals** to review the daily activity, based on either POS Sales or Receipts that totals the billed or accrued amount.
12. Click on **Receipts** to view the specific POs or Sales Details by item number that total the receipt amount.

---

**NOTE:** On any of these screens, clicking Export to Excel will paste the data into an Excel worksheet.

---

## Deal Status Definitions

Each deal is defined as being one of the following:

Deal Type	Explanation
Working	DEAL has been prepared and saved. Waiting on the Buyer to approve.
Pending	Buyer has accepted the DEAL. Waiting on the supplier to move forward. After supplier approves, DIRECTOR OF MERCHANDISE must also approve it. After DIRECTOR OF MERCHANDISE approves, A/R must finally approve it.
Finalized, No Receipts, No Accruals, No Charges	The DEAL has been approved by all levels. No receivings or sales have been processed for the DEAL.
Finalized, Receipts, No Accruals, No Charges	System has recorded receipts or sales, but has not accrued any allowance yet (e.g. minimum tier has not yet been reached).
Finalized, Receipts, Accruals, No Charges	System has recorded receipts or sales and accruals, but the first billing cycle date has not been reached.
Finalized, Receipts, Accruals, Charges	System has recorded receipts or sales, accruals and at least one bill has been produced.
Received complete – Pending Billing	Waiting for final billing to be released. All POS and sales data have been received.
Final Bill Issued	DEAL is complete. No further activity expected.

### Cancelled Deals

If a bill is cancelled, here are the possible statuses and explanations:

Status	Explanation
Cancelled, Pending	DEAL has been cancelled. Waiting for all approver levels to approve the cancellation. The DEAL will continue to accrue until the cancellation is approved by all levels.
Cancelled, Items Pending	DEAL has been cancelled, but calculations will be run in the next day of the reversal impact.
Cancelled, Finalized	DEAL has been cancelled and approved by all levels. All accruals have been reversed. No further activity will occur on the DEAL.
Inactive	Unused
Partially Inactivated	Unused.

### Technical Assistance

If you require assistance in accessing Retail Link DEALS or technical support, please contact the Retail Link Help Desk

Suppliers are encouraged to use electronic transfer payments for paying Retail Link Co-ops. Please send an email request to [ARCA@Wal-Mart.com](mailto:ARCA@Wal-Mart.com) and ask for the instructions to send wire funds to Walmart Canada. Be aware that any costs charged by Walmart's bank to process wires must be included with your payment.

Any cheque for Allowance Billings, Retail Link CO-OP and DEALS are to be sent to:

Wal-Mart Canada Corp.  
Accounts Receivable Dept.  
P.O. BOX 173 Station A  
Toronto, Ontario  
M5W 1G2

Please also refer to "Return Cheques/Cheque Payments to Walmart."

## Return Cheques/Cheque Payments to Walmart

There are situations where a Walmart cheque would be returned or a Supplier's cheque would be sent to Walmart Canada. Returned cheques should be sent either to General Accounting or Accounts Receivable, depending on the circumstances.

If...	...Then Send the Cheque to...
<ul style="list-style-type: none"> <li>• Not Supplier's cheque, return cheque to Walmart</li> <li>• Duplicate payment, return Walmart cheque</li> <li>• Payments questioned/not your invoices, return Walmart cheque</li> <li>• Overpaid invoice, return Walmart cheque</li> <li>• Duplicate Payments, if not returning Walmart cheque and Supplier is reimbursing for only a portion, attach a copy of the Walmart cheque remittance showing reason for reimbursement</li> <li>• Reimbursement of coupons, issue cheque to Walmart and attach all pertinent information</li> </ul>	<p>Wal-Mart Canada Corp. General Accounting Dept 1940 Argentia Road Mississauga, Ontario L5N 1P9</p>
<ul style="list-style-type: none"> <li>• Retail Link Co-op and Deals payments</li> <li>• Rebate commissions</li> <li>• Cheque for credit memos, deductions</li> <li>• Retail Link training</li> <li>• Rent</li> <li>• Payments for Walmart Canada allowance billings</li> <li>• Miscellaneous billings sent by Accounts Receivable</li> </ul>	<p>Wal-Mart Canada Corp. Accounts Receivable Dept. P.O. BOX 173 Station A Toronto, Ontario M5W 1G2</p> <p>Include your Supplier number and Bill, CO-OP or Deal number with the cheque</p>

## Debit Balance

Per the Supplier Agreement, any balance owing by the Supplier to Walmart (referred to as a debit balance) will be deducted by Walmart from the next remittance owing to the Supplier, or, at Walmart's option, the Supplier must deliver a cheque to Walmart to clear the balance. To clear a debit balance, a letter will be sent to the Supplier by Walmart. Such letter will have directions on payment, including the address to be used when sending a cheque to clear the debit balance.

Generally, each cheque from the Supplier should indicate it is being sent to clear a debit balance and be delivered to the following address:

Wal-Mart Canada Corp.  
Accounts Receivable Department  
PO Box 173 Station A  
Toronto, Ontario M6W 1G2



## Accounts Payable

### Invoicing

All Suppliers are required to issue invoices electronically, unless a written waiver has been provided by Walmart in their applicable Supplier Agreement. Paper invoices for Suppliers using electronic invoicing will **not** be accepted. It is imperative that all system data with respect to such invoices is retained by Vendor in a form that is accessible and reproducible for a period of not less than seven (7) years.

It is the responsibility of the Vendor to ensure that all invoices meet the requirements of applicable federal and provincial tax legislation, including those requirements applicable to records used to support tax payments.

Please refer to the following link for more information on EDI.

<http://rl.homeoffice.wal-mart.com/edi/edi.asp?ch=H19&ukey=W2772>

In the event a Supplier is not EDI-capable and a waiver has been provided, the following guidelines are to be adhered to:

### Manual/Paper-Based Invoice Suppliers

All invoices must include:

- Valid Walmart Canada PO number
- Walmart Store Canada or Warehouse number
- Store or Warehouse Addresses
- Your Walmart Canada Supplier Number
- GST, QST and HST registration numbers
- List and deduct all off invoice allowances.
- The adjusted subtotal after off invoice allowances.

### Walmart Store Invoicing - Ship & Bill (Direct to Store Shipment)

Send all original invoices and credit memos for direct to store shipments to the receiving store address.

All discrepancies are to be submitted to the Financial Shared Services for resolution

### Warehouse and Walmart Canada Invoices

Send all original WAREHOUSE Invoices to:

WAL-MART CANADA CORP.

Canada Warehouse

P.O Box 8067

Bentonville, AR 72716-8067

### Invoicing Check-List

Some of these controls are included within EDI/ORBIT systems. Please refer to the following link for more information on EDI.

<http://rl.homeoffice.wal-mart.com/edi/edi.asp?ch=H19&ukey=W2772>

- Supplier name on invoice and on PO are to be the same
- Include your Supplier number on each invoice
- Provide a valid Walmart Canada P.O. Number
- Include the Warehouse address and location number
- Provide GST/HST/QST registration numbers
- Issue one invoice per PO, per shipment. The invoice matching process is designed to work with one shipment and one invoice per PO
- Do not hyphenate or use alpha characters in the invoice numbers
- Walmart Canada item numbers are to be noted on all invoices next to the item description column
- All items on your invoices are to be listed in the same sequence as they appear on our PO. The PO lists all goods in Walmart Canada item number sequence
- Quantities noted on invoice are to be in "Warehouse Supplier Packs" as noted in the PO (EDI / ORBIT Suppliers can invoice in "eaches"). Include a notation of total cases shipped. This should be equal to the total "warehouse Supplier packs" noted in the body of the invoice
- Unit cost column is to be a direct reflection of what is noted on the PO. Since we order in warehouse packs, Suppliers are required to invoice in the same manner
- All negotiated "Off Invoice" (O.I.) allowances are to be deducted off the face value of the invoice, as stated on the Supplier agreement and on the PO. These are all to be calculated using the goods total of the invoice before "S.A." Line Level New Store Allowance has been deducted. If multiple allowances have been negotiated, use the same sub-total value as a base for your calculations. Do not use a declining balance method. Show total allowance value for each type of allowance.

---

**NOTE:** If an off invoice "S.A." Line Level New Store allowance has been negotiated, it is only applicable to the portion of the order related to a new location. Refer to PO for detail. The 'S.A.' allowance should be identified to the specific items.

---

- Each invoice is to show:
  - A goods total line before O.I. allowances are deducted
  - An adjusted sub-total after the deduction of all applicable O.I. allowances. This will be the base for all applicable taxes
  - A separate line for each type of tax
  - Grand total due
- Shipping charges, pallet charges, and other incidentals are to be excluded from goods invoices. If freight terms are collect, please follow instructions in this Supplier Manual. For additional information contact our Logistics Department.

If you receive a PO from Walmart Canada with any cost discrepancies, **do not ship**. Contact the Buyer for a corrected PO. If you fail to obtain a revised PO and you continue to fill the order, our view will be that you have accepted the PO. We will only pay the values as noted on PO. Any payback request will be denied.

---

**NOTE:** Please include your Supplier number on all in-coming correspondence

---

## **Warehouse Invoice Match Rate**

If you do not agree with the PO do not ship, contact the Buyer for a corrected PO.

### **What Is Match Rate?**

Match rate is the ratio between the total number of invoices submitted for payment, and the number of invoices whose values (net of all off-invoice allowances), correspond to our warehouse receiving value. This comparison is done at a summary level for paper and EDI invoice Suppliers who have not qualified for the Line Level Matching System. If the invoice matches 100% it is automatically scheduled for payment within the negotiated terms. Invoices that do not match are classified as "failed invoices". Individual Supplier Match Rates are available in the Score Card, which can be accessed through Retail Link, under the Do my Work tab.

### **What Causes Invoice Failure?**

The most common reasons for invoice failures are a result of errors in:

- Item costs
- Application of negotiated Supplier allowances
- Supplier warehouse packs
- Shipping

### **Handling of Failed Invoices**

The way in which failed invoices are handled is determined by the invoice type.

#### **Paper Invoices**

All failed invoices require manual reconciliation of the actual invoice to the PO and the receiving documentation. These invoices will be paid in full with a separate line deduction noting the discrepancy. This may cause a delay in payment of 4 – 6 weeks.

#### **EDI / Orbit (Non-Line Level Matching Suppliers)**

The logic within the invoice matching system can determine the reason for some of the variances, and automatically issue claims. The remaining variances will require a manual reconciliation, which may result in a delay in payment of up to 2 weeks.

#### **Line Level Matching Suppliers**

The expanded logic within the Line level Matching system can identify and resolve most invoice discrepancies, minimal manual intervention is required. Copies of LLM system claims are available in Retail Link.

If the failure is due to a Non-Compliance of conditions on the PO, a Cost Recovery Non-Compliance charge may be levied. Please see the Accounts Payable section of the Non-Compliance Recovery Program section of this manual for more information.

#### **Impact of Poor Match Rates**

- Delay in payment to Supplier
- Costly manual intervention and follow-up for Supplier and Walmart Canada

### Benefits of Good Match Rate

- Timely payments
- Reduction of claims deducted on cheques
- Increased accuracy in cash flow budgeting
- Improved Supplier relationship
- Better utilization of resources

### Match Rate Improvement Recommendations

You can improve your match rate by reviewing the following:

- Walmart Canada Item Information to ensure accuracy in item costs, Pack quantities and descriptions.
- Supplier Agreements to ensure the most current information is reflected on the P.O.
- Invoicing procedures to ensure negotiated allowances are accurately reflected on invoices.
- Invoice Check List, as described in the Supplier Information Manual.
- Shipping instructions included in the Supplier Information Manual.

If your firm is experiencing shipping or receiving discrepancies, you should arrange to visit our DC to gain a better understanding of our receiving systems.

Work with our Warehouse Replenishment Buyers to help identify goods that is conducive to truckload shipments. This will help to reduce multiple shipments per P.O.

---

**NOTE:** Once you have shipped goods listed on a PO, you have accepted all terms and conditions of the PO and of the Supplier agreement which are incorporated by reference therein.

---

### Warehouse Line Level Matching

Warehouse Line Level Matching is available to EDI/ORBIT Suppliers. Please refer to the following link for more information on EDI.

<http://rl.homeoffice.wal-mart.com/edi/edi.asp?ch=H19&ukey=W2772>

The Line Level Matching System enables matching at the item level rather than a summary match. The system detects and files claims by line item, eliminating manual intervention and late invoice payments. Notification of claims will provide line detail, allowing easier research and timely payments. These claims are available within Retail Link in the Automated Supplier Invoice Inquiry application.

#### Taxes

Please refer to the "Taxes" section of the manual on how taxes are calculated.

## Line Level Matching Invoice Criteria

To participate in the Warehouse Line Level Matching System, all EDI Suppliers, shipping product to our warehouse are required to conform to the following criteria.

- The EDI invoice must have the correct Walmart Canada PO number.
- The total of the invoice lines must match to the header total transmitted.
- Off-invoice allowances (SAC segment) are to be reflected on the invoice as they appear on the PO using the same description and corresponding EDI allowance code.
- All Allowances will need to have an "A" in the SAC01
- A negative (-) sign is to be inserted in front of the allowance amount in Element 5
- All charges will need to have a "C" in the SAC01.

The Line Level Matching system will NOT substitute allowances by either description or code.

- The Walmart Canada item number is critical to the Line Level Matching process. The system is designed to use the valid Walmart Canada item number noted on the P.O. If the item number is not available, a valid UPC number will be accepted. A current listing of UPC numbers and corresponding item numbers is available on Retail Link.
- Line Level Matching has to reach a common ground for comparing the quantities of an item for both the invoice and for the PO. The quantity is translated to "per each" or "per case" on both the invoice and P.O. prior to line level matching. To eliminate the possibility of errors in this conversion, it is preferred that all quantities be billed in "eaches" with no inner pack (PO4 Segment) transmitted, or the inner pack value of one. "Per each" refers to retail selling unit, not necessarily a single piece.
- Include the total each/case quantity shipped in the ISS segment to support the invoice. If it is not possible to bill in eaches quantities, case quantities are acceptable only if the inner pack quantity (PO4 segment) equalling the retail selling units within one case is transmitted.
- Supplier discounts or allowances not appearing on the Walmart Canada P.O. should **not** be placed on the invoice for the purpose of adjusting the cost. Any discount given to reduce the unit price of the item may result in a claim. If required, they should be transmitted using the I170 code 'Trade Allowance'. Since this code is not on the P.O., you will be required to work with Walmart. Accounts Payable Department prior to sending transmissions via EDI.
- It is imperative that all system data is retained until payment of the invoice is received.
- Hard copy invoices for suppliers transmitting invoices via EDI will not be accepted.

Your support in ensuring EDI invoices transmitted meet the above noted criteria is critical to the success of the Line Level Matching System. This will result in a higher Supplier match rate, fewer claims and timelier payment of invoices.

## Supplier Discrepancies and Guidelines

### General Information

- A.** All inquiries are to be submitted in writing, attached to the Supplier Discrepancy Form available in Retail Link – (for reference, a current version is shown in this Manual) and accompanied by the supporting documentation. Incomplete submissions may be delayed or returned. Refer to the “Supplier Correspondence Information” in this section for mailing address.

Required supporting documentation includes copies of the following:

- Completed Supplier Discrepancy Form
  - All invoices pertaining to shipment
  - Notification of claim
  - Cheque remittance where claims were deducted
  - Packing lists
  - Freight bills
  - F.O.B W & V (Collect): Valid proof of delivery, which consists of the Bill of Lading with carrier’s signature
  - F.O.B W (Prepaid): Valid proof of delivery, which consists of a Freight Bill with warehouse stamp
  - Correspondence from the freight company (if any)
  - PO - for allowance or price claims
  - Any other pertinent data available which will support your request
    - If a response has not been received after 45 days from the date the inquiry was submitted, or if the response received is in question, contact the Supplier Communication Hotline.
- B.** DO NOT send a duplicate package unless directed by a Supplier Communication Associate.
- C.** Copies of deductions do not accompany cheques. These copies are normally received within a three-week period. Wait thirty (30) days for receipt before requesting additional copies.
- D.** The Supplier Agreement provides the basic guidelines for which the Supplier and Walmart will conduct their business. POs may supplement the basic Supplier Agreement conditions. All POs should be reviewed upon receipt, and any discrepancies resolved prior to shipping.
- E.** You will receive confirmation of your inquiry either by payback or written correspondence indicating the reason for denial of the payback.

---

**NOTE:** In all cases, the Walmart Buyer and Merchandising Divisional Manager’s approvals are required before Walmart can process a payback.

---

- F.** Fax copies and courier packages will not be handled on a priority basis, unless Supplier Communication Associate has pre-approved special handling.
- G.** If you are responding to an inquiry or a request from our Supplier Communication Associates, or resubmitting an item previously responded to, be sure to include a copy of our correspondence and all supporting documentation.
- H.** It is imperative that your account with Walmart is maintained in a current position. The following items will **not** be addressed:
- Item that has been allowed to age beyond two (2) years of the cheque date.
  - Open invoices where the ship date is older than two (2) years.
  - A Supplier request for Proof of Delivery (P.O.D) beyond nine (9) months of the actual ship date.
- All payment requests for shipments older than nine (9) months, will only be considered if accompanied by a valid and signed P.O.D.
- I.** EDI/ORBIT invoice Suppliers are expected to transmit all invoices via EDI. Paper copies of invoices for Suppliers using electronic invoicing will not be accepted. If you are unable to transmit via EDI, contact the Supplier Communication Hotline for direction. Be prepared to submit a written detailed explanation of your issue and required solution.

### Supplier Correspondence Information

In order to provide prompt resolution to Supplier discrepancies we request a separate package be submitted for each type of inquiry as detailed below. All issues are to be accompanied by the Supplier Discrepancy Form, and detailed supporting documentation.

With the exception of Accounts Receivable (Allowance Billings & Co-op agreements) all inquiries are to be mailed to:

STORE ISSUES;	WAREHOUSE DISPUTE:	POST ADUIT
Wal-Mart Stores	Walmart Stores	1301 Southeast 10 <sup>th</sup> Street
P.O Box 8069	P.O Box 8067	Bentoville, AR 72716-0665
Canada Stores	Canada Warehouse	
Bentoville, AR	Bentoville, AR	
7216-8069	72716-8086	

Package Type	Estimated Response Time	Submitted to the Attention of
1. Open invoices	2 weeks	Supplier Communication
2. Microfilm copies	2 weeks	Microfilm Centre
3. Store issues	4 - 6 weeks	Supplier Communication
4. Warehouse issues	4 - 6 weeks	Warehouse Processing
5. Accounts Receivable	4 - 6 weeks	Wal-Mart Canada Corp. P.O. Box 173, Station A Toronto, Ontario M5W 1G2
6. Post Audit	2 weeks	Post Audit Dept.

## 1. Open Invoices (Non-EDI Suppliers)

- Invoices for shipments to a Walmart Store or warehouse that have never appeared on a previous cheque
- If an invoice is older than 6 months, signed P.O.D. is required

## 2. Microfilm Copies

- To request copies of notification of claim, wait 30 days from the date of the cheque
- Can be mailed or e-mailed as follows:

### Written Requests for Claim Copies

All written requests are to be submitted using the Supplier Discrepancy Form. Include a copy of the cheque remittance where the item in question has been highlighted

### E-mail Request for Copies

Wait 30 days from the cheque date before e-mailing your request to [wmmicro@wal-mart.com](mailto:wmmicro@wal-mart.com). Include your Supplier name and Supplier number in the subject field.

Present your documentation as an attachment on an Excel spreadsheet with the column headers as noted in the sample below. Use the cheque remittance information to complete all columns.

Supplier #	Supplier name	Invoice #	Store #	Document #	Type code	Amount	mm/dd/yy cheque date	Cheque number

Walmart will not be sending copies for the following items:

- Deductions where the invoice #is 187/188.  
In such cases, please contact the Environmental Compliance Manager.
- Claims under \$20.00
- Code 25, P.O.D requests.  
Attach a copy of the P.O.D and re-direct your inquiry to our Supplier Communication Department.
- Codes 10, 50 to 56, 59, 150, and 151.  
These are a result of allowances not being deducted off-invoices as noted on the PO. Reviewing your invoice to the PO can easily validate these.
- Requests for documentation where the cheque date is older than two years.
- Claims resulting from the Line Level Matching System can be identified by #25 in the micro number column of Retail Link or document # column of the cheque remittance. These are available in Retail Link under Automated Supplier Invoice Inquiry Application.
- Non-compliance penalties issued by our Logistics Department.  
Deductions where the store number is 05-8045(quality assurance testing). These should be addressed with Testing Laboratories of Canada Corporation or another third party testing company used by Walmart.
- Accounts Receivable deductions can be identified by the store number 05-9069, 05-8050 & 05-9000. Refer below to "Accounts Receivable."

---

**NOTE:** All EDI Suppliers using Transaction Set 810 to transmit their invoices via EDI are required to receive Transaction Sets 812 "Notification of Claims".

---



### 3. Store Issues

- Walmart Store invoices for goods that have been paid or deducted as a Code 25 on a previous cheque
- Miscellaneous Walmart store deductions
- Discrepancies related to a Walmart Store location for defective/recalled or returned goods

### 4. Warehouse Issues

- Invoices for goods shipped to a Walmart Warehouse that have been paid and deducted as Code 25 on a previous cheque
- Inquiries related to invoice payments for Warehouse shipment
- Discrepancies related to Warehouse for defective/recalled or returned goods.

### 5. Accounts Receivable

#### Common Cost Centres for Accounts Receivable

Below are common store numbers that may appear as deductions on Walmart cheque/payment remittances for Accounts Receivable billings.

STORE #	ACCT #	DESCRIPTION / RESPONSIBILITY
05-9000	3085	DEALS Agreements
05-9000	3094	CO-OP Agreements
05-9000	28XX	Excess Defective Billings
05-9000	Various	Miscellaneous Billings
05-8089	155	Retail Link Training
05-9069	153	Volume Discount – VD Supplier Agreement
05-9069	180	Defective Goods – DM Supplier Agreement
05-9069	181	Business Development – HA Supplier Agreement
05-9069	197	New Store Allowance – OL/SA Supplier Agreement
05-9069	198	Advertising Allowance – AA Supplier Agreement
05-9069	199	Other PO Receivables – Supplier Agreement
05-9069	Various	Supplier Agreement Allowances
05-9069	152	Supplier Fair

### Requests for Copies of Accounts Receivable Deductions

Circle the deductions in question on your remittance advice or copy of the notification of claim and send to:

Wal-Mart Canada Corp.  
Accounts Receivable  
P.O. Box 173  
Station "A"  
Toronto, ON M5W 1G2

### Allowance Billing Inquiries

Please send a covering letter addressing your inquiry and/or discrepancies to:

Wal-Mart Canada Corp.  
Accounts Receivable  
P.O. Box 173  
Station "A"  
Toronto, ON  
M5W 1G2

Accompanying documentation required:

- Supplier number
- Billing number
- Cheque remittances showing claims deducted
- Copy of Walmart Allowance Billing
- Copy of co-op agreement
- POs listing the allowances
- All invoices related to the POs listed on the allowance billings
- If including a sales calculation in your documentation, details by POs are requested. Please do not send totals only
- Any other pertinent information to support your request

---

**NOTE:** All requests for payback will be sent to the Buyer and divisional merchandising manager for review and approval. Please allow 6-8 weeks for a response.

---

### Taxes

Please refer to the "Taxes" section of the manual on how taxes are calculated.

## 6. Post Audit

Walmart employs industry accepted practices of reviewing, by Supplier, all invoices paid during a specific time period. This post audit function serves as a secondary control within the payable process. Wal-Mart Canada Corp.'s post-audit consists of a review conducted by both our in-house team of auditors, and external audit companies. The primary objective of this audit function is to identify and correct areas which present the potential for payment discrepancies, such as duplicate payments, new store discounts, various allowances, rebate programs, tax non-compliance or incorrect tax payments, -and/or freight terms-non compliance.

Neither Walmart nor Supplier will bring or file any post audit claims against the other party after the two (2) years anniversary of the conclusion of the applicable audited calendar year (e.g. anything paid during 2010 can be audited up to December 31, 2012) with the exception of (i) duplicate payments and paid credits, and (ii) adjustments to tax.

Any correspondence regarding Post-Audit claims should be sent to:

Walmart Financial Shared Services

1301 Southeast 10<sup>th</sup> Street  
Bentonville, AR 72716-0665

For claims from external audit firms, please refer to the addresses on their claim notifications.

### **7. Carrier Claims**

Any concerns that you have relative to Carrier performance should be directed to the Walmart Logistics Transportation Department.

Walmart will file a carrier claim when a Supplier's FOB point is "Supplier" and there is a signed shortage or damage at one of our facilities and the goods is shipped via an approved Carrier. Exceptions to this policy would be if the trailer picked up sealed & intact, signed shippers load count, or was palletized/shrink-wrapped. In these cases, claims will be filed against the Supplier.

If a deduction is taken for a shortage or damage and the Supplier determines that Walmart should file a claim with the Carrier, all supporting documentation should be submitted to Warehouse Disputes P.O Box Canada Warehouse Bentonville, AR 72716-8067

- Invoice copy
- Claim copy
- Cheque remittance (where deduction was taken)
- Valid, legible, signed copy of P.O.D (Proof of Delivery)

It is vital that the following information be included on the bill of lading/freight bill:

- The name of the Carrier
- The Carrier's signature
- The pick-up date
- The load number and seal number (if applicable)
- The PO number with the discrepancy and all other POs on that shipment for multiple PO shipment

## Notification of Claim

The Notification of Claim can be a tremendous help in analyzing the validity of a claim for both the Supplier and Walmart. Utilize the information below when disputing deductions.

Field	Explanation
<b>Supplier Number</b>	<b>This is your Walmart Accounts Payable number, which is the same number quoted on your P.O.s, invoices and all correspondence</b>
<b>Claim Number</b>	<b>Claims related to goods returns where the original invoice number is not identifiable, will be a unique number assigned by Walmart Store. These claims are generally computer-generated (Report # AP540-1C01), originating at a Walmart Store based on the <u>Warranty</u> section of the Supplier Agreement.</b>
<b>Invoice Number</b>	<b>The Supplier assigns this number, to bill Walmart for payment and must be referenced in all communication.</b>
<b>Cartons Received</b>	<b>This is the number of cartons signed for as received by our location. If this agrees with the number of cartons shipped, any shortage claims are for concealed shortages. If this amount is less than you shipped, a carton shortage has occurred and a claim should be filed with the Carrier.</b>
<b>PO Number</b>	<b>This is a ten (10) digit number assigned by Walmart at the time the order is generated. This number is vital for research purpose on disputed claims.</b>
<b>Deduction Codes</b>	<b>Codes used to identify deduction types. These also appear on cheque remittances to indicate deduction type.</b>

---

**NOTE:** Notification of claims is available through EDI 812 transmission. Please refer to “EDI 812: Electronic Notification of Claims” for details.

---

## Taxes

Please refer to the “Taxes” section of the manual on how taxes are calculated.

