

sparkgood™



Spark Good Registry
How-to-Guide for Nonprofits

Spark Good Registry

Like a wedding or a baby registry, the Spark Good Registry allows verified public charities to create lists of necessary products—including gift cards—and to share those registries with their donors. Walmart ships items purchased through a nonprofit's registry directly to the nonprofit, reducing friction from setting up collection sites and retrieving donations. Nonprofits can create virtual events, like a coat or canned-food drive, and share the registry through their social media channels or donor newsletters.



Table of Contents

Slide 2

Overview

Slide 4

How to Get Started

Slides 5-6

Create a Registry

Slides 7-10

Add items

Slides 11-12

Add Gift Cards

Slides 13-14

Share your Registry

Slides 15-16

Track Order Status

Slides 17-21

Returning Items

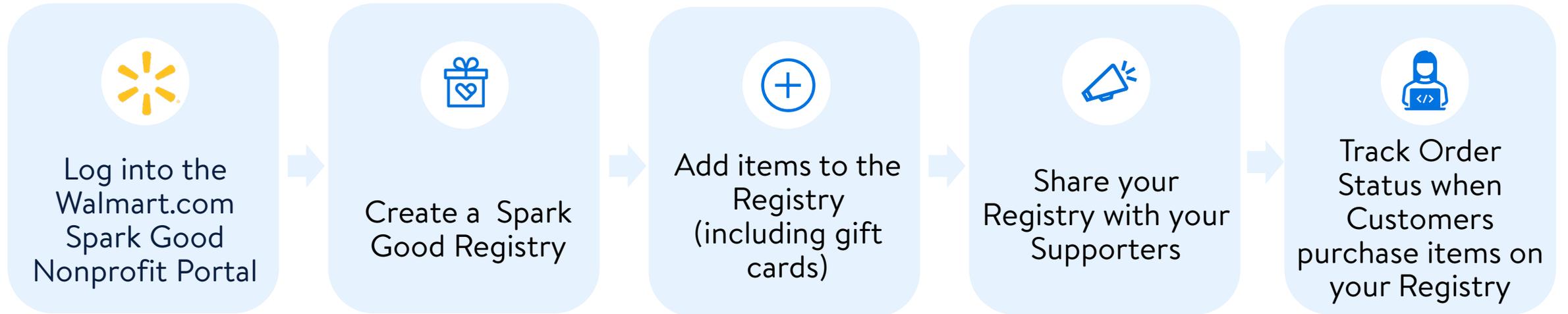
Slides 22-24

Delete the Registry

Slide 25

Additional Resources

Request Donations to Support your Cause by Creating a Spark Good Registry

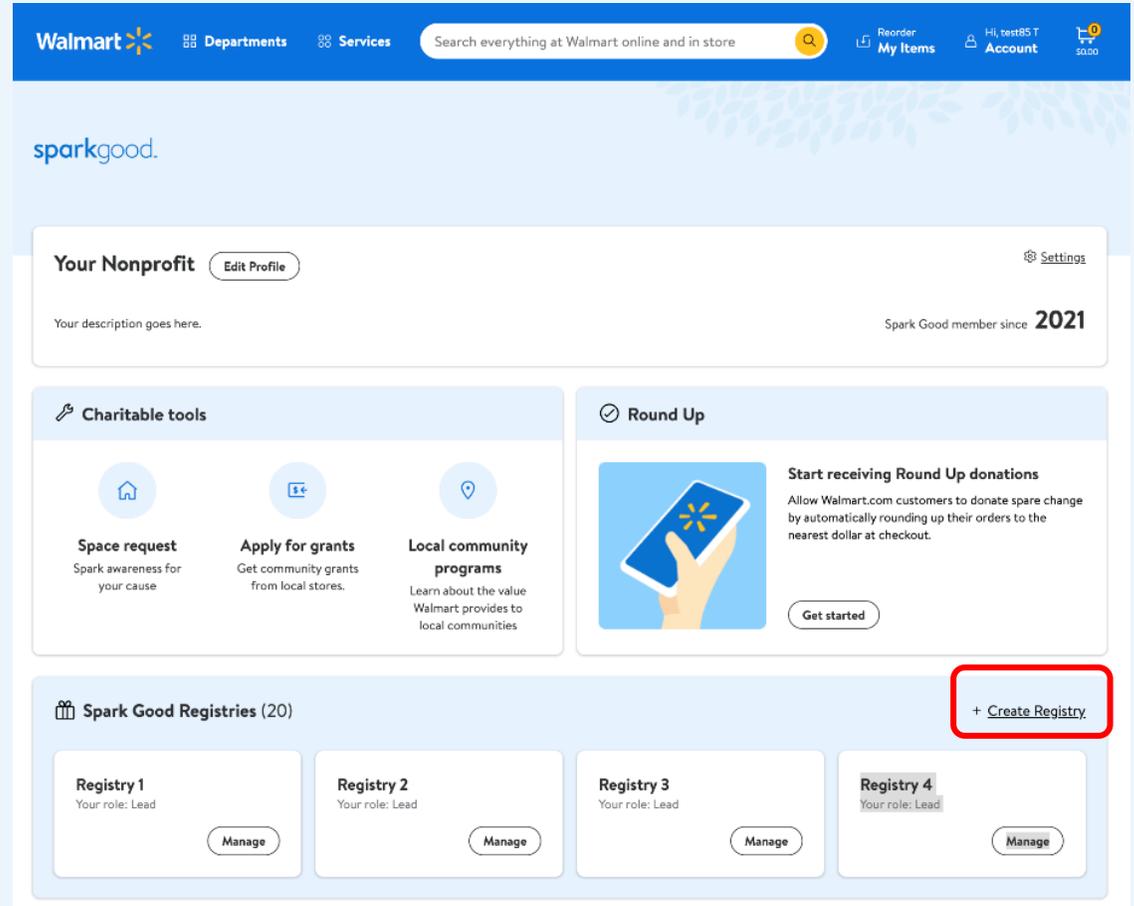


1 Log into your Spark Good Nonprofit Portal

Go to Walmart.com/nonprofits

When you log in to the nonprofit portal, click “+**Create Registry**”

- *Note: You can create up to 20 Spark Good registries. Consider breaking up your registries by campaigns or needs*
- **Registry status:** If you are the lead, you can make changes to the registry. View only status means you will not be able to make changes.



