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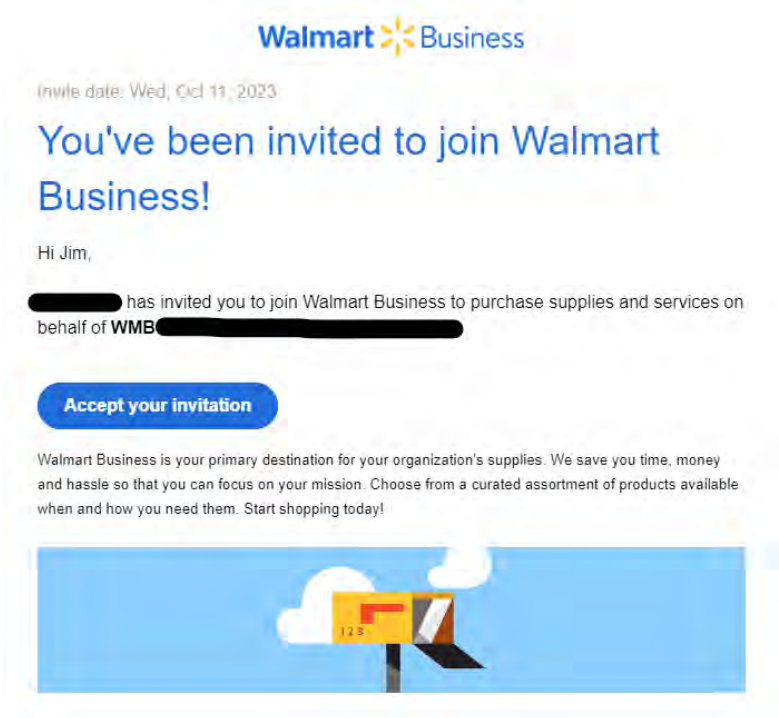
By following this guide, you will be able to efficiently manage your Walmart Business account, saving you time, money, and hassle!

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"

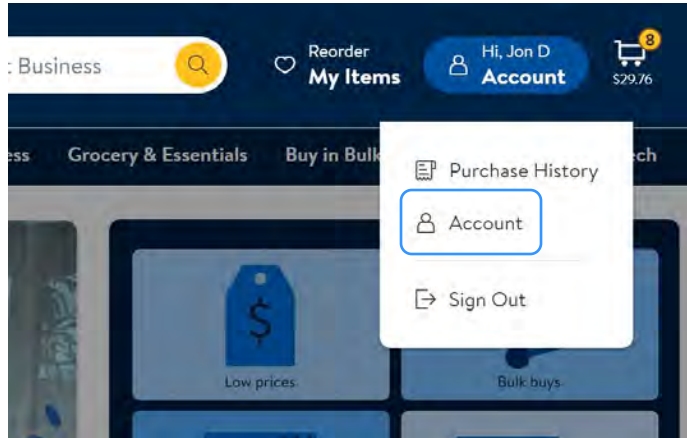- Select the "Accept your invitation" button

STEP 2

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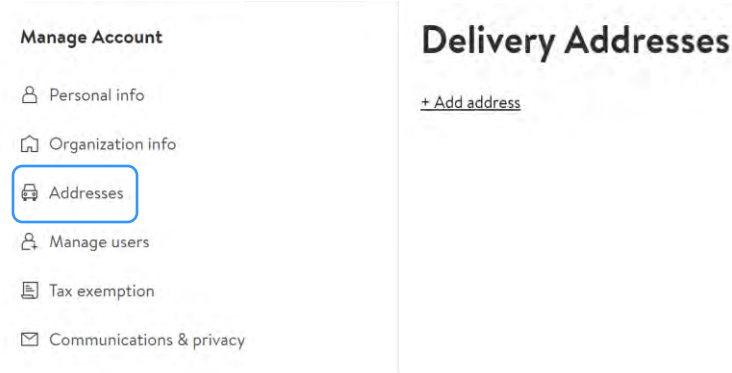
- Create a password

