

Walmart Fulfillment Services (WFS)

Routing Guide

Apr 2024



Introduction

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

The purpose of this routing guide is to provide you, our WFS seller, with the information and instructions required so that we can maintain a successful relationship. Your adherence to these instructions will directly contribute to your future success.

This guide provides the details you will need to successfully route your sortable and non-sortable items to a Walmart fulfillment center. **You will need to download this PDF to access any Web links.**

CONFIDENTIALITY NOTICE: The contents of this document are subject to change may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this document is strictly prohibited.

Contents

WFS Fulfillment Centers for Sortable Items	5
WFS Fulfillment Centers for Non-Sortable Items	6
Shipment Preparation: Package and Label Requirements	9
FTL and LTL Shipment Packing Guidelines	9
Pallet Label Requirements.....	11
Special Pallet Label Requirements for Product Types	12
Product Packaging and Labeling Requirements	13
Shipment Labels	13
Product Labels and Barcodes	14
Refurbished Products.....	15
Product Preparation	16
Large Electronics (Computers, TVs, and Monitors)	20
Liquids.....	21
Sharp Items	23
Glass, Ceramic, Breakable, and Fragile.....	32
Loose Products	33
Sold as Set.....	33
Polybag Units.....	33
Prohibited Products.....	33
Dangerous Goods	34
Batteries	35
Containers	37
Dunnage	37
Shipment: Routing Requirements	38
Routing Instructions	38
Direct Imports.....	39
Documentation.....	40
Packing Lists	40
Bill of Lading	40
Receiving	42
Terms of Service	42
Overages and Damaged Items	42
Overages.....	42
Damaged Items	42

Refused Shipments..... 43

 Return to Vendor (RTV) 44

 Exit, Recalled, or Liquidation of Product 44

 Resolving Problem Inventory 45

Dispute Policy and General Guidelines..... 46

 Overages..... 46

 Dimension Mismatch..... 46

 Short-Ship and Missing Inventory 46

 Dispute Process 46

WFS Fulfillment Centers for Sortable Items

Use the following information to route your sortable items to your assigned WFS fulfillment center. Operating and delivery hours are subject to change based on business needs and during holidays and peak months.

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

Sortable or Standard-size items

Your item is standard size (or sortable) if it's < 33 lb. with a maximum dimension < 30 inches, a median Dimension < 18 inches, and a minimum dimension < 18 inches.

Mississauga Fulfillment Center—DC2030

233 MADILL BLVD
MISSISSAUGA ON L5W 0H1

Receiving contact

dc2093-2030.DPT-Tran@wal-mart.com

Delivery Hours

Live unloads:

- For appointment slots refer to the Delivery appointment section in Seller Center.

Drop shipments: 24 hours a day, 7 days a week

To schedule a delivery (for Mississauga FC only)

Go to Seller Center > WFS > Delivery Appointment.

Email dc2093-2030.DPT-Tran@wal-mart.com

Calgary Fulfillment Center—DC2028

10 HIGH PLAINS TRAIL
ROCKY VIEW COUNTY, AB, T4A 3M6

Receiving contact

FC2028.ttf@wal-mart.com

Delivery Hours

Live unloads:

- 2 appointments available on Monday and Friday
- Time slots: 9:00 a.m. to 4: 00 p.m. EST

Drop shipments: 24 hours a day, 7 days a week

To schedule a delivery

Email FC2028.ttf@wal-mart.com

WFS Fulfillment Centers for Non-Sortable Items

Use the following information to route your non-sortable items to your assigned WFS fulfillment center. Operating and delivery hours are subject to change based on business needs and during holidays and peak months. Please ship items only to the fulfillment center assigned to your inbound order in Seller Center. At this time, we cannot accommodate requests for a specific fulfillment center. Items shipped to an incorrect location will be routed to the assigned fulfillment center at your expense.

Non-Sortable Items

Your item is non-sortable if it weighs > 33 lb. OR if its longest side is > 30 inches OR if its median side is > 18 inches. WFS accepts items up to 150 lb., 48" in length, and 40" in width, and 120" in height.

Calgary Fulfillment Center—DC2028

10 HIGH PLAINS TRAIL
ROCKY VIEW COUNTY, AB, T4A 3M6

Receiving contact

FC2028.ttf@wal-mart.com

Delivery Hours

Live unloads:

- 2 appointments available on Monday and Friday
- Time slots: 9:00 a.m. to 4: 00 p.m. EST

Drop shipments: 24 hours a day, 7 days a week

To schedule a delivery

Email FC2028.ttf@wal-mart.com

Edwards Fulfillment Center—DC2397

6175 EDWARDS BLVD,
MISSISSAUGA ON L5T 2W7

Receiving contact

Email dc2093-2030.DPT-Tran@wal-mart.com

Delivery Hours

Live unloads:

- 2 appointments available on Monday and Friday
- Time slots: 9:00 a.m. to 4: 00 p.m. EST

Drop shipments: 24 hours a day, 7 days a week

To schedule a delivery

Email dc2093-2030.DPT-Tran@wal-mart.com

Adherence to Deliver

- For the delivery booked with the FC, the truck needs to arrive at the Facility within 45 minutes plus or minus of the delivery time assigned by Walmart.
- Unless circumstances arise beyond the control of Walmart, Walmart will unload driver attended deliveries within two (2) hours of the assigned appointment time at the Facility.
- Please refer to the following article page for guidance on creating POs on seller center and setting up appointments with FC – [Sending Inventory](#).

General Seller Guidelines

The following list outlines the guidelines for WFS sellers that will help you successfully ship your products to a fulfillment center (FC).

- **Sortable items:** Products must meet sortable criteria. “Sortable Inventory” is defined as < 33 lb with a longest dimension <30 inches, median dimension < 18 inches, and a shortest dimension is < 18 inches.
- **Non-sortable items:** Your item is non-sortable if it weighs > 33 lb. OR if its longest side is > 30 inches OR if its median side is > 18 inches. WFS accepts items up to 150 lb., 48" in length, and 40" in width, and 120" in height.
- Ship the product to the applicable address provided above. Please do not send shipment orders to the Walmart corporate billing address.
- Items that have been properly packed and labeled will be checked in within two business days. WFS may experience delays during holidays and peak months, but we'll strive to meet the same timelines.
- WFS has the right to refuse or return to the seller any overage at the sellers/shipper's expense. The seller may be assessed handling charges.
- Failure of the seller to properly prep and pack the shipment may result in the products being rejected or returned at the sellers expense. Sellers may also be responsible for paying handling charges, which will be determined on an individual basis.
- Improper inbound preparation and packing of shipments may result in a delay in processing and receiving of inventory.
- The seller is responsible for all product shipping fees when products are Returned to Vendor (RTV).
- WFS reserves the right to refuse any trailer that is deemed unsafe, infested, damaged, or otherwise deemed unfit to receive.
- Walmart may inspect products after arrival at the fulfillment center.
- LTL/FTL freight should be sent as single shipments. All Shipment IDs will be closed 7 days after first receipt.

Shipment Preparation: Package and Label Requirements

FTL and LTL Shipment Packing Guidelines

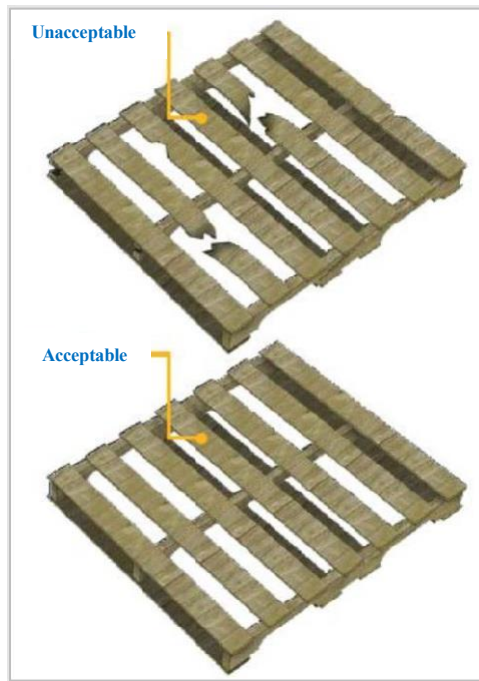
Shipment guidelines may differ depending on the type of shipment. This section provides guidelines for FTL and LTL shipments.

