

Welcome to the Samsclub.com DSV Onboarding Webinar

Topics Covered



- ▶ Overview of Samsclub.com DSV Operations Team
- ▶ Onboarding Flow
- ▶ Inventory, Fulfillment & Invoicing Options
- ▶ Sam's Supplier Hub
- ▶ Supplier Expectations
- ▶ Penalty Program
- ▶ DSV Contacts

Samsclub.com DSV Operations Team

Who We Support

- Suppliers
- Sam's Merchant Teams
- Member Contact Center

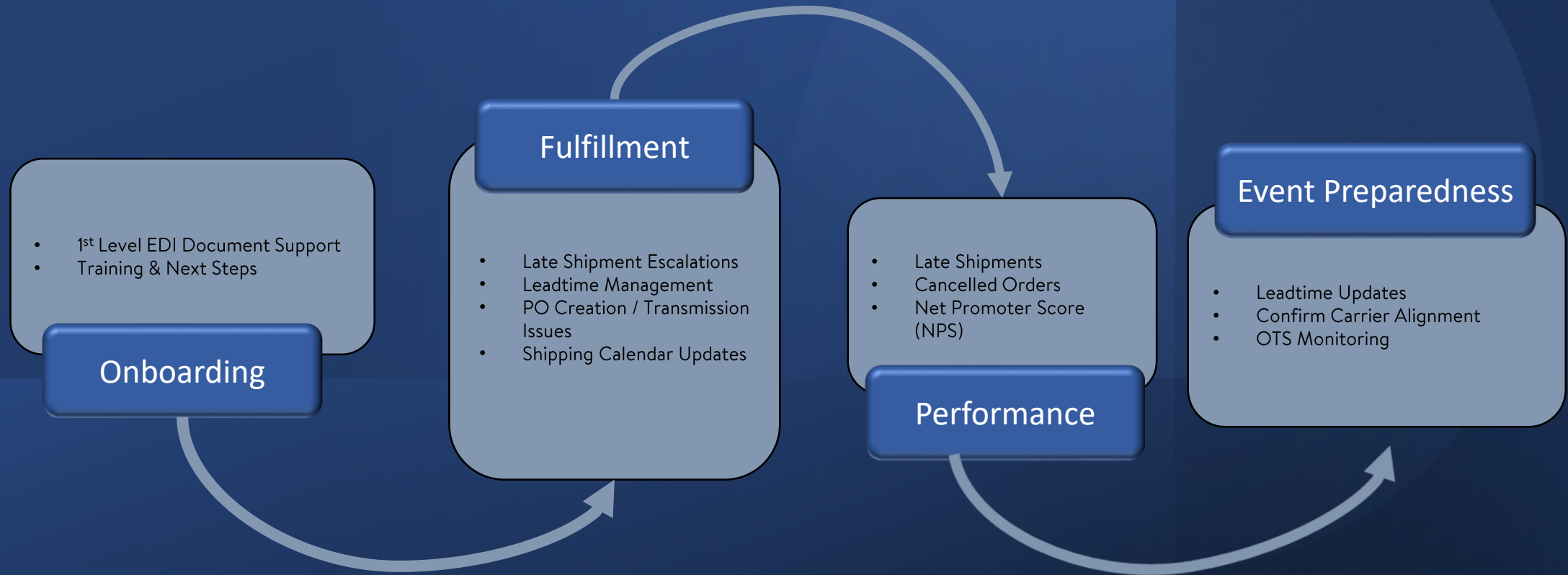
What We Support

- Onboarding
- Fulfillment
- Performance
- Event Preparedness

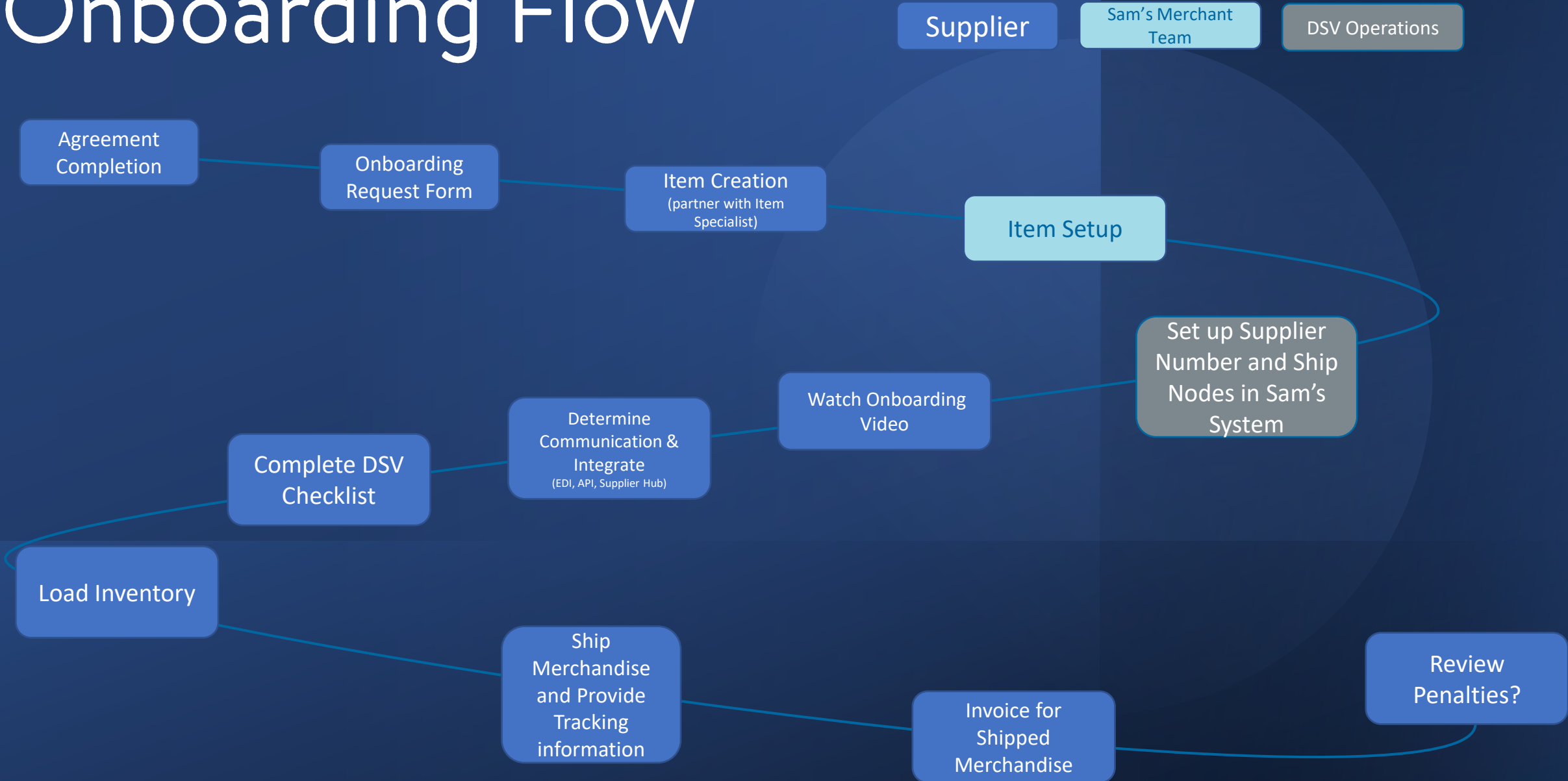
Our Purpose

To create experiences for Members, Merchants and Suppliers that are easily repeatable and profitable by establishing standard documented **processes**, leveraging **product solutions** and improve upon agreed **performance metrics**.

WHAT WE SUPPORT...



Onboarding Flow



