Walmart

GFR Supplier Onboarding | Readiness Checklist

Welcome to Onboarding! Ready to sell as a Walmart Inc. supplier? This checklist provides information and resources for GFR (Goods For Resale) suppliers onboarding with Walmart or Sam's Club. Reference **Help and Feedback** within the **Welcome to Onboarding!** dashboard as you complete the tiles; it's a good resource for articles that will guide you through the process.

If you have questions or need assistance, contact the Retail Link Help Desk at 479-273-8888 or 888-499-6377
Office hours M-F 7:00AM to 5:00PM Central

To Submit a Support Ticket:
Go to https://supplierhelp.walmart.com

Include the following information:
- Complete, full image screen shots with step details
- Supplier Name
- SAP Supplier ID
- Agreement Number
- DUNS number
- Question or description of issue

To Become a Retail Link User You Must Have:
- An internet ready Windows based PC with at least 256 MB of RAM
- An internet connection provided by an ISP (Internet Service Provider)
- Microsoft Windows 10 (or newer) operating system
- Microsoft Office Version 97 (or newer)
- Chrome Browser Version 94.0 (or higher)
- MIME compatible internet e-mail package and compatible provider
- Ability to read and write in a chat room

Quick Reference Guide

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Company Information	
Tell us about your company	
Company legal name and address populate from DUNS number	
Company Legal Name	Domestic Suppliers: Your company legal name must be the same exact name you have filed with the IRS and must match the name on your W-9 or W-8 Tax Form Direct Import Suppliers: Your Company Legal Name must match the name on your W-8 or W-9 Tax Form and your Business Registration Certificate accredited by a party of your local government
Company Address	Domestic Suppliers: The physical, street address of your company; PO boxes will not be accepted Direct Import Suppliers: The legal address as listed on the Business Registration Document accredited by a party of your local government
DUNS Number	DUNS number is required for Registration. If you do not have one, you can contact D&B at the number below. Inform D&B you are applying to become a Walmart supplier: 1-866-815-2749 (within North America) • For more information, e-mail wmvendors@dnb.com or visit: http://www.dnb.com/duns-number.html

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What is your relationship with your company?	• Direct Employee • Employee of Parent Company/Sister Division/Subsidiary • Third Party
What is your current position with your company?	• Accounts Payable • Information Systems • CFO • Insurance • Primary Account Representative • CEO • Marketing • Food Safety • Operations • Executive • Accounts Receivable • Product Safety • Legal • Returns • Transportation • Other • Compliance • Finance • Human Resources • Logistics • Purchase Order • Sales • Orders
What type of legal entity is your company?	• Corporation • LLC/Partnership • Sole Proprietor
Annual Gross Revenue	For Direct Import Suppliers: • Less than $10M • $10M - $50M • $50M - $100M • Greater than $100M
In which countries is your export business offices located?	For Direct Import Suppliers: • Select country from list
In which countries are your factories located?	For Direct Import Suppliers: • Select country from list
Do you have warehousing facilities in the retail markets you work with?	For Direct Import Suppliers: • Yes • No
Business registration certificate	For Direct Import Suppliers: A business registration certificate is required by the local government in every country
Are your products or personnel services imported/outsourced from another country?	For Domestic Suppliers: • Yes • No
Do you have a factoring relationship with another company?	For Domestic Suppliers: Select "Yes" if your company is being financed by a third-party financial partner or has a factoring relationship with a financial entity Note: You must provide a letter from both your company and the factoring company
Remittance Address	Select same as company address or provide the remittance address

Company Website (Optional)	Enter company website address
DBA (Optional)	Provide if listed on your tax form
Company Description (Optional)	Enter company description
Factory Directory (Optional)	Add your capabilities and locations
Review your company details and make sure everything is correct.	Providing incorrect information will cause delay in receiving a vendor agreement. Confirm & Submit or Go Back and adjust incorrect information