Single Pallets

FTL and LTL shipments will only be accepted on pallets, not as floor loads. Please review the pallet requirements below:

- Use 40" x 48", 4-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 1,500 lb.
- Pallet height should not exceed 72 inches (including pallet)
- If the item itself falls within and meets non-sort criteria but cannot fit within pallet width, FC will accommodate such pallets during receiving.
- 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.
- Ship units on Grocery Manufacturers Association (GMA) Standard Grade A pallets.
- The highest quality pallet is referred to as an "A" grade GMA (Grocery Manufacturers Association). GMA pallets have no stringer damage. The deck board configuration is typically 7 top and 5 bottom boards with specific lead board sizes.
- Do not ship units in pallets, which cannot be moved using a standard pallet jack.
- Pallets must be accessible and able to be moved using standard pallet jack.

Pallets that do not meet the above pallet requirements are not acceptable, and shipments may be rejected at the sellers expense.



FC will try to accommodate shipments to the best of its ability, but shipments in an unsafe condition will be rejected at the sellers expense. Below are illustrations of such pallets.

Image on left- Pallet beyond the allowed height of 72 inches leaning in the truck
image on right – Improper stacking of the boxes and overhang.



Pictures on where to drop the shipment or parcels at FC

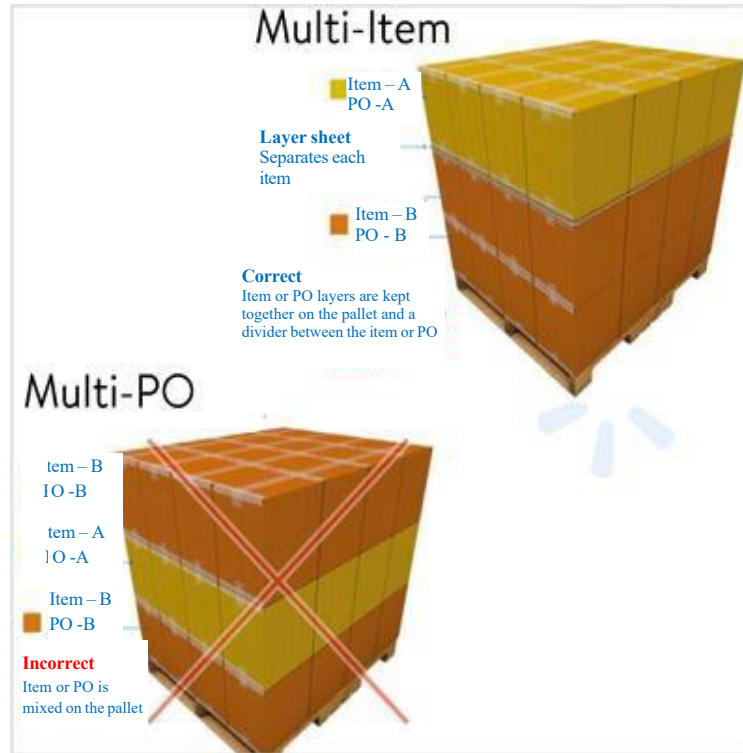
Stacked Pallets

WFS fulfillment centers accept double-stacked pallets provided they are safe to load and unload and do not cause product damage during transit. You may double stack pallets as needed to maximize freight efficiency. Follow these guidelines for double-stack pallets:

- 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 are accessible by a forklift from the same side.

Pallet Label Requirements

- Affix a shipment label containing the **Shipment ID** (for example, 001234GDM) to each pallet. Please include 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 pallet has multiple Shipment IDs, each individual Shipment ID must be identified in 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 on an angle) on all four sides of the pallet so that the forklift driver can see them when approaching with the forklift to lift the pallet. If the pallet is wrapped in plastic, the pallet labels must be placed on the outside of the plastic wrap.
- Include matching products in pallets when quantities allow. Do not split quantities of the same product if they can fit on one pallet.
- When shipping multiple SKUs on a pallet, physically separate the SKUs, so they are easy to differentiate when received at the fulfillment center. See labeling requirements below.
- For boxes with Multiple SKUs, it is required to segregate the inventory by using a partition within the box.



Special Pallet Label Requirements for Product Types

Include the following information on labels when applicable:

Label	Applies to
Mixed SKU	Pallets and boxes that contain more than one type of sellable unit (different SKU or condition)
Carton # _ of _ (i.e., Carton 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.

Boxes must not exceed the standard weight limit of 50 lb. unless they contain a single Oversize Unit that exceeds 50 lb.

Product Packaging and Labeling Requirements

All products must comply with the following packaging and labelling requirements as laid out by Walmart . This includes scannable barcodes, and product preparation for shipment. Products are prepared differently based on product type. You should review the table below for a breakdown of packaging requirements for each category.

Shipment Labels

For all shipments, print and affix the standard shipment labels generated by WFS Send Inventory portal on each box when you have created your Shipment. Label information must include:

- WFS Shipment ID (*generated by WFS*)
- WFS Shipment ID barcode
- Return To (ship from) Seller Name and Seller Address
- Ship To address
- Pallet/Box counts
- Label type: Mixed SKUs carton, Single SKU carton, or Pallet

RETURN TO: SELLER NAME SELLER ADDRESS CITY STATE, 00000	Walmart Fulfillment Service
FILL OUT: BOX ____ OF ____ PALLET ____ OF ____	SHIPMENT ID: 01234567890 Walmart 
SHIP TO: WALMART FC NAME FC NAME CITY STATE, 00000	
SHIPMENT ID BARCODE:  01234567890	
CIRCLE ONE: MIXED SKUS SINGLE SKU PALLET	

***NOTE :** FC will not be liable if the shipment without the WFS shipment label is not received on time or misplaced.

Product Labels and Barcodes

- All products must have UPC barcodes on the outermost part of the sellable unit. Place a readable and scannable UPC label (12 digits) on every individual product packaging sent to the FC. Sellers can download the product labels from the seller center.
- Please note that GTIN barcodes, Vendor SKU number and FNSKU number are not acceptable at the fulfilment centers.
- Variant items must each contain a unique UPC. Variant items without unique barcodes may not be received and will be returned to the seller at the sellers expense.
- All labels must be visible and scannable. The fulfilment center will refuse and return at the sellers expense every unit of any product that does not have a scannable UPC with product data. Sellers may incur a fee if product does not contain scannable UPC.
- If seller opts in for serial number capture, serial number must be placed on the external packaging. If items are shipped in sealed protective outer packaging, Outer packaging should have a Serial number attached to Protective packaging.

****NOTE:** Any damaged labels or barcodes will cause a delay in receiving time and the seller may incur a relabeling fee.

Example Product Label



Do not use Seller SKU/ FNSKU Label like below:



Do not use labels with leading 00s.

(Please download item labels from seller center and not re-use Walmart US labels)



Serial number capture

Refurbished Products

WFS will accept Refurbished items into the FC only if the conditions below are met. Falling short of these requirements will result in the rejection of the inventory.

