

Compliance & Ethics

Online Grocery Pickup Procedure Guide

Placing Order

- Customers visit grocery.walmart.com and can view an assortment of products – determined by their store
 - Listed products are initially based on the Customer's location and updated when the Customer selects their preferred store
- Prior to checking out, the Customer must login (or create) their account, select a desired pickup store, and designate a time slot for picking up their order
- Once the customer has built their basket and presses checkout, Customer completes the order by supplying Walmart with payment information
- Walmart authorizes and holds the card information, but funds are not transferred from the card



- Where allowed by state and local law, customers can include alcoholic beverage product in their online grocery order through walmart.com/grocery.
- All alcoholic beverage product item pages are flagged with a notification explaining the restrictions around purchasing this product (*pictured below*).

GOVERNMENT WARNING: (1) According to the Surgeon General, women should not drink alcoholic beverages during pregnancy because of the risk of birth defects. (2) Consumption of alcoholic beverages impairs your ability to drive a car or operate machinery, and may cause health problems.

The sale of alcohol to minors is prohibited.

At delivery or pickup, you must show a valid photo ID and provide a signature confirming that you are age 21 or over. Accepted forms of ID are: Driver's Licenses, State-issued Identification Cards, U. S. Passports, Military Identification Cards, U.S. Immigration Cards, or Tribal IDs in specific states, or other similar government issued IDs that are recognized within the state. Drivers will not deliver to anyone who appears to be intoxicated. No discounts, coupons or tax-exempt sales may be applied to alcohol. An order of alcohol totaling 20 gallons or more will not be allowed.

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- If the customer checks out with an alcoholic beverage product in their basket, an acknowledgement box must be checked by the customer (*pictured below*) prior to placing the order

Alcohol Disclosure [?](#)

By checking this box, you confirm that you are at least 21 years old and will not resell any alcohol you purchase.

*red text indicates a control related to alcohol

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Picking / Staging

- On the day a customer is scheduled to pick up an order, a Walmart associate – known as a “Personal Shopper” – will “shop” for the customer’s order in the store
- All shopping is completed on the pickup day to ensure the Customer receives the freshest products
- If a product is not available in-store, it is either substituted or removed from the customer’s order
 - Alcohol beverage products are never substituted – if they are not available in-store, they are removed from the customer’s order and the customer is not charged



- Alcohol beverage products are assigned to a “Restricted” commodity group to ensure only Personal Shoppers who have received appropriate training and are of a legal age – per the governing jurisdiction – will be allowed to pick these products
- The picking carts – used by our Personal Shoppers “shop” for Customers – are equipped with a roll of stickers labeled with the word “alcohol”
 - Orders containing alcohol beverage products are bagged and labeled with an alcohol sticker (pictured right)
 - This sticker enables our Personal Shoppers to clearly identify items that are subject to additional regulatory restrictions
- All picked orders are kept in a secure backroom staging area, not open to the public, and only where Walmart employees are permitted to enter



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Customer Pickup: Order Review

- Online Grocery Pickup is currently offered between 8am – 8pm (to better serve our customers, select locations offer additional time slots), 7 days a week (except holidays or other store closures)

- When the customer arrives, they “check-in” via the store’s offered methods (phone, app-based, kiosk, options vary by location)



- The Personal Shopper assigned to dispense the order uses the handheld device to identify the order number and pull the appropriate totes from the staging areas

- Prior to putting the customer’s order in their vehicle, the Personal Shopper uses their handheld device to review the order with the customer – reviewing substituted items, fragile items, out of stock items, and completing age verification (as needed, based on products in the order)



- This review allows the Customer to ensure they are getting what they want and provides the Customer an opportunity to return or reject any item(s)

- Only Personal Shoppers meeting the age requirements within the governing jurisdiction are allowed to handle and/or dispense orders with alcohol beverage products

- If a Customer’s order includes alcohol beverage product, the personal shopper is prompted by their handheld device that there are restricted items in their order

- If alcohol is not allowed to be sold at the time of dispense, the associate is notified (via their handheld device) that sale of the product is currently restricted, the items are automatically removed from the customer’s digital basket (the customer will not be charged), and the personal shopper will remove the physical product from the order (pictured right)



- The personal shopper will request valid identification – as described in our alcohol disclosure – and enter the customer’s date of birth from the provided identification into their handheld device (pictured below)



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- **After age verification:**

- If the customer is confirmed over 21, the customer can sign for the order, and the personal shopper can place the final order into the customer's vehicle
- If the customer is under 21 and/or cannot provide a valid ID, the alcohol beverage products are removed from the customer's order and the customer is not charged for these products.

(pictured right)



Customer Pickup: Dispensing

- Once the customer and personal shopper have:
 - Reviewed any substituted items, fragile items, and out of stock items
 - Removed any rejected products that the customer no longer wants
 - Verified the customer's age and identification if the order contained any age restricted items (and if necessary, removed age restricted items)
- The customer signs for the order, the customer's account is charged with the final order amount (after removing the cost of any products removed from the customer's order)
- The personal shopper places the all approved products into the customer's vehicle, and the transaction is considered complete



*red text indicates a control related to alcohol