



Walmart Business – Buyer User Onboarding Guide

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Welcome to the Buyer User Onboarding Guide for Walmart Business!

This guide is designed to provide you with step-by-step instructions on how to activate your account, add or edit delivery addresses, review payment methods, and understand your monthly spend and transaction limits. It will also guide you on how to make purchases for shipping, pickup, or delivery.

In addition, this guide includes information on how to download and use the Walmart Business app and Walmart Pay, as well as how to access customer support.

By following this guide, you will be able to efficiently manage your Walmart Business account, saving you time, money, and hassle!

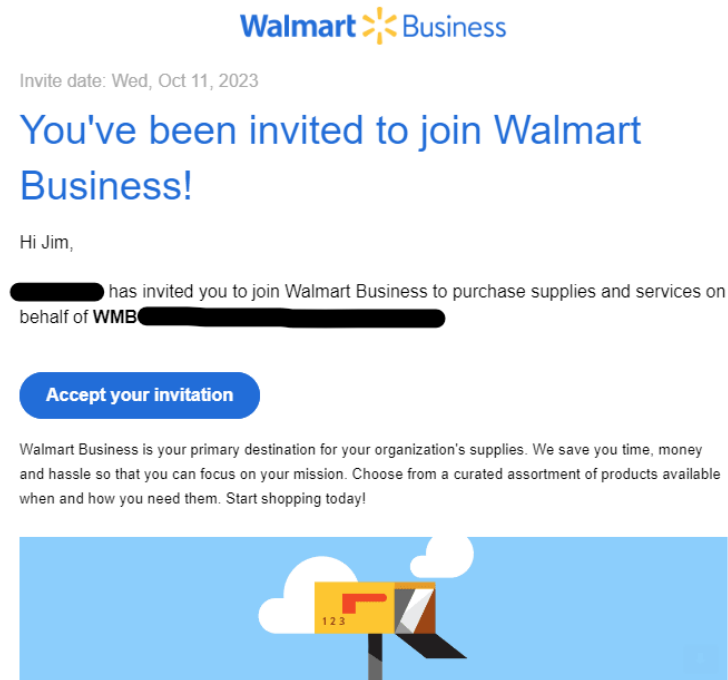
We hope this guide will be a valuable resource for you as you navigate your Walmart Business account.

- Walmart Business Onboarding Team

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Activating Your Account

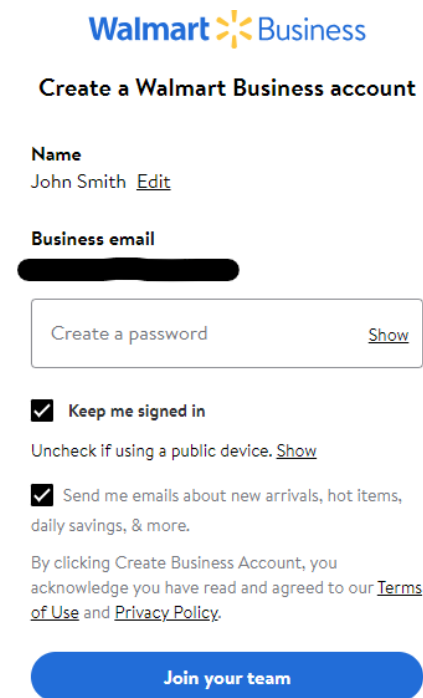
STEP 1



- Search your Email for an email with the Subject: "You've been invited to join Walmart Business"
- Select the "Accept your invitation" button

NOTE: If you accidentally deleted or cannot locate your email invitation, contact an Admin on your account to resend the email.

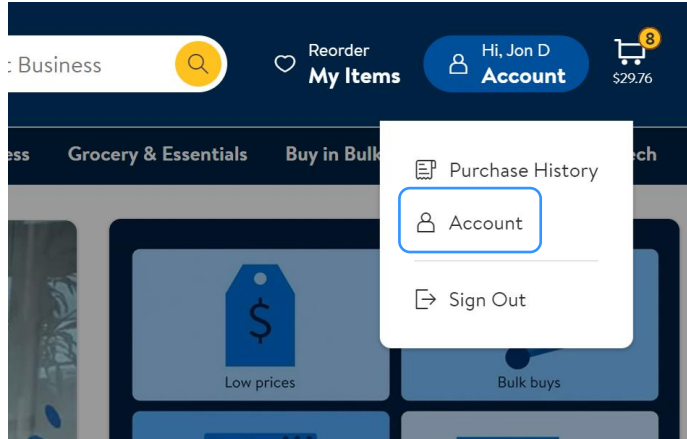
STEP 2



- Confirm the name listed on your invite
- Create a password

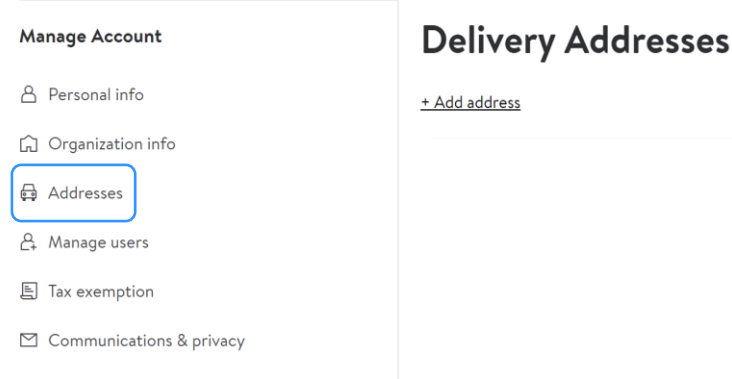
Add / Edit Delivery Addresses

STEP 1



- Hover over the “Account” button on the top right corner of the page.
- Select “Account” in the drop-down menu.

STEP 2



- On the Account Settings page, select “Addresses” on the left-side menu under the “Manage Account” Section.
- To Add New: Select “Add Address”.

STEP 3

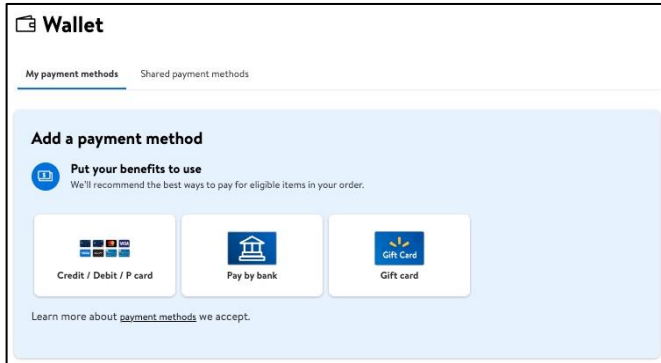
A screenshot of the 'Add Address' form. It includes a 'Phone number*' field, a 'Delivery notes' field with a placeholder 'Building description, nearby landmark, etc.', and a 'More delivery instructions' section with a checkbox 'Set as my preferred delivery address'. At the bottom right, there are 'Cancel' and 'Save' buttons. A character count '0 / 250' is visible next to the delivery notes field.

- Complete the required fields and include any necessary delivery notes.
- Check “preferred delivery address,” as shown above, if the new address is the preferred option.

NOTE: If you can't save your address because the suite number is invalid, please enter the suite number in the delivery instructions field instead.

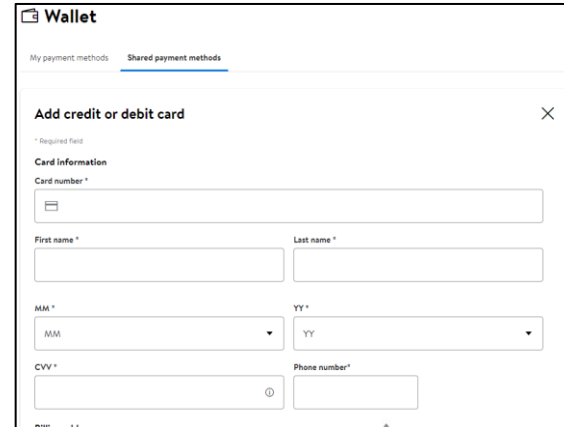
Wallet & Shared Payments

User-Specific



- User and account payment methods can be managed under the “Wallet” section in the Account Settings.
- Each user has access to a user-specific payment method, as well as Shared Payment Methods that are managed by the account Admin.

