# Walmart Business – Buyer User Onboarding Guide

# Walmart Business - Buyer Onboarding Guide Table of Contents

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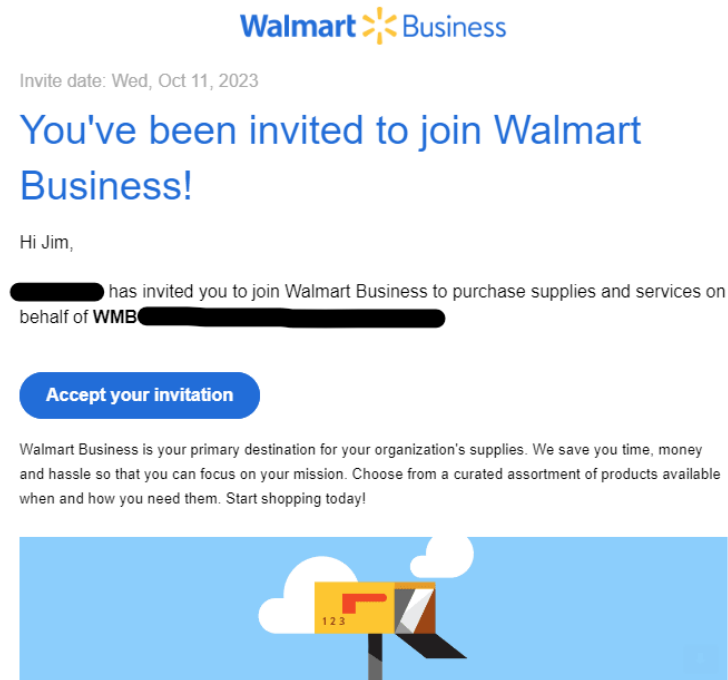
*By following this guide, you will be able to efficiently manage your Walmart Business account, saving you time, money, and hassle!*

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

*- Walmart Business Onboarding Team*
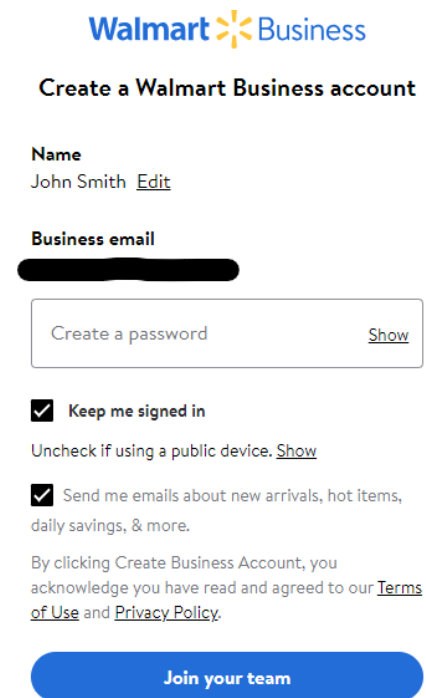
# Activating Your Account

**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.
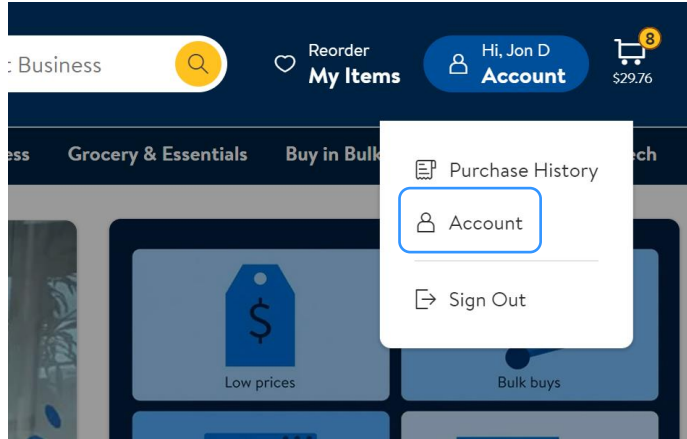
**STEP 2**



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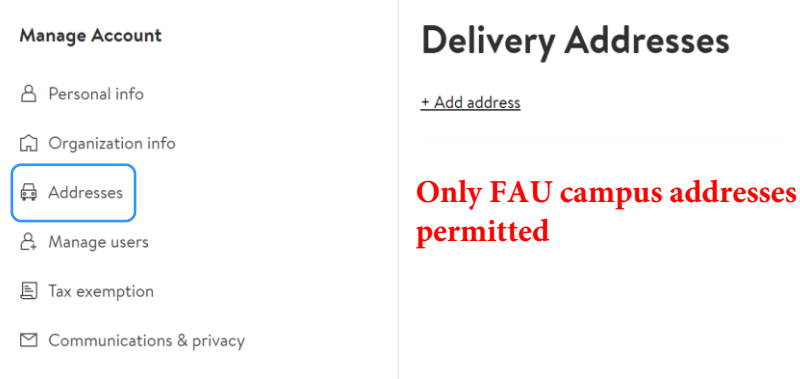
- Create a password

# 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



**Only FAU campus addresses permitted**

- 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



- 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
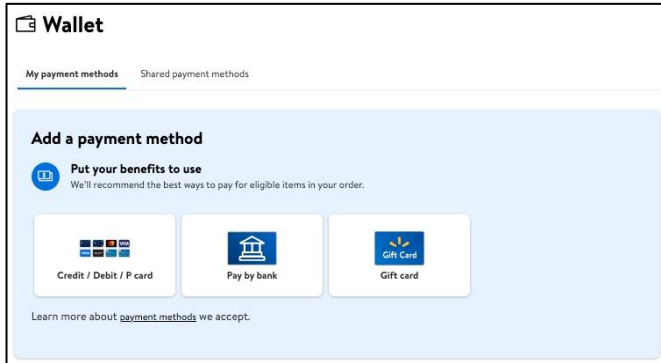


- User and account payment methods can be managed under the "Wallet" section in the Account Settings.