Add / Edit Delivery Addresses
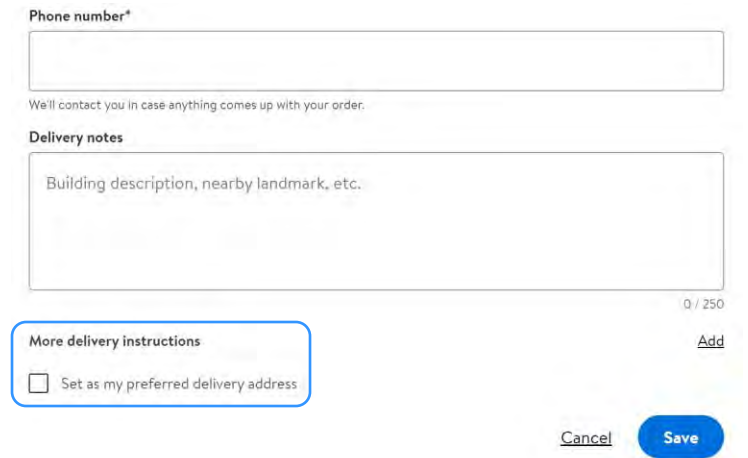
STEP 1

- 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.

- <u>To Add New</u>: 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.
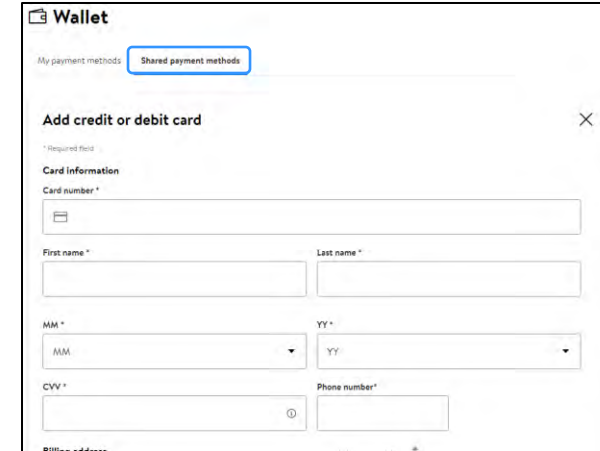
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Review Your Payment Methods

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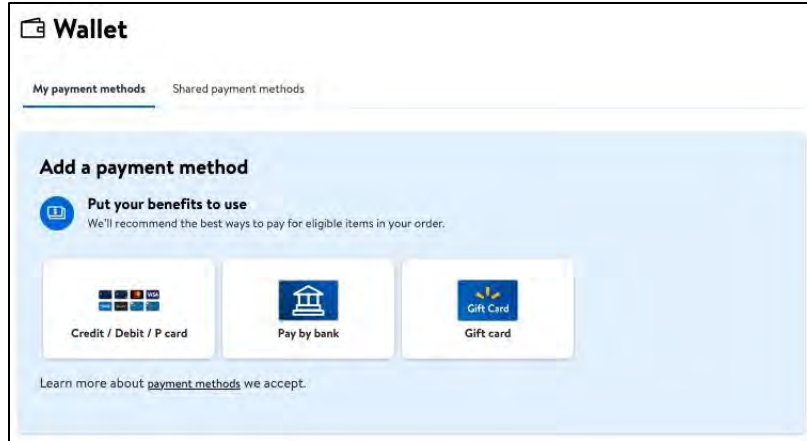
- User and account payment methods can be managed under the "Wallet" section in the Account Settings.

- Each user has access to a user-specific payment method, as well as Shared Payment Methods that are managed by the account Admin.

