Culture Values & Beliefs:

Service to the Customer	Respect for the Individual	Strive for Excellence	Act with Integrity
• Customer First • Frontline Focused • Innovative & Agile	• Listen • Lead by Example • Inclusive	• High Performance • Accountable • Strategic	• Honest • Fair • Courageous

Walmart prides itself in being a company that stays true to its core values!

Store Safety
Safety is a top priority of Walmart. If you run into an issue, act fast and contact a store associate or manager. Only Walmart employees are trained to handle store safety issues.

Store Codes:

Adam	Black	Blue	Brown	Orange	Red	White
Missing Child	Tornado	Bomb Threat	Acts of Violence	Chemical Spills	Fire or Explosion	Injury or Accident

Each of these codes will be handled by an associate or manager

All rules set by Walmart must be held in compliance.

Compliance
All partners must keep their area neat, clean and orderly. Each vendor will be given a specific space in the backroom.

Company Equipment:

Non-Approved Equipment	Approved Equipment
• Balers/Compactors • Forklifts • Powered Pallet Jacks	• Ladders • Rocket Carts/Carts • Non-Powered Pallet Jacks

Always cut in a direction away from your body.

If you drop a cutting tool, stand back and let it fall. Never try to catch it!

Sharp blades will cut cleanly through a box. Dull blades will tug and pull, which is more likely to cause hand slipping and cuts to your fingers.

Stay focused and keep your eyes on your work while using a box cutter.

Walmart's expectation is that you will be productive and friendly at the same time while providing services on the premises. At minimum, please make eye contact, smile and acknowledge customers with a sincere greeting.

Customer Influences:

- Associates Ready To Help
- Organized Store
- Cleanliness
- Efficient Service

A commitment to happily greet anyone that comes within 10 feet.

Clean

Through the eyes of our customers, a clean store helps communicate that the store cares about their customer's shopping experience and not just the bottom line.

Fast

Through the eyes of our customers, a fast experience also helps communicate that the store cares about their customers and respects their time.

Friendly

Through the eyes of our customers, a friendly store helps communicate appreciation for our customers and the store understands the value of the customer and importance of building a relationship.

Hygiene	Hair	Style & Color
Good personal hygiene is expected when you report for work	You must tie your hair back in areas where long hair could be a safety or health concern	Hair or hair color should not interfere with your ability to provide excellent customer service

We value diversity in our associates and self-expression is permitted, as long as it does not pose a risk to safety or health, is not inconsistent with our dress code requirements or other policies and does not diminish our ability to provide excellent customer service.

Dress Code	
Professional, Clean Appearance	Easily Identified Company Uniform
Fit Properly, Clean, In Good Condition	No Holes, Fraying, Stains or Discoloration

Jewelry, tattoos, body art and facial piercings must not be distracting, discriminatory, obscene, violent, offensive, or pose a safety or health risk.

The Sales Floor and Back Room should always be neat, clean, and orderly.
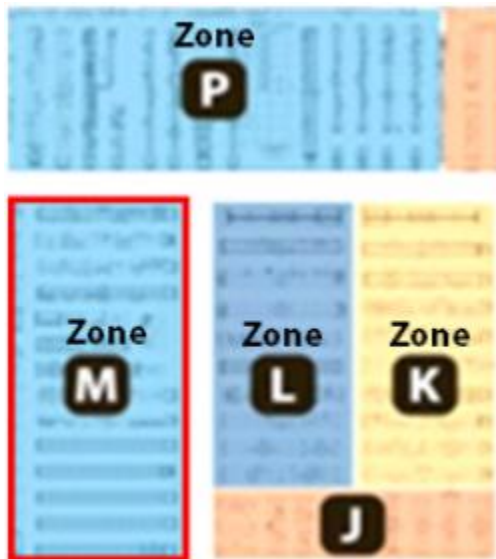

All items in a single layer should be pulled to the shelf front edge. Additional layers on the top of the first should be pushed back.