Inventory, Fulfillment, & Invoicing Options

Manual Option

Supplier Hub

Inventory

- Supplier Hub
 - Individual Item Number
 - Bulk Excel file

Fulfillment

- Supplier Hub
 - Individual PO
 - Bulk Excel file

Retail Link

WebEDI

- Invoice Created

Automated Options

EDI

Inventory

- 846 Inventory Update(Sams.com DSV)
- 824 Application Advice

Fulfillment

- 850 Purchase Order (Sams.com DSV)
- 855 PO Ack
- 856 Advance Ship Notice (Sams.com DSV)

Invoicing

- 810 Invoice
- 864 Message

API

Inventory

- Assortment Update
- Individual Item Number

Fulfillment

- Order Processing

Invoicing

- Invoicing Coming Soon

Supplier Expectations

ONBOARDING

Checklist

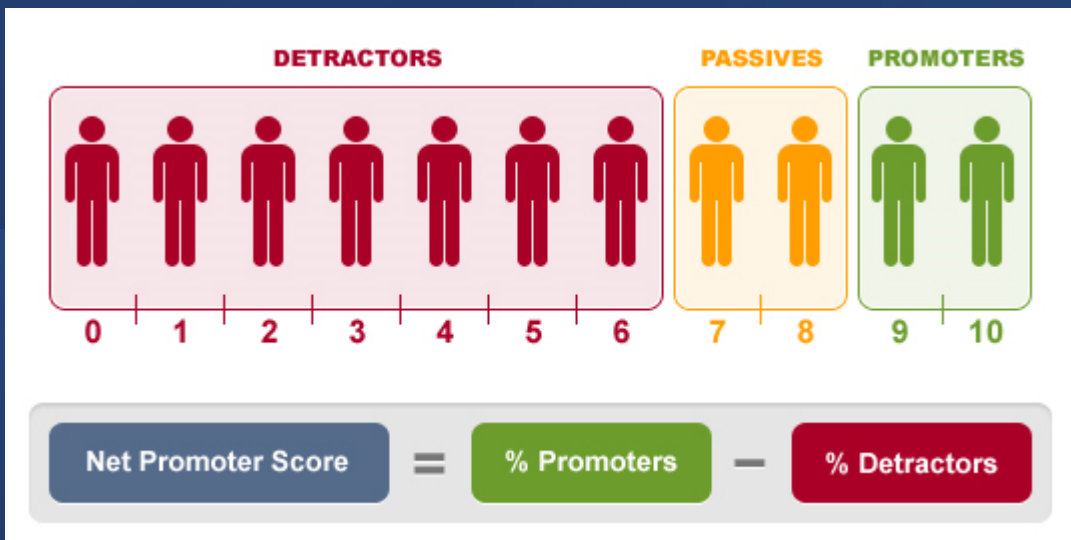
- Complete as quickly as possible
- Communicate any roadblocks
- Update DSV Support on a weekly basis until complete

