



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 & 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 & 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.

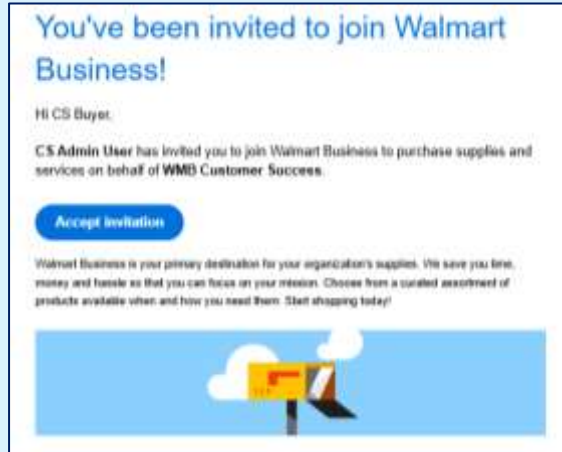
- Walmart Business Onboarding Team

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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.

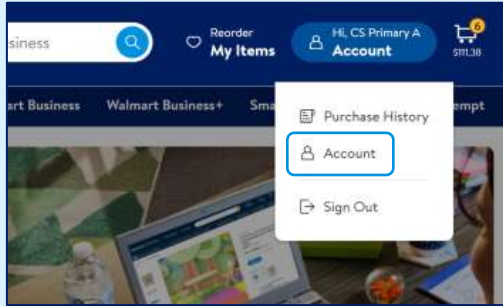
Step 2

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

Add / Edit Delivery Addresses

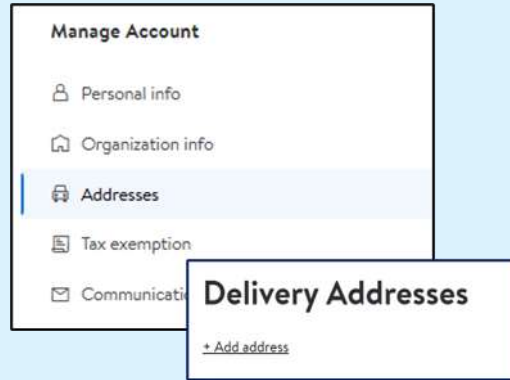


Step 1



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

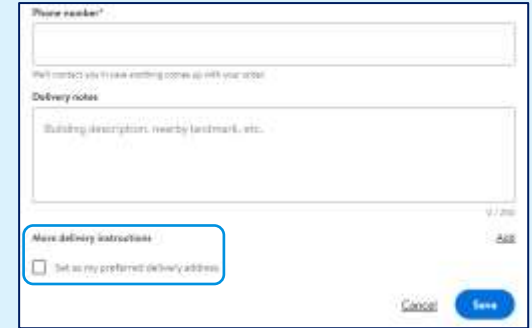
Step 2



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

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.



User-Specific



- User & 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 Admin users.

Shared Payment



- Any shared payments added by an account Admin will automatically be visible in your wallet.

Note: Shared payment methods are optional – if an Admin user has not shared a payment method with you, only your payment methods will show in your wallet.

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

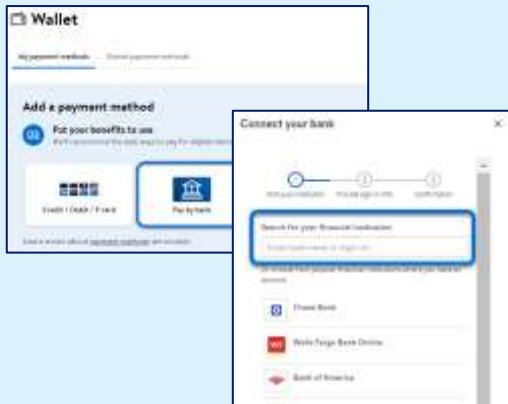
*The Walmart Business site does not currently accept:

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

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.

