

# Walmart Fulfillment Services (WFS)

## Routing and Packaging Guide

November 2024

# Introduction

Walmart Fulfillment Services (WFS) provides sellers a low-cost, best-in-class fulfillment services experience. We leverage Walmart's supply chain scale and world-class operational excellence to help enable our seller community to lower fulfillment costs, improve conversion rates and price items more competitively, which may improve sales and ROI.

In this guide, you'll find instructions to successfully ship your sortable and non-sortable items to a Walmart fulfillment center. **Download this PDF and select the table of contents to navigate directly to each section.** For how-to guides and additional resources, log into Marketplace Learn.

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## Guide overview

This Routing and Packaging Guide will help you through the end-to-end process of safely and efficiently sending your inventory to WFS. We've organized the information in this guide to align with the steps you'll take as a WFS seller:



By following the information in this guide,

- Your inventory will likely get to WFS faster.
- It can help reduce damage and mis-shipments.
- Our fulfillment center teams will be able to process your inventory faster.
- Your items will become available to sell more quickly.

## General seller guidelines overview

Use these high-level guidelines to prep and ship inventory to Walmart fulfillment centers. For more detailed information, navigate to the sections listed in the table of contents.

### Packaging

- Items must be clearly labeled according to WFS policies and government regulations.
- Items must be packaged so that they aren't broken, damaged or exposed in the normal course of the fulfillment process.
- Walmart may inspect items and test their packaging after arrival at the fulfillment center.
- Failure to prep and pack inventory according to WFS packaging guidelines may result in processing delays, unplanned prep, items being rejected or returned at your expense. To avoid unplanned prep, you can use our [Prep Services](#) program to outsource poly bagging and labeling to WFS for a small fee.
- Consult the [packaging guidelines](#) for more details.

### Routing

- Ship the items to the assigned fulfillment center listed in Seller Center. We select the appropriate receiving fulfillment center for your items based on a variety of factors including customer demand and inventory distribution.
- Do not send shipments to the Walmart corporate billing address. If you do so, shipments will be returned to you at your expense.

### Shipments

- Less-than truckload (LTL) and full truckload (FTL) freight should be sent as single shipments.
- WFS currently offers discounted inbound shipping rates for small parcels and LTL shipments when you use our [Preferred Carrier Program](#).

### Receiving

- Items that have been properly packed and labeled will be checked in within two business days after arrival.

- WFS may experience processing delays during sales events, holidays and peak months (October 1–December 31). We’ll strive to meet our standard timelines, but inventory check-in may take up to 10 business days.
- WFS reserves the right to refuse any trailer that’s deemed unsafe, infested, damaged or otherwise deemed unfit to receive.

## Select items to send to WFS

All items must be acceptable in the WFS program. See the [WFS Prohibited Products](#) and [Marketplace Prohibited Products Policy](#) for details.

WFS accepts items up to 500 lb. and maximum dimensions of 120” x 105” x 93”, including item packaging.

We do *not* accept regulated or perishable items that require temperature control.

All toys must adhere to all applicable U.S. laws and regulations including, without limitation the Consumer Product Safety Improvement Act. A Certification of Conformity must be provided for each item prior to shipment.

## Hazardous materials

In general, any items that contain chemicals, aerosols or batteries must pass a Walmart compliance review before they’re published on Walmart.com. The following table outlines how Walmart defines common hazardous material categories.

Item Type	Definition	Examples
Chemical	Any item of merchandise containing a liquid, gel, paste or powder not intended for human consumption. <i>Chemical</i> also includes any item of merchandise that is intended for human consumption, inhalation or absorption that comes labeled with “Drug Facts” or “Supplements.”	Nail polish, shampoo, conditioner, hair color, personal fragrance (perfume/cologne), makeup, essential oils, detergents, vitamins, ingestible supplements, paints and stains, engine treatments
Aerosol	Any item of merchandise that contains a compressed gas or propellant (including bag-on-valve and other pressurized designs).	Hairspray, spray cleaners and deodorizers, canned air, CO <sub>2</sub> cartridges
Pesticide	Any item of merchandise which is advertised or labeled with claims to kill, repel or prevent the growth of any living organism (e.g., antimicrobial, antibacterial, antifungal).	Antibacterial wipes, disinfecting cleaners, insect repellents, hand sanitizers

## Item packaging requirements

To ensure that items can sustain the shipping process and to support timely processing, we ask that inbound shipments meet our packing and labeling requirements, as described in this section.

Any items that do not follow these guidelines or that pose a safety risk may be rejected by WFS and returned at your expense.

The next two sections will outline 1) WFS packaging requirements for safety and storage, and 2) how to package your goods for order fulfillment.

## Packaging guidelines for safety and storage

### General

- All items must be protected in a sealed or closed container, ready for sale.
- All required hazard warnings must be clearly visible and apparent on all poly bags used.
- All perishable goods must contain visible expiration or best-by dates on sellable unit packaging. (See [Expiration Dates](#) section.)
- Items must be prepared to ship as-is, without being over-boxed if any of the following is true:
  - Item does not fit in a 25" x 20" x 14" box.
  - Weighs 30 lb. or more.
  - Has volume of 3.25 cubic feet or more.
- Palletize heavy items like small appliances, etc.
- Package sets together, like cosmetics, cookware, etc.
- Balls must be inflated.
- Packaging inserts and other forms of marketing materials are acceptable if they don't advertise competing services.

### Sharp items

These are any items that have a sharp or pointed edge such that, when exposed, the edge would present a safety hazard to associates, carriers or customers receiving or unpacking the item.

- Sharp items must be packaged so that during the process of order fulfillment (i.e., receipt, stocking, shipment preparation and transit to the customer), the sharp or pointed edge won't become exposed.
- Outer boxes with sharp items inside should be labeled accordingly.