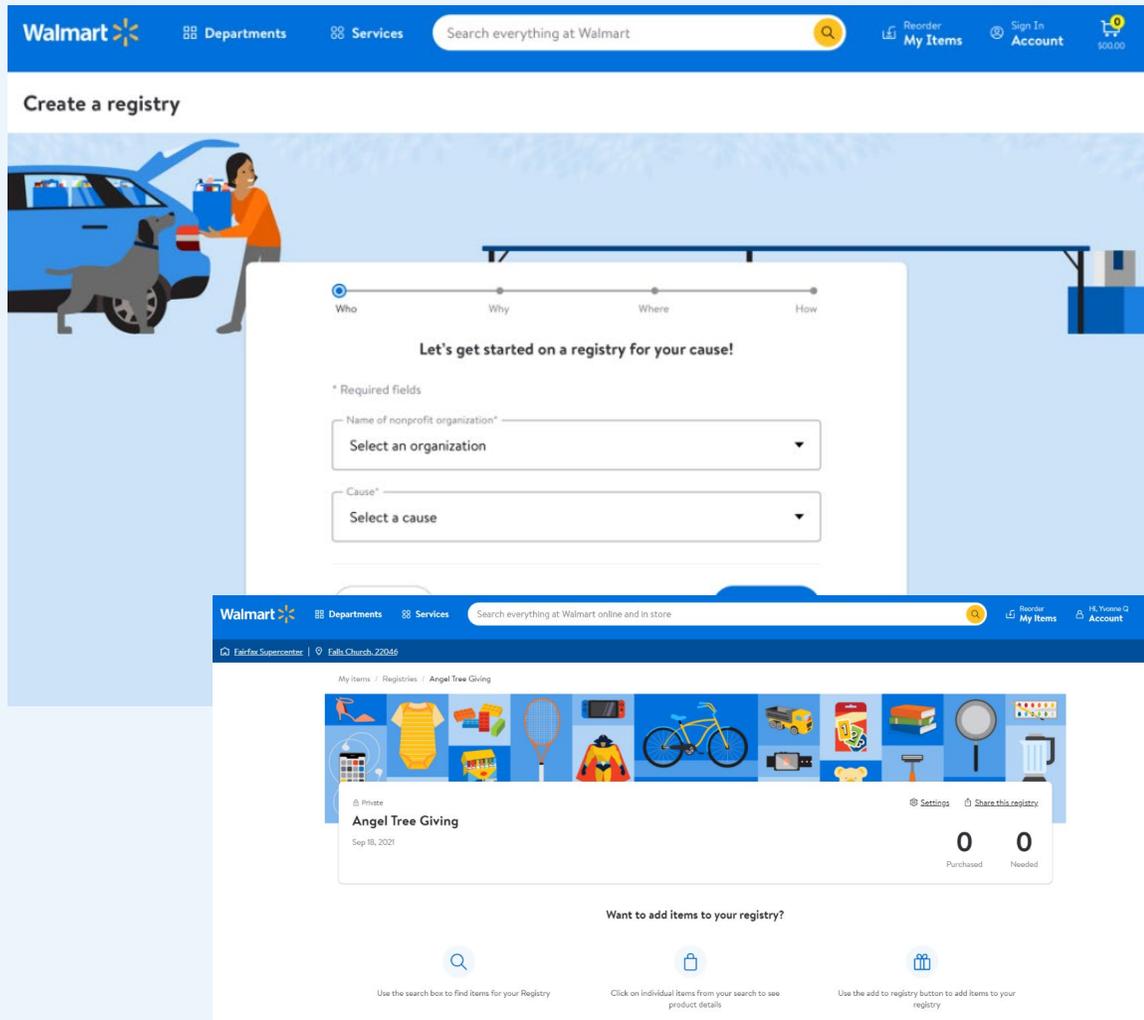
2 Creating a Registry

Who: Select your “**Non-profit Organization**” and “**Cause**” from the drop-down selection.

Why: Enter “**Registry Title**” and “**Description of your Registry**”. The description should set out who and what the items in your registry will serve and how the donations will create a positive impact in your community.

Where: Select your shipping address for where products will be delivered. You can also edit an existing address or add a new address.

How: Select either “**Public**” or “**Private**” for your registry settings. **Check the box** to accept the terms and conditions. Click “**Create Registry**”.



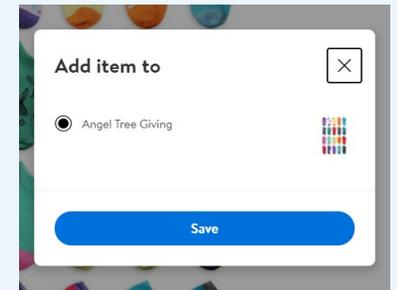
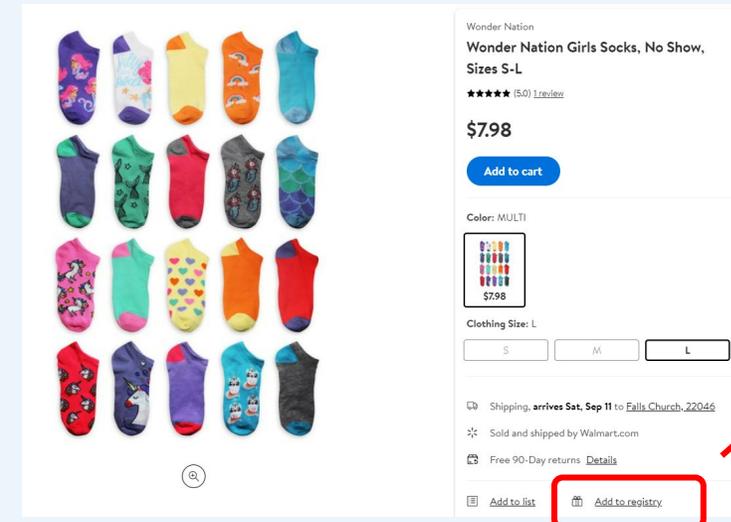
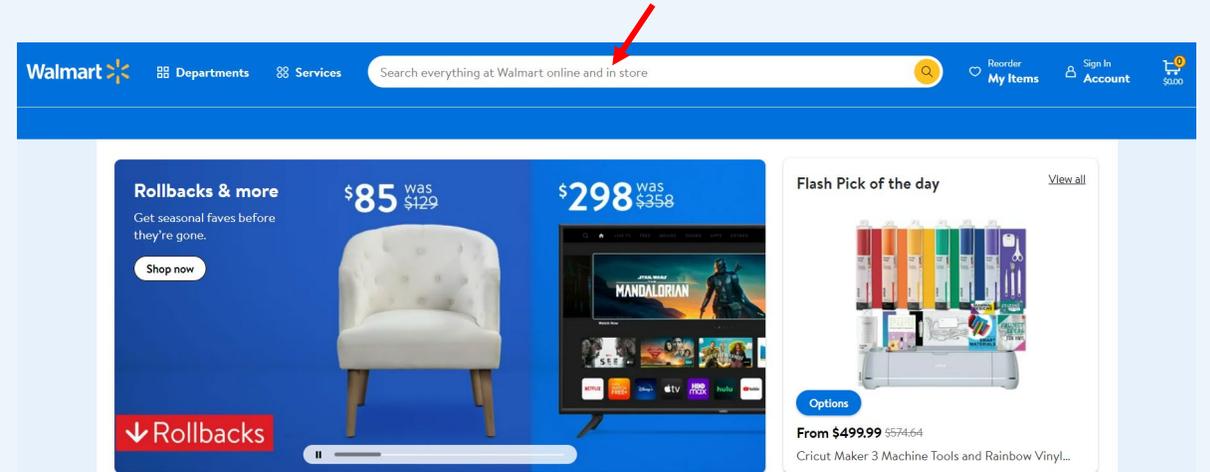
Add Items to any Registry