- All products should use clean, sturdy boxes (original style boxes or original boxes if available).
- Items should be Secured within the box and should not be rattling when being moved.
- All items should include necessary accessories within packaging (charger, cables, etc.). accessories should not be attached to the box but be within packaging.
- All items should be labeled correctly as per WFS requirements as relabeling services will not be offered to refurbished items.
- WFS labeling for items should not start with leading 00.

Product Preparation

Sortable items: "Sortable Inventory" is defined as < 33 lb. with a longest dimension < 30 inches, median dimension < 18 inches, and a shortest dimension is < 18 inches.

Non-sortable items: Your item is non-sortable if it weighs > 33 lb. OR if its longest side is > 30 inches OR if its median side is > 18 inches. WFS accepts items up to 150 lb., 48" in length, and 40" in width, and 120" in height.

All products must be protected in a sealed or closed container, ready for sale.

- Items must be packaged in clear or see-through polybags. Fulfillment centers are required to re-bag items packaged in non-clear or opaque polybags before the items are available to sell, which may cause delays.
- Price tags, product labels and /or any retailer specific labels should not be on the product packaging.
- All required hazard warnings are clearly visible and apparent on all clear polybags used.
- All perishable goods must contain visible expiration date on sellable unit packaging.
 - Expiration dates must be displayed in the format MM-DD-YYYY or MM-YYYY. If the expiration date is printed in a different format, a sticker with the correct format must be applied, covering the original expiration date.
 - Products that expire and are contained in packaging that require additional prep, such as glass jars or bottles, must be prepped to ensure that the expiration date is accessible during receiving by FC.
 - WFS cannot accept perishable items requiring temperature control (for example, ice cream that needs to be kept in a freezer or chocolates that require storage in a cool constant temperature to avoid melting).
- Any item received as ready to ship in shippable container (SIOC) will be packaged at the discretion of the FC.
- All products must be marked with country of origin. A label or marking stating "Made in ..." on items such as clothing qualify as country of origin.
- For shoes, the country-of-origin label or mark must be on both shoes in the pair. Simply having the country of origin on the website or on a shoebox is insufficient. It must be physically on both shoes.
- Packaging inserts and other forms of marketing materials are acceptable while they should not be specifically designed for the other non-Walmart Fulfillment Services platforms. Failure of the seller to properly prep and pack the shipment may result in sellers being responsible for paying handling charges, which will be determined on an individual basis.

Product Type	Products	Packaging Type	Special Handling
Accessories	Sunglasses	Boxes	Product outer packaging must have UPCs/EANs and individually packaged.

Product Type	Products	Packaging Type	Special Handling
Product must be shipped within their case and assembled prior to shipping.	Jewelry	Boxes or Clear Polybags	Product outer packaging must have UPCs/EANs and individually packaged.
	Watches	Boxes	Product outer packaging must have UPCs/EANs and individually packaged.
Apparel/Clothing Product should be folded neatly with adequate packaging. Kids apparel cannot be packaged on hangers.	Shirts, Tops, Pants, Bottoms, Shorts, Jeans, Skirts, Underwear/Intimates, Casual Dresses	Clear Polybags	Folded to not exceed 17.5" length x 11.5" widths and bagged. Do not use hangers.
	Swimwear, Sleepwear	Clear Polybags	Sets must be packaged together. Do not use hangers.
	Formal Wear, Wedding, Ball Gowns, Suits	Boxes or Garment Bags	Must be boxed and lie flat or packed in garment bags on hangers.
	Coats, Outerwear, Blazers, Jackets	Clear Polybags	Oversized apparel to be folded at least once, on hangers, and poly bagged.
Soft Goods & Bags Place additional layer of corrugated packing under opening of top and bottom seams.	Handbags, Diaper Bags, Backpacks, Bags	Clear Polybags	
	Socks, Hosiery, Gloves, Belts, Scarves	Boxes, Chipboard Boxes, or Clear Polybags	Socks to be packaged in the unit amount as they are to be sold (e.g., 2 pairs = 1 unit, 4 pairs = 1 unit, etc.).
	Hats	Sleeve	Fragile hats must be packaged individually inboxes to prevent damage.
Beauty & Cosmetics Product outer container must have UPC/EAN and be individually packaged.	Makeup	Clear Polybag, Bubble Wrap, or Box	To prevent spoilage or damage, individual Product must be sealed tight.
	Skin Care	Clear Polybag, Bubble Wrap, or Box	All liquid (e.g., Fragrances, Lotions, Creams, Cleaners, etc.) must be double sealed to prevent leakage. See Liquids section.
	Hair Care	Clear Polybag, Bubble Wrap, or Box	All liquid (e.g., Fragrances, Lotions, Creams, Cleaners, etc.) must be double sealed to prevent leakage. See Liquids section.

	Fragrances	Clear Polybag, Bubble Wrap, or Box	All liquid (e.g., Fragrances, Lotions, Creams, Cleaners, etc.) must be double sealed to prevent leakage. See Liquids section.
	Brushes, Tools, Styling Tools	Clear Polybag, Bubble Wrap, or Box	Sets must be packaged together.
Electronics	Headphones, Portable Electronics, GPS,	Boxes	Must box to prevent damage. Can ship in original manufacturing packaging.

Product Type	Products	Packaging Type	Special Handling
	Electronic Static Devices (ESD) i.e., Memory Cards for Computers.	Static-protective Bags	To avoid damage, static-sensitive devices should be packaged and kept in their static-protective bags until they are installed.
Footwear Maximized product quantity packed per shipping carton.	Shoes	Boxes	
	Boots	Boxes	
	Sandals, Flip-flops, Slippers	Boxes or Clear Polybags	
Housewares & Home Goods Only heavy product should be palletized. Soft goods to follow soft good rules.	Cookware	Boxes	Palletize heavy products (e.g., small kitchen appliances, ovens, pots and pans, etc.).
	Cutlery Tools	Boxes	Knives and utensil sets need to be packaged together within its sets. Wrap item(s) in protective bubble wrap or over-box to prevent damage. <i>See Sharp or Damage-Prone Items section.</i>
	Glassware	Boxes	Palletize only glassware or breakable products. Wrap item(s) in protective bubble wrap or over-box to prevent damage. <i>See Sharp or Damage-Prone Items section.</i>
	Bedding, Towels	Boxes or Clear Polybags	Sets must be packaged together.
	Aprons, Mitt Potholders	Boxes, Chipboard Boxes, or Clear Polybags	Considered Soft Goods, Soft Goods rules apply.

	Small Décor	Boxes	Sets must be packaged together.
	Furniture	Boxes	Palletize heavy products.
	Luggage	Boxes	Palletize heavy products.
	Lamps/Lighting Fixtures, Holiday Ornaments	Boxes	Packaging must be durable and secure.
	Rugs, Framed Art	Boxes or Clear Polybags	Rugs must be rolled and bound in clear polybags.
Outdoor/Indoor Sporting Goods & Gear	Sports Gear, Sports Accessories	Boxes	All golf clubs must be in protective individual boxes that encompass the shaft and head of the club. Skateboards must be individually boxed.
	Balls, Basketballs, Soccer Balls, Baseballs	Boxes	All balls must be inflated and individually packaged.
	Dog Gear	Boxes	
	Sports Medicine, Vitamins, Energy Drinks	Boxes	Product outer packaging must have UPCs/EANs and be individually

Product Type	Products	Packaging Type	Special Handling
Outdoor/Indoor Sporting Goods & Gear (continued)			packaged. Expiration date must be visible on sellable unit packaging.
	Camping Furniture	Boxes	Shipping carton should not exceed 50 lb.
	Bottles	Boxes or Clear Polybags	Water bottles must be in sealed clear polybags or individually boxed.
Toys Under the Canadian Laws & Regulations Including, without Limitation the Canada Consumer Product Safety Act (CCPSA)	Children's Toys	Boxes	Product must conform to the CCPSA.
	Strollers, Stroller Accessories	Boxes	Product must conform to the CCPSA
Batteries Product must be shipped within their packaging to prevent battery terminals from coming into contact with metals (including other batteries).	Batteries	Original Manufacturer Packaging/ Boxes/Clear Polybags/ Clamshell Plastics	Product outer packaging must have UPCs/EANs and individually packaged. <i>See Batteries section.</i>

**** NOTE:** Any product that does not meet the standards and associated packaging requirements indicated in the above table, may be rejected by Walmart and returned at the sellers expense. Sellers may also be responsible for paying handling charges, which will be determined on an individual basis. Applicable fees are outlined in **WALMART FULFILLMENT SERVICES SERVICES DESCRIPTION – FEES FOR WFS SERVICES.**

Large Electronics (Computers, TVs, and Monitors)

Due to their very fragile nature, large Electronics such as Computers, TVs and Monitors require special packaging to ensure safe transit through the Ground network.