Supplier Hub Access

- There should be a minimum of two users with access and working knowledge
- Retail Link Admin must add the following to each user before they will be able to access:
 - Access groups 195,195001, 160 & 16002
 - US/Sam's supplier number assigned
- If your retail Link Admin is having difficulty getting the access granted, they should call the Retail link Help Desk at 479-273-8888 for assistance. (access will take 24 hours to take affect)
- Walmart, Inc does not provide access to 3PL to Walmart systems (i.e. Supplier Hub, Retail Link, etc.)

NPS

The NPS Score is based off the Post Purchase Member Survey
Scores of 9-10 are Promoters
Scores of 7-8 are Passives
Scores of 1-6 are Detractors



We want to hear from you.

Based on your recent DELIVERY experience, how likely are you to recommend SamsClub.com to your friends and family? (required)

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Why did you give us the rating above?

1000 characters left

Which of these had the greatest impact on your delivery experience?

Please choose one...

How satisfied were you with the condition of the product and packaging upon its arrival? (0=Very dissatisfied, 10=Very satisfied)

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Was the size of the box/bag appropriate for the items in the order?

Please choose one...

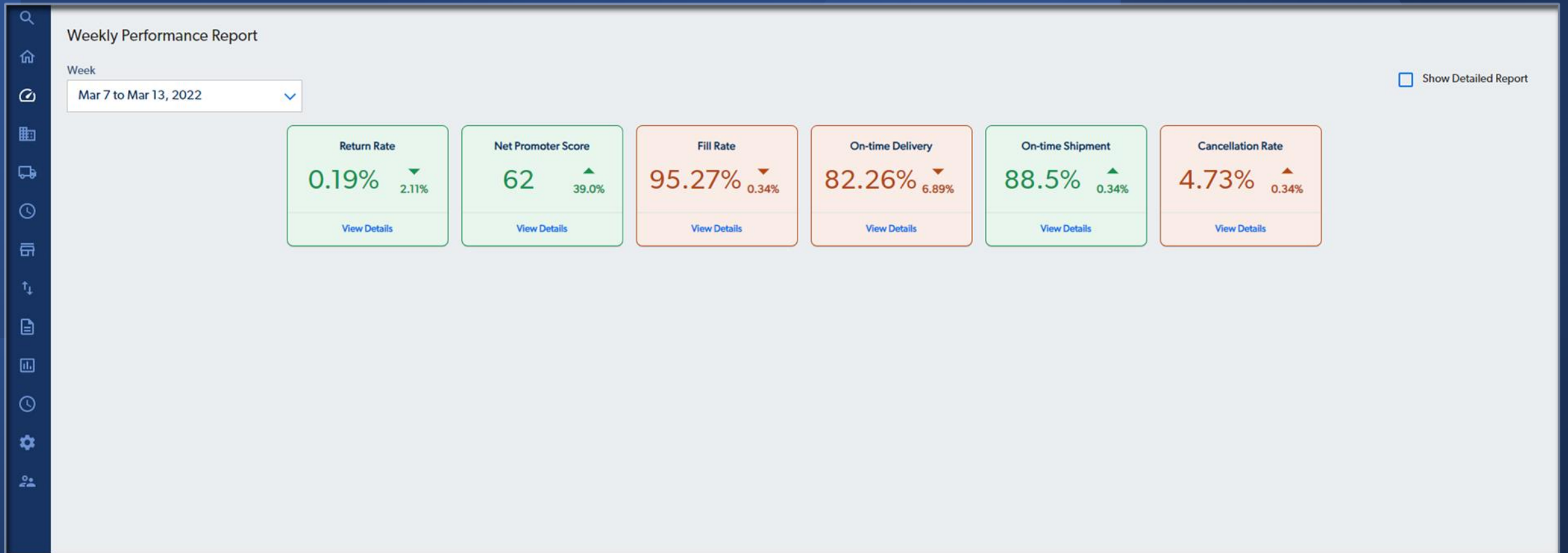
How satisfied were you with 'Value for the money' you got from Sam's Club? (0=Very dissatisfied, 10=Very satisfied)

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Upload an image of your damaged product or package (optional):

No image selected.

Performance Monitoring



Inventory

Management

- Only units on hand and available to ship should be loaded into Supplier Hub
- Users are knowledgeable in:
 - Single item updates in Sam's Supplier Hub
 - Bulk updates in Sam's Supplier Hub

Site Update

- 846 EDI file takes three hours to update site once sent
- All units must be transmitted until order has been marked as shipped; Sam's system will deduct demand
- If items are OOS, first contact DSV Support to confirm inventory is recognized by our systems

Inventory Module

Inventory ?

