

Transition to Walmart: Frequently Asked Questions (FAQs)

Updated 1/17/2023

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Benefits – Health Insurance:

The deadline to enroll in benefits is January 29, 2023

4 Ways to Enroll in Benefits			
Mobile Device (Personal or Work)	Walmart Issued Laptop	Personal or Work Laptop via VDI	Local Store If you do not have laptop (personal or work)
<p>Step 1: Enroll in 2FA (see email attached)</p> <p>Step 2: On your phone browser, type “one.walmart.com/enroll”</p> <p>Step 3: Enter in your credentials (username, security code, password)</p>	<p>Step 1: Connect to VPN</p> <p>Step 2: One.Walmart.com/enroll</p>	<p>Step 1: Enroll in 2FA (email attached)</p> <p>Step 2: Attend Virtual Desk Training</p> <p>Step 3: Log into VDI https://workspace.walmart.com</p> <p>Step 4: Click on Apps & select Microsoft Edge</p> <p>Step 5: VDI browser type one.walmart.com/enroll</p>	<p>Step 1: Using store computer (not training computer)</p> <p>Step 2: Sign into using your username & password</p> <p>Step 3: One.Walmart.com/enroll</p>

Benefits – Health Insurance

Q: Will I receive confirmation of enrolling in benefits?

A: If you opted in for electronic delivery, you will receive a confirmation via email. If you did not opt in for electronic delivery, you can access the benefits confirmation page through one.walmart.com/enroll 24 hours after enrollment.

Q: Can I change my medical benefit elections?

A: You can make changes to your elections anytime during:

- Your newly eligible enrollment window (1/1/23 to 1/29/23)
- Within 60 days of a valid life event change
- During Annual Enrollment

Q: How do obtain a digital card?

A: Typically, after 72 hours from enrollment, you can obtain your digital ID card in one of two ways:

Option 1: Included Health at Includedhealth.com/Walmart

- Activate account
- Create username & password

Option 2: Go to insurance carrier website (e.g., Aetna's website etc.)

Q: *When will I receive my insurance card?*

A: Once you enroll, you will receive your insurance card in the mail within 7-14 business days.

Q: *What if me or any of my family members need to seek care or pick up prescriptions and I haven't enrolled or received my ID card?*

A: Inform your health care provider that you're actively in your enrollment window and once enrolled, your coverage will be retroactive to 1/1/23. Your healthcare provider may require a payment upfront; however, you can work with them once they file your claim to insurance to receive any due refund for the services rendered.

Q: *Does Walmart offer HSA?*

A: An HSA Account is offered if you enroll in the Saver Plan.

Q: *How do I roll over my HSA from CityFM?*

A: You will need to first complete your enrollment in the Saver Plan and your HSA account through online enrollment. 24-48 hours after enrollment, you can contact HealthEquity at 866-296-2860 to discuss the process for rolling over funds from a previous City HSA account.

Q: *Where can I get prescriptions filled?*

A: You must use a Walmart or Sam's Club pharmacy to get your pharmacy benefit. All other pharmacies are considered out-of-network, and in most cases, you'll pay the full retail price. For help or questions, contact OptumRx at 844-705-7493.

Q: *How do I update my beneficiary information?*

A: Once you receive your first paycheck, you can update your beneficiary information on one.walmart.com/enroll. Please use your City FM start date.

Benefits – 401(k):

Q: *How do I roll over 401k?*

A: To rollover funds from a previous account, contact **Merrill Lynch** at 888-968-4015 after your first paycheck.

Q: *When can I enroll in the 401(k) and Associate Stock Purchase Plan (ASPP)*

A: You can sign up or change your savings rate at any time in the 401(k) plan or the ASPP by accessing Online Enrollment on OneWalmart.

Note: For the Roth 401(k) plan, you will need to enroll on mybenefits.ml.com or contact Merrill Lynch directly at 888-968-4015

Benefits - Discounts

Q: *When will we receive our Walmart discount card?*

A: Your discount card will be mailed to you at your home address on file. Discount cards were mailed out on 1/5/23. The Associate Discount Card provides 10% off all general merchandise and fresh produce in US Walmart stores, plus select items online at Walmart.com.

Q: Are we eligible to receive a free Sam's Club membership?

A: The Sam's Club membership is not free; however, you can sign-up for the membership in store and elect to have membership fee deducted monthly through your payroll check.

Q: Is Walmart + membership free?

A: All frontline associates who have a direct impact on the Walmart+ member journey through order fulfillment, in-store experience or helping with overall satisfaction will receive a [free Walmart+ membership](#). This includes:

- Walmart stores: All U.S. store associates, up to and including the Store Manager and Pharmacy Manager
- Supply Chain: All Walmart U.S. distribution and fulfillment center associates, up to and including the General Manager
- Health & Wellness: All Health Clinic associates (excluding third party), all Central Fill associates up to and including the General Manager, and all Optical Lab associates up to and including the General Manager
- Customer Care & Marketplace Call Centers: All specialists, coordinators, team leaders, supervisors and managers
- Realty: All project team associates and project coaches (stores), all lead support & reg utility associates (supply chain) and all HVAC / RF Techs & Facilities Maintenance Techs

W4 and Direct Deposit:

You can edit your W4 at any time

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	Deposit - Payment Selection Application (walmart.com)	
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Q: What if I need to change my W4?