## Deduction Codes on Remittance Advice

Code	Description	Code	Description
10	Price difference as documented	11	Price difference P.O./Invoice
12	Invoice incorrectly extended	13	Substitution overcharge
20	Concealed Damage	21	Concealed shortage
22	Goods Billed not Shipped	23	Carton Shortage SL & C
24	Carton Shortage – Freight Bill Signed Short	25	Proof of Delivery/No Goods Received for Invoice
26	Carton Shortage – misrouting	27	Carton Damage – SLC
28	Carton Damage – Freight Bill Signed Damaged	29	Misrouting Changed FOB
30	Duplicate Billings	31	P.O. Number Not on Invoice
33	P.O. Number Incorrect on Invoice	34	Pallet Charge
35	Sales Tax (State)	44	Freight on Returned Goods
45	Prepaid Freight Incorrectly Added to Invoice	46	Freight Allowance
47	Excessive Freight Charge on Invoice	50	Advertising Allowance (AA)
51	Promotional/Display/Fixture Allowance (PA)	52	Volume Allowance
53	Truckload Allowance	54	Warehouse Allowance
55	New Location Allowance (SA, OL)	57	Quantity Discount (QD)
58	Other Allowances (DA, EB, SD)	59	Defective Goods Allowance (DM)
60	Handling Charge as Documented	62	Labour and Handling Packaging/Repackaging
63	Non-P.O. allowances – Supplier financed Markdowns	64	Non-P.O. allowed – Margin Description
65	Supplier Non-Compliance Charges	66	Business Development Fund
67	Co-Op Advertising	68	Fixture Allowance
69	Miscellaneous	70	A/R Taxes
72	Labour and Handling –	73	Duplicate Payment

## Section 2: Accounting

---

	Ticketing/Reticketing		
75	Transfer of Debit Balance	76	Buyers Reserve
80	Cash discount	81	Anticipation – Supplier Request
82	Anticipation – Early Payment of Invoice	83	Discount Not Taken At Time of Payment
85	Interest on Overpayment	86	Excise Tax
87	Other	91	Goods Destroyed – Damaged/Defective
92	Goods Return – Overstock/Recall	93	Goods Return – Damaged
94	Goods Return – Defective Goods	95	Goods Return – Wrong Item
97	Returned Goods – Handling Charge	150	Soft Goods Defective Allowance
151	Purchase Rebate Allowance		

---

**NOTE:** 002 – Payments issued through a manual AP system will at times include code 002, this denotes GST component of invoice or claim.

---

## Common Cost Centres and Accounts

Below are common store numbers that may appear as deductions on Walmart cheque/payment remittances. Please see the Accounts Receivable Section for AR deductions.

STORE #	ACCT #	DESCRIPTION / RESPONSIBILITY
05-8075	2002-2011	Post audit – Internal, acct# corresponds to Walmart audit fiscal year
05-8077	2002-2009	PRG – external auditing company, acct# corresponds to Walmart audit fiscal year
05-8011	538	Warehouse invoices
05-8076		
07-6002, 07-6063, 07-6064, 07-6093, 07-6080, 07-7072, 07-7074, 07-7084, 07-7087 & 07-7088	1069	Logistics non-compliance charge
05-8045	1021	Consumer testing Lab
05-9069, 05-9000	Various	A/R allowances and Retail Link Co-ops
05-8040	162	Marketing/Advertising

## Disputed Deductions

Code	Description	How to Dispute	How to Avoid Similar Claims in the Future
INVOICE NUMBER	CASH DISCOUNT	Cash discounts re-payments are generally denied because of various reasons for delay in payment. If cash discounts are a continuous problem, compile a listing of outstanding discounts you wish researched and send to the Supplier Communication Department. They will review the cause of the delayed payment and notify you of the status.	Allow for the differences in due date calculations. Due date is calculated based on receipt of goods or receipt of invoice, whichever is most recent.
10	PRICE DIFFERENCE AS DOCUMENTED	This type of claim is generated when the comparison between the invoice and the PO identifies multiple errors in allowances and cost mainly used for Line Level Matching Suppliers.	Review P.O. for correct cost and allowances information. Do not ship product if information is not correct, contact Buying Department. Pricing and or allowances are not considered for payback.
11	PRICE OVERCHARGE	Review notification of claim for specific items where cost difference occurred. Compare costs with those on the PO (P.O.). Pricing discrepancies must be authorized in written form from the Buyer to the Supplier.	Review P.O. for correct cost. Do not ship product if price is incorrect. Contact Buying Department immediately. Pricing is not considered for payback.
13	SUBSTITUTION OVERCHARGE	Substitution of product is strictly prohibited.	Do not substitute items in order to ship complete. Claims filed for substitution will not be paid back.
21	CONCEALED SHORTAGE	Concealed shortages are defined in three (3) ways. Inner Ctn. Shortages / Inner Pallet Shortages/ Part Supplier Pack. Usually non-negotiable.	Pack according to PO.
22	GOODS BILLED NOT SHIPPED	Provide freight bill / B/L showing the number of cases shipped is equivalent to the	Ensure all cases billed are equal to cases shipped. Always verify PO case quantity



## Section 2: Accounting

		number of cases billed on invoice.	ordered. Bill only for product shipped.
23	CARTON SHORTAGE SLC	Provide freight bill or B/L where driver signed for cases and not SLC.	Ship all cases as noted on freight bill. Ensure cases ordered on P.O. are shipped complete. Driver must note case count on Bill of Lading Driver must note case count on Bill of Lading and not signed SLC.
24	CARTON SHORTAGE FREIGHT BILL SIGNED SHORT	Provide freight bill showing number of cases driver signed for when picked up.	Ship all cases as noted on freight bill. Ensure cases ordered on P.O. are shipped complete. Driver must note case count on Bill of Lading.
25	P.O.D. NO MDSE. REC'D FOR INV.	Provide signed P.O.D. (Freight Bill / B/L) and copy of invoice.	Ensure goods shipped was billed according to P.O. instructions. Do not bill prior to shipping.
28	CARTON DAMAGE FREIGHT BILL SIGNED DAMAGED	Supplier must provide B/L or Freight Bill according to the F.O.B. Point.	Ensure goods is loaded properly and securely to alleviate damages.
30	DUPLICATE BILLING	Goods previously billed and paid for on another invoice. Supplier must provide a copy of the P.O.D. for both invoices.	Issue one invoice per shipment.
50	ADVERTISING ALLOWANCE	Review PO / Supplier Agreement. Contact Buyer if necessary.	<p>Verify all information and terms on your P.O. prior to shipment. Your sales representative should have written correspondence for any "special" PO deals.</p> <p>Suppliers should review POs before accepting them, as P.O. allowances listed on Supplier Agreements will not be considered for payback.</p>

## Section 2: Accounting

52	VOLUME ALLOWANCE	Review PO / Supplier Agreement. Contact Buyer if necessary.	<p>Verify all information and terms on your P.O. prior to shipping. Your sales representative should have written correspondence for any "special" PO deals.</p> <p>Suppliers should review POs before accepting them, as P.O. allowances listed on Supplier Agreements will not be considered for payback.</p>
54	WAREHOUSE ALLOWANCE	Review PO / Supplier Agreement. Contact Buyer if necessary	<p>Verify all information and terms on your P.O. prior to shipping. Your sales representative should have written correspondence for any "special" PO deals.</p> <p>Suppliers should review POs before accepting them, as P.O. allowances listed on Supplier Agreements will not be considered for payback.</p>
55	NEW LOCATION ALLOWANCE	Review PO / Supplier Agreement. Contact Buyer if necessary	<p>Verify all information and terms on your P.O. prior to shipping. Your sales representative should have written correspondence for any "special" PO deals.</p> <p>Suppliers should review POs before accepting them, as P.O. allowances listed on Supplier Agreement will not be considered for payback.</p>
59	DEFECTIVE GOODS ALLOWANCE	Review PO / Supplier Agreement. Contact Buyer if necessary	<p>Verify all information and terms on your P.O. prior to shipping. Your sales representative should have written correspondence for any</p>

			<p>"special" PO deals.</p> <p>Suppliers should review POs before accepting them, as P.O. allowances listed on Supplier Agreement will not be considered for payback.</p> <p>For more information please refer to "Excess Defective Allowances."</p>
60	HANDLING CHARGE AS DOCUMENTED	Review Supplier Agreement. Provide agreement that indicates handlings not to be charged.	Contact Buyer. Ensure accuracy of Warranty section of Supplier Agreement and Walmart claims file.
63	NON-P.O. ALLOWANCES – SUPPLIER FINANCED MARKDOWNS	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the supplier contact field.	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
64	NON-P.O. ALLOWANCES – MARGIN DESCRIPTION	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the supplier contact field. The invoice # is the Co-Op #.	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
65	Supplier Non-Compliance Charges	Review Retail Link Co-op and contact the Buyer.	Contact the Buyer
66	Business Development Fund	Refer to the Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the Supplier Contact field.	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
67	Co-op Advertising	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the Supplier Contact field. The invoice # is the Co-Op	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.

## Section 2: Accounting

		#.	
68	Fixture Allowance	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the supplier contact field. The invoice# is the Co-Op #	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
69	Miscellaneous	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the supplier contact field. The invoice# is the Co-Op #.	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
70	A/R Taxes	Refer to Retail Link Co-op Agreement and contact your representative approving the deduction. This is listed in the supplier contact field.	Verify with your sales representative approving the deduction. They should have documentation and/or be able to verify the deduction.
73	DUPLICATE PAYMENT	Provide copies of cheque remittance and claim copies. These will be researched by Post Audit for disposition.	Do not duplicate bill. Ensure all credits are applied to Walmart account.
91	GOODS DESTROYED/ DAMAGED DEFECTIVE	Refer to Supplier Agreement and provide written authorization which details change.	Contact Buyer for direction.
92	GOODS RETURN-OVERSTOCK/RE-CALL	Refer to Supplier Agreement and provide written authorization which details change.	Contact Buyer for direction.
93	GOODS RETURN-DAMAGED MDSE.	Refer to Supplier Agreement and provide written authorization which details change.	Contact Buyer for direction.
94	GOODS RETURN - DEFECTIVE MDSE.	Refer to Supplier Agreement and provide written authorization which details change.	Contact Buyer for direction.
95	GOODS RETURN-WRONG ITEM.	Refer to Supplier Agreement and provide written authorization which details change.	Contact Buyer for direction.

## Supplier Discrepancy Form

WAL-MART CANADA CORP.

### VENDOR DISCREPANCY FORM/FORMULAIRE D'ERREUR DU FOURNISSEUR

All inquiries are to be addressed in writing. Each discrepancy is to be accompanied with a Vendor Discrepancy Form. Any inquiry without the Vendor Discrepancy Form will not be processed.

#### Instructions:

- \* Use one Vendor Discrepancy Form for each disputed item.
- \* All submissions are to be accompanied by a copy of the invoice, copy of claim, and appropriate documentation to support your request.

#### Completing the Vendor Discrepancy Form

Fill in and complete all applicable sections in their entirety.

#### Section 1:

- \* Note the Store/Warehouse number in the appropriate box. Use the same number as noted in the "Store #" column on the cheque remittance.
- \* The Invoice #/Claim #, Invoice Date/Claim Date, should be identical to the information on the cheque remittance.

#### Section 2:

- \* Please check the appropriate box.
- \* Open Invoice - unpaid invoice that has never been included on a previous cheque remittance, be sure to include valid signed P.O.D. (Proof of Delivery) for any invoices older than 6 months.
- \* Microfilm Copy Request: include copy of cheque remittance where the item in question is highlighted.  
Please wait 30 days from deduction date before requesting a copy.
- \* Unable to transmit EDI: Invoices where vendor has not been successful in transmitting via EDI.
- \* Must be pre-approved by a member of Wal-Mart A/P Management and accompanied by a letter explaining the issue.
- \* All non-approved invoices will be discarded.

#### Section 3:

- \* Please check the appropriate Claim Code. Refer to the cheque remittance for the correct type code.
- \* Use the comments section for any additional notes.

\*\*\*Vendor Discrepancy Form is available on Retail Link\*\*\*

---

Toute demande doit être faite par écrit. Toute erreur signalée doit être accompagnée d'un formulaire d'erreur du fournisseur. Toute demande faite sans ce formulaire ne sera pas traitée.

#### Instructions :

- \* Utiliser un formulaire d'erreur du fournisseur pour chaque article contesté.
- \* Toutes les demandes doivent être accompagnées d'une copie de la facture, d'une copie de la réclamation et des documents d'appui pour votre demande.

#### Remplir le formulaire d'erreur du fournisseur

Remplir toutes les sections appropriées.

#### Section 1 :

- \* Inscrire le numéro de la succursale, de l'entrepôt sur la boîte appropriée. Utiliser le même numéro qui est inscrit dans la colonne « No de succursale » sur la remise par chèque.
- \* Le no de facture ou de réclamation et la date de facturation ou de réclamation doivent être identiques aux renseignements inscrits sur le paiement du chèque.

#### Section 2 :

- \* Veuillez cocher les cases appropriées.

Factures en suspens - facture impayée qui n'a jamais été comprise dans une remise par chèque précédente, assurez-vous d'inclure une P.D.L.

(preuve de livraison) valide et signée pour toute facture de plus de 6 mois.

Demande de copies sur microfilm : inclure une copie de la remise par chèque en surlignant l'article concerné.

Veuillez attendre 30 jours à partir de la date de la déduction avant de demander une copie.

EDI - impossibilité de transmettre : factures que le fournisseur n'a pas réussi à transmettre par EDI.

Doit être d'abord approuvé par un membre de la direction des comptes fournisseurs de Wal-Mart et accompagné d'une lettre expliquant la question.

Toutes les factures non approuvées seront rejetées.

#### Section 3 :

- \* Veuillez cocher le code de réclamation approprié. Consulter la remise par chèque pour le bon type de code.
- \* Utiliser la section « commentaires » pour toute note additionnelle.

\*\*\*Le formulaire d'erreur de la part du fournisseur est disponible sur le Retail Link\*\*\*

---

## Section 2: Accounting

### WAL-MART CANADA CORP. LA COMPAGNIE WAL-MART VENDOR DISCREPANCY FORM FORMULAIRE D'ERREUR DU FOURNISSEUR

Section # 1:		Note DC/Store # in appropriate box. <b>Inscrire le n° du CD, de la succursale dans la case appropriée.</b>		Date :	
WAL-MART Warehouse Entrepôt	WAL-MART Stores Succursales	Expense vendor Depense Vendeur	Purchase order / Project #		
Vendor Name: <b>Nom du fournisseur :</b>		Vendor #: <b>N° du fournisseur :</b>			
Invoice # / Claim #: <b>N° de facture ou de réclamation :</b>		Invoice Date / Claim Date: <b>Date de facturation ou de réclamation :</b>			
P.O. #: <b>N° BC :</b>		Contact Name: <b>Nom de la personne-ressource :</b>			
Amt. Payback Requested: <b>Montant de remboursement demandé :</b>		Contact Phone #: <b>N° de tél. de la personne-ressource :</b>			
		Contact E-mail address: <b>Adresse courriel de la personne-ressource :</b>			

Section # 2:		Please check the appropriate box. <b>Veuillez cocher les cases appropriées.</b>
	Open Invoices - (For non EDI Vendors) Proof of Delivery to accompany Open Invoices older than 6 months. <b>Factures non réglées - (Fournisseurs pas sur EDI) Preuve de livraison pour accompagner factures non réglées de plus de 6 mois.</b>	
	Microfilm Copy request - include a copy of cheque remittance, with required items highlighted. <b>Microfilm - inclure une copie de la remise par chèque en surlignant les articles requis.</b>	
	Please wait thirty (30) days from the date of cheque before requesting any claim copies. <b>SVP attendre trente (30) jours à partir de la date du chèque avant de demander une copie de la réclamation.</b>	
	EDI - unable to transmit. Must be pre-approved by a member of Wal-Mart A/P Management, accompanied by a letter explaining the issue. All non-approved invoices will be discarded. <b>EDI - impossibilité de transmettre. Doit être d'abord approuvé par un membre de la direction des comptes fournisseurs de Wal-Mart et accompagné d'une lettre expliquant la question. Toutes les factures non approuvées seront rejetées.</b>	

**The following documentation MUST be provided for research on all shortage and damage claims.**

La documentation ci-après DOIT être fournie pour vérifier tous les déficits et les réclamations pour produits endommagés.

**F.O.B Wal-Mart & Vendor (Collect):** Copy of Invoice, Valid Proof of Delivery, which consists of the Bill of Lading with Carrier's signature.

**F.à.B Wal-Mart et fournisseur (port dû) :** copie de facture, Preuve de livraison valide, doit comprendre le connaissance avec signature du transporteur..

**F.O.B Wal-mart (Prepaid):** Copy of Invoice, Valid Proof of Delivery which consists of a Freight Bill with Warehouse stamp.

**F.à.B Wal-Mart (Prépayé) :** copie de facture, Preuve de livraison valide, doit comprendre facture de transport avec timbre de l'entrepôt.

Section # 3:		Check off appropriate claim type. <b>Cocher le type de réclamation approprié.</b>				
Section 3 :	Code 10 / 11	Code 21/22/24/28	Code 25	Code 50 to/à 60	Code 87	Others / Autres

Comments: <b>Commentaires :</b>

**\*\* Do not send statements \*\***  
Forward all correspondence to:

**Warehouse Disputes:**

Wal-Mart Stores, Inc.  
Po Box 8067  
Canada Warehouse  
Bentonville, AR 72716-8067

**\*\* Ne pas envoyer de relevés de compte \*\***  
Faites parvenir toute correspondance à :

**Store Disputes:**

Wal-Mart Stores, Inc.  
PO box 8069  
Canada Stores  
Bentonville, AR 72716-8069



1940 ~~Argentinia~~ Road, Mississauga, Ontario,  
Canada L5N 1P9

### Goods for Resale

#### ELECTRONIC FUNDS TRANSFER PROGRAM (EFT)

As part of our ongoing efforts to reduce and eliminate clerical and administrative costs from both of our processing areas, Wal-Mart Canada Corp., is very pleased to announce the introduction of Electronic Supplier Payments. We are now able to make a direct deposit of your payments into your designated Canadian bank account. This new service will also provide you with daily payments.

For a supplier to receive EFT payments, you must first be set up for either the EDI 820 remittance advice, or a remittance advice through Retail Link, a web-based system that allows suppliers to interface with Wal-Mart systems. To contact a Retail Link representative, please call (479) 273-8888. To be set up for the EDI 820, please call EDI Support at (479) 273-8888, option #2, option #1.

Once a supplier is in production for EFT, Wal-Mart will no longer send a hard copy remittance advice. Please check with your EDI or Retail Link department to ensure that you can receive the remittance advice before submitting the EFT application.

Please return by, fax or e-mail attachment, your completed EFT application with a ~~cheque~~ for your deposit account marked "VOID" to:

Wal-Mart Stores Inc.  
Attn: CA FSS  
FAX: 1-877-967-9131

**All applications must include either five additional float days or 0.25 discount percent. An EFT application without one of these options will be denied.** The additional float days or discount must be added to each invoice issued by your company as part of your payment terms. **Invoices should always reflect the Purchase Order terms.** The Supplier Buying Agreement will not include the additional EFT terms that you have selected in this application.

If you are an **International Supplier** with Wal-Mart and would like to receive your payments through EFT, Wal-Mart requires that you have a Canadian Bank Account. If you do not have access to a Canadian Bank then we cannot continue with the EFT process for your company.

Please indicate a Contact Name and Telephone Number on the EFT application.

After Wal-Mart receives your completed EFT application, it will take 15-20 days to establish. At that time, Wal-Mart will send one (1) \$1.00 EFT test transmissions to your bank account. Wal-Mart will call or email your contact the day after the test is sent, to confirm that the test was received properly.

Please contact your bank and have them verify the test. **NOTE: It is very important that you notify Wal-Mart within 24 hours to confirm and verify your test transaction has been deposited into your bank account. Please respond by calling or emailing the person that requested the confirmation.**

All electronic payments will be sent according to the supplier's terms, plus the additional EFT terms.



1940 Argentia Road, Mississauga, Ontario,  
Canada L5N 1P9

**Goods for Resale**

**EFT – ELECTRONIC FUNDS TRANSFER  
APPLICATION**

Supplier #: \_\_\_\_\_ Supplier Name: \_\_\_\_\_

Supplier Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_ Ext. Number: \_\_\_\_\_

Supplier GST/HST Number: \_\_\_\_\_

(Goods and Service Tax/ Harmonize Sales Tax Number of the Payee)

(Note: 15-character GST/HST#: 9-numeric 2-alpha 4-numeric)

Supplier QST Number: \_\_\_\_\_

(Quebec Sales Tax Number (where applicable) of the Payee)

(Note: 16-character QST#: 10-numeric 2-alpha 4-numeric)

Supplier must meet the following criteria:

- EDI Supplier for purchase order and invoice.
- Accept remittance electronically through Retail Link or EDI 820 report.
- Minimum of five (5) days float or 0.25% discount. Agreeing to five days float means the EFT will be initiated on the 5<sup>th</sup> day.

Please provide your bank information with a ~~cheque~~ for your deposit account marked "VOID".

• Financial Institution Name: \_\_\_\_\_

• Bank Code(Three Digits)

• Transit Routing #:(Branch) (Five Digits)

• Account # \_\_\_\_\_

• Account Name: \_\_\_\_\_

• Bank Address: \_\_\_\_\_

Please select float or discount:

- Float: 5 Days (days added to current terms)
- Discount: 0.25% (Percentage added to current cash discount)

Authorized Corporate Officer Signature \_\_\_\_\_

(Name) \_\_\_\_\_

Title: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax #: \_\_\_\_\_

**Bank Changes:**

For all bank changes a new application must be filled out in full. Please include on company letterhead and signed by a Corporate Officer, an address that paper ~~cheques~~ can be sent while the new banking changes are in progress.

Changes will be complete within 15 to 20 days. Another test must be done with the new information.



## Financial Shared Services Hot-Line

The FSS Contact Centre operates Monday through Friday 7:00 am – 6:00 p.m. (CST). Services available include the following:

- Cheque information
- Store and Warehouse invoicing information
- Claims information
- Account/Invoice status
- General Accounting information and assistance
- Accessing Accounting information from Retail Link

## Walmart Department Listings

All goods in a Walmart store is categorized, paid for, and sold by specific department number. Below is a listing of all the department numbers and a description of the goods for each. (Departments in Bold are Supercentre).

Dept. Number	Description	Dept. Number	Description
801	Confectionery	829	Ladies Sleepwear
802	Health & Beauty Aids	830	Family Underwear and Bras
803	Stationary & Books	831	Handbagas and Accessories
804	Household Paper Goods	832	Jewellery
805	Electronics	833	Girlswear
806	Imagind and Batteries	834	Ladieswear
807	Toys	835	Ladies Specialty Size
808	Pet & Supplies	836	Ladies Seasonal
		838	Pharmacy Prescriptions
809	Sporting Goods	840	Pharmacy- OTC
810	Automotive	844	Craft
811	Hardware	846	Cosmetics Fragrances- Skincare
812	Paint & Accessories	849	Optical
		872	Consumers Electronics
813	Household Cleaning	880	Service Deli
814	Housewares & Storage	881	Commercial Bread
815	Electrical Appliances	882	Impulse
816	Lawn and Garden	883	Seafood

## Section 2: Accounting

---

817	Home Decor		
818	Seasonal Events		
819	Crafts	887	Wireless
820	Kitchen-Bath-Floor Textiles	890	Dairy Products
821	Window Treatment	891	Frozen Foods
822	Bedding	892	Dry Grocery Goods
823	Menswear	893	Meat
824	Boyswear	894	Produce
825	Shoes		
826	Infant Apparel	897	Pre-Packed Deli
827	Family Socks and Hosiery	898	In-Store Bakery
828	Infants Consumables	899	Office / Store Supplies

---

**NOTE:** Please ensure you read and understand the entire Supplier agreement, as it establishes the terms and conditions between the Supplier and Wal-Mart Canada Corp that will apply to any purchase of goods by Wal-Mart Canada Corp from the Supplier.

---

The Supplier Agreement has a two-fold purpose:

13. It establishes the terms and conditions agreed to between the Supplier and Wal-Mart Canada Corp that will apply to any purchase of goods by Wal-Mart Canada Corp from the Supplier. POs will be issued by Wal-Mart Canada Corp pursuant to the Supplier Agreement. The terms and conditions of the Supplier Agreement are incorporated by reference into all POs, and will supersede this Supplier Information Manual and any other terms and conditions included in any invoice or other documentation issued by the Supplier to Wal-Mart Canada Corp.
14. It allows the Wal-Mart Canada Corp Supplier Master Department to assign a Supplier number to each Supplier, which Supplier number will be used by Wal-Mart Canada Corp to create item numbers and POs, remit funds to the Supplier, calculate allowances and discounts, and evaluate Supplier performance.

# MODULAR PLANNING

The main purpose of the Modular Planning Department is to produce modular drawings of basic replenishable goods in our stores. Modular drawings or plan-o-grams provide consistency of product presentation for our different size stores across the country. Most importantly, modular drawings verify stock on shelf, item classing, and traits, which assist in controlling store inventory. The Modular Planning Department also downloads modular shelf labels to the stores.

Shelf labels provide important item information such as item type, effective date, UPC, and Walmart item number.

Suppliers play an important role in assisting and advising Buyers in setting up and maintaining modulars. In some cases, Suppliers manage the categories at the store level. This occurs especially in rapidly changing categories (e.g. computer software, video games, etc). Modular planning ensures that replenishable items have a permanent home, that modulars are credible, safe, and consumer-friendly.

The Walmart modular planning team uses the computer software DIMENSIONS to capture the measurement of products and PROSPACE to produce the plan-c-grams sent to the stores. For information about any of the software, contact the Modular Planning Department.

## The Layout Centre

The Layout Centre provides an area for Buyers and Suppliers to set up and review the arrangement of products before it is drawn and sent to the stores. The Layout Centre is important for the following reasons:

- Ensures accuracy by previewing the presentation of product on the correct fixtures before releasing it to the stores.
- Enables Buyers and Suppliers to create different size layouts to meet the specific needs of all Walmart stores.
- Ensures that all products fit on the correct fixtures, and that the flow is logical and the goods presentation is customer-friendly.
- Allows Buyers and Suppliers the opportunity to adjust the goods assortment to obtain optimal inventory levels on each modular set (minimum of "pack and a half").

Address:	Layout Centre 6600 Kitimat Road Mississauga, Ontario L5N 1L9
----------	---

Hours of Operation:	Monday – Friday, 8:00 a.m. – 5:00 p.m. EST
Receiving:	Monday – Friday, 8:30 a.m. – 4:30 p.m. EST

## Rules for Creating Modulares

15. All samples entering the Layout Centre for modular use are free of charge and become Walmart property unless arrangements for their return have been made with Buyers. Suppliers are asked to provide two eaches for every facing on the largest Modular of an item.
16. All modular goods must have correct scannable UPCs and bilingual labelling, with the correct packaging (no mock-ups).
17. Suppliers are requested to ensure a minimum of capacity for each item is case-pack-and-a-half fits on the Modular for inventory purposes. Meeting 1 1/2 packs will help prevent out-of-stock situations at store level.
18. Form 9804s should be submitted to the Buyer as soon as the modulares have been approved to ensure the item numbers are created promptly and that the modular drawings are fully updated.
19. All goods coming into the Layout Centre should be labelled "NEW MODULAR GOODS" with the DEPT. #, BUYER' S NAME AND CATEGORY #.
20. It is expected that all Suppliers keep modular information confidential. Suppliers are prohibited from taking pictures of modulares and are to remain in their designated set-up area.
21. Suppliers are not permitted to goods higher than notch 71 (71 inches) on the gondola for safety reasons.
22. Suppliers are expected to help maintain a tidy work area.
23. Suppliers must comply with the Safety Rules for Store Visitors when attending at any Store or Walmart office location. See Section 1 of this manual for details.
24. Suppliers must be on the sign-in list prior to entering the Layout Centre. ONLY buyers are able to add Suppliers to this list.

## **EDI (ELECTRONIC DATA INTERCHANGE)**

### **Getting Started with Walmart EDI**

This section introduces you to EDI and how to get started using the system.

#### **Walmart, EDI, and You**

Welcome to the world of EDI. We hope that the following information will be helpful in implementing an EDI partnership with Walmart. If you have additional questions please contact the Walmart EDI Support team. We look forward to assisting you.

For additional Information, Walmart's implementation guidelines can be accessed through Retail Link™ E-Commerce/EDI.

#### **What Is EDI?**

Simply stated, EDI (Electronic Data Interchange) is the electronic exchange of business documents between suppliers and retailers.

EDI is comprised of two components: translation and communication. During translation, a business document is changed —or “translated”— into a standardized EDI format.

There are various EDI standards (or formats) that a company may use. Walmart currently supports ANSI X12 (American National Standards Institute), UCS (Uniform Communications Standards) and VICS (Voluntary Inter-industry Commerce Standard). Walmart stays within the VICS and UCS guidelines.

