

## Electronic Product Codes (EPC) – Helping Walmart Help Customers and Suppliers

Customers around the world trust Walmart to deliver the products they want at a price they can afford. As part of our commitment to helping people save money so they can live better, our company is committed to Electronic Product Codes, or EPC, as a leading edge technology that helps us improve the shopping experience for Walmart customers and Sam's Club members.

At Walmart, we listen closely to our customers and members and know they are concerned about privacy issues. That is why we are committed to being transparent about how and why we use EPC technology.

### What is EPC?

Simply put, it is an electronic version of a bar code, but with greater capacity. An EPC label provides specific data about a product like color, size or a model number. Using the same type of technology that allows you to unlock your car with a remote or to pass through a toll booth without having to stop, each individual pallet, case or item can be labeled with a unique number that enables us to make sure the products our customers want are in stock and available for purchase. These numbers also indicate what the product is, where it was made and, in the case of products where freshness is concerned, when a product might expire.

### How Does EPC Improve the Shopping Experience?

We know that saving time is as important to our customers as saving money. Using EPC helps improve the efficiencies at our stores – making sure the right products in the right quantities are shipped to the right store and helping to ensure those products are on the shelf when customers want to buy them. Our vision is that EPC technology can enhance customer service, making it better and faster – including faster checkouts and more convenient product returns. Because EPC allows us to look at the total inventory in our store, it also helps us identify recalled products and prevent theft.

### How is EPC Good for Walmart and Sam's Club Suppliers?

The largest suppliers to Walmart and Sam's Club – representing roughly two-thirds of our sales volume – are enjoying the benefits of EPC at some level. Many suppliers, both large and small, see EPC as an investment in their business, helping to make them more efficient and providing an opportunity for increased sales. They can even do real-time monitoring of product availability in the stores.

### What Does the EPC Label Tell Walmart About Me?

Our company is committed to safeguarding the privacy of our customers and members. Walmart and Sam's Club use EPC technology to locate products through the supply chain process and inside the stores and clubs. EPC labels do not contain, collect or send any personal information.

### How Do I Know if an Item is EPC Labeled?

Walmart and Sam's Club are charter members of EPCglobal ([www.aboutepc.org](http://www.aboutepc.org)), an organization that advocates and subscribes to the highest standards for EPC and Radio Frequency Identification usage. Walmart has asked its suppliers to clearly display the EPCglobal symbol (shown at right) on every item that contains an EPC label.



Look for  
this symbol

Walmart and Sam's Club are currently testing EPC technology in many of the company's more than 4,250 locations in the U.S. Customers are free to remove and discard EPC labels after making their purchase.