### Poly bagged units

Poly bags with a 5-inch opening or larger must have a suffocation warning, either printed on the bag or attached as a label.

- The warning should be printed or placed in a visible location and in a legible font size for the size of the bag.
- The thickness of the bag must be at least 1.5 mm.
- The poly bag must be completely sealed.
- The poly bag must have a barcode scannable through the bag or on the outside of the bag.

### Expiration dates

- All perishable items must have an expiration or "best by" date. Walmart considers any product with a shelf life, or that loses effectiveness with time, to be perishable, even if an expiration date is not

indicated on the manufacturer packaging. Perishable items include, but are not limited to, the following:

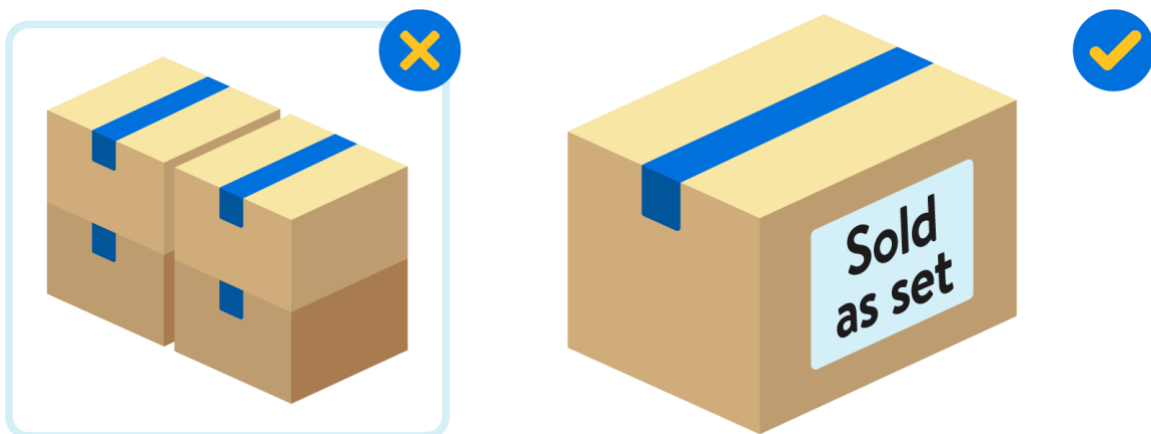
- Any product that has an expiration date printed on the product or its packaging
- Consumable products such as snacks, tea leaves, and nutritional supplements, whether for human or animal consumption
- Topical products that are intended for human or animal use, such as skin creams, soaps, shampoos, hair sprays, and cosmetics
- Cleaning products such as wipes, cleaning sprays and solutions, and detergents
- Products that include components that can expire, such as a coffee machine that is sold bundled with coffee
- Expiration or “best by” dates must be displayed in the format MM-DD-YYYY. If you don’t know the exact date, use the first day of the expiration month.
- For perishable items contained in packaging that requires additional prep, such as glass jars or bottles, make sure the expiration date is visible when it’s received by the fulfillment center.
- WFS cannot accept perishable items requiring temperature control. (For example, ice cream that needs to be kept in a freezer.)
- To ensure customers receive items with a long shelf life, we reject perishable items that do not have an expiration date, and reject or remove inventory that’s about to expire or is approaching its “best by” date:

Perishable items	Won’t be received if expiration or “best by” is within...	Will be removed from inventory if expiration or “best by” is within...
e.g., food, health and beauty, pet supplements, etc.	60 days	30 days

- Items denied for receiving or removed from inventory due to date will be returned or disposed of at your expense (See applicable fees in the [WFS Fees guide](#) of Marketplace Learn):

### Sold as set

Items that are sold as a set (excluding [multi-box units](#)) must be identified on their packaging. Units should contain a label clearly stating the item should be received and sold as a single unit (i.e., “Sold as set”).



*Not permitted: Separate units within a set. Permitted: Units clearly labeled as a set and sealed so they can’t be separated.*



## Loose items

Each unit must be contained within a single, secure package (excluding [multi-box units](#)).

- WFS won't accept units that require assembly of multiple pieces by associates.
- Units that aren't contained in secure packaging, like loose sleeves or pouches, must be bagged or secured with a non-adhesive band or removable tape.

## Valuables

Items like sunglasses, jewelry, watches, etc. must be shipped within its case and assembled prior to shipping. Case must be sealed with tamper-evident security seal. Generally, these items should be in a sealed box or poly bag. Item outer packaging must have UPC and be individually packaged in a sealed, tamper-proof box.

## Packaging guidelines for order fulfillment

Packaging for WFS items must reasonably protect the item from damage during shipping and keep the item contained within its packaging throughout transit. You can learn how to test your own packaging or send it out for testing in the [Test your packaging](#) section.

Walmart may test an item's packaging at any time. Items that do not meet packaging requirements or exhibit a high damage rate may be rejected by Walmart. If an item is damaged when we test it due to insufficient packaging, your inventory will be adjusted for the damaged unit without compensation. You'll be contacted to coordinate prep services, return or disposal of remaining inventory at your expense (see applicable fees in the [WFS Fees guide](#) of Marketplace Learn).

### Select dunnage: Acceptable packing materials

Some item types should be shipped with packing materials to prevent damage.

