



### The Future of Retail

Doug McMillon, President and CEO of Walmart, discusses his 3 predictions for the future of retail. What will shopping be like in 10 years? No one knows all the details (that's exciting!), but one thing is for sure: it will be very different than it is today.

[What are Doug's predictions?](#)



## Pamela Gaik

Pamela Gaik is a VP/DMM for Sam's Club, leading the Regional Buying, Wholesale Trading, Demo, and Roadshow teams. Pam has over 20 years of experience in the food and beverage industry. She has been with Sam's Club for 6 and a half years, starting as a Senior Manager in Private Brands and progressing to Director in Merchandise Solutions then Senior Director in Regional Buying.

In her current role Pam leads four diverse business areas to:

- Deliver regionally relevant merchandise via Regional Buying
- Provide specialty items via consignment in select clubs via Roadshows
- Sell truckloads of merchandise both domestically and abroad via Wholesale Trading
- Promote items in club via sampling to drive trial and repeat sales via Demos

Pam and her Regional and Roadshow buying teams work to identify smaller, diverse suppliers through regional sourcing events, trade shows, and online tools. These suppliers provide relevant products that help elevate and differentiate the merchandise at Sam's Club while often providing a connection to the rest of the community where a specific club resides.

### **Q. What makes a great supplier?**

A. A great supplier should seek to understand our business model before presenting an item. They should present their product while giving special attention to delivering: highest quality, lowest cost, impactful packaging and palletization, and a differentiated offering versus other retailers. They should also have an understanding of where their

product will sell (geographic, demographic, or other criteria should be taken into account) versus assuming an item belongs in all clubs.

**Q. Key learning/advice you might have for a women-owned business that is a new supplier to Walmart?**

A. Have a firm understanding of the buyer's expectations and your company's capabilities and don't overcommit. For smaller suppliers new to the club business, it's better to start slow in a fewer number of clubs before expanding. Also, open communication with your buying team is critical. Be proactive in communicating both the positive and negative messages.

**Q. What is a best practice you have seen a supplier demonstrate?**

A. Doing their homework to understand all the resources available to them at Sam's Club. For example, the best suppliers understand how to promote their products within Sam's Club and proactively plan with their buyers rather than waiting for direction.



### **Changes at Sam's Club**

Sam's Club recently announced changes to Jamie Iannone's organization and officially welcomed SamsClub.com into the Sam's Club organization. This resulted in some organizational changes in people and structure. By doing this, Sam's Club can give new opportunities to top talent and simplify the business.

[Want more detail?](#)



### A View from Walmart

Kathleen McLaughlin, Chief Sustainability Officer at Walmart and President of the Walmart Foundation, talks about how retailers are creating economic opportunity and value for stakeholders in the retail world. Kathleen asks: what does it take for a company to create true shared value?

[Hear what Kathleen had to say](#)



### Walmart Addresses Global Challenges

Walmart and the Walmart Foundation use philanthropy in combination with Walmart's business initiatives to drive systemic improvements in economic opportunity, supply chain sustainability, and community resilience. Walmart and the Walmart Foundation focus on

three priority areas that are particularly relevant to Walmart customers, associates and other stakeholders.

[What are the three priority areas?](#)

## Supplier Communication

### New Ways of Working



### New Ways of Working

There have recently been changes to the Replenishment organization. More background and context about this new model will be shared at the upcoming Supplier Growth Forum. Until then, we are providing you with some guidelines and material to review. Read the memo sent out to suppliers [here](#). Alternatively, you can download the document 'Supplier Communication: New Ways of Working' using the button below.

[What does the redesign look like?](#)



## Training Videos

The Walmart Supplier Administration team has created short training videos to cover key topics from replenishment and logistics to merchandising. Two topics we thought would be great to share with you are Instock and Assortment (click on the videos to learn more!)

- **[Instock](#)**: Learners will be able to calculate their instock and understand the importance of forecasting, settings and the supply chain.
- **[Assortment](#)**: Learners should be able to describe the inputs to an assortment and how an assortment may be adjusted to fit the local store or community.

[More Videos](#)



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Walmart Stores, Inc., 702 Southwest 8th Street, Bentonville, AR 72716-0310