- 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
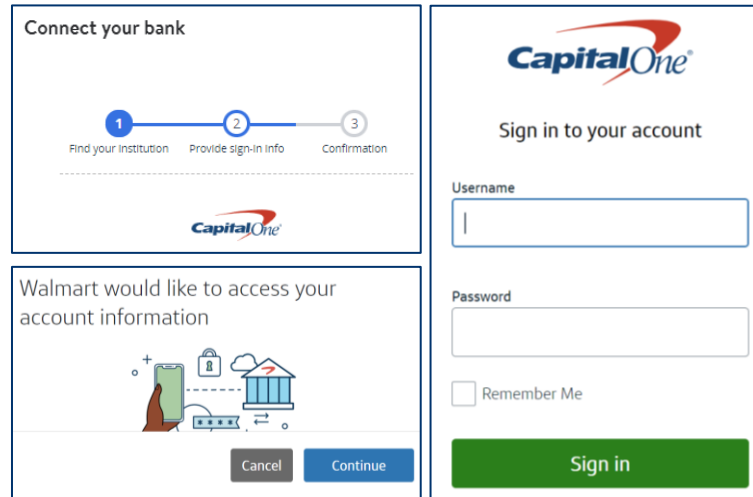- Purchase Orders (PO)
- Net30
- Invoices

# Adding Pay-by-Bank to User Wallet

## STEP 1
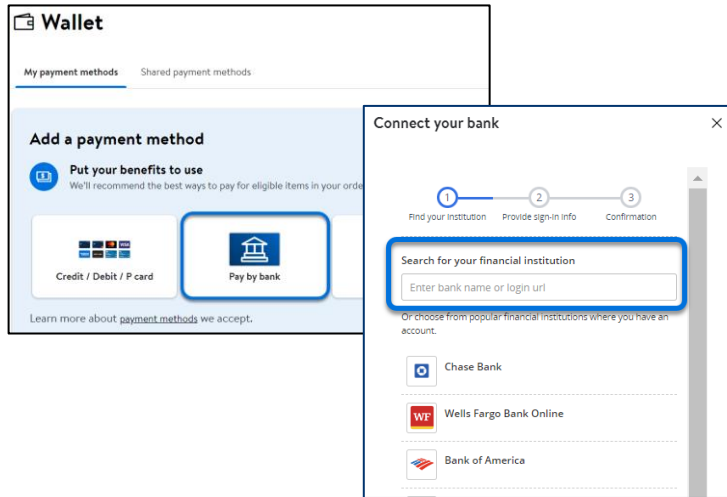


- Navigate to the "Wallet" section of Account Settings.

- Click on the "Pay by bank" option to add as a payment method.

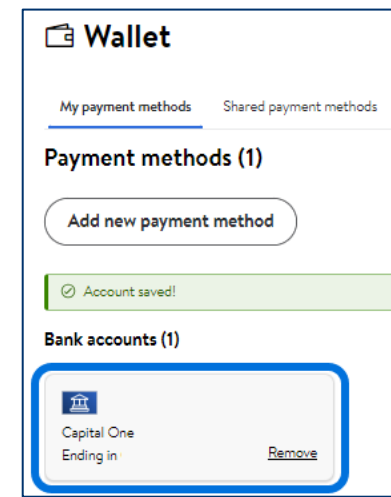- Search for your financial institution or select from the options listed below.

## 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.
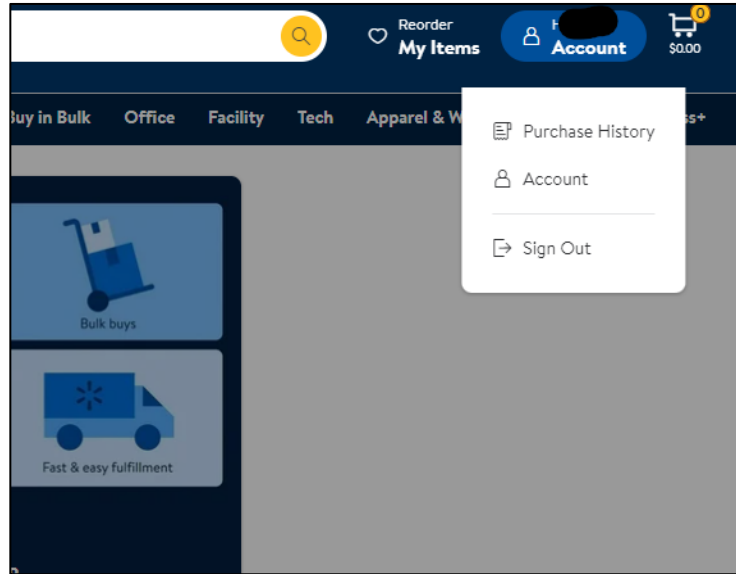
## STEP 3



- 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."

**Walmart** Business

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

- Hover over the "Account" button on the top right corner of the page.

- Select "Account" in the drop-down menu.