Shared Payment



- From the “Wallet” menu, navigate to the “Shared Payment Method” tab.
- Any shared payments added by the account Admin will be visible here.

Payment Methods

You can use any of the following to pay for your Walmart Business orders:

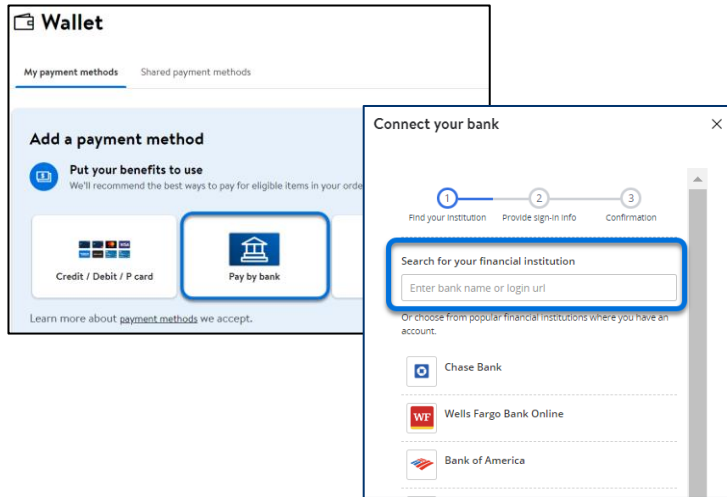
- Debit Cards
- Credit Cards*
- Gift Cards
- Capital On Walmart Credit Cards
- Purchase Cards (P-Cards)
- Pay-by-Bank/ACH/eCheck

*The Walmart Business site does **not** currently accept:

- Walmart Business Card
- Walmart Community Card
- Sam’s Club Private Label Card
- Purchase Orders (PO)
- Net30
- Invoices

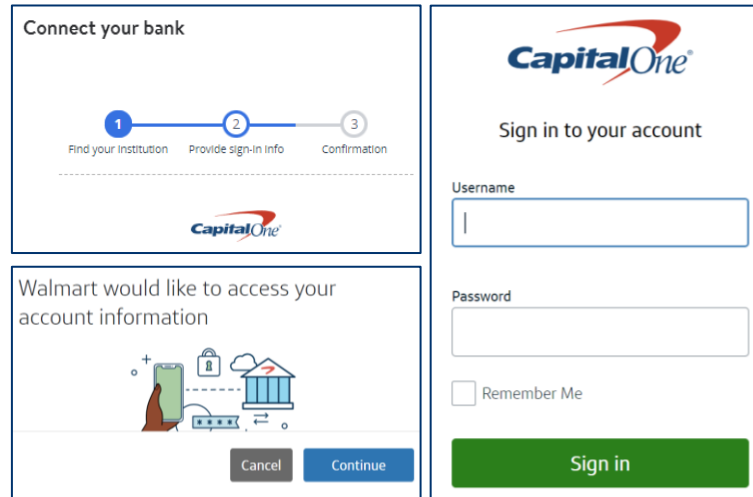
Adding Pay-by-Bank to User Wallet

STEP 1



- Navigate to the “Wallet” section of Account Settings.
- Click on the “Pay by bank” option to add as a payment method.
- Search for your financial institution or select from the options listed below.

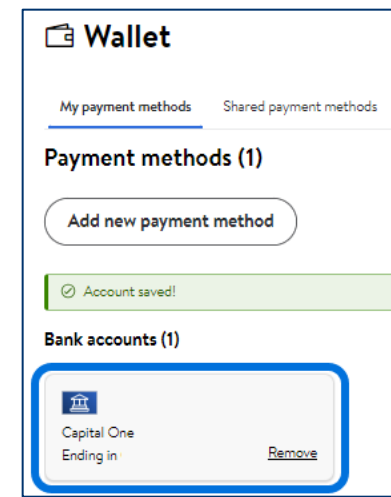
STEP 2



- Follow the onscreen prompts to provide the sign-in information to your selected bank.

NOTE: The images above will vary depending on your selected financial institution.

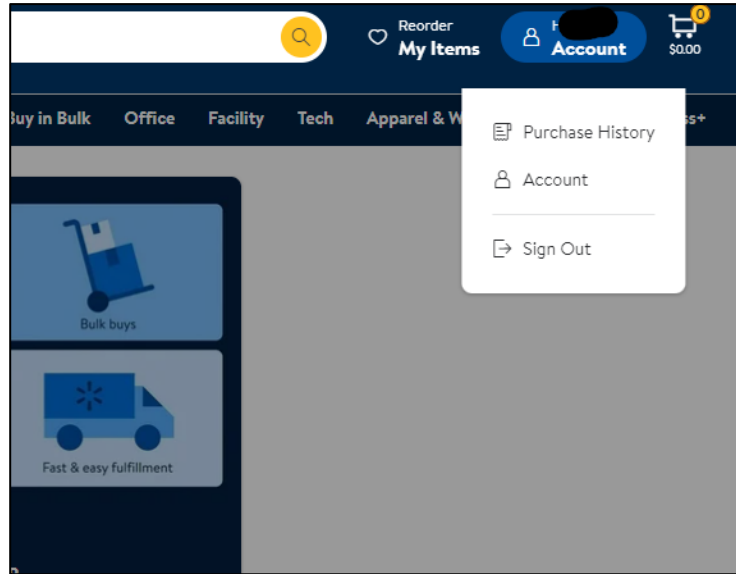
STEP 3



- Once your account is added you'll be redirected back to the “Wallet” section of Account Settings.
- The newly added bank account will now show under “Payment methods.”

Review Your Monthly Spend & Transaction Limits *(if applicable)*

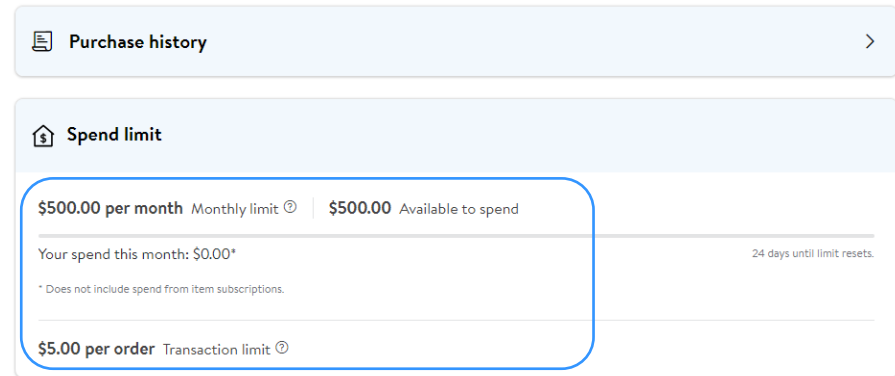
STEP 1



- Hover over the “Account” button on the top right corner of the page.
- Select “Account” in the drop-down menu.