- We strongly recommend to double-box all large Electronics by placing the manufacturer's box in another, slightly larger carton.
- Place a paperboard frame inside the outer carton to suspend the manufacturer's box in the middle of the outer carton (as shown in the picture below)



- Inside the manufacturer's carton we suggest using customized molds to secure the product (as shown in below pictures). Rather than using Styrofoam for the customized molds we recommend "foamed plastic".



- The entire item should be wrapped in either thick poly-ethane sheets or bubble wrap.
- Additional protection such as foam sheets is required for Monitors and TV screens.
- Arrows indicating stacking and handling directions shall be printed on the carton.

Liquids

Liquids (i.e., products 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 product does not leak. Any liquids that pose a safety risk may be rejected by Walmart and returned at sellers expense. Corrugated containers on multi-unit bundled products must meet the following criteria:

- Box certificate seal.
- The product is in a 6-sided box.
- Carton does not give way when pressure is applied to any of the sides.
- No side of product carton has an opening that makes some of the contents visible from the outside.
- Contents of product inside are securely held in place inside of carton.
- Cartons are sealed with tape, glue, or staples.
- Carton has clear markings indicating which box side is the top.
- Carton must not contain dangerous goods as defined by Canada Transportation of Dangerous Goods Regulation.

Each sellable unit must be able to pass a drop test. A drop test means that a packaged item should be dropped four consecutive times from a height of 24 inches onto a concrete surface, once on the top, once on the bottom, once on the bottom corner, once on the longest bottom edge. Each item must survive a single test (four drops). A test is considered successful if the container remains leak free.

****NOTE:** *Walmart reserves the right to specify products needing additional protective packaging in order to preserve the integrity of the product throughout the fulfillment process. Any product with the following attributes, delivered to the Walmart FC in inadequate or noncompliant packaging will be rejected or repackaged by Walmart at the sellers expense and may be subject to non-compliance fees. Applicable fees are outlined in **WALMART FULFILLMENT SERVICES SERVICES DESCRIPTION – FEES FOR WFS SERVICES.***

Sharp Items

Sharp products (i.e., any product that has 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 product) must be packaged so that in the normal course of order fulfillment (i.e., receipt, stocking, shipment preparation and transit to the customer), the sharp or pointed edge will not become exposed. Any sharp products that pose a safety risk may be rejected by Walmart and returned at sellers expense.

- Sharp items should be blister-packed in a manner that provides the safest packaging. The blister-pack must cover the sharp edge and be securely fastened to the item so that the item does not slide around within the blister pack.
- Place or wrap the unit in protective bubble wrap or a protective over-box, so that the packaging completely covers any exposed edges. A product that is over-boxed is placed in an additional box at the time of shipping. Make sure the barcode is scannable without opening or unwrapping the unit.
- Sharp products secured to a footprint and wrapped in plastic may also be allowed provided that the item is secured to the footprint (i.e., does not slide around), the plastic is rigid enough to withstand handling and exterior contact does not cause the sharp product to perforate the plastic.
- Sharp products contained in molded footprints with plastic covering are not typically safe and not recommended.
- Cardboard or plastic sheaths alone on the sharp blade aren't enough, unless the sheath is of a rigid, durable plastic and secured to the product so it cannot slide off.
- Sharp items should not be packaged or shipped with non-sharp items.
- Outer boxes with sharp items should be labeled as such.

Consumables

Labelling and Market Fairness

It is Seller's obligation to meet the applicable market fairness provisions such as:

- Labelling
- Packaging
- Grading
- Standards of identity
- Net quantity
- Humane treatment of animals

It is sellers' obligation to ensure that the labels and labelling requirements on all shipping containers, master cases and retail packaging for food items that are supplied to Walmart Canada comply with Federal labeling regulations including, but not limited to:

- The Safe Food for Canadians Act, and Drugs Act Food (as it relates to food).
- Provincial regulations including, but not limited to:
 - The Charter of the French Language for Quebec**
- All food items shipped to Walmart Canada are required to be compliant with Federal and Provincial regulations.
- Any product bearing labels which are not compliant with Canadian legislation or Walmart standards will be rejected.
- Products are required to comply with Health Canada industry guidance.



Food Safety Requirement

Our FCs maintain an extremely high level of safety and food defense controls. The facility safeguards its food products by identifying and barring entry or shipment of potentially contaminated products.

Walmart standards include but are not limited to:

- Products will be manufactured, stored, handled and transported under conditions that maintain:
- Physical quality
- • Temperature requirements of the products
- **Where the same carriers are used for food and non-food products**, whether in the same shipment or not, procedures will be in place to restrict the transporting of non-food products that can pose a risk to the food products being transported.
- **Conveyances will not be used** for the transport of any material or substance that might adulterate the food product.
- **Where direct contact with food may occur**, materials used in carrier construction will be suitable for food contact.
- **Conveyances and equipment will be designed**, constructed, maintained (cleaned and sanitized) to prevent contamination.
- **Trailers and transported items are required to be free of:**

- Pests
- Signs of pests
- Unacceptable odor
- Contaminants:
- Chemical
- Biological
- Physical
- Radiological



- Where the same conveyance or container is used for transporting different foods, or non-foods, effective cleaning and, where necessary, disinfection is required to take place between loads
- Loading and unloading will be conducted in a way that does not contaminate the food.
- Trucks/trailers are required to seal to the dock doors correctly to prevent potential pest ingress and avoid contamination of vehicles and food product.
- Pallets which are double stacked will be:
- Segregated and loaded to prevent cross contamination (between species, commodities and allergens) through the use of applicable measures (i.e. impermeable slip sheets)

**Truck/Trailer
Does Not Seal to
DC Door**



Durable Life Date

- All expiry dates must be on External Packaging
- All items sent must have a shelf life of at least 60 days to be received
- Items will be removed from inventory 30 days before expiry date
- Absence of date code will result in rejection.

Category	Shelf life	Min warehouse life
Dry food	30 days	60 days

Date code

- Best before / expiration date indicated on the selling unit, case marking, or shipping label must not have conflicting information.
- Julian dates, production dates and lot numbers/codes will not be accepted as the durable life date.

The date is required to be identified with one of the following:

- Best Before/Meilleur Avant
- Expiry/Expiration or Exp

The date code is required to be displayed in a manner that is not open for interpretation.

YYYY-MM-DD (all in numbers) is the preferred date code format

When using two letters for the month, the CFIA specified bilingual symbols is required to be used (see Durable Life Date).

