QA Process – Supplier Checklist

Ensure steps below are completed prior to Production Testing to produce a PASS Quality Assurance test report.

#1: Item Dimensions (shipping dimensions)

If you are a Direct Import vendor, please input item dimensions within the Import Quote system whenever possible.

Ensure item dimensions are populated within the Vendor Portal **7 days** prior to **content enrichment. If item dimensions are missing in the Portal, please contact your CTA or merchant partner to have them populate within Item File.** You must provide your merchant partner with all dimensions within the image on the right (length, width, height, and weight).

#2: Content Enrichment Checklist

(Refer to 'Portal Reference Guide' for details)

Ensure you have all requirements ready for content enrichment (Images, Marketing Copy, French Translations, Product Attributes etc.).

#3: Content is Submitted (submit button pressed)

Once all mandatory content is input (yellow highlighted fields as well as shipping dimensions), the submit button will turn green. Please ensure the green submit button is pressed in the Vendor Portal at least **7 days** prior to the date of Production Testing for your item(s).

Product Information Page

Customer Facing **10**

Title

▼ Shipping Dimension (Individual Product)

* Shipping Length (Inches)	4.500
* Shipping Width (Inches)	4.000
* Shipping Height (Inches)	4.000
* Shipping Weight (Pounds)	0.0900

Save   Submit

QA Process – Supplier Checklist

How to tell if your item has been successfully submitted (and will subsequently PASS Production Testing).

Example Screenshots

Step #1

Search for your item in the Vendor Portal.

SEARCH FOR PRODUCTS

Enter Product Identifier(s) below

628915740530

UPC with check digit

Search   Reset

All (1)   Approved (1)

Clear filter

UPC	Content Status
628915740530	Approved

Step #2

Ensure you are on the 'All' Tab and scroll to the right.

All (1)   Approved (1)

Clear filter

...ber	Item Count	Group ID	Item Status	Product Type	Content Submit Date
	1		Active	Household Supplies > Cooking & Kitchen Supplies > Cooking Foil , Paper & Plastic Wrap	2018-10-17 10:51:06

Step #3

Look at 'Content Submit Date'. If a date is populated, this means you can proceed to Production Testing and your item will PASS. *If no date is populated, please reach out to Online Content Support for support on submitting your item.*

QA Process – Supplier Resources

01 For **Supplier Communication Letters** which were previously communicated to suppliers & outline the process in further detail, please refer to the following 3 pages.

02 For any inquiries regarding the Vendor Portal, please contact:
CA Online Content Support onlinecontentsupport@walmart.com

03 If you have received a QA FAIL,
please contact one of the 3rd Party Packaging Agencies for additional detail:
Rengo - ecommerce@rengodesign.com
Benchmark - online@benchmarkdesign.org

Supplier Letter – D22 All Suppliers
Please zoom in to read

Walmart Supplier Communications
Canada

1940 Argentia Road   Mississauga, ON   L5N 1P9   905-821-2111   walmart.ca

To: «Supplier Company Name»

From: Walmart Canada eCommerce & Walmart Canada Merchandising

Date: 6 September, 2019

Subject: Updates to Private Brands and Direct Import Production Test

Online content is a critical component to ensure items are listed, visible, and discoverable to customers on Walmart.ca.

It is Walmart's expectation that item online content is generated and meets our Content Standard Guide specifications before product is received.

We will be integrating Online Content into production testing. Details on this process change are outlined below and will be effective starting September 22, 2019.

Process Changes

- PASS/FAIL will be determined by your Third Party Labs based on the completion of all mandatory attributes required to publish an item within the Vendor Portal. This also aligns with the Vendor Score Card criteria.

- If a QA Fail notification is received it is due to **incomplete online content** and as a result **the PO will be held until the following steps are followed:**
  Step 1: Contact Walmart's approved 3rd party content agency: Benchmark Agency, or Rengo Agency
  Step 2: Send product samples and requested information to the 3rd party content agency.
  Step 3: The agency will then proceed to generate the critical content at the cost of the vendor.
  Step 4: Once the sample tracking information is sent to the 3rd party content agency the PO will be released.

If no action is taken within 5 calendar days from Production Test Fail notification, there is risk the PO will be held and/or cancelled.

This process change will **not** delay the launch of your product as long as the timelines are met and appropriate actions are taken. This will ensure your products will benefit from store and online sales.

- Walmart's Content Standard Guide for Bedding can be found on the Vendor Portal.

Your engagement, support, and commitment in creating and maintaining the highest quality content online are integral to the success of our mutual businesses.
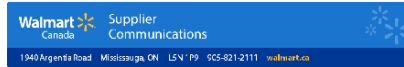
Thank you for your ongoing dedication and service to our customers.