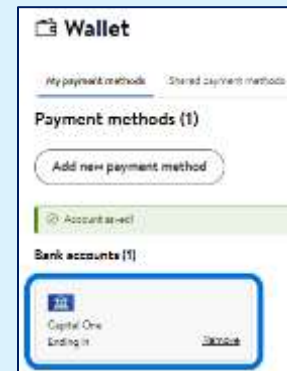
Step 2



- 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

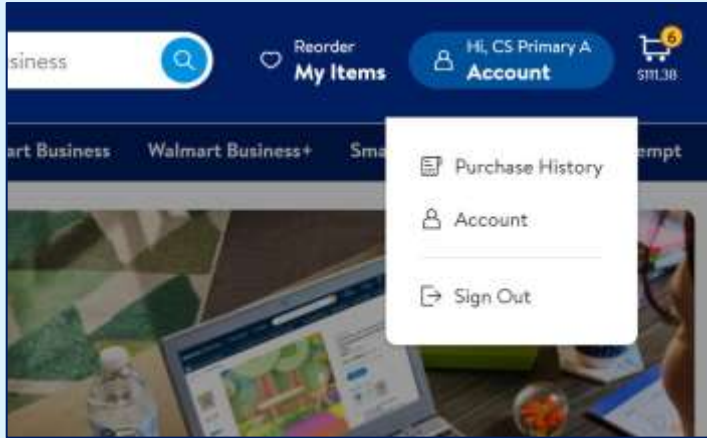


- Once your account is added you'll be redirected back to the “Wallet” section of Account Settings.
- The newly added bank account will now show under “Payment methods.”

Review Your Monthly Spend & Transaction Limits (if applicable)

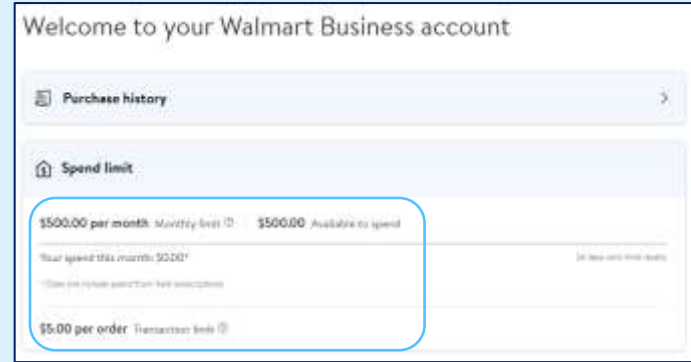


Step 1



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

Step 2

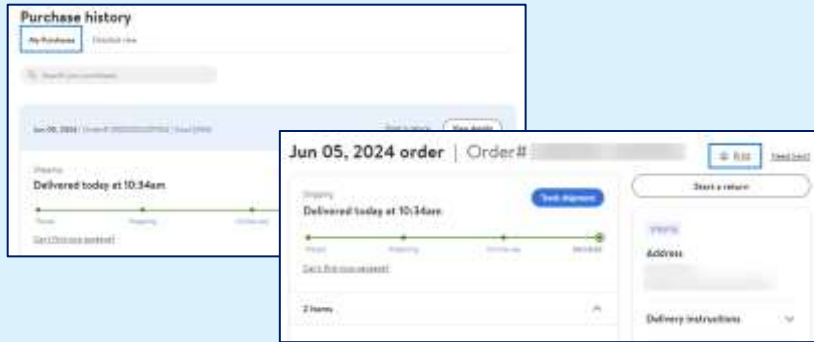


- Any spend limits applied to your account will be visible on your account landing page.
 - The Monthly Limit is the amount you have available to spend without approval per month. This balance resets on the 1st of every month.
 - The Transaction Limit is the amount you have available to spend without approval per transaction.

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

Accessing Receipts – All Purchases



All Purchases

Purchase history

My purchases All purchases

Download

Date ↓	Order #	PO # / reference ID	Order type	Category	User
05/01/2025	200013181665467		Regular	MULTIPLE	CS Buyer User
04/29/2025	200013014716506		Regular	MULTIPLE	CS Buyer User
04/16/2025	200013072348902		Regular	Home & Garden	CS Buyer User

- Navigate to the “Purchase history” section of Account Settings.
- Click on the “All purchases” tab.
- From this tab a list displays with details of each purchase including date, order #, order type, category, total cost, payment & 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 All purchases

Download

Date ↓	Order #	PO # / reference ID	Order type	Category	User
05/01/2025	20001				
04/28/2025	20001				
04/16/2025	20001				