Test

Shipnode name or id

- 123456_1-Test-Somewhere AR
- 123456_2-Test-No where AR

To get started, please select a supplier & ship node

The screenshot shows a web application interface for an Inventory Module. At the top left, there is a navigation bar with the text 'Inventory' and a help icon. To the right of this is a search dropdown menu currently displaying 'Test'. Further right is another dropdown menu labeled 'Shipnode name or id' which is open, showing two options: '123456_1-Test-Somewhere AR' and '123456_2-Test-No where AR'. The main content area is light gray and contains the text 'To get started, please select a supplier & ship node'. On the far left, there is a vertical sidebar with various icons representing different functions like search, home, refresh, calendar, etc.

Active

Items

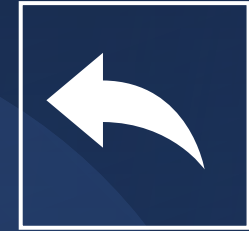
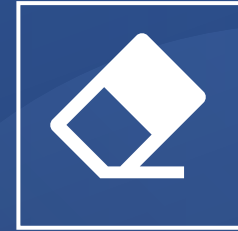
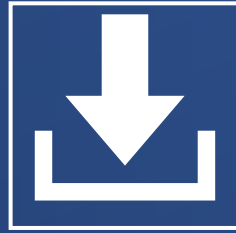
123 results

Enter item ids separated by commas (max 25)



Item Name	UPC	Item ID	Vendor Stock ID	Available to Sell	On Order	Available Inventory
OVAL FLEXTUBE 2 PACK	40615975149	597514	356630.3	0	0	3  
150GL DECK BOX	73116102874	513057		0	0	0 
4X6 PENT SHED	73116102661	90612	17361101	0	0	0 
WOODLAND SHED	73116103663	513036	17197013	0	0	0 
Infinity 8' x 6' Resin Storage Shed	73116103128	165640	17190649	0	0	0 
FLEXI-TUB 2 PACK 43 LITER	40610658969	65896	0	0	0	0 
CORFU SEATING SET	73116103472	513010	17193504	0	0	0 
Bellevue Resin Storage Shed	73116102864	165665	17190650	0	0	0 
RAINBOW PLANTERS 5PK	73116103732	709395	17197839	0	0	0 

Inventory Update File



- Download file can be retrieved from Inventory module
- It is recommended that a new file is downloaded each time inventory is updated

- Updates should only be made to the Absolute Adjustment column.
- No other fields / rows should be updated or deleted; this will cause the file to fail
- The Absolute Adjustment number must include what is currently On Order.
- Supplier Hub will adjust this demand to create the quantity in the Available to Sell column

- Once file has been updated, save in same format (different name can be used), then upload.

ShipNode	MDSFAMID	UPC	Item Id	Vendor Stock ID	Name	On Order	Available To Sell	Qty	AbsoluteAdjustment
123456_1	55830574	12345678901	123456789	Vendor Stock ID	Item Desc	15	85	100	150
123456_1	43411841	12345678901	123456789	Vendor Stock ID	Item Desc	20	80	100	200
123456_1	54945901	12345678901	123456789	Vendor Stock ID	Item Desc	20	80	100	
123456_1	52946532	12345678901	123456789	Vendor Stock ID	Item Desc	0	100	100	
123456_1	53710892	12345678901	123456789	Vendor Stock ID	Item Desc	0	100	100	175
123456_1	54152625	12345678901	123456789	Vendor Stock ID	Item Desc	1	99	100	

Fulfillment

Supplier Hub

- Users are knowledgeable in:
 - Single Order updates
 - Bulk updates
 - Exception management
- When orders are cancelled, inventory must be immediately removed in Supplier Hub

Packaging, Labeling & Shipping

- Orders must be packaged for efficient handling, quality & transportation to prevent returns
- Do not Ship Orders that do not have a PO number assigned
- Samclub.com Return Location should be used on all collect shipments
- Orders with gift messages should have members message printed on separate card (flowers, jewelry, gift baskets, etc.)
- Packing Slips are only required for orders with flowers, jewelry, or gift baskets.

Communication

- Always include Supplier Number when communicating with DSV Support
- Respond to DSV Support, Member Service Center or Transportation team as quickly as possible

Orders

1 selected

PO number ▾

Enter purchase order



Order status

Select status ▾

Order dates

From



→

To



Ship dates

From



→

To



Reset all

Apply


<input type="checkbox"/>	PO Number	Order Date ↓	Shipping Date	Delivery Date	Status	SO Number	Retail Cost	Gift
<input checked="" type="checkbox"/>	9876832494	02/25/2022	03/09/2022	03/11/2022	Acknowledged	9829494971-001	\$230.32	
<input type="checkbox"/>	9876837004	02/27/2022	03/10/2022	03/11/2022	Acknowledged	9830363061-001	\$115.17	
<input type="checkbox"/>	9876837453	02/27/2022	03/10/2022	03/11/2022	Acknowledged	9830417481-001	\$236.57	
<input type="checkbox"/>	3626865710	03/02/2022	03/14/2022	03/16/2022	Acknowledged	9831204752-001	\$345.49	
<input type="checkbox"/>	8531714099	03/04/2022	03/08/2022	03/15/2022	Acknowledged	9831797211-001	\$534.96	
<input type="checkbox"/>	3426892845	03/04/2022	03/08/2022	03/10/2022	Acknowledged	9831851741-001	\$240.81	
<input type="checkbox"/>	3426894242	03/05/2022	03/08/2022	03/11/2022	Acknowledged	9831980692-001	\$131.68	
<input type="checkbox"/>	3426894394	03/05/2022	03/08/2022	03/11/2022	Acknowledged	9831999507-001	\$262.15	
<input type="checkbox"/>	3426894394	03/05/2022	03/08/2022	03/11/2022	Acknowledged	9831999507-001	\$262.15	