A: You can change this at any time.

Q: Who do I contact for questions on my Direct Deposit?

A: See Walmart's Pay Solutions Direct Deposit FAQs here: [Direct Deposit FAQs](#)

Q: Walmart pays every other week. What if I want to get paid weekly?

A: Once you receive your first paycheck, you are eligible to sign up for the [Even app](#). Most are eligible except those in California, Connecticut, Illinois, Minnesota, Nevada, New York, Rhode Island, and Wyoming.

[Pay and Home Stores](#)

Q: How will I get my paycheck on January 19th?

A: Unless you were able to sign up for Direct Deposit by the 10th, your first paycheck will go to your home store. Your home store was sent to you on Friday 1/13.

Q: I didn't get time into GTA? Will I still be paid on the 19th?

A: Yes. If you see "Disaster Pay" on your check, that is how we were able to ensure you were paid.

Q: Where do I send my [GTA manual time sheet](#) from the first pay period?

A: Please send to your manager and have them send to cityfmsupport@walmart.com

[W2s from City](#)

Q: How and when will I get my W2 from City?

A: W2s will be mailed by City no later than January 31st. If they are available sooner than that, they will notify you via email.

- Logging in to Workday to see pay slips and tax forms as a former City member:
 - Use this URL link to access Workday as a former team member:
<https://www.myworkday.com/wday/authgwy/city/login.html?redirect=n>
 - Username = City Work Email
 - Password = City-XXXX (XXXX= Last 4 digits of social security number)

Q: Who can I reach out to with issues on my W2 from City?

A: Your last City check was paid on January 11, 2023 and it was for time worked on the following dates:

- Hourly: December 29th, 30th, and 31st
- Salaried: December 22nd, 23rd, 26th, 27th, 28th, 29th, and 30th.
- If you have questions about your last City FM paycheck and you have already validated there is a problem in Workday viewing your last payslip, you may contact WMTPayroll@cfm-us.com with questions.

PTO

Q: Was my City PTO brought over to Walmart?

A: Yes.

Q: How do I know how much PTO I have?

A: You can check in GTA (The Global Time and Attendance portal). On one.walmart.com, click on or search for GTA Portal.

Q: What do I do if my PTO carryover doesn't look accurate?

A: You can contact WMTPayroll@cfm-us.com with questions.

Q: How long is my City PTO carryover good for?

A:

- **Hourly** – On February 1, 2023, up to 80 hours of PTO will carry forward. Any unused PTO in excess of 80 hours will be cashed out and paid on March 2, 2023.
- **Salaried** – Effective February 1st, salaried associates will move to Flexible Time Off (Flex TO). Unless required by state law, salaried PTO will not be cashed out.

Q: How much PTO do I get with Walmart?

A:

- **Hourly** – If your Walmart PTO bank will not reach 28 days next year, on approximately February 15th, we will be adding enough extra time to your 2023 PTO bank to match the 28 days you earn with City.
- **Salaried** - Walmart salaried associates are now under a Flex TO program.

Additional PTO Resources on OneWalmart:

- [Hourly PTO](#)
- [Salaried Flex TO](#)

Tenure

Q: How was tenure calculated?

A: Your consecutive time with City was brought over and counted as Walmart years. In addition, if you had previous time with Walmart that was interrupted only by time with City, those years will count too.

Q: Where do I see what my tenure is listed as?

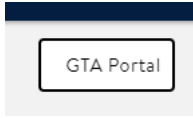
A: You can view your hire date in Workday. Unless you received an adjustment due to prior time at Walmart, your Walmart hire date will be the same as your City hire date. To navigate to Workday, go to OneWalmart and use the quick button at the top that says “Workday”.

Time Tracking

Q: *How do I track my time?*

A: In the Global Time and Attendance system (GTA). For help, see the GTA How-To Guide on The Tech Hub

- To get to GTA, from OneWalmart, you should have this GTA Portal button. If not, try the search.



Q: *Where do I submit my GTA Manual time sheets?*

A: Send to your manager. Managers should sent to cityfmsupport@walmart.com as soon as possible.

Technology

Q: *When will I receive my laptop?*

A: GM and HVACR Technicians should expect laptops by/around January 20th.

Q: *When will I receive my iPad and iPhone?*

A: All technicians will receive mobile devices likely by January 27th.

Q: *Should I still check my City FM devices?*

A: Yes! Until we get everyone fully on Walmart devices, you will need to continue to check your City device and City email.

- Start telling your stores and other work contacts that you have a new phone number and email.
- Start entering your contacts from your City device into your Walmart device.

