HighRadius Instruction Guide
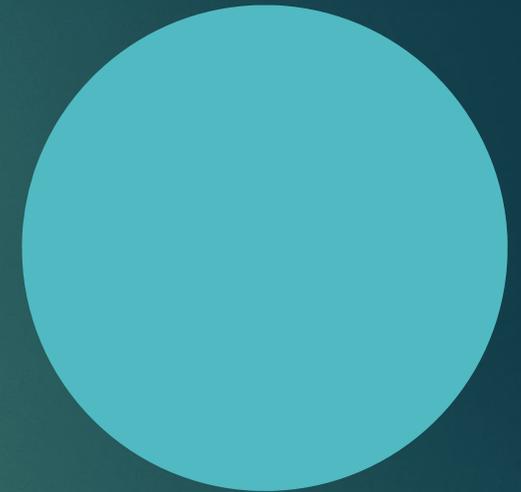
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Account Set Up / Login Troubleshooting

▶ New Users:

- ▶ Email HiRadCS@walmart.com
- ▶ Include the following details in your email for all new user setups:
    - ▶ Full 10 digit Customer # (located on Invoice)
    - ▶ Company Name(s)
    - ▶ First Name
    - ▶ Last Name
    - ▶ Email Address
    - ▶ Time Zone
    - ▶ Business Phone
    - ▶ City
    - ▶ State
    - ▶ Zip Code
    - ▶ Country

• Existing Users:

- • If you do not receive the setup email, the password can be reset on the HighRadius portal.
- • Your username is the email address unless the account must be reset due to inactivity.
    - • If this occurs, the username will then be firstname.lastname.
- • Forgotten password:
    - • Go to: https://walmart.highradius.com
    - • Enter username and click **Forgot Password**.
- • Additional Assistance: Contact Walmart GBS Contact Center at 888-499-6377 or at wmgbs@wal-mart.com

Note: **HighRadius can only be accessed via Google Chrome**

Once your HighRadius account is setup, you will receive an email from HighRadius with your login information. Please be sure to check your SPAM or junk folders and add HighRadius as an approved sender to your email address.

Sample Invoice

Items listed on invoice needed:
- Customer Number
- Company Name
- City
- State
- Zip code

Moving forward the preferred payment method is High Radius

Viewing Invoices

▶ Navigate to **EIPP** > **Open Bills** or **Closed Bills**

▶ Search for a specific bill from these screens by using **Advanced Search**.

▶ There are two ways by which you can preview the sales invoice pdf files:

  ▶ Clicking the **Preview** button

  ▶ Clicking the **View** link in the Sales Invoice PDF column.

▶ If there is not a **View** button available, the invoice copy is not in HighRadius.

  ▶ To request a copy, submit a dispute with the reason, "Additional Support Needed"

NOTE: If you are unable to view all invoices, check the pop-up blocker functionality on the computer and clear the cache/cookies from your web browser.
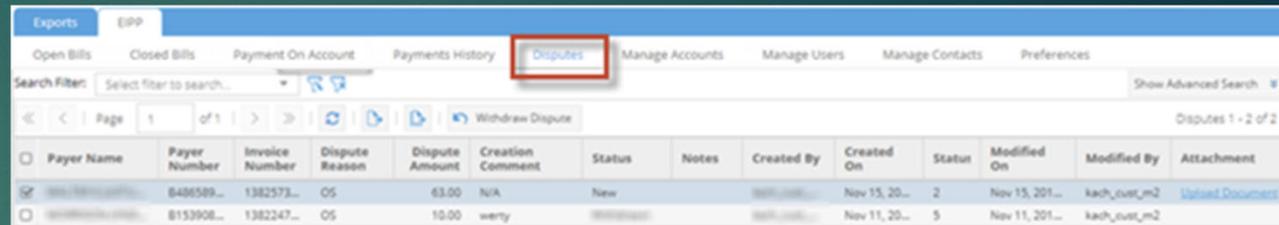
Dispute - Creation

▶ Navigate to **EIPP** > **Open Bills** or **Closed Bills** and search for the invoice**.**

▶ Select the checkbox for invoice(s) to dispute

▶ Click the **Dispute** button. (This will bring up the **Create Dispute** window)

▶ Click in the **Dispute Reason** box

▶ Click on the drop down. Select the reason for your dispute.

▶ Enter the amount to be disputed. If the amount is in the thousands, enter without the comma.

▶ Enter any comments. Be detailed on the comments to give facts supporting your reason for dispute. Do not copy an email into the comments. If you have an email supporting your dispute, put the email in a word document, and upload as an attachment.

▶ Attach supporting documentation by clicking the **Upload/View** button and browse for the upload file. Click **OK**.