Rows per page: 25 ▾

1-25 of 2616


← SO number: 9829494971 Acknowledged

[Cancel order](#)

 Dates


Ordered: Feb 24, 2022 06:25 PM

Ship by: Mar 09, 2022

 Shipping address

Lilybeth Ching 95-1093 HALEPAHU

ST,MILILANI,HI,96789

 Number of releases

1

[PO number: 9876832494](#)

^ Pending items

1 items

[Ship now](#)

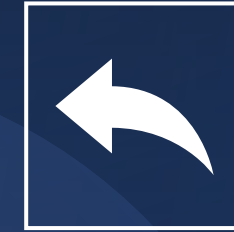
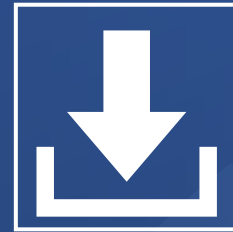
<input checked="" type="checkbox"/>	Item name	Item ID	SKU ID	UPC	Ordered	Pending	Gift message	Action
<input checked="" type="checkbox"/>	Item	980113852	sku22826935	73116105109	2	2		

∨ PO Summary

1 items

PO number : 9876832494

Order Update File



- Download file can be retrieved from the Fulfillment module
- It is Required that a new file is downloaded each time orders need to be updated

- Updates should be made in Update Status, Update Qty, Carrier & Tracking Number columns

- Listed fields should only be updated for orders requiring action

- If cancelling or acknowledging only Update status & Update Qty should be adjusted

- No other fields / rows should be updated or deleted; this will cause the file to fail

- Nested list in Update Status & Carrier fields must be used

- Once file has been updated, save in same format (different name can be used), then upload.

PO	Order	Ecommerce NO	Qty	Requested Carrier Method	Update Status	Update Qty	Carrier	Tracking Number
8875285086	9784356901	157170696	1	FedEx Ground				
8875285092	9784357879	157170734	1	FedEx Ground				
8875285019	9784354374	157169643	1	FedEx Ground				
8875284969	9784346755	157168774	1	FedEx Ground				

A	B	C	Y	Z	AA	AB	AC	AD
PO	Order	Ecommerce NO	Qty	Requested Carrier Method	Update Status	Update Qty	Carrier	Tracking Number
8875285086	9784356901	157170696	1	FedEx Ground				
8875285092	9784357879	157170734	1	FedEx Ground				
8875285019	9784354374	157169643	1	FedEx Ground				
8875284969	9784346755	157168774	1	FedEx Ground				

FedEx Transportation Escalations

Escalation Questions	DSV Response
DSV Name and Address (include 3PL name)	
Date of issue	
Samsclub.com/FedEx Account number used for 3rd Party Billing	
DSV Shipper of Record account number with FedEx (your own FedEx account number)	
Number of Samsclub.com packages in question with average dimensions and weight	
Did Vendor receive this forecasted volume from Samsclub.com DSV team? Y/N	
If Yes, did DSV have meetings with FedEx Express/Ground/Sales to review their entire (all-up) forecast and receive agreement (please provide specifics of agreement)	
If No, did DSV have meetings with FedEx Express/Ground/Sales to discuss peak and their entire (all-up) estimated volume (please provide specifics of agreement)	
Statement of FedEx issue related only to Samsclub.com volume. Are you tendering more volume per day than what was agreed to locally? ***Please note that all requests for additional volume must be submitted, worked, and approved through your local FedEx channels. Approvals/denials will be sent to you based on market capacity.****	
FedEx Express or Ground	
Who is your FedEx Sales Executive and what efforts have you made to resolve?	
Who is your contact with FedEx Ground/Express and what efforts have you made to resolve?	
Is this issue related to FedEx Express labels and tendering with the wrong date? If so, please seek FedEx Express volume approval FIRST before labeling any packages. All wrong- dated labels must be corrected before tendering to FedEx Express. FedEx Express reserves the right to return wrong-dated labels.	

Lead Time Management

Lead time Test (123456) ▾

Anywhere AR, (123456_1) Current lead time :3 days [Set Lead Time](#)

Request by	Request on	Requested Lead time	Status	Rejection reason by Vendor	Rejection reason by Admin
No lead time requests made in the past week					

Somewhere AR, (123456_2) Current lead time :1 day [Set Lead Time](#)

Request by	Request on	Requested Lead time	Status	Rejection reason by Admin
------------	------------	---------------------	--------	---------------------------

Lead time change request ✕

Requested lead time for (730486_1)

| days

[Cancel](#) [Submit request](#)

Shipping Calendar Updates

Ship nodes are automatically closed for:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Black Friday
- Christmas Day

If you have additional holidays that you need to have ship nodes closed, please email DSV support with your supplier number and the list of days you need closed.

