

DC Appointment Scheduler FAQ

Q: Does the DC Appointment Scheduler application apply to pre-paid shipments?

A: The Appointment Scheduler applies to all loads being brought into the Walmart Distribution network.

Q: Will everyone have access to the Supplier Academy and the training information?

A: Yes, anyone that has Retail Link access will have access to the Academy and the material posted.

Q: We are a pre-paid vendor ONLY. Does this apply to us?

A: The Scheduler application and the process for creating/obtaining a delivery appointment applies to all that bring freight into the Walmart network. If you currently schedule deliveries into the Walmart network, then you would continue to schedule in the new system.

Q: When will this new application be rolled out to all DC's?

A: It is currently in the WM Grocery buildings and Summer 2019 will be rolling into the WM Regional buildings.

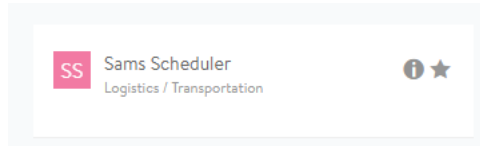
Q: Will Canada DC's be included in this rollout of Scheduler?

A: Not at this time. Eventually, all DCs are planned to be on the new application. Currently Scheduler 2.0 is in Grocery and rolling to

Regional summer of 2019. Other facility types and countries will come later. No timeline has been provided at this time.

Q: I have been hearing from Sams Club stores that we have to start scheduling them online-will we be using this for the club locations?

A: The DC Appointment Scheduler is only for Distribution Center inbound appointments. Sams Clubs have their own Scheduler that can be found on Retail Link:



Q: Will carrier information from the old scheduler carry over or will we need to set it up in the new scheduler?

A: Carrier information as current in the National Motor Freight Transport Association (NMFTA) files will be current in the new scheduler for Live deliveries. Each DC maintains its own drop carrier list. A carrier may be added or removed by the DC as needed.

Q: Will we be able to schedule delivery appts for both Sams & Walmart po's on the same truck?

A: The process for scheduling two business units that are co-located, or on the same trailer will not change from how it is done currently. The caveat to this is that you may have to schedule for WM in Scheduler 2.0 and for Sams in Scheduler 1.0.

Q: If times are not available, will "callback" be available still?

A: Yes, a more robust Callback feature is available that will guide the creation of the callback request. Users will see the callback record on the delivery screen, and using the hyperlink, can view and monitor the callback results.

Q: Will the DCs be going live with this program as the same time as carriers/suppliers?

A: Yes, we will take the Scheduler 1.0 offline and bring the Scheduler 2.0 up based on rollout groups. When the changeover occurs, it will be for all users based on the DCs for that particular group.

Q: Will there be a different screen to create deliveries for drop trailer locations?

A: The screens are designed to have multiple functions, so a live or a drop can be scheduled from the same screen. The required steps are only slightly different depending on the delivery type.

Q: How will the create delivery screen work with carriers that have drop trailer agreements with DCs?

A: If carriers have drop authority and are part of the site's drop list, then the delivery type will display both Live and Drop to select. Simply select Drop, select a date, and submit.

Q: Will we have to enter in our SCAC each time we need to schedule a delivery appointment?

A: If you are creating or modifying a delivery, then yes, the SCAC will have to be selected. If Autoscheduled and the Vendor has set a carrier of preference, then that carrier code will auto-populate.

Q: Will Walmart.com locations be part of the Regional roll out?

A: No, currently Scheduler 2.0 is in the Grocery network and is rolling to Regional in late summer 2019. Dot com and other business will be scheduled in 2020.

Q: Will the Unintelligent POs work in this scheduler? Is there a way to have it show the DC name for the particular DC?

A: Yes, in the Regional network the unintelligent POs can be configured as required.

Q: Is there a way to have Scheduler show the DC name for the particular DC?

A: Yes, in the Create Delivery screen, the address of the DC displays as the address of the truck gate of that DC.

Q: Will Canada DC's be utilizing this as well?

A: Eventually, all DCs will be on the Scheduler 2.0, however, the Regional network will complete the business types for this year. Other business types will be taken up after the holidays of 2019.

Q: Will this scheduler work for Sams Club stores-one of the stores we deliver to each week stated that we are supposed to start scheduling online?

A: No, there is a scheduling tool called Sams Scheduler for direct to club deliveries.

Q: Does this apply to prepaid vendors?

A: The new application will apply to all users scheduling deliveries into Walmart Grocery and Regional networks through 2019.

Q: Will we be able to schedule multiple POs to deliver on same appointment (i.e. WM & Sam's Club on same truck)?

A: Not at this time. Existing processes of scheduling loads of this type will continue as is today.

Q: Who are we able to contact should we have questions or feedback related to the DC Appointment Scheduler?

A: For DC Appointment Scheduler please contact dcschadm@walmart.com and for Automated Inbound Scheduling contact AIS@walmart.com.