

Letter request Self-service Workday pathway, for Visa, address proof, employment and salary proof.

1. How can I request for Visa letter.

- Login to Workday profile, Under Search field type Request Reference letter.
- Under reference letter, select type of letter required as “Visa Verification”
- Enter the purpose in comments box
- Update travel start date and end date along with country details, then click on submit button

2. How can I request for Employment letter.

- Login to Workday profile, Under Search field type Request Reference letter.
- Under reference letter, select type of letter required as “Employment Verification”
- Enter the purpose in comments box, then click on submit button.

3. How can I request for Address proof letter.

- Login to Workday profile, Under Search field type Request Reference letter.
- Under reference letter, select type of letter required as “Address proof Verification”
- Enter the purpose in comments box, then click on submit button.
- Please note for address proof letter you must upload the proof of address document, Such Aadhar, Voter ID, Broad bill and the same address must be updated in Workday profile.
- After submitting the request, associate must visit Workday Inbox from homepage to complete the questionnaire and click on Submit.
- Post completing the questionnaire in Inbox People Services will validate your address proof document and will approve the request within the TAT of 24 hours.

4. How can I request for Salary proof letter_

- Login to Workday profile, Under Search field type Request Reference letter.
- Under reference letter, select type of letter required as “Salary proof Verification”
- Enter the purpose in comments box, then click on submit button.

Post submitting letter request, pathway to download generated letter

- Log in to your workday profile.
- Click on Actions.
- Go to worker history.
- Click on Maintain worker documents.
- Click on reviewed documents, then click on the letter requested letter generated you can save or download this PDF for your requested letter.

How Ex-employee can get experience letter or how to request for customised letter request and what are the steps to be followed_

- **Experience letter**: As process an associate should get the experience draft approved by their respective IDC manager/People Partner in reporting hierarchy only when manager is inactive the system. Along with the approval details associate are requested to share the draft to “IDC Reference Letter IDC_Reference_Letter@walmart.com”.
- Once, associate send email to “IDC Reference Letter IDC_Reference_Letter@walmart.com”, it'll create a ServiceNow ticket automatically and associate can track the progress of their request.
- **Adoc letters**: An associate must send detailed email request to IDC Reference Letter IDC_Reference_Letter@walmart.com” it'll create a ServiceNow ticket automatically and associate can track the progress of their request.
- People service team will update or generate the letter within 2 business days.

Please visit the following links for quick assistance.

- ✓ Service now : <http://wmlink/IDCHRFinance> << Pathway: Human Resources << General Human Resources << General Inquiry << Associate data."

Escalation matrix:

<u>Point of contact</u>	<u>Email ID</u>
Quires	People service Team: IDC_Reference_Letter@walmart.com HR Operations Team: gtshrops@email.wal-mart.com
Level I of Escalation	Hanuman Khandelwal : hanuman.khandelwal@walmart.com M Bhuvaneshwari M.Bhuvaneshwari@walmart.com
Level II of Escalation	Amit Kumar Singh : Amitkumar.Singh0@walmart.com

Background Check FAQs

1. What is a Background Check?

A background check is a comprehensive review of a Applicant's history, which is include of **criminal records**, **employment verification**, **education verification**, **Address Verification**, **Database checks**, and more. Walmart conduct these checks to assess a candidate's suitability for a position.

2. What Information is Included in a Background Check at Walmart?

As per the Walmart standard background check typically includes **criminal records, employment history, educational credentials, credit history, and Database checks.**

3. Is Consent form Required for a Background Check?

Yes, Walmart required the form to obtain written consent from the applicant before conducting a background check. This consent should be obtained separately from the job application.

4. How Far Back Does a Background Check Go?

As per the Walmart policy the depth of a background check can vary depending on the employer and the position. Criminal records generally go back up to seven to ten years, and employment also can go up to last 5 years, but some convictions may have no time limit.

