



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: 4

Title:

Recommendation to Approve WalMart Online Ordering and Grocery Pickup through www.grocery.walmart.com

Presenter:

Chief Keegan – Police Department

Meeting: Liquor Control Commission

Date: May 15, 2017

Proposed Cost: \$N/A

Budgeted Amount: \$N/A

Not Budgeted:

Executive Summary (if not budgeted please explain):

The attached material from Walmart explains in great detail their corporate movement towards online ordering and pick-up via www.grocery.walmart.com. Although this concept and business practice is not yet permitted within St. Charles, the below mentioned liquor code does allow for this practice with City Council approval.

Staff has vetted this request and reviewed the attached material including Walmart’s safeguards against alcohol being delivered to minors or those impaired. Community Development has also reviewed our zoning code to ensure compliance.

Staff recommends approval of this concept with the aforementioned controls being instituted and implemented by both corporate Walmart and our St. Charles location.

Please see the attached liquor code language and the loose leaf handout from Walmart.

5.08.250 – Regulations Applicable Generally

17. Licenses – Curb/Drive-Through Service -No license issued under this chapter authorizes the sale, gift or delivery of alcoholic liquor utilizing curb service, drive-through window without City Council approval, or any other similar methodology unless said delivery is part of a catering package and the associated liquor order is made in conjunction with said food order or the alcohol delivered was purchased at the sales location and is part of a special order/special event delivery. All other such sales, gifts or deliveries are prohibited.

Attachments (please list):

WalMart Grocery Pickup Procedure

Recommendation/Suggested Action (briefly explain):

Recommendation to approve WalMart Online Ordering and Grocery Pickup through www.grocery.walmart.com

Global eCommerce Compliance

Online Grocery Pickup Procedure Guide

Placing Order

- Customer places order online through grocery.walmart.com
- Customer selects desired products and the timeframe/location for pickup
- Customer completes the order by supplying Walmart with payment information
- Walmart authorizes and holds the card information but funds are not transferred from the card



Where allowed by state and local law, customers can include alcoholic beverage product in their online grocery order through grocery.walmart.com.

All alcoholic beverage product item pages on grocery.walmart.com are flagged with a notification explaining the restrictions around purchasing this product.

If the customer checkouts with an alcoholic beverage product in their basket, this notification is displayed again at checkout and is displayed after checkout in the customer's order confirmation email.

Alcohol disclosure

Your order contains alcohol. Please read our policy before purchase.

GOVERNMENT WARNING: (1) According to the Surgeon General, women should not drink alcoholic beverages during pregnancy because of the risk of birth defects. (2) Consumption of alcoholic beverages impairs your ability to drive a car or operate machinery, and may cause health problems.

The sale of alcohol to minors is prohibited.

- At delivery or pickup, you must show a valid photo ID and provide a signature confirming that you are age 21 or over. Accepted forms of ID are: Driver's Licenses, State-issued Identification Cards, U.S. Passports, Military Identification Cards, U.S. Immigration Cards, Tribal IDs in specific states, or other similar government-issued IDs that are recognized with the state.
- No discounts, coupons or tax-exempt sales may be applied to alcohol.
- An order of alcohol totaling 20 gallons or more will not be allowed.

By clicking this box, you confirm that you are at least 21 years old and will not resell any alcohol you purchase.

Picking / Staging

- A store associate picks the customer's order from the store's sales floor
- Once picked, customer's orders are staged in the designated holding area at the pickup location

Per state and local laws, all associates picking alcohol are of the required age

When the order is picked and staged by store associates, all bags containing alcoholic beverage product are labeled with an "alcohol" sticker



Global eCommerce Compliance Online Grocery Pickup Procedure Guide

Dispensing / Completing Order

- When the customer arrives at the store they check-in and park in a designated area for order pick-up.
- A store associate brings out the order and reviews the manifest with the customer.
 - They review any substitutions, missing items, and allow the customer to inspect the order if they would like
- When satisfied with their order the customer signs a hand held device and authorizes payment on the credit card information provided at the time of order placement
- Walmart charges the customer's card for the full amount after the customer signature is recorded
 - If customer abandons the order we release the authorization on the card and put all items ordered back into the store's inventory



If a customer's order includes alcoholic beverage product, the store associate is prompted by their handheld device to request customer age and ID (*these are the same prompts that occur at the registers in the store*)

The customer is required to show valid ID (same as in store) and the associate is required to enter birth date into their handheld device (same as in store)

- If over 21, the order will be released, the customer signs, and the card is charged (*from here, this is the same process as above*)
- If the customer is under 21 or cannot provide a valid ID, **the alcoholic beverage products are removed from the customer's order**. The customer can sign for the remaining items and the card is charged for the amount (minus the cost of the alcoholic beverage products)