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## **A New Nightmare When Sweeping for Walmart: ‘Past Service Auditing’**

If you do work for Walmart, you should be aware the company has apparently contracted with AudiTec Solutions (Auditec), a firm tasked with clawing back money you’ve been paid over — reportedly — up to over the last three years.

First off, Walmart is a notoriously low payment account in the first place. Plus, they have structured requirements a contractor must follow in order to get paid: use of an app for log-in/log-out, GPS, sometimes photos. The company evaluates whether the contractor has followed the requirements; if not, then they don’t pay. Also, the manager has the option of a seven-day time period in which to assert the contractor did not do a good job and payment is held up and/or denied for that reason.

How it can be justified to come back later — much later — and assert that previous payments have been made erroneously and must be returned, is hard to fathom. This is especially true given the experience of the WSA member contractor who went through this process and who has provided us with the following info.

We are not identifying the contractor out of concern for possible retribution.

We’ll start our report on the ‘nightmare audit process’ with an email entitled ‘Walmart — Notification of Potential Finding.’ Here is the contents of that email, slightly modified, as indicated, to protect the contractor’s identity:

*“As you’re aware, the intent of the audit work is to verify adherence to billing terms. In the course of reviewing invoices paid to ‘Contractor’ during the audited period, Auditec identified possible instances of over-payment by Walmart totaling (over \$2,000; exact amount shielded for contractor security) for services invoiced, but not performed.”*

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*Auditec tested full population for sweeping services at Walmart and Sam's Club stores from the audit period for testing and validation. Each of these invoices were reviewed in Service Channel. The service Channel in/out logs were used to compare the number of service occurrences logged within a week to the number of service occurrences invoiced for that week.*

*"In performing this review, Auditec did identify instances where sweeping services billed for were not supported by the IVR records in Service Channel. Based on the sample reviewed, Auditec's current audit finding is that (@0.4%) of the sweeping services billed for are not supported by Service Channel, and thus not billable to Walmart. When this error rate is applied to all sweeping spend for the audit period, Auditec's current finding is that Walmart was billed (over \$2,000) for sweeping services not supported by Service Channel IVR.*

*"The next part of the process is for you and your team to review the initial findings and provide a response. Please use the hyperlink provided at the end of this email to view a summary of the claim findings and a spreadsheet with the tested invoices. If you disagree with the current audit findings, please provide a written response with supporting documentation for your response by either replying to this email or using the response feature in Claimsweb.*

*"If you agree with the audit conclusion, Walmart asks that you reimburse them for the overpayment by check or wire transfer. Instructions for remitting payment to Walmart are attached to this email."*

As may be seen, above, Auditec did a "sample review" and then applied that particular error rate to sweeping spend to extrapolate to an unspecified — but longer time period — audit scenario.

Plus, in all situations where the sweeper operator had been unable to log onto the app while onsite, all of the 'non-allowed' invoicing was done by submitting data that Walmart managers needed to confirm the company had swept on that date.

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## **Contractor Interview Narrative:**

We've had Walmart managers who want us to spend an hour-and-a-half on their properties. Then, when we tell them what Walmart corporate is willing to pay us, under \$50/sweep, they understand that we can only get the most important areas. We tell them they need to get their own people from inside to do some of the outside pickup.

We got a call from someone from AudiTec, who started by saying they were doing an audit and there were some days where we didn't work but Walmart paid. I told them this is how it works: if we clock in and out of the of the app, they pay us if we don't they don't pay us.

He said "Well, we're gonna send you this spreadsheet of the days that we feel that you did run, but yet got paid for."

I told them that on the rare occasions when the app wouldn't work and/or there was no internet service, we have the GPS showing we were there and so we go ahead and submit the invoice for that day. He said he'd send me a spreadsheet showing the days they thought we shouldn't have been paid, even though payment had been approved at the time with no complaints, etc.

When he sent the spreadsheet with specific days they "questioned and wanted reimbursed," it went back years. He actually suggested we had to go back years, not just months, and pull our GPS for those days.

I told him "Nobody can do that because GPS data doesn't last forever. And I am not going to keep it for you for over 300 days a year," because that was when we were doing five days a week. I said "I'm not going to keep that stored in my computer so that some day maybe somebody will come out of the blue like you did and want to audit payments that were approved months and years ago."



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His response: “Well, we need for you to pay the money back then.”  
Incredibly, they took \$2,300 from us and there was nothing we could do about it. These accounts are among our least profitable and now we’ve made even less; I say it’s crazy.

We’ve kept Walmart accounts because they’re central stops on our routes and we do make a little on them. And they’re one of the few who pay within 30 days.

We now continue to have trouble with getting service for the app. They say “just get on our store wifi. Well, half the time somebody has turned their wi fi off, or they've lowered latency for the night: whatever it is that they do we can't get on it. So what I have the drivers do if that’s the case is to take pictures. We also submit the GPS for each of those sweeps. The store checks off that what we have provided is sufficient and pays us.

But now the Auditec people are coming back with an audit. And if they don't like what was submitted for any particular sweep then they just say we have to pay back our earnings for those sweeps. It seems like that shouldn't be allowed but that’s what’s happening.

*If you have information you would like to add to this narrative, in order to assist other WSA members in dealing with Auditec, please send email to [director@worldsweepingpros.org](mailto:director@worldsweepingpros.org).*

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