5. Can a Background Check impact the Employment Opportunities If the BGV is not cleared?

As per the policy, yes it can. A negative background check, especially one with relevant findings, can impact an applicant's chances of securing a job.

6. What do Walmart Look for in a Background Check?

Walmart primarily seek to verify the accuracy of the information provided by the applicant. They also look for any red flags, such as criminal records or false qualifications.

7. What if an Applicant Refuses to provide concerned documents to a Background Check?

As per the policy, If an applicant refuses to provide documents to a pre- background check, the management may choose not to move forward with the application process. then decision should be made in compliance with relevant laws and regulations.

8. How Long Does a Background Check Take?

The time it takes to complete a background check can vary depending on factors like the depth of the check and the responsiveness of the sources providing information. On average, it may take anywhere from a 10 to 20 business day.

9. Can Walmart Revoke a Job Offer Based on a Background Check?

Yes, if the background check reveals information that is relevant to the position and raises concerns about the applicant's suitability for the role, Walmart may choose to revoke the job offer. It is crucial to do so in compliance with applicable laws.

10. What is SSN verification and why it is required for international workers.

Social Security Number Verification System is an application that allows employers to verify employees' names and employment details.

Please note: A Social Security Number, or SSN, is important only for the applicant who hold the experience or graduation from the outside of the country, because it is used to verify the identity & address history of the applicant.

1. How address verification process is done and what are the documents are required?

Residential Address Verification is done through a physical site visit or database check. Authbridge field staff visits the current / permanent / previous or all the addresses of the candidates as requested by Walmart.

The documents typically required for address verification are an identity proof, a proof of address, and a recent photograph. These include a passport, driver's license, voter ID card, PAN card, or Aadhaar card, a utility bill, bank statement, or rental agreement.

2. How criminal verification process is conducted at Walmart?

Criminal record checks in India include reviewing court records from civil and criminal cases. This is done based on public information made available by the courts. It all comes down to investigating the individual to discover if the applicant have ever run into legal issues.

3. How education verification process is conducted at Walmart what are the documents are required?

Walmart check a candidate's educational background by requesting copies of their educational certificates like (10th, 12th, UG, PG) and verifying them with the issuing institution. Walmart may also contact the institution to confirm the candidate's enrollment and graduation dates by field visit.

4. How education verification is conducted at Walmart and what are the documents are required?

Walmart verifies the candidate's listed previous employers work experience, duration of employment, last held designation, and reason for leaving by sending verification details to respective company HR division or to Reporting Manager to confirm the employment.

The documents typically required for employment verification are offer letter or appointment letter, last 3 months pay slips, relieving letter or experience letter.

5. How is database verification conducted at Walmart?

Database checks involve a thorough inquiry into systematic databases. Of the various kinds of checks. Database checks verify if an applicant has been involved in any activities that are related to crimes or frauds by checking global as well as country-specific databases.

6. What happens if BGV is red?

As per the policy, If an applicant fails or have the red flag on the background verification it may impact the security of the job this may happens only when there is some negative information which is not cleared in the bata base, employment or education. eventually it may get highlighted to management also 1st level of opportunity is given to applicant to prove the authenticity of the document if applicant fails to prove then they may be terminated and put on the No-Hire list at Walmart.

Escalation matrix:

<u>Point of contact</u>	<u>Email ID</u>
Quires	Authbridge Team: bgvsupport@authbridge.com Poul Dinakar: poul.dinakar@authbridge.com
Level I of Escalation	Muskan Thakur: muskan.thakur@authbridge.com M Bhuvaneshwari M.Bhuvaneshwari@walmart.com
Level II of Escalation	Amit Kumar Singh : Amitkumar.Singh0@walmart.com

National Pension System (NPS)

1. What is National Pension System?

NPS is an easily accessible, low cost, tax-efficient, flexible and portable retirement savings account.

Under the NPS, the individual contributes to his retirement account . there is no defined benefit that would be available at the time of exit from the walmart. This is the only financial instrument providing outstanding tax benefit over and above 80C.