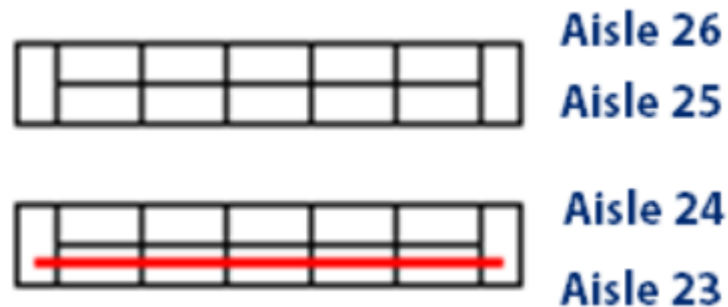Ensure product rotation is occurring and regularly check for close-dated or out of date product.

Zones
A zone is a large section of the store that is separated by the main walkways and designated by a letter.
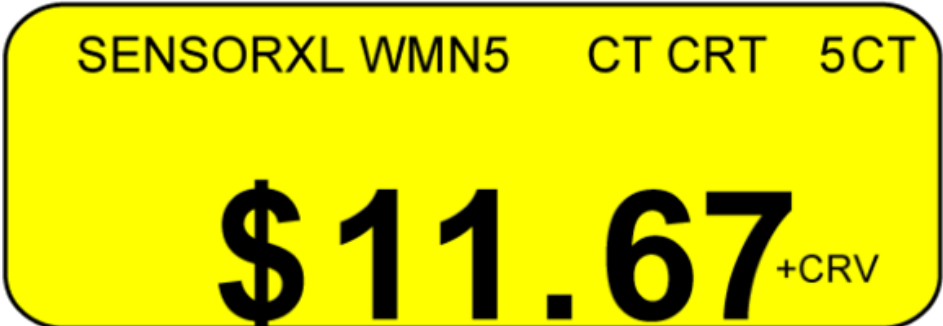
Aisles
Zones are divided into aisles and designated by numbers.

Sections
Aisles are divided into sections of shelving and designated by a number. Generally sections are 4' wide.

Zone
P

Zone
M

Zone
L

Zone
K

J

Aisle 26
Aisle 25

Aisle 24
Aisle 23

1 2 3 4 5
Section Section Section Section

SENSORXL WMN5   CT CRT   5CT

$11.67 +CRV

1 Dept . 2
3 Cap 20   **4** 7 /26/11
7 0300 - 0001 - 0020

2 AD
000268670
474011530

5 4740011530   **6** 1   **8** R   **9** ★

1
- Department Number
- The number used to identify which department the item belongs to

2
- Item Number
- The identification number for the item

3
- Shelf Capacity
- The max capacity of the shelf for that item

4
- Label Date
- The date the label was printed

5
- UPC
- Unique Product Code

6
- Facings
- The number of items that can be in the front of the shelf, exposed to the customer

7
- Modular Cat/Sec/Loc
- The number that designates modular category, section, and location

8
- Rollback
- The items price has been temporarily rolled back or reduced

9
- Never Out
- The star indicates this product will never be out of stock

The General Merchandising label is used on the general merchandise sider counter to identify product location and price.

Walmart VOLT

1 •Order Method
•How the order was placed

2 •Pack Quantity
•The amount of items that come in a pack

3 •Size
•Size of the item

4 •Item Number
•Walmart identification number of the item

5 •Department Number
•Which department the item belongs to

6 •Mod Cat/Sec/Loc
•The number that designates modular category, section, and location

7 •Facings
•The number of items that can be in the front of the shelf, exposed to the customer