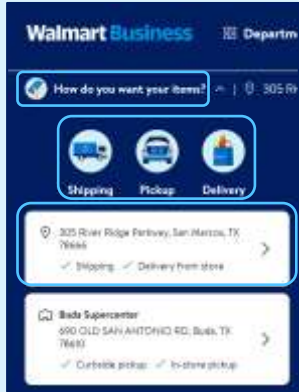
1	Order #	Date	Category	Order type	User	price	Payment	Status
2	2E+14	6/5/2024	MULTIPLE	regular		29.16	MASTERCARD	DELIVERED
3	2E+14	5/29/2024	MULTIPLE	regular		38.23	MASTERCARD	DELIVERED
4	2E+14	5/17/2024	Home & Garden	regular		49.06	YMCAPITALMC	MULTIPLE
5	2E+14	5/10/2024	Office	regular		79.67	MASTERCARD	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 “All purchases” tab features a “Download” button located in the upper right-hand side of the page.
- Clicking the “Download” button initiates downloading a CSV or 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.

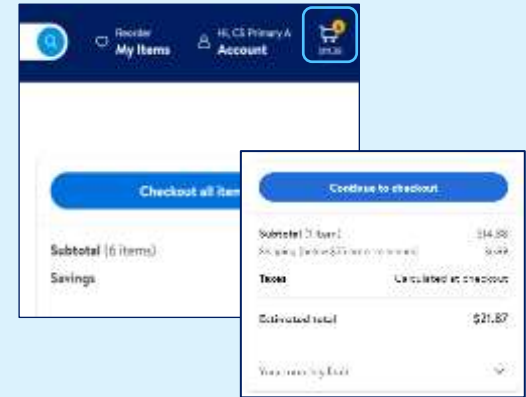
Step 2



- 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.

Making a Purchase – Order for Pickup

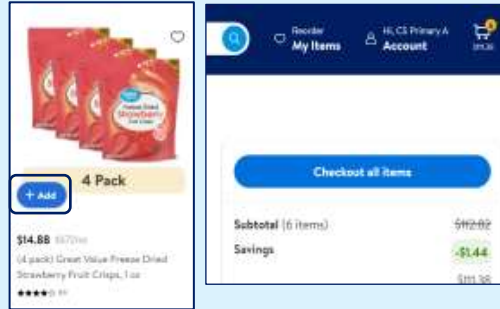


Step 1



- 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.

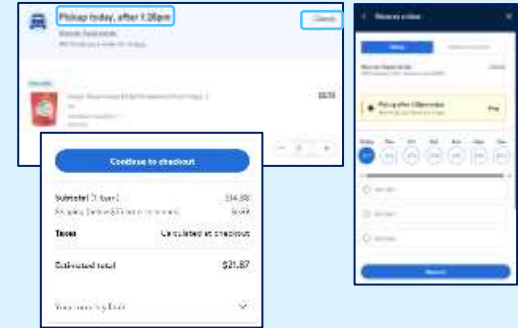
Step 2



- 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.”

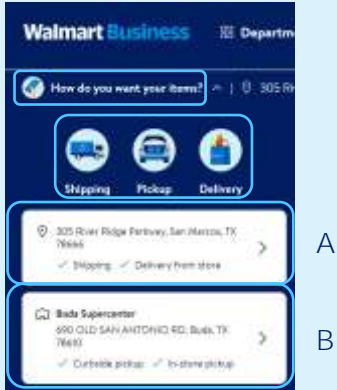
Review your order information & enter your payment method.

Follow instructions in your confirmation email for pickup. You can also review the step-by-step guide [here](#).

Making a Purchase – Order for Delivery



Step 1

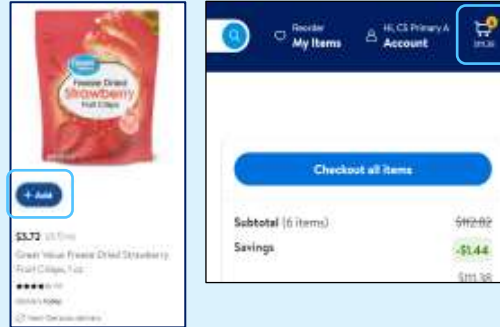


Using the drop-down menu in the navigation bar, select that you want to place an order for “Delivery.”