STEP 2

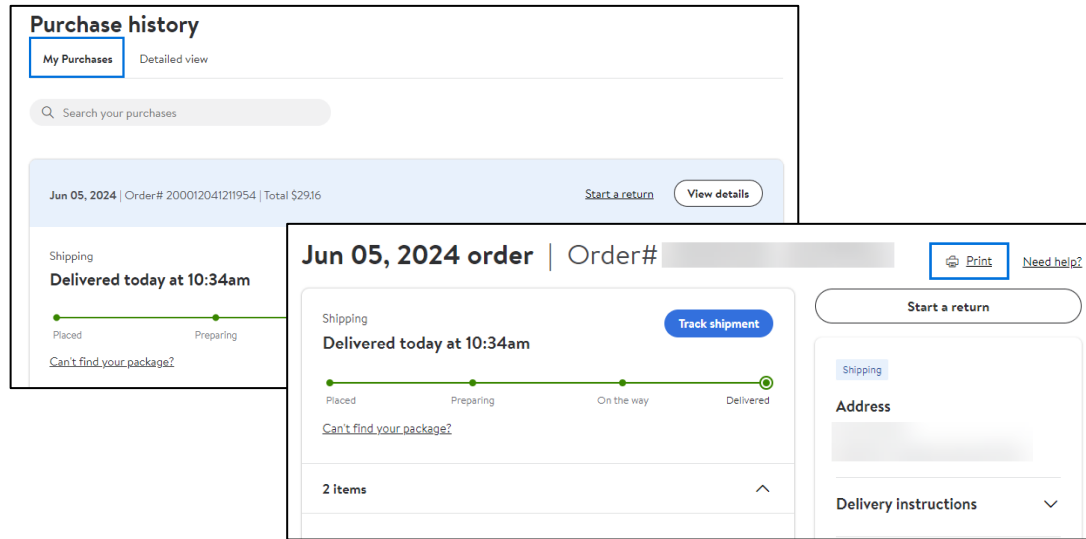
Welcome to your Walmart Business account



- Review your Monthly Spend Limit
 - Orders that exceed this limit will be sent to the account administrator for approval.
 - Balance resets on the 1st of every month.
- Review your Transaction Limit
 - Orders that exceed this limit will be sent to the account administrator for approval.
 - Balance resets on the 1st of every month.

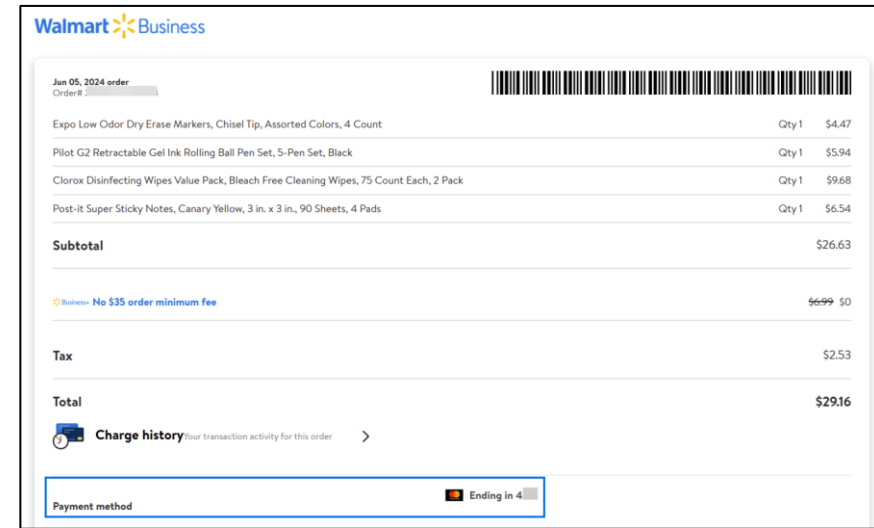
Accessing Receipts – My Purchases

My Purchases



- Navigate to the “**Purchase history**” section of Account Settings.
- Scroll to view past purchases.
- To view more details of a purchase, click the “**View details**” button in the heading of the desired purchase.
 - Additional details on this page include items purchased, total cost, **payment method**, and many more.
 - For a printer-friendly version of this page, click “**Print**” in the upper right-hand side of the page.

Print View



- The **printer-friendly receipt** provides a more condensed version of order details, including:
 - List of items purchased, quantity, and cost
 - Total cost including delivery and tax, if applicable
 - Payment method
 - If paid by credit card, the last 4 digits of the card used will appear

NOTE: Many users find it helpful to send a PDF copy of this receipt to appropriate persons for expense tracking/reporting.

Accessing Receipts – Detailed View

Detailed View

Purchase history

My Purchases **Detailed view**

Group ▾ User ▾ [Download](#)

Date ↓	Order #	Order type	Category	User	Group
06/05/2024	200012041211954	Regular	MULTIPLE		
05/29/2024	200012063734264	Regular	MULTIPLE		
05/17/2024	200012013059843	Regular	Home & Garden		
05/10/2024	200011876228356	Regular	Office		
04/09/2024	200011770372309	Regular	Office		-
04/09/2024	200011637768988	Regular	Office		-
04/08/2024	200011770050322	Regular	Office		-

Rows per page: 10

< Previous Showing 1 - 7 of 7 items Next >

- Navigate to the “**Purchase history**” section of Account Settings.
- Click on the “**Detailed view**” tab.
- From this tab a list displays with details of each purchase including date, order #, order type, category, total cost, payment, and status.
 - Orders from **all users** will appear in this view for **Admin users only**. Buyers will only see their own purchases.

Download Version

Purchase history

My Purchases **Detailed view**

Group ▾ User ▾ [Download](#)

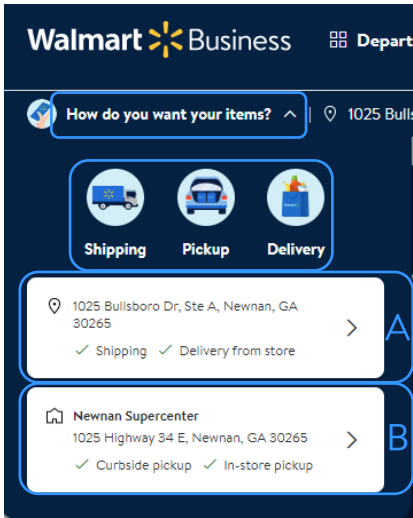
Date ↓	Order #	Order type	Category	User	Group
06/05/2024					

	A	B	C	D	E	F	G	H
1	Order #	Date	Category	Order type	User	price	Payment	Status
2	2E+14	6/5/2024	MULTIPLE	regular		29.16	MASTERCARD	DELIVERED
3	2E+14	5/29/2024	MULTIPLE	regular		38.23	MASTERCARD	DELIVERED
4	2E+14	5/17/2024	Home & Garden	regular		49.06	WMCAPITALMC	MULTIPLE
5	2E+14	5/10/2024	Office	regular		79.67	MASTERCARD	DELIVERED
6	2E+14	4/9/2024	Office	regular		0	MASTERCARD	CANCELLED
7	2E+14	4/9/2024	Office	regular		77.48	MASTERCARD	DELIVERED
8	2E+14	4/8/2024	Office	regular		77.48	MASTERCARD	DELIVERED

- The “Detailed view” tab features a “**Download**” button located in the upper right-hand side of the page.
- Clicking the “Download” button initiates downloading an **Excel version** of the purchase history list
 - In the downloaded version, Excel’s sort and/or filter functions are available.

Making a Purchase – Order for Shipping

STEP 1



- Using the drop-down menu in the navigation bar, select that you want to place an order for "Shipping."
- Address bar "A" shows your current shipping/delivery address.
- Address bar "B" shows the store that will be fulfilling your order.

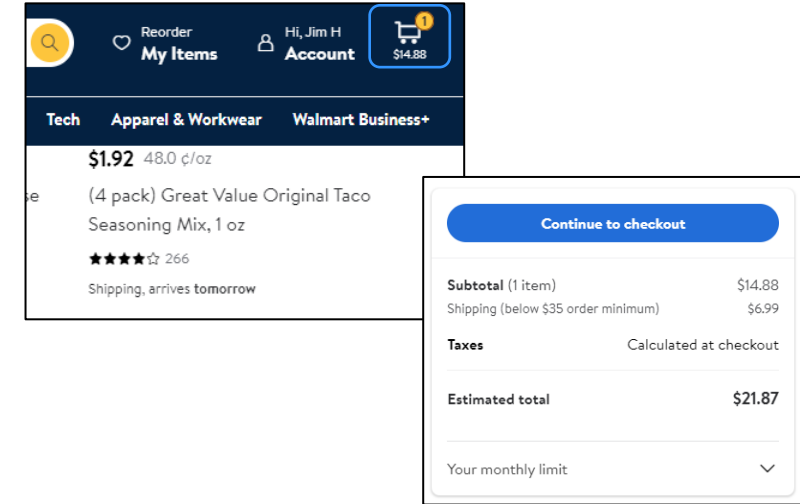
STEP 2



- Identify an item that you would like to purchase.
- Select the "Add" button to add the item to your cart.