Once a business document is translated into an EDI format, it is communicated, or electronically sent, to the intended recipient. There are several methods of EDI communications available, but the method utilized by Walmart and our suppliers is AS2.

#### **What Is EDIINT AS2?**

EDIINT (EDI over the Internet) is a set of communication protocols, introduced by the IETF (Internet Engineering Task Force) in 1995, used to securely transmit data over the Internet. Although EDIINT was initially designed to transport EDI data, it may also be used to transfer non-EDI data.

One version of EDIINT is AS2, or EDIINT Applicability Statement 2. The UCC (Uniform Code Council) has facilitated the development and interoperability testing of the AS2 standard. AS2 supports EDI or other data file transmissions over the Internet using HTTP.

AS2 is a specification about how to *transport* data, not how to validate or process the content of the data. AS2 specifies the means to connect, deliver and receive data in a secure and reliable way.

AS2 is not an async or FTP solution; it is an Internet Protocol based solution that uses standard HTTP communications to transmit data.

For more information on EDIINT AS2, or for a list of interoperable-tested AS2 software providers, visit <http://www.drummondgroup.com>.

For additional information see the EDIINT FAQ's, on Retail Link™\_E-Commerce/EDI .

## How Is EDI Data Formatted?

The information is formatted using EDI standards. Walmart currently supports

- ANSI X12 (American National Standards Institute)
- UCS (Uniform Communications Standards)
- VICS (Voluntary Inter-industry Commerce Standard)

---

**NOTE:** Walmart stays within the VICS and UCS guidelines.

---

## Translation Software

- Walmart does not require suppliers to have specific software for EDI translation. Walmart's only requirement is that you connect to our network using an interoperable-tested AS2 communication package.
- The cost of your EDI translation software is determined by your company's needs and by individual software suppliers.
- Some software packages are bundled with EDI translation software.

## How Is EDI Accomplished?

Business documents are translated into a standard EDI format as defined by industry standards. The data is then pushed to the receiver via the AS2 communications protocol. To exchange EDI with Walmart, **you must be AS2-compliant.**

## Is EDI the Only Option Available to Trade POs and Invoices?

It depends on how many invoices your company does per year. If your company does more than 3,500 invoices per year you must do EDI and AS2.

If your company does less than 3,500 invoices per year you may choose to do EDI/AS2 **or** ORBIT™ (Online Retail Business Information Transfer).

ORBIT™ is a free, web-based solution that allows suppliers to receive POs and send invoices without the expense of an EDI package. More information on ORBIT™ is available on Retail Link™ E-Commerce/EDI.

## Using a Third Party Company to Exchange EDI with Walmart

Connecting directly to our network is the preferred communications method and reduces the points of failure in data transmissions. With the use of AS2, direct connection to our network provides cost savings to our suppliers through the elimination of day-to-day third party and long distance dial up charges. AS2 also provides increased reliability and speed, improving supply chain efficiency.

U.S. suppliers are to connect directly with Walmart, unless they have a valid business reason to use a third party. For international suppliers, using third parties is also discouraged, even though it is more commonly relied upon by the international supplier community.

If the use of a third party is required by a supplier, the third party ***must be Walmart-approved. EDI data, as well as EDI communications, must be completely outsourced to that third party.*** The supplier will receive data from their third party via fax, email, or in a flat file format.

There are two different models of third parties, one is known as an *Interconnect* and the other is a *Service Provider*.

Walmart does **not** allow Interconnects. Interconnects receive EDI data from a supplier and resend the data to either another interconnect or to Walmart. Interconnects *do not process the EDI data* in any way other than routing the communication to and from the supplier.

Walmart does allow Approved Service Providers. Service Providers receive application data from the suppliers directly in a flat file format, through a website or via fax and then translate the data into EDI standard before transmission.

---

**NOTE:** Use of a non-approved third party is a direct violation of Walmart policy and will jeopardize your EDI relationship with Walmart.

---

## How to Get Started with EDI

In order to exchange EDI with Walmart, you must become AS2 compliant first.

Select and install computer software and hardware, keeping in mind your projected long-term needs. Remember: you will need software and hardware for EDIINT (AS2) communication as well as EDI translation.

### Communication

AS2 client allows for the exchange of information, and “pushes” the encrypted EDI data from the sender to the receiver.

### Translation

The translation software interprets the transmitted EDI data into a readable format.

---

**NOTE:** There are EDI packages that contain both the communication and translation software.

---

## Supplier Tasks before Testing AS2

Before a company may begin EDI data testing, AS2 testing must first be completed. This 1- 2 week testing period between Walmart and your company is used to test communications only.

### 1. Obtain access to Retail Link™

- If no one from your EDI department has access to retail link, contact the Retail Link™ Supplier Support team at (479) 273-8888. Select option one, then Option #1 to apply for access.

It is recommended that more than one person in your EDI department has access to Retail Link in case your primary user is unavailable.

---

**NOTE:** Sharing a Retail Link™ ID is against Walmart policy/Retail Link agreement and can cause you or your entire company to lose Retail Link access, not to mention it could jeopardize your EDI relationship with Walmart.

---

### 2. Read all available documentation

- Go to Retail Link™ E-Commerce/EDI to see all related documentation. If you do not have visibility to the Orbit or Global Enterprise Mailbox (GEM) sections call the EDI Support team at 479.273.8888, Option #2.

### 3. Select and install computer software, and complete all internal testing.

- Keep in mind your projected long-term needs. Remember: you will need software and hardware for EDIINT (AS2) communication as well as EDI translation.
  - Communication - AS2 client allows for the exchange of information. "Pushes" the encrypted EDI data from the sender to the receiver.
  - Translation - The translation software interprets the transmitted EDI data into a readable format.
- Go to [www.drummondgroup.com](http://www.drummondgroup.com) for a list of interoperable software providers. There are EDI packages that contain both the communication and translation software.

### 4. Obtain GEM mailbox, up/download certificates

- Once you have your AS2 software installed and configured, you will need to call the Rollout Team at 479-273-8888, Option #2, to set up the GEM Mailbox. At the time of the call, ensure you have all the information for your AS2 software, such as IP address, AS2 name, and certificates available.
- After the Rollout Team has completed the creation of a GEM mailbox they will issue you a password. Use the GEM password to log into GEM and exchange certificates. For more information on the GEM Mailbox, see the EDIINT AS2 FAQ's on Retail Link™ E-Commerce/EDI.

### 5. Once you have exchanged Certificates, your company is ready to test AS2.

- Call 479-273-8888, Option #2, to begin your connectivity test. Testing will be done on a first-come, first-serve basis.



## Completing AS2 Testing

1. Successfully send and receive at least one file from Walmart to complete AS2 Testing.

When you and your testing coordinator feel confident that you have successfully completed testing, you will be moved to production on AS2 communications.

2. New suppliers will then need to begin EDI data testing.

Details of this testing are covered in the next topic.

## Expectations of EDI Suppliers

Before beginning EDI data testing you must have completed the following

- AS2 Communication testing with Walmart
- Have all internal flows tested and operational prior to EDI data testing.
- Verify that you have active items
- Contact your Buyer or sales representative to make sure you have active items with Walmart.

---

**NOTE:** If you do not have active items, you can not test.

---

In most cases, EDI data testing will last no longer than two weeks. Although there are exceptions, most suppliers will be testing POs and invoices simultaneously.

In order to trade EDI with Walmart, suppliers are also expected to:

- Maintain a consistent AS2 connection.
- Send functional acknowledgments no more than 24 hours from when the P.O.'s were placed in the mailbox. Suppliers that are unable to send an acknowledgement(s) for any reason, must contact the EDI Help Desk
- Have at least one associate with a valid retail link ID.

## Setting up for EDI

To set up for Edi, please follow the instructions below.

### Supplier Self-Testing Portal

Once you have completed AS2 testing and are ready to begin EDI testing, contact the Rollout team at 479-273-8888, Option #2.

---

**NOTE:** You must have your Supplier number ready.

---

Depending on the status of your supplier #, the testing team will grant access to the Supplier Self -Testing Portal on Retail Link. The following features will be available through the Supplier Self-Testing Portal.

- The ability to download Implementation Guidelines
- The ability to input your own sender/receiver codes.
- The ability to send and receive test data for Initial validation.
- The ability to select a "Production" date
- The ability to request new document sets.
- A Help Tutorial for User Assistance

### EDI Separators

Walmart's normal EBCDIC and ASCII separators are as illustrated in the tables below. If you need different separators set-up, please let the EDI Support Team know.

EBCDIC	Hex Value	Character	EBCDIC	Hex Value	Character
Element separator:	5C	*	Element separator:	2A	*
Sub-element separator:	6E	>	Sub-element separator:	3E	>
Segment terminator:	A1	~	Segment terminator:	7E	~

### Global Location Number (GLN) Formats

Walmart requires that a Global Location Number (GLN) be sent in the N1 ST segment element 04 (with the appropriate qualifier in element 03) on **ALL** EDI invoices, including all invoices without POs. This number can be found in the N1 ST segment element 04, the N1 BY segment element 04 or the SDQ segment of the EDI PO. Also, the GLN numbers for all of our stores & warehouses can be retrieved via AS2 by pulling the GLN listing from your GEM mailbox. (Please see the *816 EDI Implementation Guide* for more details.)

### Invoice Functional Acknowledgement (997)

Walmart will acknowledge each invoice by the group (GS) and set (ST) control numbers sent on the invoice. Acknowledgements are placed in the mailbox within one hour.

---

**NOTE:** If you do not receive an acknowledgment within this time frame, please contact Walmart's EDI Help Desk within 24 hours from your transmission date. If you receive a rejected or partial acknowledgement, you need to correct the issue and resend the invoices that were rejected.

---

### Insufficient Data Report (864 Text Document)

Walmart has established an insufficient data report in the form of an 864-text document. This document will be transmitted into your EDI mailbox along with your invoice acknowledgements if any invoice fails to meet Walmart's data requirements. This report will list the invoice number and a description of the error. It is important that you correct the invoices and resend, or the invoice will not get paid.

---

**NOTE:** Ensure that only the incorrect invoices are resent and not the whole file.

---

All invoices must be sent electronically, unless approved by the accounting department to send paper invoices.

---

**NOTE:** Walmart Accounting reserves the right to refuse or delay the payment of any invoice due to discrepancies.

---

### EDI Data Testing

The following is a tentative summary of the EDI testing procedure after testing in the portal has been completed. Please remember that your testing experience may vary slightly, depending on

the types of documents that you are testing. If you have additional questions please call the Rollout team at 473-273-8888 (option 2).

### PO Testing

1. POs will be placed in your mailbox within 48 hours of being put into Monitor Parallel status.

---

**NOTE:** If you do not receive any POs it is your responsibility to follow up with the EDI Rollout Team.

---

Depending on your Buyer, you may receive paper copies of your production P.O.'s during EDI testing.

2. Once you have received a PO, you must return a functional acknowledgement within 24 hrs.
3. The Rollout Team will check your functional acknowledgment and notify you of the results. If you do not hear from the testing coordinator, a follow-up from you will help speed the testing process.

To complete PO testing, you must successfully receive 3 POs, and return 3 functional acknowledgements.

### Invoice Testing

---

**NOTE:** EDI invoices will not be paid during the testing phase. Please continue to send hard copy invoices to accounts payable until EDI invoicing is implemented.

---

1. Once you have received a PO, process the order and return the invoice to Walmart.  
Within one hour after transmitting the invoice, a functional acknowledgement (997) will be sent to your mailbox.
2. Verify that the 997 is accepted. If it is not, you need to correct the invoice and send again. *If you do not receive a 997, there is something wrong with the invoice data. Contact your tester.*
3. After receiving your accepted 997, wait 24 hours to see if you receive an 864. *If you receive an 864, you need to correct the data and send again.*
4. If you do not receive an 864, and you have received an accepted 997, then you have successfully sent an invoice. Contact your EDI tester to verify the results of your test.
5. Continue this process until all problems are corrected, remembering to check your mailbox for 997's and 864's. You will need to send 3 successful invoices to complete invoice testing.

### Invoice Testing Requirements

- All mapping of the 810/880 (invoice) document and any in-house programming must be completed before testing can begin. Please review the X12 Invoice segment and element requirements (see below) for specific instructions on the invoice document.
- Off-invoice allowances or charges must be included on your electronic invoices.
- The supplier must be able to match acknowledgments back to the invoices.
- Methods for handling incorrect invoices must be established, and the supplier must have the capability of correcting and resending these invoices electronically.
- All invoices not previously sent via paper must be sent via EDI once turned production.

## Section 4: EDI (Electronic Data Interchange)

- Once beginning the testing period, you will be expected to be production with EDI invoicing within 2 weeks. Suppliers will not be allowed to go production with EDI invoices until all EDI and Walmart accounting requirements are met concerning the validity of your invoice data.

---

**NOTE:** EDI invoices will not be processed to be paid during the testing phase. Continue to mail your hard copy invoices to Walmart's Accounting Department until production occurs.

---

### X12 Invoice Segment and Element Requirements

Listed in this section are the individual segment and element requirements for invoicing electronically with Walmart. These lists are designed in conjunction with the *Walmart Technical Reference Manual*. Some helpful hints have also been included in these lists. If you need additional information about any field, please contact our EDI Testing Group at 479-273-8888, Option #2, followed by Option #3).

---

**NOTE:** Please consult the *UCS Walmart Technical Reference Manual* for specifications on UCS (880) invoicing.

---

#### Mandatory

Segment	Destination	Qualifiers / Notes
BIG	01 and 02	
N1	01 and 02	These data elements are required for these qualifiers SF and ST
REF	01 and 02	These data elements are required for the IA qualifier
ITD	01, 02, 07	
DTM	01 and 02	
FOB	01	
IT1	02, 03, 04, 06, 07	
PO4	01, 14 (if applicable)	Required if the unit of measure is cases
SAC	01, 02, 05, 12	Required for all off-invoice allowances
TDS	01	Required for all allowances or charges (except check amount)
TXI	(see mapping detail)	<b>This segment is sent for Canada Invoices Only</b>
CAD	(see mapping detail)	Required for all backhaul shipments, but is recommended for all shipments
ISS	01 and 02	
CTT	01	

### Conditional

Segment	Destination	Qualifiers / Notes
BIG	03	Optional for all suppliers if unknown
BIG	04	This data element for DSD suppliers is not used
N1	03, 04	Conditional on the N1*SF segment only
N3		This segment is optional for all suppliers if unknown
ITD	03 and 05	Used for discounted payment terms 2%, 10 net 30
ITD	12	Optional for all suppliers
PID		Conditional if all Walmart item numbers are being sent correctly
PO4		This segment is conditional if the unit of measure is eaches
ISS	03 and 04	These data elements are optional for all suppliers if unknown

### EDI Production

1. Once you have successfully met all EDI invoicing requirements, which includes three invoices sent without error, your company will be moved into production.
2. All EDI data from this point forward must be sent via AS2. Paper invoices will not be processed by Walmart's Accounting Department.
3. Once in production, you must continue to maintain a persistent Internet connection and always acknowledge POs **within 24 hours**.

---

**NOTE:** All Invoices, all departments, all divisions for your supplier number must be sent electronically.

---

### PO FAQ

#### Q. How long will I be testing POs?

A. The usual testing period for P.O.'s is approximately 2 weeks.

#### Q. When are POs transmitted into my GEM mailbox?

A. POs are put into GEM mailboxes immediately after being translated into EDI data. This can happen at any time; thus, your company must maintain a persistent internet connection. There are many types of P.O.s created by Walmart. The jobs which create and extract orders run around the clock, servicing all time zones and countries. Please note that if you are utilizing ORBIT instead of GEM it is highly recommended to check your ORBIT mailbox twice a day.

#### Q. Is it my choice to receive P.O.s in either each quantities or case quantities?

A. Yes, you decide which is best for your business needs; however, this will be something that you should decide before you are set-up to test.

**Q. What is the difference between multi-ship and single-ship P.O.'s?**

A. **Single-ship** orders (basic order) request goods to be sent to one specific location.

**Multi-ship** orders (spreadsheet) contain an SDQ segment and request goods to be sent to multiple locations.

The Walmart Buyer determines what type of order you will receive.

Be prepared to accept & process both single-ship and multi-ship orders.

## Invoice FAQ

**Q. Does Walmart require all invoices to be sent via EDI?**

A. Yes, all invoices for saleable goods must be transmitted electronically with EDI invoicing.

**Q. How long is the invoice testing period?**

A. The usual invoice testing period is 2 weeks.

**Q. Can we stop sending paper copies of our invoices to Walmart accounting when we begin testing EDI invoices?**

A. No, paper copies must be mailed to Walmart while you test EDI invoices. Any invoices sent during your invoice testing period will **not** be paid. *However, you may opt to hold invoices and send them through EDI once you complete testing*

**Q. Should we transmit invoices with a zero (0) total dollar amount?**

A. No, Walmart can not process any invoice with a zero (0) total dollar amount.

**Q. We receive one PO with multiple shipping (direct to store) locations. Are we supposed to bill back with one invoice for each location?**

A. Yes, each store receiving goods from that P.O. should receive an individual invoice for only the goods shipped to that store. Thus, if one multi-ship P.O. has 100 ship-to locations, there should be 100 invoices created using the same P.O. number and different invoice numbers; however, with the AS2 System it is recommended that you package multiple transmissions into one batch before sending.

**Q. Can invoices for POs not sent via EDI (i.e. store phoned-in orders) be invoiced through EDI?**

A. Yes, any invoice for saleable goods can be sent via EDI invoicing regardless of how the PO was received. However, always remember to include the P.O. number, department number, & the GLN on **all** invoices.

**Q. If we are a seasonal supplier, when is it appropriate to begin testing EDI invoices? Can we create bogus invoices in order to test EDI invoices?**

A. If you are a seasonal supplier, you may begin testing as soon as you have active items in the Walmart system. Walmart will use those items to create "dummy" orders that you may use for testing purposes

**Q. If I don't ship an item on the P.O., should I still include that item on the invoice?**

A. No, invoices should only contain those items that were shipped.

**Q. If I am invoicing non-taxable items for Canada, do I still need to send the TXI segment?**

A. Yes, the TXI is mandatory for all Canada invoices. When invoicing non-taxable items the TXI 02 (Amount) will need to be zero (0).

## **Walmart's EDI Support Desk Contact Information**

The various support departments' contact information and hours are as follows:

### **The EDI Supplier Support Team hours:**

The EDI Support desk is open Monday through Thursday, 7:00 a.m. to 5:00 p.m. central, and Friday from 7:00 a.m. to 3:00 p.m. central.

The EDI Support desk is closed for the observance of the following holidays: New Years Day, Memorial Day, the Fourth of July, Labour Day, Thanksgiving, and Christmas Day.

### **EDI Support Desk Mailing Address:**

Walmart EDI Help Desk  
805 Moberly Lane  
Mail Stop #26  
Bentonville, AR  
72716

---

**NOTE:** In order to assist you, we ask that you have your Walmart assigned supplier number available when you call and noted on all email correspondence.

---

## RETAIL LINK

### Introduction to Retail Link

Retail Link is a Walmart-specific communications and data retrieval package that provides a direct link to Walmart Store data through an Internet connection. Data sharing and shared ownership with our Suppliers is a key to the success of both Walmart and its Suppliers. Activation and daily usage of Retail Link is a necessity to doing business with Walmart.

Retail Link gives our Suppliers access to current and historical information on the performance of their items within various areas of Walmart.

With Retail Link you can:

- Request sales forecasts
- Find out which invoices have been paid or are about to be paid
- Build a history of sales for each of your products
- Plan your purchases to better fit into your production and demand cycles
- Streamline your distribution
- Become more active in deciding the best mix for each store and get accurate results when testing new products
- Schedule reports to run automatically

You will have access to 104 weeks of summarized data (Company Summary) and 65 weeks of detailed daily information (Store Detail) encompassing:

- Point of Sale information (POS)
- Collaborative Planning Forecasting and Replenishment (CPFR)
- Remittance advice information
- Paid history (90 days worth)
- Checks about to be written (unpaid detail)
- Checks that have been written and sent (paid detail)
- Accounts Payable Reference Guide
- Business Unit Information (store/warehouse address listings)
- Item history information – markdowns/sales/turnover/gross profit/etc...
- Market Basket Information (e.g. What Sells with my item, Purchase Frequency, Sales by Hour)
- Specialized preset reports (SWAS) to report on such things as – Store Instock, Global Top Sellers, Supplier Performance, Top/Bottom Stores etc.
- Many more options

The result of using Retail Link is that Suppliers and Walmart work more effectively together in order to meet the needs of our common customer – the consumer. Retail Link allows you to know the marketplace enabling us to provide our customers with what they need almost instantaneously. Retail Link will also let you know what kind of decisions our customers are making in the stores every day – decisions that ultimately determine how well any product performs.

Retail Link allows our Merchants and Suppliers to put the “Right Product” in the “Right Place”, at the “Right Time”, with the “Right Quantity.”



Retail Link is provided free of charge (Internet access is required); to order please contact our "Fax on Demand" Phone Line:

1. Call 1-479-277-4900.
2. Choose Option #2.
3. Choose Document #04000.
4. Choose Option #2 once more.
5. Key in your 10-digit fax machine number that you would like the documents sent to (area code plus fax number, no need for a 1 (one) before the number).

### **Retail Link Training**

Retail Link® has several online tutorials as well as existing classroom training provided by qualified Walmart instructors. In addition to on-line training, several Retail Link® User Groups (RLUGs) are offering support.

### **Retail Link® User Group (RLUG)?**

A Retail Link® User Group (RLUG) is a group of Walmart Suppliers who meet on a regular basis to learn more about Retail Link®, discuss best practices, and learn how to make their jobs easier. Meetings may include demonstrations, guest speakers, and tips for using Retail Link® more efficiently.

For more information about RLUGs visit Retail Link®.

## **UPC GUIDELINES**

To remain competitive in the retail industry, it is important to stay on top of sales trends and act accordingly. Tracking point of sale information through UPC coding helps Walmart accomplish just that, thereby helping to sell more of your goods. Universal Product Code Consumer Package Code.

### **General UPC Guidelines**

The guidelines deal with the different types of codes and their application.

#### **Universal Product Code Consumer Package Code**

The UPC Consumer Package Code refers to the UPC assigned to the consumer package. It must be sufficient to fully describe the consumer unit. Prefix/suffix numbers or letters to show size, flavour, etc. cannot be accommodated.

#### **Universal Product Code Case Code**

The UPC Case Code refers to the UPC assigned to the shipping container. A unique UPC Case Code should be assigned to each change in pack, size or case, where it is necessary to distinguish the case as a stock-keeping unit.

### **Assigning a UPC**

The basic rule for assigning a UPC is that identical consumer packages or identical shipping containers should have the same UPC throughout a manufacturing company. Assigning different UPCs to the same consumer package or shipping container places a considerable burden on Distributors. For example, some manufacturers assign codes depending on the location of the manufacturing plant. The multiplicity of numbers that result from this practice can create a significant computer storage problem at retail level. However, a separate UPC is required to distinguish a 250 ml bottle of shampoo from a 350 ml bottle of shampoo or a size 15 shirt from a size 16 shirt, even though the price may be the same.

The numbering system does not include any descriptive aspects. For example, the 5-digit number assigned by one manufacturer to a given product does not have to be the same 5-digit number assigned by a competitor to its like product, nor does it have to be in sequence with the next size of the same product.

### **New Product Coding**

Three months' advance notice must be given to customers when introducing a new product that requires a new UPC number. A new UPC should be used only when a product is initially introduced or an existing product is substantially changed. Changes in weight, package size, or formulation should be issued new UPC codes. Initially introduced products should have a unique UPC code as well.

Price changes by the manufacturer, distributor, or regional price differences are not reasons for assigning a new UPC to a product.

Customer confidence in scanning requires absolute pricing integrity in the store. Any changes in UPC numbers already in use threaten that integrity.

## **Suffix Code**

The UPC should not include a reference to date codes, packaging dates, place of manufacture, or other information sometimes included on consumer packages.

## **Multiple UPCs**

Manufacturers should not assign more than one UPC to the same product. For example, product XYZ manufactured at locations A, B and C should be assigned the same UPC (i.e. 10980-17385) regardless of the place of manufacture.

## **Multi-Pack Consumer Units**

Products sold in multi-packs should carry a UPC Consumer Package Code for the smallest consumer sale unit and a different UPC Consumer Package Code for each aggregation. For example, a 7-stick pack of chewing gum should have a unique UPC Consumer Package Code (i.e. 12345-00061). If a 20-stick package were also offered for sale at the consumer level, that unit should carry a different UPC Consumer Package Code (i.e. 12345-00063).

Manufacturers should establish specific levels applicable to each of their products and reach an understanding with their customers to permit efficient checkout procedures.

The basic principle for manufacturers to follow would be to assign a unique UPC Consumer Package Code to individual consumer units within a multi-pack whenever these individual consumer units or aggregates are ordinarily offered for sale at the retail level.

## **In-House Private Label**

A UPC Consumer Package Code should be assigned by the organization controlling the label, but may be assigned by the manufacturer on the basis of a mutual agreement between the organization controlling the label and the manufacturer.

## **Holiday Packs**

Products with seasonal modifications should carry a unique UPC to facilitate timely inventory rotation and reorder within the Distributor's organization. For example, candy over wrapped for Halloween should carry a unique UPC unless the wrapper can be readily removed and the goods sold as regular stock.

## **Velocity Coding**

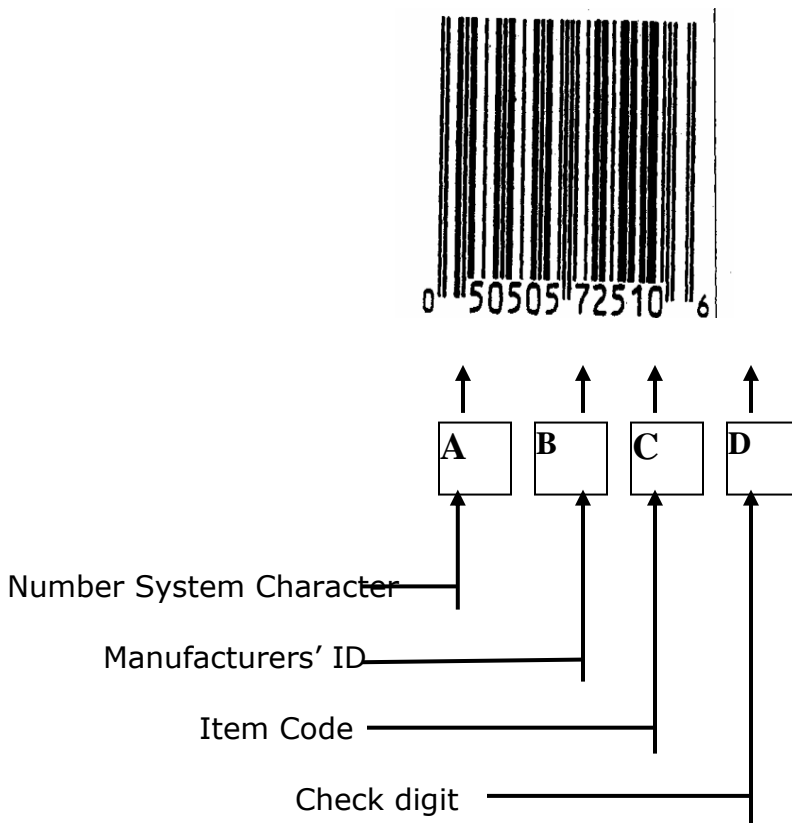
If a manufacturer does not require 5-digits to identify the company's products, additional zeros should be placed in front of the current code to make up a 5-digit field. For example, if an item is currently coded 1234 it should be shown as 01234, not 12340.

Longer term, however, it is conceivable that manufacturers may wish to velocity code their high volume items. Velocity coding implies that the highest volume item would receive code number 00001. Manufacturers should carefully consider the implication of the UPC before the system is widely used, since subsequent changes may be very difficult and costly for Distributors to implement.