Accepted	Not Accepted
<ul style="list-style-type: none"> <li>• Foam</li> <li>• Air pillows</li> <li>• Bubble wrap</li> <li>• Full sheets of paper</li> </ul>	<ul style="list-style-type: none"> <li>• Styrofoam</li> <li>• Styrofoam peanuts</li> <li>• Biodegradable packing peanuts</li> <li>• Cornstarch packing peanuts</li> <li>• Crinkle wrap</li> <li>• Shredded paper</li> </ul>

## Liquids and powders

Liquids (i.e., items that are or contain liquids, pastes, gels and creams) must be packaged so that in the normal course of order fulfillment (i.e., receipt, stocking, shipment preparation and transit to the customer), the item does not leak. Any items that leak or pose a safety risk may be rejected by WFS and returned at your expense.

Single and multi-unit bundled liquid items in corrugated containers must meet the following criteria:

- Item is in a six-sided box.
- Case has clear markings indicating which box side is the top.
- Item packaging [should be tested](#) to confirm that it can withstand normal transit forces.

## Fragile

This section applies to any item of delicate material or construction, or any item in need of careful handling to avoid breakage or damage. This includes glass, ceramic, electronic and other breakable items. These items may present a safety hazard to associates, carriers or customers receiving or unpacking the item. Fragile items must be packaged so that in the normal course of the fulfillment process, they won't be broken, damaged or exposed.

### Packaging requirements:

- Items must come in a six-sided rigid box, so the item is not exposed in any way.
- We recommend lab testing your fragile items' packaging to ensure it will withstand transit.

## Batteries

One of the major risks with the transport of batteries and battery-powered equipment is a short circuit of the battery due to the battery terminals coming into contact with other batteries, metal objects or conductive surfaces.

Packaged batteries or cells must be separated to prevent short circuits and damage to terminals. They must be packed in strong outer packaging or be contained in equipment that can be stored and prepared safely for shipment.

- Permitted packaging materials (rigid packaging): original manufacturer packaging, boxes and clamshell plastics.
- Batteries can be shipped with other non-battery items in the master case if the batteries are properly packaged to avoid contact with other items. A DOT label must be applied outside the case with a mixed SKUs marker/label.
- Multiple types of batteries can be packaged in the same case if all types of hazmat labels are on the same surface of the case, not one on each side of the box. All batteries must be separated in such a way as to prevent short circuits and damage to terminals.
- If multi-pack batteries are sealed in the original manufacturer packaging, no additional boxing or sealing of batteries is required. If the batteries are repackaged, then sealed boxes or sealed hard, plastic clamshell packaging is required.

### Battery labeling:

- Cases must be marked to meet DOT regulations. Cases shipped to fulfillment centers that do not comply with DOT regulations must be re-labeled, at your expense, before shipping to customers.
- Markings cannot be obstructed or covered by any other labeling. Labels cannot be folded over the edge of the case.

In addition, here are weight and piece restrictions per master case for batteries:

Item type	Items
Lithium-Ion Loose & Lithium-Metal Loose	Entire case cannot weigh more than 60 lb. (ground/vessel); 1 per package/per shipment (air)
Lithium-Ion & Lithium-Metal Packed with Equipment	Battery weight greater than 11 lb. (ground & vessel) requires additional labels. Battery weight cannot exceed 11 lb. per package (air).

Lithium-Ion Contained in Equipment	Battery weight greater than 11 lb. (ground & vessel) requires additional labels. Battery weight cannot exceed 11 lb. per package (air passenger). Battery weight cannot exceed 60 lb. (air cargo).
Lithium-Metal Contained in Equipment	If button cell weight (ground and vessel) less than 11 lb., no label required. If over 11 lb., additional labeling is required. Battery weight cannot exceed 11 lb. per package (air)

## Test your packaging

Every item sent to WFS must be able to pass an industry standard packaging test (ISTA-FedEx-6A for small parcel or ISTA-3B for freight). Please test your items before shipping to WFS to verify they can survive shipping. You can perform a simple test yourself or get your packaging tested by a lab. You should re-test your packaging any time your product is altered, you change suppliers, or the packaging design is modified.

We recommend using lab testing to ensure your items are packaged to withstand the end-to-end transportation and fulfillment process. Labs incorporate vibration, compression, and other test elements to simulate transit forces that cannot be done without special equipment. You may use any [ISTA certified lab](#) worldwide to perform the appropriate tests.

Walmart may test an item's packaging at any time. Any item that does not meet the associated packaging requirements may be rejected by Walmart and returned at your expense. (See applicable fees in the [WFS Fees guide](#) of Marketplace Learn.)

## Test your own items

We recommend lab testing your packaging, but you can also perform your own packaging test. This preliminary screening will help you determine if your item packaging meets basic standards for shipping and reduce damage. Lab testing includes elements of this do-it-yourself test, plus additional elements such as vibration and compression testing according to industry standards.

### How to test your packaging

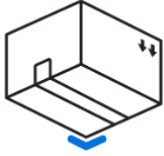

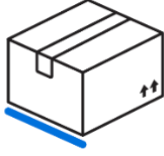
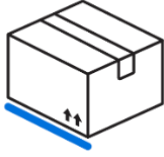

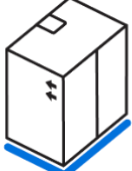


**Note:** Heavy items (over 50 lb.) cannot be reliably tested without special equipment. We recommend you send these items to a lab.

