



Quick Start Guide and Walmart General Merchandise FAQs:

Quick Start Guide

Step 1: Review the Walmart Notice.

All Suppliers should have received a Walmart Notice from their Buyers. Please review the information and then proceed to Step 2.

Step 2: Ensure You Have an Active icix Account.

Suppliers must have an active icix account in order to participate. To get started, please contact icix directly:

- Toll-free within the United States: 877-888-4249
- Outside the United States: +1-650-581-2000
- Email: WM.GM@icix.com

Step 3: Enroll in Complimentary icix Training.

icix will be providing Webinar based training for Suppliers. These will be online, hosted training sessions that will also be recorded and available for future viewing. Please visit the Walmart Training Page for training times and to sign up:

<http://help.icix.com/training/walmart-training-webinars842pg9x2sm>

Step 4: Update Your Contact Information on Your icix Profile.

Please verify the contact information on your icix profile is correct to prevent delays in communication. If you need to update it, please login to your icix account and change your profile. If you need assistance, please refer to this icix Training document:

<http://help.icix.com/administrative/how-to-update-a-profile>

Step 5: Begin Using the Updated Walmart GM Testing Program with icix.

Once the new phase of the program begins on October 29, 2013, make sure to review open Test Request Forms as they are created, and complete all required information.



Walmart General Merchandise FAQs

Q: What is the Walmart GM Testing Program with icix?

A: Walmart Product Safety and Compliance (PSC) is expanding the use of icix and transitioning to icix as the retention database of record for compliance documentation. This builds upon the current program through icix that has been in use by Walmart, Suppliers and Labs to manage product test and compliance information.

A new management process will be phased in by PSC to ensure supplier participation in icix and that required compliance documents are readily available.

All Direct Import and Domestic suppliers for icix departments will begin using a simplified new workflow beginning October 29, 2013.

Q: Who is required to participate in this program?

A: Program participation is required for Suppliers of the following entities:

- Walmart US
- Walmart.com
- Sam's Club
- Samsclub.com

As of the Q4, 2013, the scope of participation the program includes the same set of departments and categories that have previously required icix participation. That list is:

- Department 7, Category 7 – Toys
- Department 32 – Jewelry
- Department 18, Category 18 – Seasonal
- Department 67 – Celebration
- Department 26 & 79, Category 47 – Infant Hardlines
- Department 11 & 14, Category 15 – Hardware Electronics

All Suppliers from these departments are required to participate.

Q: Does this affect Direct Import Suppliers, Domestic Suppliers or Both?

A: The program is a requirement for BOTH Direct Import and Domestic Suppliers



Q: What actions are suppliers required to do now?

A: All Suppliers should have received a Walmart Notice from their Buyers. We ask that suppliers please do the following:

- Review this notice and begin using the new workflow on October 29, 2013
- Ensure you have an active icix account. To activate your account, contact icix directly:
 - Phone: 877-888-4249 / +1 650-581-2000
 - Email: WM.GM@icix.com
- Enroll in icix training.
 - Please visit the Walmart Training Page for training times and to sign up: <http://help.icix.com/training/walmart-training-webinars842pg9x2sm>
 - For training-related questions, contact requesttraining@icix.com
- Update your contact information in the icix system to prevent delays in communication

Q: What applications and functionality is Walmart using for this program?

A: Walmart is using the icix Direct Test application which enables Walmart to efficiently monitor and manage the product test process. Walmart Product Safety and Compliance (PSC) is expanding the use of icix and transitioning to icix as the retention database of record for compliance documentation.

The system reviews Purchase Orders to identify product testing requirements. Products that require testing will generate Test Requests for Suppliers to complete and assign to a lab. Labs will receive Test Request Forms and once they complete testing will submit product test results and reports to icix. The system will review these for completeness and compliance. Where appropriate, GCCs will be created for items that successfully passed testing and have all required documentation in the system.

Walmart will be using the system to monitor and manage the process to ensure that products are compliant.

Q: I've used the previous version of icix application for managing the product test process – is there a difference between the previous version and this one used going forward?

A: Yes, Walmart and icix have collaborated to greatly enhance and simplify the solution to better meet the needs of all participants. There are significant improvements that include additional automation and streamlined interaction with the system. The process is also more flexible to handle scenarios when testing begins or even completes before a purchase order has been issued.



Additionally, Walmart has developed a new process for managing and enforcing compliance. There will be consequences for non-compliance.

Q: What are the benefits of joining icix and using the system?

- A:** The overall benefits of the Walmart Direct Test program with icix are many, including:
- Implements an industry best practice approach to product test versus automating inefficient, manual customer processes
 - Reduces manual work required by Retailer, Labs and Suppliers
 - Drives program adherence by reducing process friction
 - Increases visibility into product testing status
 - Highlights risk prior to shipment
 - Streamlines regulatory documentation process by automating creation and centralizing access for regulatory documentation

Additionally, benefits specific to suppliers include:

- Ensures adherence to Walmart's product test and compliance requirements
- Suppliers are automatically notified whenever a product test is required
- Suppliers have direct visibility into Retailer's view of the their product test obligations
- All product tests are available to customer to ensure no interruption/delay of product shipments

Q: Do I need to join icix? How do I get started?

- A:** Yes, all facilities providing product to Walmart for these departments/categories are required to register with icix for a Basic Membership. There is an annual membership fee associated with joining the icix network. The subscription fee is per facility.

Walmart has negotiated special Basic Membership pricing for their exclusive suppliers. Additionally, a promotional discount is available through the end of the 2013 on 2-year subscriptions.

Please contact icix directly to register:

- Phone: 877-888-4249 / +1 650-581-2000
- Email: WM.GM@icix.com

Q: What if a vendor already has an account with icix, either for Walmart or through another client. Do they have to register again?

- A:** If a vendor already has an active account, they do not need to register that account again. However, all facilities that supply to Walmart must have active accounts – any inactive, freeview or expired accounts must be activated and all new accounts require registration and activation



Existing customers, please contact icix directly for assistance with adding Walmart to their existing customer list:

- Email: WM.GM@icix.com
- Phone: 877-888-4249 (Option 2) or 650-581-2000 (Option 2)

Q: Is training offered? What additional information is available on the program?

A: icix will be providing Webinar based training for Suppliers in October, November and December. These will be online, hosted training sessions that will also be recorded and available for future viewing. Please visit the Walmart Training Page for training times and to sign up: <http://help.icix.com/training/walmart-training-webinars842pg9x2sm>

For more information on the program, please access the Walmart Supplier Resource Center at:

<http://customers.icix.com/walmart/general-merchandise/>

Q: Who should I contact if I have questions?

A: Please refer to the following for assistance:

Suppliers may submit questions or comments to Walmart directly by emailing them to gmcomply@wal-mart.com.

For suppliers who do not yet have an icix membership, please register now:

- Phone: 877-888-4249 / +1 650-581-2000
- Email: WM.GM@icix.com

For suppliers who are currently icix members and need technical assistance, please contact icix:

- Email: info@icix.com
- Phone: 877-888-4249 (Option 2) or 650-581-2000 (Option 2)

To learn more about the Product Safety and Compliance Library please refer to the PSC Library Welcome Document:

Retail Link | Site Map | Product Safety and Compliance Library | "1 PSC Library Welcome Document – REVIEW FIRST" folder.