

# SUPPLIER FACILITY HUB

## Facility Disclosure and Maintenance Guide

### QUICK LINKS

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Navigate into your Supplier Compliance Profile and locate your facilities.

#### [Facility Disclosure](#)

Add a new facility to your Supplier Compliance Profile and obtain your Facility ID

#### [Facility Dissociation/Activation](#)

Remove a facility you are no longer using or request to activate an inactive facility

#### [Facility Compliance Profile / Audit Status](#)

Navigate to Facility Compliance Profile to review audits and key dates

#### [Factory ID – Item Attachment](#)

Link items to the facilities where the items are produced

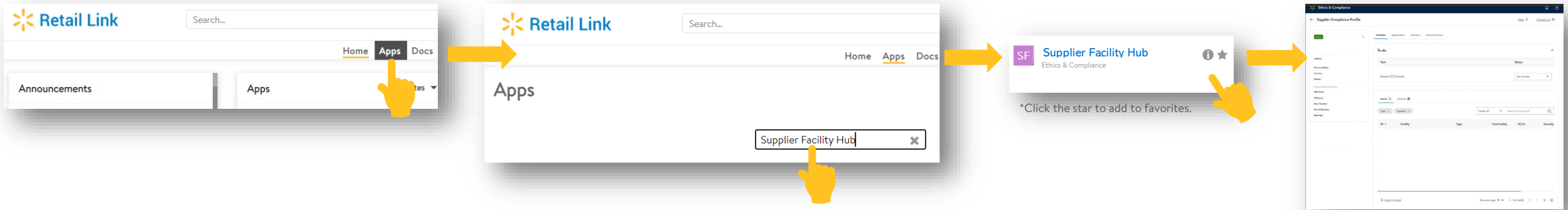
#### [Help and Support](#)

# NAVIGATION

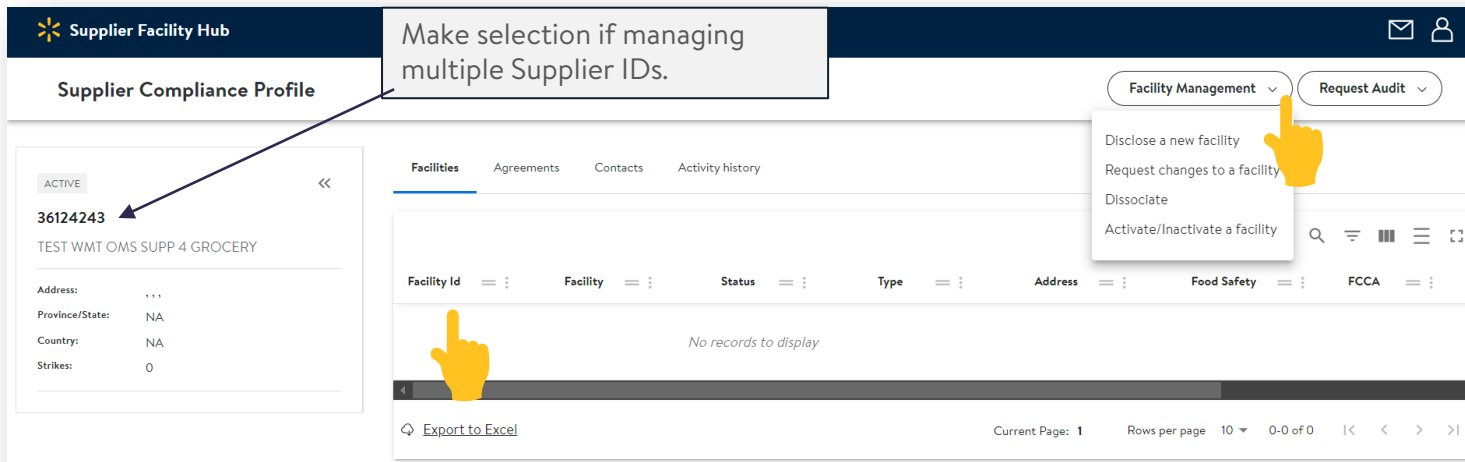
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**Purpose:** Access **Supplier Facility Hub** and review facilities associated with your **Supplier Compliance Profile**.