- 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
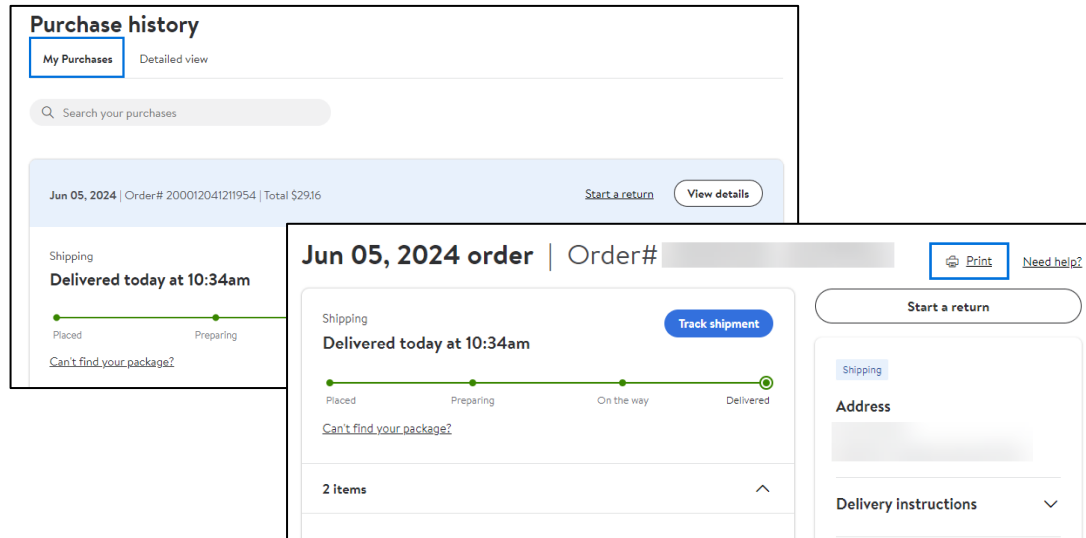


- Navigate to the "**Purchase history**" section of Account Settings.

- Scroll to view past purchases.

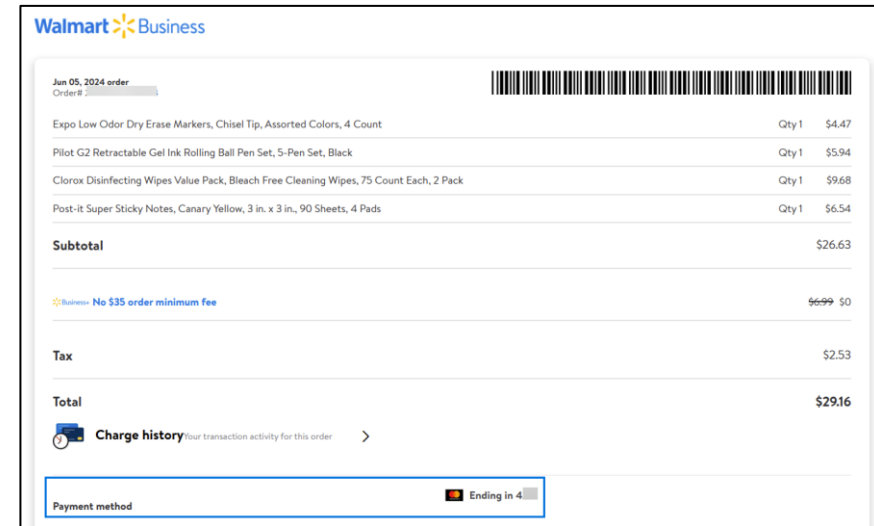- To view more details of a purchase, click the "**View details**" button in the heading of the desired purchase.

  o Additional details on this page include items purchased, total cost, **payment method**, and many more.

  o 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:

  o List of items purchased, quantity, and cost
  o Total cost including delivery and tax, if applicable
  o 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.

Walmart Business

# Accessing Receipts – Detailed View

## Detailed View



## Download Version



- 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.

  o Orders from **all users** will appear in this view for **Admin users only**. Buyers will only see their own purchases.

- 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

  o In the downloaded version, Excel's sort and/or filter functions are available.

Walmart Business

# Making a Purchase – Order for Shipping

## STEP 1
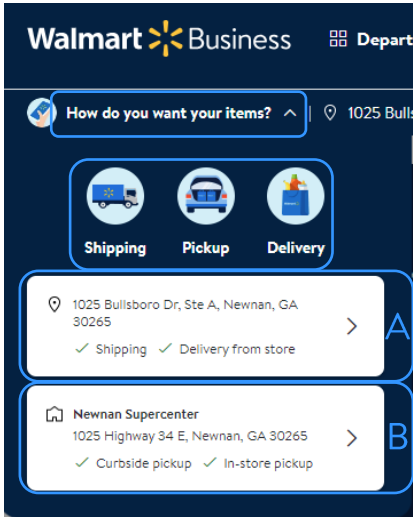


- Using the drop-down menu in the navigation bar, select that you want to place an order for "Shipping."

