From: Kyle Moring
Subject: Weights & Measures Complaint — Walmart Store #131 (Mount Pleasant, TX) — Missing/Torn TDA Consumer Information Sticker; Self-Checkout Device Issues
Date: October 6, 2025 at 12:24 PM
To: WeightsMeasures@texasagriculture.gov WeightsMeasures@TexasAgriculture.gov

KM

Good afternoon,

I would like to file a Weights & Measures complaint concerning Walmart Store #131, located at 2311 South Jefferson Avenue, Mount Pleasant, Texas 75455.

Issue 1 — Missing/Torn Consumer Information Sticker

At the self-checkout area, the scale at Register 29 displays a torn and illegible Texas Department of Agriculture Consumer Information Sticker, preventing customers from reading the device information. A photograph taken on October 6, 2025, at approximately 8:21 a.m. is attached.

Issue 2 — Persistent Technical/Mechanical Problems at Self-Checkout

I have repeatedly experienced and observed ongoing technical/mechanical issues at the self-checkout registers that appear to affect weighing and/or pricing accuracy (e.g., unexpected weight prompts, misreads requiring overrides, intermittent scanner/scale faults, and registers that have to be rebooted repeatedly). These issues have occurred consistently over the last several months, particularly at the self-checkout registers closest to the pharmacy (e.g., Registers 27 and 28).

Requested Action

Given the potential impact on weighing and pricing accuracy, I respectfully request that TDA initiate an inspection of the store's self-checkout devices and related weighing/pricing controls. Please notify me of the inspection results viaemail as soon as they are available.

Confidentiality Request

I request that TDA keep my identity confidential and not disclose it to Walmart Store #131 or its representatives. If records responsive to this complaint are requested under the Texas Public Information Act, please assert the informer's privilege and other applicable exceptions under Government Code § 552.101 (and related provisions) to withhold my identity. Please use my contact information solely for agency communications regarding this complaint.

Attachment: Photograph of the torn/illegible Consumer Information Sticker (October 06, 2025)

Respectfully submitted in good faith,

Kyle Douglas Moring