1. Log in to your Retail Link account. Click on **Apps** → **S** → **Supplier Facility Hub**.



2. Review facility list for accuracy.



The **Supplier Facility Hub** app loads your homepage named “**Supplier Compliance Profile**.” The page presents disclosed facilities. The Facility Id (a.k.a. Factory id) is leveraged by many Walmart systems. Click the Facility Id to navigate into the **Facility Compliance Profile** where audits are managed.

**Facility Management** menu to add/disclose new facilities, request changes, remove/dissociate, and request for activation.

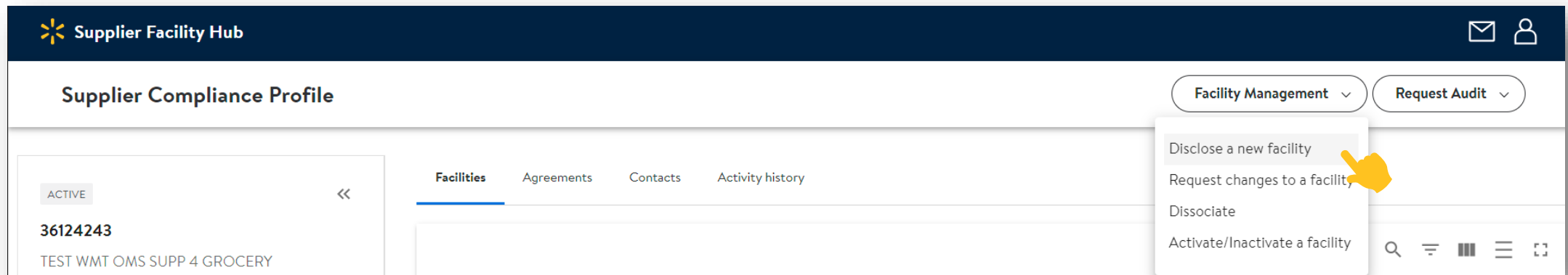
**Request Audit** menu supports initiating an audit request for FCCA, Supply Chain Security and Food Safety. Additional audits may be necessary in which are initiated separately.

# FACILITY DISCLOSURE

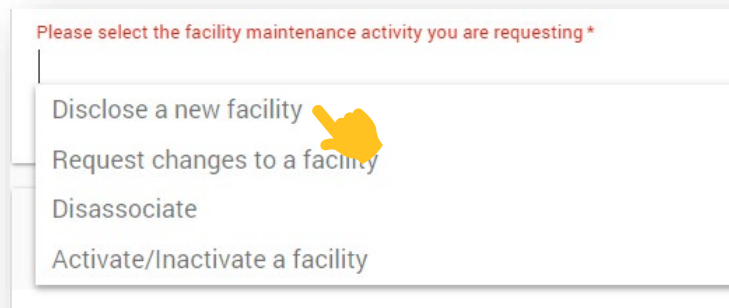
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**Purpose:** Add a new facility to your Supplier Profile.

1. Select **Disclose a new facility** from the Facility Management dropdown menu.



2. A new tab will open. Please reselect **Disclose a new facility**.



All information keyed in Supplier Facility Hub must be in English. Please remove or translate characters not supported by English characters.