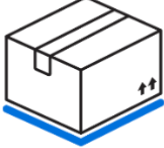

- Package your item as if shipping.** Any item can be tested without over-boxing. However, the following materials are allowed to protect your item during testing:

Size / Weight	Less than 30 lb.	30 lb. or more
Fits in 25" x 20" x 14" box	Package in appropriately sized box with loose air pillows, tape center flap seams	Package in appropriately sized box with loose air pillows, tape center flap and edge seams
Too large for 25" x 20" x 14" box	Package in appropriately sized box with no dunnage, tape center flap seams	Test product packaging as-is with no over-box

- Drop test your package.**

Drop your package 10 times as shown from 30" above a flat concrete surface:

<p>1. Most fragile corner</p>	
<p>2. Shortest edge from that corner</p>	
<p>3. Medium edge from that corner</p>	
<p>4. Longest edge from that corner</p>	
<p>5. Flat on one of the smallest sides of the box</p>	
<p>6. Flat on the opposite small side</p>	
<p>7. Flat on one of the medium sides</p>	
<p>8. Flat on the opposite medium side</p>	

9. Flat on one of the largest sides	
10. Flat on the opposite large side	

### 3. Complete a hazard simulation.

- Create a hazard box by filling a 12" x 12" x 12" box with 21 lb. of sand.
- Drop hazard box from height of 30" above package onto center of most fragile side of package.

### 4. If item contains liquid, gel, or powder, leave inverted for 8+ hours.

### 5. Assess results.

- Is the item safe to handle? Look for broken glass, protrusions.
- Did the item remain contained? Look for leaks, holes in shipping protection or product packaging, identify failures in closures (broken envelope seals, open box).
- Is the item still 100% functional?
- Is there cosmetic damage to the item? In some cases, the product packaging may be considered part of the item (examples: board games, collectibles).
- Would a customer be happy to receive the product in this condition?
- If you answered "No" to any of the above, your item is not ready for ecommerce fulfillment. Consider product or packaging redesign and test again.

## Labels

WFS items must include scannable barcodes and correct labels. The barcode must be scannable without needing to remove any bags or tape. Price tags, item labels or any labels that indicate the items come from another retailer should not be on the item packaging.

We charge a mandatory unplanned prep fee for inbound items that don't meet WFS requirements (e.g., incorrect or missing labels). This fee covers labor and material costs to correct your items. To avoid unplanned fees and receiving delays at our fulfillment centers, take advantage of our [Prep Services](#) program.

## Item barcodes and labels

You can [print an item label](#) for each item from Seller Center or create your own labels. They must follow these requirements:

- All items must have manufacturer barcodes on the outermost part of sellable unit.

- Place a readable and scannable UPC (12 digits) or GTIN (14 digits) label on every individual item packaging sent to the fulfillment center.
  - EAN, vendor SKU number or FNSKU number are **not** acceptable barcodes or item identifiers.
- Variant items must each contain a unique barcode. Variant items without unique barcodes will not be received and will be returned to you at your expense.
- Do not put the barcode on the outer case. It should be on the individual, sellable units only.
- If you print and apply your own barcodes, you must cover the barcode being replaced. Old manufacturer barcodes may cause confusion at the fulfillment center and lead to delays.
- You may include additional item details on a label if the correct barcode is included.
- All labels must be visible and scannable. The fulfillment center may charge an unplanned prep fee if the item doesn't contain a scannable barcode.
  - Any damaged labels or barcodes will cause a delay in receiving time.

Example of **correct** item label



**Do not use** vendor SKU or FNSKU label



All barcodes must be scannable by Walmart equipment. To maintain print quality:

- Use a printer with a resolution of 300 DPI or greater.
- Use the correct label stock for your printer.
- Periodically test your printed barcodes by scanning them.
- Test, clean and replace your printer heads as needed.

All items must be clearly and permanently marked with the country of origin. The label must be located where it can be seen while casually handling the item. Where the label goes depends on the item:

- For clothing, a label stating "Made in . . ." qualifies.
- For shoes, the country-of-origin label must physically be on *both* shoes in the pair. The country of origin needs to be on more than just the website or shoebox.
- For [some items](#), the country-of-origin label may go on the outer packaging.

## Receiving labels

When you create a shipment, print and place the standard receiving labels [generated in Seller Center](#). The label must include:

- Return to (ship from) seller name and seller address
- Pallet and box counts
- Shipment ID (generated by WFS)
- Ship-to address (assigned fulfillment center)
- Shipment ID barcode
- Label type: mixed SKUs case, single SKU case or pallet

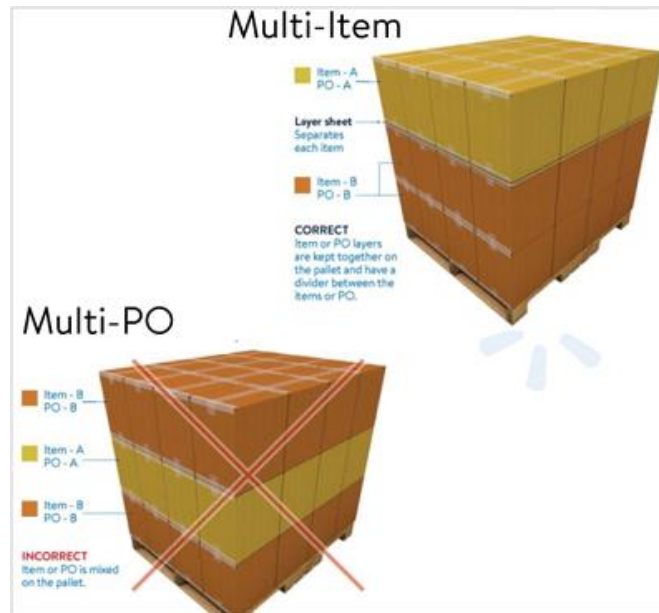
<b>RETURN TO:</b> DINO TEST TAX4 DINO TEST TAX4 [REDACTED] SUNNYVALE CA, 00000 US	<b>Walmart</b> <b>Fulfillment Service</b>
<b>BOX 1 OF 2</b>	<b>SHIPMENT ID:</b> 0260024GDM  <b>Walmart</b> ✨
<b>SHIP TO:</b> LAX2 WALMART [REDACTED] CHINO CA, 91708	
<b>SHIPMENT ID BARCODE:</b>  0260024GDM	
<b>NOTE:</b>  SINGLE SKU	