## UPCs at Walmart

Walmart requires Suppliers to adhere to the following guidelines:

1. Our UPC policy is that no Walmart item number will be created without a UPC code.
2. UPC Codes are made up as follows:



### A. Number system character:

- 0: regular grocery and all general type goods
  - 2: random-weight items such as meat and produce
  - 3: health related and drug items
  - 4: in-store, in-house marked non-food items
  - 5: manufacturer's coupon
  - 6: regular grocery and all general type goods
  - 7: regular grocery and all general type goods
- 
- 0: regular grocery and all general type goods
  - 1: regular grocery and all general type goods
  - 2: random-weight items such as meat and produce
  - 3: health related and drug items
  - 4: in-store, in-house marked non-food items
  - 5: manufacturer's coupon
  - 6: regular grocery and all general type goods
  - 7: regular grocery and all general type goods
  - 8: regular grocery and all general type goods

9: regular grocery and all general type goods

**B. Manufacturers' ID Code:**

5 digits

**C. Item Code:**

5 digit numbers assigned by manufacturer, unique to each item.

**D. Check Digit:**

1 digit; serves as a numerical check of the other eleven digits.

3. Review each PO received from Walmart.
4. If you receive a PO from us with the wrong UPC number, **stop—do not ship—call the Buyer**. The Buyer will send you either (a) a corrected PO or (b) a fax with his or her signature authorizing you to ship. If you fail to take the above steps when the UPC is incorrect, we will assume you have accepted the PO as written; if a UPC problem occurs from this, we will adhere to our Chargeback penalties.
5. If one Supplier purchases another Supplier and then ships products with both the old Supplier UPC and the purchasing Supplier UPC, the Supplier must notify Walmart.

## UPC Supplier Chargeback Guidelines

If a Supplier fails to advise Walmart of discrepancies and a UPC problem occurs due to Supplier error, non-compliance charges may be assessed. Errors subject to non-compliance charges and the charges that will be assessed are listed below:

### Errors Subject to Non-Compliance Charges

1. Supplier substitutes goods on a PO without authorization from Walmart, causing a not-on-file problem.
2. Goods received is marked with a UPC assigned to a different SKU.
3. Supplier submits incorrect UPC information.
4. Goods received does not have a bar code.
5. Bar codes do not scan (e.g. they are illegible, or a colour that cannot be read by the scanner).
6. Bar code bars and spaces represent a different UPC than the human readable code (numbers below the bars).

## Non-Compliance Charges

The following are the current charges that will be assessed for non-compliance by a Supplier:

Offense	Charge
First	10% of total item cost per PO
Second	Largest of \$2,500 or 10% of total item cost per PO.
Third	Largest of \$5,000 or 10% of total item cost per PO

## Points to Remember

Walmart has found that minor UPC coding errors can become major problems. Below are points to keep in mind concerning the production, placement, and detail of the UPC codes of your products.

### Distinguish between UPC and All Other Bar Codes

UPC is the only bar code used for Point of Sale scanning; therefore, the UPC code must be easily distinguishable on the product from any Code bar 39, 2 of 5, etc. which are only used for internal purposes.

### Submitting the UPC Code for a New Item

You must include all numbers within the UPC including the lead digit and the check digit. There are different types of UPC codes, example: UPC Version E, EAN 13, Publication Five, etc.

### Sufficient White Space around Bar Code

3/32" or 1 mm, must be allowed to both the right and left of the bar code. Without this space the bar code will not scan.

### Size of Bar Code

We require you to use a nominal size of .85 to 1.40 magnification factor, which means a symbol which is a minimum of 1.25" wide by .75" tall, to a maximum of 1.75" wide by 1.25" tall.

### Contrast and Colour

Most point of sale scanning devices are a red laser type, which cannot see red, most shades of purple and blue, and sometimes green. Therefore, these colours must not be used in producing UPC bar codes without consulting a reputable UPC symbol producer. Failure to comply with this requirement may result in package changes at your expense. Laser scanners read the spaces between the bars of the symbol.

---

**NOTE:** Black bars on a white background are best.

---

### Bar Code Placement

Placement of the bar code is very important. The following is a table of suggested placements:

Container Type	Bar Code Placement
Small Boxes (can be picked up with one hand)	Bottom
Large Boxes (takes two hands to lift)	Side or Bottom (depending on weight)
Cans	Side
Packaged or Bagged	Back
Apparel	Hang Tag*

### UPC Signoff

Once you have entered the UPC Number and submitted to Walmart, you are deeming the Bar Code has been tested by you and deemed valid.

## SOURCE TAGGING

Dear Valued Walmart Supplier:

Walmart has committed to company-wide implementation of Sensormatic's Ultra-max Electronic Article Surveillance System (EAS). These systems were installed in all of our existing and new stores as of May 31, 2001. A substantial fiscal investment has been made by Walmart in EAS, above and beyond the extensive internal loss prevention programs already existing in our stores.

Source tagging requires the EAS label to be applied into the packaging or product. This typically occurs at the point of manufacturing, or packaging.

Both retailers and manufacturers have already realized the many benefits associated with source tagging which include:

- Increased sales through the "open merchandising" of high theft products
- Ability to gain market share/increased shelf space
- Ability to gain a competitive advantage
- Protection of theft-prone items
- Improve on-hand data integrity for accurate auto replenishment
- Reduced out of stocks
- Ensuring product availability by deterring theft
- Overall higher sales and profits

While it is our intention to pursue source tagging wherever possible, we are committed to avoiding unnecessary costs to you, our Supplier Partners. Joint co-operation is needed for this initiative to be successful. We will share information that will help to determine the issues and benefits of source tagging and will focus on specific items, which represent an opportunity for all concerned.

For a successful program, we need your commitment! I encourage you to speak to our Buyers, and our Product Protection Manager to discuss source tagging solutions for Walmart. I am confident that with your support, we can increase sales and become more effective at controlling the shrinkage of your products.

Sincerely,



Shelley Broader

President & CEO



## REPLENISHMENT

### Supplier Expectations/Replenishment Standards

The Supplier Expectations/Replenishment Standards are as follows:

- Suppliers must ship orders complete by PO cancel date. If this cannot be done, Suppliers must discuss warehouse orders with the Replenishment Manager or assembly orders with the Buyer.
- Suppliers must ship 100% complete. If Supplier cannot ship complete within this time frame, notification must be made via phone or e-mail within 24 hours. No back orders will be accepted without prior approval from the Replenishment Manager (on warehouse) or from the Buyer (on assembly).
- POs must ship as written. We will not accept any item that does not have the exact stock number, color, size, UPC or pack configuration. This includes quantities, bonus packs, model changes or any other substitutions. There will be no exceptions without prior approval from the replenishment person responsible for the order. Any item that does not match the PO will be returned at the Supplier's expense. A standing Return authorization is required.
- All price discrepancies must be communicated to the Buyer responsible for the category, prior to shipment.
- All Suppliers must be on EDI (WIN direct). Suppliers on this program will not receive hard copies of POs after they have completed the testing schedule. The Supplier should notify the person responsible for replenishment that testing has been completed. This will ensure that all hard copies and overnight express mailing of orders are turned off. Suppliers not currently on this program should respond immediately to the Replenishment Manager, or the Buyer with an expected implementation date. Contact our EDI department at (479) 273-8888 with any questions regarding setting this up.
- All EDI transmissions must have a functional acknowledgment within 6 hours of receipt of transmission.
- Suppliers shipping collect freight should notify Walmart Logistics Transportation immediately with any carrier/traffic problems. If an Walmart Logistics designated Carrier does not pick up as scheduled, please notify the Walmart Logistics Transportation office immediately.

## PO Changes

All PO changes must adhere to the following rules:

- Any changes made to a P.O. by a Supplier or Buyer, after it has been sent to the Supplier, **MUST** be communicated to all parties. Changing the P.O. in the system will not update the information the Supplier has. If the Supplier has not shipped the goods, they will be able to make the necessary changes.
- If the Supplier has already shipped the goods, the Supplier **MUST** inform the Wal-Mart Buyer so that the Buyer can communicate the information to the DCs. If the DCs are not informed of the changes, a lot of time will be wasted investigating the discrepancy. The results of that investigation will most likely indicate that the goods is a non-compliance order. Also, the Supplier will incur non-compliance charges.
- If the Supplier informs a Buyer of a change and it is acceptable, the P.O. is required to be modified by the Buyer to reflect the change. If the change is not made, a lot of time will be wasted investigating the discrepancy. The results of that investigation will most likely indicate that the goods is a non-compliance order. Also, the Supplier will incur non-compliance charges.

## PO Ship and Cancel Dates

Every P.O. has a ship and cancel date. The ship date is the earliest date the Supplier can ship the P.O., and the P.O. cancel date is the latest date the Supplier can ship the goods. The cancel date is not the date that the PO has to be received at the DCs.

## Staple Stock Items on a Distribution PO

On occasion, an upcoming promotion, for example, it is necessary to provide the stores with a large amount of a staple stock item; this could be done by creating a 'Distribution PO' for the staple stock item. If a distribution order is created with a staple stock item, **do not change the pack on that item**. The distribution pack quantity must be the same as the Staple Stock pack quantity.

## Supplier Allocation Process

This process applies to WPM (Walmart Pre-Ticketed Goods) and Footwear item-types:

- 10 - General
- 16 - Tab

## The “Booking” Order

A “booking” order is a 10-digit random PO which is created as normal by the Buyer and sent via EDI to the Supplier. If the Supplier does not have EDI, this order will be sent by fax/email.

---

**NOTE:** It is both our intention and expectation to have all Suppliers set-up on EDI, as soon as possible.

---

You must contact the Allocation Department via e-mail 14 days prior to your start ship date to receive an allocation. You are only required to submit a 10-digit booking PO.

---

**NOTE:** If you are not shipping the correct amount of cases, whether you are short or over shipping, or if you are past your cancel date, you must contact the Buyer to have your PO amended prior to your allocation request.

---

- The Allocation Department will advise you within 24 hours via e-mail whether your P.O. # has been allocated or has failed our Consumer Testing Lab (Quality Control).
- If your P.O. # has styles which have failed Consumer Testing Lab (Quality Control) you must contact either the Buyer or the Lab directly for further inquiry. Once you have received confirmation your samples have been approved you must make a new allocation request. (Via e-mail)

## Allocation Warehouse Split (Cornwall – DC 6093, Calgary – DC 6063)

- It will take approximately 48 business hours for Walmart Distributors to analyze and complete PO split.
- The ‘P.O. split’ consists of the original booking P.O., split into 2 new 10 digit random P.O.’s corresponding to the DCs (either Cornwall – DC 6093 or Calgary – DC 6063).
- Cornwall DC (6093) & Calgary DC (6063) orders must be packed in separate cartons.

## Billing

- One invoice is required for each PO
- Do not create an invoice for the original Booking Order

## CUSTOM CLEARANCE REQUIREMENTS

### Canadian Customs Clearance for US Vendors

US Vendors shipping directly from the USA must arrange their own Canadian customs clearance. As a non-resident importer (NRI) you require a Business Number to facilitate Canadian customs clearance. A business number is a unique identifying number for businesses and their accounts, incorporating four major participating programs: corporate income tax, payroll deductions, importing/exporting, and the Goods and Services Tax (GST). The last two pertain to NRI's.

You can register in person, by telephone, mail or facsimile, through a designated Canada Border Services Agency office.

Please ensure that you list your custom broker's name, contact person, and phone number on all the shipping documents.

US returns remain the responsibility of the Vendor. Walmart will not clear sample shipments shipped from the USA.

### Additional Information

A *Non-Resident Importer Package* is available from Walmart to assist with this process, and provide instructions on how to be set up as an NRI and contacts.

---

**NOTE:** Please note that responsibility for compliance with Canadian customs and trade laws – including customs clearance - remains with the Vendor, notwithstanding any information or guidance provided by Walmart. Vendors are encouraged to contact the Canadian government for further information:

---

Canada Border Services Agency (web-site): [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)

International Trade Canada (web-site): <http://www.international.gc.ca/>

### Customs Broker Information

For reference, listed below is information on various Canadian Customs Brokers with which Walmart has negotiated special rates for Walmart Canada Vendors. Please note this is **not** an endorsement of these firms, and is provided for reference only.

## Customs Dept



### Canadian Customs Clearance for US Retail Vendors (Non-Resident Importers)

October 9, 2015

Vendors that ship retail merchandise from the USA to Walmart must arrange their own customs clearance in Canada. All vendors must designate a Canadian Customs Broker to process their shipments through Canada Customs.

Prior to shipping, Vendors must obtain a Canadian Business Number (BN) from the Canada Revenue Agency (CRA). When obtaining a BN it is recommended to apply for two accounts: an import/export account and a Goods and Services (GST) account. Once Canada Revenue Agency has assigned a BN to a Vendor, the Vendor is then referred to as a Non-Resident Importer (NRI), and will act as the Importer of Record in Canada.

For more details about registering your business in Canada, please visit the CRA website link listed below:

<http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/ndn/mprtxprt-eng.html>

Other Related Links:

Canada Revenue Agency - GST <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/gst-tps/menu-eng.html>

Canada Border Services Agency (web-site): [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)

International Trade Canada (web-site): <http://www.international.gc.ca/>

What is GST?

GST is a five percent tax that is payable to the Canada Revenue Agency by the NRI at the time of customs clearance. GST is calculated on the net cost of the goods you are shipping to Walmart. GST paid by a registered NRI is refundable upon completion of the necessary tax returns. There may also be duties and other charges assessed by the Canadian government depending on the origin and the nature of your goods. Your Customs Broker will be able to advise you on all applicable duties and charges.

Shipping Documents:

A variety of shipping documents are required when shipping to Canada, including a commercial invoice, bill of lading and NAFTA Certificate (if applicable). **Your Customs Broker must be clearly identified on all shipping documents, including their telephone and fax numbers.**

The following Canadian Customs Brokers are familiar with the NRI requirements of Walmart and may be contacted to provide assistance should you require their services. Please note this is not an endorsement of these firms. Information packages from these brokers are attached to this package for your easy reference.

#### Walmart NRI Program

Damco Customs Services  
2576 Matheson Boulevard East  
Mississauga, ON L4W 5H1  
Contact: Bruce Meeks  
Toll Free: 888-387-2279  
Phone: 647-309-8675  
Fax: 800-710-1594  
[Bruce.Meeks@damco.com](mailto:Bruce.Meeks@damco.com)

UPS SCS Inc.  
101 Marcel Laurin Blvd  
St Laurent, QC H4N 2M3  
Contact: Pedro Romero  
Toll Free: 800-631-1867  
Phone: 514-285-1500 X5537

Livingston International Inc  
  
Toll Free: 1-866-260-6123  
[walmartvendor@livingstonintl.com](mailto:walmartvendor@livingstonintl.com)

Frontier Supply Chain Solutions Inc.  
51A Caldari Road, Unit 6  
Contact: Darold Snell  
Phone 905-761-8640 ext.222  
[dsnell@frontierscs.com](mailto:dsnell@frontierscs.com)

Willson International Limited  
2345 Argentia Road, Suite 201  
Contact: Dawson Ives, National Account Executive  
Ph: 1 800 754 1918  
[dives@willsonintl.com](mailto:dives@willsonintl.com)



September 4, 2012

Family owned and operated, Willson International has been providing unmatched service for customs brokerage since 1918. Willson International specializes in providing Canadian customs brokerage services to US based Non Resident Importers, and is supported by a network of offices across the Canadian border. Willson International operates in a 24/7/365 environment and is a leader in providing technology based solutions for customs clearance. Customer focused, representatives from Willson International travel regularly to the USA to meet with Non Resident Importers to ensure they have all the tools they need to clear the border efficiently and within the guidelines of the Wal-Mart Canada Vendor Agreement and the Customs Act. Willson International is also a licensed US Customs Broker and is well positioned to assist any Vendors requiring customs services for products returning to the USA.

Wal-Mart Canada Vendor Fees:       \$ 24.00 CAD per transaction (minimum requirements may apply)

Willson International Limited - Head Office  
2345 Argentia Road, Suite 201  
Mississauga, ON L5N 8K4  
1 800 754 1918  
[www.willsonintl.com](http://www.willsonintl.com)

LinkedIn:           <http://www.linkedin.com/company/willson-international>  
Facebook:       <http://www.facebook.com/willsoninternational>  
Twitter:           <http://twitter.com/willsonint>  
YouTube:          <http://www.youtube.com/user/willsonint>

Wal-Mart Canada Vendor Contacts:

Dawson Ives, National Account Executive, USA       [dives@willsonintl.com](mailto:dives@willsonintl.com)

Jack Langelaan, Vice President of Sales           [jlangelaan@willsonintl.com](mailto:jlangelaan@willsonintl.com)

Willson International Ltd  
2345 Argentia Road, Suite 201, Mississauga, ON L5N 8K4  
t: 905.363.1146 **toll free:** 1.800.754.1918 • f: 905.816.4406 • [www.willsonintl.com](http://www.willsonintl.com)



Dear Walmart Partner,

Becoming a vendor to Walmart Canada is an exciting opportunity, **congratulations on this new venture!**

Being able to effectively simplify and manage your import process into Canada will be paramount to your success in this new market. Fortunately the **Non-Resident Importer (NRI)** program was designed specifically to help you achieve this. By becoming an NRI it makes it easier for Canadian customers, like Walmart Canada, to do business with you thereby increasing your market competitiveness, penetration and overall sales.

The first step in becoming an NRI is to apply for a **Business Number (BN)**. Issued through the Canadian Border Services Agency (CBSA), this unique identification number will allow you to import goods into Canada. Partnering with a Canadian Customs Broker is essential for clearing your goods into Canada and they can also assist you in getting set up properly and ensuring you are complying with import regulations.

**Frontier Supply Chain Solutions Inc.** is a full service provider of logistics, trade consulting and U.S. & Canadian customs services. By focusing on our core strengths of flexibility, superior quality and outstanding commitment to customer service, we have uniquely positioned ourselves to become a leading provider of supply chain solutions throughout North America. We work with each and every client to identify their distribution, consolidation, warehousing and customs brokerage needs to come up with a comprehensive, easy, reliable and cost effective solution to capitalize on their Canadian market potential.

At Frontier we have extensive experience in successfully helping our clients, including other Walmart Canada vendors, become Non-Resident Importers. We are familiar with the service standards Walmart Canada demands and meet or exceed these standards every day. When bringing your product into a new market, it is crucial to know and understand the **Total Landed Costs**. Frontier can provide you with an accurate quote for the costs of taking your goods from your facility into Walmart Canada.

Frontier offers competitive customs brokerage and logistics rates and our **One Client, One Team** focus ensures that you have a knowledgeable, dedicated team of individuals ready to assist you in all your trade needs. Our current fees are:

### **Customs Clearance Rates:**

High Value Shipments (Value over \$1600 CAD) \$18.50 USD per entry  
Low Value Shipments (Value under \$1600 CAD) \$12.50 USD per entry

Fees are subject to change dependent on the specific situation

### **Logistics Costs:**

Please call for a quote  
To discuss this opportunity further please contact:

**Darold Snell**  
VP Sales  
Tel: 905-761-8640 ext 222  
[dsnell@frontierscs.com](mailto:dsnell@frontierscs.com)



## UPS Supply Chain Solutions<sup>SM</sup>

UPS SCS, INC.  
101 Marcel Laurin Blvd  
St Laurent, QC H4N 2M3  
Tel : 514-285-1500  
Fax : 514-841-1581

December 2010

Dear WAL-MART U.S. Vendor,

UPS SCS, Inc. is one of the leading customs brokers and freight forwarders in North America. With over 150 offices in Canada and the United States, our presence in the North American continent is valuable to our customers. A network of offices in 83 countries is committed to assist all international business.

Since 1994, UPS SCS, Inc. has been WAL-MART CANADA's official appointed customs broker. Through a partnership program developed with WAL-MART, UPS SCS, Inc. established a program for WAL-MART CANADA with respect to all aspects of customs clearance, customs consulting, freight forwarding, warehousing and distribution.

To meet this partnership, WAL-MART CANADA asked for UPS SCS, INC's assistance in the creation of WAL-MART CANADA's – U.S.A. Vendor Management System based on the following components.

- 1) Assistance in the calculation of landed duty paid price in Canadian currency.
- 2) Freight logistics and consolidations, full truck loads, LTL (less than truck loads) and information pertaining to all aspects for freight movement.
- 3) A Non-Resident Importer's program providing assistance in obtaining the Canadian BN (Business Number) and GST registration.
- 4) Arranging the customs clearance of your goods into Canada.
- 5) Assuring the proper VFD (value for duty) and the proper classification of your merchandise for customs compliance.
- 6) Providing Assistance for record keeping of your Canadian customs transactions.
- 7) Capability of EDI link between yourselves, UPS SCS, Inc. and WAL-MART.
- 8) WAL-MART Vendors Preferred Pricing Program (refer to schedule following this letter).
- 9) Full distribution and warehouse services.

UPS SCS Inc. will assist you with our knowledge and expertise, and will guarantee a smooth integration into the Canadian market. If you would like to open an account with UPS SCS Inc or have any further questions, please contact us at 1-800-361-1867 or 514-285-1500.



## **Determination of Landed Price for Shipments to Canadian Clients**

There is one factor used to determine the landing price into Canada for shipments to Canadian clients: whether the shipment is subject to duty or not.

### **For Shipments Where No duty is Applicable or NAFTA Applies:**

7. Present F.O.B. price in U.S. dollars
8. Change into Canadian by using exchange rate of the day.
9. Take the Canadian value and multiply by the GST rate; this will give you the GST amount.
10. Add Freight
11. Add brokerage.
12. Add the items from Steps 2, 4, and 5, and enter the total in the freight costs in field # 23 on the Canada Customs Invoice.

This is your landed cost in Canadian dollars not including the GST, which will be a separate line item on both the Canada Customs Invoice and your billing invoice to your client.

### **For Shipments Where Duty is Applicable:**

13. Present F.O.B. price in U.S. dollars
14. Change into Canadian by using exchange rate of the day.
15. Take your Canadian value and multiply by duty rate, this gives you the total duty.
16. Add the total value in Canadian and the total duty, multiply by the GST rate; this will give you the GST amount.
17. Add Freight.
18. Add Brokerage.
19. Add the items from Steps 2, 3, 5, and 6, and enter the freight costs in field # 23 on the Canada Customs Invoice.

This is your landed cost in Canadian dollars not including the GST, which will be a separate line item on both the Canadian Customs Invoice and your billing invoice to your client.



## Importing into Canada just got easier



### Livingston can help you clear your imports quickly and efficiently

As a Walmart Canada Ltd. supplier, you know the importance of getting your goods across the border and into Walmart's inventory system as quickly as possible.

Working with a proven, experienced broker can make the difference between your goods waiting at the border or arriving at their destination on time.

### Work with the NRI experts

Not only is Livingston a Walmart-approved customs broker, we have a long history of helping U.S. companies maximize the benefits of Canada's Non-Resident Importer (NRI) program. We help NRIs manage their GST/HST applications, complete their documentation, prepare for audits and more.

A successful NRI operation can deliver greater control over your transportation process and help you reduce supply chain operating expenses.

### We have you covered

Livingston is one of the most innovative and knowledgeable customs brokers in North America. We have employees at more than 100 key border crossings, airports and seaports to ensure your goods get where they need to be – on time, every time.

We also have extensive experience with retail goods, electronics, packaged goods, apparel and more, and we work with thousands of clients – from small businesses to large multi-nationals – across a wide range of industries.

We understand your business. We can help you manage your NAFTA requirements, liaise with government agencies, determine correct duties and taxes on your goods and – most importantly – ensure consistent and compliant release and entry of your goods with Customs.

### Contact us today

For more information about Livingston's customs brokerage and NRI services and rates, contact us today!

### Why choose Livingston?

- Walmart-approved customs broker
- Hassle-free global importing of goods into Canada
- Dedicated Walmart support team
- 24/7/365 customs clearance service
- Customized Canadian commodity tax recovery services for NRI importers, including HST, GST, PST/QST and VAT

Quote promotion code:

**WALMART-VEN**

Call us at **1-866-260-6123**

E-mail us at **walmartvendor@livingstonintl.com**

Visit **www.livingstonintl.com/walmartvendor**

Call now and quote promotion code  
**WALMART-VEN**

## WAREHOUSE ITEM SETUP

### Item Types

The types of goods handled by Walmart DCs (DCs) are as follows:

DC Type	Description
Distribution	Items are ordered by the Buyer, cross-docked through the DCs and generally are in and out of the facility within 24 hours
Assembly	Items are ordered by the stores' POS system, cross-docked through the DCs and generally are in and out of the facility within 24 hours
Staple Stock	Items are ordered by basic inventory management and warehoused in the DCs where items are ordered by the store point of sale (POS) system
Walmart Pre-ticketed Goods	items are ordered by the Buyer, then received and processed in the DCs, and finally allocated to the stores
Two Tier	Is a item/P.O. type that will allow goods on the same PO to be both cross-docked through the DCs and a small buffer supply warehoused in the DCs
Direct to Store Delivery	Items are shipped directly to stores from the Supplier location

## Section 10: Warehouse Item Setup

---

The different item type codes keyed into the item file indicate whether an item is Distribution, Assembly, Staple Stock, WPM, Two Tier or Direct to Store.

Type	Code and Description
Distribution Item	03 – General 43 – Import 45 – Import Tab 53 – Tab
Assembly Item	33 – Assembly Distribution 73 - POS Replenishment – DSDC 83 – Two Tier 93 - PAD (Priority Assembly Distribution)
Staple Stock Item	20 – Regular 22 – Seasonal 40 – Import 42 - Import Seasonal 46 – YBM (Year Beginning Meeting) Import Sample PO
WPM Item	10 – General 12 - General Seasonal 14 - Import 16 – Tab
Direct to Store Item	07 – General 37 – Assembly 57 – Tab 67 - New Store 77 - POS Replenishment

## Supplier and Warehouse Pack Quantities

The Supplier and warehouse pack quantities will determine how the DC will process the item. The Supplier pack quantity represents the pack size shipped from the Supplier to the DC (or store). The warehouse pack quantity represents the pack size shipped from the DC to the store. There are two different pack types: Case-pack and Break-pack.

### Case Pack

- Case-Pack indicates that the item was created with matching Supplier Pack and Warehouse Pack quantities. The pack size shipped to the DC will be the same pack size shipped to the store.

### Example

- An item is created with a pack of 1/1, which indicates the Supplier will ship one retail unit in a case and the store will receive one retail unit.
- An item is created with a pack of 6/6, which indicates the Supplier will ship six retail units in a case and the store will receive a case of six retail units.

### **Conveyable Case Packs**

The most efficient way to process goods through the DC is as a conveyable case-pack. Conveyable simply means that it can ride the conveyer belt. The requirements for a conveyable case are:

- The case must be a minimum of 9" long, 6" wide and 2" high and must weigh at least 3 lbs.
- The maximum dimensions are 42" long, 24" wide and 36" high and must weigh no more than 70 lbs.

### **Break-Pack**

A break-pack item is any item where the Supplier pack quantity is larger than the warehouse pack quantity. These items will be ordered from the Supplier in the Supplier pack quantity. Within the Supplier pack, the Supplier is required to pack the goods according to the warehouse pack quantity. The case is then broken down at the DC to the warehouse pack level, combined with other break-pack items and shipped to the stores.

### **Example**

- An item is created with a pack of 4/1, which indicates the Supplier will ship four retail units in a case and the store will receive one retail unit.
- An item is created with a pack of 24/12, which indicates the Supplier will ship twenty-four retail units packed in two inner cases of twelve in a case. The store will receive a case of twelve retail units.