NOTE: Some items may be unavailable for shipping. Shopping carts might include multiple fulfillment types with some items being shipped, and others available for pickup or delivery.

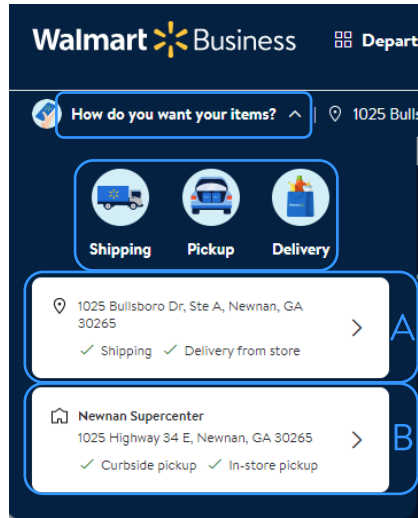
STEP 3



- Select the Shopping Cart icon when you are ready to complete your purchase.
- Review your items and select the "Continue to checkout" button.
- Review your selected delivery address and enter your payment method.

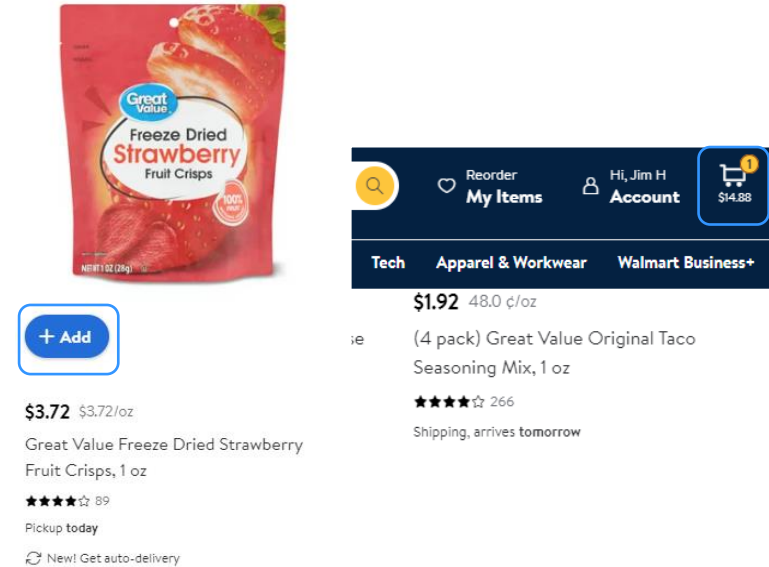
Making a Purchase – Order for Pickup

STEP 1



- Using the drop-down menu in the navigation bar, select that you want to place an order for "Pickup".
- Address bar "A" shows your current shipping/delivery address.
- Address bar "B" shows the store where you will pick up your order.

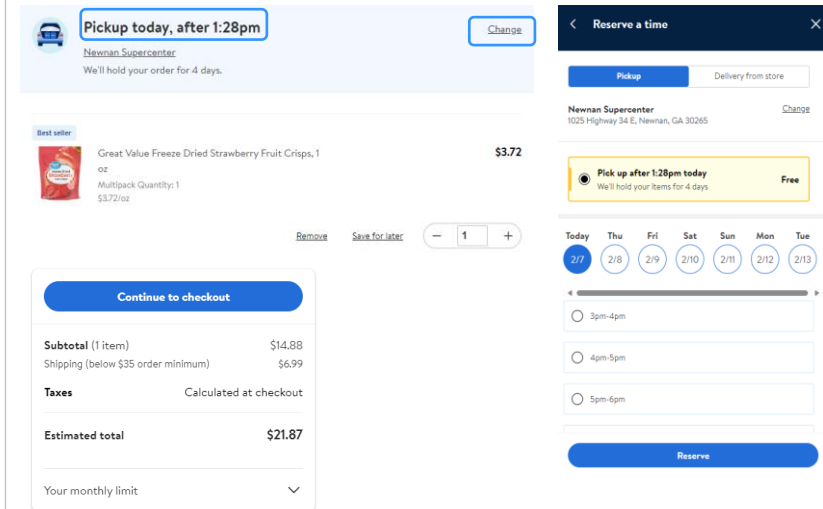
STEP 2



- Identify an item that you would like to purchase.
- Select the "Add" button to add the item to your cart.
- Select the Shopping Cart icon when you are ready to complete your purchase.

NOTE: Some items may be unavailable for shipping. Shopping carts might include multiple fulfillment types with some items being shipped, and others available for pickup or delivery.

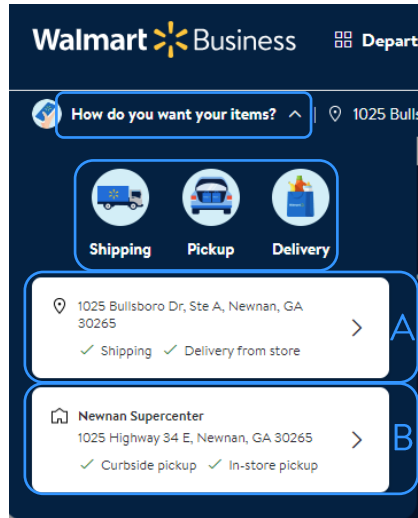
STEP 3



- Review the auto-selected pickup time. Select "Change" if you would like a different pickup date/time.
- Select "Continue to checkout".
- Review your order information and enter your payment method.
- Follow instructions in your confirmation email for pickup. You can also review the Step-by-step guide [HERE](#).

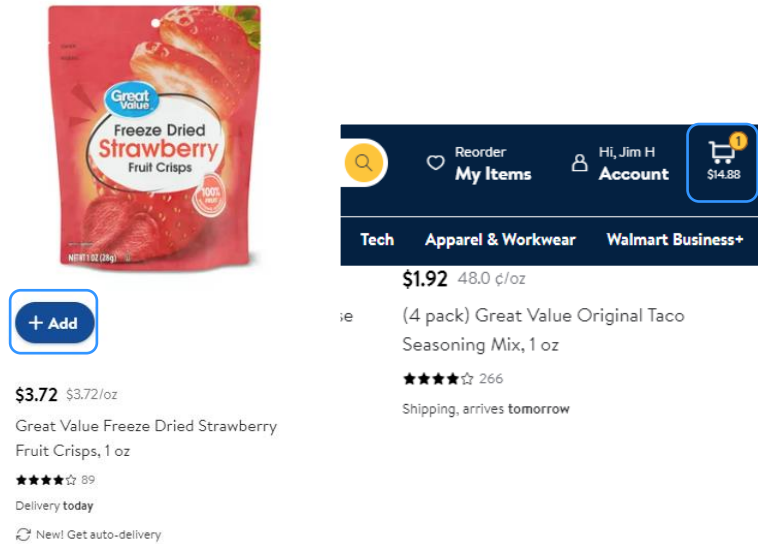
Making a Purchase – Order for Delivery

STEP 1



- Using the drop-down menu in the navigation bar, select that you want to place an order for "Delivery".
- Address bar "A" shows your current shipping/delivery address.
- Address bar "B" shows the store that will fulfill your order.