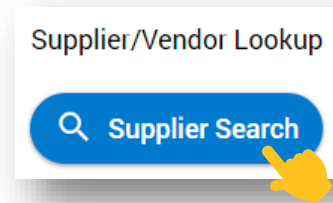
# FACILITY DISCLOSURE

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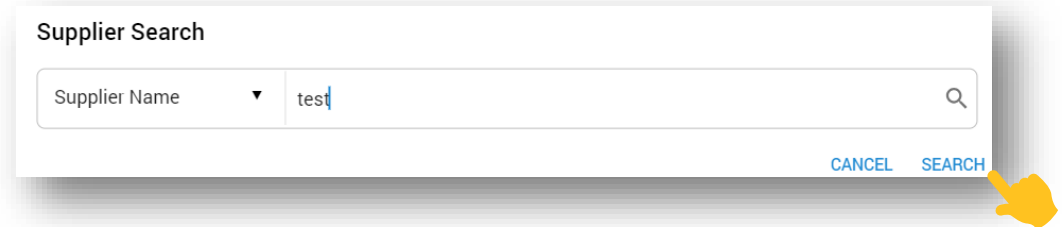
**Purpose:** Add a new facility to your Supplier Profile.

## 3. Search for your Supplier name or ID.

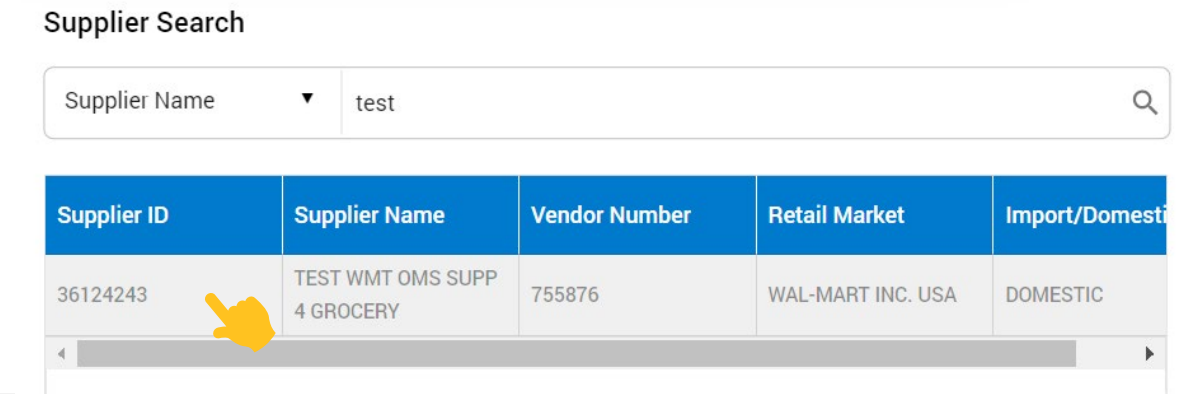
**Step 1:** Click Supplier Search



**Step 2:** Search for a Supplier Id, Supplier Name, or Vendor Id associated to your Walmart Retail Link account. This information can be found on your Supplier Compliance Profile homepage.



**Step 3:** Click on the record within the search results.



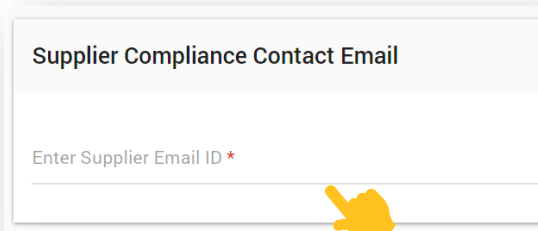


# FACILITY DISCLOSURE

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**Purpose:** Add a new facility to your Supplier Profile.

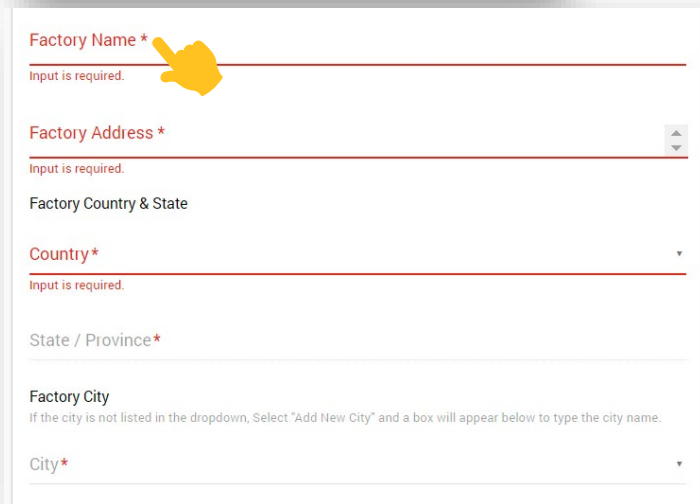
4. Enter your email, Facility details, and Business License information.