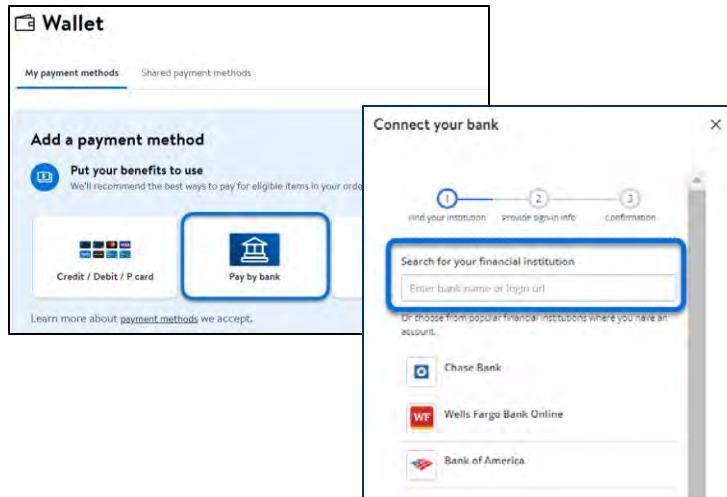## Shared Payment Method

- From the "Wallet" menu, navigate to the "Shared Payment Method" tab.
- Complete the required fields for payment method.

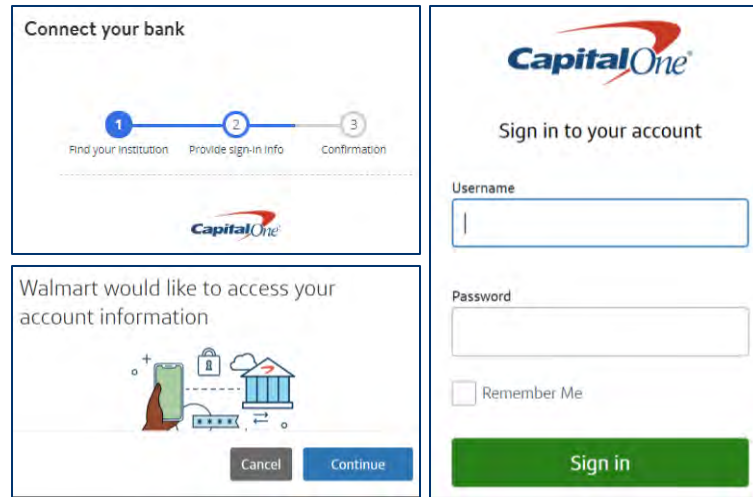 *Please ensure that the billing address is accurate for the shared payment method.*

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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.
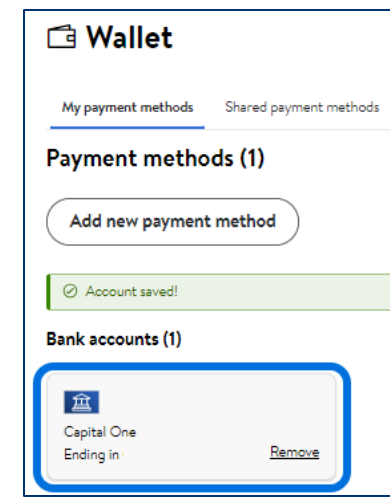
STEP 2

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

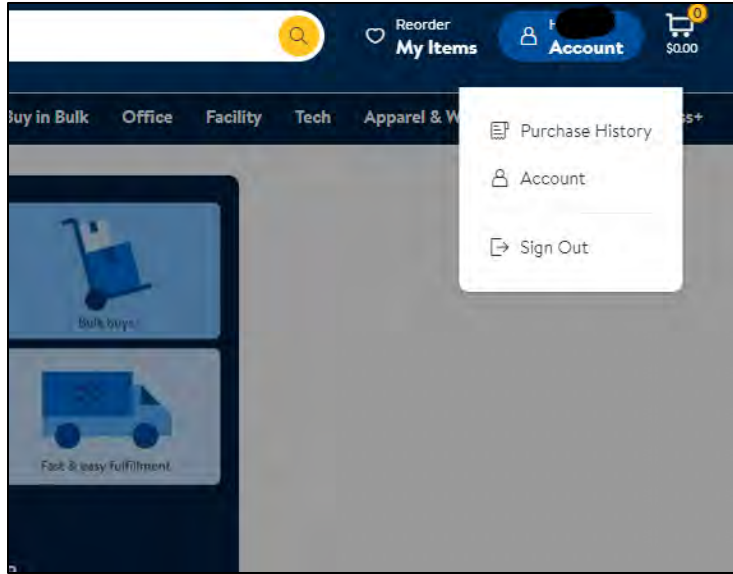**NOTE**: The images above will vary depending on your selected financial institution.