2. If a subscriber has invested in any other Provident Fund, can I still invest in NPS?

Yes. Investment in NPS is independent of subscribers' contribution to any Provident Fund.

3. Can a Walmart subscriber having investment in pension funds of non-government / private entities invest in NPS?

Yes. Investment in NPS is independent of subscription to any other pension fund.

4. What are the tax benefits of NPS?

The various Tax benefit as under:

A. Employee Contribution:

Deduction up to 10% of salary (basic+ DA) within overall ceiling Rs.1.50 Lakh u/s 80C.

B. Voluntary Contribution:

Deduction up to Rs.50,000 u/s 80 CCD(1B) from taxable income for additional contribution to NPS.

5. Which document can a Subscriber use as investment proof in order to avail the tax benefit?

The printout of the Transaction Statement could be used as a document for claiming tax benefit.

6. What is the procedure for registration of Subscribers in the CRA system for Tier II account?

If an associate is an existing PRAN Card holder, he/she can activate the Tier II account by approaching or can contact the POPs (HDFC Bank) to activate Tier II. The POP contact details are available at mesite page.

7. What are the different Fund Management Schemes available to the Walmart employee?

The NPS offers two approaches to invest an associate's money:

- a) Active choice – Here the individual would decide on the asset classes in which the contributed funds are to be invested and their percentages (Asset class E(maximum of 50%), Asset Class C, and Asset Class G)
- b) Auto choice - Lifecycle Fund- This is the default option under NPS and wherein the management of investment of funds is done automatically based on the age profile of the associate .

8. How can a Subscriber change his/her scheme preference?

Associate can change it once in a financial year. He/she has to submit the physical application form to change Scheme Preference. However, such changes can be done online as well by the subscriber using the IPIN.

9. What happens to associate PRAN when he/she exit the company?

When associate exit the company the contribution from the walmart would be discontinued also National Pension System (NPS) account is completely portable in nature. It means that you can move your NPS account from one sector to another or one employer to another without any hassle.If your new employer does not provide NPS benefits, then you can simply shift your NPS account to the individual sector and your existing corpus will also be moved to the individual sector and you can continue your NPS account.

For this purpose, subscriber can submit an Inter Sector Shifting (ICSS Form) to our HDFC (POP) Service Provider who will shift your NPS account to the individual category.

Incase of deactivation of PRAN we request subscriber to write to our HDFC SPOC (Pratibha Sharma) Spoc who will assist subscriber with the process for the same.

Email ID: NPS NPS@hdfcsec.com you can also CC M Bhuvaneshwari M.Bhuvaneshwari@walmart.com, Pratibha.Sharma@hdfcsec.com

Quires related to deduction or tax remittance we request you to write to GTSPAYROLL_Finance GTSPAYROLL_Finance@walmart.com, also can cc Suhasini Mg Suhasini.Mg@walmart.com for the same.

10. How can I change my NPS account details, Why S2 form is required.

Form S2 is an NPS name correction form and change form. Existing an associate can change their personal details nominee details and also request a reissue of TPIN, IPIN, PRAN Card. To change your name, fill in the first section 'Change in Personal Details' with the correct name and attach proof of it, Post sharing the same we will have to submit it to nodal officers with the help of our walmart POP (HDFC Bank)

subscriber must to share the scan copy of the same to NPS NPS@hdfcsec.com can also CC M Bhuvaneshwari M.Bhuvaneshwari@walmart.com, Pratibha.Sharma@hdfcsec.com, This correction may take 15 business days to complete,

11. Why ICSS form is required for Subscriber Shifting.

The form is needed because an associate PRAN is currently holds the account under Kfintech & Walmart global teach has a tie-up only with NSDL for NPS, For this purpose, you can submit an Inter Sector Shifting (ICSS Form) to our HDFC (POP) Service Provider who will shift your NPS account to the individual category.