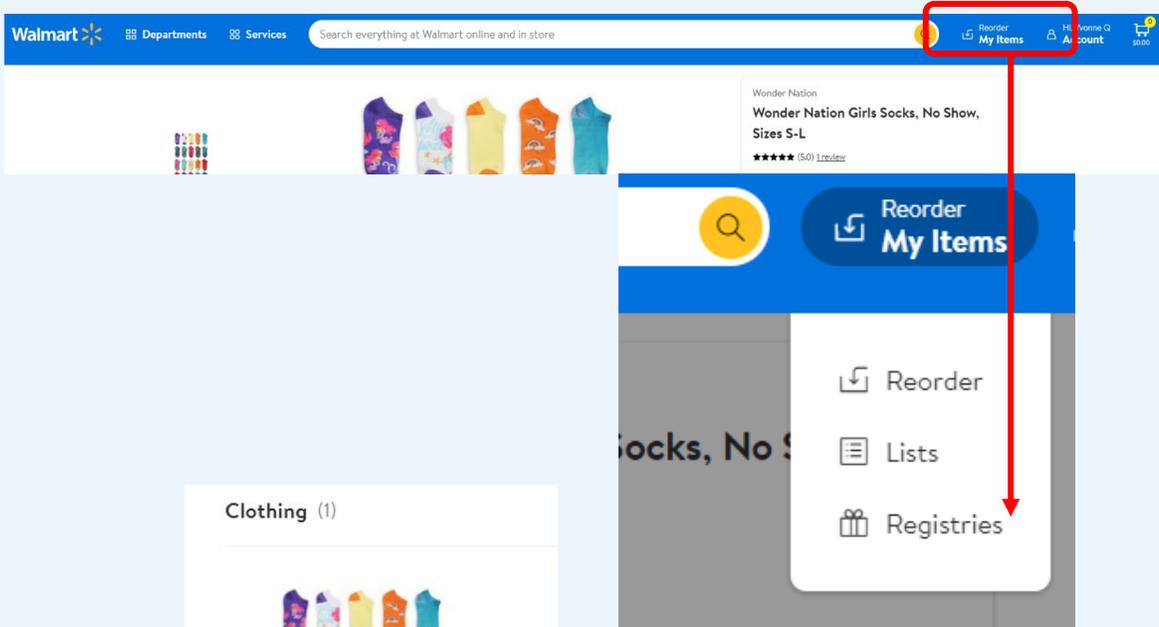
3 Search and Add to Registry

To search for items, type them into the “**Search Bar**” (for example, girls socks).

To add items to your registry. click “**Add to Registry**”. DO NOT CLICK “Add to Cart”.

After you click “**Add to Registry**”, you will see a pop-up. Select the right registry and click “**Save**”.



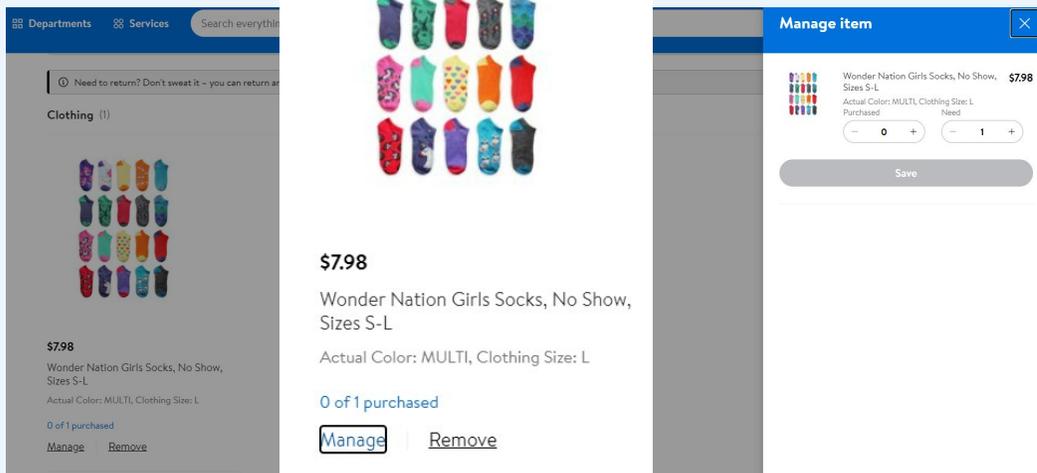


4 Increase Quantity of Items

To visit your registry and see what items you have added, go to “**Reorder My Items**”. Click “**Registries**”.

To change the quantity of items you need, click “**Manage**” under each item and select the quantity under “**Need**”. To remove an item, click “**Remove**”.

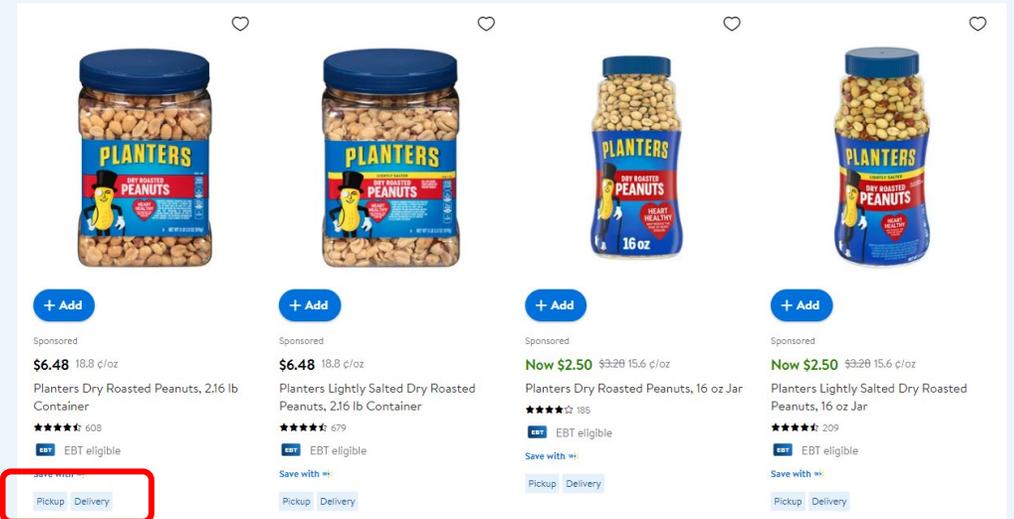
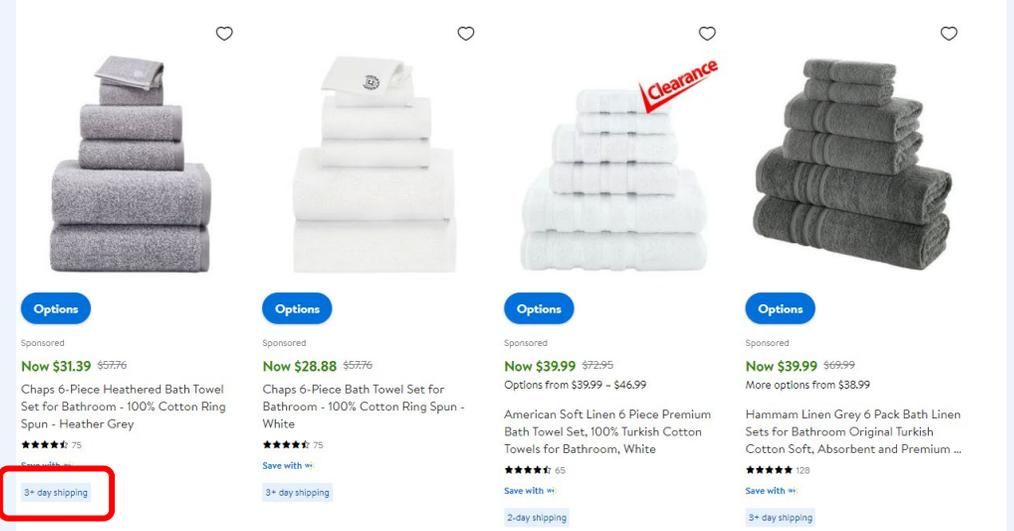
Note: For each registry, you can add up to 200 items with up to 200 quantities for each item.