Tax Information	
Provide your company Tax ID and Forms	
Tax ID Country	Select your Tax ID Country (populates from earlier country entry)
Tax ID Type	Will populate selection based on the Tax ID Country selected
Tax ID	Domestic Suppliers: **Tax Number:** Federal Taxpayer Identification Number or Social Security Number **W-9 Tax Form:** Requires the latest version of the form, which can be found at: https://www.irs.gov/uac/about-form-w9 Direct Import Suppliers: **Tax Form:** Requires the latest version of the form, which can be found at: https://www.irs.gov/uac/about-form-w8 • Generate tax document • Select federal tax classification • Exempt payee code (optional) • Exception from FATCA reporting code (optional) • Account number(s) (optional) -If number is Domestic – and supplier is based in the US – only tax document required is W9 form -If number is Domestic – and supplier is based internationally – W8 form & the onboarding questionnaire is required -If number is Direct Import – and supplier is based in the US – W9 form & Business Registration Certificate document is required -If number is Direct Import – and supplier is based internationally – W8 form & Business Registration Certificate document is required
Are you a foreign person that claims income that is effectively connected with the conduct of a trade or business in the United States?	For Direct Import Suppliers: • Yes • No

Complete the information for your tax form	For Direct Import Suppliers:
	• W-8ECI: Foreign Person: Y (any Legal Entity type)
	• W-8BEN: Foreign Person: N and Legal Entity type: Sole Proprietor
	• W-8BEN-E: Foreign Person: N and Legal Entity type: Corporation/LLC
	• W-8ECI: This form is required if foreign person question is answered Yes on Step 1
	• W-8BEN Form: This form is to be completed by Sole Proprietors. This is a simple form and errors out if the user tries to click Next without filling out required fields.
	• W-8BEN-E Form: This form contains dynamic UI elements that change depending on the user selection.
	
	W-8BEN-E Form Details:
	Part 1 – Identification of Beneficial Owner
	• Mailing Address W8BEN E
	• Chapter 3 Status
	   o Simple trust
	   o Central bank of issue
	   o Grantor trust
	   o Tax-exempt organization
	   o Corporation
	   o Complex trust
	   o Private foundation
	   o Disregarded entity
	   o Estate
	   o International organization
	   o Partnership
	   o Foreign Government – Controlled Entity
	   o Foreign Government – Integral Part
	Part II – Complete only is a disregarded entity with a GIIN or a branch of an FFI in a country other than the FFI's country of residence
	• Chapter 4 Status
	   o Branch treated as nonparticipating FFI
	   o Reporting Model 1 FFI
	   o U.S. Branch
	   o Participating FFI
	   o Reporting Model 2 FFI
	• Address of disregarded entity or branch

Product Submission
Share your product catalog

Do you supply any products made in the USA?	• Yes • No
Do you provide licensed/royalty products?	• Yes • No
Are you a broker for any of the products you would like to sell?	• Yes • No
Are you a distributor for any of the products you would like to sell?	• Yes • No

Are you interested in private label (optional)?	• Yes • No
Provide URLs to retail sites where you currently sell (optional)	Enter URL address
Tell us why your products are a good fit for Walmart (optional)	Enter information requested
By providing product information, I agree to be bound by the terms of the Online Product Submission Statement.	View statement and check the box to indicate you have viewed and agree to the terms
Your Products / Manage Catalog Please provide us with information about your entire catalogue – whether it's several items or just a few – to expand future opportunities for doing more business with Walmart.	To add your product catalog, you will first need to export a spreadsheet template, then fill out your product info & upload. Click the Get Started Button. Provide a list of products IDs for each of the items you would like to share with Walmart. You may enter GTINs, UPCs, EANs, ISBNs or your own unique SKUs. You can submit up to 200 items at a time. Enter a list of your Product IDs, this will populate the spreadsheet template. Click Add Product button. Export the spreadsheet template from the download/upload page and fill out the remaining item information. Refer to Row 6 on the spreadsheet for formatting requirements. Product Image URL must be the image of your product and publicly accessible. Then upload the spreadsheet file on the download/upload page. If the upload does not complete, correct any identified errors, and retry. Review your items to confirm you are ready to submit your catalog to the Walmart buying team. If you need to make changes, edit the spreadsheet and upload again.

