Admin User Onboarding Guide

Walmart Business

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Welcome to the Admin 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 & set monthly spend & transaction limits for your team. 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 & use the Walmart Business app & 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 & hassle!

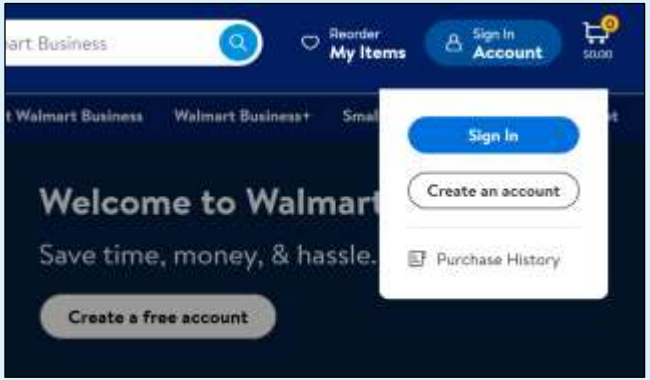
We hope this guide will be a valuable resource for you as you navigate your Walmart Business account.

- Walmart Business Onboarding Team

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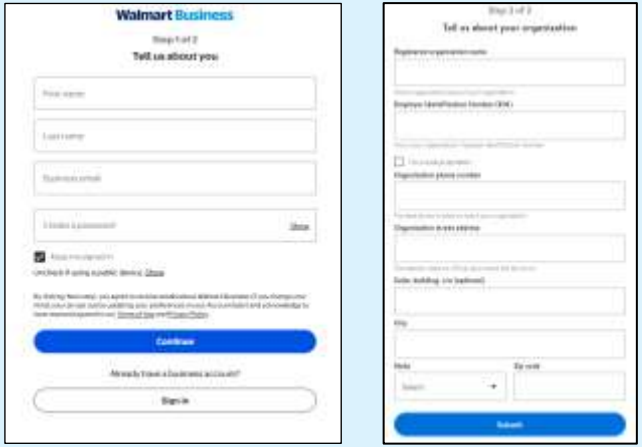
Account Creation

Step 1



- Navigate to www.Business.Walmart.com.
- Hover over the “Account” button on the top right corner of the page.
- Select the “Create an Account” button.

Step 2



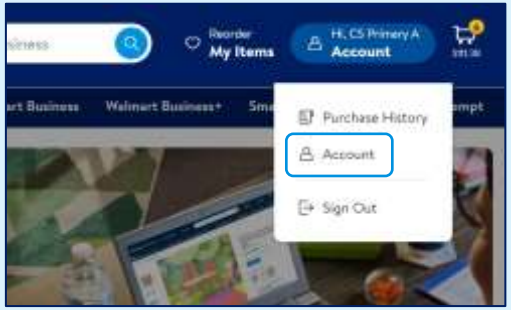
- Complete the necessary account setup fields in “Tell us about you” section.
- Complete the required fields in the “Tell us about your organization” section.

Note: Please ensure that the information provided matches the legally registered business information. This information is key for the registration & verification of your Walmart Business account.

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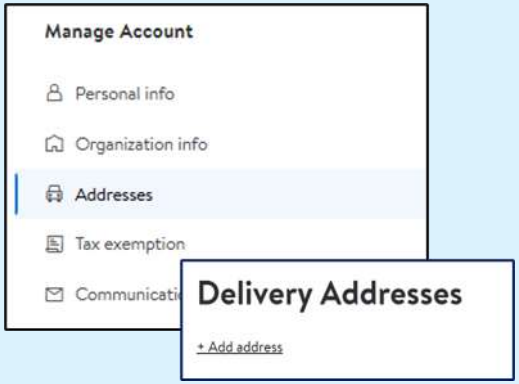
Add / Edit Delivery Addresses

Step 1



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

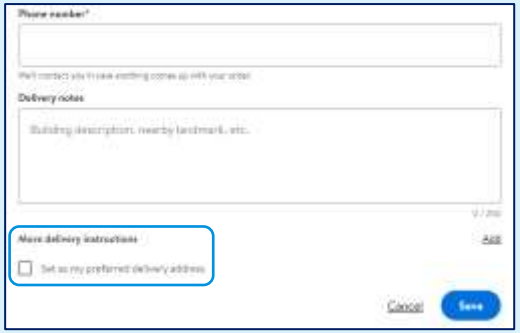
Step 2



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

Note: You can add up to 20 addresses per account.

Step 3

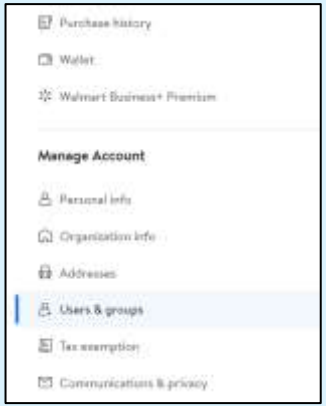


- Complete the required fields & include any necessary delivery notes.
- Check “preferred delivery address,” as shown above, if the new address is the preferred option.

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Managing Users – Adding a New User

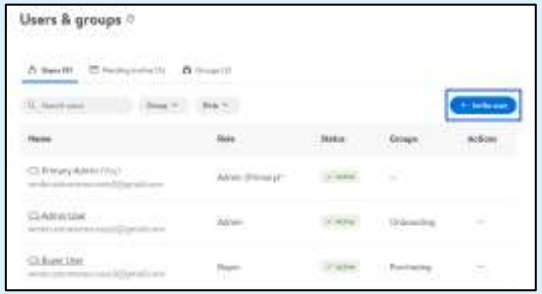
Step 1



- Navigate to the Account Settings page.
- Select “Users & Groups” from the left-side navigation menu.

Note: Non-Walmart Business+ users will select “Manage users” from the left-side navigation menu.

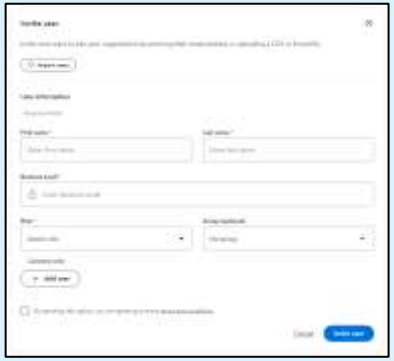
Step 2



- Select blue “+ Invite User” button.

Note: If a user accidentally deleted or cannot locate their email invite, utilize the “Pending invites” tab on the “Users & groups” page to resend their invitation.

Step 3

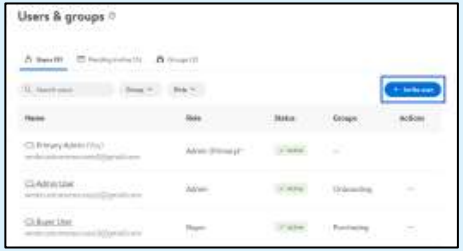


- Provide the First Name, Last Name & Email Address for the user.
- Select the User Role:
  - Buyer – No access to Account Settings.
  - Admin – Access to organization purchase history, spend analytics (Walmart Business+ users only), ability to manage users & groups.
- Check box agreeing to the terms & conditions, then click the blue “Invite user” button.