<b>RETURN TO:</b> DINO TEST TAX4 DINO TEST TAX4 [REDACTED] SUNNYVALE CA, 00000 US	<b>Walmart</b> <b>Fulfillment Service</b>
<b>BOX 2 OF 2</b>	<b>SHIPMENT ID:</b> 0260024GDM  <b>Walmart</b> ✨
<b>SHIP TO:</b> LAX2 WALMART [REDACTED] CHINO CA, 91708	
<b>SHIPMENT ID BARCODE:</b>  0260024GDM	
<b>NOTE:</b>  MIXED SKUS	

## Pallet labels

- Place a receiving label containing the Shipment ID (e.g., 001234GDM) to each pallet: four per pallet, one on each side in the top center.
  - If the entire pallet is the same Shipment ID, place one label on each side.
  - If the pallet has multiple Shipment IDs, each individual Shipment ID must be identified on each case. Each pallet must be visibly marked on the outer portion of the pallet to specify they contain multiple Shipment IDs.
- Place pallet labels squarely (not at an angle) on all four sides of the pallet so the forklift driver can see them when approaching. Place pallet labels on the outside of the stretch wrap.
- Include matching items in pallets when quantities allow. Do not split quantities of the same item if they can fit on one pallet.
- When shipping multiple SKUs on a pallet, physically separate the SKUs so they're easy to differentiate when received at the fulfillment center. See labeling requirements below.



## Special pallet label requirements for item types

When applicable, include the following information on labels.

Label	Applies to
Mixed SKU	Pallets and boxes that contain more than one type of sellable unit (different SKU or condition).
Case # _ of _ (i.e., Case 3 of 5)	Multiple boxes that are part of a single shipment. Number each box and include the total number of boxes in the second blank.

## Prepare your shipment

Below are the shipping and packaging requirements for small parcel, less-than truckload (LTL) and full truckload (FTL) shipments.

### Containers and boxes

We accept these standard box types:

- Regular slotted carton (RSC)
- B flute
- ECT-32 (edge crush test)
- 200 lb./sq. inch (burst strength)

Each box must weigh less than or equal to 150 lb., unless it contains a single unit that exceeds 150 lb. A box containing a single oversize unit greater than 50 lb. requires “Team Lift” labels on the top and sides. If it contains a single oversize unit greater than 100 lb., use “Mech. Lift” labels on the top and sides.



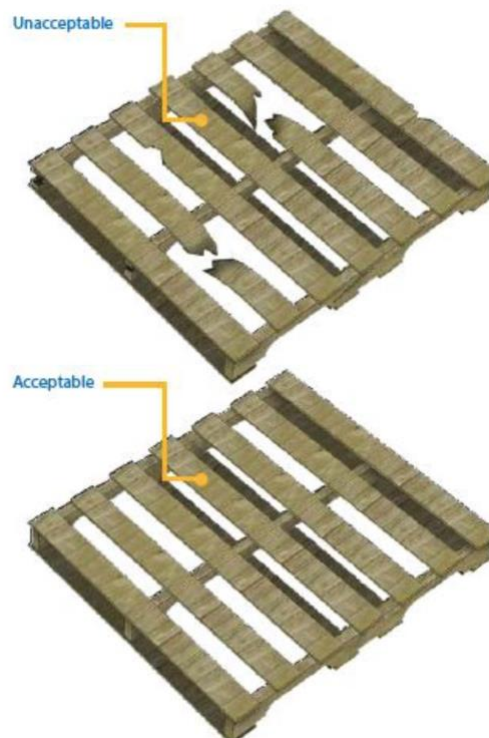
- Shippers, point-of-sale containers and pallet-sized boxes (also known as "gaylords") may not be used.
- Do not bundle boxes using bagging, taping, elastic or extra straps.
- Do not send items in branded or competitor boxes.
- If you're reusing boxes from previous shipments, be sure to remove any previous shipping labels or markings to avoid confusion by the carrier.

Any container not meeting these requirements may be refused and returned to you, plus shipping costs.

## Single pallets

Shipments may arrive as floor loads if they're a drop shipment. For live unloads, shipments must arrive on pallets and meet the requirements below. Failure to comply with these standards may result in shipments being rejected at your expense.

- Use 40" x 48", four-way access, solid wood pallets. If a single, large unit cannot fit on a 40" x 48" pallet without overhanging the edges, use a pallet size and type that is suitable for the unit.
- Pallet weight should not exceed 2,100 lb.
- Pallet height should not exceed 72 inches.
- Ship units on Grocery Manufacturers Association (GMA) Standard Grade A pallets. GMA pallets have no stringer damage. The deck board configuration is typically seven top and five bottom boards with specific lead board sizes.
- Ship only on pallets that are in good condition.
  - Do not ship pallets that are broken or damaged.
  - Do not ship units on pallets made of weak material such as cardboard or particle board.
- Pallets must be accessible and able to be moved using a standard pallet jack.
  - Do not ship units on PECO or CHEP pallets, which can't be moved using a standard pallet jack.



## Stacked pallets

Double-stacked pallets are allowed if they're safe to load and unload, and do not cause item damage during transit. They must meet these additional requirements:

- Do not exceed 108" in height, including the height of the pallets.
- Use corner boards to help protect and maintain the stability of boxes in transit.
- Arrange pallets so they're accessible by a forklift from the same side.
- Stretch wrap pallets to prevent damage during shipping and protect associates during unloading.