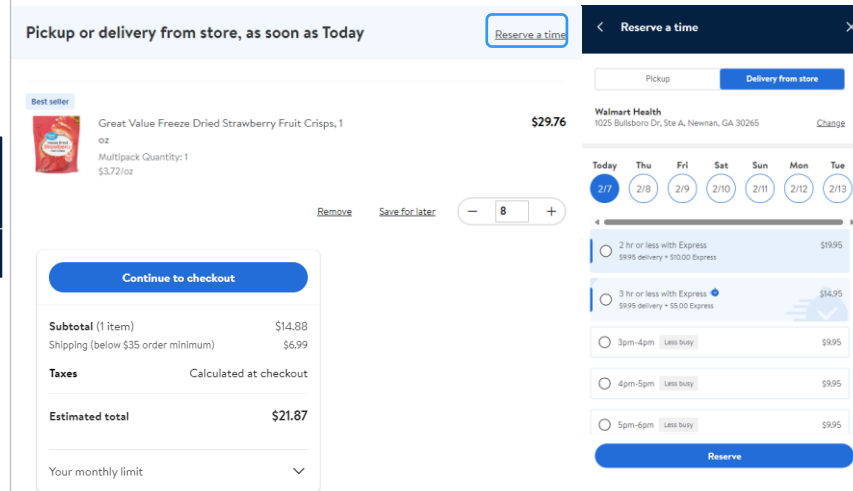
STEP 2



- Identify an item that you would like to purchase.
- Select the "Add" button to add the item to your cart.
- Select the Shopping Cart icon when you are ready to complete your purchase.

NOTE: Some items may be unavailable for shipping. Shopping carts might include multiple fulfillment types with some items being shipped, and others available for pickup or delivery.

STEP 3



- Select "Reserve a time" to schedule your delivery.
- Select "Continue to checkout".
- Review your order information and enter your payment method.
- Follow the instructions in your confirmation email to receive your delivery order. You can also review the Step-by-step guide [HERE](#).

Making a Purchase – In-Store

Overview

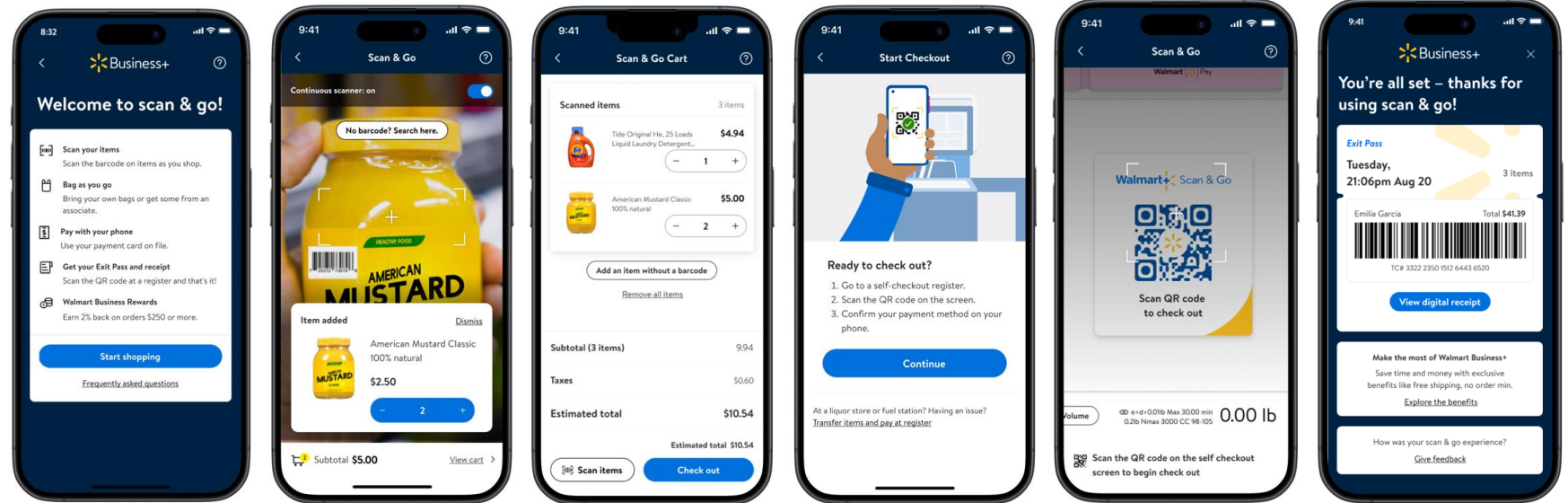
Walmart Business customers can easily make in-store purchases at any Walmart location.

- To **link** in-store purchases to your Walmart Business account, utilize the **Walmart Pay** feature within the **Walmart Business app**.
- You can find more information on the [Walmart Business app](#) and [Walmart Pay](#) within this guide by clicking the links above.

Tax Exemption (If Applicable):

- If your account has tax exemption status, in-store purchases made using Walmart Pay via the Walmart Business app will **automatically** apply your tax exemption.

Scan & Go (Walmart Business+ Only)



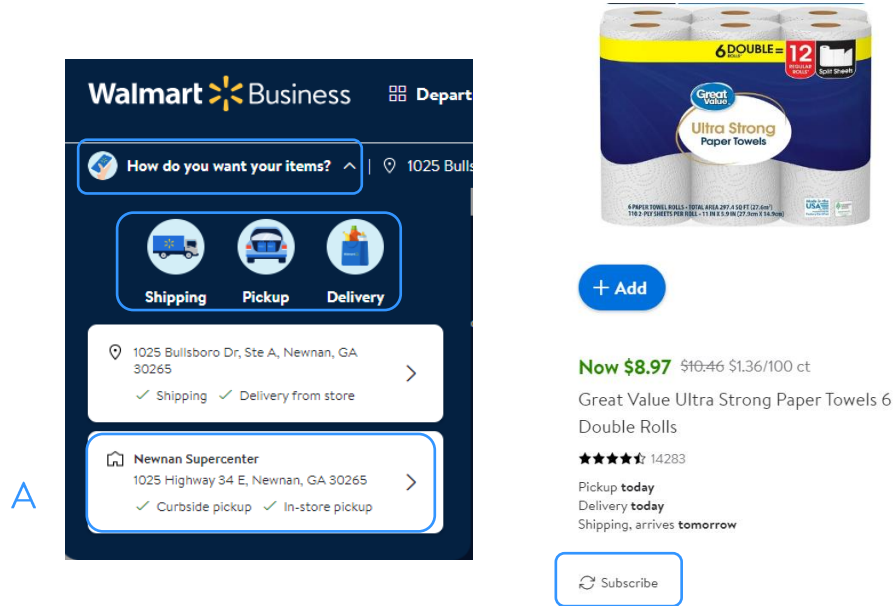
Walmart Business+ customers have the **option** to check out as they shop to make in-store shopping fast and contact-free.

How it Works:

1. Open the Walmart Business app when you're inside a Walmart Store
2. Select **Start shopping**
3. Scan an items bar code as you place it in your cart
 - You can adjust the quantity of the item in the app
4. When you're finished shopping, select **Review & Pay**
5. Head to the self-checkout and **scan the QR code** on the screen
6. Select the **payment method** you want to use from your Walmart Business wallet

Making a Purchase – Item Subscriptions

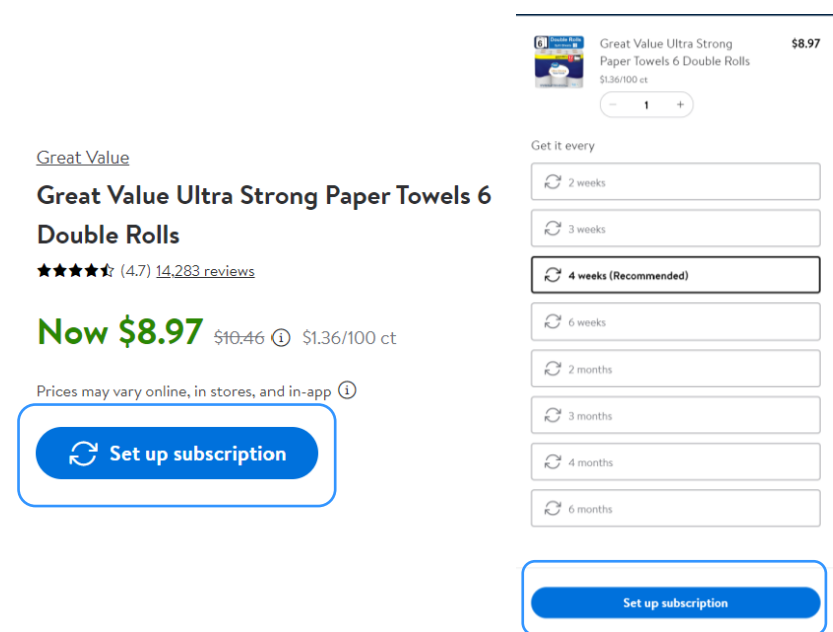
STEP 1



- Using the drop-down menu in the navigation bar, select that you want to place an order for "Shipping".
- Address bar "A" shows your current shipping/delivery address.
- Search for an item that you would like to set up on a subscription. Subscription eligibility can be identified by the "Subscribe" tag, as shown above.
- Search for an item that you would like to set up on a subscription. Subscription eligibility can be identified by the "Subscribe" tag, as shown above.