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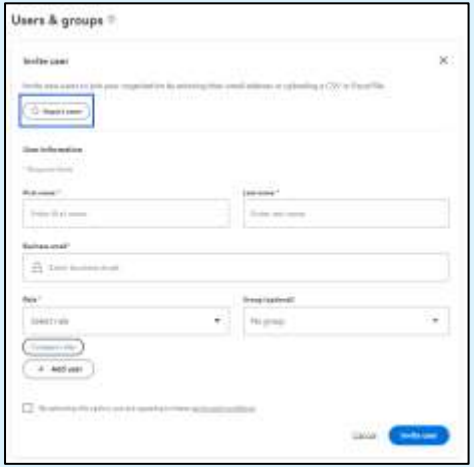
Managing Users – Bulk User Upload (Accounts >5 Users Only)

Step 1



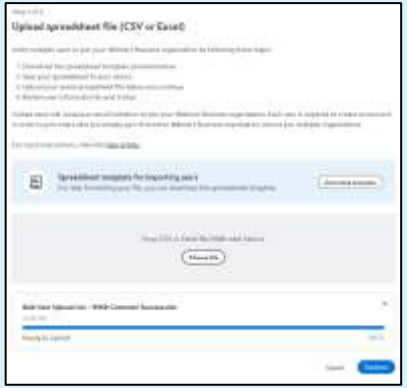
- Navigate to the Account Settings page.
- Select “Users & Groups” from the left-side navigation menu.
- Select blue “+ Invite user” button.

Step 2



- Click the “Import users” button.

Step 3



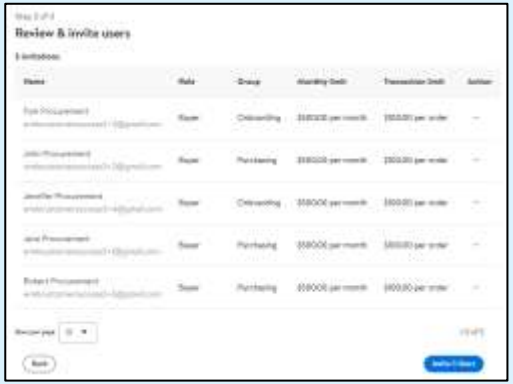
- Follow step-by-step instructions on-screen to upload a CSV or Excel file with the required user information.
- Once your file is successfully uploaded, click the blue “Continue” button.

Note: Adding users to groups & applying spend limits are optional when completing your bulk upload file.

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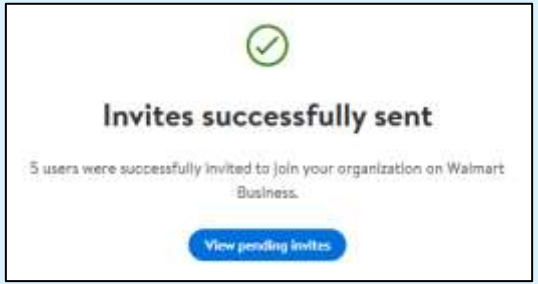
Managing Users – Bulk User Upload (Accounts >5 Users Only)

Step 4



- Review user information.
- Once reviewed, click the blue “Invite Users” button.

Step 5



- An on-screen confirmation will show once your invites are successfully sent.

Note: Once users are invited, they’ll be sent an automated email with next steps for accepting their invitation to join your organization’s Walmart Business account.

Additional Information

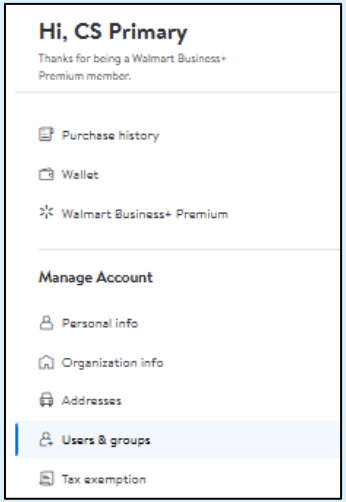


- While reviewing user information, some users may have red error messages if they:
  - Have already been invited to join your Walmart Business account, or
  - Are already part of another Walmart Business organization.
- To proceed, click the three dots under the “Action” column for affected user(s) & click to remove from bulk upload list.

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Managing Users – Editing / Deleting Users

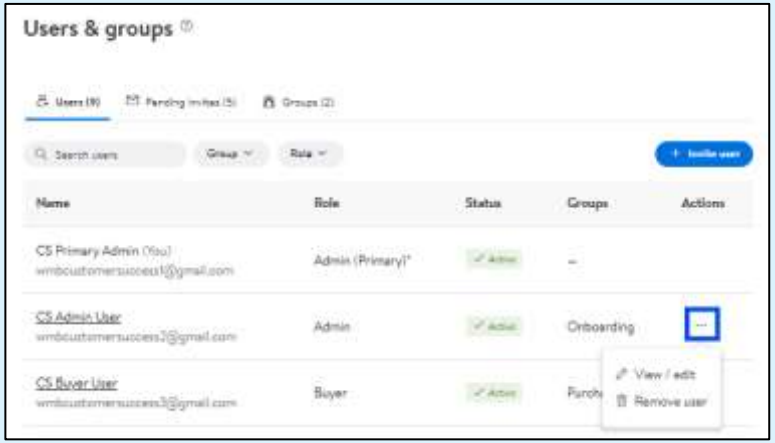
Step 1



- Navigate to the Account Settings page.
- Select “Users & groups” from the left-side navigation menu.

Note: Non-Walmart Business+ users will select “Manage users” from the left-side navigation menu.

Step 2

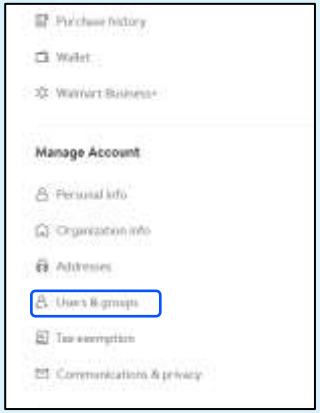


- Select the three horizontal dots adjacent to the user, as shown above.
- This will allow you to perform the following tasks:
- Remove user
- Update user roles
- Add/update user monthly spend limits
- Add/update user transaction limits

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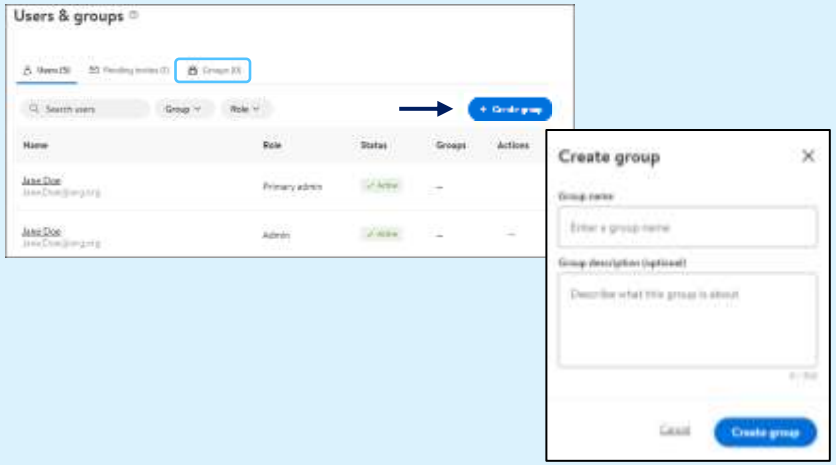
Creating a Group (Accounts >5 Users Only)

Step 1



- Navigate to the Account Settings page.
- Select “Users & groups” from the left-side navigation menu.