Contacts Add important contacts from your company	
Add Contacts	Provide contact information for each role listed below by selecting the role or clicking the 'add contact' button. The same contact can be associated with multiple roles. CEO, CFO and Administrator should be completed first. • Administrator • CEO • CFO • Accounts Payable • Account Representative • Customer Service: Customer • Customer Service: Walmart • Facilities • Fulfillment Center After Hours Support • Fulfillment Center • Fulfillment Center IT • Supply Chain • Orders • Operations • Regulatory Compliance • Returns • Content Expert

Product & Brand
Provide product and brand information

Do you plan on selling products in the store?	We need to know a bit about your products and where you'll be selling them. Depending on your answers you may need to submit more information, which we'll guide you through. Only brands sold in Walmart stores must have a brand ID. • Yes • No If yes, do you have all needed brand IDs?
Will you be selling fresh produce?	• Yes • No If yes, provide additional information about food safety practices in your facility and get set up with a distribution center. Food Safety Profile – If selling fresh produce, food, or beverage products: Select contact from dropdown. Download Food Safety Produce Disclosure form, complete the form and upload completed copy. Distribution Center Management for Produce – To complete this step, you need to first receive and accept your agreement
Will you be selling any food or beverage products other than fresh produce?	• Yes • No If yes, provide additional information about food safety practices in your facility and get set up with a distribution center. Food Safety Profile – If selling fresh produce, food, or beverage products: Select contact from dropdown. Download Food Safety Produce Disclosure form, complete the form and upload completed copy. Distribution Center Management for Produce – To complete this step, you need to first receive and accept your agreement

Insurance
Review requirements and upload Certificate of Insurance

Insurance **Provide required insurance certificates for the product(s) you are selling.**	If you are approved as a supplier, you will need to procure and maintain insurance to cover legal costs or other liabilities that could result from claims or lawsuits related to your product. You are required to provide insurance information during onboarding before you receive your Business Terms Agreement. You are also required to upload your Certificate of Insurance in **Retail Link > Applications > Supplier Liability Insurance (SLI)** within 30 days of accepting your Supplier Agreement. You can see the US insurance requirements here. I acknowledge the follow regarding my insurance – accept acknowledgement • Walmart Inc, subsidiaries, and affiliates are listed as an 'Additional insured party' and 'Certificate holder' • Should any of the above-described policies be cancelled before the expiration date, the issuers will endeavor to mail 30 days written notice to the certificate holder
Insurance Certifications **Add a minimum of one certification and submit. You can always add more certifications later.**	Click Add Insurance and provide the following information: • Carrier Company • Address • Phone Number • Carrier Email • Policy Info – Expiration Date • Policy Info – Coverage Amount (USD) • Insurance Letter Read the Supplier Liability Insurance Matrix and the Insurance Requirements

Set up EDI-B2B
Configure and test EDI connections

Where will your products be sold?	Select one of the following: • Walmart • Sam's Club • Walmart.com • SamsClub.com Supplier selects banner during registration but can make edits here. EDI is needed if any banner is selected other than Walmart.com. WebEDI is needed if Walmart.com banner is the only banner selected. No further action is needed as WebEDI mailbox will be created automatically after you receive your agreement. To make changes or get assistance, contact the EDI helpdesk at 479-273-8888.
EDI integration for Walmart stores, Sam's Club, and SamsClub.com	Select and set up your EDI integration When you start set up you will be first guided to choose between the options we offer for these banners. Global Enterprise Mailbox • Select Mailbox • Select Mailbox ID Only using these documents (ASN, Invoice, PO) • Yes • No Is this for Goods NOT for Resale (GNFR) or Pharmacy? • Yes – click 'AS2 setup' to select AS2 as your EDI option • No Are you going to be doing more than 15000 documents a year? • Yes – click 'AS2 setup' to select AS2 as your EDI option • No Click 'Read Me' for details about differences between WebEDI and AS2. You can proceed after reading the help article. Click the Read Me button.