Shipping Label Requirements for Collect

Return Address:

Samsclub.com Return Center
7826 Allison Ave
Indianapolis, IN 46268

REF = Purchase Order

Tracking Number that should be provided back
to Sam's either via EDI, API or Supplier Hub

From: 214-352-0300 Shipping Manager SamsClub.com 15510 Woodinville - Remond RD NE #E200 Woodinville, Washington - 98072	Ship Date: 4/17/2020 Actual Wgt: 0 LB8 CAD: 760308/FXR81607 Bill Third Party
TO: ANTONY NIEMELA 1440 BEAUMONT AVE A2 172 BEAUMONT, CA 92228 REF: 112616582	(407)256-8012 (US)
	
TRK# 1739 4116 6786	922:
9622 0850 3 (000 075 2616) 7 00 1739 4116 6786 	

3rd Party Billing Details For Collect

FedEx



817620485



888-746-7726



Bill To Address: Samsclub.com c/o US Bank
PO Box 3001
Naperville, IL 60566

LTL



For LTL you would use either Pilot or EFW.

For Pilot you will need to contact samsclubops@pilotdelivers.com. You will need to provide the following:

Shipper Name

Shipping address(es)

Email address, contact name, phone number

On whose behalf will you be shipping (who are we invoicing)

Pilot will provide instructions on billing and shipping.

For EFW please email samsclub@efwnow.com

Performance Program

Purpose

Order performance program was designed to enhance the Member experience by providing accountability for our suppliers

Expectation

99% On Time & In Full

- If either metric (OTS or Fill Rate) falls below 99%, all offending order will be assessed a penalty.
- Penalty Details are posted in Supplier Hub on the first of Every Month
- Suppliers will have 30 days from the time penalty details are posted in Supplier Hub to dispute charges before they are applied.
- After the 30-day dispute period is up, The penalty is final, and the supplier accepts the penalty.
- Funds are collected off open invoices

Performance Program Schedule

Late Orders

- 1 day late = \$10 or 3% of item cost, whichever is greater
- More than 1 day late = \$15 or 5% of item cost, whichever is greater
- Exceptions:
 - Carrier equipment constraints
 - Carrier not picking up
 - POs transmitted Late
- NOTE: For orders to be considered Ontime, tracking information must be received by the given Must Ship By Date

Cancelled Orders

- \$25 or 10% of item cost, whichever is greater
- Exceptions:
 - Member request due to buyer's remorse
 - Fraudulent Orders
 - Duplicate Orders
 - Errors due to Sam's systems issues
 - Invalid address where member did not respond to our correspondence
- NOTE: Penalties will not be waived for cancellations due to Member request for Late Shipping or Items Out of Stock

Disputing Penalties

SSH Monthly penalties ? Test (123456)


📅 Date created 10/01/2022
 📊 Penalty for Sep-FY'23 Canceled orders: \$142656.61 (4495 Items)
 Late shipped orders: \$3488.96 (249 Items)
 Total: \$146145.58 (4744 Items)
 📊 Penalty for Aug-FY'23 Canceled orders: \$66925.29 (1879 Items)
 Late shipped orders: \$12617.96 (678 Items)
 Total: \$79543.26 (2557 Items)
 📊 Penalty for Feb-FY'23 to Oct-FY'23 Canceled orders: \$653189.85 (20461 Items)
 Late shipped orders: \$73187.95 (3837 Items)
 Total: \$726377.80 (24298 Items)

Performance '23 Requests history Fill rate : 96.36% On-time shipping : 96.79%

Weekly metrics Item id 🔍 ⬇️


Monthly penalties

Item id	Item description	PO number	SO number	Penalty type	Cancellation date	MSBD	Actual ship date	Cost (Qty)	Penalty amount
<input type="checkbox"/> 389173	MM COPY PAPER PLT	7528763551	9891499834	Cancelled	09/21/2022	09/20/2022	-	\$19328.16 (12)	\$1932.81
<input type="checkbox"/> 980314166	HLL3290CDWB PRINTER	6378743086	9889283815	Cancelled	09/13/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/> 980314166	HLL3290CDWB PRINTER	8778720923	9889225593	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/> 980314166	HLL3290CDWB PRINTER	8778723481	9889263161	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/> 980314166	HLL3290CDWB PRINTER	7333526178	9889178534	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/> 980314168	MFCL2750DWB PRINTER	9278817849	10000757358	Cancelled	09/28/2022	10/03/2022	-	\$6413.08 (23)	\$641.30
<input type="checkbox"/> 980314166	HLL3290CDWB PRINTER	1678828174	10001281528	Cancelled	09/29/2022	10/03/2022	-	\$5680.80 (16)	\$568.08
<input type="checkbox"/> 990005570	EPS PRINTERET-5180	3528747668	9889326828	Cancelled	09/13/2022	09/14/2022	-	\$4581.84 (8)	\$458.18

 Date created
10/01/2022

 Penalty for Sep-FY'23
Cancelled orders: \$142656.61 (4495 Items)
Late shipped orders: \$3488.96 (249 Items)
Total: \$146145.58 (4744 Items)