- 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
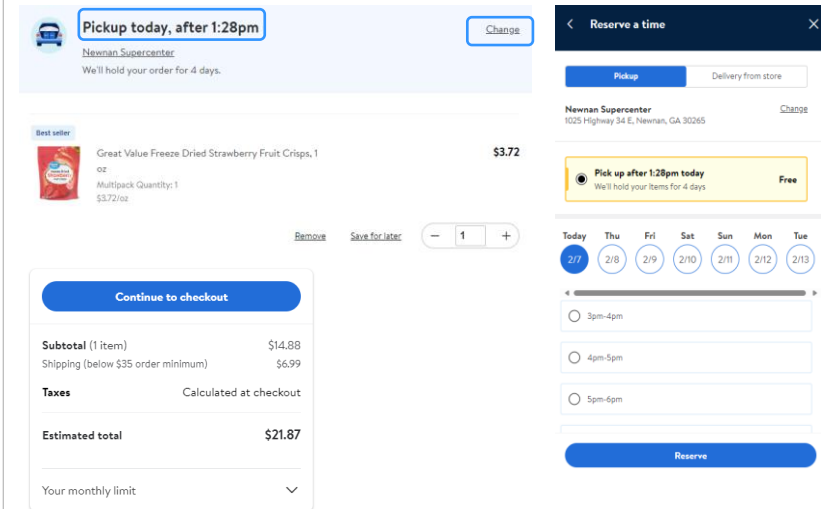


- Review the auto-selected pickup time. Select "Change" if you would like a different pickup date/time.

- 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.

**Walmart** Business

# 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



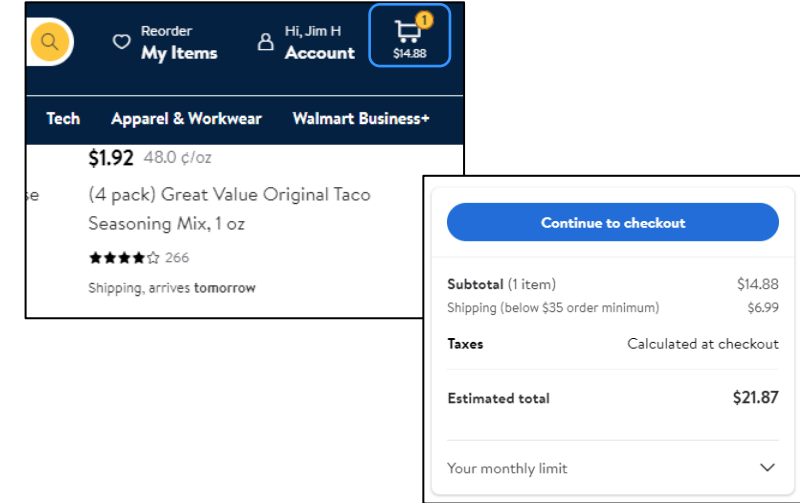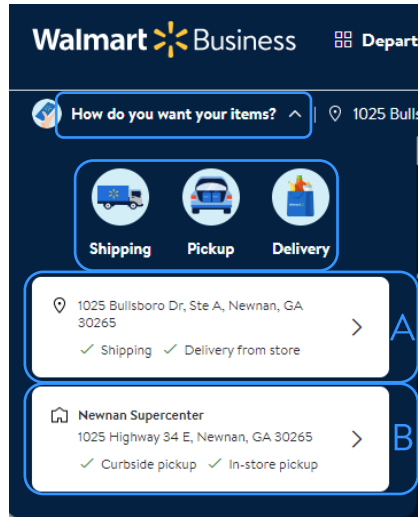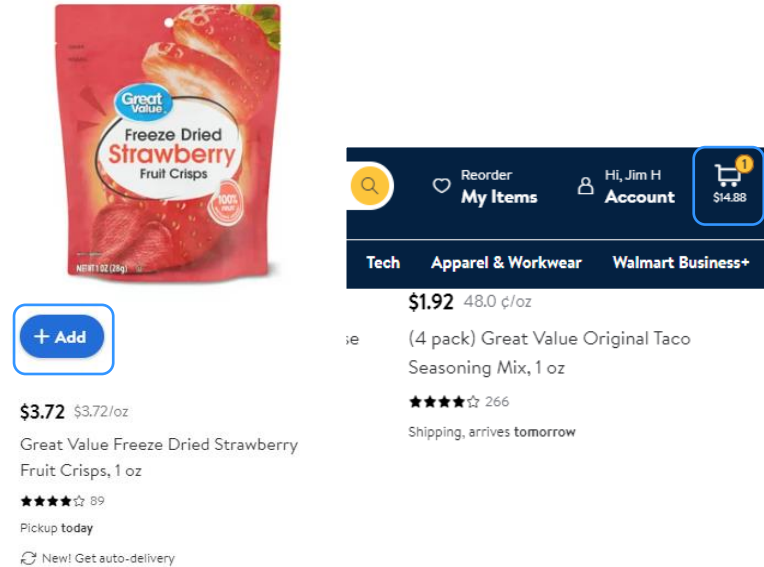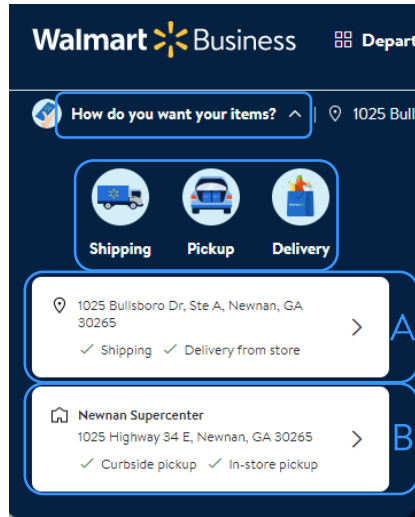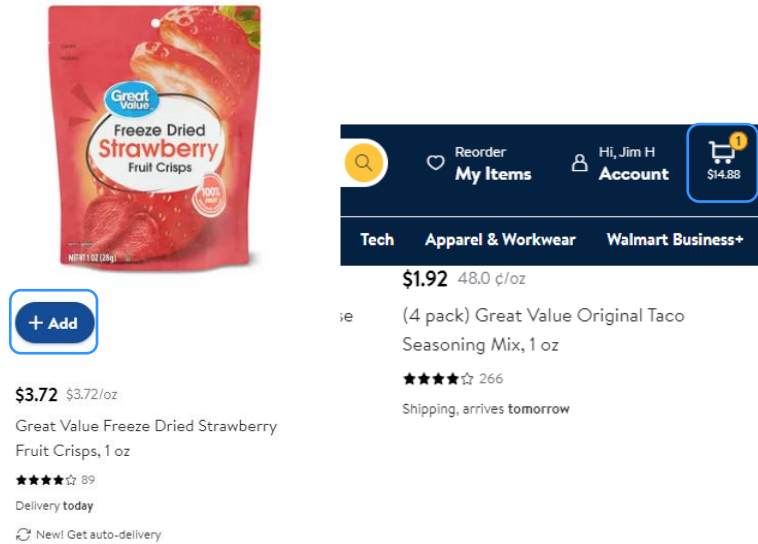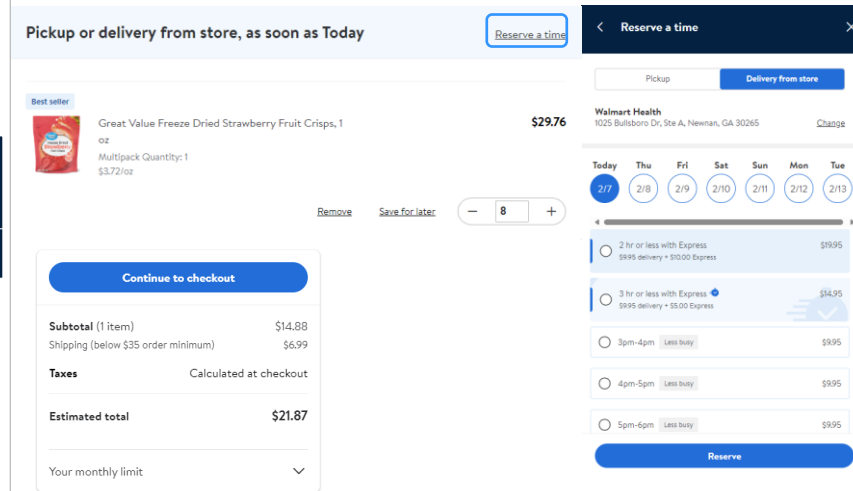- Identify an item that you would like to purchase.