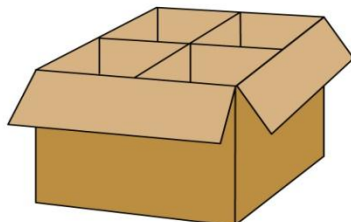
## Example Diagrams of Case Pack and Break Pack

### EXAMPLE 1:

#### Break Pack

4 / 1

Supplier Pack      Whse. Pack



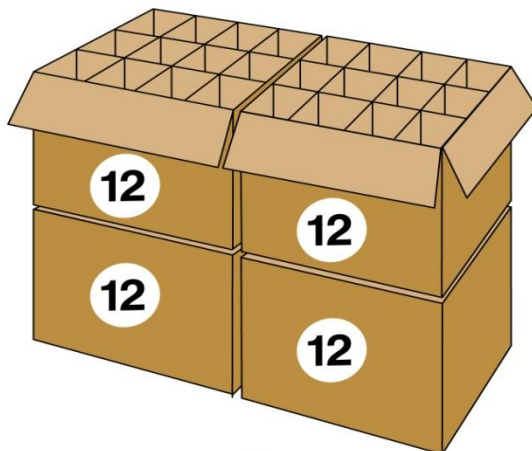
Store receives  
1 selling unit only

### EXAMPLE 2:

#### Break Pack 4 Whse. Pack

48 / 12

Supplier Pack      Whse. Pack



Store receives  
1 Whse. pack of 12  
selling units

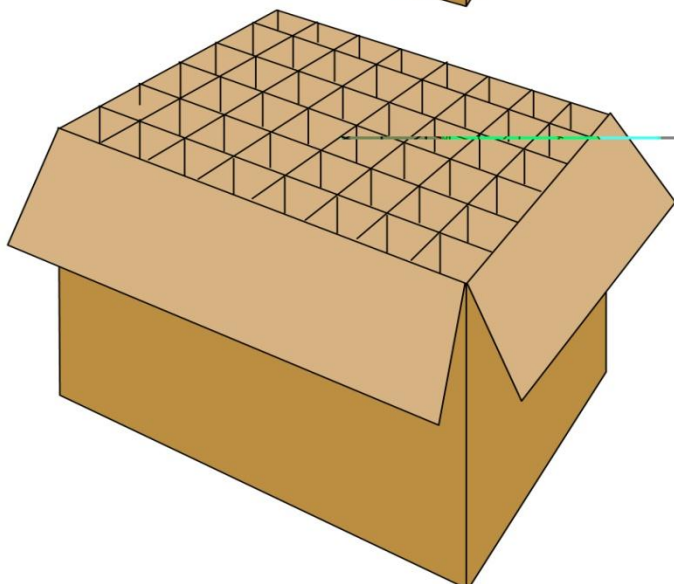
- Selling units must be secured within whse. pack

### EXAMPLE 3:

#### Case Pack

48 / 48

Supplier Pack      Whse. Pack



Store receives  
1 case of 48

## Master Packs

### DOMESTIC SUPPLIERS CANNOT SHIP IN MASTERPACK

A “Master pack” is a case that contains more than one “Supplier pack”. An Example would be a PO that calls for an item to be packed 6/6 (Supplier pack 6 and-Warehouse pack 6) but instead it is shipped in a case of 72 (12 cases of 6/6 pack’s per case).

Our DCs do not have a way to identify and process Master packs, and there is no way to systematically identify and process a Master pack in the Walmart item file.

If you ship in Master packs, despite our recommendation to the contrary, one or more of the following situations may occur:

- The DC accepts a master pack as a case pack:
  - The DCs might receive the Master pack as a Case-pack and could possibly send the entire Master pack to one store. This would cause inflated inventory to that particular store and zero inventory in other stores.
  - In such a case a shortage will appear on the receiving end and a claim will be filed against the Supplier for said shortage.
  - Accounting and the DCs have no way of verifying freight once it has been shipped to the stores.
- The DC identifies a master pack and breaks it down to a proper case pack.

In either case, if a Master pack is identified a non-compliance cost recovery charge will be applied.

---

**NOTE:** This serves as proper notification and you are shipping at your own risk. If you ship in master packs you are waiving the right to dispute any claim for any shortages related to this issue with Walmart and/or its Third Party Operators.

---

## Import Exception

With approval by Walmart, import Suppliers will sometimes ship in Master Packs due to transportation requirements specific to overseas shipments. This is acceptable as long as the case is marked with the words “**Master Pack**” and labelled “**Break Down This Case**” in order to indicate to the DCs that the case must be broken down to the Supplier pack. Master pack notation must be included on Bills of Lading and Packing Slips.

## WPM

WPM stands for Walmart Pre-Ticketed Goods. A WPM item is created as if it was a break-pack, but it is handled in the same manner as a case-pack.

## Example

An item is created with a pack of 12/1, which indicates the Supplier will ship twelve retail units in a case. The DC will send the store the entire case of twelve retail units.



## Non-Conveyable

Certain items are naturally too large or awkward to be conveyable e.g. lawnmowers, bicycles, and area rugs. These items exceed the maximum dimensions and weight for conveyable cases and are acceptable non-conveyable items. These items will be created as case-pack items.

When these items are created, an 'N' must be indicated in the conveyable field in the item file. This will allow the DCs to identify these items as non-conveyable ahead of time, and plan the appropriate resources to process the goods.

## Pallet Pulls

Items that are shipped to stores as an entire pallet/half pallet are referred to as pallet pulls. If a large order is placed and the average quantity going to each store is the same or close to the number of cases that will fit on a pallet/half pallet, have your Buyer create it as a pallet pull item. The DC can process 130 pallets with 50 cases on each pallet much faster than they can unload and label 6500 single cases.

The Supplier pack and warehouse pack should indicate the number of retail units on the pallet. For example, if there are 50 units of 1 SKU on a pallet it would be 50/50, not 1/1.

## Examples

- 1) A pallet with a pack size of 50/50 would mean there are 50 units of the same SKU on a pallet and the entire pallet goes to one store.
- 2) A pallet with a pack size of 1/1 would mean that there is 1 pallet with 1 'unit' (an assortment), and where the assortment is made up of many SKU's

## Quarter Pallets

Quarter pallets are NOT acceptable shipping units through the DCs. This includes store displays with a quarter pallet footprint, shipped on a half or full pallet. E.G. Do not ship 2 quarter displays on a half pallet, or 4 quarter displays on a full pallet.



## SHIPPING FREIGHT TERMS

### Shipping Terms / Transportation Terminology

The shipping terms and transportation terminology are as follows:

Term	Explanation
Wal-Mart Arranges Freight	This is the preferred freight term for Walmart. This is a prepaid freight term. The Supplier has agreed to pay the freight expense to Walmart's destination of choice - either to a DC or direct-to-store. The Supplier also agreed to contract transportations services through Walmart. The F.O.B. is Walmart's destination of choice - either to a DC or direct-to-store. Supplier selecting this term will automatically be on Walmart Freight Program(WFP). Refer to shipping option #1
Pick Up At Supplier	This is a prepaid freight term. The Supplier has agreed to pay the freight expense to Walmart's destination of choice - either to a DC or direct-to-store. The Supplier also agreed to contract transportations services through Walmart. The F.O.B. is the Supplier. Refer to shipping option #2
Prepaid	The Supplier has agreed to pay the freight expense to Walmart's destination of choice - either to a DC or direct-to-store. Refer to shipping option#3
Maintain "Collect" Term Of Previous Wal-Mart Supplier Agreement	This term applies only to existing Suppliers with "collect" terms. New Suppliers or Suppliers with "prepaid" terms can not choose this option.
Collect	Walmart has agreed to pay the freight expense to Walmart's destination of choice - either to a DC or direct-to-store. Agreeing on this freight payment term implies that the cost of goods excludes the cost of transportation from the Supplier to Walmart. Refer to shipping option # 4 F.O.B. Purchaser or F.O.B. Supplier
D.S.D.C.	Direct store Delivery Consolidation is available to Suppliers wishing to pick and pack store ready assortments prior to arrival at the DC.
F.O.B.	F.O.B., or Free On Board, indicates the point that the title to the goods is officially passed from Supplier to Walmart.
S.L.C.	Applies to full trailer loads only. <b>Trailers must be sealed by the Supplier.</b> Supplier has loaded the trailer and the piece count that he has loaded in the trailer is confirmed on the bill of lading. The bill of lading must clearly indicate that the shipment has been made on an S.L.C. basis. It must also show the total quantities loaded on the trailer (including number of pallets if applicable) <b>and the seal number.</b> Under this provision, the Supplier is entirely responsible for the piece count,

condition of loading and holds title to the goods while in transit. The Supplier is shipping FOB Purchaser. The S.L.C. notation should preferably be noted on the bill of lading; however if the seal number is shown, and both the Supplier and Carrier has signed the bill of lading without the S.L.C. notation, the shipment still has been made on a shipper's load and count basis.

**S.T.C.** "Said to contain" indicates that the Supplier has prepared shipment of a shrink-wrapped pallet where the Carrier can not confirm the piece count and the Supplier is assuming responsibility for any piece count shortages. The bill of lading must clearly indicate that the shipment has been made on an S.T.C. basis. It must also show the total quantities loaded on the trailer (including number of pallets if applicable) and the seal number. Under this provision, the Supplier is entirely responsible for the piece count and holds title to the goods while in transit.

## Shipping Options

The shipping options are as follows:

Type	Applicable to	Details
1. Wal-Mart Arranges Freight ( Freight Arranged By Wal-Mart)	U.S. and Canadian Suppliers	<ul style="list-style-type: none"> <li>Walmart chooses Carrier</li> <li>Prepaid Freight Terms</li> <li>Walmart pays Carrier</li> <li>Walmart deducts or invoices Supplier</li> <li>Supplier Owns Goods in Transit</li> <li>Title of the Goods passes on to Walmart only when Carrier delivers shipment</li> </ul>
2. Pick Up At Supplier (Freight Arranged By Wal-Mart)	Canadian Suppliers	<ul style="list-style-type: none"> <li>Walmart chooses Carrier</li> <li>Prepaid Freight Term</li> <li>Walmart pays Carrier</li> <li>Walmart deducts or invoices Supplier</li> <li>Walmart Owns Goods in Transit</li> </ul>
3. Prepaid: F.O.B. Purchaser	U.S. and Canadian Suppliers	<ul style="list-style-type: none"> <li>Supplier chooses Carrier.</li> <li>Supplier pays Carrier.</li> <li>Supplier Owns Goods in Transit.</li> <li>Title of the Goods passes to Walmart only when Carrier delivers shipment.</li> </ul>
4 Collect: F.O.B. Purchaser	U.S. and Canadian Suppliers	<ul style="list-style-type: none"> <li>Walmart chooses Carrier</li> <li>Walmart pays Carrier</li> <li>Supplier Owns Goods in Transit</li> <li>Title of the Goods passes on to Walmart only when Carrier delivers shipment</li> </ul>
		<ul style="list-style-type: none"> <li>Walmart chooses Carrier.</li> <li>Walmart pays Carrier.</li> </ul>

## Section 11: Shipping Freight Terms

---

4	Collect: F.O.B. Supplier	Suppliers shipping from Canadian shipping point and US Fixture Suppliers only	<ul style="list-style-type: none"><li>• Walmart Owns Goods in Transit (Other than SLC &amp; STC provisions)</li><li>• Title of the Goods passes on to Walmart at the point of pick up</li></ul>
---	-----------------------------	--	---

---

### **Purchases from US Suppliers**

When purchases are made by Walmart Canada from a U.S. Supplier with F.O.B. Purchaser terms, the Supplier is the importer of record, and must pay Canadian duties (if any), brokerage, and taxes, and is responsible for shortages and damages to the goods while in transit. Suppliers should forward a copy of commercial paperwork to their Canadian customs broker prior to shipment arriving at the border. A copy of this paperwork should also accompany the driver.

## **PREPARING YOUR DC SHIPMENT**

### **Fresh Food Quality Requirements**

- All fresh food products shipped to a perishable distribution centre are audited for quality at the time of receiving
- Product must comply with the requirements indicated by the buyer at the time of purchase and/or Supplier agreement
- Product not meeting the requirements are subject to refusal and non compliance cost recovery charges



## Date Sensitive Product Update - Date Code

For **all date sensitive product** the following date code format must be applied to either every shipping case or pallet placard.

**YYYY/MM/DD**

These requirements are in addition to standard retail unit regulatory requirements.

- DCs will accept items with 3 expiry dates on a pallet however the dates can be no more than 3 days apart and must still meet system requirements.
- The oldest dates must be stacked at the top of the pallet so that they may be picked first.
- Vendor must place a placard on the lower layer of the pallet (front and side) behind the stretch wrap with the oldest date notation.

Example:

**Acceptable** - pallet contains product dated 2013/03/01, 2013/03/02 and 2013/03/03

**Not Acceptable** - pallet contains product dated 2013/03/01, 2013/03/03 and 2013/03/04 (product dated 2013/03/04 is outside of the allowable 3 day date range)

If there are any questions or concerns, please contact the Walmart Logistic Inbound Compliance team listed below:

DC6080/6064/6064P

Natalie Begg - 403 291-8500 ext 4305

DC7087/7072/6601

Isobel Dunsmore - 905 813-6200 ext 4305

DC6002

Willie Rundell - 905 670-9966 ext 499

DC6063

Jayne Bourassa - 403 250-3648 ext 166

DC6093

Kyle Brazeau - 613 936-8676 ext 244



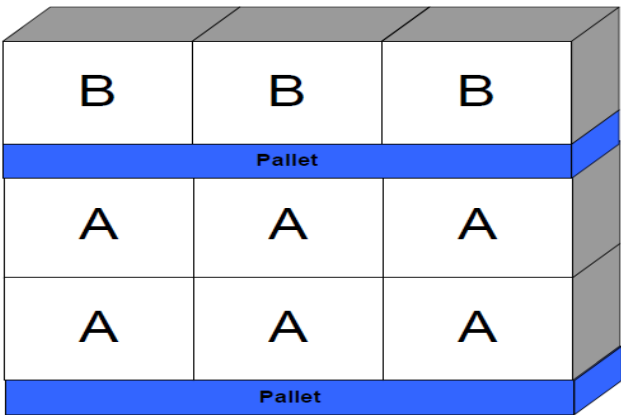
**Perishable Good Only – Departments:  
80/81/83/90/91/93/94/97/98**

**ITEM SEPARATION**

For SSTK PO types ONLY: 20, 22, 50, 83

At no time is it acceptable to stack multiple items on one pallet. Each item must be separated onto its own CHEP pallet but may be stacked as per diagram below.

**Item Layer Configuration (Side View of Pallet)**



If there are any questions or concerns, please contact the Walmart Logistics Inbound Compliance team listed below:

DC6080/6064P  
Natalie Begg- 403-291-8500 ext 4305 or 403-568-2289 ext 4009

DC7087/7072/6601  
Isobel Dunsmore – 905-813-6200 ext 4305

## Case Quality Requirements

The box specifications are as follows:

Factor	Specifications
Container Surface	All cases and packaging surfaces must be flat and strong enough to support its weight without distortion, deflection or bending.
Adhesives	Flaps should remain secure with an adhesive that can withstand normal handling, compression, humidity and a range of temperatures.
Openings, Gaps, and Windows	Any openings or windows on a case should be capable of being used as hand holds during the order-filling process.
Perforated Cases	Perforated cases must be able to withstand warehouse handling without damage or the case opening.
Vibration & Abrasion	<p>Packaging must be able to withstand vibration and abrasion associated with movement along rollers and conveyor belts. This is particularly important for:</p> <ul style="list-style-type: none"> <li>• Heavy goods with relatively small footprints that concentrate pressure on a very small area of the container, such as cases of 1-gallon cans of paint</li> <li>• Containers with shrink-wrap or film for containment</li> </ul>
Liquids	All liquids should be marked "THIS SIDE UP" by the Supplier and shipped accordingly.
Compression	Cases should be able to withstand side-to-side and end-to-end compression that normally occurs on the accumulation lines in the conveyor system. Reduce airspace within a case to avoid product damage. If your products are packaged in perforated cases, ensure they comply with the compression standards.

## Section 12: Preparing Your DC Shipment

---

For more information, please reference the below website links:

1. ASTM International *D4169 - 08 Standard Practice for Performance Testing of Shipping Containers and Systems*  
<http://www.astm.org/Standards/D4169.htm>
2. International Safe Transit Association *Distribution Test Procedures*  
<http://www.ista.org/pages/procedures/ista-procedures.php>
3. Railway Association of Canada, *Railway Packaging Standards of Canada RAC-6000*  
[www.railcan.ca](http://www.railcan.ca)
4. National Motor Freight Classification Item 180/222  
[www.nmfta.org](http://www.nmfta.org)
5. Uniform Freight Classification Rule 41 (Box Maker's Certificate)  
<http://www.narps.net/UFC%206000/6000-M-03.pdf>
6. Canadian General Standards Board - Transport of Dangerous Goods Performance Standards  
<http://www.tc.gc.ca/tdg/moc/listofstandards.html>  
[http://www.railcan.ca/sec\\_ops/en\\_ops\\_dangerousGoods.asp](http://www.railcan.ca/sec_ops/en_ops_dangerousGoods.asp)

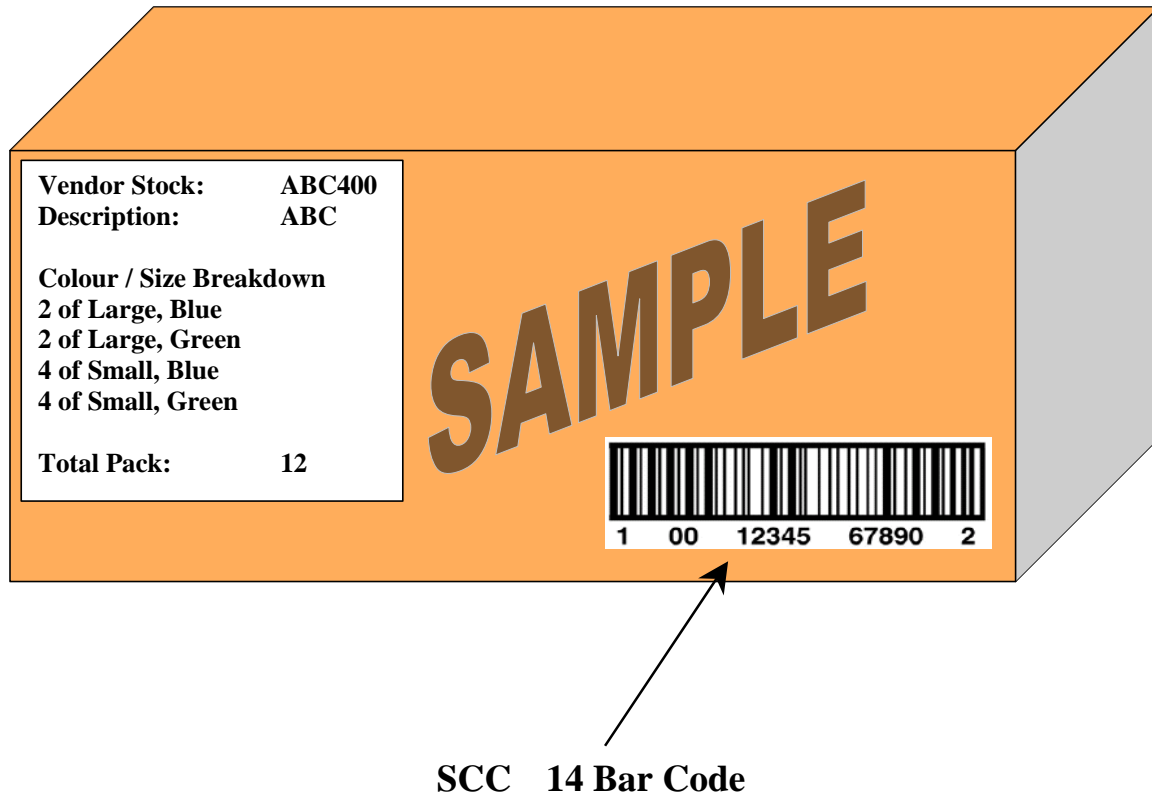


## Case Marking Requirements

It is mandatory that **every shipping case (Supplier Pack)** have a minimum of the following information on at least one side of the box:

- Supplier Stock Number
- Description of Product
- Colour, Size and Style breakdown (if applicable)
- Pack (number of selling units in case)
- SCC-14 Bar Code (see next page for details)

Case Example Diagram



Case marking information may be printed directly on the corrugated case or printed on a label and applied to the shipping case. If stencilling is the only means to mark the cases, then a minimum of one and quarter inch (1 1/4") lettering must be used. Exceptions would only pertain to bagged products or non-corrugated packaging (i.e. potting soil, bagged dog food, ladders, etc.). Case markings should not be confused with Shipping Labels. Case markings identify all information that is specific to the Supplier while the shipping label identifies information that is specific to Walmart.

## Special Handling Requirements

In addition to the standard case marking and label requirements, any item that requires special handling and/or storage requirements (where applicable, see note below) should include on every case:

- Temperature information for temperature sensitive items (e.g. Keep Chilled, Keep Frozen, Keep From Freezing, Keep Dry, etc)
- Special handling instructions or warnings (e.g. Fragile, This Way UP, etc.)
- Appropriate warnings for products that pose a hazard to handlers
- Appropriate Transportation of Dangerous Goods (TDG) markings, as required by the TDG Act

## Walmart Date Code Requirements

For all date sensitive product, the following date code format must be applied to EITHER every shipping case or pallet placard:

### **YYYY-MM- DD**

Example:

2010-01-01

YYYY-MM-DD

(represents 2010 January 1<sup>st</sup>) Best Before/Expiry Date

- There must be only one date code per item, per pallet
- These requirements are in addition to standard retail unit regulatory requirements

## **Case UPC Bar Code Guidelines (SCC-14 Bar Code)**

All cases shipped to a DC must have a Case UPC Bar Code (SCC-14 Bar Code) on at least one side of the standard pack-shipping container (Supplier pack).

- The SCC-14 bar code is not visible on the Supplier's PO and must be created by the Supplier
- The Supplier is not required to communicate the SCC-14 number to Walmart or the DC prior to shipping
- The bar code will be cross-referenced and catalogued to the correct 12-digit retail UPC number and pack size upon initial receipt
- It is extremely important that there is a different SCC-14 bar code for each product and pack size

## **SCC-14 Bar Code Specifications**

SCC-14 bar codes must adhere to the following:

- Should be at least 3 inches long and  $\frac{3}{4}$  inches tall
- Should be located on the lower portion of the longest vertical panel of the container sitting on its natural bottom
- When positioning the bar code on your shipping case it should be no closer than  $\frac{3}{4}$  inches from the leading edge and  $1\frac{1}{4}$  inch from the bottom
- When an SCC-14 bar code is used (Scenario #1 and #2 below), the 12-digit retail UPC bar code should not be present on the shipping case
- The numbers that make up the bar code must be visible below the bar code as illustrated in the sample

Creating Your SCC-14 Bar Code

There are three different scenarios to consider when creating your SCC-14 bar code:

Scenario	Details
1	<p>There are multiple units with the same retail UPC number inside a shipping case.</p> <p>Refer to next page for instructions.</p>
2	<p>There are multiple units with different retail UPC numbers (assortment) inside a shipping case. Walmart has provided a master assortment UPC number.</p> <p>Create the SCC-14 digit bar code by inserting "00" (two zeros) before the 12-digit master assortment UPC number provided by Walmart. The check digit does not change when zeros are inserted.</p> <p>Example:</p> <p>12-digit master assortment UPC number: 400023456783</p> <p>SCC-14 bar code: 00400023456783</p> <p>For Scenario #2, if you use a PI of "O" and follow the instructions for Scenario #1 on the following page, the end result will be the same as above)</p>
3	<p>The selling unit case also acts as the shipping case, E.G. T.V., Furniture.</p> <p>With this scenario, the Supplier is not required to provide an SCC-14 bar code. The DC will use the 12-digit retail UPC located on the selling unit.</p>



For examples of all three scenarios, please refer to "SCC-14 Bar Code Number Examples".

### Scenario 1: SCC-14

#### Packaging Indicator (PI)

The Supplier is able to use any number from 1 through 7; however, the PI must change for each level of packaging for the same retail UPC number.

---

**NOTE:** The number chosen is not required to reflect the number of units inside the shipping case

---

Example:

Retail UPC number 0 12345 67890 5 is shipped in a pack of 4/4 and 12/12. The Supplier can choose to use a PI of "1" for the pack of 4/4 and a PI of "2" for the pack of 12/12.

#### Number System Character (NN):

The first digit of the number system character will always be a "0" to complete the code.

The second digit of the NN is the same as the first digit of the 12-digit retail UPC inside the shipping case.

Example:

Retail UPC number 0 12345 67890 5: The second digit of the NN is "0".

#### Manufacturer UPC Number (MM):

This five-digit number is always the manufacturer's UPC identification number. The MM is the second through sixth digit of the 12-digit retail UPC inside the shipping case.

Example:

Retail UPC number 0 12345 67890 5: The MM is **12345**

#### Item ID Number (II):

This is the 5-digit number assigned to the retail UPC number of the item inside the shipping case. The II is the seventh through eleventh digit of the 12-digit retail UPC inside the shipping case.

Example:

Retail UPC number 0 12345 67890 5: The II is **67890**

---

**NOTE:** A Supplier may choose to assign a unique 5-digit number for each level of packaging of the same product (this is not currently required). In this case the PI must be zero.

---

### Check Digit (C):

Most bar code software will create a check digit automatically based on the first 13 digits. If your software does not have this function, the below formula can be used to create the check digit.

---

**NOTE:** If a PI greater than zero has been used, the check digit will not be the same as the retail UPC inside the case.

---

Based on the above examples, the first 13 digits of the SCC-14 bar code would be as follows:

Retail UPC number:        0 12345 67890 5  
SCC-14 number:            1 00 12345 67890

The check digit is based on the data from the first 13 digits above and the formula in the following example:

1. Starting with the packaging indicator, add all the characters in the odd positions.  $1 + 0 + 2 + 4 + 6 + 8 + 0 = 21$
2. Multiply the sum by three.  $21 \times 3 = 63$
3. Add all the characters in the even positions.  $0 + 1 + 3 + 5 + 7 + 9 = 25$
4. Add the product from the second step to the sum of the third step.  $63 + 25 = 88$
5. The check digit will be the number that gives the next highest multiple of 10 when added to the sum of step 4.  $88 + 2 = 90 : \text{the check digit is } 2$

The final SCC-14 bar code is **1 00 12345 67890 2**

Use verification equipment to test the shipping container code. Be sure to verify all 14 digits, including the check digit.

### SCC-14 Bar Code Number Examples

1. Walmart has chosen to carry PRODUCT A in 2 different pack sizes. The lower volume stores receive a shipping case pack of 4/4 and the higher volume stores receive a shipping case pack of 8/8.

Even though Walmart has assigned two separate Walmart item numbers, both examples of PRODUCT A are the same product and therefore both have the following 12-digit retail UPC number:

0 45678 90123 5

This item falls into Scenario #1, and must have a different packaging indicator between 1 and 7 for each level of packaging. The Supplier has chosen to use 1 and 2. The SCC-14 bar codes are as follows:

4/4 pack:    1 00 45678 90123 2  
8/8 pack:    2 00 45678 90123 9

## Section 12: Preparing Your DC Shipment

---

2. PRODUCT B is a very high moving item in several stores and Walmart has chosen to carry it in 2 different pack sizes. The lower volume stores receive a shipping case pack of 5/5 and the higher volume stores receive a pallet pull of 50/50. In this particular case the higher volumes stores are receiving a full pallet of 50 cases packed at 1/1.

Even though Walmart has assigned two separate Walmart item numbers, both examples of PRODUCT B are the same product and therefore both have the following 12-digit retail UPC number:

0 12345 67890 5

Even though one of the pack sizes is a pallet pull it is considered a shipping container. This item still falls into Scenario #1 and must have a different packaging indicator between 1 and 7 for each packaging level. The Supplier has chosen a PI of 1 for the pack of 5/5. It is not required by Walmart\*, but the Supplier would like to distinguish all of its pallet pull items by consistently using a 7 as the PI. The SCC-14 bar codes are as follows:

5/5 pack: 1 00 12345 67890 2

50/50 pallet: 7 00 12345 67890 4

---

**NOTE:** There is no requirement to have specific PI's for pallet pulls. This example is used to illustrate the availability of any PI between 1 and 7, at the Supplier's discretion.