▶ Click **Save**

▶ **NOTE: Disputes can only be handled via this HighRadius process and they can not be handled via email.**
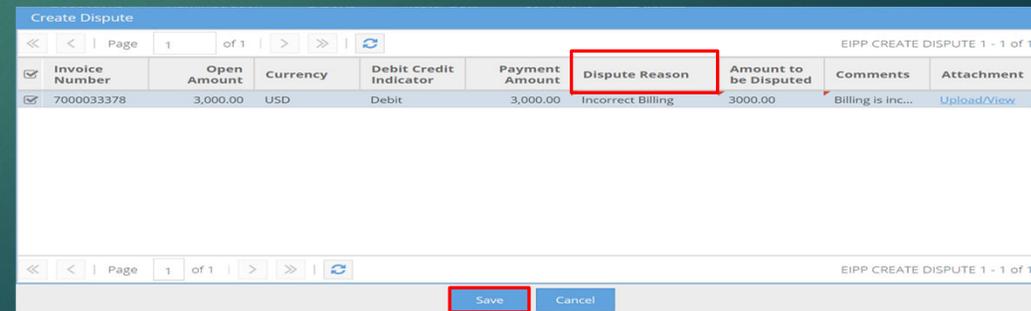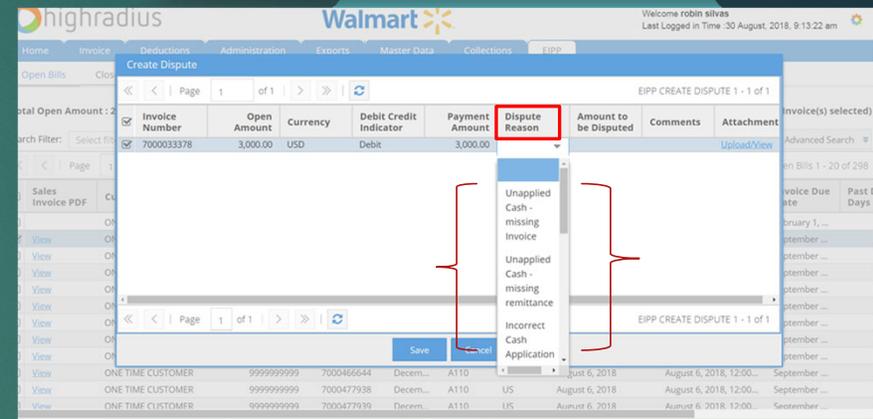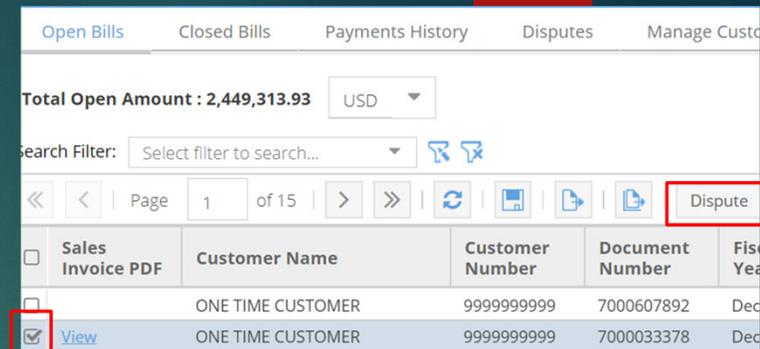
Dispute – Status

- Saved disputes will be assigned an ID number

- **Disputes** subtab contains all disputes filed.

- Dispute maybe monitored using the status column

- Once resolved, the status will move to an **Approved** or **Rejected** status.

- The reviewer will send an email to communicate the findings at the conclusion of the review.

- Disputes can be withdrawn by selecting the dispute to be withdrawn and selecting **Withdraw Dispute** on the toolbar.

- In the grid, the **Status** of the dispute will be changed to **Withdrawn**.

Paying Bills by ACH

- To make payments, navigate to **EIPP** > **Open Bills** subtab.

- Select which invoice(s) you are paying.

- Click **Pay Bills** on the toolbar and select **Pay by ACH** option from the drop-down menu.

- Click **Proceed to Pay**

- **NOTE: Credit Card Payment Method is not available at this time**

Paying Bills by ACH (cont.)

- Click the **Pay Now** option to pay immediately, or select Pay Later and select a date. If scheduling a payment, ensure it is set to pay within the terms set.

- Select a bank account:

  - To make the payment using an already saved bank account, click the **Saved Bank Account** option under **CHOOSE A BANK ACCOUNT**.