5 Check Delivery Method on Items

When selecting items to add, please note the delivery method. **Make sure to only select items available to ship or pick up, not for delivery.**

- a. **Shipping via mail:** Shipping means it will arrive by mail.
- b. **Pick Up:** Pick up means a customer/donor will have to pick up the products at the store and drop off at your organization
- c. **Delivery:** Currently, this option is not available for registry purchases.



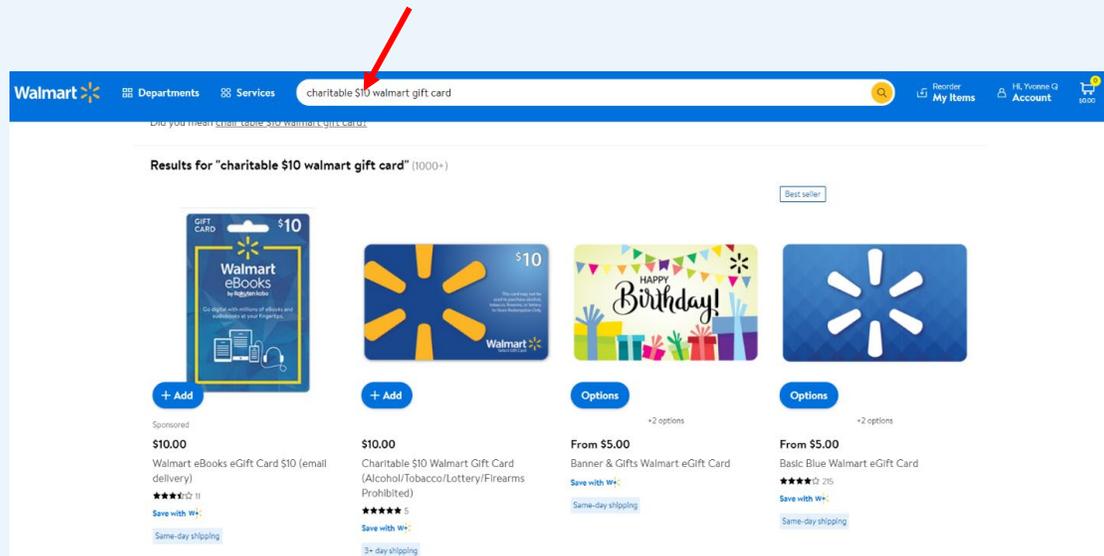
Add Gift Cards

6 Adding Gift Cards

To add gift cards, type “[Charitable \\$10 Walmart Gift Card](#)” in the “Search” bar.

You can also search for “[Charitable \\$25 Walmart Gift Card](#)” or “[Charitable \\$50 Walmart Gift Card](#)”.

Select the gift card and add to registry.