- 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.
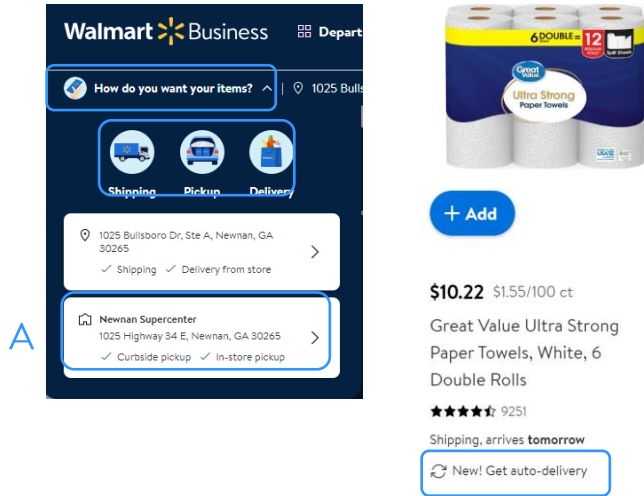
## STEP 3



- 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.

Walmart Business

# 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 "Get auto-delivery" 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
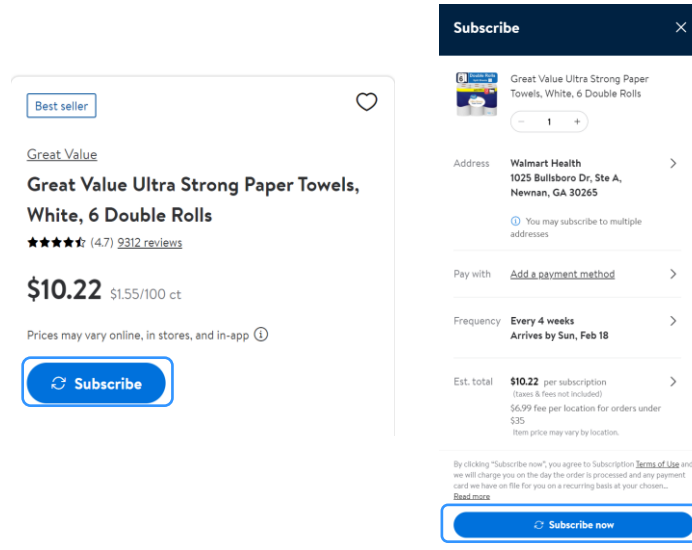


- Once the item is identified, select the item to view the item page.

- Select the "Subscribe" option to initiate the subscription set up.