- Pallet loading specifications for date codes: Expiry/Expiration or Exp

Date Code Issue	DC Will Use:
No indication how to interpret	YYYY/MM/DD or YY/MM/DD
Format does not follow YYYY/MM/DD or YY/MM/DD	The date format with the shortest shelf life
Only a month and year are indicated	The 1st of the month
Only a month and date are indicated	The current year

- The month is required to be in both English and French on consumer packages or indicated by using the two letter CFIA specified bilingual symbols

Bilingual Month Symbols			
January	JA	July	JL
February	FE	August	AU
March	MR	September	SE
April	AL	October	OC
May	MA	November	NO
June	JN	December	DE

The day of the month is required to be shown after the month, expressed in numbers

Short Dated and Expired Merchandise

Short Dated

Merchandise is short dated when it arrives at the DC with less than the 30 shelf-life days previously agreed. They will be disposed from the FC

Expired

Merchandise is expired when it has surpassed the durable life or date code

All expired merchandise will be rejected.

Once items are flagged by the system to be removed from Inventory (30 days before expiry), they will be disposed of by the Fulfillment Center (FC) team.



Best Before
Date
(2022/08/01)
has passed



Case Orientation and Liquids

Stack cases in the proper orientation that aligns with the vertical flute direction of the corrugated material for optimal stacking strength.

- Sellers must mark all liquids with **"THIS SIDE UP"** and a directional-arrow graphic to indicate the proper case orientation on a minimum of two sides.



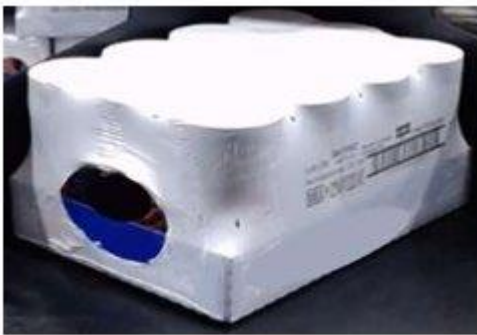
THIS SIDE UP
Required for liquids

NOTE - Arrows are required on liquids, hazardous materials, and fragile items.

Opening, Gaps and windows

Any openings or windows on a case must be capable of being used as handholds during the order fulfillment process. In general, holes in the corrugated board should be minimized to maintain the structural integrity of the case and balanced for any temperature and humidity control required to maintain product quality.

- Any openings in shrink-wrap must fully contain the product within the case or tray.
- Avoid large gaps between case flaps.
- No more than 2.5 cm (1") flap gap for all sides of the case.
- Open-top cases that are not secured with a lid are prohibited.
- If a lid must be used to contain product in a case, the lid must be secured to the case.



Bagged Merchandise

Bagged merchandise for petfood must be layered on pallets with no overhang.

- Pallets must have a protective 10 cm (4") tall tray around the bottom two layers.
- Layers are required to be stacked using an interlocking method to provide stability



Interlocking

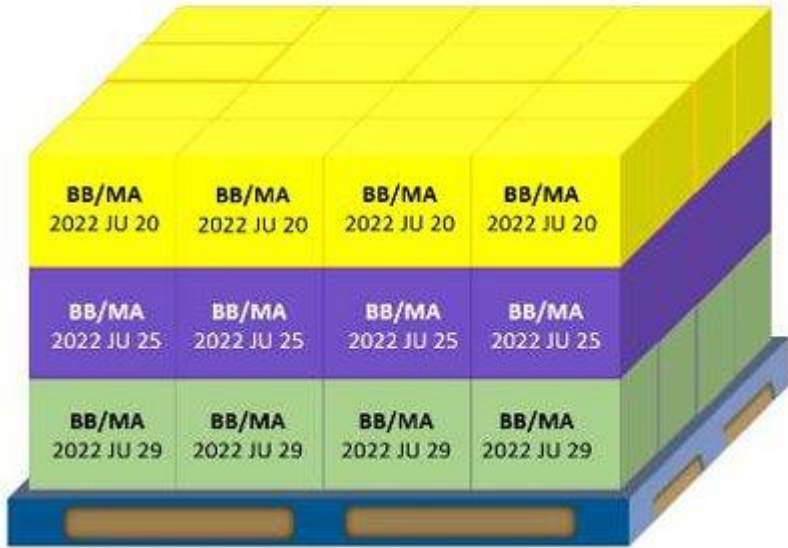


Not interlocked



Item Separation and Multiple Date codes

- IF seller sending multiple items on a pallet's items **MUST BE SEPARATED BASED ON SKU.**
- If seller is sending items same SKU items with multiple date codes, **ITEMS MUST BE SEPERATED ACCORDING TO DATE CODE.**



- Maximum of 10 date codes per pallets
- Date codes cannot be more than 10 days apart
- Keep cases with same date code together
- Stacked in ascending order with earliest date code on top of pallets



Date codes stacked in descending order



More than 10 date codes
Date codes are more than 10 day and Cases are mixed with

different date codes

Glass, Ceramic, Breakable, and Fragile

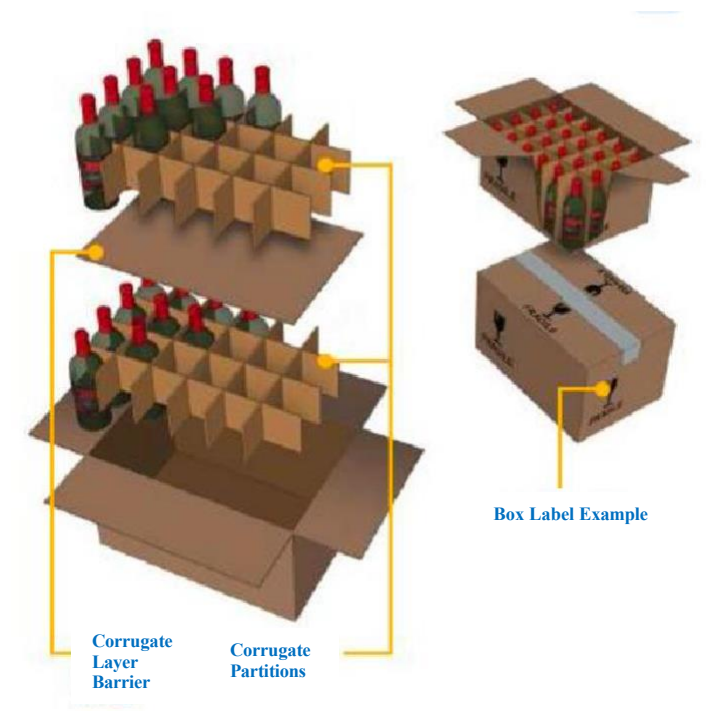
This section applies to any product of extremely delicate material or construction or in need of careful handling to avoid breakage or damage. These items may present a safety hazard to associates, carriers, or customers receiving or unpacking the product. Breakable products must be packaged so that in the normal course of the fulfillment process they cannot be broken or exposed.

Packaging Requirements:

- Items must come in a six-sided solid box, so the item is not exposed in any way.
- All items must be individually wrapped to prevent damage from other items within container (e.g., set of four wine glasses). The packaged items must pass a drop test consisting of the following: Packaged items should be dropped five consecutive times from a height of 36 inches onto a concrete surface, once on the top, once on the bottom, once on the longest side, once on the bottom corner, once on the longest bottom edge, and these tests may not cause breakage or damage.
- Items should not move or shake within container and should pass vigorous shake test without having items break.
- Outer boxes with glass, ceramic, breakable and/or fragile items should be labeled accordingly.

Protective packaging options:

- We strongly recommend corrugate dividers or partitions to eliminate glass on glass contact and prevent breakage.
- Protective coating on the glass container or bottle.
- Rounded jars or bottles should be packaged in an octagonal-designed case or tray, resulting in a tight package which minimizes movement.
- Padding on the bottom of the carton or tray must be sufficient to protect against bottom tray wear or damage during conveyance.