Step 2

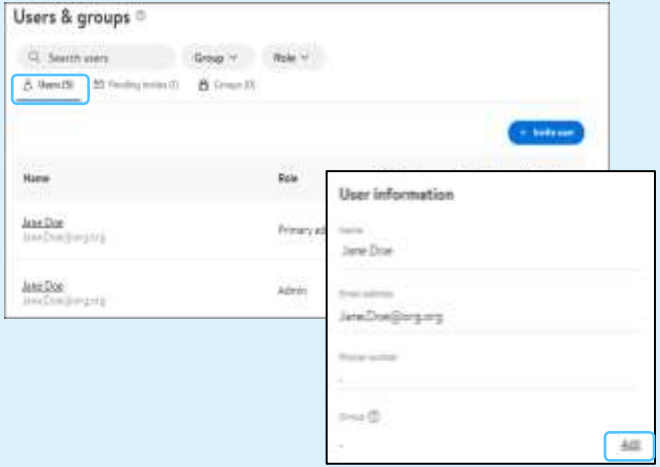


- Navigate to the “Groups” tab.
- Click the blue “Create group” button.
- Enter a group name.
- Add a group description (optional).
- Select “Create group” button to save.

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Adding Users to a Group (Accounts >5 Users Only)

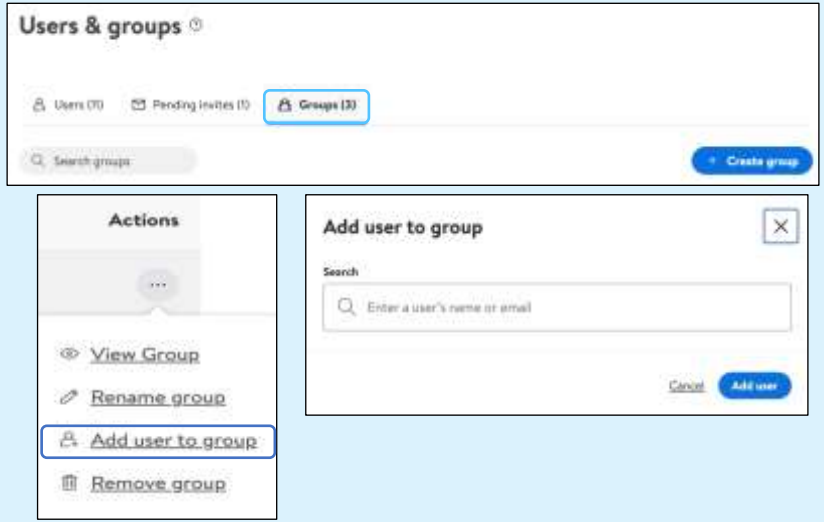
From User Profile



- Select the three horizontal dots adjacent to the user in the “Users” section & click “View / Edit.”
- Select “Add” under the group section, select the desired group, & click “Save.”

Note: Locate specific users faster by utilizing the search bar and/or filters at the top of the page.

From Group Profile



- Select the three horizontal dots adjacent to the group in the “Groups” section & click “Add user to group.”
- Search for the desired user & click “Add user.”

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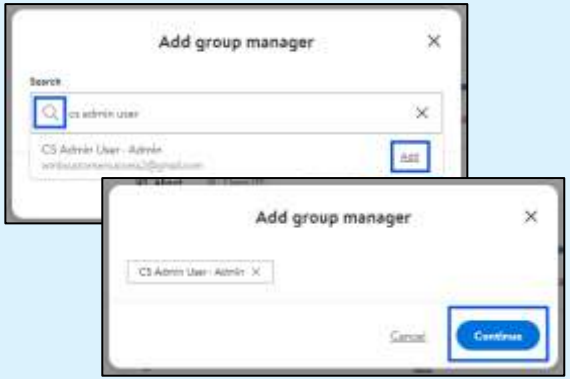
Adding a Group Manager (Accounts >5 Users Only)

Step 1



- From the “Groups” tab, select the group to which you’d like to add a Group Manager.
- From the group’s “About” tab, find the “Group managers” section & click “Add.”

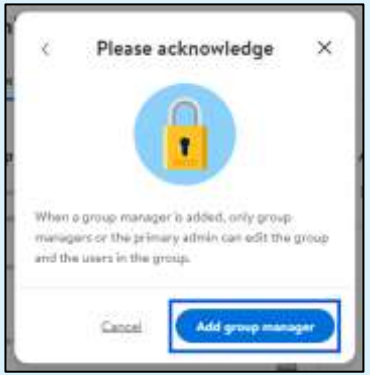
Step 2



- Search for the name of the Admin user you’d like to add as the Group Manager, then click “Add.”
- Click the blue “Continue” button.

Note: Only users with the roles of Primary Admin or Admin can be Group Managers. Users with the Buyer role cannot be Group Managers.

Step 3



- Read the on-screen acknowledgement, then click the blue “Add group manger” button.

Note: When a group manager is added, only group managers or the Primary Admin can edit the group & the users in the group.

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Organizational Approvers – Adding an Approver

Organizational Approvers

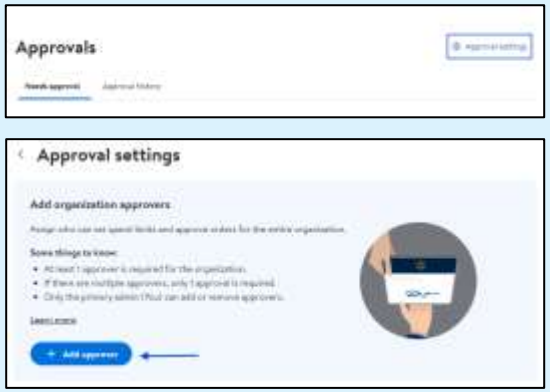


Multiple approvers can be added to a Walmart Business account. We'll show you how, but first, here's what you need to know about Organizational Approvers.