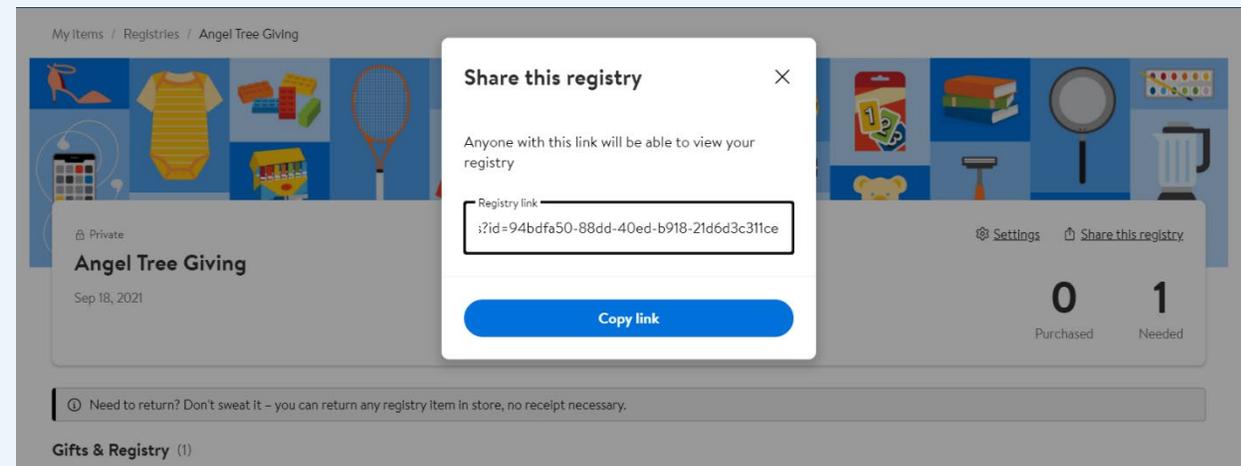


Share your Registry

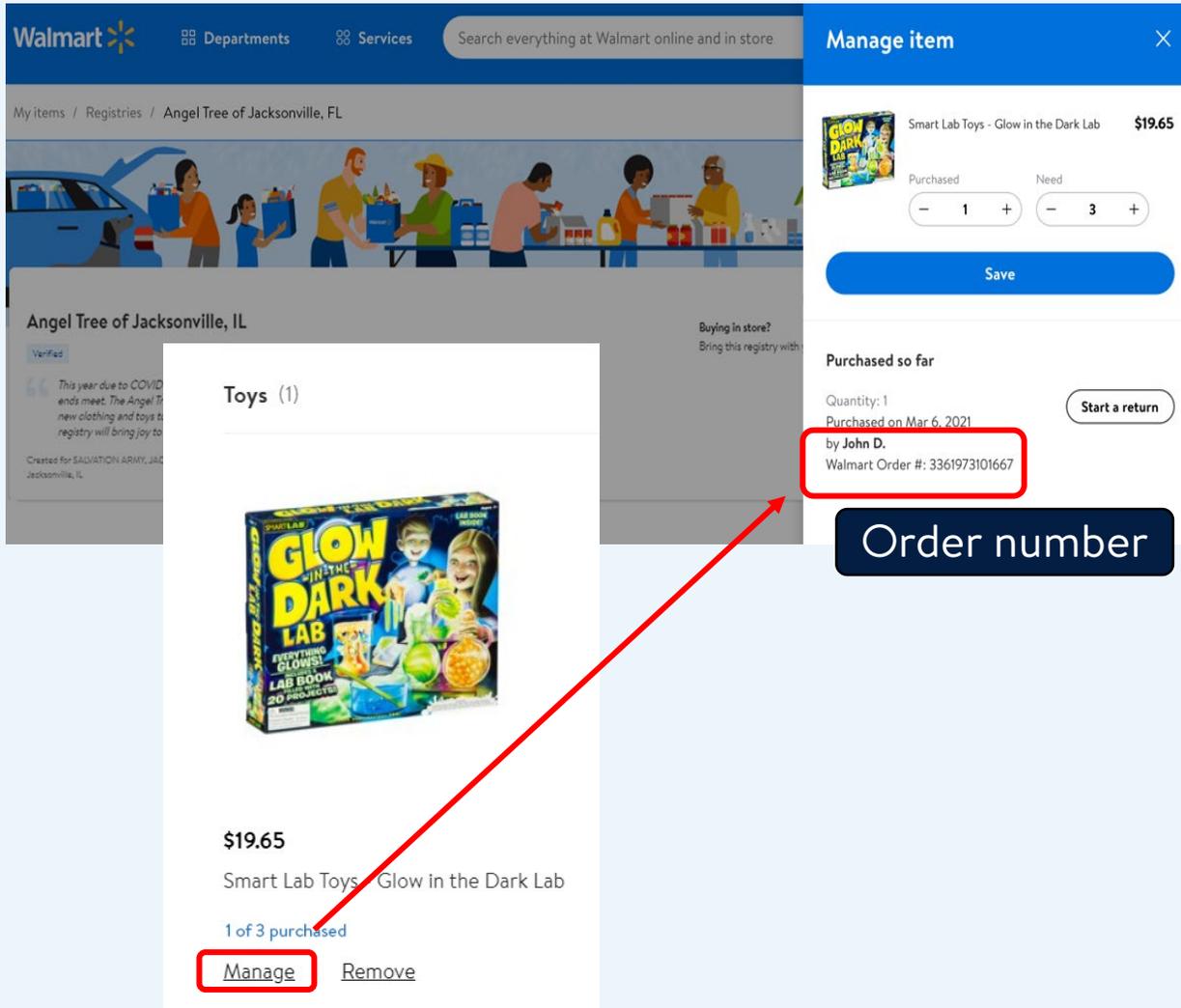
7 Share your Registry

To share your registry, click “**Share this registry**”. Then, click “**Copy link**”.

Share in newsletters, email campaigns, and social media. Visit our [promotional toolkit](#) for tips and tricks.



Track Order Status



Walmart Departments Services Search everything at Walmart online and in store

My items / Registries / Angel Tree of Jacksonville, FL

Angel Tree of Jacksonville, IL

Toys (1)

GLOW IN THE DARK LAB

\$19.65

Smart Lab Toys - Glow in the Dark Lab

1 of 3 purchased

Manage Remove

Manage item

Smart Lab Toys - Glow in the Dark Lab \$19.65

Purchased: - 1 + Need: - 3 +

Save

Purchased so far

Quantity: 1

Purchased on Mar 6, 2021

by John D.

Walmart Order #: 3361973101667

Start a return

Order number

8 Track Order Status

To track your products' order number, click **“Manage”** on the item. A side pop-up bar will appear on the right. Under **“Purchased so far”**, you can view the purchase order number.

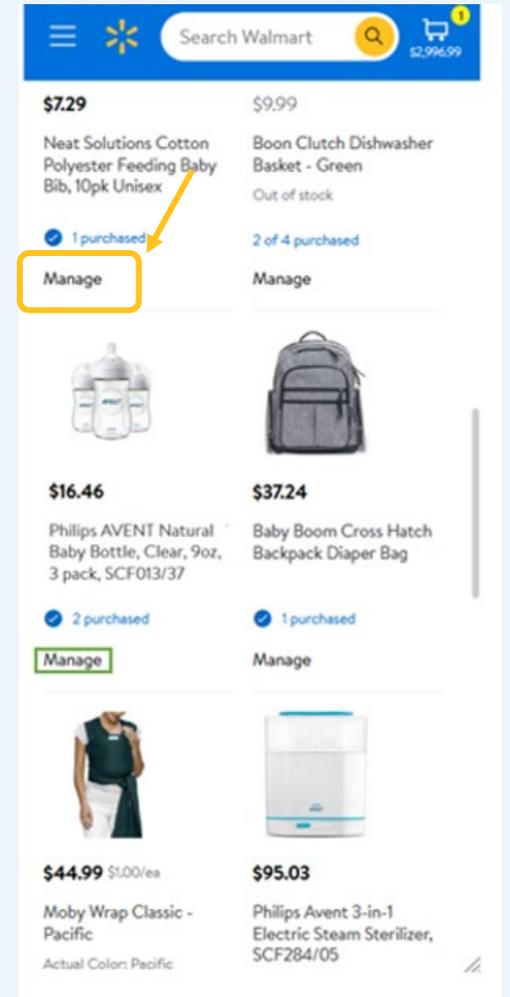
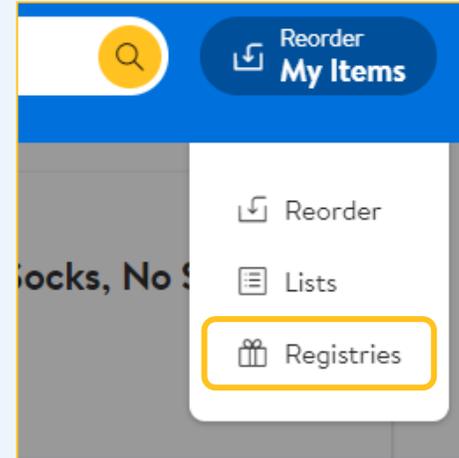
To track the order status, please contact Walmart Customer Service at 1-800-Walmart with the order number.