### Stretch-wrap requirements:

- Cases must be secured to the pallet with stretch wrap.
- Wrap from the bottom of the pallet upwards in an overlapping pattern.
  - Do **not** use more than ten layers of stretch wrap.
- Ensure the bottom layer is double wrapped. Double wrap while overlapping every two to four inches.
  - Do **not** cover pallet fork entry holes.
- The end of the stretch wrap must be pressed firmly against the unit load.
  - Do **not** create stretch-wrap tails.
- Do **not** use black, black corrugated or colored stretch wrap.
- Do **not** use netting or twine to contain pallets.
- Ventilated stretch wrap is allowed as needed.
- When stretch-wrap equipment is unavailable, the stretch wrap must be top quality and a minimum of 80 gauge, 15" wrap.

## Ship items to WFS

To view WFS facilities, operating hours and emails, log in to Marketplace Learn and see the [Shipment Routing Overview](#).

Please ship items only to the fulfillment center assigned to your inbound order in Seller Center. We can't accommodate requests for a specific fulfillment center at this time. Items shipped to an incorrect location will be routed to the assigned fulfillment center at your expense.

## Routing instructions

Sellers are responsible for sending inventory to Walmart using either the [Walmart Preferred Carrier Program](#) or their own carrier.

If you choose to use your own carrier for less-than truckload (LTL) or full truckload (FTL) shipments, you must require third-party carriers to comply with the guidelines described in this guide.

If you create a shipment with your own carrier, include the Shipment ID or PO in the reference field (e.g. 2953839GDM). This will vary by carrier, so look for a text field or tab where you can add custom information. The Shipment ID or PO will appear on the carrier invoice, making it easier to track the shipment and copy over to the delivery appointment.

## Schedule fulfillment center appointments

For LTL/FTL shipments, carriers will need to schedule a delivery appointment at your assigned fulfillment center. If it's a drop shipment, you may send floor loads. For live unloads, items must be palletized. Appointments aren't required for small-parcel deliveries.

For a list of Walmart fulfillment centers, log in to Marketplace Learn and see the [Shipment Routing Overview](#).

### LTL/FTL shipments

Appointments are required for LTL/FTL shipments through Walmart's [Scheduler 2.0](#). Carriers must have a Retail Link account to use this service. If they don't have access, they should email [WFS-Scheduler-Access@wal-mart.com](mailto:WFS-Scheduler-Access@wal-mart.com) with this format:

#### 1. Send Email

1. To: [WFS-Scheduler-Access@Wal-mart.com](mailto:WFS-Scheduler-Access@Wal-mart.com)
2. From: Email to be associated with this account
3. Subject Line: Requesting Scheduler 2.0 Access – WFS Carrier
4. Body of email should contain the following:  
"I am requesting a RetailLink account to access Scheduler 2.0 and create delivery appointments."

First Name	
Last Name	
Email	
Phone Number	
Company Name	
SCAC Code	

#### 2. Check email

1. 48-72 hours for newly created account information

The information must be for the person using the Scheduler 2.0 account to schedule. For more on how to get access and schedule a delivery, see the [Scheduler 2.0 Carrier Guide](#).

If you or the carrier can't make or no longer need the scheduled appointment, use Scheduler 2.0 to cancel at least 24 hours before the appointment time. If you don't reschedule or cancel within the 24-hour window, you may be charged a penalty fee, as outlined in the [WFS Fees guide](#).

### Small-parcel shipments

- We don't require an appointment for small parcel deliveries, regardless of whether you're using the Walmart Preferred Carrier Program or your own small parcel carrier.
- We recommend you include tracking details under *Track shipment* on the [Shipments](#) page.
- Small parcel guidelines:
  - Maximum size: 108" in length and 165" in length plus girth (girth is 2x width + 2x height)
  - Maximum weight: 150 lb.
  - Some items, such as mattress pads, may be rolled up for transit. For cylinders and tubes, use diameter instead of length or width to measure size. However, note that the fulfillment center will over-box these items in order to ship them without damage. We'll use the over-box size to calculate storage fees.
- If small parcels do not meet the above requirements, shipments must be delivered as LTL.

## How to manage international imports yourself

This section discusses how to ship directly to WFS using an outside freight forwarder and is not the procedure to use when importing with Walmart Cross Border. Learn more about importing directly with [Walmart Imports](#) in Marketplace Learn.

If you manage an international import yourself, you must follow these guidelines:

- You are responsible for clearing customs.
- You must meet [WFS product requirements](#).
- Items must be prepared and packed properly under WFS requirements.
- A United States warehouse or fulfillment center is not required. However, per compliance regulations, you must have a US address for returns.
- Items delivered via container must meet these regulations:
  - Container axle must meet the standard 48” dock height to be accepted.
  - If it’s a drop shipment, you may send floor loads. For live unloads, items must be palletized.
  - If containers are deemed unsafe to unload for any reason, WFS reserves the right to reject the shipment.

Acceptable trailer



Acceptable container: axle must be 48” high



- A United States warehouse or fulfillment center is not required. However, per compliance regulations, a U.S. location where returns can be sent to if needed is required. You can [set your return preferences](#) in Seller Center.

## Documentation

### Bill of lading

If you use a Walmart preferred carrier, we'll generate a bill of lading for you in Seller Center. This section only applies if you use your own carrier.

You must ship using facility-specific bills of lading. There should never be more than one bill of lading per location. The bill of lading must contain:

- Shipment IDs – If multiple orders are shipped under one bill of lading, all Shipment IDs must be listed.
- Complete destination (fulfillment center address)
- Freight terms, e.g., “Prepaid”
- Seller name and complete ship-from address
- Ship date
- Carrier name
- Number of cases

For LTL shipments, you must also include accurate NMFC numbers (including subitem number, if applicable), NMFC class, number of cases and weight by item in the bill of lading. You’re responsible for updating NMFC numbers and any additional freight charges resulting from misclassified items.