Organizational approvers can set spend limits and approve orders for the entire organization.

- An approver can be a Primary Admin or an Admin user.
- Only the Primary Admin can add or remove these approvers.
- At least one approver is required for the organization.
- Orders only require one approval.

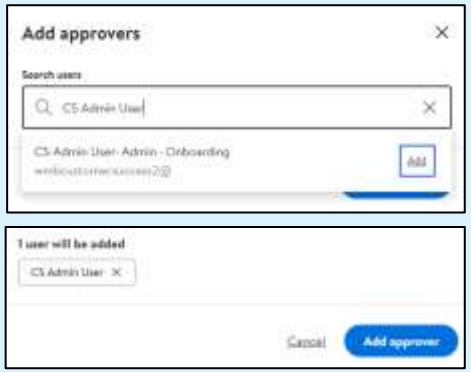
Step 1



To add an approver, the Primary Admin should:

- Navigate to the "Approvals" tab from their account page.
- Click the "Approval settings" link in the upper right of the page.
- Select the "Add approver" button.

Step 2



- Type the name of the approver you'd like to add.
- Once the user appears within the search results, click the "Add" link next to their name.
  - Repeat above steps to add multiple users at once.
- Once all users have been selected, click the blue "Add approver(s)" button.

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Organizational Approvers – Removing an Approver

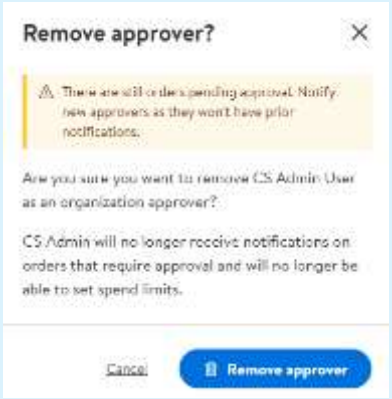
Step 1



To remove an approver, the Primary Admin should:

- Navigate to the “Approvals” tab from their account page.
- Click the “Approval settings” link in the upper right of the page.
- Locate the user you’d like to remove, then click the “Remove approver” link next to their name.

Step 2



- Confirm the removal of the selected approver by clicking the blue “Remove approver” button.

Note: If there are pending orders at the time you’re removing an approver, be sure to inform any newly added approvers as they would not have received any prior approval notifications.

Editing Approver Permissions



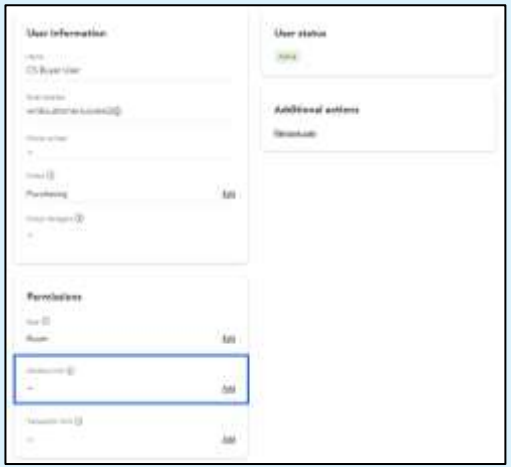
Primary Admins can also edit the permissions of an Organizational Approver from the user’s overview page.

- Select the “Users & groups” section located on the left-hand side of your account page.
- Click the name of the appropriate user to view their overview page.
- Under the “Permissions” section, select the “Add” or “Remove” link next to “Organizational approver” to edit their permissions.

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Setting Monthly Spend Limits

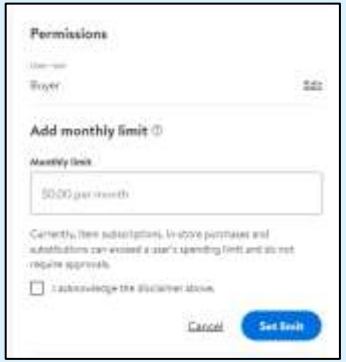
Step 1



- Navigate to the “User overview” page of the user requiring the spend limit.
- Select “Monthly limit” under the “Permissions” section.
- Select “Add” next to Monthly limit.

Note: Only Primary Admin users & Organizational Approvers can add spend limits to other user accounts.

Step 2

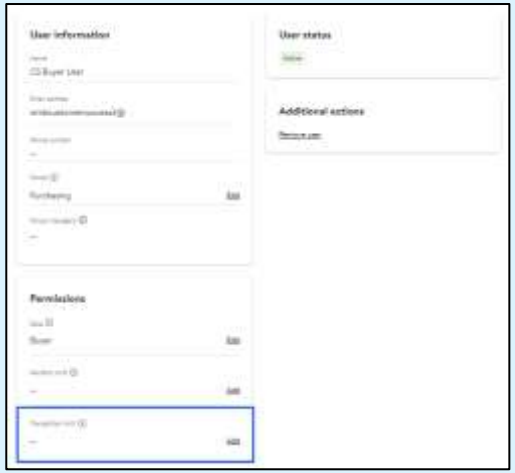


- Enter a monthly spend limit for the user.
- A monthly limit:
  - Limits how much a user can spend per month
  - Requires approval for orders that exceed the limit
  - Resets on the 1st of the month, every month
  - Can be updated any time
  - Includes all purchases within the given month, including in-store purchases paid with Walmart Pay on the Walmart Business app.

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Setting Transaction Limits

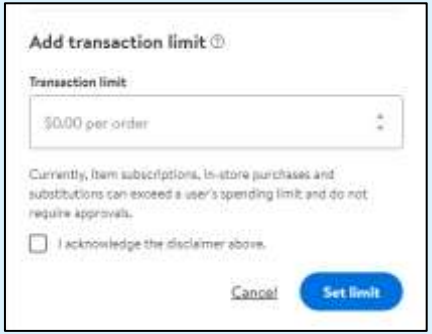
Step 1



- Navigate to the “User overview” page of the user requiring the spend limit.
- Select “Transaction limit” under the “Permissions” section.
- Select “Add” next to Transaction limit.

Note: Only Primary Admin users & Organizational Approvers can add spend limits to other user accounts.