Supplier Compliance Contact Email

Enter Supplier Email ID \*





Factory Name \*   
Input is required.

Factory Address \*  
Input is required.

Factory Country & State

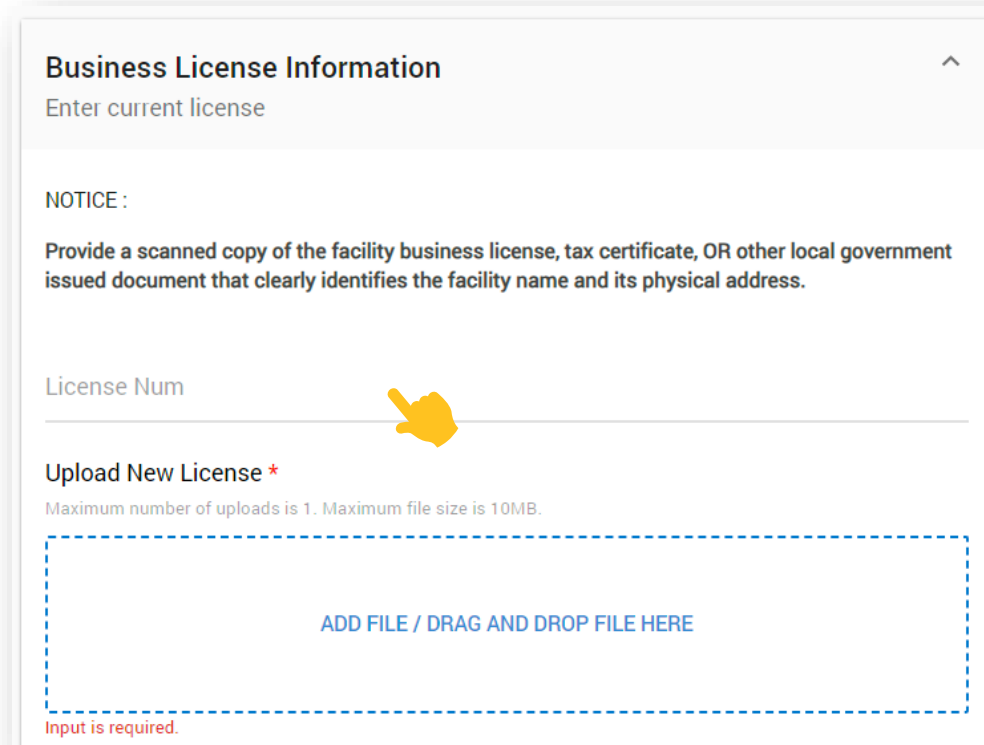
Country\*  
Input is required.

State / Province\*

Factory City  
If the city is not listed in the dropdown, Select "Add New City" and a box will appear below to type the city name.

City\*

**PO Box addresses are not accepted.** The address should be the physical location of the facility.




Business License Information ^

Enter current license

NOTICE :

Provide a scanned copy of the facility business license, tax certificate, OR other local government issued document that clearly identifies the facility name and its physical address.

License Num 

Upload New License \*  
Maximum number of uploads is 1. Maximum file size is 10MB.

ADD FILE / DRAG AND DROP FILE HERE

Input is required.

**IMPORTANT:** The **Name** and **Address** in the document must match the facility name and address submitted.

Provide one of the following documents for the facility: Business License, Tax ID Certificate, Food Safety Certificate (all pages), Utility Bill (electric, water, gas), or other local government-issued document.