NOTE: You can filter the search results by "subscription" by using the tools at the top of the page.

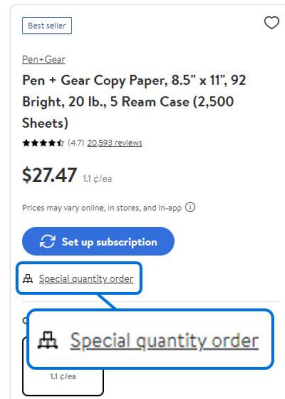
STEP 2



- Once the item is identified, select the item to view the item page.
- Select the "Set up subscription" option to initiate the subscription set up.
- Review & confirm the subscription details, including:
 - Quantity
 - Order Frequency
- Select "Set up subscription" to finalize the subscription.

Making a Purchase – Special Quantity Order

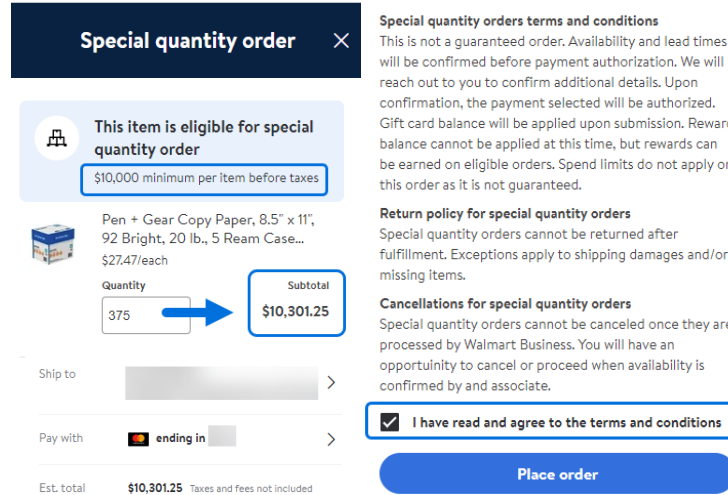
STEP 1



- Special Quantity orders are available for Walmart Business customers to purchase an item in a quantity that is equal to \$10,000 or above.
- To place a Special Quantity order, navigate to the product you would like to special order and click the link titled, “**Special quantity order.**”

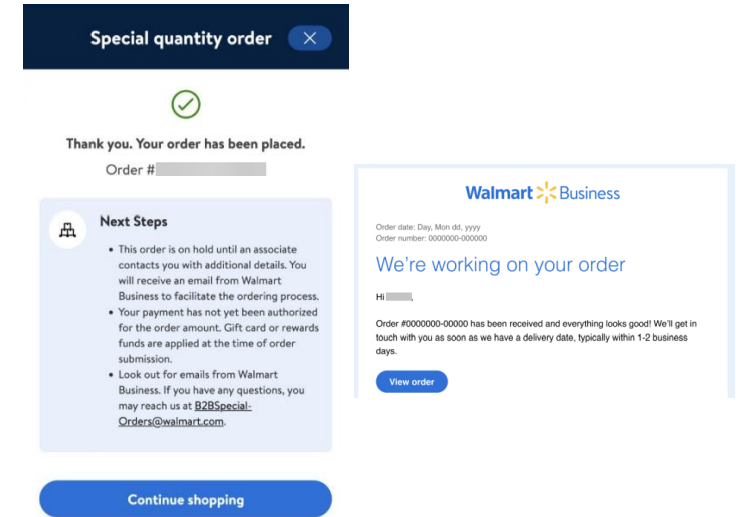
NOTE: Not all products are available for Special Quantity order and are subject to availability. At this time Special Quantity orders cannot be placed for food, medicine/OTC, 1P Apple products, Sports Trading Cards, or Gift Cards.

STEP 2



- A “Special quantity order” page will appear on the product page.
- Enter the **quantity** you would like to order, ensuring the subtotal before taxes it equal to **\$10,000 or above.**
- Confirm your form of payment and ship to address for the order.
- Scroll down to view the “**Special quantity orders terms and conditions.**”
- Check the box to **agree** & click the “**Place order**” button.

STEP 3



- A confirmation will appear on screen with information on next steps.
- You will also receive an email confirmation with a link to track your order.

NOTE: You will be contacted upon placement of your order to confirm details. If you have questions about your order, reach out to B2BSpecial-Orders@walmart.com.

Custom PO Number or Reference ID (Optional)

During Checkout

Business order information

PO number / reference ID (optional) ⓘ

PO number, department name, and etc

0/20

Enter your company's unique identifier such as a PO number, department name or cost center number that allows you to search or identify orders for your records. Once your order is placed, you can find and edit it in Purchase History.

At checkout, Walmart Business+ users can add a customer PO number or reference ID to their order:

- Go to the **checkout** page.
- Add a custom PO Number / Reference ID under “**Business order information**.”
 - Maximum of 20 characters
 - Alphanumeric, dashes, and spaces allowed
- If entered, this will show on the order confirmation page and in the Order Details.

After Purchase

Purchase history

My Purchases **Detailed view**

Group ▾ User ▾

Date ↓	Order #	PO # / reference ID
07/19/2024	200012147978164	
06/05/2024	200012041211954	0056987-2

Expo Low Odor Dry Erase Markers, Chisel Tip, Assorted Colors, 4 Count \$4.47 \$112/ea

Delivery instructions ▾

Delivery from store

Address

Jane Smith
2403 SE J St, Bentonville, AR 72712

Delivery instructions ▾

PO number / reference ID ⓘ

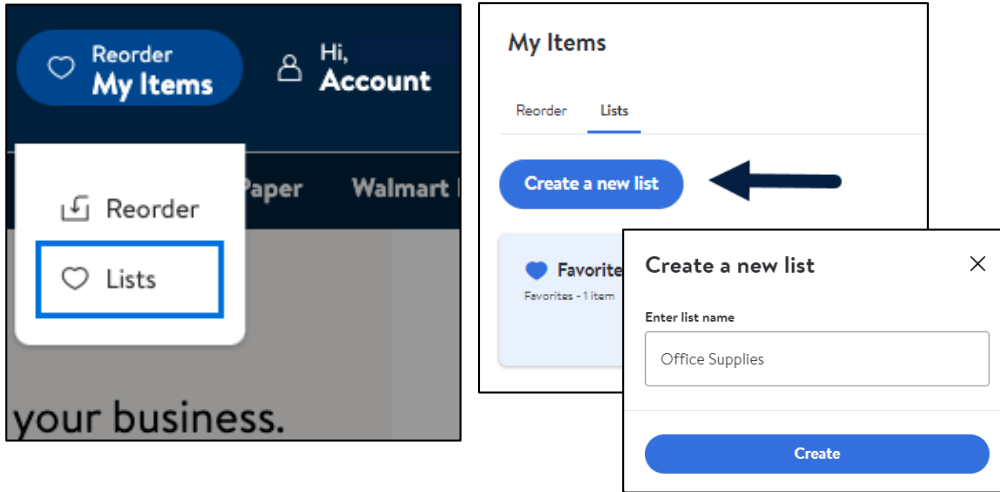
Add information

After an order is placed, Walmart Business+ users can add or edit a customer PO number or reference ID multiple ways:

- From **Purchase history**, select **Detailed view** tab.
 - In the PO # / reference ID column, click the pencil icon next to order you'd like to add/edit.
- From **Purchase history**, select **View details** of the order.
 - Select Add information or Edit.
 - Enter the custom PO number or reference ID.