Q: *I got my laptop, but I don't know how to (connect to VPN, access emails, etc.)?*

A: Attend one of the daily Navigating Technology Basics classes.

Q: *I have been locked out of my account. What do I do?*

A: Attend the daily Tech Support Office Hours from 3-5 Eastern.

Q: *When/how do I send my City devices back?*

A: We will have more info on this in February.

Performance Management:

Q: *How and when will my performance be evaluated at Walmart?*

A: Your performance review period with Walmart will begin February 1st, 2023, and run through January 31st, 2024, with your first Walmart performance evaluation taking place in March 2024. At that time, associates who are eligible for an incentive plan may receive an annual bonus.

Q: *How often will you look at my pay?*

A: Over the last few years, we have reviewed pay at least twice a year. This is a robust process including HR, Compensation and the Business. We believe strongly in our self-performing technicians. This is evident in our continued increase of Walmart badged technicians over the last three and a half years.

Q: How quickly can I start looking for a new job at Walmart?

A: We typically request that associates remain in-role for a period of at least one year. However, we waive that waiting time for associates who come in via an acquisition. If you see a Walmart position you're interested in, please feel free to apply to it.

Q: When will I be able to apply for other jobs?

A: You can start applying now by searching for "Career Search" on one.walmart.com

Zeus/Parts Ordering

Q: How do I get login credentials?

A: Email Walmartpurchasing@sdi.com

Q: What if we find a part locally that is not in Zeus? i.e., Home Depot or local plumbing supplier.

A: Work with your manager to get the part you need if the supplier is not in Zeus

Q: The supplier I'm ordering from is in Zeus, but the part is not available. What can I do?

A: You can place a non-catalog request.

Q: My home store is incorrect in my settings on Zeus. Who do I contact to change that?

A: You can change your home store in the user profile screen from the menu.

Q: After I order parts can I close the WO?

A: No, the work order should remain open until resolved.

Q: Will we have access to GNFR on Zeus?

A: Common GNFR items we are asked to repair are available via Zeus such as shopping cart parts, Kaivac cart parts, and floor squeegees.

ServiceChannel

For additional ServiceChannel questions, see the FAQ section at the end of the [ServiceChannel Provider for Technicians Training PowerPoint](#) on the Tech Hub

Q: I cannot get logged into ServiceChannel Provider. What is my login information?

A: Please use the login information below:

UserID: First.Lastname@walmart.com (ex. Taylor.Pearcy@walmart.com)

Password: This was created by yourself when you were given access to the app.

Q: I can't remember my password. Can you reset it?

A: In ServiceChannel provider you have the access to reset your password yourself. On the main screen you will select the Forgot Password? option. This will then prompt you to a new screen to enter your email. After entering your email, select Proceed. The system will then send you an automated email to reset your password

Uniforms

Q: How do I order shirts?

A: Log into the Zeus account by logging into <https://Walmart.sdi.com> or Email insourceassets@walmart.com

Q: How do I order the rest of my uniforms?

A: Uniform Ordering guides are on the [Tech Hub transition page](#) under resources.

- [GM and Exterior Services Ordering Guide](#)
- [HVACR Ordering Guide](#)

Q: What do I do if my size isn't available online?

A: Email insourceassets@walmart.com

Vehicles

Q: What do I do if my City decal is still on my vehicle?

A: Some Technicians have had success using a “heat gun” source that does **not** have an exposed flame to heat the decal for easy removal. An alcohol wipe is then used to remove any residual substance from the decal.

Q: Where do I go if I need an oil change/to have my car serviced/etc.?

A: Go to www.efleets.com to identify an approved Enterprise service location

Q: Where is my Walmart fuel card being sent?

A: These are being sent to your home address. These are called LeasePlan ComData cards.

Q: If I don't have my Walmart fuel card yet, can I still use my City WEX card?

A: Yes. These will remain active until you start using your Walmart fuel card.

Q: How do I set up a pin on my Walmart fuel card?

A: : Contact Lease Plan at (800) 323-5915 select option 6.

Q: Where can I find insurance cards for my vehicle?

A: These can be found by searching OneWalmart, or on the Tech Hub under resources – [Vehicle Insurance Proof](#)

Contacts

- ServiceChannel – S.Cteam@wal-mart.com
- Uniforms, Vehicles, Tools – insourceassets@walmart.com
- Safety – Your first line of defense is your manager, if you need additional help contact FSSafety@walmart.com
- Zeus – WalmartPurchasing@sdi.com
- Parts:
 - Building and Structure Parts – fsbuildstructparts@walmart.com
 - Equipment Parts – fsequipmentparts@walmart.com
 - Exterior Services Parts – fsexteriorparts@walmart.com
 - HVAC/R Parts – fvhvacrparts@walmart.com

- Plumbing and Electric – fsplumbelecparts@walmart.com
 - Central Warehouse in Lowell – insourcewarehouse@walmart.com
- Training, Technology, HR-Related Questions – cityfmsupport@walmart.com