- Review & confirm the subscription details, including:
  - Delivery Address
  - Order Frequency
  - Est. Order total

- Select "Subscribe Now" to finalize the subscription.
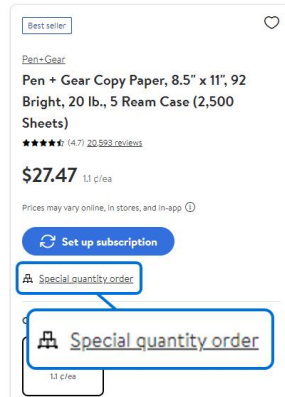
## STEP 2 CONT'D
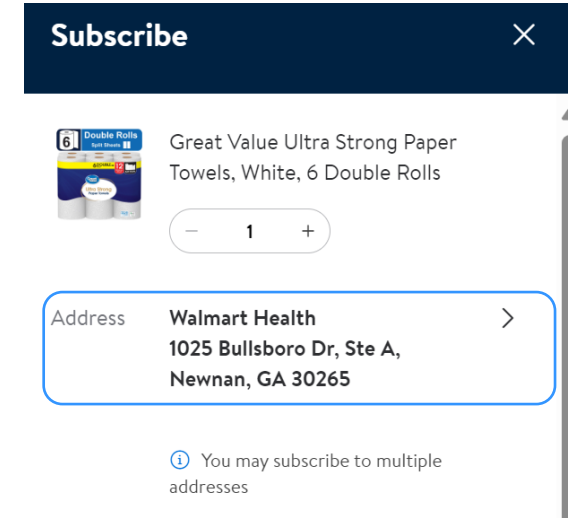


**NOTE**:

- Walmart Business Item Subscriptions include multi-address support.

- To configure this, select the address option and select additional addresses to add to your subscription.

- You may add up to 5 addresses to an item 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
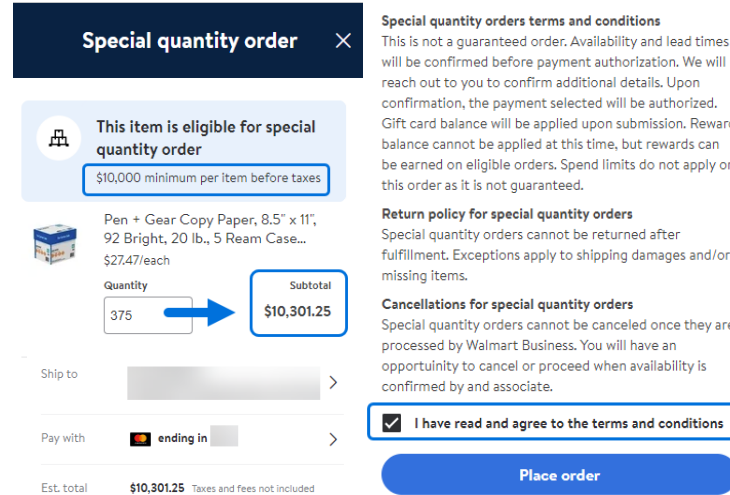


- A "Special quantity order" page will appear on the product page.

- 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.
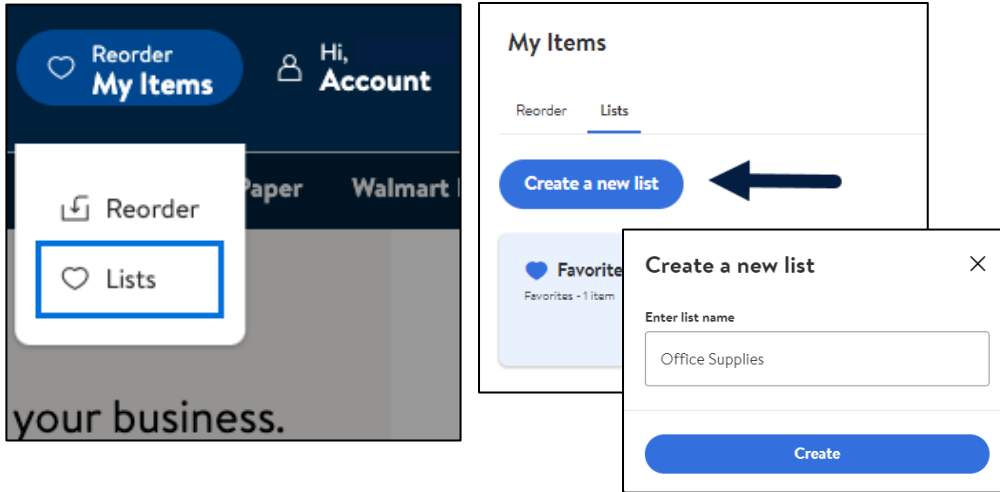
## STEP 3
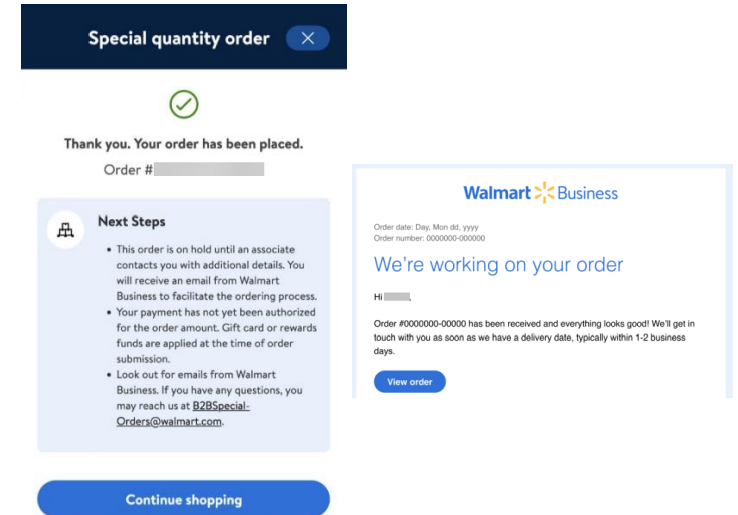


- A confirmation will appear on screen with information on next steps.

