



Need help with Payment Information?

Got a question? No problem. Open a support case by clicking the button below. We're here to help!

Seller Help

Setting up Payments with Payoneer

This guide shows you how to set up or update your payment information for your account. Be sure to keep your payment information updated.

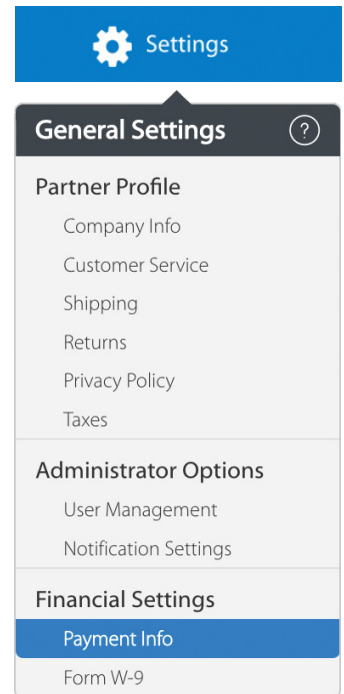


We've partnered with Payoneer to process all Walmart Marketplace payments. You must register with Payoneer to receive your Walmart payments.

About Payoneer Partnership

Before you register with Payoneer...

- Creating or updating Payoneer accounts should start in Seller Center and complete on the Payoneer website.
• Only Admin users can see and manage financial settings for your company.
• Your Payoneer account links to your Walmart Marketplace Partner ID. All Admin users will log in using the same Payoneer credentials.



Keep going! Instructions start on the next page.

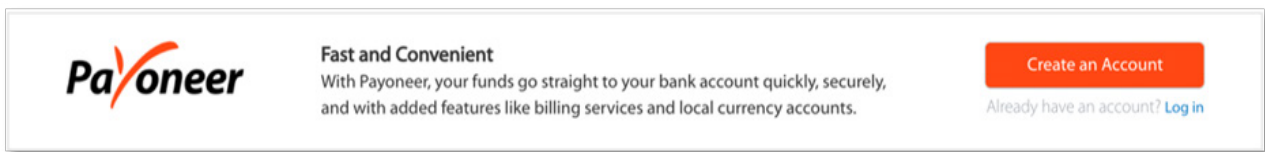


Step-by-Step Instructions

1 How to set up your Payoneer account

1. In Seller Center, click “Settings” and click “Payment Info.”
2. Click “Create an Account” to register a new account on the Payoneer website.

Already have a Payoneer account? Click “Log In” to link it to Marketplace. To correctly create or link a Payoneer account, you must start or log in from Seller Center.



Recommended

Registering for Payoneer through Seller Center

Choose Payoneer’s Bank Transfer as your payment method. All Walmart payments will deposit directly to your bank account. There are zero fees and transfer limits for this payment method. Yay!



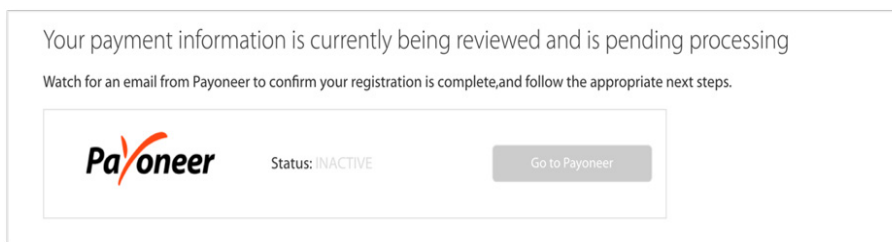
Not recommended

Registering directly on Payoneer.com

You may incur a \$1.50 fee each time you withdraw from Payoneer.

3. Complete registration on the Payoneer website.

Then, you’ll redirect back to Seller Center where your status will be “INACTIVE” as your Payoneer registration is pending. Once confirmed, it will say “ACTIVE.”



4. Wait for a confirmation email from Payoneer.

You’ll receive a confirmation email from Payoneer, notifying you that your account is registered and ready for payments. If you create a new account, your funds will be auto-deposited in your bank account. If you link a previous Payoneer account, payments will go to your selected payment method.

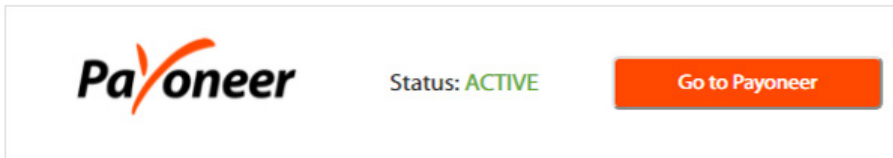
Step-by-Step Instructions

2 How to update your active Payoneer account

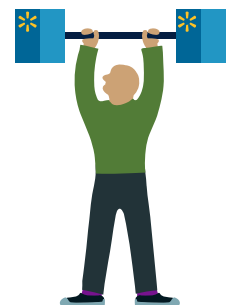
1. In Seller Center, click “Settings” and click “Payment Info.”
2. Follow the Update Process instructions in the table below.

What do you want to update?	
Your contact and profile information	Click “Go to Payoneer” to log in and update your profile.
Your bank account and financial details	Contact Payoneer Customer Care via the button below or call 1-888-969-1050. Payoneer Customer Care

To manage your profile information, please log in to your Payoneer account. Visit the [Payoneer Support Center](#) or call 1-888-969-1050 for account help or to edit bank account details.



One last thing...
Let's talk about payments.



Step-by-Step Instructions

3 Understanding Payments

Frequency

- Your payment frequency is determined when your Seller account is approved and is typically bi-weekly (every 14 days).
- Partners with an established marketplace tenure may be eligible for weekly payments.
- Factors such as high return/chargeback rates and selling counterfeit/illegal items may lead to payment delays.
- New partners are subject to an initial payment hold (details below). Payments will hold for 14 days after orders are shipped.

Payment Processing & Notifications

- **Payments post on the first Tuesday following the settlement cycle cut-off.**
- Payments are made via Payoneer, our payments processor. All payments process as electronic (ACH) deposits. Walmart covers ACH processing costs.
- When a payment posts to Payoneer, you will receive an email notification. Additional email notifications may be sent to inform you about the payment status.



New Partners: 14-day Payment Hold

New partners will experience a 14-day payment hold. The timeframe of this hold varies by individual seller and is in effect until:

1. 90 days have passed since your first order was shipped
AND
2. You have sold \$5,000 in merchandise (GMV)

For example:

You began selling on Walmart.com on Monday, Oct 14th, 2019 and ship 15 orders from Oct 14th - Oct 25th, 2019. Payment would deposit on Tuesday, Nov 12th, 2019.

More About Payments

Great job!
You've finished this guide.





Keep on learning, and let's grow your business!

We're here to help you learn more, faster. Click below to find other QuickStart guides, help articles, and contact Partner Support!

[Seller Help](#)



Links from this QuickStart Guide

Seller Help

sellerhelp.walmart.com/seller/s/

About Payoneer Partnership

sellerhelp.walmart.com/seller/s/guide?article=000004935

Payoneer Customer Care

payoneer.custhelp.com/app/Contact_us

More About Payments

sellerhelp.walmart.com/s/guide?article=000006014