8 •Shelf Capacity
•The max capacity of the shelf for that item

9 •Never Out
•The star indicates this product will never be out of stock

10 •UPC
•Unique Product Code

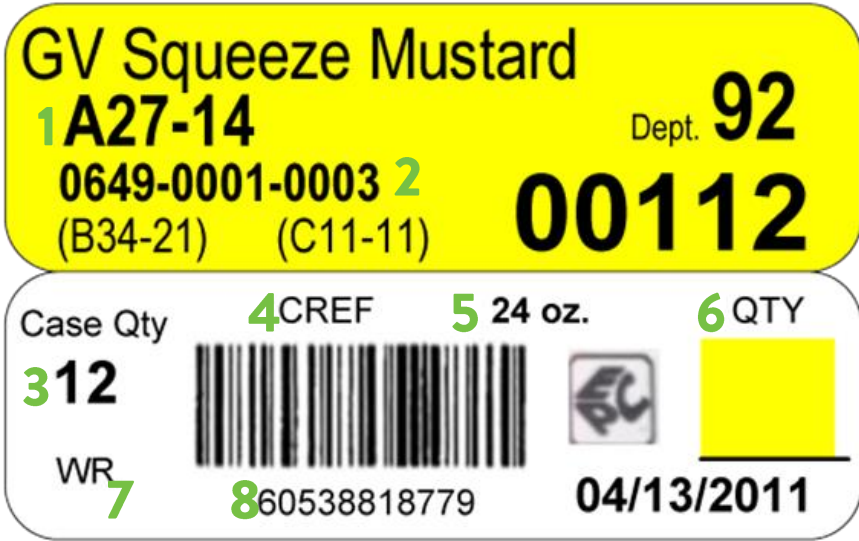**11** •Retail Price
•The amount the customer will pay for that item

The Grocery Label is used on the grocery side counter to identify product location and price.

GV Squeeze Mustard
1 A27-14   Dept. **92**
0649-0001-0003 **2**
(B34-21)   (C11-11)   **00112**

Case Qty   **4** CREF   **5** 24 oz.   **6** QTY
3 12
WR **7**   **8** 60538818779   04/13/2011

The Inventory Prep Label is used when the Walmart DC label is damaged or not available to identify product and quantity.

1
- Primary Aisle Location
- This is the main aisle location for the product in the store

2
- Modular Information
- The number that designates modular category, section, and location

3
- Case Quantity
- How many items in the case

4
- Cross Reference
- Alerts the user that there may be multiple locations for that item

5
- Item Size
- The size of the item

6
- Bin Quantity
- The number of dry goods that can be stored in the location

7
- Order Method
- This is the designation on how the order was placed

8
- UPC
- Unique Product Code

Walmart VOLT

1	•Primary Aisle Location •Main aisle location inside the store
2	•Case Quantity •How many of the item is in the case
3	•Item Description •Description of the item
4	•Item Number •Walmart identification number of the item
5	•Department Number •Number used to identify what department the item is in
6	•Unload Zone •When unloading a truck, this is the area in the backroom designated for that item
7	•Replenishment Type •The method used to replenish the item
8	•Alt Aisle Location •This is the location of the item that isn't its primary location
9	•Warehouse Use Only •This is only for Walmart warehouse employees. Suppliers can ignore

The Walmart DC label is used in the back room if there is more merchandise than the side counter will hold. This label will show product and quantity.

Drive More Efficient Stocking

Helping stockers get merchandise to sales floor locations to increase availability

Helping customers find their way through the store using zones and aisles

Putting up visible aisle signs so that associates can use aisle numbers to better guide customers to find their items

Ensure all items are zoned to the front shelf edge

Guiding customers to use the Walmart App to see where we have the merchandise they want

Rotate stock by pulling current product to the front and placing new product behind it

Bring items with the nearest expiration date to the front

Take expired items to Grocery Reclamation

Arrange items on fixtures to appear full

Do not stack items at the front edge to appear full

Ready pack items require little zoning. Make sure that the correct item is in the PDQ

Use the PDQ to stock ready packed items to save time

Use retail ready packaging and full cases where possible

Modular space allows items to be easily removed from tray

Case cut as needed for customer shopping convenience

Notify a store manager or associate in the event you notice any spills that may occur in your department

Clean behind and under shelves on a monthly schedule to help decrease risk of pest infestation

Remove pallets and completely clean beneath warehouse racks monthly

Shelving and peg hooks should be clean and in good condition

Labels should be clean and appear new. Replace any torn or faded labels

Make sure fast track is maintained and not bent or falling down

Ensure merchandise is not on the floor and all items are zoned to the front shelf edge

Make sure labels are not missing, the products are left justified, and where applicable, use the product case or shipper tray

A correctly set modular is one where merchandise is set according to the layout plan.

Make sure shelf caps are accurate and adjusted for the store's specific layout.

It is sometimes necessary to adjust the modular to reflect store specific features.

Incorrect shelf caps can cause out-of-stocks which could impact sales, customer experience, and profit.