- 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.
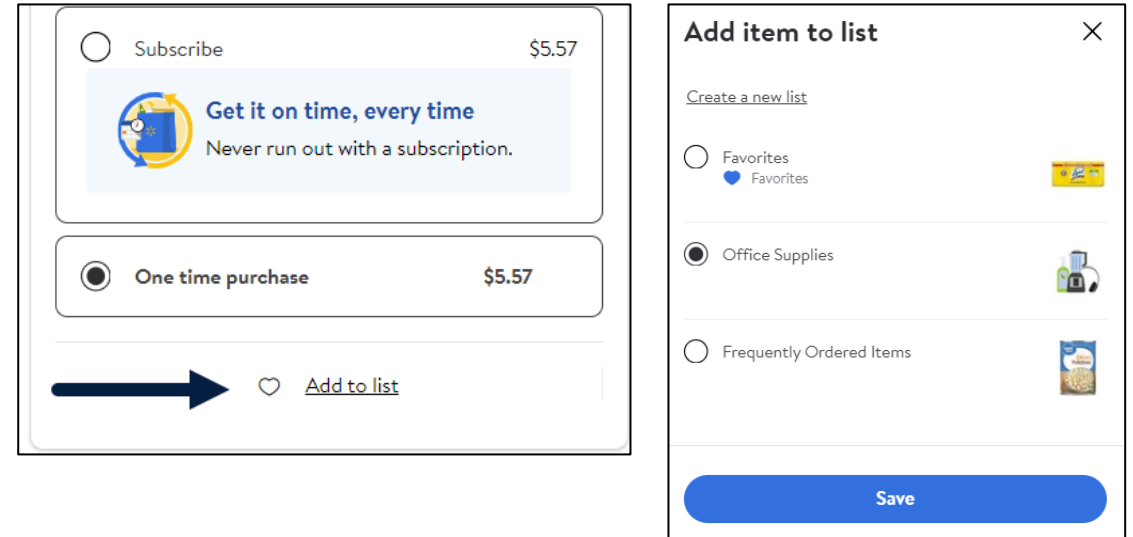
Walmart Business

# Lists

## Creating a New List



## Adding to a 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.

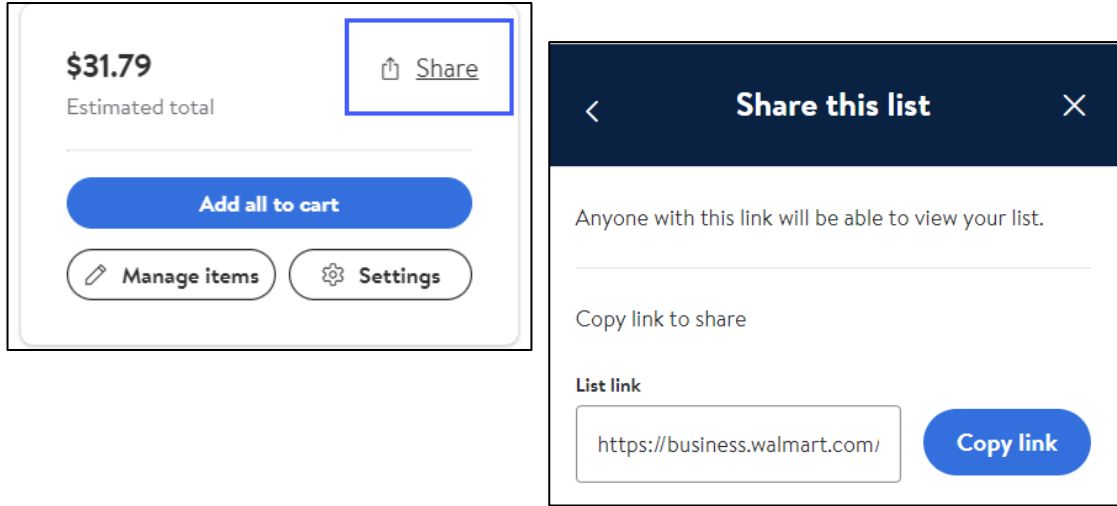- Enter a list name and click "**Create**."

- Navigate to the product you'd like to add.

- In the options below "Add to Cart," select "**Add to list**."

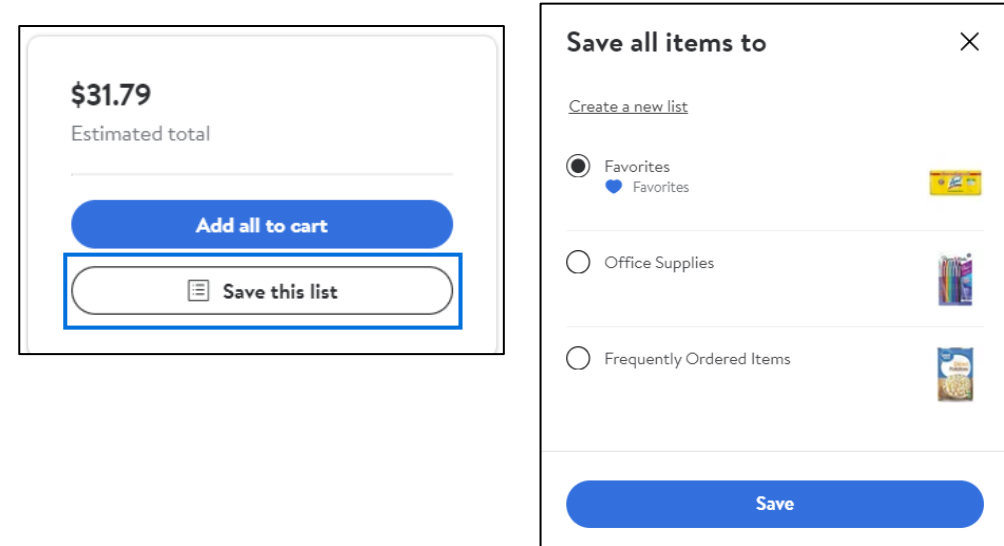- Choose the appropriate list (or create a new list) and click "**Save**."