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."

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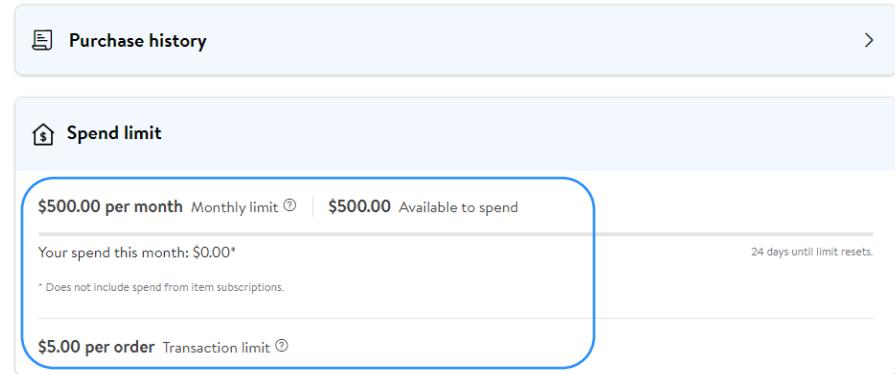
- Review your Monthly Spend Limit
  - Orders that exceed this limit will be sent to the account administrator for approval.
  - Balance resets on the 1st of every month.

- 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.

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Making a Purchase – Order for Shipping
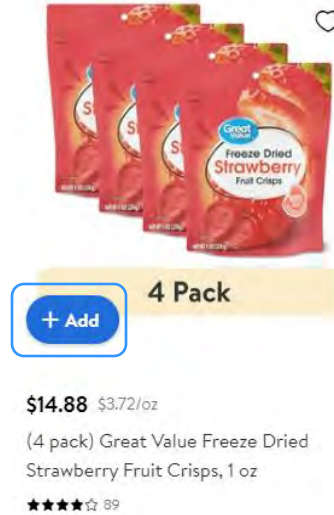
STEP 1
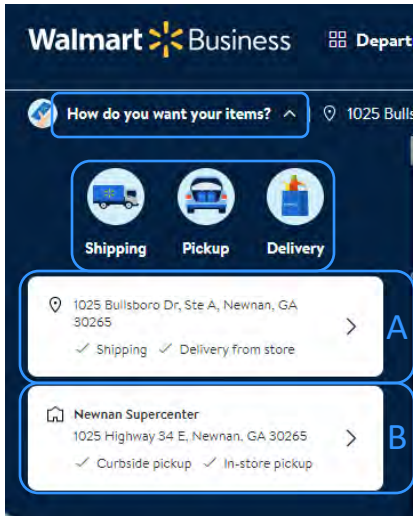
- Using the drop-down menu in the navigation bar, select that you want to place an order for "Shipping."

- 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.