Overstated Shelf Capacity:
- Picks force freight to floor which won't fit
- Loss of productivity
- Increase workload to re-bin
- Potentially lost sales

Understated Shelf Capacity:
- Keeps product from the sales floor
- Potentially lost sales

Shelf caps allow the system to create picks correctly to keep shelves fully stocked.
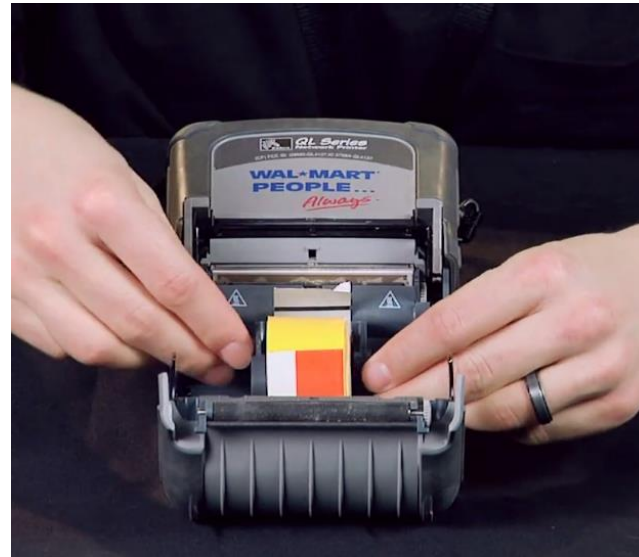
Plugging

Incorrect

Correct

Do not fill the shelves to make it look like they are full. This will allow the Department Managers to scan proper outs and fix on-hands.

When printing store labels you will need to ensure you have the correct label stock loaded in the printer.

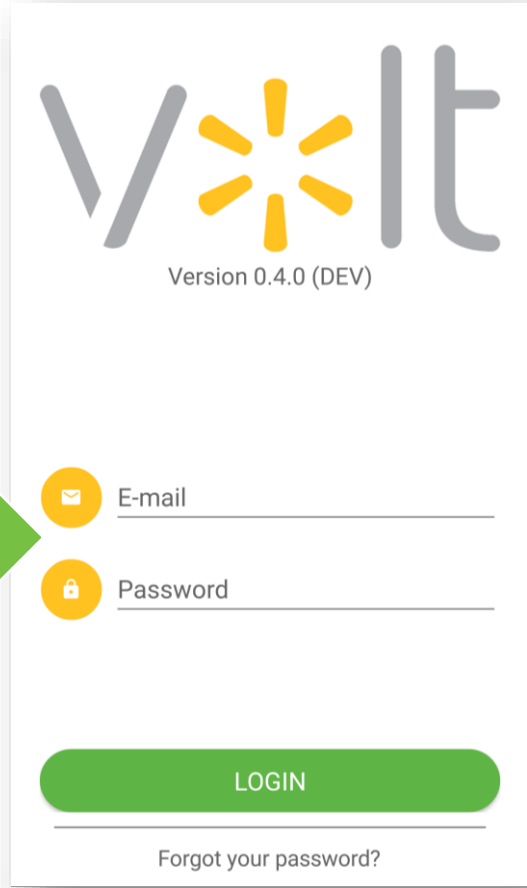Open printer cover by pressing the releases on the sides

Remove the old stock and install new stock

Close printer cover

volt
Version 0.4.0 (DEV)

Your credentials will be saved on the device. You will be required to change your password every 60 days.