Loose Products

Each unit must be contained within a single, secure package.

- WFS will not accept units that require assembly of multiple pieces by the FC.
- Units that are not contained in secure packaging, like loose sleeves or pouches, must be bagged or secured with a non-adhesive band or removable tape.

Sold as Set

Items that are sold as a set 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”).

Polybag Units

Clear polybags 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 polybag must be transparent (clear polybag).**
- Clear polybags must be completely sealed.
- The clear polybag must have a barcode (UPC, EAN, etc.) scannable through the bag or on the outside of the bag.

Prohibited Products

Products listed on the Marketplace Prohibited Products Policy may not be sent to WFS. In addition, the following products, some of which may also appear on the Marketplace Prohibited Products Policy, will not be accepted by WFS.

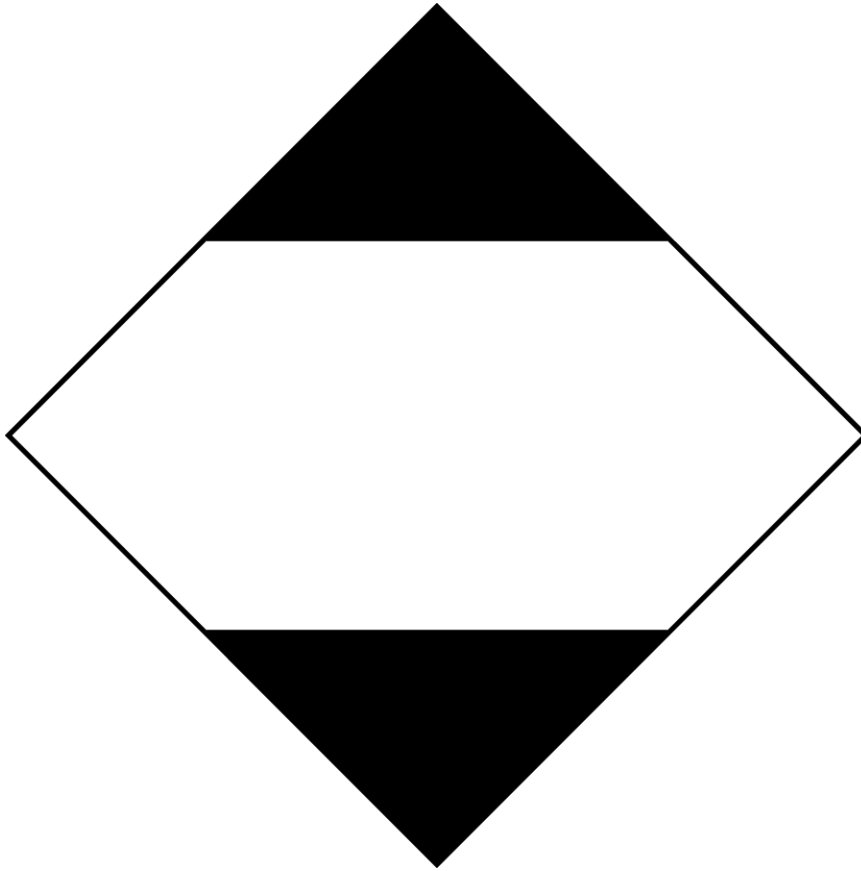
This list is not all inclusive and is subject to change. If you are unsure whether your items will be accepted in the WFS program, please contact Partner Support.

- Temperature-controlled items
 - Food Products
 - Medication and Supplements (Vitamins, minerals etc)
- **Aerosol:** Indicates if any item of merchandise contains a compressed gas or propellant (including bag-on-valve and other pressurized designs).
- Ammunition (including pellet, BB, air gun, paintball, sling shot ammunition) or any product used to create ammunition
- Alcoholic beverages
- Lighter fluid
- Charcoal
- Car batteries
- **Chemical:** Includes any item of merchandise that contains a liquid, gel, paste, or powder that is not intended for human consumption. Notwithstanding the foregoing, ‘Chemical’ also includes the following types of items that are intended for human consumption, inhalation, or absorption: All over-the-counter medications, including:

- Lozenges, pills, or capsules (e.g. pain relievers, vitamins, supplements);
- Medicated swabs, wipes, bandages, acne medications, and sunscreen;
- Patches (heated and/or medicated, such as nicotine patches);
- Liquids (e.g. cough medicine, eye drops, ear drops, nasal spray and inhalers);
- Medicated shampoos, gums, ointments, and creams;
- Lip balms, lip creams, and petroleum jelly;
- Contraceptive foam, films, spermicides; and
- Product/Equipment sold with chemicals (e.g. vaporizers sold with medication) including electronic cigarettes
- **Compressed Gas Cylinders:** butane gas, fire extinguishers, propane gas
- Bleach
- Fertilizer
- Pesticides (any product intended or labeled to kill, repel or mitigate any pest, virus, or bacteria)
- Household paints
- Paint thinners
- Motor oil
- Pool chemicals
- Household cleaners
- Syringes with needles (other types of needles, including empty syringes, sewing needles, basting needles/syringes for cooking purposes, lancets, and automotive/tire needles are ok)
- Dangerous goods regulated by Canada Transportation of Dangerous Goods Regulation (TDGR) unless they meet Limited Quantity exemptions

Dangerous Goods

Dangerous goods regulated by the Canada's Transportation of Dangerous Goods Regulation (TDGR) is prohibited for WFS unless they meet the Limited Quantity exemptions outlined in the regulation. Vendor must include appropriate Limited Quantity label on the case (such that it is clearly visible to the associate receiving the product at the FC)



Batteries

One of the major risks associated with the transport of batteries and battery-powered equipment is short-circuiting of the battery as a result of the battery terminals coming into contact with other batteries, metal objects, or conductive surfaces. Packaged batteries or cells must be separated in a way to prevent short circuits and damage to terminals. They must be packed in a strong outer packaging or be contained in equipment to be stored and prepared safely for shipment. Dunnage to prevent that damage from normal movement of the box in transportation is required.

- Each sellable unit must meet the standard requirements for packing and testing of lithium batteries and packing under the Canada of Transportation of Dangerous Goods regulation and the United Nations Recommendations on the Transport of Dangerous Goods Manual of Tests and Criteria.
- Each outer package must be a strong outer packaging and capable of withstanding a 1.2 meter drop test, in any orientation, without damage to the cells or batteries, without shifting that would allow battery-to-battery contact, and without release of the contents
- Batteries can be shipped with other non-battery items in the master carton as long as the batteries are properly packaged to not to come into contact with other products. TDG label will need to be applied outside the carton with a mixed SKUs marker/ label.
- Multiple class types of batteries can be packaged in the same carton as long as all types of hazmat labels are on the same surface of the carton. Not one on each side of the box. All batteries must be separated in a way to prevent short circuits and damage to terminals.

- If multi-pack batteries are sealed in 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:

- Shipping cartons must be marked to meet Canada Transportation of Dangerous Goods Regulations (TDGR). Cartons that are shipped to Walmart.ca that do not comply with TDGR must be re-labeled before shipping to the customers at the sellers expense.
- Markings **cannot** be obstructed or covered by any other labeling. Labels **cannot** be folded over the edge of the shipping carton.

Note: Sellers are to remove any trace of Class-9 Items from the product before shipping to the Fulfilment centers. If FC detects any Class-9 label on the item, the corresponding SKU shall be rejected by the FC and RTV to seller at sellers expense.

Lithium Battery Packaging

To safely package lithium batteries for transport, it depends on what type of product is being shipped and what type of battery is inside.