  - Then select a bank from the drop-down list. Click **Proceed** to continue with the payment.
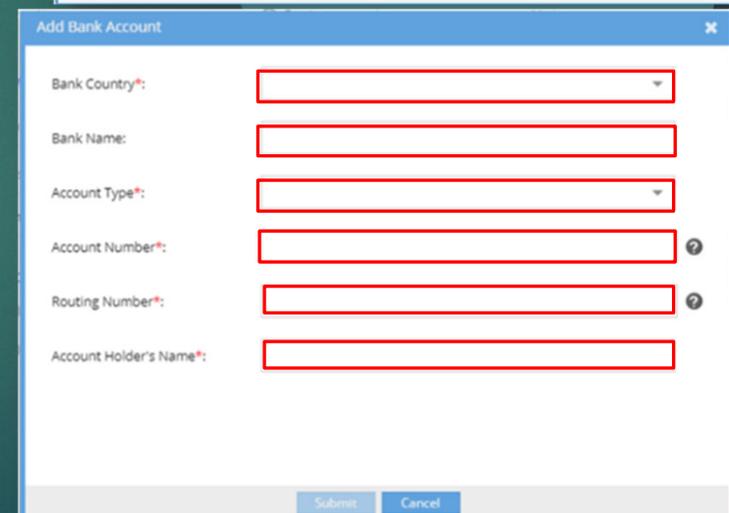
Paying Bills by ACH (cont.)

- To setup a new bank account, select the **New Bank Account** option.

- If you want to reuse the bank account in the future, select the checkbox **Save Bank Account for Reuse**.

- Click **Proceed** to continue with the payment. The **Add Bank Account** window will open.

- Fill out all required fields and click **Submit**.

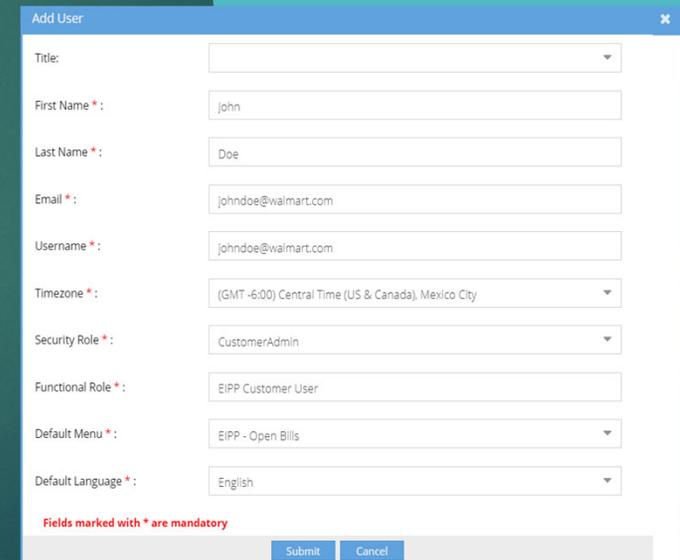- If you select **Pay Now**, and funds are available, payment will be posted the following day.

Managing Users – New User Setup

▶ Once a user is setup in HighRadius, new users for their company can be added

  ▶ Go to the **Manage Users**

  ▶ Click **Add User/Contact**

▶ **Add User** box will open

▶ Complete all required fields then click **Submit**

Managing Users – Inactivating Users

▶ Go to the **Manage Users** tab, click on the checkbox for that user

▶ Click **Activate/Deactivate User/Contact**

▶ The **Activate/Deactivate User/Contact** box will open

▶ Select **Inactivate User**

▶ Click **Submit**
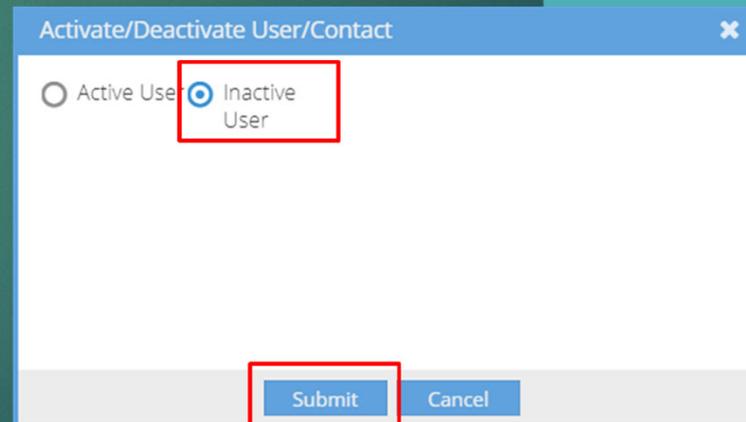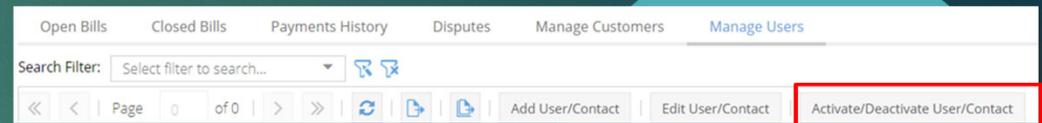
Additional Resources

▶ **For technical assistance:** HiRadCS@walmart.com

▶ **Tutorial Video:** Retail Link > Learn Tab > (Currently available to US/PR suppliers only)

▶ **Contact Center:**

   ▶ Phone – 888-499-6377

   ▶ Email wmgbs@wal-mart.com