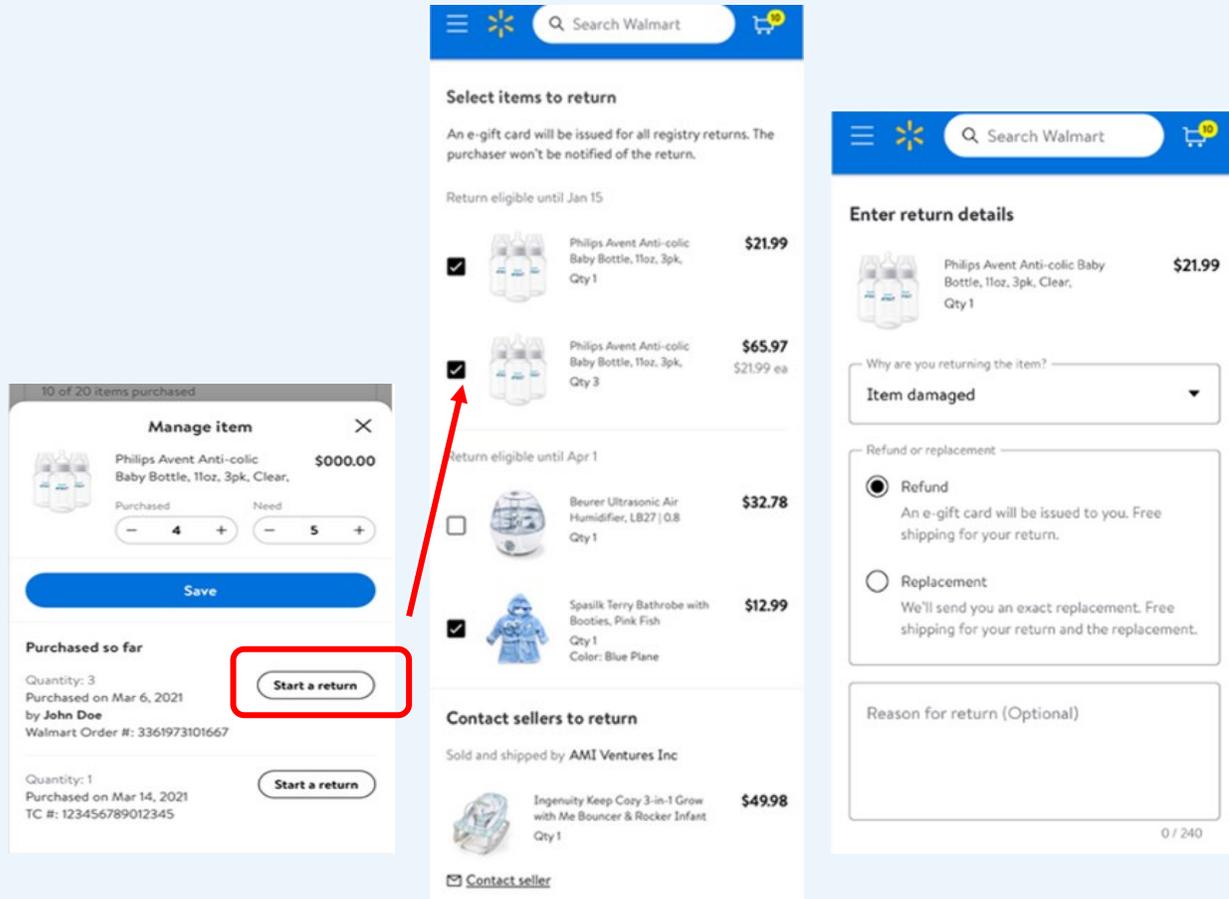
Returning Items

9 Go to your Registry

To visit your registry, on Walmart.com (top right hand corner) go to “**Reorder My Items**”. Click “**Registries**”.

On your registry page, to return a product that has been purchased, click “**Manage**”.





10 Select Items to Return and Provide a Reason

Click “**Start a Return**” from orders provided.

Select any items you would like to return.

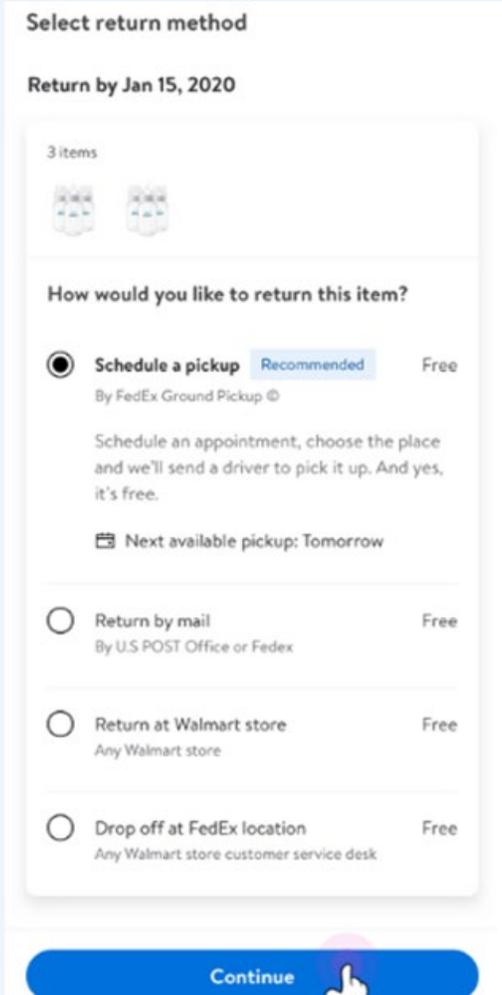
Select a return reason from the list of drop-down options. Click “**Refund**” or “**Replacement**”. You can share more details in the text box (Optional).

11 Choose a Return Method

Select your preferred return option.

- FedEx Scheduled Pickup (Step 12)
- Return by Mail (Step 13)
- Return at Walmart Store (Step 14)
- FedEx drop off.

Click **“Continue”**.