Step 2

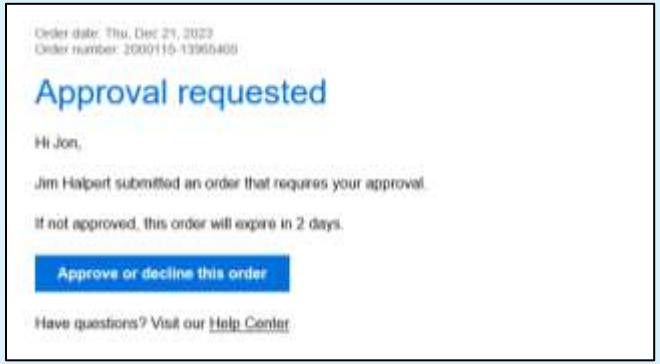


- Enter a transaction limit for the user.
- A transaction limit:
  - Restricts how much a user can spend per order
  - Requires approval for orders that exceed the limit
  - Takes effect immediately
  - Can be updated any time

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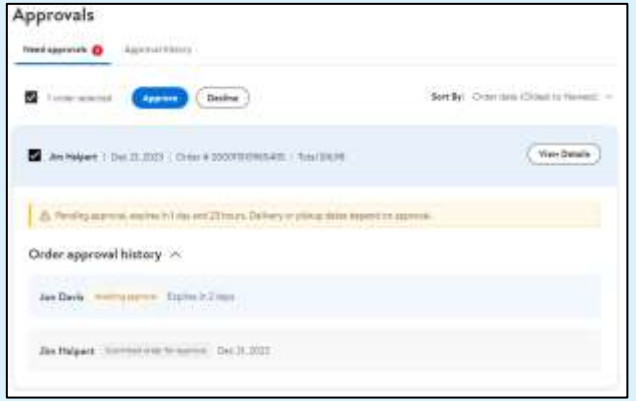
Admin Order Approvals

Step 1



- When a user places an order that is over their monthly or transaction-level limit, the order will be submitted to the Primary Admin for approval.
- The Primary Admin will receive an email notification prompting them to “approve” or “decline” the order.

Step 2



- The Primary Admin can access the “Approvals” page via the link in the email, or by selecting “Approvals” under the “Spend Control” section of the account settings menu.

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Admin Order Approvals

Approval Windows

There is a fixed amount of time for approval on an order. Orders that do not get actioned will expire & cancel.

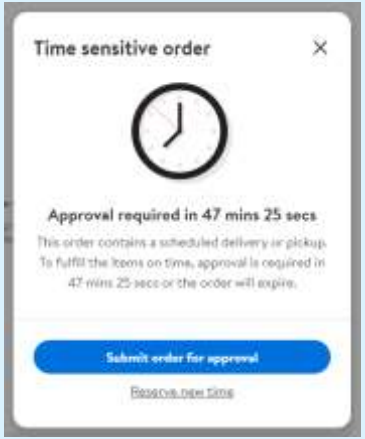
Scheduled Pickup or Delivery:

- Orders ready in 4 hours will have a 30-minute approval window.
- Orders ready in 5 hours will have a 1 hour 30-minute approval window.
- For every hour of fulfillment time over 5 hours, there's another hour to approve the order with a max of 2 days.

All Unscheduled Orders:

- Orders will have an approval window ranging from >8 hours to 2 days, depending on the promised "arrives by" date at checkout.
- Orders that qualify for same day delivery may have a shortened approval window.

Time Sensitive Orders



Time sensitive orders are scheduled orders that are fulfilled within 16 hours or less.

- These orders will receive a notification at checkout.

Email Communication



Primary admins & buyers will receive emails for:

- Orders submitted for approval
- Approved orders
- Canceled orders
- Declined orders
- Expired orders

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Wallet & Shared Payments

User-Specific



- User & account payment methods can be managed under the “Wallet” section of you account page.
- Each user has access to user-specific payment methods, as well as shared payment methods managed by Admins.
- To add a payment method, click "Add new payment method" and follow the on-screen steps.

Shared Payment



Admin users have the ability to share their Credit/Debit/P Card payments with other users in their organization.

- Once the card information has been added, click "Save and continue."
- On the following screen, select "Share payment method" to share. The shared payment method will default to "Entire Organization" but can be changed to only include a specific group or multiple groups.

Payment Methods

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

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

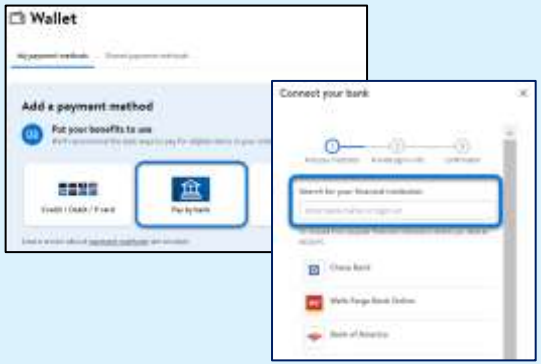
*The Walmart Business site does not currently accept:

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

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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 on-screen 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

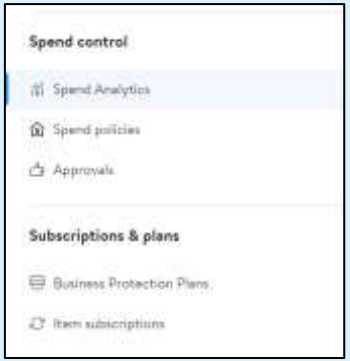


- Once your account is added you’ll be redirected back to the “Wallet” section of Account Settings.
- The newly added bank account will now show under ”Payment methods.”

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Spend Analytics (Walmart Business+ Only)

Step 1



- Navigate to the Account Settings page.
- Select “Spend Analytics” from the left-side navigation menu under “Spend control.”

Step 2





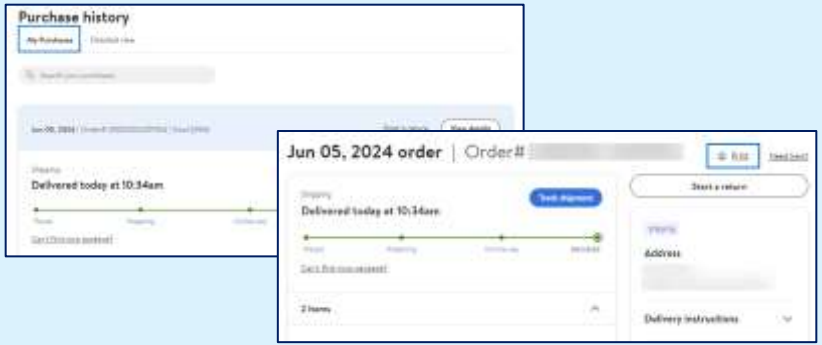


- Select the month that you would like to review.
- Spend Analytics allows you to review data in the following views:
  - Spend by time
  - Spend by top ten categories
  - Spend by top ten items
  - Spend by user

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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 & 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:

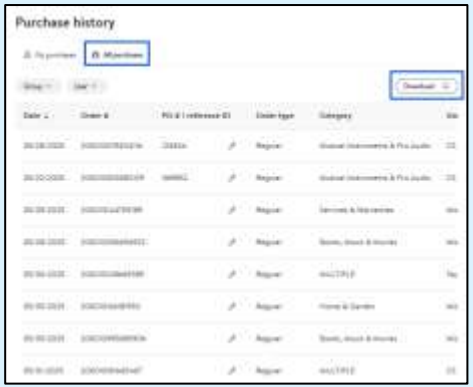
- List of items purchased, quantity & cost
- Total cost including delivery & tax, if applicable
- Payment method
  - If paid by credit card, the last 4 digits of the card used will appear

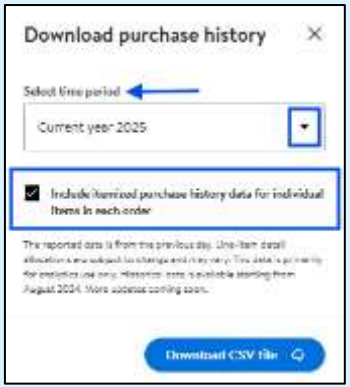
Note: Many uses find it helpful to send a PDF copy of this receipt to appropriate persons for expense tracking/reporting.