 Penalty for Aug-FY'23
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[Sep-FY'23](#) [Aug-FY'23](#) [Requests history](#)

Fill rate : 96.36% ⓘ On-time shipping : 96.79% ⓘ

Items
4744 results

Item id   

	Item id	Item description	PO number	SO number	Penalty type	Cancellation date	MSBD	Actual ship date	Cost (Qty)	Penalty amount
<input checked="" type="checkbox"/>	389173	MM COPY PAPER PLT	7528763551	9891499834	Cancelled	09/21/2022	09/20/2022	-	\$19328.16 (12)	\$1932.81
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	6378743086	9889283815	Cancelled	09/13/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	8778720923	9889225593	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	8778723481	9889263161	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	7333526178	9889178534	Cancelled	09/11/2022	09/14/2022	-	\$15977.25 (45)	\$1597.72
<input type="checkbox"/>	980314168	MFCL2750DWB PRINTER	9278817849	10000757358	Cancelled	09/28/2022	10/03/2022	-	\$6413.08 (23)	\$641.30

Total: \$146145.58 (4744 Items)

Total: \$79543.26 (2557 Items)

Total: \$726377.80 (2429 Items)

Sep-FY'23 Aug-FY'23 Requests history

Fill rate

Items

4744 results

Item id ▾

Enter an item id

Item id	Item description								
<input checked="" type="checkbox"/>	389173	MM COPY PAPER PLT							
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER							
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER							
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER							
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	7333526178	98891785		09/14/2022	-		
<input type="checkbox"/>	980314168	MFCL2750DWB PRINTER	9278817849	100007573		10/03/2022	-		
<input type="checkbox"/>	980314166	HLL3290CDWB PRINTER	1678828174	10001281528	Cancelled	09/29/2022	10/03/2022	-	

Exclude Items

This will exclude all selected items from penalty calculation with common (below) reason. Please make sure it's correct and same for all items.

Reason for exclusion

- Member Request
- System Error
- Carrier Delay
- Invalid Address
- Other

Exclude Items



This will exclude all selected items from penalty calculation with common (below) reason.
Please make sure it's correct and same for all items.

Reason for exclusion

Other



Description

Demonstration

13/255

Cancel

Submit

Managing Ship Nodes

Test

3 shipnodes

Offboard this supplier Create a shipnode

Deerfield, IL (29579_3)	Deactivate Edit
TEMPLE, TX (29579_2)	Activate Edit
Deerfield, IL	Activate Edit

Fulfillment

Order fulfillment

Lead time

Supplier management

← Create a ship node in |

Cancel

Create

ADDRESS

Address Type*	<input type="text" value="US Business Street"/>
Street address*	<input type="text" value="123 Anywhere St"/>
Apt, Suite, Unit	<input type="text"/>
City*	<input type="text" value="Somewhere"/>
State*	<input type="text" value="Arkansas"/>
Zipcode*	<input type="text" value="12345"/>
Country*	<input type="text" value="USA"/>

OPERATIONS INFORMATION

Working days

<input type="checkbox"/>	Sunday
<input checked="" type="checkbox"/>	Monday
<input checked="" type="checkbox"/>	Tuesday
<input checked="" type="checkbox"/>	Wednesday
<input checked="" type="checkbox"/>	Thursday
<input checked="" type="checkbox"/>	Friday
<input type="checkbox"/>	Saturday

Local cut-off time*

Lead time

You may request a change to the lead time from the Lead Time Management page, found in the sidebar.

LOCAL SUPPORT CONTACT

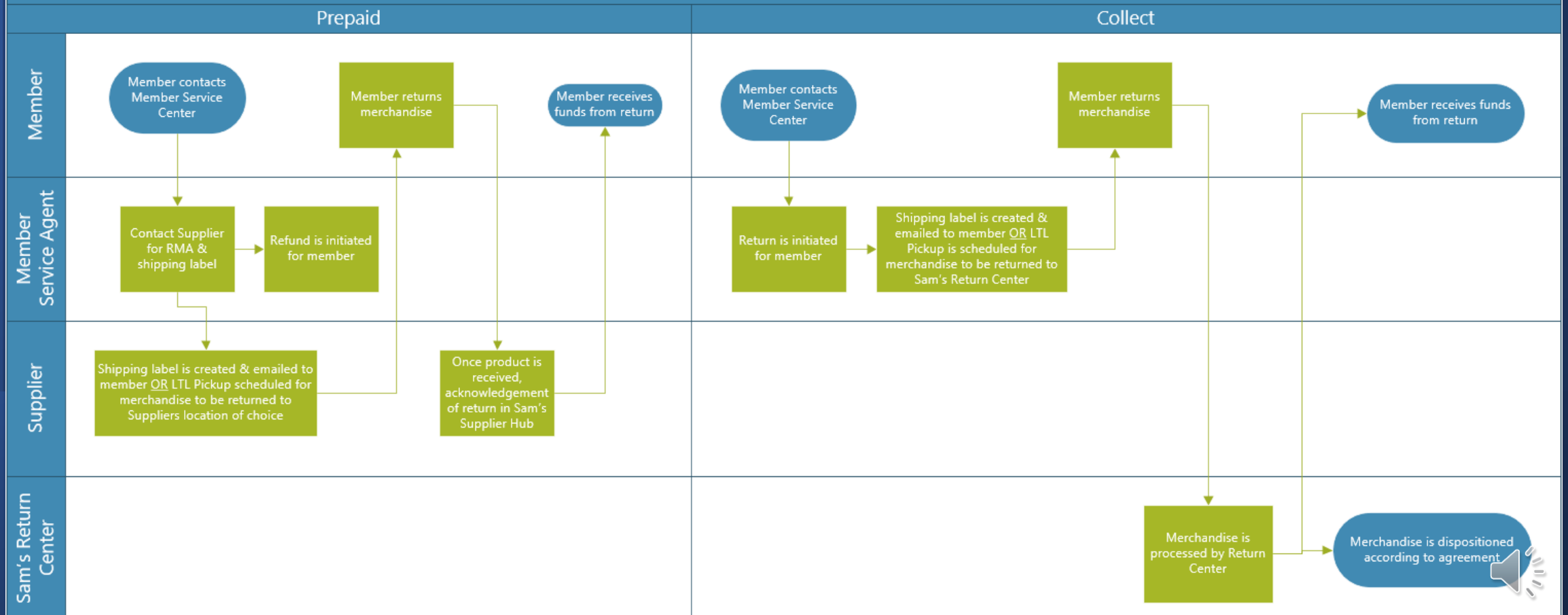
This contact is someone who works at this ship node location and can address issues at this location. Only SamsClub.com associates will contact this individual.