One of the major risks associated with the transport of batteries and battery-powered equipment is short circuit of the battery as a result of 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 requiring drop testing or be contained within equipment.

Shipping cases must be marked to meet Transport Canada regulations.

- Cases that are shipped to Walmart that do not comply with Transport Canada regulations must be re-labeled prior to shipping to the customer at the supplier's expense.
- Markings cannot be obstructed or covered by any other labeling.
- Labels cannot be folded over the edge of the shipping case.

Because lithium batteries are considered a dangerous good, it is the supplier's responsibility to fully understand and comply with all regulations set forth by the TDG regulations. This guide is not intended to and does not provide legal guidance on compliance requirements that may be applicable to your company. You should consult with your company's internal compliance partners and/or counsel to ensure compliant shipments.

For additional information regarding this regulation please refer to TDG regulations sections:

- Section 2.43.1 - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/page-16.html#h-1228702>
- Section 4.24 - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/page-27.html#h-1229263>
- Section 4 Appendix under Class 9 and Marks - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/page-28.html#docCont>
- Special Provisions 34, 123, 137, 138, 149 - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/page-47.html#h-1230891>



• • • • •

Containers

Neither shippers, nor point-of-sale containers, nor pallet-sized boxes, also known as "gaylords," may be used. Boxes should not be bundled together using bagging, taping, elastic, or extra straps. If you are 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 the seller plus shipping costs.

The following standard boxes are acceptable:

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

Dunnage

Accepted forms of packing materials include:

- Foam
- Air pillows
- Bubble wrap
- Full sheets of paper

The following forms of packing materials are not allowed:

- Styrofoam peanuts
- Biodegradable packing peanuts
- Cornstarch packing peanuts
- Crinkle wrap
- Shredded paper

Box weight

- Less than or equal to 50 lb, unless containing a single unit that exceeds 50 lb.
- A box containing a single Oversize Unit greater than 50 lb requires "Team Lift" labels on the top and sides.
- A box containing a single Oversize Unit greater than 100 lb requires "Mech. Lift" labels on the top and sides.

Shipment: Routing Requirements

Routing Instructions

Sellers must require third-party carriers to comply with the guidelines described in this document.

Scheduling Appointments

LTL/FTL Shipments

- Appointments are required for LTL / FTL shipments. Sellers to include Shipment ID, items, quantities (eaches), and intended carrier. See [here](#) on how to schedule an appointment.
- Please ensure to schedule appointments for the shipments before adding the tracking information. If this is not done, you will have to request manual appointments.
 - If seller missed previous step, Seller should cancel the PO and create a new PO following the process stated above
- The shipment BOL must be provided at time of appointment scheduling and at the time of delivery to the FC.
- LTL/FTL deliveries should be scheduled during normal delivery hours by emailing the applicable contact. (Refer to the [WFS Fulfillment Centers for Sortable Items](#) or [WFS Fulfillment Centers for Non-sortable Items](#) section above for more details.) Rescheduling appointments will be accommodated based on the next available appointment at the FC. If the seller or carrier cannot make the scheduled appointment or no longer needs the scheduled appointment, you must email the FC to confirm cancellation with a minimum 24-hour notice prior to appointment time.
- All vendors/carriers must schedule LTL/FTL appointments with the FC.

Small Parcel Shipments

- Small parcel shipments are applicable only for conveyable category items. For Non-con deliveries prefer booking appointments with the FC.
- For boxes with Multiple SKUs or Mixed SKUs in one box, it is required to segregate the inventory by using a partition within the box.
- An appointment is not required for small parcel deliveries and a maximum of 10 boxes can be delivered at a time for parcel deliveries.
- Sellers are supposed to drop the packages at the dispatch office only as mentioned on the shipping label. FC would not be responsible for any lost shipment if they are dropped at undisclosed locations at the FC
- It is highly recommended that you include tracking details under Send Inventory section when creating the inbound order.
- Ensure you have safety gear (safety shoes & Safety vest) when you enter the yard for dropping courier deliveries or FTL loads.
- If small parcels do not meet the above requirements, shipments must be delivered LTL.

Direct Imports

If you are an international seller, WFS accepts direct imports which meets the requirements below:

- Seller is responsible for clearing customs.
- Products must be prepared and packed properly under WFS requirements.
- Products delivered via Container must meet the standard regulations:
 - Container axle must meet the standard 48" dock height to be accepted
 - Product must be palletized, floor loads are not acceptable
 - If containers are deemed unsafe to unload for any reason, WFS reserves the right to reject shipment

Acceptable Trailer	Acceptable Container **axle must be 48" high**
	

- Domestic warehouse/ fulfillment center is not required. However, per compliance regulations, a domestic location in Canada or location in U.S. is required where returns can be sent to if needed.

Documentation

Packing Lists

Packing lists are optional. If a packing list does accompany a shipment, the information must match the contents of the truck. The packing list should be presented in a clear plastic envelope and attached to the outside of the last pallet or carton 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 carton loaded. If you ship multiple POs on the same trailer, there should be a packing list for each PO. 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 (FC)
- Seller name
- Shipment ID
- Total cartons and weight
- Quantity by Manufacturer/Item/Style/Article number
- Item description
- Master and inner pack quantity
- Ship date

Bill of Lading

Sellers must ship using FC-specific Bills of Lading. There should never be more than one (1) Bill of Lading per location.

The Bill of Lading must contain the following information:

- Shipment IDs – If multiple Shipment IDs are shipped under one Bill of Lading, ALL Shipment IDs must be listed
- Complete destination FC address
- Freight Terms, e.g., “Prepaid”
- Seller name and complete ship from address
- Ship date
- Carrier name
- Carton count

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 carton counts. If, however, the carrier cannot count the cartons due to stretch wrap inhibitors, or if the bill of lading information cannot be accurately verified, the carrier will sign for stretch-wrapped pallets as the responsible pieces. The carrier will only be responsible for the pieces (cartons or pallets) signed for. All other shortages will be the responsibility of the seller. Carriers will be instructed to count every carton.

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

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
			150 Cartons	8	1404		

Shipper Special Instructions:**Consignee Special Instructions:**Delivery Appt Required, Must email for appts dc2093-2030.DPT-Tran@wal-mart.com**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# _____

Receiving

Terms of Service

Subject to the other terms in the WFS Agreement, Walmart will perform the WFS Services for the seller according to the service levels described in “**WFS Services: Service Level Agreements (“SLA’s”)**”

Overages and Damaged Items

Overages

Quantities shipped in excess of those specified on Inbound Shipment may be returned at the discretion of Walmart. All costs incurred will be charged to the seller. WFS has the right to receive up to 110% of the original unit quantity per item listed in the Shipment. Quantity of items greater than 10% over original unit may be returned to seller at sellers expense.

Example: A Shipment contains two items totaling 110 units:

Item A:

- Shipment quantity: 100 units
- Delivered quantity: 110 units
- 10% overage = Accepted and received

Item B:

- Shipment quantity: 100 units
- Delivered quantity: 120 units
- 20% overage = 10% or total of 110 units accepted and received. Remaining 10% or, in this case, 10 units rejected and returned to seller at sellers expense.

Damaged Items

Any goods received at a WFS fulfillment center in a damaged or pilfered condition (concealed or otherwise) will be refused and/or returned to the seller at the sellers expense. Seller returns preferences will be used to process damaged items at receive. Please ensure that your preferences are updated in your **Seller Center Settings** at time of onboarding to prevent longer than expected returns processing.

Refused Shipments

In general, these guidelines will be followed for inbound shipments to Walmart FCs that do not meet the requirements below.

