



Dear Walmart Service Provider,

We are excited to share with you our new process for providing exterior services to our stores. Our recent program changes have returned the service provider selection to our stores. Our store(s) have indicated that they would like for your company to perform one or more exterior services.

In order to effectively manage our exterior services program, Walmart has partnered with ServiceChannel, an online technology company. Service Channel enables national retailers and their existing contractors to work together more effectively by providing them with a single online platform to manage service requests, work orders, proposals and invoices. We will be utilizing ServiceChannel to help us complete the following tasks:

- Initiate your services
- Document your service visit
- Review & approve your invoicing
- Process your payments

We are confident this program will be rewarding for both you and Walmart:

- A free program to all Service Providers
- A method for you to provide information without investing in new hardware or software
- A real time, web-based view of service activity
- Decrease the cost of doing business by speeding up your invoice approval times - invoices are electronically submitted and payment is remitted to you directly from Walmart

**It is mandatory that all Walmart Exterior Services contractors are trained on ServiceChannel and participate in the program. We will be unable to use contractors who are not fully operational with ServiceChannel. Therefore, it is important for you to complete the registration and respond to the training invitation as soon as you receive the information from ServiceChannel. Please check your SPAM/Junk Mail Folder if request is not found.**

You will soon be receiving an invitation to register on ServiceChannel's FixxbookPlus website as well as an invitation to take part in a web-based training session with ServiceChannel staff **within the next 10 days.**

If your company has been previously trained on ServiceChannel and does not need additional training, please notify ServiceChannel at [trainingdept@servicechannel.com](mailto:trainingdept@servicechannel.com) or 516-240-6810. Indicate that you have received the letter for Walmart and that training is not required. Your user id, password and IVR pin will be the same as for other clients. Please note that even though you may have been previously trained, this does not mean you have registered on FixxbookPlus. These two functions are separate.

Following training and launch of the program, ServiceChannel technical support will be available to you:

Email Address: [help\\_me@servicechannel.com](mailto:help_me@servicechannel.com)

Phone Number: (516) 240-6810

We look forward to continuing to build a strong relationship with your company and thank you for your cooperation with this important initiative.

Sincerely,

Walmart Supplier Administration Management Team – [conthelp@wal-mart.com](mailto:conthelp@wal-mart.com)

Walmart Exterior Services Management Team – [extsrvs@wal-mart.com](mailto:extsrvs@wal-mart.com)