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

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

Step 2



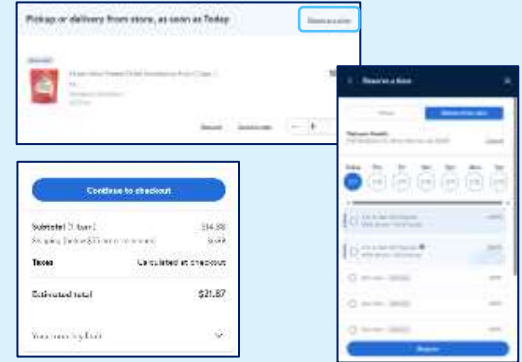
Identify an item that you would like to purchase.

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](#).



Overview

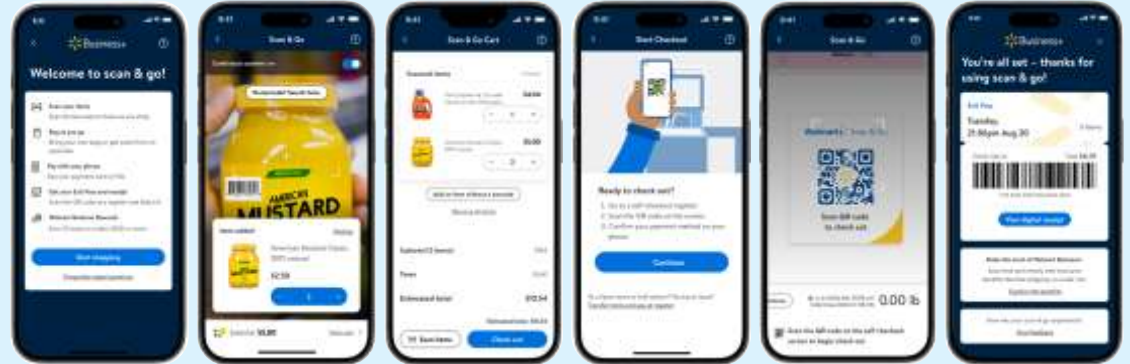
Walmart Business customers can easily make in-store purchases at any Walmart location.

- 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.

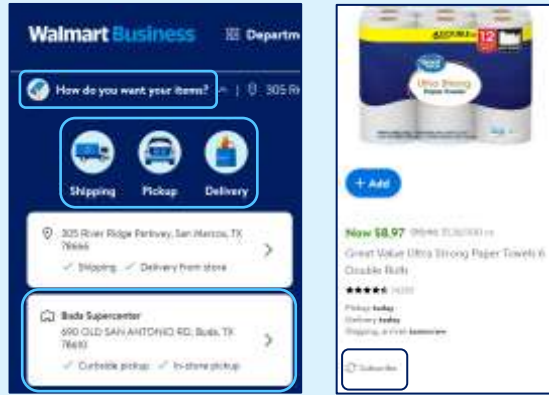
How it Works:

1. **Open the Walmart Business app** when you're inside a Walmart Store
2. Select Start shopping
3. Scan an item's 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

Making a Purchase – Item Subscriptions



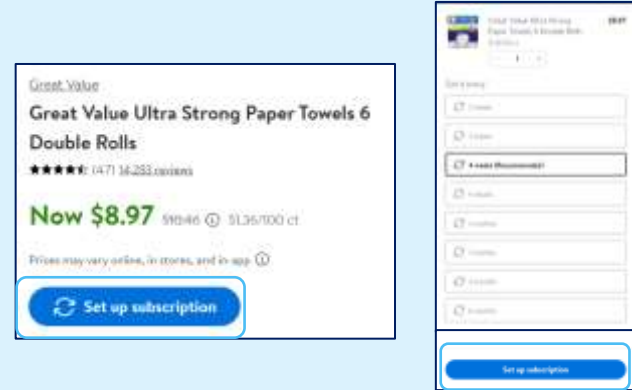
Step 1



- 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.

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.

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.

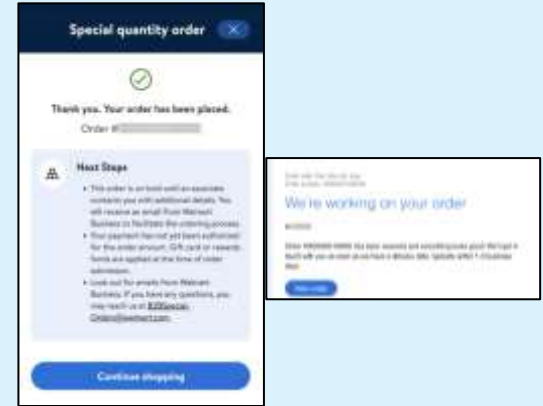
At this time Special Quantity orders cannot be placed for food, medicine/OTC, 1P Apple products, Sports Trading Cards or Gift Cards.