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

STEP 3
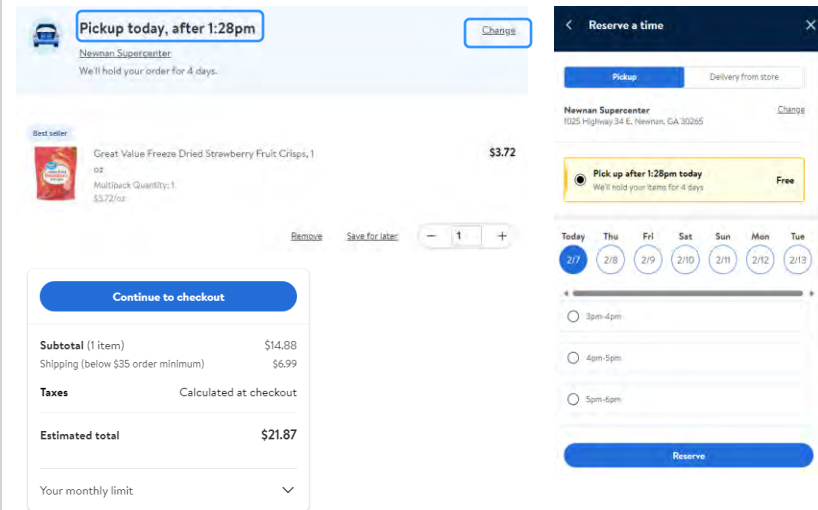
- Review the auto-selected pickup time. Select "Change" if you would like a different pickup date/time.