Krista Collinson
VP, eCommerce Merchandising
Walmart Canada

Supplier Letter – D17 & D20 Direct Import Suppliers
Please zoom in to read

Walmart Canada — Supplier Communications

1940 Argentia Road Mississauga, ON L5N 1P9 905-821-2111 walmart.ca

To:	Valued Supplier
From:	Walmart Canada eCommerce & Walmart Canada Merchandising
Date:	19 November, 2019
Subject:	Updates to Private Brands and Direct Import Production Test

Online content is a critical component to ensure items are listed, visible, and discoverable to customers on Walmart.ca. It is Walmart's expectation that item online content is generated and meets our Content Standard Guide specifications before product is received.

We will be integrating Online Content into production testing. Details on this process change are outlined below and will be effective starting December 1, 2019.

Process Changes

- PASS/FAIL will be determined by your Third Party Labs based on the completion of all mandatory attributes required to publish an item within the Vendor Portal. This also aligns with the Vendor Score Card criteria.

- If a content QA Fail notification is received, it is due to incomplete online content and as a result the PO will be held until the following steps are followed:
  - Step 1: Contact the Walmart approved 3rd party content agency that completed your Packaging artwork: Benchmark Agency, or Rengo Agency (contact details directly below). For those who created Packaging artwork separately, contact one of your choosing.
    - Rengo: ecommerce@rengodesign.com
    - Benchmark: online@benchmarkdesign.org

  - Step 2: Communicate and send requested information to the 3rd party content agency.
  - Step 3: The agency will then proceed to generate the critical content at the cost of the vendor.
  - Step 4: Once the sample tracking information (or sufficient information) is sent to the 3rd party content agency, the PO will be released.

If no action is taken within 5 calendar days from Production Test Fail notification, there is risk the PO will be held and/or cancelled.

Please note that once the QA FAIL notification is received, it is mandatory for content to be created through one of the 3rd Party Agencies mentioned above. Vendor generated content is no longer an option at this point.

This process change will not delay the launch of your product as long as the timelines are met and appropriate actions are taken. This will ensure your products will benefit from store and online sales.

- Walmart's Content Standard Guide for Home categories can be found on the Vendor Portal.
- Please ensure that the correct UPC with check digit is being provided to your QA labs, as this could impact QA results.

Your engagement, support, and commitment in creating and maintaining the highest quality content online are integral to the success of our mutual businesses.

Thank you for your ongoing dedication and service to our customers.

Krista Collinson
VP, eCommerce Merchandising
Walmart Canada

Supplier Letter – D17 & D20 Domestic Suppliers
Please zoom in to read

Walmart Canada
Supplier Communications

1940 Argentia Road   Mississauga, ON   L5N 1P9   905-821-2111   walmart.ca

To:	Valued Supplier
From:	Walmart Canada eCommerce & Walmart Canada Merchandising
Date:	29 November, 2019
Subject:	Updates to Private Brands Domestic Production Testing

Online content is a critical component to ensure items are listed, visible, and discoverable to customers on Walmart.ca. It is Walmart's expectation that item online content is generated and meets our Content Standard Guide specifications before product is received.

We will be integrating Online Content into production testing stage. Details on this process change are outlined below and will be effective starting January 5, 2020. Domestic suppliers only, please note we will begin flagging items between December 1 2019 and January 5 2020. As a result, you may notice QA FAILs during this time. During this grace period, please still follow up for content for any Ecommerce Content FAILs – either by yourself or through the 3rd Party Agencies; however, your PO release will not be impacted. Come January 5, the Pilot process (outlined below) will be in full effect, and you must proceed through the 3rd Party Agencies if there is a QA FAIL for Ecommerce Content.

Process Changes

- PASS/FAIL will be determined by your Third Party Labs based on the completion of all mandatory attributes required to publish an item within the Vendor Portal. This also aligns with the Vendor Score Card criteria.

- If a content QA Fail notification is received, it is due to incomplete online content and as a result the PO will be held until the following steps are followed:
  Step 1: Contact the Walmart approved 3rd party content agency that completed your Packaging artwork: Benchmark Agency, or Rengo Agency (contact details directly below). For those who created Packaging artwork separately, contact one of your choosing.
    - Rengo: ecommerce@rengodesign.com
    - Benchmark: online@benchmarkdesign.org

  Step 2: Communicate and send requested information to the 3rd party content agency.
  Step 3: The agency will then proceed to generate the critical content at the cost of the vendor.
  Step 4: Once the sample tracking information (or sufficient information) is sent to the 3rd party content agency, the PO will be released.

If no action is taken within 5 calendar days from Production Test Fail notification, there is risk the PO will be held and/or cancelled.

Please note that once the QA FAIL notification is received (after January 5), it is mandatory for content to be created through one of the 3rd Party Agencies mentioned above. Vendor generated content is no longer an option at this point.

This process change will not delay the launch of your product as long as the timelines are met and appropriate actions are taken. This will ensure your products will benefit from store and online sales.

- Walmart's Content Standard Guide for Home categories can be found on the Vendor Portal.
- Please ensure that the correct UPC with check digit is being provided to your QA labs, as this could impact QA results.

Your engagement, support, and commitment in creating and maintaining the highest quality content online are integral to the success of our mutual businesses.

Thank you for your ongoing dedication and service to our customers.

Krista Collinson
VP, eCommerce Merchandising
Walmart Canada