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



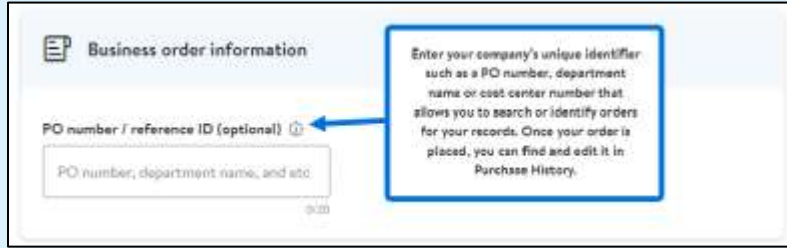
- A confirmation will appear on screen with information on next steps.
- You will also receive an email confirmation with a link to track your order.

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

Custom PO Number or Reference ID (Optional)



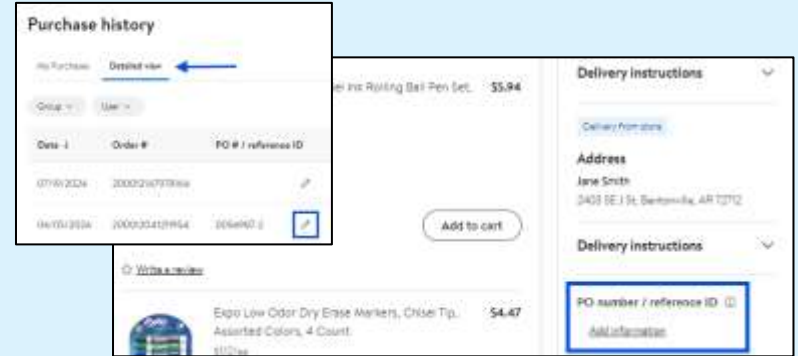
During Checkout



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

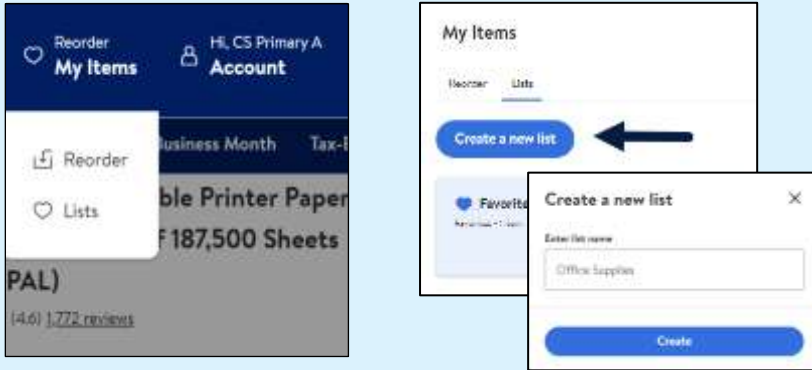
- Go to the checkout page.
- **Add a custom PO Number / Reference ID under “Business order information.”**
 - Maximum of 20 characters
 - Alphanumeric, dashes & spaces allowed
- If entered, this will show on the order confirmation page & in the Order Details.

After Purchase



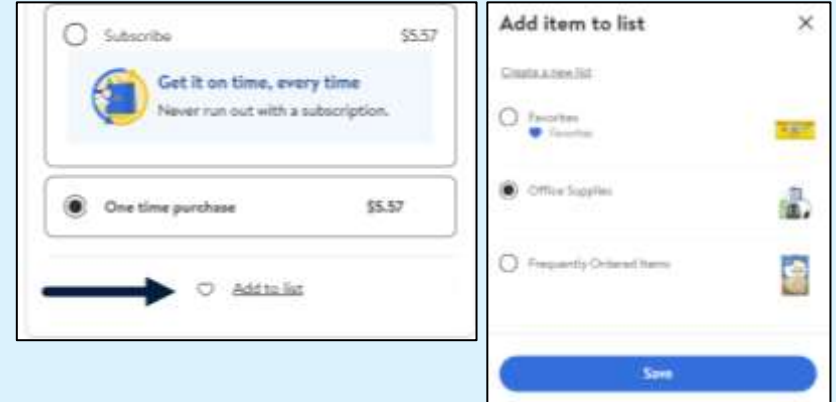
- After an order is placed, users can add or edit a customer PO number or reference ID multiple ways:
- **From Purchase history, select “All purchases” tab.**
 - In the PO # / reference ID column, click the pencil icon **next to order you’d like to add/edit.**
- From Purchase history, select View details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