- Overage, damage, and mis-shipments may be rejected at the dock. Refused shipments may be returned to the seller at the sellers expense.
- Shipments that are coded as "Damaged" or "Defective" may be refused at the dock and may incur a return freight charge. Walmart will reach out to the seller with photos and descriptions of the damage.
- Unable to produce Bill of Lading may be refused at the dock and returned. Refused shipments may be returned to the seller at the sellers expense.
- Seller may not refuse or return shipments that are returned to them without first contacting Walmart. Returned shipments that are refused or returned to Walmart without first attempting resolution with Walmart may be refused and any transportation costs incurred to reship to seller will be at the sellers expense.
- If it's a courier or parcel delivery, the maximum number of cases that sellers can send at a time is limited to 10 cases. Anything more than 10 cases in one delivery of courier shipment it will be sent back to seller at sellers expense.
- Sellers are to send the inventory related to single PO in single shipment. Partial shipment is one where, a single PO is being sent to FC in multiple trailers. Sellers are not to send shipments in partial deliveries.
- Sellers cannot send shipments in the competitor packaging to Walmart fulfilment centers.
- Sellers are to use packaging which is not easily deformable – Packages delivered in plastic covers, garbage bags etc will be refused and sent back at sellers expense.

Return to Vendor (RTV)

General Return to Seller Standards:

- Walmart fulfillment centers (FCs) will make best attempt to consolidate cartons into as few shipments as possible for RTV.
- For items that have been stored in original cartons, FCs will make best attempt to RTV on the same, original cartons.
****NOTE:** Items may be removed from original cartons as part of the normal receiving process into the FC and may be RTV in unbranded or Walmart branded boxes.
- Items that have been removed from their original cartons upon receiving into the FC will be repacked into as few unbranded or Walmart branded cartons as possible.
- Merchandise will not be transferred between FCs. For example, the point of origin for all FC returns will be the FC where the merchandise was consolidated.
- Transportation of RTV shipments will be arranged by Walmart.
- The seller will be charged fees as outlined in the WALMART FULFILLMENT SERVICES DESCRIPTION – FEES FOR WFS SERVICES.
- Seller claims for return shortages and damages must be initiated within 60 days of the financial deduction from the seller account. Disputes for deductions older than 60 days will not be investigated and financial adjustments will not be issued.
- For non-delivery, claims must be initiated within 30 days of financial deduction from the seller account. Disputes older than 30 days, will not be investigated and financial adjustments will not be issued.
- WFS will process RTV within 15 days of receiving the request in seller center portal and prepare the shipment for dispatch to seller.
- Sellers are to respond to the RTV confirmations from Seller support or FC within 10 days period. If there is no response from seller beyond 10 days the inventory will be handed over for liquidation.
- RTVs requesting 1 unit will not be processed by FC however requesting 1 unit of RTVs across multiple SKUs will be processed.

Exit, Recalled, or Liquidation of Product

In the event of any and all product recalls or withdrawals either (i) agreed upon between seller and Walmart, or (ii) required to be recalled or withdrawn (either by law or in the commercially reasonable judgment of Walmart because Walmart has reason to believe the products are expired, defective, dangerous, incomplete, infringe upon intellectual property rights, or are not in compliance with applicable laws or regulations), the products will be returned to the seller at the seller's expense or the seller can choose to have Walmart dispose of the product for an additional fee.

Partner Support will attempt to contact the seller to resolve the problem twice (2x) over a 4-day period. If a response to the request for a return as the result of a recall or withdrawal condition is not received within 5 days, the product may be returned to seller, destroyed, or disposed of by Walmart, and the resulting expenses will be the responsibility of seller. Additional terms may apply to any recalled or withdrawn product.

To assist with the accurate and timely execution, your recall notification must be sent to CA_TrustandSafety@walmart.com with the following information:	
Date:	
Reason for Recall/Removal of product (Provide URL to Recall posting if applicable)	
Product(s) removed from Walmart.ca?	
Product Description URL'(s) on Walmart.ca - (If applicable)	
Product ID(s)	
Item ID(s)	
UPC(s)	
Seller Name(s)	

Resolving Problem Inventory

Inbound shipments to Walmart fulfillment centers (FCs) determined to contain “problem inventory” may be returned to the seller at the sellers expense if resolution cannot be achieved according to the WFS Contract.

Problem inventory is defined as any inbound shipment that cannot be received into our fulfillment centers. Examples include, but are not limited to the following:

- Defective items
- Incomplete item setup
- Unexpected items in shipment
- Quantities shipped in excess of those specified
- Items with dimensions that do not meet acceptable criteria
- Items prohibited under the Walmart Marketplace Prohibited Products Policy

To resolve problem inventory:

1. Partner Support will attempt to contact the seller to resolve the problem twice (2x) over a 4-day period, On the fifth day, if the seller is unresponsive to attempts made to resolve the problem inventory, WFS will return the inventory to the seller at the sellers expense (fees associated are noted in the WFS Contract).
2. Tracking details of the returned inventory will be provided to the seller upon request.

Dispute Policy and General Guidelines

The following information is an overview of the WFS dispute policy and provides general guidelines for opening dispute cases.

Overages

Quantities shipped in excess of those specified on Inbound Shipment may be returned at the discretion of Walmart. All costs incurred will be charged to the seller. WFS has the right to receive up to 130% of the original unit quantity per item listed in the Shipment. Quantity of items greater than 30% over original unit may be returned to seller at seller's expense. For overages of less than 30% of the units, visibility of the overage will be available through Seller Center Inbound Report. For overage is greater or equal to 30% of the units, the units will be received, and sellers will be notified by the Seller Support Team separately. See below for the dispute process.

Dimension Mismatch

For new items, for which dimensions are measured during receiving, the dimensions will be updated by the FC. Any disputes can be raised, and proof can be requested if seller does not agree with FC measured DIMs. Note that WFS fees are calculated FC measured dimensions, which may be different than seller's during item setup. FC measured dimensions will get captured in FC WMS (GLS) and will be used for any dispute resolution.

Disputes can be filed for individual item's dimension discrepancies. Disputes must be filed within 30 days of delivery to the WFS fulfillment center. FC will provide proof of dimension measurement.

- **Dispute Process and SLA:** Partner Support will investigate the claim and provide resolution within 7 calendar days.

Short-Ship and Missing Inventory

WFS receipt quantity will be held as the point of record.

Dispute Process

Disputes can be filed for individual shipment discrepancies. Disputes must be filed within 30 days of delivery to the WFS fulfillment center.

Disputes can be filed by raising a [partner support ticket](#).

- **Waiting Period:** Dispute claims can be filed 2 calendar days after inventory has been delivered at a Walmart fulfillment center, as confirmed through tracking information. Claims filed during or prior to the 2-day waiting period will not be investigated.

The SLA may begin once the seller has submitted the dispute claim with the required documentation.

- **Required Documentation:** Three forms of shipment confirmation are required to initiate an investigation into a missing inventory claim:
 1. Tracking information for the complete shipment, including the full delivery address

2. Proof of purchase/invoice
3. Packing list of the invoice (Total list of items which were shipped to the respective fulfillment center)

- **Dispute Process and SLA:** Partner Support will investigate the claim and provide resolution within 7 calendar days.
- **Reimbursement:** Reimbursement claims will be granted after reasonable reconciliation efforts have occurred. If the investigation concludes beyond a reasonable doubt that inventory was lost or misplaced while in possession of WFS, we will issue a reimbursement for the estimated proceeds of the sale, based on the average sales price of the item. The seller will receive the reimbursement during the next payment cycle.
- **Lost Items:** Sellers are responsible for any goods lost in transit to Walmart FCs and must manage all carrier claims.

****NOTE:** *If the WFS dispute investigation does not find conclusive evidence that WFS is responsible for the loss or mishandling of product, dispute reimbursements will not be provided.*