---

Since a pallet pull item is considered a shipping container, the SCC-14 bar code should not be located on each box. There is only one SCC-14 bar code required for the pallet.

3. PRODUCT C has several different skus inside the shipping case and each sku has a separate 12-digit retail UPC. In this case, Walmart has provided the following 12-digit master assortment UPC number:

400023456783

This item falls into Scenario #2 and therefore the Supplier simply adds "00" (two zeros) before the 12-digit master assortment UPC number provided by Walmart. The SCC-14 bar code is as follows:

00400023456783

4. PRODUCT D ships with only one selling unit per shipping case; the cardboard case that is used to ship the item is the same case that the customer buys from the store. Typically, there is no extra packaging required to send these items to the DCs.

These items fall into Scenario #3, and the SCC-14 bar code is not required. The DC will be able to receive the items by scanning the 12-digit retail UPC bar code on the outside of the case.

## DSDC Cases and the UCC-128 Barcode

If you participate in the Direct Store Delivery Consolidation program, each store specific container requires an UCC-128/SSCC-18 shipping label. This label contains the following information:

Field	Details
Ship From	<ul style="list-style-type: none"> <li>• Supplier Name</li> <li>• Supplier Address</li> <li>• City, Province/State and Postal/Zip Code</li> </ul>
Ship To	<ul style="list-style-type: none"> <li>• "DC" &amp; Number</li> <li>• DC Address</li> <li>• City, Province and Postal Code</li> </ul>
DSDC Info	<ul style="list-style-type: none"> <li>• "DSDC Pick and Pack"</li> <li>• 5-Digit Store Number</li> <li>• 10-Digit P.O. Number</li> <li>• 5-Digit DC Number</li> <li>• 4-Digit type</li> <li>• 5-Digit Department Number</li> </ul>
UCC-128 / SSCC-18 Serial Shipping Container Bar Code	20 digits in length

<b>SHIP FROM:</b> <b>VENDOR NAME</b> <b>VENDOR ADDRESS</b> <b>CITY, PROV/STATE</b> <b>POSTAL /ZIP CODE</b>		<b>SHIP TO:</b> <b>DIST CENTRE #6002</b> <b>6800 MARITZ DRIVE</b> <b>MISSISSAUGA, ON L5W 1W2</b>	
<b>(420) SHIP TO POSTAL CODE:</b> <b>( 4 2 0 ) L 5 W 1 W 2</b> 		<b>CARRIER INFO:</b> <b>CARRIER NAME</b> <b>PRO: 1234567890</b> <b>B/L : 1234567890</b>	
<b>DSDC Pick &amp; Pack</b>		<b>STORE NUMBER</b> <b>03123</b>	
<b>PURCHASE ORDER</b> <b>1234567890</b>	<b>LOC#</b> <b>06002</b>	<b>TYPE</b> <b>0073</b>	<b>DEPT</b> <b>00023</b>
<b>(00) 0 0012345 123456789 1</b> 			



## Domestic Pallet Requirements and Standards

All LTL shipments must be palletized regardless of Purchase Order type.

### Pallet Dimensions

Dimension	Limit
Width	3'4" (40")
Length	4'0" (48")

### Pallet Requirements

#### Quality

All pallets shipped to the DCs and Consolidation Centres must be able to withstand standard warehouse and transportation handling, and be able to be handled in a safe manner

#### Distribution Centre Requirements

##### Dry Grocery DCs

PO Type	Pallet Type Requirement	Product Height (inc. pallet)
20, 22, 50, 83	CHEP/PECO	74 inches
All Others	NON CHEP/PECO	N/A (consider safety)

##### Perishable DCs

PO Type	Pallet Type Requirement	Product Height (inc. pallet)
20, 22, 50, 83	CHEP/PECO	55 inches – contact the applicable DC for exception requests
All Others	NON CHEP/PECO	N/A (consider safety)

## Regional DCs

PO Type	Pallet Type Requirement		Product Height (inc. pallet)	
	Conveyable	Non Conveyable	Casepack	Staplestock Breakpack
10, 11, 16, 20, 22, 50, 83	CHEP/PECO	CHEP/PECO	74 inches	38 inches
All Others - FTL	No Pallets Required	NON CHEP/PECO	N/A (consider safety)	N/A (consider safety)
All Others - LTL	NON CHEP/PECO	NON CHEP/PECO	N/A (consider safety)	N/A (consider safety)

## Consolidation Centre Requirements

PO Type	Pallet Type Requirement
10, 11, 16, 20, 22, 50, 83	CHEP/PECO
All Others	NON CHEP/PECO

## CHEP/PECO Pallet Specifications

- The DCs and Consolidation Centres will accept CHEP/PECO pallets on a ONE-WAY BASIS only
  - The CHEP/PECO pallets must be noted on the Bill of Lading

**NOTE:** DCs and consolidation centres will not exchange pallets. If you choose to ship pallets to a DC or consolidation centre, you understand that it will be on a one-way basis and you will receive no exchange or credit for the pallets.

## Overhang

Goods that is stacked on pallets must have no overhang of product over the edge of the pallet.

## Double Stacking

Pallets may be double-stacked in the trailer, providing the weight and/or height permits, without risk to the packaging or product integrity.

## Stretch Wrapping Requirements

- All palletized goods MUST be stretch-wrapped to help prevent goods loss or damage during shipment. The stretch-wrap must cover the entire product and overlap with the pallet for stability.
- Do not put any labels on the stretch wrap. Always ensure all labels are securely placed directly on the shipping cases.
- It is the responsibility of the Supplier to ensure goods is able to withstand normal transportation and DC handling. Where required, take other precautions with your goods (e.g. pallet strapping, cardboard corner posts, etc.)

## Section 12: Preparing Your DC Shipment

---

- Stretch wrap must be of top quality in stretch, memory and retention. Specifications must be at least 50-gauge.

### **Produce Specifications**

- Produce items may be required to have special banding, netting or other material to ensure proper air flow

### **Pallet Pull Items**

- All items set up as pallet pulls must be shipped on quality pallets, able to withstand standard DC and store handling
- For Pallet Pull items include an 8 x 10 Label indicating "Pallet Pull Item; Do Not Breakdown."

### **Half Pallet / Quarter Pallet Use**

- Half pallets are permitted for display ready product only
- Half pallets are NOT permitted for the following PO types:
  - 10, 11, 16, 20, 22, 50, 83
- Quarter-Pallets are NOT permitted for DC shipments

## Trailer Loading Requirements

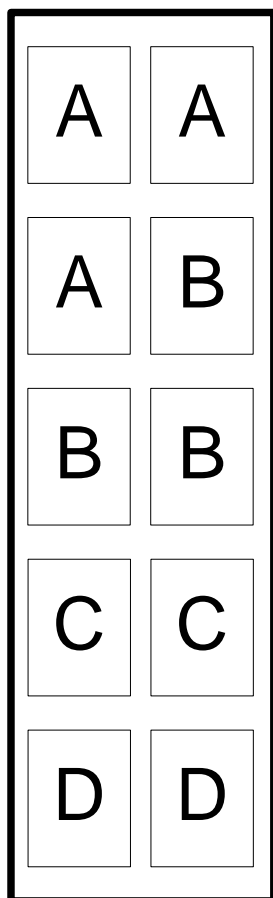
### P.O. Separation

- If there are multiple pallets for one PO, all pallets of the same PO must be kept together throughout the trailer

### P.O. Pallet Trailer Configuration (Top View of Trailer)

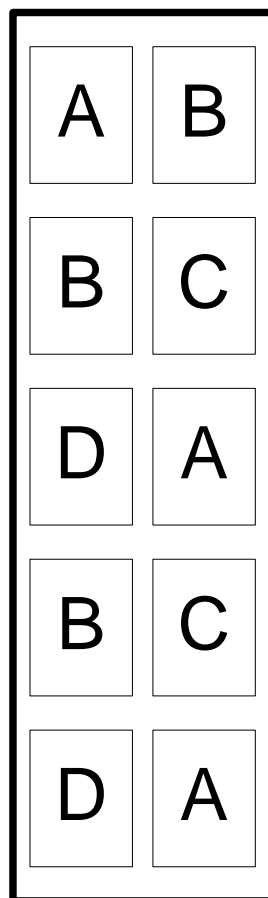
#### Correct

Pallets of same P.O. / item are kept together in the trailer



#### Incorrect

Pallets of same P.O. / item are mixed throughout the trailer

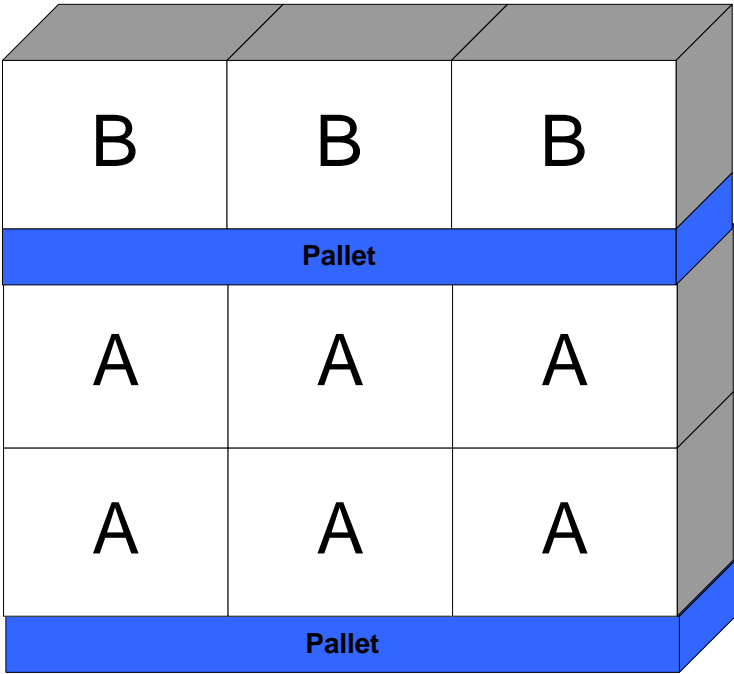


- At no time are different POs to be shipped on the same pallet. It is acceptable to double stack different POs; however there must be a pallet for each PO.

P.O. Layer Configuration (Side View of Pallet)

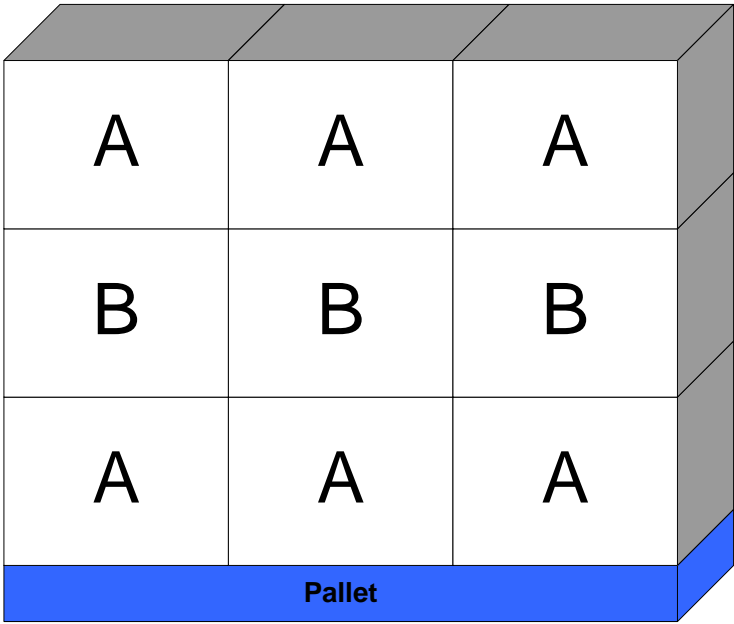
Correct

P.O.'s are separated by a pallet.



Incorrect

P.O.'s are not separated by a pallet.



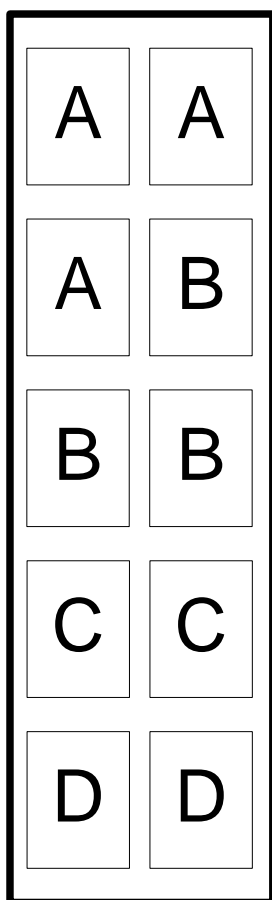
## Item Separation

- If there are multiple pallets for one item, all pallets of the same item and P.O. must be kept together throughout the trailer.

## Item Pallet Trailer Configuration (Top View of Trailer)

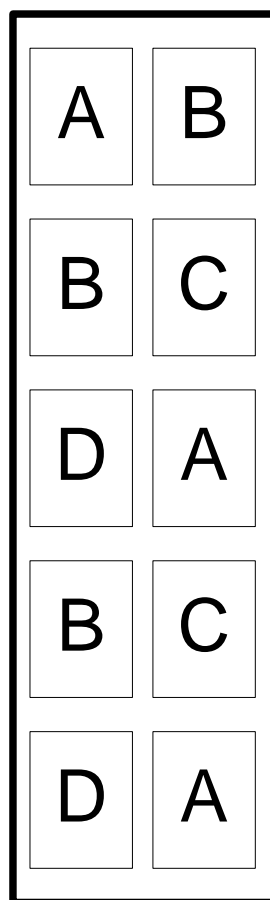
### Correct

Pallets of same P.O. / item are kept together in the trailer



### Incorrect

Pallets of same P.O. / item are mixed throughout the trailer



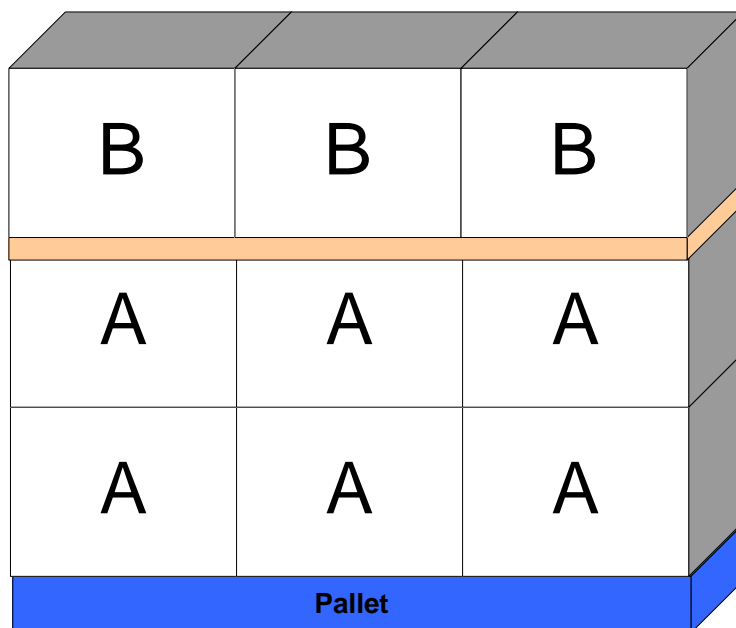
- If you are shipping items in layer quantities, it is acceptable to stack the different items on one pallet; however, each item layer must be separated by a slip-sheet.

**NOTE:** Layer quantities are only to be used if there is not enough **total** volume of one item to fill a pallet.

### Item Layer Configuration (Side View of Pallet)

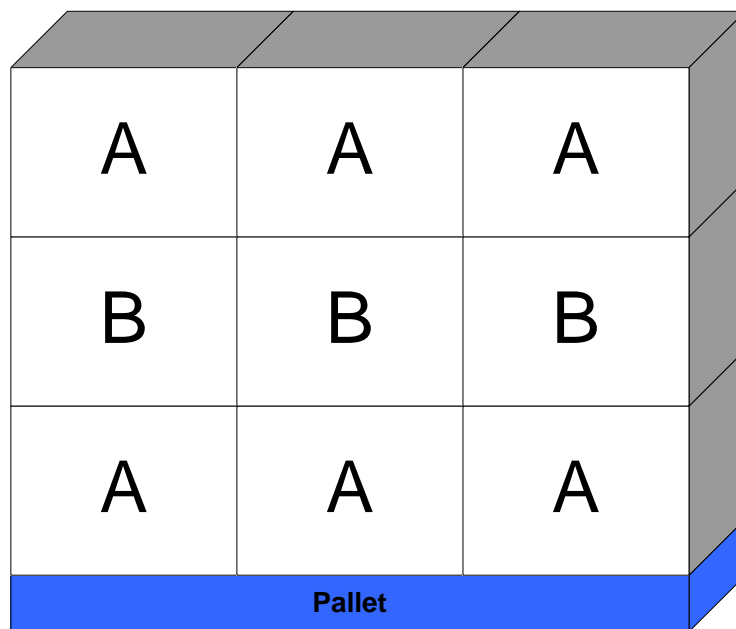
#### Correct

Item layers are kept together on the pallet and have a slip - sheet segregating different items.



#### Incorrect

Item layers are not kept together on the pallet



- If you are shipping items in less than layer quantities, it is acceptable to stack the different items within the same layer. However, all like items must be kept together within the layer.

---

**NOTE:** This only applies if an item cannot make up a complete layer. A PO on a trailer cannot have several layers of the same mixed items.

---

### Multiple Item Layer Configuration (Top View of Pallet)

#### Correct

Same items are kept  
together throughout the  
layer

A	A	C	D	D
A	A	C	D	D
B	B	C	E	E
B	B	C	E	E

#### Incorrect

Same items are mixed  
throughout the layer

A	D	B	C	A
B	C	D	E	B
C	D	A	C	E
D	E	B	E	A



## Temperature Control Requirements

When shipping to a temperature controlled DC, the below temperature ranges must be followed:

- Temperatures are the actual product package temperatures
- Product shipped to the DC outside the acceptable temperature ranges identified below will be considered as non compliant and will be processed according to the DC non compliance process

<b>General Perishable products</b>	<b>Receiving Temperature</b>	<b>Warehouse storage Temperature</b>
Fresh refrigerated goods	0°C/32°F to 4°C/39.2°F	0°C/32°F to 4°C/39.2°F
Processed refrigerated goods	-2°C/28°F to 4°C/39.2°F	0°C/32°F to 4°C/39.2°F
Frozen	-12°C/10°F or below	-18°C/0°F or below
Produce	1°C to 7°C/34°F to 45°F	Same as fresh refrigerated products

<b>Products with exceptions</b>	<b>Receiving Temperature</b>	<b>Warehouse storage Temperature</b>
Margarine	3°C to 7°C/37°F to 44°F	0°C/32°F to 4°C/39.2°F
Butter	-10°C to 4°C/14°F to 39.2°F	0°C/32°F to 4°C/39.2°F
Bacon	-5°C to 4°C/23°F to 39.2°F	0°C/32°F to 4°C/39.2°F
Strub Pickles	1°C to 7°C/34°F to 45°F	0°C/32°F to 4°C/39.2°F
GV Prep Horseradish GV Hot Horseradish	15°C/59°F or below	0°C/32°F to 4°C/39.2°F
Monte Cristo Baked goods excluding Scones	0°C/32°F and below	Same as frozen products
National Snack	-10°C/14°F or below	Same as frozen products

## Standard Shipping Label Requirements

Suppliers are required to use a standard shipping label which must contain the following:

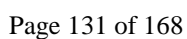
Field	Details
"Ship From" Address	<ul style="list-style-type: none"> <li>• Supplier name</li> <li>• Supplier address</li> <li>• Supplier city</li> <li>• Supplier province</li> <li>• Supplier postal code</li> </ul>
"Ship To" Address	<ul style="list-style-type: none"> <li>• DC name (company)</li> <li>• DC address</li> <li>• DC city</li> <li>• DC province</li> <li>• DC postal code</li> </ul>
PO Number	
Facility/Location Number	
PO Type	
Department Number	
Walmart Item Number	

<b>SHIP FROM:</b>	<b>SHIP TO:</b>
VENDOR NAME	SUPPLY CHAIN MANAGEMENT
VENDOR ADDRESS	6800 MARITZ DRIVE
CITY, PROVINCE	MISSISSAUGA, ON L5W 1W2
POSTAL CODE	
<b>P.O. NUMBER:</b>	1234567890
<b>LOCATION NUMBER:</b>	06002
<b>P.O. TYPE:</b>	0033
<b>DEPARTMENT:</b>	00009
<b>WAL-MART ITEM #</b>	000912345

**SAMPLE**

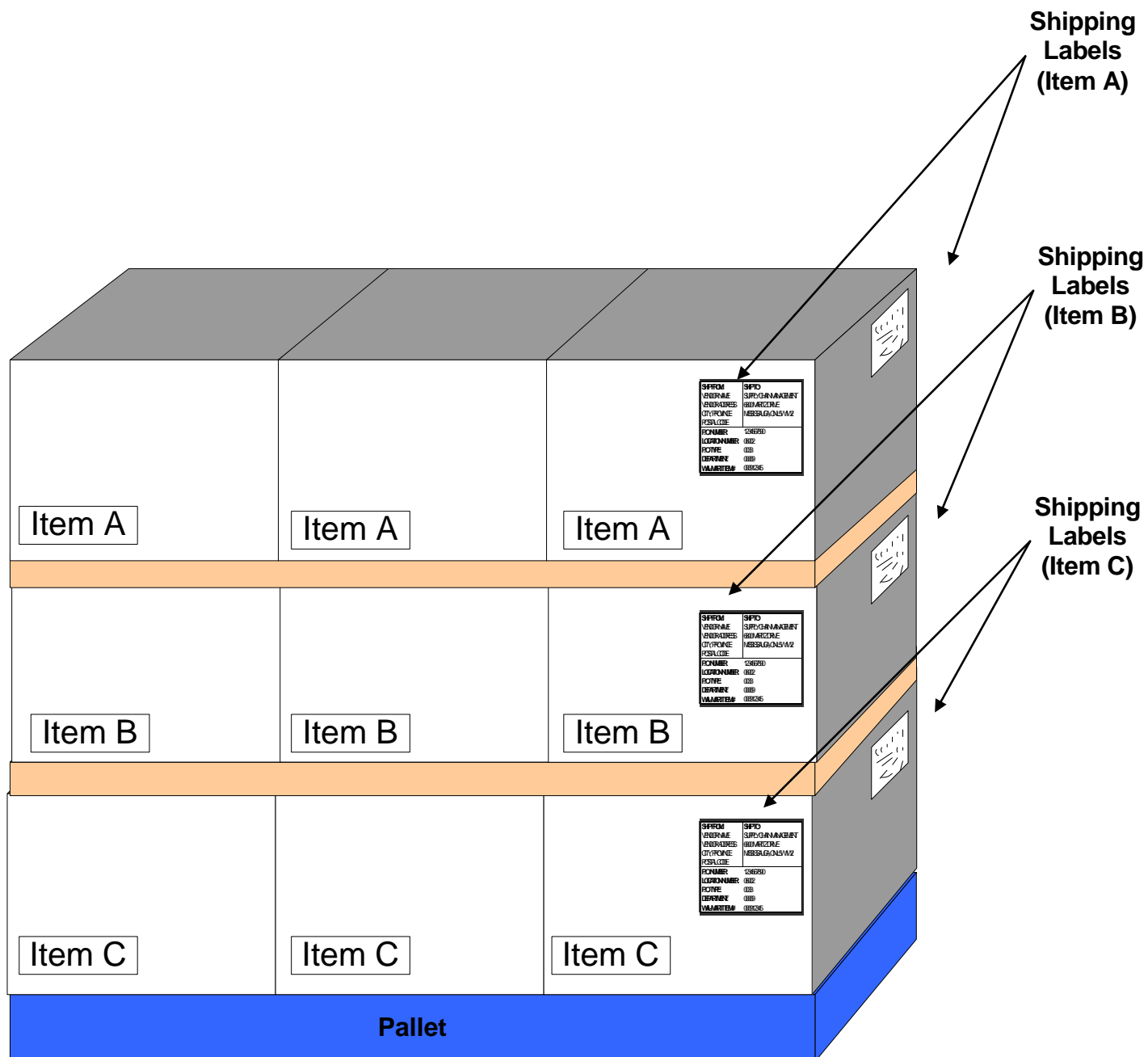
If the pallet contains only **ONE ITEM**

- 1 Shipping label on the upper right hand corner of the front of the **pallet**
- 1 Shipping Label on the upper right hand corner of the side of the **pallet**



If the pallet contains layer quantities (one item per layer - only if there is not enough volume per item to fill a pallet)

- 1 Shipping Label on the upper right hand corner of the front of the **layer**
- 1 Shipping Label on the upper right hand corner of the side of the **layer**



If the layer contains **MULTIPLE ITEMS** (only if there is not enough volume per item to fill a layer / or floor loaded)

- ## Shipping Labels

## Shipping Labels

## Shipping Documentation

### Bill of Lading

Each bill of lading must contain the following information:

- Appointment number
- Load I.D. number (collect only)
- Trailer number
- Seal number
- PO number
- PO type
- Department number
- Location number (DC Number)
- Case count
- Accurate weight
- Carrier name
- Dangerous goods information (if applicable)
- "Temperature Control Service Required" with required temperature noted (if applicable)

Each shipment must contain at least 2 copies of the bill of lading:

- A copy for the DC
- A copy for the driver (copies will not be made at the DC gatehouse)

Note: Any trailers that do not match the freight bills will be refused entry into the Walmart Logistics DC.

### Packing Slip

Each packing slip must contain the following information:

- PO number
- PO type
- Department number
- Location number (DC Number)
- Shipper's name and address
- Supplier stock number(s)
- Walmart item number(s)
- Case count per item
- Weight per item in KGs (required for variable weight products only)
- Supplier Pack quantity
- Total case count shipped

Each shipment must include 2 copies of the packing slip:

- A copy attached to the bill of lading and given to the driver
- A copy attached to the outside of one of the cases on the last pallet loaded per PO (this will be the first pallet offloaded per PO at the DC)

## E-COMMERCE

### Direct Ship Suppliers

#### 1. SUPPLIER COMMUNICATION RESPONSIBILITIES.

(a) For the purposes of this section: "Business Day" means any day other than a Saturday, Sunday or statutory holidays applicable to a Supplier's facility; "Business Hour" means any one (1) hour 8 am to 5 pm on a given Business Day; and "Line Level Acknowledgment" shall mean Suppliers' itemized acknowledgement of all order lines within all the customer orders contained in an order file.

(b) Supplier shall receive customer orders, provide inventory availability, order status updates, invoices for payment, and other information as may be required from time to time by Walmart and transmit product content and images via the file transfer protocol and format, and file transmission methodology that Walmart designates from time to time ("Company Format").

(c) Supplier shall, within one (1) hour of receipt on a twenty four (24) hours per day and seven (7) days per week basis, confirm every order file received by Walmart. Supplier shall communicate Line Level Acknowledgements to Walmart within four (4) Business Hours of receipt of a Walmart order file. In the event, and only in the event, that Walmart does not respond to a Supplier file with a Walmart confirmation file (indicating receipt of the Supplier file) within four (4) Business Hours, Supplier shall automatically re-send the original file. In the event that Walmart does not respond to a Supplier file with a Walmart confirmation file after three (3) attempts, Supplier shall call the Walmart individual or individuals designated by Walmart for such purpose ("SiteOps") to assist in troubleshooting the problem. Supplier shall respond to any errors sent to Supplier from Walmart within four (4) Business Hours via the Walmart error file protocol by either: (i) re-sending the Supplier file containing only the corrections to the corrupted data from the original file, or (ii) contacting the support team at Walmart and Supplier shall work with Walmart to resolve any such errors within one (1) Business Day. During each Business Day, Supplier shall actively monitor for Walmart alarm emails and respond to any such alarm emails within two (2) Business Hours.