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Accessing Receipts – All Purchases

All Purchases

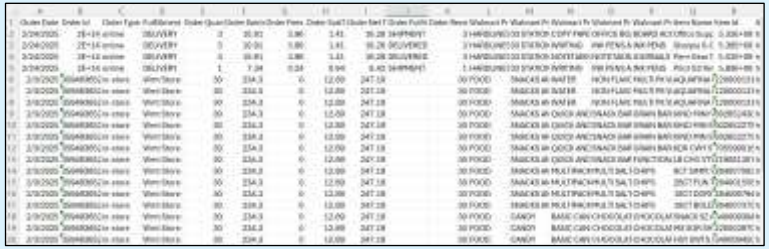




- Navigate to the "Purchase history" section of Account Settings.
- Click on the "All purchases" tab. Orders from all users will appear in this view for Admin users only. Buyers will only see their own purchases.
- The "All purchases" tab features a "Download" button located in the upper right-hand side of the page. Click "Download."
- Select the desired time period you wish to see reflected in the receipt and check the box for "Include itemized purchase history." Lastly, click on "Download CSV file".

Note: If you do not select "Include itemized purchase history", then the receipt will include only the columns reflected on the "All purchases" screen.

Itemized Report



Additional purchase details will be included in the downloaded itemized report, including:

- Expanded Category Information: Enhanced product details to help you better align the items with your expense categorization.
- Additional Item details: Includes order subtotals, item totals, received quantity, etc.
- Additional Detail Columns: Columns providing more buyer details, such as Purchase Order (PO) number, group, email, payment details including CC last 4 digits etc.
- 24-Hour Batch Processing: Simplifies reports by removing unnecessary details and aligns charges with your credit card statements for easier reconciliation.
    - For example, orders placed today will reflect in the report the next day.

What's not included in the report:

- Return and refund details. You can find those details in Purchase History under My Purchases.
- Weighted items won't have the exact quantity as the receipt
- In-store purchases won't be shown if the credit card is not linked to your account or if the in-store purchase wasn't made in the Walmart Business app.
- Promotions and rewards

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Applying For Tax Exemption

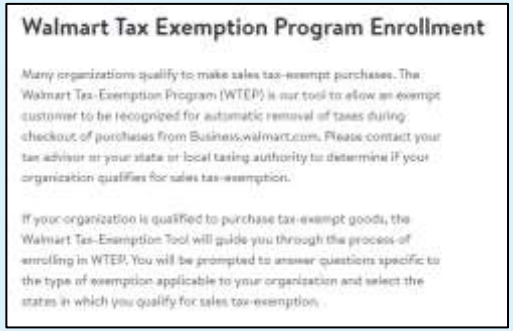
Step 1



- Navigate to "Tax exemption" under your account settings.
- Select “Begin enrollment“

NOTE: Only the Primary Admin can enroll / manage tax exemption.

Step 2



- The Program Enrollment page will guide you through the whole process for your Tax Exemption Enrollment.
- This helpful resource includes step-by-step instructions, links to resource guides & other helpful links to facilitate a successful enrollment.

Step 3

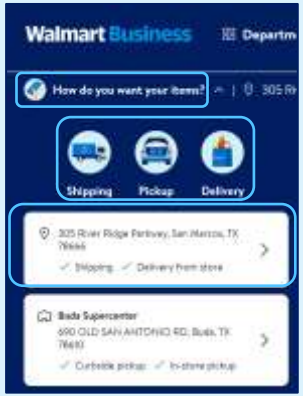


- The Program Enrollment page will lead you to the actual enrollment application.
- Please reference the Program Enrollment page for detailed instruction on how to complete this application.

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Making a Purchase – Order for Shipping

Step 1



A

- 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.

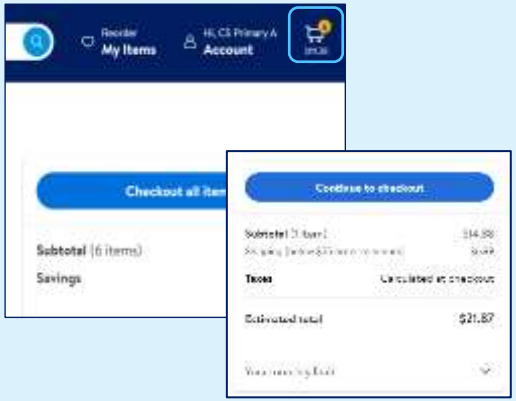
Step 2



- 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, & others available for pickup or delivery.

Step 3

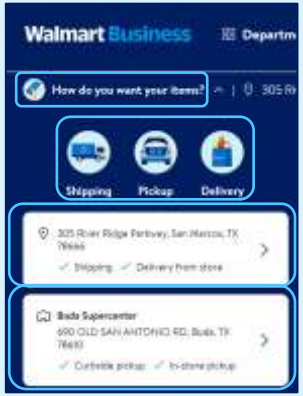


- Select the Shopping Cart icon when you are ready to complete your purchase.
- Review your items & select the “Continue to checkout” button.
- Review your selected delivery address & enter your payment method.

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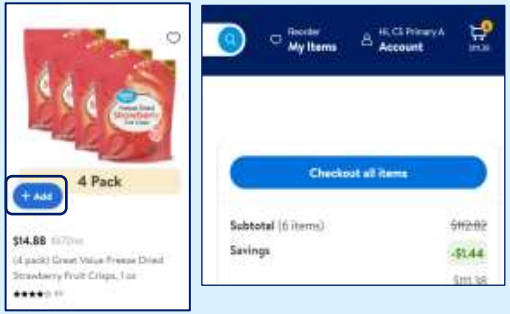
Making a Purchase – Order for Pickup

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.

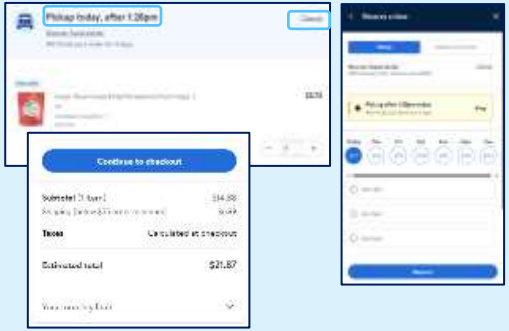
Step 2



- 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 pickup. Shopping carts might include multiple fulfillment types with some items being shipped, & 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.”