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

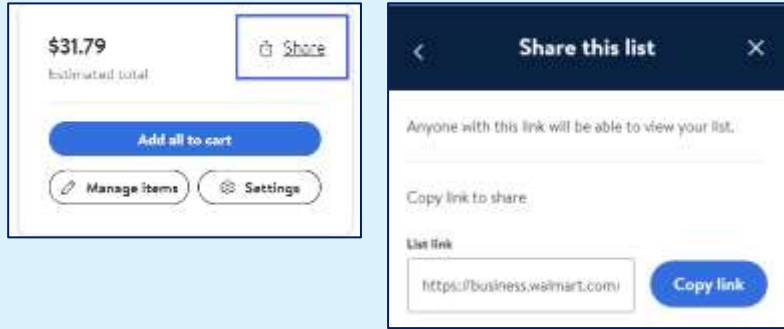


- Navigate to the product you'd like to add.
- In the options below “Add to Cart,” select “Add to list.”
- Choose the appropriate list (or create a new list) & click “Save.”

Sharing a List

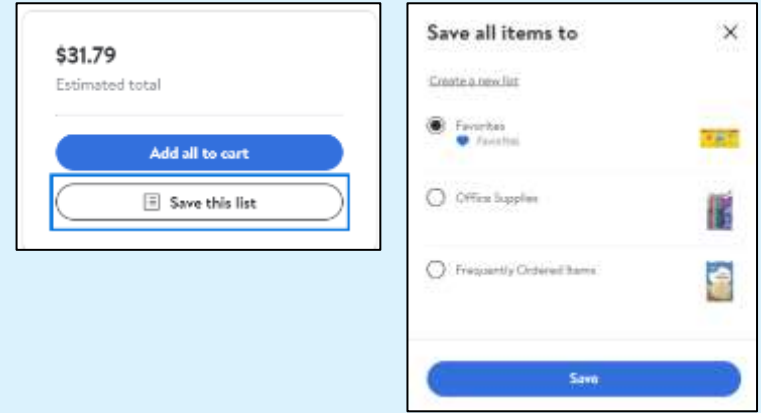


Sharing a List



- 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."

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

Get Started with Walmart Pay

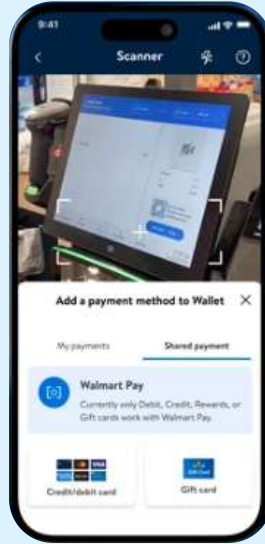


Step 1



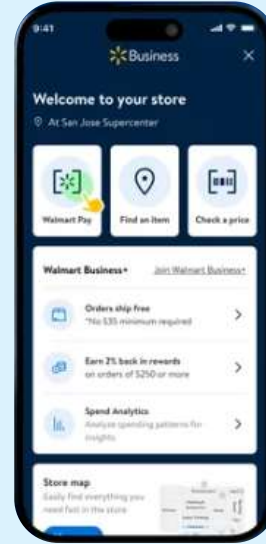
Download the App
Open it up once you get
into the store.

Step 2



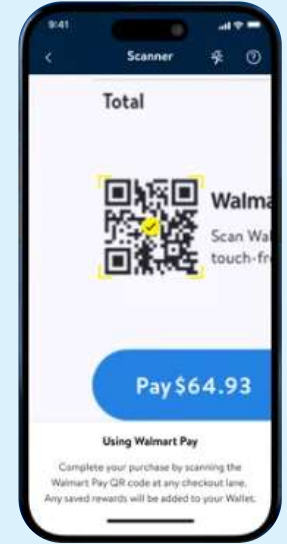
Choose Payment Type
Add credit or debit cards or
choose an existing
payment method.

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.



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.**



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