(d) Supplier will send to Walmart an electronic transmission via Company Format confirming all completed and cancelled orders for each Business Day. If Walmart fails to provide complete or adequate customer information, Supplier shall, within four (4) Business Hours of receipt of an incomplete file, communicate to Walmart the information fields required to complete processing of the order. If Walmart sends the Supplier a cancellation request, Supplier shall use best efforts to immediately cancel the processing and fulfillment of such order but if such order was shipped, then Supplier must accept the return of the order.

(e) At least once each Business Day, or on such greater frequency as agreed to with Walmart, Supplier shall provide an error free update inventory feed for all goods available for sale on Walmart.ca.

(f) Supplier shall provide to Walmart at least sixty (60) days prior written notice of all cut-off dates for receipt of customer orders thereby allowing Supplier to ship such orders to recipients for arrival prior to Valentine's Day, Mother's Day, Father's Day, Christmas Day, and any other holidays identified by Walmart, and such cut-off dates shall be subject to Walmart's reasonable approval. Supplier shall provide to Walmart at least sixty (60) days prior written notice of any closings or shut-downs of Supplier's offices and/or operations, any changes to Supplier's normal operating hours, and any changes to Supplier's primary and secondary business and technical contact information.

(g) Supplier shall provide to SiteOps at least five (5) Business Days advance written notice of all Supplier system changes and modifications that could have any potential effect on Supplier Walmart communications, including without limitation, planned downtime and any changes to Supplier's IP address(es). Supplier shall report any incidents of security breaches to SiteOps within four (4) hours of knowledge of the event. SiteOps contact information will be provided by Walmart to Supplier from time to time as determined by Wal-Mart.

(h) Supplier shall provide goods images, videos and copy ("Content") in English and French to Walmart to support the marketing and sale of Supplier's goods offered on Walmart websites. Content supporting Supplier goods must be provided to Walmart before such goods will be offered, marketed or sold on Walmart websites. Such Content shall be provided by Supplier to Walmart's specifications, including but not limited to, accurately completing any forms which may be required by Walmart from time to time. Supplier will transmit Content, and updates to Content via the file transfer protocol and format, and file transmission methodology and frequency designated from time to time by Walmart. Supplier shall cooperate in good faith with Walmart to ensure that the Content for Supplier's goods is accurate and complete, and Supplier shall respond promptly and completely to Walmart's requests for Content. Walmart, in its sole discretion, may remove Supplier's Content or modified Content from Walmart websites at any time.

## 2. SERVICE LEVELS.

Supplier shall meet or exceed the following service levels ("Service Levels")

(a) Uptime Requirement. Other than four (4) hours of planned downtime per month, Supplier shall provide 99.9% uptime and availability on a monthly basis of their DSV services and Systems without incident ("Uptime Requirement").

(b) On Time Ship Standard. Supplier shall maintain an on time ship standard of at least 99% ("On Time Ship Standard"). The On Time Ship Standard shall be calculated on a calendar month basis. The On Time Ship Standard shall consist of: (1) Supplier maintaining sufficient inventory to and shipping at least 99% of Walmart customer orders within the Lead Time ("Lead Time" means the Standard Lead Time or the Lead Time Exception, as appropriate for the order or any portion thereof, as each are defined below) and communicating to Walmart in the Company Format accurate ship status of a customer order, including complete tracking information when applicable, within the Lead Time; and (2) Supplier shipping the remaining 1% (or other remaining percentage) of Walmart customer orders no later than two (2) Business Days following the expiration of the Lead Time and communicating to Walmart in the Company Format accurate ship status of such customer orders, including complete tracking information as provided by carrier. For purposes of this Service Level:



(1) "Standard Lead Time" means: (i) if Supplier receives an order prior to 12:00 noon (local time for Supplier), the order shall ship to the customer that same Business Day, and (ii) if Supplier receives an order after 12:00 noon (local time for Supplier), the order shall ship to the customer by the end of the next Business Day. Lead Time Exception (as defined below) orders or portions thereof, as applicable, however, are not subject to the Standard Lead Time requirements and have their own respective lead time expectations.

(2) "Lead Time Exceptions" means:

a. Preorders. Preorders are defined as orders taken for items prior to their being generally available to ship. "Preorders Lead Time" means for any preorder item, Supplier shall ship the order on or before the item's commercial street date (it is acknowledged that certain items cannot be shipped before the street date and upon shipment of the order, the "shipped status" shall be transmitted to Walmart).

b. Built to Order/Personalized. Built to order/personalized items are defined as items that are specially created and/or personalization as a result of an associated customer order. These products have distinct lead time or Walmart item number (or both) that range by UPC from two (2) days to thirty (30) days.

c. STAB/Perishables. Ship to Arrive By (STAB) orders, including perishables, must be shipped as needed to arrive on date specified by the customer.

d. Services/Photo Orders. Certain services or photo orders are subject to the lead time agreed to by the parties.

(c) Fill Rate Percentage. Supplier shall maintain inventory to fulfill Walmart customer orders at a rate of 99.9% of goods ordered being shipped ("Fill Rate Percentage"). The Fill Rate Percentage shall be calculated on a monthly basis.

(d) Order Accuracy. Supplier shall accurately ship the correct goods to the correct recipient ("Order Accuracy") at rate of 99.9% of Walmart customer orders. Order Accuracy shall be calculated on a monthly basis.

(e) In Stock Percentage. Supplier shall maintain sufficient inventory to be 98.5% in stock at all times ("In Stock Percentage") on its total DSV assortment of goods offered to Walmart customers and shall meet the In Stock Percentage based on quarterly forecasts provided by Walmart. If the In Stock Percentage is not met during any two-week period, then Walmart shall retain the right to deduct its gross margin dollars as a result of corresponding lost sales, assessed on a two-week basis, for the period that Supplier did not meet the In Stock Percentage. When an In Stock Percentage credit is due, Walmart reserves the right to deduct the credit amount from its payment of Supplier's invoices or process the deduction from the Retail Link co-op process. Walmart shall not be deemed to have waived its right to collect any In Stock Percentage credit from Supplier if Walmart fails to deduct the credit amount from a Supplier invoice.

(f) Shipment Accuracy. At least once each Business Day, customer orders shall be either delivered by Supplier to the designated shipping carrier for shipment or shall be ready for pick-up by the designated shipping carrier. Supplier shall ship all customer orders in accordance with the particular carrier/courier shipping guidelines supplied by carriers/couriers from time to time and the DSV shipping guidelines described in paragraph (g) below to achieve a rate of at least 99% ("Shipment Accuracy"). Shipment Accuracy shall be calculated monthly.

Walmart may monitor Supplier's performance and compliance with the Service Levels and other obligations by means which may include without limitation: continuous alarm monitoring, monthly performance reporting, test orders, quarterly business reviews, and periodic announced audits of Supplier facilities. The nature and attainment of the Service Levels, and the related reporting, if any, provided to Supplier shall be reviewed and discussed by both parties at such frequency as may be determined by Walmart (at least annually and, if so required by Purchaser, monthly).

3. FULFILLMENT.

- (a) Supplier will print all packing slips (and will insert all packing slips, and will print and affix shipping labels on orders being shipped to Walmart customers as part of its fulfillment obligations hereunder and at no expense to Walmart. Supplier shall comply with the Packing Slip Business Rules which are provided by Walmart to the Supplier from time to time.
- (b) In processing and fulfilling any Walmart customer orders of goods involving food, Supplier will at all times follow industry best practices and Wal-Mart's specifications as to the preparation, handling and shipment of food. Supplier will ensure at all times that it has all necessary certifications, permits, etc. to prepare, handle and ship the goods, including without limitation, all necessary "food handling" certifications. Supplier will promptly provide copies of such certifications and permits if requested by Walmart.
- (c) Supplier shall support the "ship to arrive by" (STAB) functionality for Walmart customer orders when and as requested by Walmart, and Supplier shall ship 100% of such STAB orders by but not before a mutually agreed upon date such that such STAB orders arrive on the date requested by a Walmart customer.
- (d) Supplier shall maintain the ability to electronically communicate shipping manifests and other documents required by Walmart (including those related to shipping or customs) with all transportation carriers within Walmart's shipping carrier network. All shipping manifests and other documents shall be made available, at a minimum, on all Business Days.
- (e) Supplier shall be solely liable for the cost of any upgrade in shipping level made at Supplier's discretion without Walmart written approval
- (f) Supplier shall be solely responsible for all damage that occurs to shipped items while in-transit, and shall reimburse Walmart for any customer service adjustments Walmart provides to its customers related to such damage. In order to minimize the risk of such damage, Supplier will ensure that all customer orders will be individually and securely packaged before shipping and shall comply with the Walmart Packaging Guideline provided by Walmart to Supplier from time to time. Supplier also agrees to cooperate and work in good faith with Walmart and the designated shipping carrier(s) on an ongoing basis to continually review and improve packaging of customer orders so as to minimize damages.
- (g) Supplier shall comply with the DSV shipping and packaging guidelines which are provided from time to time by Walmart to Supplier.

(h) The "purchaser" in the case of shipments to customers shall be the customer. The "shipper of record" for both US and Canadian shipments will be Supplier. The "importer of record" for US Supplier shipments to Canada will be Supplier and Supplier at its cost shall comply with all tax, excise, duty, customs fees and other requirements of applicable laws regarding shipment of goods from the U.S. to a customer in Canada. Supplier acknowledges and agrees that in the event that taxes or duties at the border for shipping costs are rebated, the rebate if received by the Supplier will be remitted to Walmart based on its paying for shipping costs. Supplier commits to apply for rebates when applicable for cross border shipments paid by Walmart.

4. REMITTANCE ADVICE GUIDELINES. Supplier agrees to comply with the following guidelines:

(a) Supplier agrees to receive DSV accounts payable remittance advices ("AP Remittance Advices") via a pipe delimited flat file format through FTP transmission. Walmart will send the AP Remittance Advices, which contain information on orders shipped from midnight on Saturday through midnight on Friday the previous week, on Sunday of each week.

(b) The AP Remittance Advices will contain the following information: Supplier Number, P.O. Number, Week Ending Date, and Extended Cost Paid.

(c) The AP Remittance Advices will not contain the following information: Supplier's invoice number, Walmart's check number, value added services, shipping and fulfillment fees.

Supplier understands and agrees that it is responsible for developing an internal method for reconciling the information in Walmart's P.O. with its invoice number.

## PICKUP AND APPOINTMENT PROCESS

### Prepaid Loads

All prepaid loads are subject to the following rules and regulations:

- All drivers are expected to be available to help offload or witness the offload of their trailer, at the discretion of the DC.
  - Carrier dock assistants can be utilized if prearranged with the DC
- Drivers will be required to chock their own trucks/trailers once they sign in with the Walmart Receiving Associate if unloading at the loading dock.
- Our average unloading duration is 4 hours per P.O.
- POs that have multiple lines can take 6 hours or more to unload.
- If your prepaid shipment is 300 pounds or less and has less than 50 shipping cases in total, you can use a courier service. An appointment is not required at the D.C. for courier deliveries. If you ship via courier and your shipment is above 300 pounds or 50 cases, the goods may be returned to you and will be subject to non-compliance cost recovery charges.

### Prepaid Appointment and Receiving Procedures

Vehicles will be allowed on site at the DCs with a pre-arranged delivery appointment only. Full compliance with the following is required:

To book an appointment for freight with prepaid shipping terms, you will need to contact the D.C. your freight is destined for. At that time, the appointment clerk will ask you for your email address and they will send you a booking template. Every time an appointment is needed, you will be required to fill out all sections of the booking template and send it via email to the appropriate e-mail address. See the Contacts Section

---

**NOTE:** Appointment bookings via telephone are not accepted.

---

---

**NOTE:** It is expected of Suppliers that they will be prepared to make deliveries to all DCs 24 hours/day, 7 days a week.

---

- Multiple appointments made for the same day should be shipped on different trailers. Appointments are booked based on next available time and are scheduled to multiple receiving docks, dependant on the goods type. Therefore, multiple appointments on one trailer for the same appointment day can cause late deliveries for the second appointment that may result in non-compliance cost recovery charges (Section 16).
- It is possible for multiple DC numbers to be located within the same facility and have the same shipping address. In these cases each DC number is still considered as separate and follows all standard DC appointment and compliance processes.
- Write the delivery appointment number and appointment date and time on each packing slip, and on the bill of lading.

## **Prepaid Freight Procedures (SupplierCarrier – Live Offload)**

It is the responsibility of all prepaid Suppliers to ensure that appointments are booked within the guidelines of these procedures whether the Supplier or the Carrier makes the appointment. A broker cannot book an appointment.

### **Purchase Orders with a Must Arrive By Date (MABD)**

#### **Ship Date (Do Not Ship Before [DNSB])**

This date is populated on the purchase order but is not used when booking appointments for purchase orders with an MABD

#### **Cancel Date (Do Not Ship After [DNSA])**

This date is populated on the purchase order but is not used when booking appointments for purchase orders with an MABD

#### **Must Arrive by Date (MABD)**

Appointments at the DC will be given within a delivery window of MABD – 2 days.

##### **Example:**

MABD:	01/27/2011
Earliest Delivery:	01/25/2011
Latest Delivery:	01/27/2011

Appointment requests must be sent no later than 14:00 (DC local time) for a next day appointment to be granted

### **Purchase Orders without a Must Arrive By Date (MABD)**

#### **Ship Date (Do Not Ship Before [DNSB])**

This date is populated on the purchase order but is not used when booking appointments for purchase orders without an MABD

#### **Cancel Date (Do Not Ship After [DNSA])**

Appointments at the DC will be given within a delivery window of [DNSA + transit time] – 2 days.

See "Shipping from Canadian Suppliers" and "Shipping from U.S. Suppliers" on the next pages for transit times.

##### **Example:**

DNSA:	01/03/2011
Transit Time:	4
Earliest Delivery:	01/05/2011
Latest Delivery:	01/07/2011

Appointment requests must be sent no later than 14:00 (DC local time) for a next day appointment to be granted

### Special Note for Perishable DCs

When shipping the following PO types, the MABD date is the date the product must arrive at the DC, if the MABD is present on the PO. If the MABD is absent on the PO, the cancel Date is the date the product must arrive at the DC:

03, 33, 43, 53, 93

### Shipping from Canadian Suppliers

The Appointment Clerk will ensure that the PO for which the Supplier/Carrier is making the appointment meets all of the criteria necessary to issue an appointment:

- A valid PO number
- Location number (i.e. Destination DC)
- Department number
- P.O. type number
- A correct product
- Proper case count
- Within the Ship-Cancel window (see below)

Origin Province	6002/7084/7086			6063/6064/7085			6093		
	Rail	FTL	LTL	Rail	FTL	LTL	Rail	FTL	LTL
Alberta (except GCA)	5	4	6	2	1	3	5	4	6
British Columbia	6	5	7	3	2	3	6	5	7
Calgary (GCA)	5	4	6	1	0	2	6	5	7
Manitoba	3	2	4	4	3	4	4	3	4
Montreal (GMA)	2	1	2	6	5	6	1	0	1
New Brunswick	4	3	5	7	6	8	4	3	5
Newfoundland	6	5	7	10	9	11	6	5	7
Nova Scotia	4	3	5	8	7	9	4	3	5
Ontario (except Toronto GTA)	2	1	2	5	4	6	2	1	2
Prince Edward Island	4	3	5	7	6	8	4	3	5
Quebec (except Montreal GMA)	3	1	3	7	6	7	2	0	2
Saskatchewan	4	3	5	3	2	4	4	3	5
Toronto (GTA)	1	0	1	5	4	6	2	1	2

## **Shipping from U.S. Suppliers**

All shipments from the United States must clear Canada Customs. Customs clearance is typically a matter of hours, providing proper paperwork has been submitted. All extraordinary costs, delays, P.O. extensions, resulting from improper customs documents will be the Supplier's responsibility. It is the Supplier's responsibility to ensure proper customs documentation is provided to the Carrier and submitted to their broker.

The Appointment Clerk will ensure that the PO for which the Supplier/Carrier is making the appointment meets all of the criteria necessary to issue an appointment:

- A valid PO number
- Temperature Protection Required
- Ship Point Number and Destination ID
- Department number
- P.O. type number
- The correct product
- Proper case count
- Within the Ship-Cancel window (see below)
- Shipment weight

## Section 14: Pickup and Appointment Process

State	6002/7084/7086			6063/6064/7085			6093		
	Rail	FTL	LTL	Rail	FTL	LTL	Rail	FTL	LTL
Alabama	5	3	6	8	4	7	6	3	6
Alaska	N/A	7	10	N/A	3	5	N/A	7	10
Arizona	N/A	5	8	N/A	3	5	N/A	5	8
Arkansas	5	3	6	8	3	6	6	3	6
California	7	5	8	N/A	3	6	7	5	8
Colorado	N/A	4	7	N/A	2	5	N/A	4	7
Connecticut	N/A	2	4	N/A	5	8	N/A	2	4
Delaware	N/A	2	4	N/A	5	8	N/A	2	4
Florida	N/A	3	6	N/A	5	8	N/A	3	6
Georgia	5	3	5	8	5	8	6	3	5
Idaho	N/A	5	8	N/A	2	4	N/A	5	8
Illinois	4	2	3	7	3	6	5	2	4
Indiana	4	2	4	7	3	6	5	2	4
Iowa	4	2	5	7	3	6	5	2	5
Kansas	N/A	3	6	N/A	3	5	N/A	3	6
Kentucky	5	3	5	8	5	7	6	3	5
Louisiana	6	3	6	9	4	7	7	3	6
Maine	6	2	5	9	6	9	5	2	4
Maryland	N/A	2	4	N/A	5	8	N/A	2	4
Massachusetts	6	2	4	9	5	8	5	2	4
Michigan	4	2	4	7	4	7	5	2	4
Minnesota	4	2	5	7	3	6	5	3	6
Mississippi	6	3	6	9	4	7	7	3	6
Missouri	5	3	6	8	3	5	6	3	6
Montana	N/A	4	7	N/A	2	4	N/A	4	7
Nebraska	N/A	3	6	N/A	2	5	N/A	3	6
Nevada	N/A	5	8	N/A	3	6	N/A	5	8
New Hampshire	6	2	4	9	5	8	5	2	4
New Jersey	N/A	2	3	N/A	5	7	N/A	2	3
New Mexico	N/A	5	7	N/A	3	6	N/A	5	7
New York	N/A	2	4	5	5	8	N/A	2	4
North Carolina	N/A	3	5	N/A	5	8	N/A	3	5
North Dakota	6	3	6	5	2	4	6	4	7
Ohio	5	2	4	9	4	7	6	2	4
Oklahoma	N/A	4	6	N/A	4	7	N/A	4	6
Oregon	7	5	8	N/A	3	6	8	5	8
Pennsylvania	N/A	2	4	5	5	8	N/A	2	4
Rhode Island	N/A	2	4	N/A	5	8	N/A	2	4
South Carolina	N/A	3	5	N/A	5	8	N/A	3	5
South Dakota	N/A	3	6	N/A	2	5	N/A	3	6
Tennessee	5	3	5	8	4	7	6	3	6
Texas	6	4	7	9	4	7	7	4	7
Utah	N/A	5	8	N/A	2	5	N/A	5	8
Vermont	N/A	2	4	7	5	8	N/A	2	4
Virginia	N/A	3	5	N/A	5	8	N/A	3	5
Washington	7	5	8	N/A	2	4	8	5	8
West Virginia	N/A	2	4	N/A	5	8	N/A	2	4
Wisconsin	4	3	6	7	4	7	5	3	6
Wyoming	N/A	4	7	N/A	2	4	N/A	4	7



## Prepaid – F.O.B. Purchaser's Consolidator

The prepaid terms are determined by the size of the load.

### LTL (Less-Than-Truck-Load) Shipments

For LTL shipments for POs with terms Prepaid to Consolidator, contact DC 6002's Appointment Desk to schedule an appointment to deliver to one of their consolidators. Please use the same booking template for these loads as you would for DC 6002.

### FTL (Full-Truck-Load or Full Truck-Load equivalent per DC) Shipments

The term 'Prepaid to Consolidator' strictly applies to domestic LTL shipments only. All FTL shipments for POs with terms 'Prepaid to Consolidator' shall be considered as having terms 'Prepaid – F.O.B. Purchaser'. These shipments will be deemed to be prepaid to Walmart's DCs or direct to store as applicable.

All non-domestic shipments with P.O. terms Prepaid to Consolidator shall be considered as having terms Prepaid – FOB Purchaser.

The following chart outlines what is considered a full load:

Point of Origin	Destination	Number of Pallets (per DC)	Shipped Directly to
Quebec	Cornwall	11 or more	Cornwall
	Mississauga	18 or more	Mississauga
	Calgary	21 or more	Calgary
Ontario	Mississauga	11 or more	Mississauga
	Cornwall	18 or more	Cornwall
	Calgary	21 or more	Calgary
Vancouver/ Calgary	Calgary	11 or more	Calgary
	Mississauga	18 or more	Mississauga
	Cornwall	21 or more	Cornwall

---

**NOTE:** All shipments cited above are at the Supplier's expense.

---

## **Collect, Walmart Arranges Freight and Pick Up At Supplier Loads**

If your collect shipment is 300 pounds or less and has less than 50 shipping cases in total, you must use UPS courier service. See section 14 for more detail. If you ship via UPS and your shipment is above 300 pounds or 50 cases, the goods will be returned to you and will be subject to non-compliance cost recovery charges.

### **Booking Your Pick-up**

Prior to booking your pick-up, you need to be aware of the following:

- Shipments weighing greater than 300 pounds or shipments greater than 50 shipping cases in total must book a pick-up with Walmart Logistics through Retail Link.
- Suppliers can request a pick-up up to 9 days prior to ship date; however, the DC will only provide a pick-up on or after the PO ship date.
- Walmart Logistic requires a 24hours (for FTL) / 48hours (for LTL) notice before a pick-up time will be arranged. You need to provide a minimum of 48 hours notice from the Cancel Date.
- Requests for pick-ups are performed via Retail Link. If you do not have access to Retail Link, please contact National Appointments at the DC (see contact list) no later than:
  - Canada - one (1) day for FTL and LTL
  - U.S. – one (1) day for FTL and two (2) days for LTL prior to the P.O. Cancel Date.
- Walmart Logistics will not provide a pick-up if the request for a pick-up is made after the PO cancel date.
- To schedule a pick-up the Supplier must supply:
  - A valid PO
  - The number of cases for each order
  - The total weight and cube of each order
  - The date the shipment will be ready for pick-up and the pick-up appointment time (if applicable)

### **Proof of Delivery (P.O.D.)**

P.O.D.s are subject to the following rules:

- A Supplier may request P.O.D. within nine months of the actual ship date. Request for P.O.D. beyond this period will not be honoured.
- All payment requests for shipments older than nine months must be accompanied by valid P.O.D. All P.O.D.'s must be signed by a DC or Walmart receiving associate to be valid.
- P.O.D. will only be provided to support a claim and/or a short payment.
- It is the Supplier's responsibility to determine if a claim is a Supplier or a Carrier claim.
- P.O.D. will only be provided to Suppliers with Collect freight terms or to domestic Suppliers with Prepaid to Consolidator freight terms if Bill of Lading is signed STC.
- P.O.D. will not be provided for Prepaid – FOB Purchaser shipments. Such P.O.D. must be obtained from the Carrier.
- All P.O.D. requests must be submitted, on a P.O.D. Request Form through Retail Link, to the DC. P.O.D. will be supplied by the DC to the Supplier.
- POD is available on Retail Link. Explore the site > Phone/Address > New/Relocation Stores Information > P.O.D. Proof of Delivery (.doc)

## Supplier Pick-Up Procedures

Collect Carriers picking up on behalf of Walmart/Walmart Logistics are instructed to follow these procedures when accepting freight:

---

**NOTE:** Ideally our objective and instruction to our Carriers is to perform a piece count at the time of pick-up; however this is not physically possible in all cases. Below are the instructions.

---

1. Carrier and Supplier count the freight and sign the Bill of Lading with specific piece and skid (pallet) counts. Carrier and Supplier must also print their name clearly.
2. STC (Said to Contain) can only be used when freight cannot be verified by physical count but skid (pallet) counts can. Supplier signs the Bill of Lading "x (# of) skids, Said to Contain y (# of) pieces".
3. SLC (Shipper's Load and Count) may only be used when a driver is not permitted on the dock to count the freight, or the freight has been preloaded on a trailer without the driver present to physically verify the piece count. Supplier signs the Bill of Lading "Shipper's Load and Count" or SLC accompanied by their signature.
4. Supplier and Carrier seal the trailer and indicate the seal number on ALL copies of the Bill of Lading(s), including the Shippers (Suppliers) copy.
5. If the freight tendered for transport will not (in the Carrier's estimation) withstand the rigors of transport without damage occurring (i.e. insufficient or improper wrap, wrong case type, need for strapping, etc), the Carrier must first advise the shipper to correct. If the shipper refuses to do so, the Carrier writes on the Bill of Lading (all copies) "Shipped at Shippers Risk." If the Shipper refuses this, then the Carrier has the right to refuse the pick-up.

---

**NOTE:** If an issue should arise that interferes with these procedures while loading or unloading, the Supplier or Carrier must immediately inform Walmart Logistics dispatch.

---

## Walmart Logistics Drop Trailer Program

In order to reduce delay time in picking-up product, Suppliers with sufficient volume and whose product takes an excessive amount of time to load will be considered as candidates for the Walmart Logistics drop trailer program. Other requirements for the program include a secure Yard, 24 hour access and adequate shunt services.

A condition of the program is that the Supplier will assume responsibility for any damages to Carrier and Walmart Logistics equipment that might occur while it is located on the Supplier's premises.

## UPS Shipments

Below are the various types of UPS shipments available when shipping to Walmart.

### Collect

Small parcel courier shipments weighing 300 pounds or less and having less than 50 shipping cases in total:

- Ship UPS (United Parcel Service) third party billing “**Standard**” service to account **6E9-806**.
- Suppliers with Collect Freight terms must use the collect consignee billing for all shipments.
- Use the UPS shipping document for service within Canada (refer to the *UPS Canada Service Guide* for domestic shipping instructions).
- Use Walmart account number **6E9-806** in the third party section of the UPS shipping document. Include the PO number in the Reference Box No. 1 on the UPS shipping document. **Use UPS “Standard” Service ONLY.**
- If applicable, indicate the following:
  - Oversize freight, cube.
  - Hazardous Material
  - Fragile
  - Perishable

Please note that UPS “Express” can only be used when an authorized DC traffic department person’s name and telephone number has been obtained prior to shipping and this information is to be included in Reference Box No. 2. If this information is not on the shipping document, you will be responsible for all unauthorized additional charges. For UPS customer service inquiries, call **1-800-335-8763**

### Walmart Supplier Automation – UPS Shipping Software

UPS provides our Suppliers with an automated solution which helps eliminate the manual preparation of shipments for Walmart orders less than 300 pounds.

As a qualified Supplier, you can receive ‘**UPS Connect**’ and qualify for a computerized shipping-station that may include one or all of the following:

Supplier Level	Privileges
Gold	UPS Connect Computer Label Printer Scale
Silver	UPS Connect Computer Label Printer
Bronze	UPS Connect

## Section 14: Pickup and Appointment Process

UPS Connect is a Window- based shipping program, which is easy to use and designed to grow with your business. This version has been tailored to meet Walmart's requirements and has been preset with a Walmart shipping template and a store address book to make it easy to process Walmart orders.

**UPS Connect EX v3.0.2**

File Shipments Setup Help

Shipping Screen

P.O. NUMBER: 0130261234

Customer ID: 3026

Company Name: WAL-MART STORE # 3026

Address: #1 CAPITANO S.C., 50TH ST. & 101 AVE.