# FACILITY DISCLOSURE

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## 5. Select **Factory Type & Facility Sub Type.**

### Factory Type \*

9 - Primary

59 - Component

Required Field

**Primary:** where the main production/processing/packing of the product occurs

**Component:** when the facility makes a component of the product

### Factory Sub Type \*

1 - Aquaculture Commercial Vessel

2 - Aquaculture Farm

3 - Aquaculture Feed Mill

4 - Aquaculture Hatchery/ Nursery

5 - Cold Storage (Perishable Items)

**Facility Sub Type:** Scroll to locate the option most specific to this facility. Additional Facility Sub Types may also need to be disclosed.

## 6. Select **Operational Type** and indicate if at least one item in facility is a **Walmart Private Brand.**

### Operational Type \*

1 - Year Long

2 - Seasonal

Required Field

Select **Operational Type** whether or not the facility operates all year or for certain periods of time. For Seasonal Facilities, select start and end month.

### Wal-Mart Private Brand (Yes/No)? \*

Select **Yes** if: at least one of the items' brand is owned by Walmart or any of its subsidiaries.

*Examples: Marketside, George, Mainstays, Parent's Choice, Member's Mark, etc.*


Select **No** if: items' brand is owned by the supplier and not exclusive to Walmart.

# FACILITY DISCLOSURE

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**Purpose:** Add a new facility to your Supplier Profile.

## 7. Enter additional helpful information about the facility

GLN Number 

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GLN URL [GLN web site](#)

Latitude   
Enter the Latitude in the following format: Degree.Minute.Second

Longitude  
Enter the Longitude in the following format: Degree.Minute.Second

Year Established

Warehouse area(sq.ft.)

Production Area(sq.ft.)

Production Capacity

Total No.Of Employees

# FACILITY DISCLOSURE

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## 8. Select the **Importer of Record**.

**Importer Of Record**

Choose Importer Of Record\*

If the supplier is responsible for customs clearance, select the IOR based on the country where the product is sold.

*Example: Product sold in USA: IOR = USA Supplier.*

If Walmart is responsible for customs clearance (Direct Import), select **Wal-Mart**.

## 9. Select the **Retail Market** based on the country where the product is being sold.

Choose Retail Market\*



# FACILITY DISCLOSURE

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10. Upload any additional documentation about the facility.

**Other Document Information** ^

Do you want to upload other document ? \*

Yes

No

Required Field

11. Enter Facility Primary Contact Information

C1.Title


---

C1.Name \*

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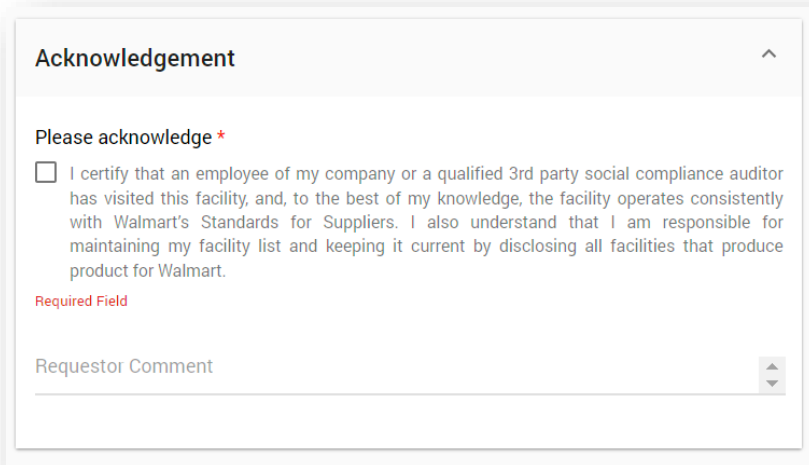
C1.Phone \*

Recommended format: country code followed by phone number.