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE  
 This form contains only the information necessary for the motor carrier to deliver, rate, and invoice the shipment described below.

**Shipper: Ship Date** 1/1/2020

Shipper Address \_\_\_\_\_

Reference Number: 06540

**Consignee: Due Date** 1/3/2020

Seller Name c/o  
 KY1 Walmart.com  
 \_\_\_\_\_  
 SHEPHERDSVILLE, KY 40165  
 Reference Number: \_\_\_\_\_

Carrier: \_\_\_\_\_  
 Pro#: \_\_\_\_\_  
 Load#: \_\_\_\_\_  
 Ship ID#: \_\_\_\_\_

**All Freight charges PPD/3rd party bill to:**

Type/ Reference #	SKU/ UPC	Description	QTY/ UOM	Pallets	Weight	Category/ Temp	NMFC/ Class
PO:ABC123		General Merchandise	100 Cartons	5	1104	Dry	28160 200
PO:DEF456		General Merchandise	50 Cartons	3	300	Dry	28160 200
			<b>150 Cartons</b>	<b>8</b>	<b>1404</b>		

**Shipper Special Instructions:**

**Consignee Special Instructions:**  
 Delivery Appt Required, Must email for appts: \_\_\_\_\_

**Comments:**

**\* Do Not Side Load Pallets \***

The Shipper certifies that the above named materials are properly classified, described, marked, labeled and packaged, and are in proper condition for transportation, according to the applicable regulations of the Department Of Transportation.

Shipper Signature X \_\_\_\_\_ Date: \_\_\_\_\_ Trailer# \_\_\_\_\_  
 Consignee Signature X \_\_\_\_\_ Date: \_\_\_\_\_ Seal# \_\_\_\_\_  
 Driver Signature X \_\_\_\_\_ Date: \_\_\_\_\_ Seal# \_\_\_\_\_

For “Said to Contain” scenarios only: Walmart’s designated carriers will *not* accept bills of lading that are marked “Said to Contain.” All bills of lading must have complete and accurate case counts. However, if the carrier cannot count the cases due to stretch wrap inhibiting their view, or if the bill of lading information cannot be accurately verified, the carrier will sign for stretch-wrapped pallets. The carrier will only be responsible for the pieces (cases or pallets) signed for. All other shortages will be your responsibility. Carriers will be instructed to count every case.

## Packing list

Packing lists are optional, and only required if WFS needs to investigate shortage disputes or missing inventory claims. If a packing list does accompany a shipment, the information must match the contents of

the truck. It should be presented in a clear plastic envelope and attached to the outside of the last pallet or case loaded for each shipment, facing the trailer or container door.

If the bill of lading also serves as the packing list, please make a copy of the bill of lading and present this in a clear plastic envelope attached to the outside of the last pallet or case loaded. If you ship multiple inbound orders on the same trailer, there should be a packing list for each order. Drivers requesting a packing list may be given a copy. However, the original packing list should remain on the freight.

If a packing list is provided, the information on the list should contain the following information:

- The address of the fulfillment center
- Seller name
- Shipment ID
- Total number of cases and weight
- Quantity by manufacturer/item/style/article number
- Item description
- Master and inner pack quantity
- Ship date

## WFS inventory management

### Receiving overview

Once you've successfully submitted an inbound order and shipped inventory, our fulfillment centers will check in most items within two business days after arrival. However, items that require unplanned prep work, arrive during peak (October 1–December 31) or sales events, or other circumstances may take up to 10 business days to process.

1. The timeliness of receiving is based on when the inbound order was delivered to when it was put away into sellable locations.
2. At the time that inventory is assigned a sellable location at the fulfillment center, we'll enter the quantity of inventory and its location into our database. Items will then appear as sellable in your inventory report and be available to sell at this point.
3. Available-to-sell inventory is measured at the unit level: number of units put away to a sellable location by close of the second business day after receiving, divided by number of units received.
4. All inbound orders will be closed seven days after first receipt.
5. These terms of service exclude issues such as missing inbound orders, missing SKU setup, unplanned inventory prep and variances in the received inventory. These issues may cause delays in receiving.

See your [Retailer Agreement](#) for more information.

### Damaged items

Any goods received at a Walmart fulfillment center in a damaged or pilfered condition (concealed or otherwise) will be refused and/or returned to the seller at the seller's expense. We'll use the [damages at receiving preferences](#) that you provided in Seller Center to process damaged items. If you choose to have damaged items returned to you, we'll use the WFS return address you provided.



## Lost items

If you use your own carrier, you are responsible for any goods lost in transit to fulfillment centers and must manage all carrier claims.

## Refused shipments

WFS reserves the right to refuse any trailer that's deemed unsafe, infested, damaged or otherwise deemed unfit to receive. For example:

- Shipments that are coded as "damaged" or "defective" may be refused at the dock. Return freight charges will be at your expense. We'll provide pictures and descriptions of the damages and defective items.
- Shipments without a bill of lading will be refused at the dock and may be returned to you at your expense.
- You may not refuse or return shipments that are returned to you without first contacting WFS.
- Returned shipments that are refused or returned to WFS without first attempting resolution with WFS may be refused. Any transportation costs incurred to reship to you will be at your expense.

## Seller-initiated inventory removal

- Fulfillment centers will consolidate cases into as few shipments as possible for removal requests.
- For items that have been stored in their original cases, fulfillment centers will make a best attempt to send them back to you in the same, original cases.
  - Items may be removed from their original cases as part of the normal receiving process into the fulfillment center. They may be returned in unbranded or Walmart-branded boxes.
- WFS will arrange transportation of removal shipments.
- You'll be charged a per-item fee for items returned to you. See applicable fees in the [WFS Fees guide](#) of Marketplace Learn.
- You must initiate claims for removal shortages and damages within 60 days of the financial deduction from your account. Disputes for deductions older than 60 days won't be investigated, and financial adjustments won't be issued.
- For non-delivery, claims must be initiated within 30 days of financial deduction from your account. Disputes older than 30 days won't be investigated, and financial adjustments won't be issued.
- WFS will process removal shipments within 30 days of receiving the request.