Country: CANADA Postal Code: T6A0A2

City: EDMONTON Province: AB

REFERENCE 2:

Comment:

Billing Option: Prepaid / Port payé - P/P

Package Details for package 1 of 1

Weight [Lb]: 0.0 Dimensional [Lb]: 0.00 L 0.00 W 0.00 H 0.00

Declared Value: C.O.D.: Additional Handling:

Additional Saturday Delivery: Verbal Confirmation:

Service Level	Guarantee	Charges
EARLY AM	Tue 2 - 8:30	
EXPRESS	Tue 2 - 10:30	
EXPRESS SAVER	Tue 2 - Noon	
EXPEDITED	Wed 3 - EOD	
3 DAY SELECT		
STANDARD	Thu 4 - EOD	

Additional Tax: Total:

Clear Suspend Print

UPS Connect can also be integrated with your order and warehouse processes to further streamline the fulfillment of orders. UPS tracking is also available through this system.

The software comes with a mail list processor that allows for rapid and efficient shipping to all Walmart stores. If needed, using the UPS Connect Field Map Utility, you can filter the address book for specific stores and run partial mail-lists.

## UPS Shipping Software and Label

The labels have been customized, by bar-coding the PO number to provide Walmart with the required information upon receipt to ensure proper inventory control.

The P.O. number is transmitted to UPS and the shipment can be tracked using either the Walmart P.O. number or the UPS tracking number.

Upon receipt of the goods, the receiving Walmart store scans the P.O. bar code on the label to close the fulfillment cycle.

The software transmits all shipping information to the UPS data centre at the end of your shipping day, making this data available immediately for tracking and sorting and taking advantage of Reference Tracking by P.O. Number. The 10 digit Walmart PO Number is mandatory and must be entered completely and accurately in the designated field, as is the case with Reference Box # 1 on manual "Way-Bills".

Walmart strongly encourages you to immediately take advantage of this powerful software. Based on existing users, we feel very confident it will streamline your existing shipping process and reduce your manual costs in preparing Walmart orders.

<b>WAL-MART VENDOR</b> 12 MAIN ST SAINT FOY PQ G1V1T5 CANADA		<b>12 LBS 1 OF 2</b>
<b>SHIP</b> STORE MANAGER <b>TO:</b> WAL-MART STORE # 3000 416-291-4100 AGINVOURST S.C. 3850 SHEPPARD AVE. E. <b>SCARBOROUGH ON M1T3L4</b>		
<b>SORT SLIC</b>  <b>5065</b>	<b>SCARBOROUGH</b>	
<b>UPS STANDARD</b> TRACKING NUMBER/NUMERO DE SUIVI		
1Z 123 45E 20 1234 5675 		
<b>P.O NUMBER: 0130001234</b> 		

To participate in this offer, please call the UPS / Walmart Canada hotline to qualify for the system that best meets your business requirements: 1-800-335-8763.

## **NON-COMPLIANCE COST RECOVERY PROGRAM**

This Supplier Information Manual will assist you in ensuring your items and POs comply with Walmart's standards. The Non-Compliance Cost Recovery program allows Walmart to recoup the cost associated with Suppliers who ship non-compliantly. Each of the non-compliance charges described in this Manual is intended to compensate Walmart for its minimum liquidated damages suffered by a Supplier's failure to comply, it being impossible to ascertain or estimate the entire or exact cost, damage or injury which Walmart may sustain as a result of the failure to comply. These amounts are agreed as compensation for the damage or injury suffered by Walmart, and not as a penalty. Any such compensation will not preclude Walmart from seeking any and all other remedies available.

Your cooperation and support in eliminating such non-compliance will benefit us all in achieving our targets and ensuring we meet the needs of our customers.

## Logistics and Transportation Non Compliance Types

### Prepaid Transportation Non-Compliance

Prepaid Suppliers who are given an appointment at a DC or consolidation centre, and do not honour the appointment date and time will be subject to a Cost Recovery Delivery Non-Compliance charge. A Supplier or the Supplier's agent must give the DC/consolidation centre at least 24 hours notice to cancel an appointment or notify if they will be late.

Type	Explanation
No Show	Prepaid Carrier does not arrive for the scheduled appointment. A Supplier or the Supplier's agent must give at least 24 hour notice to cancel and appointment; otherwise it will be treated as a No Show
Late	Prepaid Carrier is late for the scheduled appointment, without providing notice
Refusal	Prepaid shipment is refused by the DC due to a Supplier or Carrier related issue

### Special Note Regarding Prepaid Suppliers

The cost recovery program is a confidential transaction between the Supplier and Walmart, with third party DCs performing the necessary administrative functions on Walmart's behalf. The DCs will not directly communicate with a Supplier's Carrier regarding the cost recovery program. The DCs will communicate with a Supplier's Carrier regarding appointment details, booking communications and any other details which are deemed to be standard communication, and do not negatively impact the integrity of Supplier and Walmart confidentiality.



## Domestic PO Non-Compliance

Goods shipped to a DC that is not in compliance with the associated PO.

Type	Explanation
Overage	More cases shipped than ordered on a PO line
Wrong Pack	Item shipped does not match the pack size ordered on a PO line
Not on PO	Item shipped was not ordered on the PO or the line has been cancelled prior to receiving
UPC	Item shipped has the incorrect UPC number or the UPC code is not present / cannot be scanned
Date Code	Item shipped does not meet the minimum shelf life requirements or does not have a date code present on the goods (product, case or pallet placard)

## DC Handling Process

### Prepaid

All prepaid PO non-compliant goods is returned on the original trailer at the time of receiving. If the goods cannot be returned at the time of receiving due DC restrictions, the goods will be processed according to the Domestic Collect process (see below).

### Collect (includes all POs picked up by a Walmart assigned carrier)

All collect PO non-compliant goods is returned to the Supplier via prepaid (Walmart) freight terms on the DC's chosen Carrier.

If a Supplier refuses goods that has been returned, it will be considered as approval for the release of goods to Walmart. All handling and transportation costs associated with this freight will be recovered according to the cost recovery non-compliance program, as outlined in the Walmart Canada Supplier Information Manual.

\*These costs will be recovered in addition to the original cost recovery noted

Walmart Canada has requested to receive standing return authorization (RA) numbers from all Supplier partners

Thank you to those Suppliers who have complied with our request. The information provided will be used for all non-compliant goods being returned.

Those Suppliers that have not provided the requested information although wish to do so may send a request to [canoncompliance@wal-mart.com](mailto:canoncompliance@wal-mart.com) - subject title Supplier Return Authorization.

**For those Suppliers that have not provided a standing RA, the following return authorization number will be used.**

"DC XXXX Walmart Return" ("XXXX" represents DC number)

\*Special note for prepaid Suppliers:

The above process applies to collect / Walmart Freight Program purchase orders. Prepaid purchase order non-compliance will continue to be returned with your carrier at the time of the appointment.

Prepaid purchase orders which are determined to be non-compliant after they have been delivered, will be returned to the Supplier using the collect return process and freight charges will not be applied.

---

**NOTE:** To provide a standing Supplier authorization number, please contact a site Supplier coordinator. See Section 15 of this Manual for details.

---

### Supplier Manual Non-Compliance

Goods that is not in compliance with the shipping guidelines detailed in this manual; including, but not limited to the following:

- P.O.'s mixed
- Items mixed
- Inadequate/no pallets
- Inadequate pallet stacking
- Overhang on pallet
- Inadequate shrink-wrap
- Inadequate packaging
- Inadequate case markings
- Inadequate shipping labels
- Inadequate date code markings
- Driver does not help offload
- Incorrect paperwork or information contained in paperwork (bill of lading, packing slip)
- UPS/Courier shipment above the maximum case/weight allowance
- Dangerous goods offence
- Date code information
  - Conflicting dates on an item (product, case or pallet placard do not match)
  - Multiple dates on an item pallet
  - Date not indicated on the case or pallet placard
- Master pack (Domestic)

### Logistics and Transportation Cost Recovery Charges

#### Prepaid Transportation Non-Compliance

Charge Type	Charge Amount
Handling Charge	\$1000.00 per delivery
Processing Fee	\$75.00 per delivery
G.S.T.	Current Goods & Services tax rate

## Domestic PO and Supplier Manual Non-Compliance

Charge Type	Charge Amount
Handling Charge	\$4.00 per case
Additional Repack/Retrofit	\$36.45 per person hour
Processing Fee	\$75.00 per PO
Inbound Cost Recovery	Cost of inbound transportation (collect shipments only)
Outbound Cost Recovery	Cost of transportation for goods returned to Supplier via prepaid (DC) freight terms
G.S.T.	Current Goods & Services tax rate

## Collect Pickup Non-Compliance

When due to no fault or negligence on the part of Walmart or third party operating of behalf of Walmart, a delay occurs during loading or while waiting to be loaded which exceeds the allotted free time, an Accessorial Fee will be charged to the Supplier equal to the total of:

- The additional freight charge (Carrier's invoice); and
- A standard administration fee of \$75.00 per PO and a Walmart third party operator fee of 2.5%.

These cost recovery charges compensate Walmart for its minimum liquidated damages caused by a Supplier's failure to comply with its obligations to us.

Code	Explanation
WT	Waiting Time (Supplier loading delay)  In all cases, once the Carrier arrives at your gate and has checked in for the scheduled appointment, it is expected that the Carrier will be loaded within the allotted free time. If for any reason a delay has been recognized due to no fault of Walmart or its third party operator, an incident number will be recorded against the Supplier.
NP	No pick up ( No freight, Freight not ready, Pick up cancelled )  If the Carrier arrives for a scheduled appointment but finds freight not available for pick up and subsequently is sent away empty, an incident number will be recorded against the Supplier. Incident numbers are used to keep track of opportunities that arise out in the field and are a source of reference for future inquiries.

## Section 15: Non-Compliance Cost Recovery Program

---

	Incorrect P.O. entry in Retail Link may result in an NP non-compliance cost recovery.
ST	Shunt fee
OT	Other  This code is used for miscellaneous delays that are non-specific in nature and will be treated on a per incident basis.

### Allowable Detention of Vehicle

Code	Description	Free Loading Standard
LTL	Less than Truck Load shipments	1 hour
FTL	Full Truck Loads shipments	2 hours

### Cost Recovery Notification

Cost recovery notification memos are sent electronically to all Suppliers weekly. The memo outlines all details related to a specific cost recovery charge.

To become part of this process please complete the form titled "Logistics-Supplier Email Request Form" found in the Logistics/Transportation section on Retail Link, and send via email

## Section 15: Non-Compliance Cost Recovery Program

### Example memo:

Please do not reply to this message. If you have questions, see the instructions at the bottom of this message.

#### PURCHASE ORDER INFORMATION

Record ID (refer to when calling) : 1  
Date Received @ DC (MM/DD/YYYY) : 9/13/2007  
Vendor Name : Fake Vendor  
Vendor # : XXXXXX  
DC # : 6063  
PO # : XXXXXXXXXXXX  
PO Type : 3  
PO Dept. : 8  
Carrier : SCMB  
Trailer # : XXXXXXXX  
PO Line # : 3  
Wal-Mart Item # : XXXXXXXX  
UPC # : XXXXXXXXXXXXX  
Freight Description : Fake Item

#### NON-COMPLIANCE DETAIL

PO Non Compliance Category : Quantity-Overage  
Refusal Category :  
Vendor Manual Non Compliance Category :  
RFS or PPD Transportation Non Compliance Category :  
Non Compliance Description : OV  
Number of Vendor Packs (cases) : 18  
Where's My Stuff? : Received  
Return Information :

#### COST RECOVERY NON-COMPLIANCE CHARGES

Handling Recovery Charges : 72.00  
Outbound Transportation Recovery Charges : 0.00  
Inbound Transportation Recovery Charges : 0.00  
Processing Recovery Charges : 75.00  
Tax (GST) : 8.82  
Total Charges : 155.82

Log : 9/13/2007 7:01:30  
This log will provide additional details

=====

For Non Compliance Inquiries, contact the applicable DC below:

Applicable contacts are listed at the bottom of this memo.

## Supplier Cost Recovery Reversal Requests

All Suppliers have the right to request a reversal of a non-compliance cost recovery charge.

Walmart and the DCs make every reasonable effort possible to maintain the accuracy of the non-compliance cost recovery program. However, if you feel that a cost recovery charge has been inaccurately processed, call the applicable DC contact listed on the bottom of the cost recovery notification memo.

When calling the DC contact, you must have the following information available:

- Applicable P.O. number
- Applicable appointment number (required for Prepaid Transportation Non-Compliance)
- Cost recovery Record I.D. -available on the cost recovery notification provided by Walmart
- All details related to the cost recovery charge
- Supplier contact information
  - Name
  - Phone number
  - Email address
- Reasons for reversal request

---

**NOTE:** Please note that if the above information is not communicated, the reversal request will not be processed further.

---

## Accounts Payable Non Compliance

Non-compliance cost recovery charges will be levied for invoices that fail for the following deficiencies:

Walmart Deduction	Description
010	Price differences as documented
011	Price difference between the P.O. and your invoice
012	Invoice incorrectly extended
014	Seal Intact / Short / Damaged
015	Pallets / Shrink-wrapped / Short / Damaged
020	Concealed Damage
021	Concealed Shortage
023	Case Shortage SL&C
027	Case Damage – SL&C
030	Duplicate billings
031	P.O. number is not on your invoice

## Section 15: Non-Compliance Cost Recovery Program

---

033	P.O. number is incorrect on your invoice
050	Advertising allowance not deducted from invoice
051	Promo / display allowance not deducted
052	Volume allowance not deducted
053	Truckload allowance not deducted
054	Warehouse allowance not deducted
055	New Location allowance not deducted
057	Quantity discount not credited
058	Other Applicable allowance not deducted
059	Defective goods allowance not given
095	Goods Return – Wrong Item

The Non-Compliance Cost Recovery Program structure is as follows:

Amount Receiving	Charge
under \$5,000	\$50 administrative charge
\$5,001 to \$10,000	\$50 administration charge plus \$50 charge
over \$10,000	\$50 administration charge plus \$500 charge

If you receive a PO from Walmart with any cost discrepancies **do not ship**. Contact the Buyer for a corrected PO. If you fail to obtain a revised PO and you continue to fill the order, our view will be that you have accepted the PO. We will only pay the values as noted on the PO and deduct non-compliance cost recovery charges as outlined above. Any payback requests will be denied.

### Short Shipping Non-Compliance

This would apply to all order types -- advertising, general order or replenishment. The Walmart Buyer will assess the non-compliance cost recovery charge based on lost potential sales.

It is imperative that Buyers are advised of any short shipments or delays in shipping on receipt of the PO. This will allow changes to be made to the PO to ensure that our replenishment system is not affected.

## UPS Non-Compliance

### Package Weight

It is the Supplier's responsibility to accurately weigh each package using a "legal-for-trade" weigh scale. Weight should preferably be recorded in lbs. Any additional charges incurred from UPS due to weight adjustments stemming from re-weighing of packages will be claimed back from the Supplier at cost plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

### Label Format

It is essential to Walmart that the Shipping Label conforms to the layout shown below. A computerized system must be able to detect the consignee name and store number in order to allocate freight costs. If the consignee name is a Walmart store, the name must contain "Walmart" followed by a "#" followed by a valid 4 digit Store number. For shipments to a DC, the name should read the DC company name followed by a "#" followed by a valid 4 digit DC number.

### Accidental "Prepaid" Shipments

If the Supplier, by accident ships goods to Walmart stores using their own UPS prepaid account instead of billing the freight costs "collect" to Walmart's third party account, the following procedure should be followed:

- Contact Walmart's Corporate Transportation Department and obtain a "Transportation Authorization" number.
- Pay UPS the invoiced amount to avoid interruption of UPS services.
- Invoice Walmart for the UPS invoiced amount.
- Forward the original bill from UPS along with the invoice to Walmart's corporate transportation department.
- Walmart will issue payment of 40% of the Suppliers invoice.

---

**NOTE:** Neither UPS nor Walmart billing systems are designed to accommodate re-billing to a different account and therefore Suppliers should put procedures in place to prevent this from happening.

---

### Address Changes

It is the Supplier's responsibility to validate the consignee's store addresses. Valid store numbers, addresses, cities, and postal codes can be checked through "Retail Link". In the 'Retail Link' site (Canadian Web-site) click on the Store /DC &GLN lists link in the Phone/Address section under the Information Tab.

Charges incurred from UPS, due to invalid postal codes or out-of-date addresses will be claimed back from the Supplier at cost plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

### Mandatory PO Inclusion

It is mandatory that the Supplier record the Walmart 10 digit PO number as Reference 1 on the shipping system.



## **Consolidation of Multiple Third Party ‘Collect’ Shipments**

It is Walmart’s expectation that multiple shipments billed to the Walmart account, shipped on the same day; from a common shipping address; to a common destination consignee address, would benefit from a consolidated freight rate. This feature is built into UPS’ supplied shipping systems.

Suppliers using in-house developed shipping systems or who have purchased commercial shipping software must have their system “certified” by United Parcel Service to ensure UPS’ electronic communication, labelling, and function specifications are met. Shipping systems that rely on an end-of-day paper manifest are unacceptable.

---

**NOTE:** For non-UPS systems, a Non-Compliance Cost Recovery charge will be prepared against the offending Supplier for any extra costs incurred by Walmart due to shipping system shortcomings.

---

The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for multiple occurrences.

## **Service Levels**

It is essential that all shipments made using UPS be “Standard” service. With the exception of the Yukon or Northwest Territories, “Express” shipments are to be made only when authorized by Walmart or if the Supplier is a pre-authorized Fine Jewellery (Dept.32) Supplier. Charges incurred by UPS for the use of any other service than “Standard” or “Express” will be claimed back from the Supplier at published pricing plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

## **Void unused Labels**

It is the Supplier’s responsibility to void any UPS labels that are created but not used on a package. Charges incurred from UPS for these unused labels will be claimed against the Supplier at published pricing plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

## **Unauthorized Use of Walmart Account**

The Walmart 3<sup>rd</sup> Party account number is to be exclusively used for shipments of goods to Walmart’s stores. The 3<sup>rd</sup> Party number is not to be used for non-goods transactions such as sales proposals or samples sent to Walmart’s home office. The Supplier, at their own expense, should pay for these transactions. Charges incurred from UPS for non-goods or where Walmart’s account has been used for non-Walmart transactions will be claimed back from the Supplier at published pricing plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

## **Do Not Declare Value**

The cost of the goods being shipped should not be recorded as a declared value on the shipping system, as this will result in “insurance charges” from UPS. Charges incurred from UPS for “Value Declared” will be claimed back from the Supplier at published pricing plus an administration fee. The administration fee for each weekly billing period will be \$50 for a single occurrence and \$100 for a multiple occurrence.

## Section 15: Non-Compliance Cost Recovery Program

---

For all collect (Third-Party Bill) shipments made by UPS, only the Supplier (Shipper) has the right to file a claim against UPS. Therefore all UPS shipments are automatically made COLLECT – F.O.B. PURCHASER.

### Direct-to-Store Non-Compliance

There are several types of direct-to-store non-compliance:

Code	Description	Detail
20-A	Prepaid Supplier ships Collect, Unauthorized Carrier	When a "PREPAID – F.O.B. Walmart" Supplier ships Collect using a <u>Carrier unauthorized</u> by Walmart.  Walmart claims 100% of the Carrier's invoice (not incl. G.S.T.)  A \$50 administration fee per PO is applied
20-B	Prepaid Supplier ships Collect, Authorized Carrier	When a "PREPAID – F.O.B. Walmart" Supplier ships Collect using a <b>Carrier authorized</b> by Walmart:  Walmart claims 140% of the Carrier's invoice (not incl. G.S.T.)  A \$50 administration fee per PO is applied
70	U.S. Supplier	When a "PREPAID – F.O.B. Walmart" <u>U.S.</u> Supplier has caused Walmart to receive invoices from Carriers in regards to any and all Accessorial Charges (such as, customs bond fees, sufferance warehouse fees, re-billing, and re-delivery charges).
99	Miscellaneous	Will be utilized for all unique or non-standard Non-Compliances. An explanatory note will be included with the non-compliance notification letter that you will receive, explaining all the particulars of the non-compliance

---

**NOTE:** The Non-Compliance Cost Recovery Program applies to both 'Direct to Store Deliveries' (DSD) and to shipments into DCs. Any Non-Compliance claims processed by the DCs will result in an additional 2.5% administration fee levied above the applicable Non-Compliance Cost Recovery Claim specified above.

---

## **Food Safety Non-Compliance**

Suppliers must ensure that all goods have been prepared, manufactured, packaged and labelled for purposes of consumer sale in Canada in accordance with all applicable Canadian laws, rules and regulations. If the goods are the subject of a Recall (as defined in the Supplier Agreement), whether initiated by the Supplier, Walmart or a government entity, in Walmart's sole discretion, a maximum \$10,000 fee per Recall will be charged to the Supplier. The Walmart category merchant will process the fee via Co-op Non PO Allowance Margin Taxable. The fee shall be paid in full by the Supplier to Walmart within 30 days of issuance of the aforementioned Co-op. If the fee is not paid to Walmart within this 30 day period, the full amount of \$10,000 will be deducted from the Supplier account. For greater certainty, the aforementioned fee is in addition to and not in substitution for any other fee, right or remedy available under the Supplier Agreement.

## CONTACT INFORMATION

Walmart Canada Home Office: (905) 821-2111

Retail Link Help Desk: (479) 273-8888, [rlinkhelp@wal-mart.com](mailto:rlinkhelp@wal-mart.com)

EDI Help Desk: (479) 273-8888

<http://rl.homeoffice.wal-mart.com/edi/edi.asp?ch=H19&ukey=W2772>

### Section 2 – The Supplier Agreement

Topic	Extension	Fax	Email
Supplier Agreement Assistance	74983		
Insurance Requirements	74360		

### Section 3 – Accounting

Topic	Extension	Fax	Email
Environmental Charges	78027		
Quality Assurance Deductions	(905) 812-7783, ext. 4132	(905) 812- 3271	
Debit Balance	74378		
Post Audit	74761	(905) 821- 6827	<a href="mailto:caposta@wal-mart.com">caposta@wal-mart.com</a>
Accounts Receivable	74243, 74051, 74583, 78508	(905) 821- 6381	<a href="mailto:arca@wal-mart.com">arca@wal-mart.com</a>
Sales Tax Department	74440, 74336		
Corporate Transportation Department			
Microfilm			<a href="mailto:camicroreq@wal-mart.com">camicroreq@wal-mart.com</a>

### Section 4 – Modular Planning

Topic	Extension	Fax	Email
Layout Centre	(905) 817-1824		

## Section 5 – EDI

Topic	Extension	Fax	Email
Production Support	(479) 273-8888, Option #2	(479) 273-8956	edi@wal-mart.com
Rollout Support	(479) 273-8888, Option #2	(479) 273-8956	rollout@wal-mart.com
AS2 Support	(479) 273-8888, Option #2	(479) 273-8956	gem@wal-mart.com

## Section 6 – Retail Link

Topic	Extension	Fax	Email
Retail Link Help Desk	479-273-8888		rlinkhelp@wal-mart.com
Retail Link Training	905-821-2111 ext. 74076		rltraining@wal-mart.com

## Section 7 – UPC Guidelines

Topic	Extension	Fax	Email
UPC Guidelines	74926		

## Section 8 – Replenishment

Topic	Extension	Fax	Email
Allocations			caalloc@wal-mart.com

## Section 9 – Preparing Your DC Shipment

Contact the Inbound Compliance Team below for any questions regarding this section:

DC	Phone #	Ext
6002	(905) 670-9966	499
6063	(403) 250-3648	166
6081	(403) 567-9811	61599
6064	(409) 291-8500	4305
6080	(403) 291-8500	4305
6093	(613) 936-8676	61244
6094	(613) 936-8325	61437
7072	(613) 394-3317	
7088	(905) 564-1484	4454
7087	(905) 813-6200	4305

## Section 10 – Pickup and Appointment Process

DC	Appointment Booking Hours	Phone	Email
National (for pickups only)		1-866-787-5783 option #2	<a href="mailto:CADISPAT82@wal-mart.com">CADISPAT82@wal-mart.com</a>
6002	Monday to Friday, 06:00 – 22:00	(905) 795-4180	<a href="mailto:wcl06002.appoint@walmartlogistics.ca">wcl06002.appoint@walmartlogistics.ca</a>
6063	Monday to Friday, 07:00 – 16:30	(403) 250-3648 ext 171	<a href="mailto:wcl06063.appoint@walmartlogistics.ca">wcl06063.appoint@walmartlogistics.ca</a>
6081	Monday to Friday, 07:00 -15:30	(403) 567 - 9811	<a href="mailto:wcl06081.appoint@walmartlogistics.ca">wcl06081.appoint@walmartlogistics.ca</a>
6064	Tuesday to Saturday 07:00- 14:00	(604) 279-0960	<a href="mailto:dc6064richmond@cds ltd.ca">dc6064richmond@cds ltd.ca</a>
6080	Monday to Friday 07:00 to 14:00	(403) 291-8500	<a href="mailto:wcl06080.appoint@walmartlogistics.ca">wcl06080.appoint@walmartlogistics.ca</a>
6093	Monday to Friday, 07:00 – 23:00	(613) 932 – 6079	<a href="mailto:wcl06093.appoint@walmartlogistics.ca">wcl06093.appoint@walmartlogistics.ca</a>
6094	Monday to Friday 07:00 – 14:00	(613) 932-8325 ext. 61440	<a href="mailto:wcl06094.appoint@walmartlogistics.ca">wcl06094.appoint@walmartlogistics.ca</a>
7072	Monday to Friday, 07:00 – 14:00	(613) 394-1311	<a href="mailto:appts@trencold.com">appts@trencold.com</a>
7088	Monday to Sunday, 05:00- 21:00	(905) 564-1484	<a href="mailto:wcl07088.appoint@walmartlogistics.ca">wcl07088.appoint@walmartlogistics.ca</a>
7087	Monday to Sunday, 05:00 to 14:00	(905) 813-6200	<a href="mailto:wcl07087.appoint@walmartlogistics.ca">wcl07087.appoint@walmartlogistics.ca</a>
Damco Customer Service		(866) 888-4833 x231	

**DC Addresses**

<b>DC Type</b>	<b>DC</b>	<b>Main Phone</b>	<b>Address</b>
Regional	6002	(905) 670-9966	DC6002 WALMART LOGISTICS 6800 MARITZ DRIVE MISSISSAUGA, ONTARIO L5W 1W2
Regional	6063	(403) 250-3648	DC6063 WALMART LOGISTICS 3400 39 <sup>TH</sup> AVENUE N E CALGARY, ALBERTA T1Y 7J4
Perishable	6064	(604) 279-0960	18351 McCARTNEY WAY RICHMOND, BC V6W 0A1
Perishable	6080	(403) 291-8500	DC6080 WALMART LOGISTICS 261039 WAGON WHEEL CRESCENT BALZAC AB T4A 0E2
High Velocity	6081	(403) 567- 9811	DC6064 WALMART LOGISTICS 261046 WAGON WHEEL WAY T4A OL2
Regional	6093	(613) 936-8676	DC6093 WALMART LOGISTICS 2401 SCM WAY CORNWALL, ONTARIO K6H 5R5
High Velocity	6094	(613) 936-8676	DC6094 WALMART LOGISTICS 2401 SCM WAY CORNWALL, ONTARIO K6H 5R5
Perishable	7072	(613) 394-1311	DC7072 TRENTON COLD STORAGE 178 STOCKDALE ROAD TRENTON, ONTARIO K8V 5P4
High Velocity	7088	(905) 564-1484	DC7088 WALMART LOGISTICS 200 COURTNEY PARK DRIVE MISSISSAUGA, ONTARIO L5W 1Y6
Perishable	7087	(905) 813-6200	DC7087 WALMART LOGISTICS 7295 WEST CREDIT AVE MISSISSAUGA, ONTARIO L5N 5M9
Importer	Damco	(604) 940-1357	8400 RIVER ROAD DELTA, BC V4G 1B5