C1.Email \* 

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## 12. Acknowledgement, Submission, and obtaining your Facility ID



The screenshot shows a web form titled "Acknowledgement" with a close button (upward arrow) in the top right corner. Below the title, the text "Please acknowledge \*" is displayed. A checkbox is followed by the text: "I certify that an employee of my company or a qualified 3rd party social compliance auditor has visited this facility, and, to the best of my knowledge, the facility operates consistently with Walmart's Standards for Suppliers. I also understand that I am responsible for maintaining my facility list and keeping it current by disclosing all facilities that produce product for Walmart." Below this text, the label "Required Field" is shown in red. At the bottom of the form, there is a text input field labeled "Requestor Comment" with a downward arrow on the right side.

After all fields are completed, click the **SUBMIT** button at lower right.

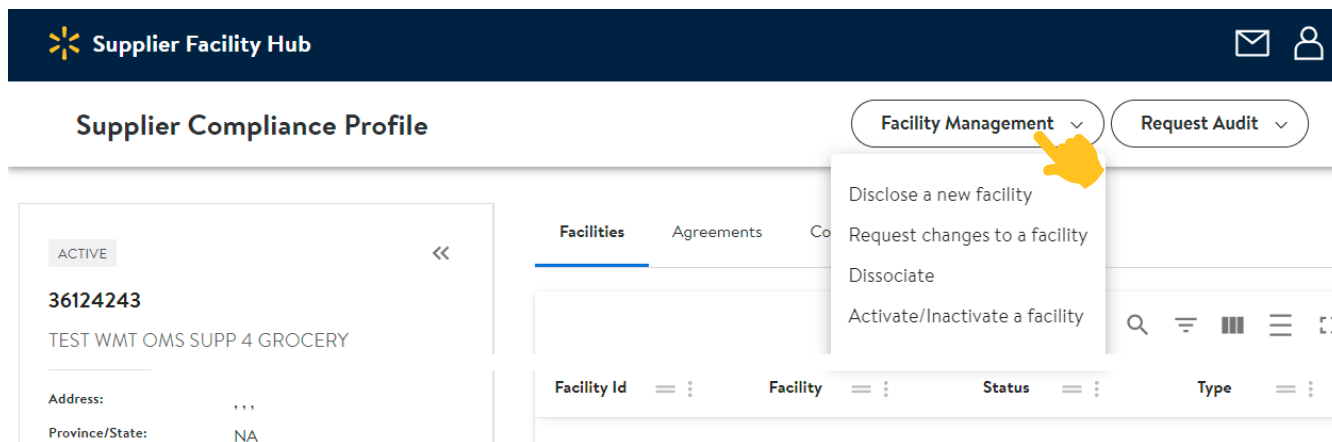
**Once submitted,** Walmart will review your request and email if any additional information is necessary or to provide your Facility ID. Facility ID creation usually takes 24-48 hours. Your facility will appear on your Supply Chain Profile homepage only after this process completes.

# FACILITY DISSOCIATION / ACTIVATION

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**Purpose:** Remove a facility you are no longer using or activate an inactive facility.

1. Log in to your Retail Link account. Click on **Apps > S > Supplier Facility Hub**.



The screenshot shows the 'Supplier Facility Hub' interface. At the top, there is a dark blue header with the 'Supplier Facility Hub' logo and icons for email and user profile. Below the header, the main content area is titled 'Supplier Compliance Profile'. On the left, there is a sidebar with 'ACTIVE' status and a facility ID '36124243'. The main area has tabs for 'Facilities', 'Agreements', and 'Co'. A 'Facility Management' dropdown menu is open, showing options: 'Disclose a new facility', 'Request changes to a facility', 'Dissociate', and 'Activate/Inactivate a facility'. A yellow hand icon points to the 'Dissociate' option. Below the menu, there is a table with columns for 'Facility Id', 'Facility', 'Status', and 'Type'.

## To Dissociate:

1. Select the Facility Management menu, then click on **Dissociate** from the drop down. Complete the webform and click submit.
2. Walmart will first review your request before changes reflect on your home page.

## To Activate/Inactivate:

1. Select the Facility Management menu, then click on **Active/Inactivate a facility** from the drop down. Complete the webform and click submit.
2. Walmart will reach out if additional steps are necessary before activation can be approved.