Select return method

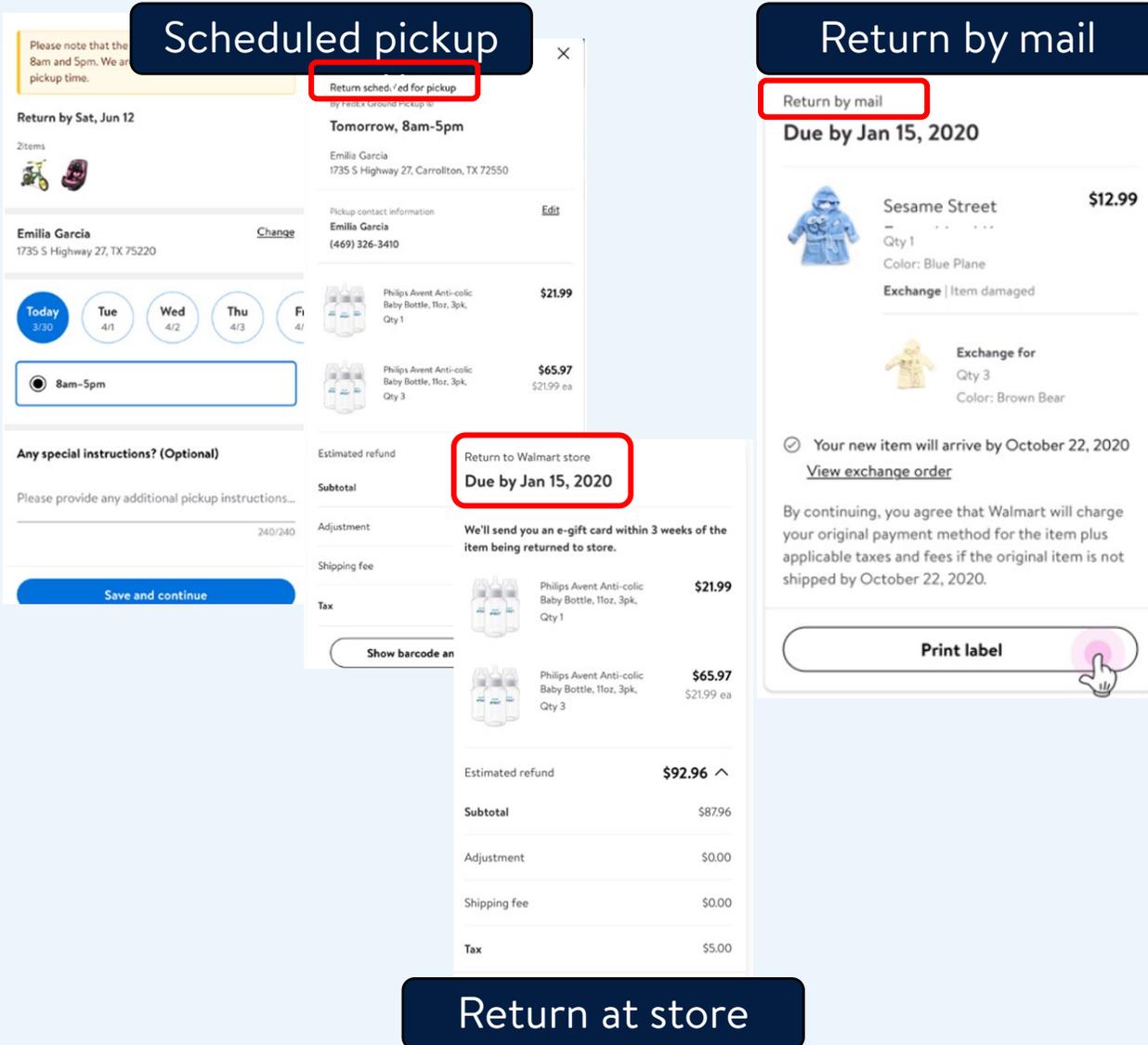
Return by Jan 15, 2020

3 items

How would you like to return this item?

- Schedule a pickup** Recommended Free
By FedEx Ground Pickup ©
Schedule an appointment, choose the place and we'll send a driver to pick it up. And yes, it's free.
Next available pickup: Tomorrow
- Return by mail Free
By U.S. POST Office or FedEx
- Return at Walmart store Free
Any Walmart store
- Drop off at FedEx location Free
Any Walmart store customer service desk

Continue



Scheduled pickup

Please note that the pickup time is 8am and 5pm. We are not available for pickup outside of this time.

Return by Sat, Jun 12

2 items

Emilia Garcia
1735 S Highway 27, TX 75220

Today 3/30 Tue 4/1 Wed 4/2 Thu 4/3 Fri 4/4

8am-5pm

Any special instructions? (Optional)

Please provide any additional pickup instructions...

240/240

Save and continue

Return sched. / ed for pickup

Tomorrow, 8am-5pm

Emilia Garcia
1735 S Highway 27, Carrollton, TX 72550

Pickup contact information
Emilia Garcia
(469) 326-3410

Philips Avent Anti-colic Baby Bottle, 11oz, 3pk, Qty 1 \$21.99

Philips Avent Anti-colic Baby Bottle, 11oz, 3pk, Qty 3 \$65.97 \$21.99 ea

Estimated refund

Return to Walmart store
Due by Jan 15, 2020

Subtotal \$92.96

Adjustment \$0.00

Shipping fee \$0.00

Tax \$5.00

Return at store

Return by mail

Return by mail

Due by Jan 15, 2020

Sesame Street \$12.99

Qty 1

Color: Blue Plane

Exchange | Item damaged

Exchange for

Qty 3

Color: Brown Bear

Your new item will arrive by October 22, 2020
[View exchange order](#)

By continuing, you agree that Walmart will charge your original payment method for the item plus applicable taxes and fees if the original item is not shipped by October 22, 2020.

Print label

12 Schedule Pickup

You can select the preferred date for pickup and click **“Save and Continue”**. You will then see a return confirmation. Click **“Show barcode and instructions”**.

13 Return by Mail

Click **“Print Label”**. Please package your item, attach the label, and drop it off at USPS or FedEx Locations.

14 Return at Store

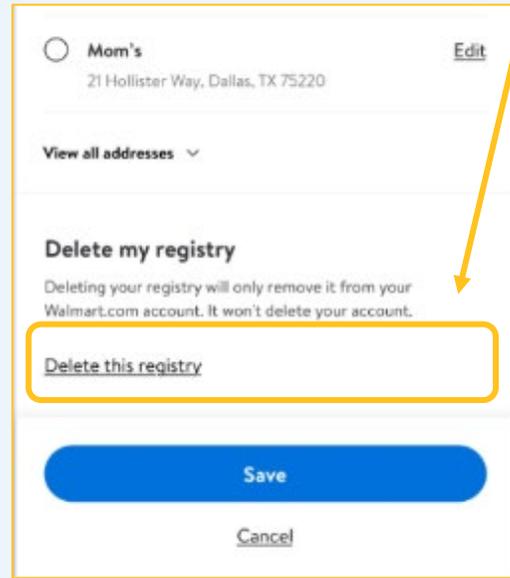
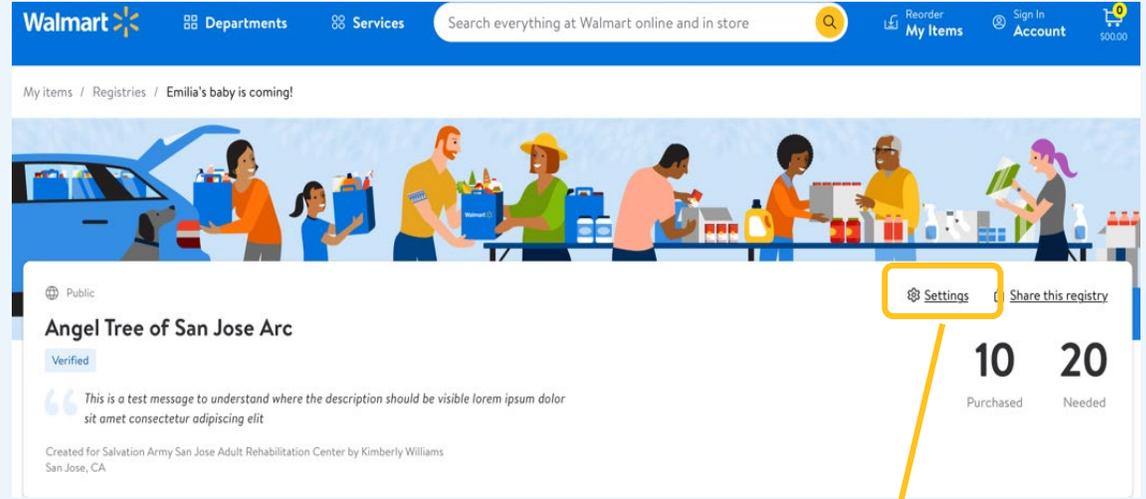
Please return the product by the due date. Click **“Show barcode and instructions”**.

