



Walmart Terminology and Acronyms Listing

The purpose of this list is to provide a convenient source for some basic terms, abbreviations, acronyms, and phrases used at Walmart. It is not intended to be comprehensive, but rather offer ready identification of some of the more frequently encountered terminology.

A

Action Alley	Sales area of the store encountered immediately upon entrance from vestibule. (note: this terms pre-Race Track configuration)
Advance Ship Notice	Used by DC's to pre-receive merchandise
Air Stacking	Supercenter process of altering back and forth the stacking of cases to allow airflow between cases.
Assembly	A method by which stores replenish basic merchandise. Normally orders are in cycles, i.e. orders are placed every two to four weeks. The stores and quantities are consolidated and an Assembly Type Purchase Order is generated automatically by the system, providing a purchase order with store distribution to the supplier.
Assembly Order (AO) (33)	This means merchandise is not stores in a WMDC. It is ordered directly from the supplier and received in the store by one of two methods and can take up to three weeks to arrive at the store. See Assembly Distribution (AD), and Assembly Ship and Bill (AS) for details.
Assembly Distribution (AD)	Merchandise that the store orders directly from the supplier which then sends to the WMDC, then the WMDC processes the order, separates it and distributes it to the stores.
Assembly Ship and Bill (AS)	Merchandise that the store orders directly from the supplier who then ships it directly to the store that placed the order and bill the store directly.
Asset Protection	A Walmart Division responsible for the reduction of inventory shrinkage.
Assistant Store Manager (ASM)	Management position third to the facility manager and second to the shift manager. Facilities may have more than one assistant manager.
Assistance Strips	Required Topstock shelf strips that reads "Ask for assistance with Items on the Top Shelf"

B

Backstock	Merchandise held to replenish the sidecounter.
Be a Merchant (BAM)	A screen on the SMART or handheld terminal used by store associates to correct inventory/merchandise exceptions such as negative on hands, NOF's, etc.



Bean Flip	Item specific signing to draw attention to the product. (Rollback, etc.)
Beginning On-Hand (BOH)	This is the quantity of an item in the perpetual inventory (PI) system prior to inventory totals or on hands being changes.
Breakpack (BP)	A carton received in the warehouse with two or more inner cartons that can be broken down and shipped in the stores.

 **C**

Case Pack (CP)	Merchandise shipped in full cases. Cartons cannot be broken into smaller cases.
Central Claims (Return Center)	Central point set up for stores to return damaged and defective merchandise for return to authorized suppliers.
Claims Guide (CG)	A guide used to assist store associates with processing damages/recalled merchandise claims.
Coaching by Walking Around (CBWA)	The largest element of informal communication at Walmart. Managers walk through their facility/department daily just to visit with associates and get a feel how things are going.
Code Blue	Used in store to alert associates of a bomb threat.
Code Red	Used in store to alert associates of a fire.
Communication and Action Merchandising (COMAC)	A message sent to the store associated from the home office, giving special instructions on particular items of merchandise.
Co-Manager	See Shift Manager
Comp Store	Stores open at least 13 months prior to February 1 of each year.
Compactor	Machine used to only compact trash.
Cooler Rotation	Method of moving and locating product in cooler to ensure first in/first out.
Cost Departments	Supercenter meat, del, bakery, and seafood department. Inventories are done by cost and not retail as in the GM departments.
Courtesy Desk	Desk and cash register facility located at the front of each store where customers can return or refund items and use financial services products. (i.e. money orders, bill pay etc.)
Cross-Merchandise	Merchandising items together from two different departments. (e.g. Merchandising general merchandise with food items, and iron with spray starch, etc.)
Customer Count (CC)	The number of customers visiting a Walmart store based on the numbers of transactions make through the registers.
Customer Inventory Flow Process (CIFP)	Tools and processes that improve the merchandise flow from the backroom to the sales floor.
Customer Value Price	Program used in stores to reduce the price on items that may sell at a reduced price. The option is assigned by job code to specific departments such as live plants, lawn & garden bagged goods, floral, and fresh departments

* D

Deleted (DEL)	A staple stock item that is no longer to be carried by Walmart. There should be no inventory on a deleted item. If an order is placed, "DEL" appears.
Direct Store Delivery (DSD)	Merchandise delivered directly to the facility from the vendor via a 3 rd part carrier.
Distribution Center (DC)	A facility in which merchandise is shipped to from a vendor then distributed to other facilities.