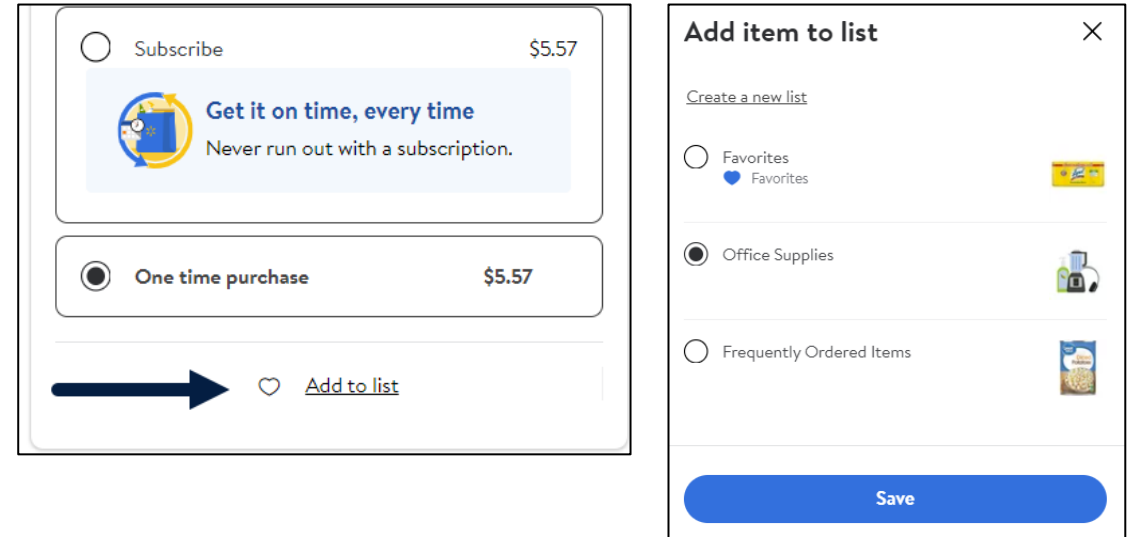
Lists

Creating a New List



- From the homepage, click on the **"My Items"** link located at the top-right of the screen.
- Select **"Lists"**
- Click the **"Create a new list"** button.
- Enter a list name and click **"Create."**

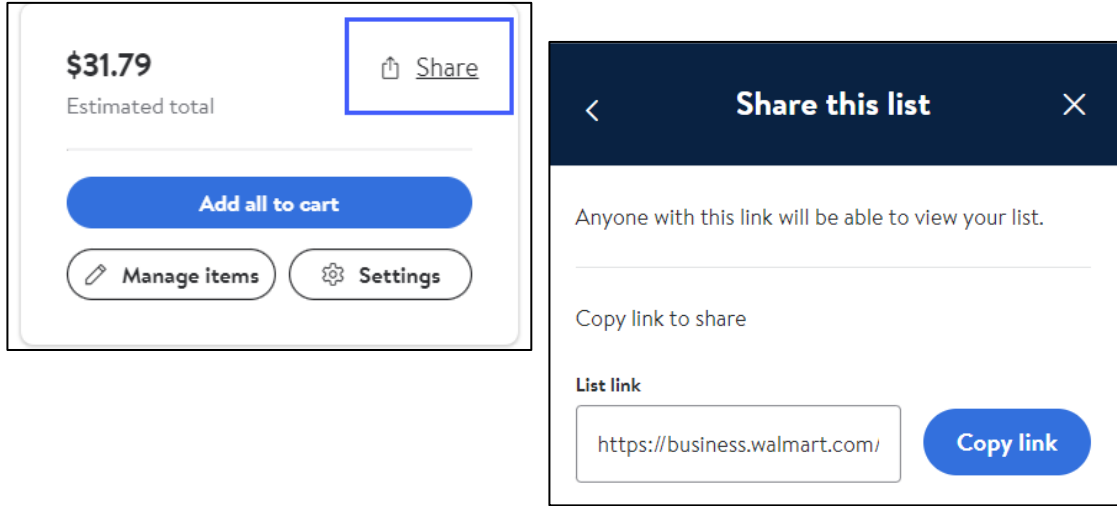
Adding to a List



- Navigate to the product you'd like to add.
- In the options below "Add to Cart," select **"Add to list."**
- Choose the appropriate list (or create a new list) and click **"Save."**

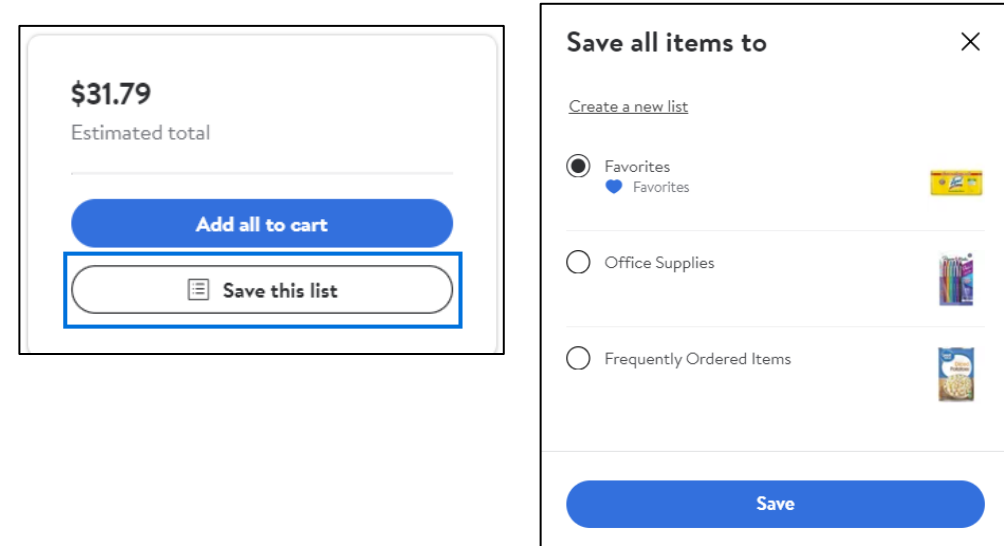
Sharing a List

Sharing a List



- From the list you'd like to share, click on the "**Share**" link located at the top-right of the screen.
- Select "**Copy link**"
- Share link.

Saving a Shared List

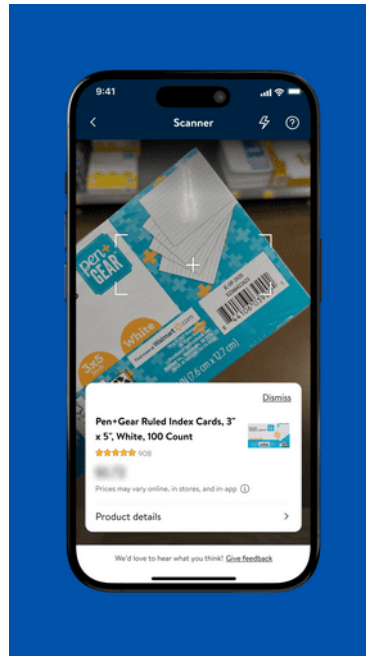
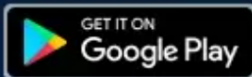


- Follow the link to the shared list.
- Click on the "**Save this list**" link located at the top-right of the screen.
- Choose the appropriate list (or create a new list) and click "**Save.**"