Name*	<input type="text" value="John Doe"/>
Role*	<input type="text" value="Manager"/>
Email*	<input type="text" value="Johndoe@email.com"/>
Office number*	<input type="text" value="555-555-5555"/>
Extension	<input type="text"/>
Mobile number	<input type="text"/>

- You must fill out the Name, Role, Email, and Office Number Fields.
- Do not use a country code in the Phone Number
- Extensions can only be 4 digits

Returns Process

Returns Process for Prepaid Suppliers



Common SCAC Codes

How carrier is transmitted in the EDI 850	How the method is transmitted in the EDI 850	SCAC to return in the EDI 856	Service Code to return in the EDI 856	What the Service Code represents
FEDEX DSV WKDY	SE	FDEG, FEDX	SE	2nd Day
FEDEX DSV WKDY	CG	FDEG, FEDX	CG	Standard Business
FEDEX DSV WKDY	SG	FDEG, FEDX	SG	Standard Residential
FEDEX DSV WKDY	ON	FDEG, FEDX	ON	Next Day
FEDEX DSV SAT	SG	FDEG, FEDX	SG	Standard Residential
FEDEX DSV SUN	SG	FDEG, FEDX	SG	Standard Residential
AIT WORLDWIDE LOGISTICS	R5	AITWL	R5	Threshold Business
AIT WORLDWIDE LOGISTICS	DS	AITWL	DS	Threshold Residential
EFW DSV	R5	EFWD	R5	Threshold Business
EFW DSV	DS	EFWD	DS	Threshold Residential
Pilot	R5	PAAF	R5	Threshold Business
Pilot	DS	PAAF	DS	Threshold Residential

Important Notes:

- The Carrier's name is sent in the 850, the 856 must contain the SCAC code(s) listed above, or the file will fail.
- Because all FedEx SCAC codes point to the same FedEx tracking URL, we recommend choosing only one for all FedEx shipments.
- Packages must be shipped with the same carrier and service level that is on the EDI 850 PO.
- If you must change the carrier from small parcel to LTL (Dims are incorrect or multiples of a single unit), then you must change the service level as well to DS or R5, ones associated with an LTL carrier. If not, the ASN will fail.
- If an order is greater than 50 units AND greater than 38 cu ft. The order will change from Small Parcel to LTL

Samsclub.com DSV Contacts

DSV Support Division Contacts

- TEO & CHAW: ARVIND AYYAGARI - Arvind.Ayyagari@samsclub.com
- HATS: Ashlee Appleton - Ashlee.Appleton@samsclub.com
Richard Branam - Richard.Branam@samsclub.com
- F&B: Aaron Peterson – Aaron.Peterson@walmart.com

- ▶ Samsclub.com DSV Support DSVSUP1@samsclub.com
 - ▶ Onboarding questions or support
 - ▶ Shipping Calander Updates
 - ▶ First Level EDI support
- ▶ DSV Office Hours Wednesdays 1:30 PM Central
 - ▶ [DSV Office Hours Link](#)
- ▶ IDM Office Hours Mon – Fri, 1-3PM CST
 - ▶ [IDM Office Hours Link](#)
 - ▶ No Passcode
- ▶ Retail Link Help Desk (479-273-8888)
- ▶ EDI Help Desk (479-273-8888)
 - ▶ [EDI Help Desk Ticket Link](#)
- ▶ Global Business Services (888-499-6377) or [GBS Ticket Link](#)
- ▶ Sam's Supplier Hub ([Sam's Supplier Hub Link](#))
- ▶ Sales Tax Operations (taxflags@walmart.com)
 - ▶ Resales Tax Certificate assistance

Questions?