Banking
Provide account information for Payments

Provide a valid US bank account	Select Checking or Savings Search for Bank – How do you want to search and verify your bank? • Bank name • Routing Number Select your bank. If you do not see your bank listed, contact Supplier Help at (479) 273-8888. Enter banking information: • Account Holder Name • Bank Account Number Domestic suppliers are required to have a bank that accepts USD. Direct Import suppliers that are Open Account are required to select Trade Bank. DI suppliers that are Letter of Credit (LOC) are required to enter an Advising Bank.

Diversity
Classify the majority ownership of your company

First, tell us a little about the diversity of your company **Is 51% or more owned and operated majority category?**	• Yes • No If Yes, select the category of majority ownership • Women • African Americans • Asian Americans • Disabled Veterans • Hispanic Americans • LGBTQ • Native Alaskans • Native Americans • People with disabilities • Veterans • Caucasian
Diversity certifications	If identified as a diverse supplier, add a minimum of one certification and submit. • Certifying agency • Certificate number • Expiration date • Certification

Quote
Prepare and submit Quotes (Direct Import suppliers only)

Create a quote in our Quote Management System	Direct Import suppliers (only) are required to prepare the quote sheets for the Virtual Trips. Types of quote sheet include:
	1. Click on the Quote tile which will open the Quote Management application in Retail Link - Applicable to General Merchandise items for WMUS, WMCA, ASDA - Retail Link user id is required
	2. Excel quote sheets for other retail markets or categories. In general, quote sheets include:
	    o Product Information
	    o Price / Sample Tag
	    o Duty Information & Freight Costing
	    o Pack
	    o Shipment Schedule

Facility
Set up Factory ID and provide audits

Setup a Factory ID in our Factory Audit System	Provide needed information: • Factory Name • Factory address • Retail Market/ Buyer • Business License of Factory • Walmart business information (private brand/ factory type/ operation type) Reference Walmart's Global Ethics & Compliance Disclosure Policy and Guidelines on https://corporate.walmart.com/suppliers/requirements/audits-and-certifications

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Logistics
Provide delivery details, set up lead time, and add your facilities

Delivery and DSV Information	Please answer a few questions about delivering to Walmart facilities. To be considered eligible as a DSV supplier, all the following questions must be answered Y • Will you be delivering your product directly to the stores? • If Y from previous question, are you using advance ship notice ASN? • Do you have a US based presence and account management that can provide same-day support? • Are you able to update inventory with at least one inventory feed per day? • Can you acknowledge receipt of orders within four business hours? • Do you have on-site warehouse management who can resolve operations and order issues during weekday business hours? • Can you ship same day? DSV Program requires supplier to fulfill each weekday and requires 12pm or later order cutoff time. • Can you ship with the carrier and ship methods assigned by Walmart? • Can you comply to ship in plain, unbranded packages?
ASN/DEX Selection	Tell us how you'll be handling delivery of your products. Please answer a few questions about the types of products you will be selling and how you plan to transport them. • Will you be delivering your products directly to the store? Yes/No • If yes, are you using Advanced Ship Notice (ASN)?
Delivery Lead Time	Provide information about lead time for shipping your product. • Selling prescription pharmacy products Yes/No • Selling food/beverage products Yes/No • Selling non-food/beverage products Yes/No Select a Contact
Transportation Ship Point	For Collect Suppliers Only (will show after agreement) Collect shippers must create or request ship points before they can route orders. Please answer a few questions about the types of products you will be selling and how you plan to transport them. • Are you a collect shipper? Yes/No You will need to set up ship points in the Transportation Supply Chain Portal (TSCP) application after onboarding.