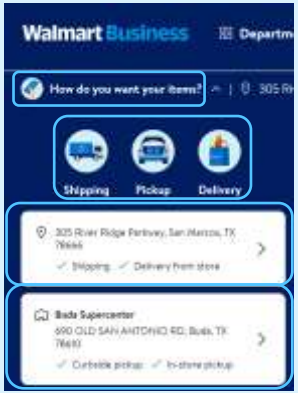
Review your order information & enter your payment method.

Follow instructions in your confirmation email for pickup. You can also review the step-by-step guide here.

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Making a Purchase – Order for Delivery

Step 1

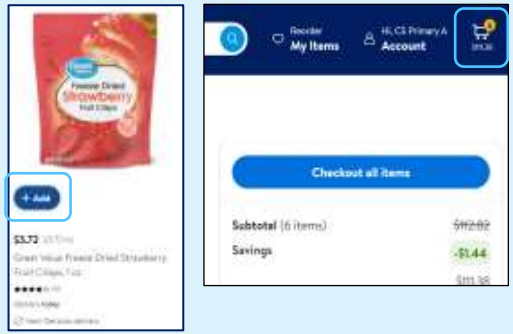


Using the drop-down menu in the navigation bar, select that you want to place an order for “Delivery.”

Address bar “A” shows your current shipping/delivery address.

Address bar “B” shows the store that will fulfill your order.

Step 2



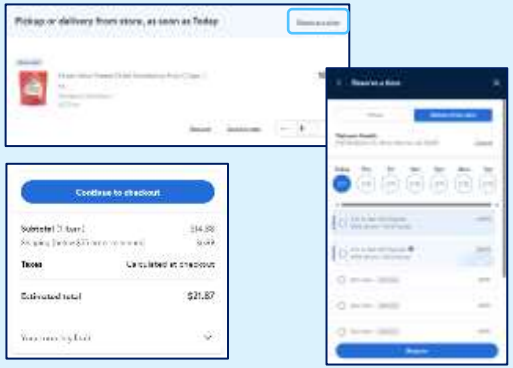
Identify an item that you would like to purchase.

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 delivery. Shopping carts might include multiple fulfillment types with some items being shipped, & others available for pickup or delivery.

Step 3



Select “Reserve a time” to schedule your delivery.

Select “Continue to checkout.”

Review your order information & 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.

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Making a Purchase – In-Store

Overview

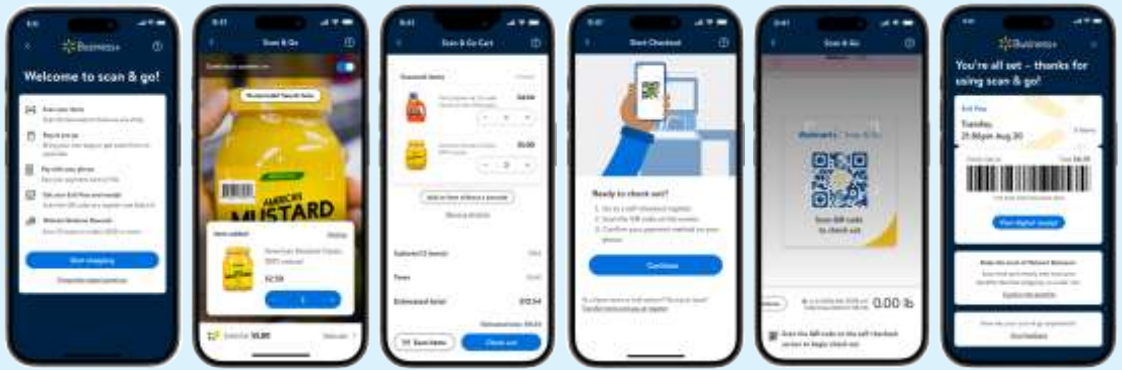
Walmart Business customers can easily make in-store purchases at any Walmart location.

- 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 & 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 (Optional)



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

How it Works:

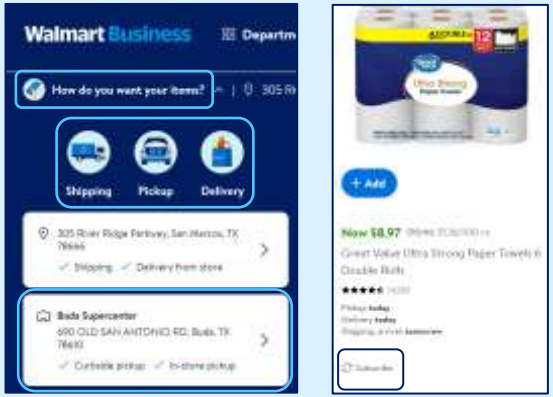
1. Open the Walmart Business app when you're inside a Walmart Store
2. Select Start shopping
3. Scan an items bar code as you place it in your cart
4. You can adjust the quantity of the item in the app
5. When you're finished shopping, select Review & Pay
6. Head to the self-checkout & scan the QR code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

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Making a Purchase – Item Subscriptions

Step 1

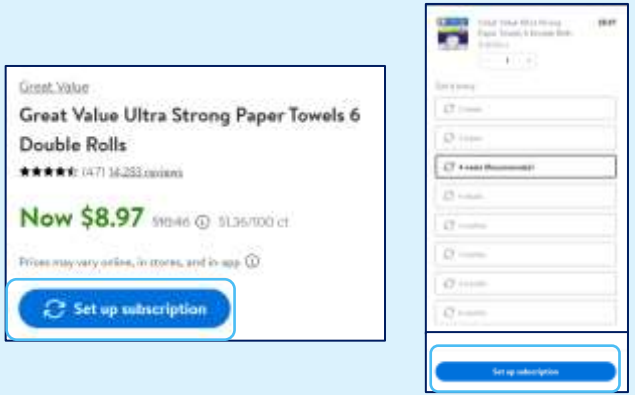
A



- 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.

Note: 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.

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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 & click the link titled, “Special quantity order.”

Note: Not all products are available for Special Quantity order & are subject to availability.

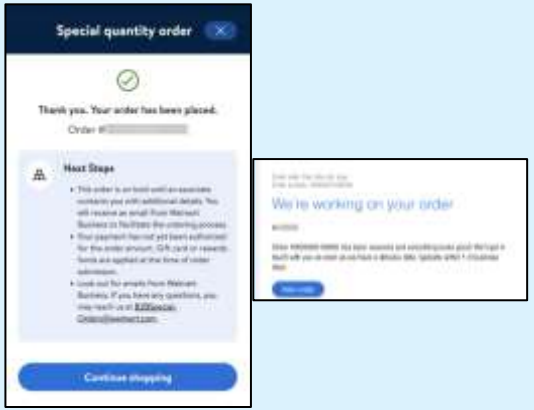
At this time Special Quantity orders cannot be placed for food, medicine/OTC, 1P Apple products, Sports Trading Cards or Gift Cards.