- 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

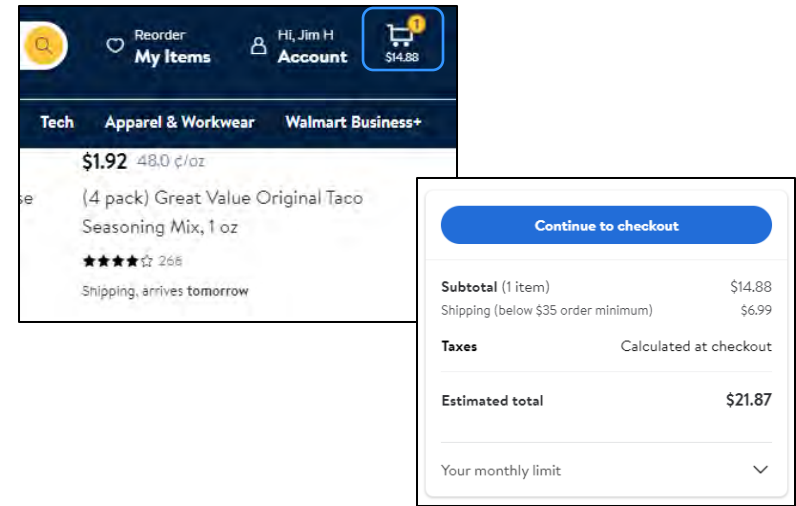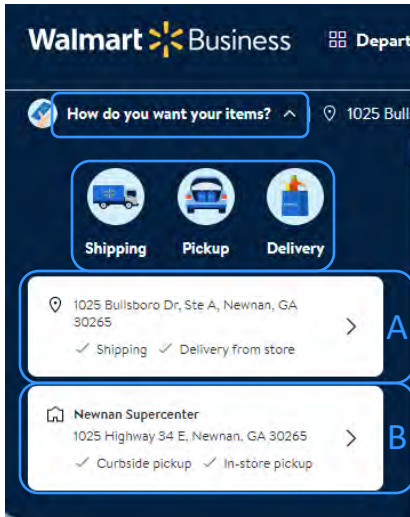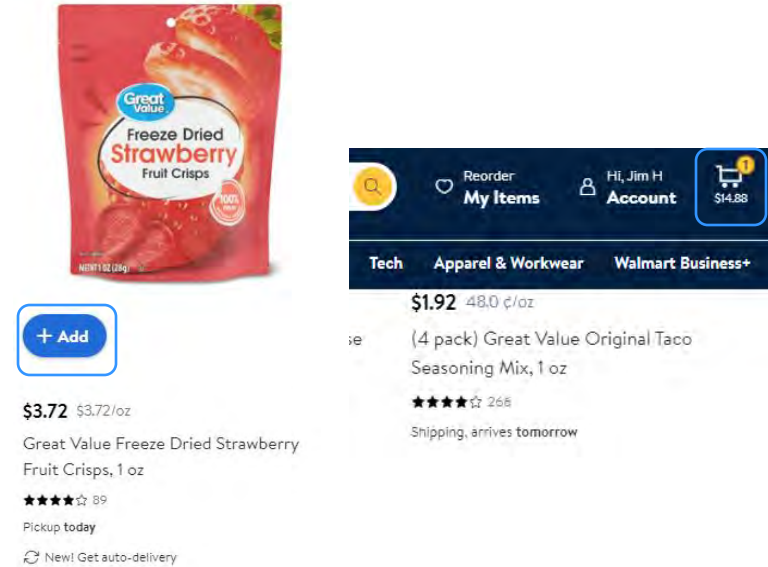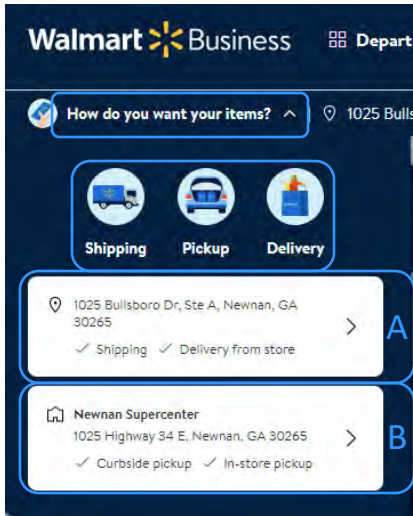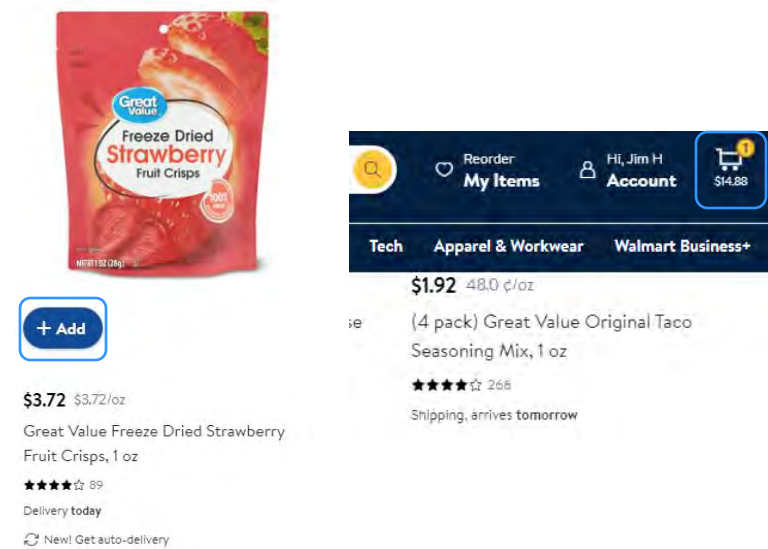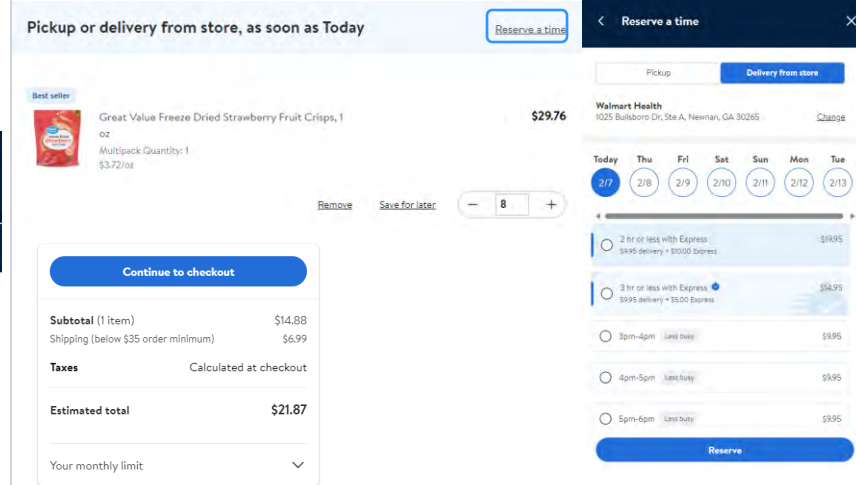- Identify an item that you would like to purchase.