## Exit, recall or liquidation of items

WFS will recall or withdraw all items required to be recalled or withdrawn by law and may also at its sole discretion remove items that are expired, defective, dangerous, incomplete, infringe upon intellectual property rights, or aren't in compliance with policy, laws, or regulations. Whenever applicable, Seller Support will reach out to you with up to two calls over a four-day period to ask what you'd prefer we do with these items. In most cases, your options are:

- WFS will return the items to you at your expense to the returns address listed in your [Partner Profile](#).
- WFS dispose of the product for an additional fee.

Please note that Walmart retains the right to handle inventory in contradiction of the above options when required by law enforcement, regulatory agencies or as deemed necessary by Walmart. If a

response isn't received within five days, the product may be returned to you, destroyed, disposed of by WFS or otherwise handled as Walmart deems appropriate in its sole discretion, and the resulting expenses will be your responsibility. Additional terms may apply to any recalled or withdrawn product.

## Resolving problem inventory

**Problem inventory** is any inbound shipment that can't be received into a fulfillment center. It may be returned to you at your expense if we can't reach a resolution.

Examples include, but are not limited to the following:

- Defective items
- Incomplete item setup
- Unexpected items in shipment
- Items with dimensions that do not meet acceptable criteria
- Items prohibited under the [WFS Prohibited Products Policy](#) and [Marketplace Prohibited Products Policy](#)

**NOTE:** Check your inbound shipments carefully. Repeated instances of problem inventory may affect your seller performance or result in a violation of our Retailer Agreement.

### To resolve problem inventory:

- Seller Support will attempt to contact you to resolve the problem twice over a four-day period.
- If a response isn't received within five days, WFS will return the inventory to you at your expense. (See applicable fees in the [WFS Fees guide](#).)
- Tracking details for the returned inventory will be provided to you through a Seller Support case.

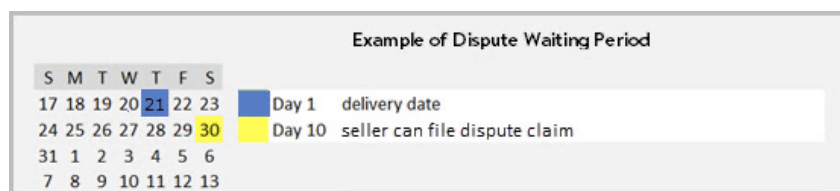
**NOTE:** Please make sure your returns settings for Walmart Fulfilled Items are always updated in your [Partner Profile](#).

## Dispute policy and general guidelines

### Short ship & missing inventory

All shortages will be noted on the bill of lading. The WFS receipt quantity will be held as the point of record.

Dispute claims can be filed **between 10 and 50 days from the time of delivery** to a Walmart fulfillment center, as confirmed through tracking information. Claims filed during or prior to the ten-day waiting period will not be investigated. Disputes can be filed for individual shipment discrepancies, but they must be filed within the 50 days of delivery to the fulfillment center.





## Required documentation

Support requires 3 forms of documentation to investigate a shipment and create a case. Documentation must be provided in English or include an English translation.

1. Tracking number for the shipment
2. Proof of delivery for the entire shipment
  - If you used your own carrier (not a Walmart Preferred Carrier), proof of delivery must include the street address of the delivery location.
  - For freight shipments, proof of delivery should be a copy of the bill of lading signed by the WFS fulfillment center.
3. Detailed list of all items in the shipment
  - The document must include the UPC, SKU or GTIN of each item and the quantity of units shipped.
  - The unit quantity may be more than what was shipped to WFS, but not less.
  - We accept VAT invoices from sellers in China, but we do *not* accept pro forma invoices or initial quotes.

	Walmart Preferred Carrier (WPC)	Non-WPC
LTL or FTL shipment	<ul style="list-style-type: none"> <li>• Bill of lading</li> <li>• Packing list (in <a href="#">Disputes Template.xlsx</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Bill of lading (must include the street address of the delivery location)</li> <li>• Packing list (in <a href="#">Disputes Template.xlsx</a>)</li> </ul>
Parcel shipment	<ul style="list-style-type: none"> <li>• Proof of delivery for the complete shipment</li> <li>• Packing list (in <a href="#">Disputes Template.xlsx</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Proof of delivery for the complete shipment (must include the street address of the delivery location)</li> <li>• Packing list (in <a href="#">Disputes Template.xlsx</a>)</li> </ul>

**Process and timing:** Shipment investigation cases can be created between 10 and 50 days from the time of delivery to a Walmart fulfillment center, as confirmed through tracking information. Cases can't be created during or prior to the 10-day waiting period. Seller Support will investigate and aim to provide a resolution within 10 calendar days from the date that the case was submitted.

**Reimbursement:** Reimbursement claims will be granted only after reasonable reconciliation efforts have occurred. If the investigation concludes that inventory was lost or misplaced while in possession of WFS, we'll issue a reimbursement for the estimated proceeds of the sale, based on the average sales price of the item. You'll receive the reimbursement during the next payment cycle.

After the investigation, if Support does not find conclusive evidence that WFS is responsible for the loss or mishandling of product, reimbursements won't be provided. Walmart and WFS will make the final determination in its sole discretion as to the shipment investigation and its resolution. No appeals will be accepted.