Walmart ✦ Business

# Sharing a List

## Sharing a List



## Saving a Shared List



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

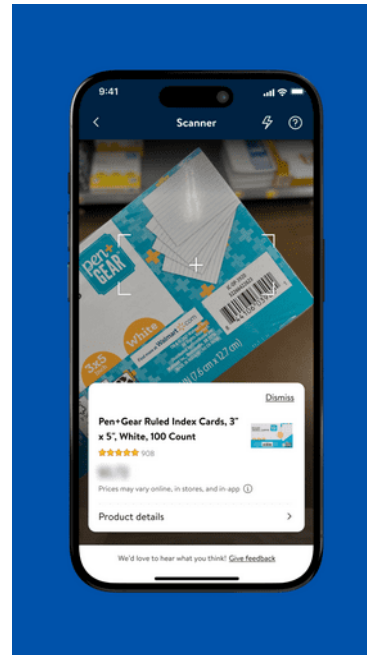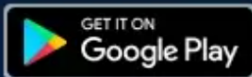- Select "**Copy link**"

- Share link.

- 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**."

Walmart Business

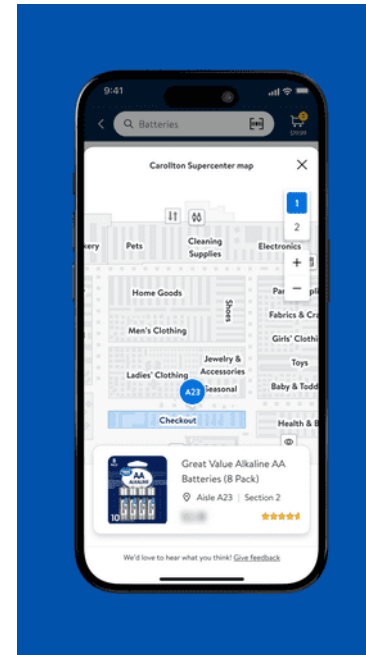# Download the Walmart Business App

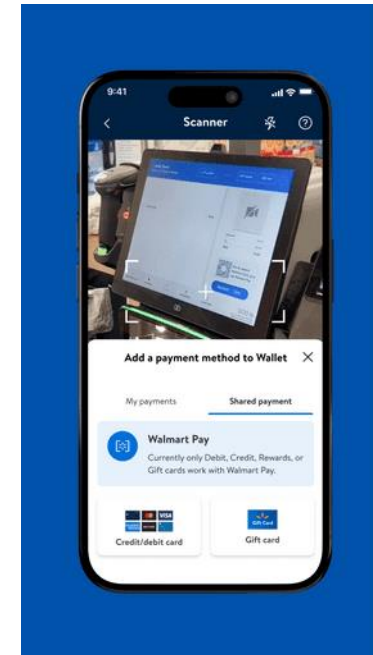## The Walmart Business app

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



Download on the App Store
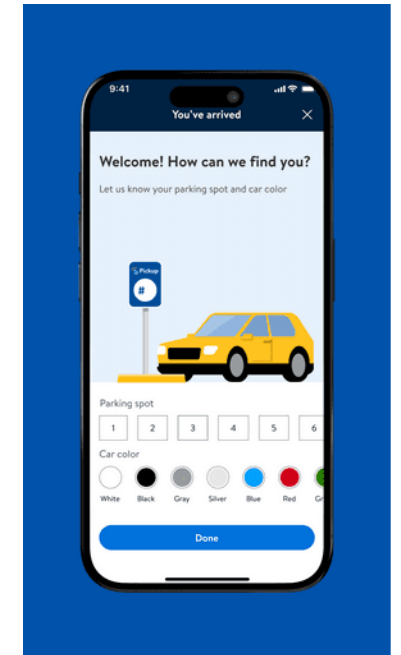
GET IT ON Google Play



**Check a price**



**Find an item**



**Walmart Pay**



**Curbside Pickup**

Walmart Business

# How to Use Walmart Pay



**Using Walmart Pay**

Complete your purchase by scanning the Walmart Pay QR code at any checkout lane

1. Open the Walmart app on your Android or iOS device.

2. If you've already saved credit, debit or gift cards to your Walmart account, you'll see them listed. 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 or debit cards or Walmart gift cards.

3. Choose the payment method you want to use with Walmart Pay.

4. We'll use the gift card value in your account first unless you switch this option to "Off."

5. When you're done shopping, go to any checkout lane & scan your items, then either open Walmart Pay in the app, or open your phone's camera. Hold your phone over the QR code on the register to pay. Walmart Pay can use credit, debit or gift cards saved to your Walmart account.

6. You should hear a chime & see a confirmation. We'll send a notification to your device when your e-receipt is ready—there are no paper receipts with Walmart Pay.

**Walmart** Business

# Customer Support:

## Chat With Us:

Faster response and shorter wait times!
(Select the Contact Us button on business.walmart.com)

## Call Us:

1-833-707-1245

## Hours of Operation:

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