- 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.
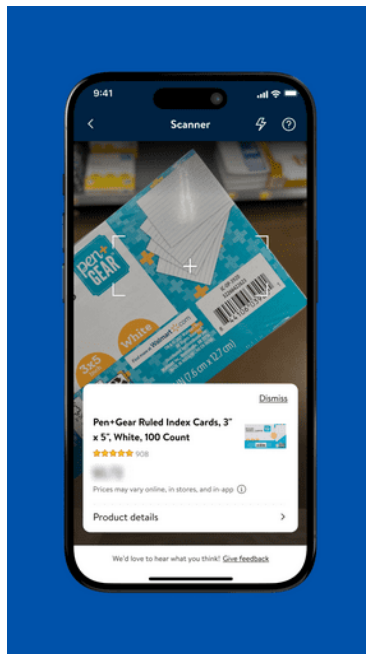
STEP 3

- 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.
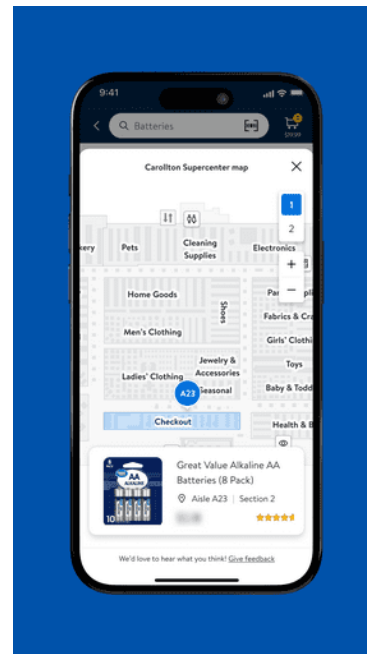
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Download the Walmart Business App

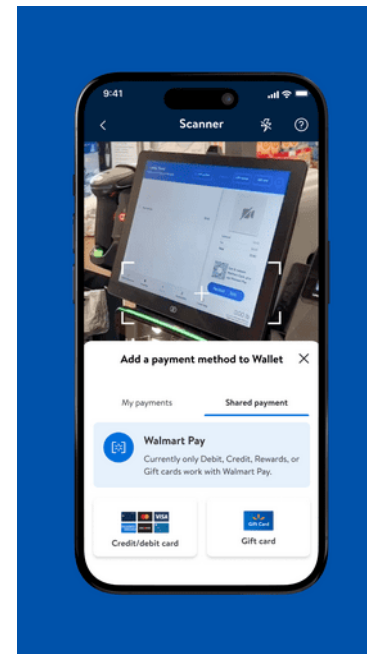The Walmart Business app

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

Download on the App Store
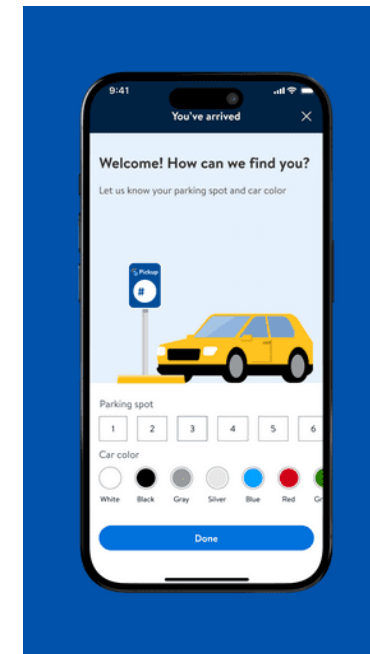
GET IT ON Google Play

Check a price   **Find an item**   **Walmart Pay**   **Curbside Pickup**

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.

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)
8am-5pm CT (S-S)