Enter your credentials

E-mail
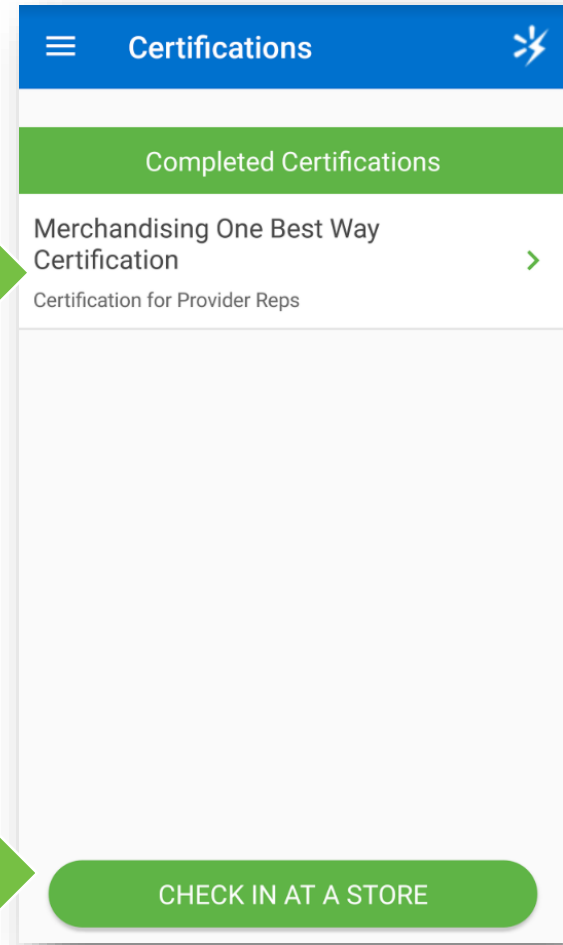
Password

LOGIN

Forgot your password?

There is a Forgot Password option just in case you forgot your password.

You are required to take all certifications that are listed.

Certifications

**Once Certification is completed, you may now Check In At A Store.**

Store Check In

Certifications

Completed Certifications

Merchandising One Best Way
Certification
Certification for Provider Reps

CHECK IN AT A STORE

You must be outside the front doors or within the front area of the store when checking in.

Confirm Location

The app will geolocate you and show the closest location. This distance is displayed and logged.
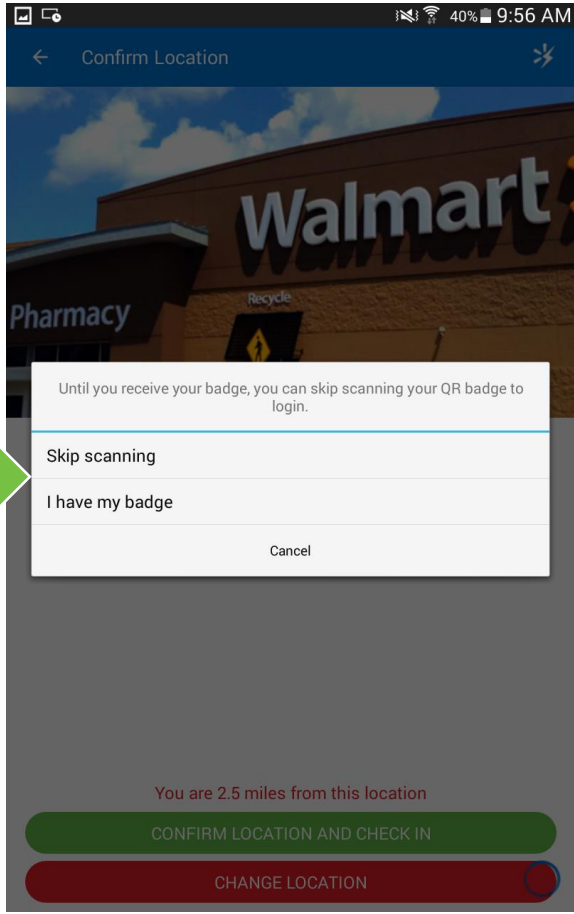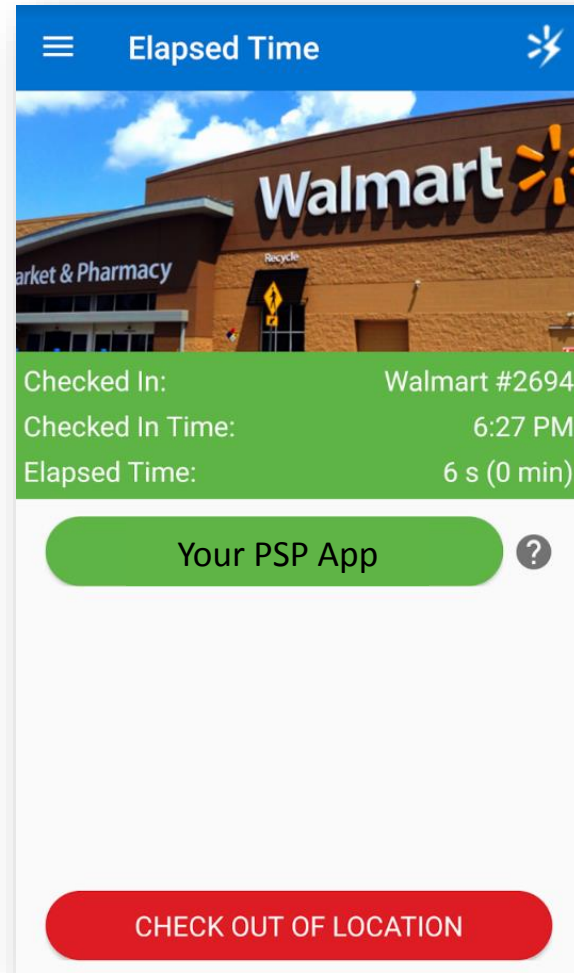
Confirm Location and Check In