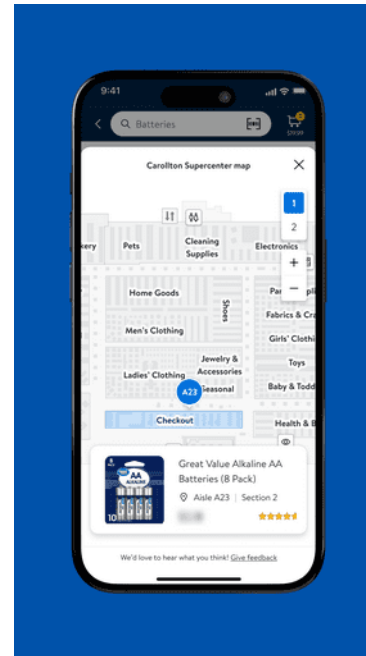
Download the Walmart Business App

The Walmart Business app

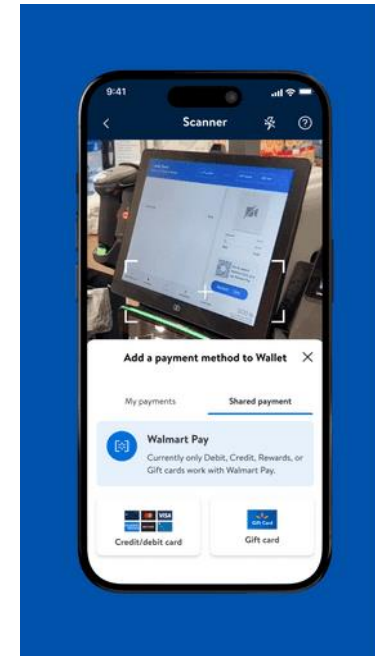
Shop on the go, get essentials & save more for your business.



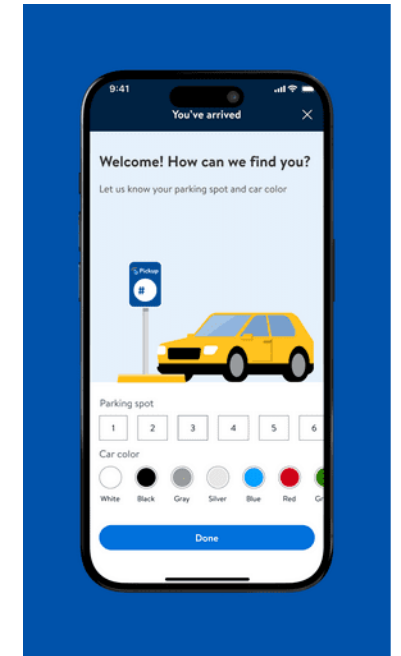
Check a price



Find an item



Walmart Pay



Curbside Pickup

Get Started with Walmart Pay



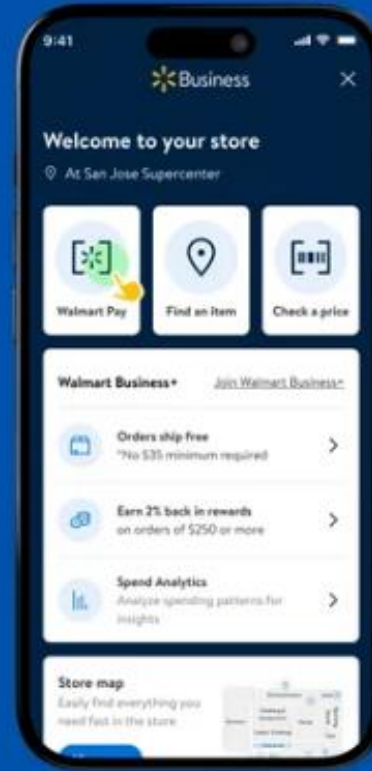
1. Download the app

Open it up once you get into the store.



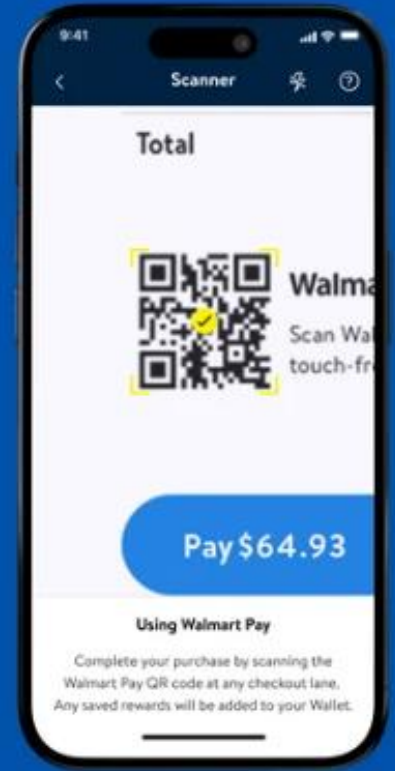
2. Choose payment type

Add credit or debit cards or choose an existing payment method.



3. Go to any checkout

Scan your items with the register scanner, then open Walmart Pay.



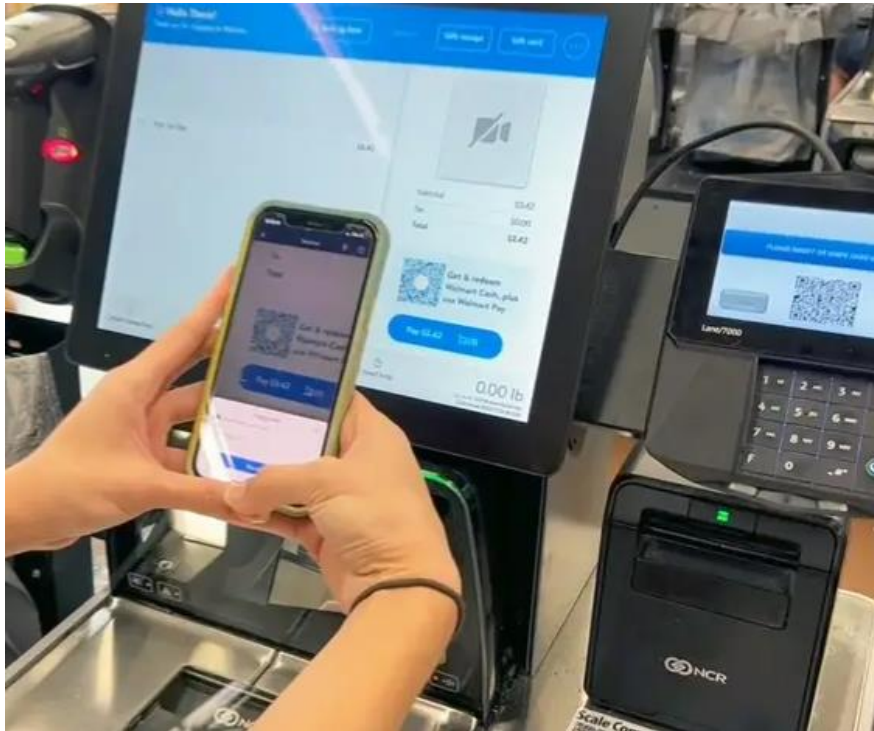
4. Use Walmart Pay

Hold your phone's camera over the register QR code to pay.

How to Use Walmart Pay

Overview

Walmart Pay lets you speed up the checkout process when you shop at Walmart stores. You'll use your smartphone to check out instead of pulling out your cards, cash, or loose change.



At the Store Checkout

1. Shop as usual and go to any checkout lane.
2. Scan your items.
3. Open your Walmart Business app & tap Walmart Pay. Use Touch ID or enter your passcode.
4. Your preferred method of payment will show at the bottom of the screen. This includes shared payment methods that have been added to your account by your account administrator. If you haven't saved any cards yet, we'll ask you to add one or more credit, debit, or Walmart gift cards.
5. If you have a gift card, that amount will automatically be used for payment first, unless you have that feature turned off.
6. Choose the payment method you want to use with Walmart Pay.
7. To pay, hold your phone over the QR code that's displayed on the register.
8. Listen for the chime that indicates your purchase is confirmed. You'll also receive a notification on your phone when your e-receipt is ready.
9. You're all set! There is not need to wait for a paper receipt; your e-receipt is stored in the app.

Customer Support:



Help Center:

business.walmart.com/help



Contact Us:

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Hours of Operation:

7am-8pm CT (M-F): Phone & Chat
8am-5pm CT (Saturday): Phone