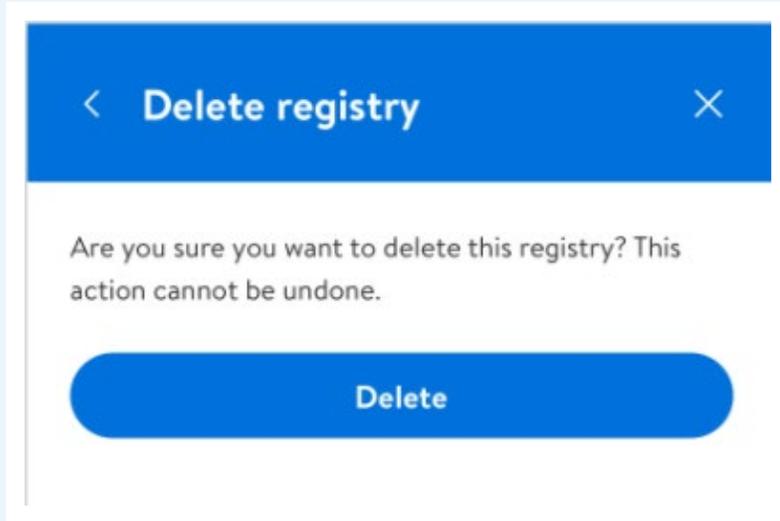
Delete a Registry

15 Go to your Registry Setting

To delete your registry, go to your registry page, click “**Settings**”.

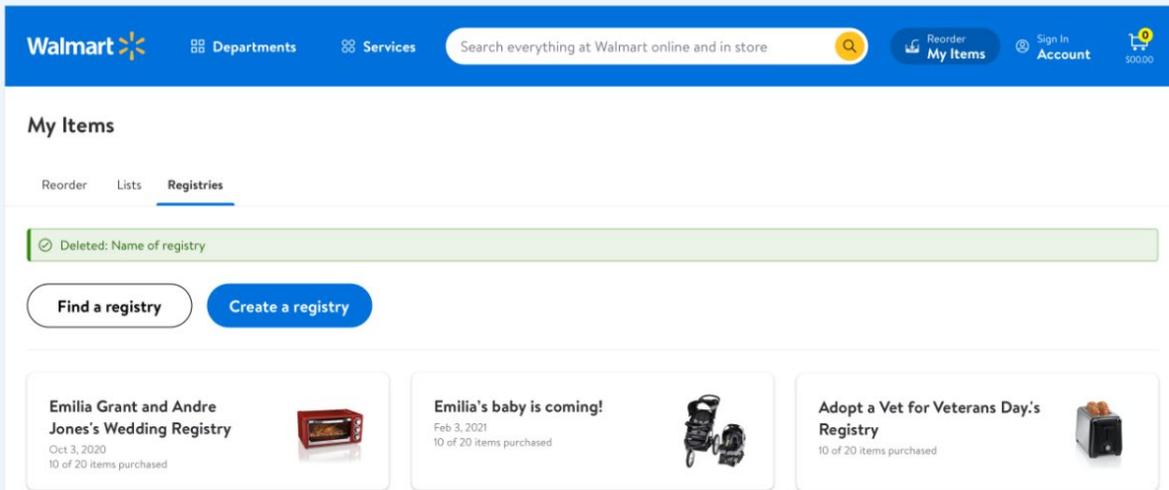
When you see the settings panel, scroll all the way down. Click “**Delete my Registry**”.





16 Delete a Registry

After you clicked “**Delete this registry**”, a pop up will appear. To confirm deletion, click “**Delete**”



After you click “**Delete**”, you will be redirected to the main registry webpage, and see a green pop-up confirmation of your registry deletion.

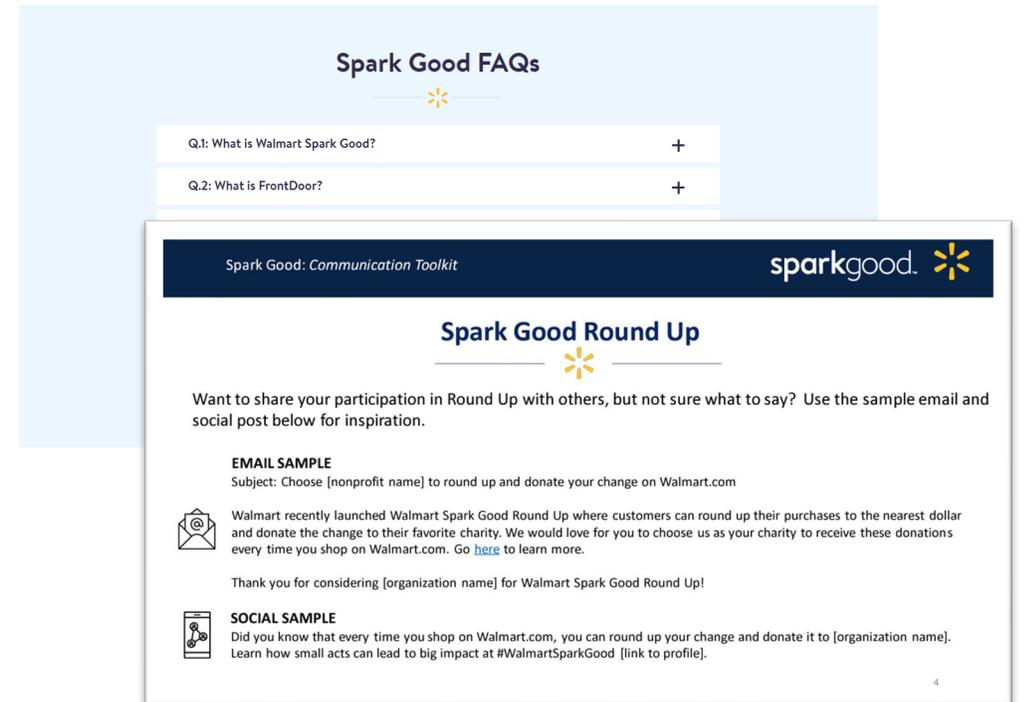
Additional Resources

 [Frequently Asked Questions](#)

 [Promotional Toolkit for Nonprofits](#)

 [Spark Good How-to Guides](#)

 [Spark Good on Walmart.org](#)



The screenshot displays two overlapping document pages. The top page is titled "Spark Good FAQs" and features a table with two rows of questions and expandable plus signs:

Spark Good FAQs	
Q.1: What is Walmart Spark Good?	+
Q.2: What is FrontDoor?	+

The bottom page is titled "Spark Good Round Up" and is part of a "Communication Toolkit". It includes the following text:

Want to share your participation in Round Up with others, but not sure what to say? Use the sample email and social post below for inspiration.

EMAIL SAMPLE
Subject: Choose [nonprofit name] to round up and donate your change on Walmart.com

 Walmart recently launched Walmart Spark Good Round Up where customers can round up their purchases to the nearest dollar and donate the change to their favorite charity. We would love for you to choose us as your charity to receive these donations every time you shop on Walmart.com. Go [here](#) to learn more.

Thank you for considering [organization name] for Walmart Spark Good Round Up!

SOCIAL SAMPLE
 Did you know that every time you shop on Walmart.com, you can round up your change and donate it to [organization name]. Learn how small acts can lead to big impact at [#WalmartSparkGood](#) [link to profile].

4