Confirm Location

Walmart #2694
1202 S KIRKWOOD RD
KIRKWOOD, MO 63122
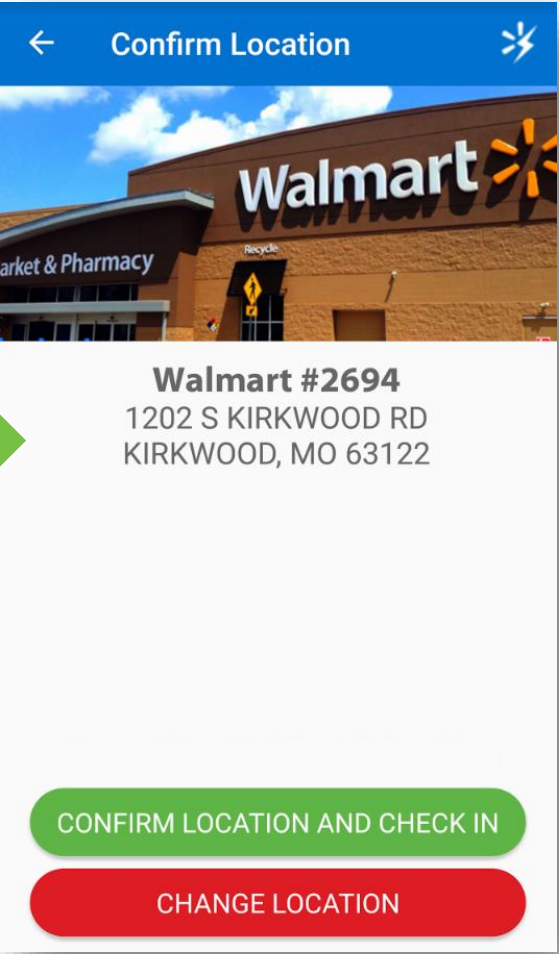
CONFIRM LOCATION AND CHECK IN

CHANGE LOCATION

QR Code Example

Badge Scan

Once you receive your badge, choose "I have my badge" to scan the QR Code on the back.

Confirm Location

Until you receive your badge, you can skip scanning your QR badge to login.