Facility Information	Provide address, contacts, hours, and other information for all facilities.
	• Add Facility
	   o Address, City, State/Province, Zip/Postal Code
	   o Add Contacts
	• Add information for receiving orders and shipping orders – start and end times
	• Add number of days to process
	• Provide the dates the facility will be closed
	• Provide unit type and capacity by day
	• Do you have your own delivery vehicles to ship your goods? Y/N
	• What types of products are shipped from this facility? (optional)

Acknowledgments
Review and accept important documents

Review and Acknowledge Walmart's compliance, safety, and responsibility sourcing documents.	To complete this onboarding step, review and acknowledge the documents listed. • Standards for Supplier • Responsible Sourcing Audit Policy • Responsible Sourcing Disclosure Policy • Code of Conduct • Supplier Antitrust • Product Safety • OSHA • Prop 65 Toolkit

Agreements
Review and Accept the Master Supplier and Business Terms Agreements

Master Supplier Agreement and Business Term Agreement	Supplier Agreements are composed of the Master Supplier Agreement (MSA) and the Business Terms Agreement (BTA). The MSA becomes available after the Company Information, Tax Information and Product Submission tiles are completed and must be accepted prior to action on the BTA. You must complete the remaining tiles on the dashboard before a merchant is able to send the BTA for your review and acceptance. Acceptance of the MSA and BTA is not a guarantee of business.

Walmart.com DSV and Owned Contacts
Add required contacts for DSV and Owned

Add additional contacts required for Walmart.com DSV and Owned Agreements	In the Agreements tile within the Walmart.com DSV and Walmart.com Owned sections, you will be required to add some additional contacts. Click ... to Add required contacts. **DSV** • DSV After Hours Support • DSV Escalation • DSV IT • DSV Primary • Finance Auto Chargeback • DSV Claims **Owned** • Owned Primary • Owned Escalation • Owned IT After contacts have been added within the Agreements tile, those contacts and other contacts can be maintained in the Contacts tile.

Assign Facility to Agreement
Map your facilities to your agreement

Select Facility to map to Agreement	Once your 9-digit Agreement number has been assigned and DSV and Owned Contacts are added (if applicable), you will then need to map your agreement to one or more of your facilities. • In the Assign a Facility to Your Agreement section, you will see the Agreement number. Click Select Address. • Select the Facility Address and click Save. • Once the agreement has a facility mapped, a banner that says Agreement to facility mapping is successful appears. • Use the Edit function to make any changes.

Item
Complete item setup

Create item(s)	Once the below steps are complete, you will be able to start item creation: • 6-digit supplier number and 9-digit agreement number have been assigned • Facilities mapped to Agreement • DSV/Owned Contacts added (if applicable) Click on Setup an Item and you will be taken into the appropriate item platform based on the agreement type. There are help documents available within the item application for your reference. If you experience issues or need help with requests you submitted in Item 360, please contact our Partner Support teams through Supplier Help or Open a case.

Congratulations!

Once you have completed the Supplier Onboarding steps and are in onboarding status of agreement ready, merchants who are interested in your product are able to send an invitation for an agreement. Suppliers that have agreement ready status do not have a guarantee of business.

Once you have a 6-digit supplier number and at least one item set up, you will be graduated from onboarding and will have full access to Retail Link and Academy, which is your source for learning content related to doing business with Walmart and Sam's Club! Academy contains learning articles, videos, documents, and courses on various topics, such as: ordering, transportation, getting paid, packaging standards, and important compliance programs such as Advanced Ship Notice (ASN), On Time in Full (OTIF**)** and Supplier Quality Excellence Program (SQEP).

You can search courses in a variety of ways:

• Getting Started	• Fundamentals
• Item Setup & Management	• Setting Up Your Business
• Ordering & Replenishment	• Merchandising
• Direct Ship (DSV) Suppliers	• eCommerce
• Sam's Club	• Systems & Reporting
• Sam's Club Item Master Data Management	• Replenishment & Supply Chain
• Marketing	• Working with Walmart