* E

Eaches	Within the GDSN packaging hierarchy, "each" is the term used for the base unit of any product's packaging. In retail, this is the actual consumer unit that is scanned and stocked on store shelves. For instance, if a company sells and ships wall plates, an "each" refers to one of those wall plates.
Every Day Low Price	Walmart's everyday low price.
Endcap	Fixture located at one or both ends of a gondola fixture.
Event Tags	Tags placed on merchandise in the stockroom with date and event to let associates know when it needs to go to the sales floor to be stocked.

* F

Facing a counter	Arranging merchandise on a fixture's first few rows so that it is displayed neat and orderly with no "empty" spaces. Also referred to zoning.
Fast Track	Clear shelf to hold price labels
Field Project Manager (FPM)	Walmart Store Planning lead overseeing remodel projects.
Field Project Supervisor (FPS)	Walmart Store Planning lead supports Field Project Manager.
Fineline	Grouping together of like merchandise within a subclass. Subclasses are broken down into two or more finelines.) Example, if the subclass of an item is dress shirts, the various finelines could be long sleeve print, long sleeve solid, short sleeve print, short sleeve solid, etc.)
First in First Out (FIFO)	Refers to the order in which product is brought out to the sales floor and merchandised in a freezer/backroom and placed on the counter for sale. Usually related to the date codes on perishable product.
Fiscal Year	Twelve-month period the company operates in for accounting purposes. Walmart's fiscal year runs from February 1 to January 31.

Flagging	Process of sticking price labels at an angle out of fast track while setting a modular.
Four Way	Four sided fixture for displaying merchandise.
Freshening	A process used to improve the appearance and retain the quality of displayed produce. Trimming, cleaning, use of water and ice. This takes place inly in back room work area.

G

General Office (GO)	Walmart corporate Office. See Home Office
Geographical Business Unit (GBU)	Walmart U.S. is aligned into 3 geographic business units, Walmart West, Walmart South, Walmart North, bringing together individual organizations; operations, real estate, merchandising and supply chain to be ONE team.
Giraffe Shelves	Topshelf shelf used when standard 16" shelf cannot be installed. Typically used to capped the end of a gondola.
Gooseneck Navigational Signing	Navigational signage within aisle installed on top shelf to highlight specific category.
Guaranteed Sale	The manufacture agrees to but back any of their product that does not sell within a specified time.

H

Hardlines	A group or rea of departments within a Walmart store: departments 7 (toys), 9 (sporting goods) and 10 (automotive).
Highwall	Shelving above the modular located on a store wall.
Homelines	A group or area of departments within a Walmart store: departments 11 (hardware), 12 (paint), 14 (cooking & Dining), 15 (small appliances), 17(home décor), 20 (domestic goods), 21 (curtains & Drapes), 22 (bedding), and 71 (furniture & luggage).
Home Office (HO)	Walmart corporate office. See General Office.
H-rack	Apparel rack that is made up of two parallel hanging rods connected in the middle with a support.

I

Impact Items	Items that have a fast rate of turn, such as bleach, diapers, etc.
Impulse Items	Products purchases because of effective merchandising techniques. Not a demand item, but quality and display of product encourages shopper to buy. Usually not found on customer's shopping list.
Item Number	A seven or nine-digit number assigned to an item of merchandise the first time the merchandise is purchased. This is the Walmart identification number for the item carried in the store and through the computer system.

* K

Keep it Stocked (KIS)	A homepage menu screen on a handheld terminal or on the SMART screen under the Handheld Terminal option that lists various options for completing electronic merchandise procedures.
Kill Date	Term referring to the date fish and poultry products must be used within 14 days of this date.
Knee Knocker	Bread shelf in front of the service deli cases.

* M

Modular	A blueprint of a four-foot section of a gondola or fixture indicating to the associate the proper placement of the merchandise.
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* N

Neighborhood Market (NHM)	A division of Walmart designed to service customers with a large variety of grocery items, health and wellness area, and photo center.
Not of File (NOF)	Items not found in the item file system.

* O

ONE Team	A structure that is designed to provide opportunities to develop and grow the talent in our associates so they can achieve that most out of all Walmart resources.
OnHand (OH)	The total quantity of an item in the store. This includes on the counter and stockroom totals.
Open Orders	Purchase orders not yet received.
Open Price Point (OPP)	The lowest price in a category or subcategory. The OPP should be the best VALUE (price and quality).
Over the Counter (OTC)	Term used in the pharmacy for items sold on sidecounter and without a prospection.
Out Sheets	Merchandise that is out of stock in the warehouse. Indicates items should be reordered on the next order cycle.
Out-of-Stock (OOS)	Items empty on a sidecounter. Must have an out-of-stock label applied to shelf.