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 & 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

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Custom PO Number or Reference ID (Optional)

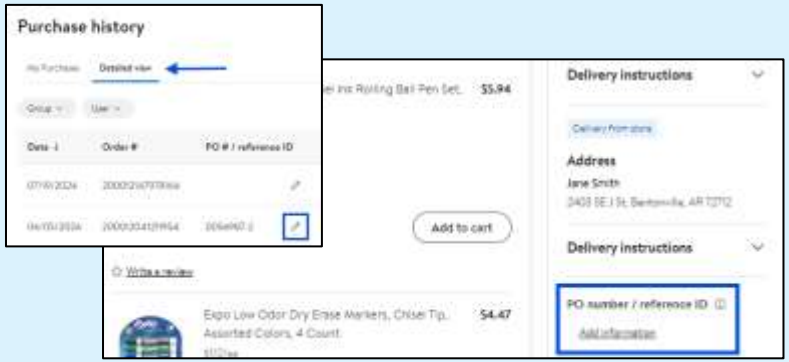
During Checkout



At checkout, 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 & spaces allowed
- If entered, this will show on the order confirmation page & in the Order Details.

After Purchase

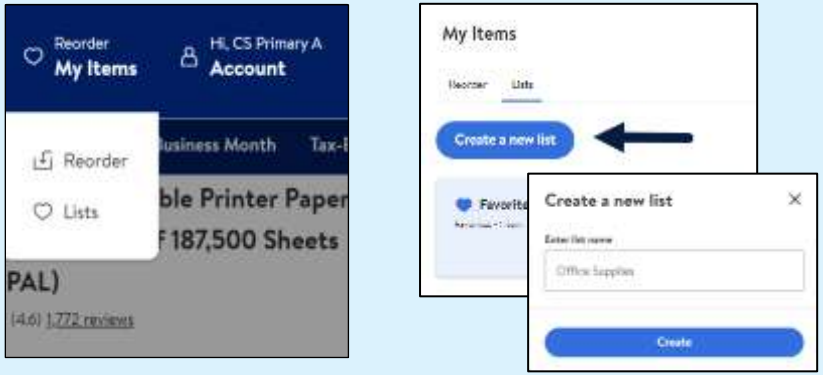


- After an order is placed, users can add or edit a customer PO number or reference ID multiple ways:
- From Purchase history, select Detailed view tab.
  - In the PO # / reference ID column, click the pencil icon next to order you’d like to add/edit.
- From Purchase history, select View details of the order.
  - Select Add information or Edit.
  - Enter the custom PO number or reference ID.

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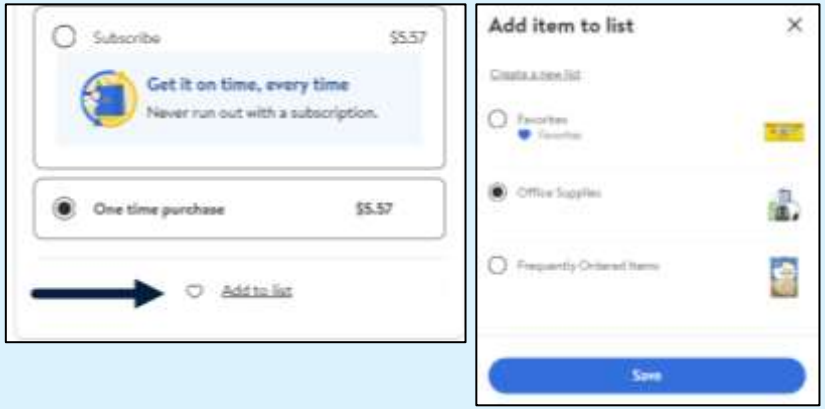
Lists

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 & click “Create.”

Adding to a List

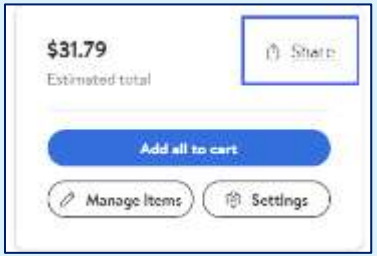


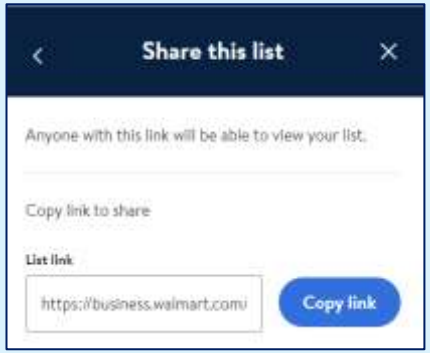
- Navigate to the product you’d like to add.
- In the options below “Add to Cart,” select “Add to list.”
- Choose the appropriate list (or create a new list) & click “Save.”

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Sharing a List

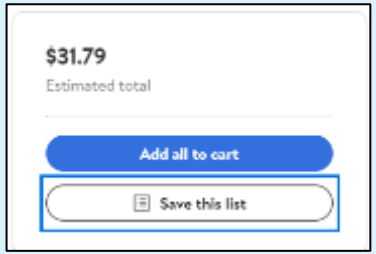
Sharing a List

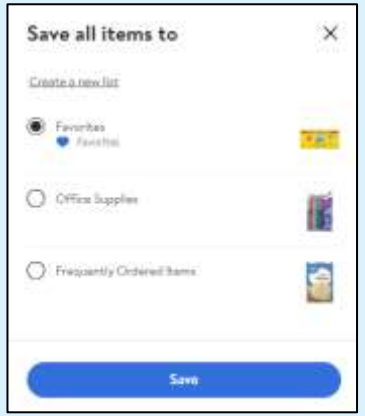




- From the list you'd like to share, click on the "Share" link located at the top-right of the screen.
- Select "Copy link"
- Share link.

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) & click "Save."

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Download the Walmart Business App

The Walmart Business app

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

Download on the App Store

GET IT ON Google Play



Check a price



Find an item



Walmart Pay



Curbside Pickup

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Get Started with Walmart Pay

Step 1



Download the App

Open it up once you get into the store.

Step 2



Choose Payment Type

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

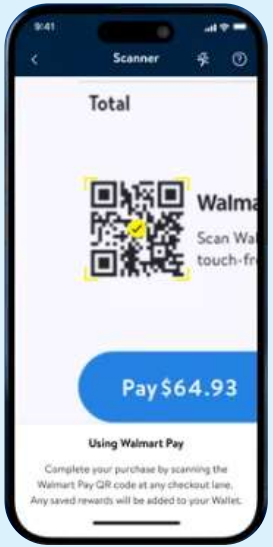
Step 3



Go to Any Checkout

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

Step 4



Use Walmart Pay

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

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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 & 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.

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Customer Support



Help Center

Business.Walmart.com/Help



Contact Us

Select the “Contact Us” button located in the online Help Center



Hours of Operation

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

8am-5pm CT (Saturday): Phone