Skip scanning

I have my badge

Cancel

You are 2.5 miles from this location

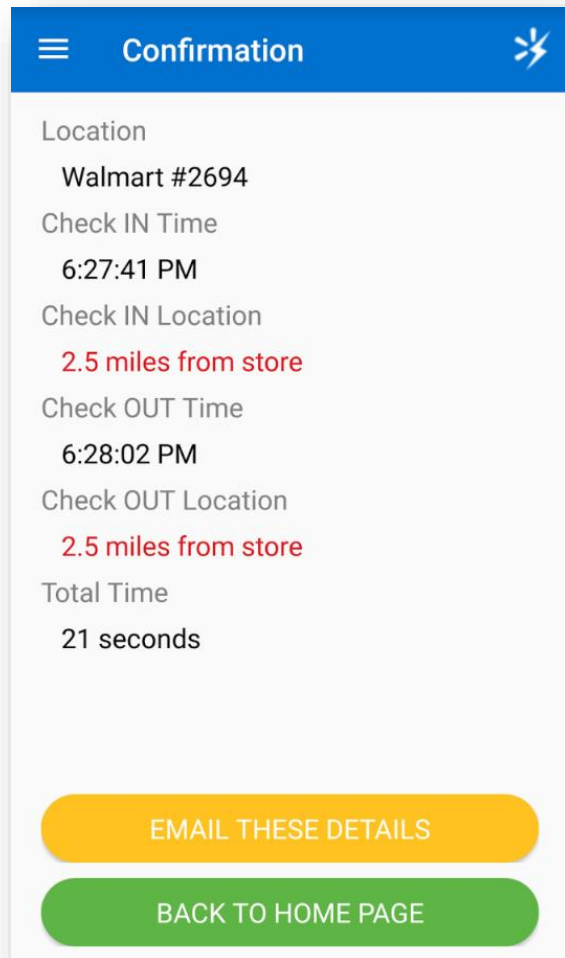CONFIRM LOCATION AND CHECK IN

CHANGE LOCATION

You will see your elapsed time on this screen. You may now begin your tasks.

The links on this page give you the ability to open the app provided by your employer to complete your in-store service.
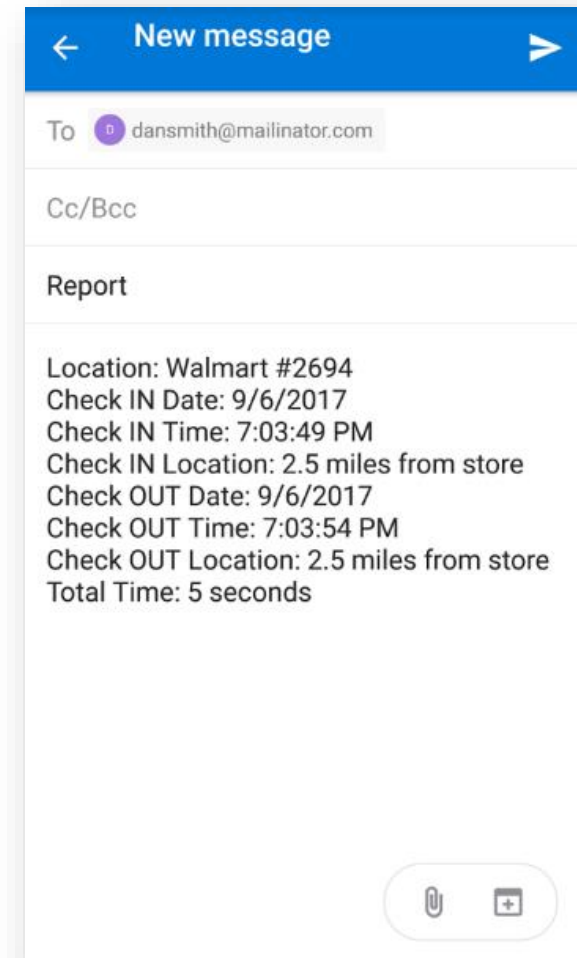
Once tasks are completed, you may now Check Out Of Location

Confirmation

Location
Walmart #2694

Check IN Time
6:27:41 PM

Check IN Location
2.5 miles from store

Check OUT Time
6:28:02 PM

Check OUT Location
2.5 miles from store

Total Time
21 seconds

EMAIL THESE DETAILS

BACK TO HOME PAGE

The Confirmation page will show you the store number, check in and out time, your distance from the store and the total time.

You must be outside the front doors or within the front area of the store when checking in.

You can email a copy to yourself someone else by clicking "Email These Details".

New message

To dansmith@mailinator.com

Cc/Bcc

Report

Location: Walmart #2694
Check IN Date: 9/6/2017
Check IN Time: 7:03:49 PM
Check IN Location: 2.5 miles from store
Check OUT Date: 9/6/2017
Check OUT Time: 7:03:54 PM
Check OUT Location: 2.5 miles from store
Total Time: 5 seconds

Congratulations! You are now a certified Merchandising Representative!

Thank you for your commitment to service in Walmart stores!