12. Can I invest in NPS once in a year and what are the limitations of contribution.

Associates can contribute to the NPS fund at any time in a financial year and can also change the amount of subscriptions. They can choose their own investment options. There are no lower or upper limits to the number of contributions per year. Also associates are required to declare the same in excelity portal on or before 15 th of every month.

13. How can I open an NPS account?

Associates are requested to open new PRAN account by visiting the mesite page, Please follow the step by step guidelines to open the account under NSDL. below is the link

NPS Me Sitelink:- https://one.walmart.com/content/me-idc/en_in/me/salary/national-pension-scheme--nps-.html

14. How to declare NPS in Excelity portal.

- Login Excelity portal.
- Click on my transaction.
- review personal details
- Declare percentage or amount of NPS contribution deduction thru payroll.

The PRAN details should be updated in the Excelity portal by 15th of the month from the date of receiving first month salary or beginning of the financial month (April) to avail tax benefits for current financial cycle.

Failing to update PRAN in the Excelity portal will not be eligible for tax benefits, as NPS is one time declaration.

Any query on NPS Deductions/Tax declaration please raise the request on Servicenow, Under NPS> NPS Remittance & Taxation or you can refer NPS link on MeSite.

Please note: If any PRAN mapped to walmart account before 10th of the every month will be considered for payment only in the following month and amount will be credited after 20th of the following month, if any arrears will also be credited in following month in NPS a/c.

MeSite : <https://ess.excelityglobal.com/ACS>

15. What to do when PRAN status is not active or under frozen status.

All you need is to follow the below mentioned sequential steps to unfreeze NPS account, especially for complying with the minimum monetary contribution:

- Visit the eNPS portal and use your registered credentials to log in to your NPS account.
- Then, click on the 'Contribution Option.'
- Next, enter your PRAN details, Date of Birth, and NPS subscriber Type.
- Make the mandatory minimum Rs 500 financial contribution on the following page.
- An OTP-based authentication and "Captcha" allow you to submit.
- The CRA confirms your payment and notifies you accordingly at your registered email.
- The implication is that your account has been successfully unfrozen, and you are free to continue with contributions henceforth.

In case of any assistance, You can also reach out to our POP (HDFC Bank) NPS@hdfcsec.com also can also CC, Pratibha.Sharma@hdfcsec.com.

Post the activation please share your confirmation to gtshrops@email.wal-mart.com, accordingly HR operation team will assist you to map the PRAN to WM account.

16. Can I have more than one NPS account?

No. You will not be able to open multiple NPS accounts. There is no need to open a second account as your NPS account is portable across sectors and locations.

17. What happens to the money if I discontinue the scheme?

If associate discontinue your investment, your account will be frozen. However, you can reactivate the account by paying the minimum contribution along with the penalty.

For more NPS related information, please visit the following links:

NSDL: <https://nsdl.co.in/faqs/faq.php>.

Mesite: https://one.walmart.com/content/meidc/en_in/me/salary/national-pension-scheme--nps-.html.

Service now PRAN Mapping: <http://wmlink/IDCHRFinance> << Pathway: Human Resources << General Human Resources << IDC HR & Finance << NPS << New PRAN Account / Link existing PRAN with WM

Query on NPS Deductions/Tax declaration: <http://wmlink/IDCHRFinance> << Pathway: Human Resources << General Human Resources << IDC HR & Finance << NPS << NPS remittance & Taxation

Escalation matrix:

<u>Point of contact</u>	<u>Email ID</u>
Quires	HR operation Team: gtshrops@email.wal-mart.com Finance team : GTSPAYROLL_Finance@walmart.com
Level I of Escalation	M Bhuvaneshwari M.Bhuvaneshwari@walmart.com Umesh N : Umesh.N@walmart.com
Level II of Escalation	Amit Kumar Singh : Amitkumar.Singh0@walmart.com Suhasini MG: Suhasini.Mg@walmart.com