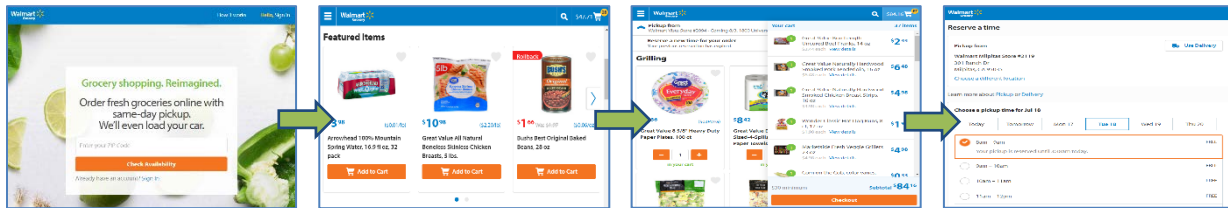


# Compliance & Ethics

## Online Grocery Pickup Procedure Guide

### Placing Order

- Customer visits [walmart.com/grocery](http://walmart.com/grocery) and creates an account by providing applicable information such as phone #, zip code, email address, etc.
- Based on the customer's zip code, he or she will be provided with a list of the closest stores eligible for Walmart Online Grocery Pickup program
- Customer selects desired pickup store location and the pickup timeframe
- 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](http://walmart.com/grocery).

- All alcoholic beverage product item pages are flagged with a notification explaining the restrictions around purchasing this product (pictured right)

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.

- If the customer checkouts with an alcoholic beverage product in their basket, another notification is displayed at checkout (pictured right) and an acknowledgement box must be checked by the customer (pictured below).

**Alcohol Disclosure** ⓘ

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

**Alcohol Disclosure** ⓘ

**Your order contains alcohol. Please read our policy before purchase.**

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.

# Compliance & Ethics

## Online Grocery Pickup Procedure Guide

### Picking / Staging

- On the day a customer is scheduled to pickup an order, a Walmart associate, identified as a “Personal Shopper,” will “shop” for the customer order in the store
- All shopping is completed on the pickup day to ensure customer receives the freshest products



- If a customer’s order contains an alcohol beverage product, the product is assigned to a “Restricted” commodity group to ensure only personal shoppers that have taken the appropriate training and are of a legal age will pick the alcohol beverage product
- Only personal shoppers meeting the age requirements within the regulatory jurisdiction are allowed to handle and/or dispense orders with alcohol beverage products
- **In Wisconsin**, Personal shoppers must hold an operator/bartender license issued by their local municipality
- The picking carts that our shoppers use to pick items, have 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
- Online Grocery orders are staged separately than other online orders (Site to Store or Pickup Today programs)



\*red text indicates a control related to alcohol

# Compliance & Ethics

## Online Grocery Pickup Procedure Guide

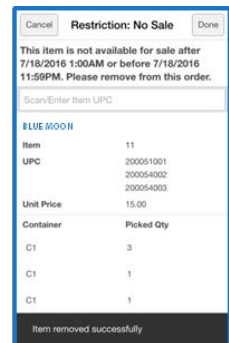
### Customer Pickup: Order Review

- Online Grocery Pickup is currently offered between 8am – 8pm, 7 days a week (except holidays or other store closures)
- When the customer arrives, they notify our personal shoppers of their arrival by calling, using mobile check-in, or check-in via the pickup 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
- The personal shopper will also review any substituted items, fragile items, out of stock items, and verify customer's identification if the customer purchased any age restricted items
- 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

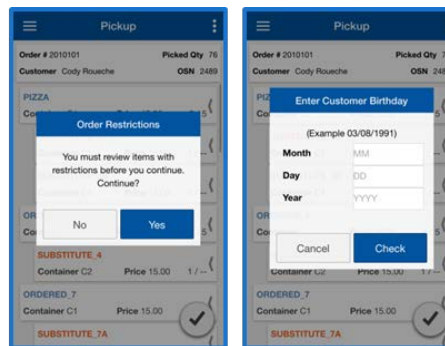


- Only personal shoppers meeting the age requirements within the regulatory jurisdiction are allowed to handle and/or dispense orders with alcohol beverage products
- If a customer's order includes alcohol beverage product, the personal shopper is prompted by their handheld device that there are restricted 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 and enter the customer's date of birth from the identification into their handheld device (pictured below)

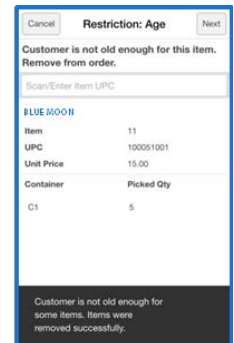


# Compliance & Ethics

## Online Grocery Pickup Procedure Guide

---

- If 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 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 final order in the customer's vehicle, and the transaction is considered complete