# FACILITY COMPLIANCE PROFILE / AUDIT STATUS

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**Purpose:** Review facility audit status, audit assessment and due dates.

1. Log in to your Retail Link account. Click on **Apps > S > Supplier Facility Hub** and review disclosed facilities.
2. To view the Facility Compliance Profile, click on a **Facility ID #** of the facility you want to review.

The screenshot shows two sections of the audit interface. The top section, titled 'Recent Audits', displays a table with columns for Audit Area, Audit result, Expiration Date, and Orange Count. The bottom section, titled 'Social', displays a table with columns for Request ID, Request date, Request status, Auditor, Scheduled date, and Actual Audit date.

Audit Area	Audit result	Expiration Date	Orange Count
Social	GREEN	Aug 03, 2023	0
Food Safety	PASS	Aug 19, 2023	

Request ID	Request date	Request status	Auditor	Scheduled date	Actual Audit date
<a href="#">14758643</a>	Sep 21, 2021	Assessed	SMET	Sep 21, 2021	Aug 03, 2021
<a href="#">6777371</a>	May 30, 2016	Assessed	SA	May 30, 2016	May 30, 2016

**Audit Due:** The Facility is required to submit a social audit to Responsible Sourcing. A valid audit report must be submitted within **120 days from the request date** to avoid inactivation.  
**Example:** Request Date 01/22/19, Audit Due Date 05/20/19.

**Follow-Up Audit:** The facility's current audit audit needs renewed. A new valid audit report should be submitted before the expiration date to avoid inactivation.

**Inspected:** A valid audit report has been submitted and is under review.

**Assessed:** A valid audit report has been reviewed by Walmart and a final score assigned. This is the last step until the next audit becomes due.

# FACILITY ID – ITEM ATTACHMENT

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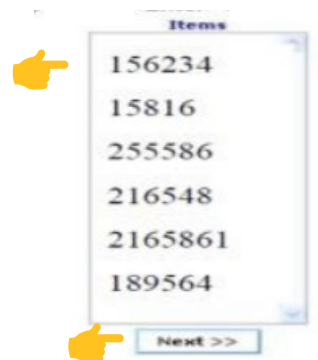
**Purpose:** Link items to the facilities where the items are produced.

For USA Item 360, please use these instructions: [Click Here](#)

1. Log in to your Retail Link account. Click on **Apps** > **O** > **Online Item File**, then click on **Maintain Country of Origin / Factory ID (aka Facility ID)**.



2. Key in **Item Numbers**, then press **ENTER** after each item to add more, or copy/paste the list of item numbers into the box. Then click **Next**.





# FACILITY ID – ITEM ATTACHMENT

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3. Click on the link under **Factory ID Items**.

Factory ID Items Country of Origin Items

[1 Items](#)

[1 Items](#)



4. Select **Items**, then attach.

Un-Select All			
Add?	Item Number	Item Description 1	Factory
<input checked="" type="checkbox"/>	55555555	3-D CARD MODEL	



5. Type the full name of the facility (type at least three characters for multiple factory search).

Factory Name

6. Select the Factory (or Factories), then click **Save**.

Select All									
Add?	Supplier Number	Factory ID	Factory Name	Factory City	Factory State	Factory Country	Factory Assessment	Factory Status	Factory Item Count
<input type="checkbox"/>	55555555	55555555	Factory E		GD	CHINA	INDUSTRY AUDIT - APPROVED - ICTI-PROBATION	Active	3



Facilities must be **Active** to attach items.



# FACILITY DISCLOSURE AND MAINTENANCE GUIDE

## Support Contacts:

Supplier Location	Email
North, South, & Central America	<a href="mailto:rssfaam@walmart.com">rssfaam@walmart.com</a>
China & Far-East	<a href="mailto:rssfacn@walmart.com">rssfacn@walmart.com</a>
Other Countries	<a href="mailto:rssfain@walmart.com">rssfain@walmart.com</a>