 P

Perpetual Inventory (PI)	System used to track inventory.
Pick List	Helps determine the quantity of an item needed to fill the space provided on the sales floor.
Point of Purchase (POP)	Applied to special displays, promotional materials and is used to feature items on the sales floor.
Point of Sale (POS)	Products ordered at the point of sale on a register instead of manufactured ordered.
Pretty Darn Quick (PDQ)	Merchandise is received in displays making the merchandising of items easy to displays and zone. Commonly found on gondola endcaps and four ways.

 Q

Quick Reference (QR)	A reference tool with the most necessary key points need to complete a process.
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 R

Race Track	Term used to refer to a store layout by which the primary traffic flow is routed around the outside dimensions of the store area. This differs significantly from the more traditional Action Alley store design where primary traffic aisles run from the front to rear of the store.
React Number	None-digit item number identifying fashion merchandise in Apparel. Breakdown is as follows: 1 st two digits= Department Number, 2 nd two digits= Subclass Number, final 5 digits=Randomly assigned by the computer.
Rocket Cart	A rolling cart supplies with a retractable shelf that is used by backroom inventory associates to load and transfer merchandise to the sales floor to stock.

 S

Seasonal	A group or area of departments within a Walmart store. Departments 3/73 (stationary/office), 16/56 (outdoor living/horticulture), 18 (seasonal), 19 (fabrics/crafts), 67 (celebration)
Senso Labels	Adhesive price tags affixed to merchandise with a pricing gun. One of several ways Walmart merchandise is priced.
Shelf Pack	A package designed which dispenses products from a display shelf.

Shelf Talker	A four-foot strip placed on the front of the shelf to inform customers about a specific product.
Shift Manager	In the ONE team structure, this position is between the facility manager and assistant manager. This position is responsible for duties outlines by the facility manager and the development of assistant managers.
Sidekick	Merchandise displayed on the side of an endcap.
SMART System	The acronym for Store Merchandise through Applied Retail Technology, Walmart's store level computer system that communications with the home office system.
Specialty Group	A group of departments within the company that include radio grill, TLE, jewelry, pharmacy, shoes, and optical.
Stackbase	Used to display boxed, pallet or bulk merchandise.
Staging Area	Area in the backroom where pallets or merchandise are held until they are processed.
Standard Operating Procedure (SOP)	Fixed instructions of steps for carrying out usually routine operations.
Stock Keeping Unit (SKU)	A retailer-defined coding system used to distinguish individual items within a retailer's accounting, warehousing and point-of-sale systems.
Store Division	Specific number assigned each Walmart store division, such as jewelry, pharmacy, or tire center.

* T

Telxon	Brand name of handheld computer device used to order merchandise in a store. Also called a 960 and handheld terminal.
Ten Foot Attitude	When an associate comes within then feet of another associate or customer
Tires, Batteries, and Accessories (TBA)	An area of the store which sells tires, batteries and other automobile accessories, but does not service automobiles.
Tire Lube Express (TLE)	An extended garage area of a Walmart store where automobiles can be serviced by associates experienced in automobile mechanics. Store that do not have this area are referred to as Tires, batteries, and Accessories (TBA).
Trait	A characteristic of an item or store.

* W

WACO	Walmart Approved Corrugated Organizer used to house loose product on top stock and in back room.
Warehouse (WH) or (WHSE)	Used on labels/reports to identify merchandise that is stores in a WMDC and when ordered, is delivered to the store via Walmart truck. Place on labels to identify the method of which the merchandise is ordered.

Walmart Distribution Center (WMDC)	A division of Walmart where merchandise is stored or separated and sent to stores via Walmart trucks.
Walmart Merchandising (WMM)	A division of Walmart that supports/manages the purchasing and placement of merchandise in Walmart stores.
Walmart Premarked Merchandise (WPM)	Walmart distribution of softlines merchandise.
WIRE	Walmart's Intranet – Walmart Information Resource Exchange

 **Z**

Zone Merchandise Supervisor (ZMS)	A non-exempt supervisor position in a designated area of a Walmart facility. Refer to job description/training plan for more information.
Zone Supervisor (ZS)	A non-exempt supervisor position designated area of a Walmart facility.
Zone Defense	Term used to refer to the straightening and facing of store merchandise. This activity is conducted periodically throughout the day, but is extra importance two to three hours prior to store closing.