



Central America Market Overview & Business Entry Requirements

Key Processes, Requirements and Expectations for New Suppliers

SUPPLIER ONBOARDING GUIDE

Walmart Central America

Attorney-Client Privileged and Confidential

Introduction

At Walmart Central America, we believe in building strong, long-lasting relationships with our suppliers, based on **transparency, trust, and collaboration**.

This manual is designed to provide you with a practical, high-level guide on how to successfully start and develop your business relationship with us.

Here you will find an overview of our market, operations, and the key processes you need to know to join our supplier network.



Key Takeaway

This guide covers everything from market overview to vendor setup, helping you understand how to become a successful Walmart Central America supplier.

Objectives

1

Understand Our Market

Provide an overview of Walmart Central America - who we are, where we operate, our customers, and what we expect from our suppliers.

2

Learn Key Processes

Clearly explain the steps needed to start the business relationship, including audits, registrations, logistics, payments, and labeling.

3

Enable Successful Partnership

Guide suppliers on how to align their products and practices with our policies, values, and commitments to build a long-term relationship.

Scope



Scope

This document provides a general guide to the key processes, requirements, and policies for starting a business relationship with Walmart Central America.

It covers essential aspects of the regional market, logistics, audits, sustainability, labeling, payment terms, and other guidelines applicable to:

Food

Consumables

Apparel

General Merchandise



Target Audience

New or potential suppliers looking to join Walmart Central America's network and seeking a clear, practical understanding of the steps, timelines, and expectations to collaborate with us successfully and sustainably.



Market Overview



Compliance & Audit



Sanitary Registrations



Logistics



Payment Terms



Packaging & Labeling



Vendor Setup



Sustainability



Next Steps

Click any section to jump directly to it

Walmart Central America Countries

We Operate in 5 Countries

GT Guatemala

SV El Salvador

HN Honduras

NI Nicaragua

CR Costa Rica

LARGEST MARKETS

Costa Rica

338 stores

Guatemala

274 stores

933+

TOTAL STORES

5

COUNTRIES

4

STORE FORMATS

Store Formats

Supercenter

38 stores

- Hypermarket format
- Target: middle-class or above customers
- Located in urban areas
- Nice & organized layout

Supermarket

99 stores

- High-end supermarket
- Focus on food, consumables & GM
- Service, quality and freshness
- Located in business areas

Bodega

173 stores

- OPP compact hypermarket
- Price-driven customers
- Low-income communities
- Warehouse style layout

Discount

623 stores

- Low Income Customers (LIC)
- Strong OPP and Private Brand focus
- Very reduced GM & Apparel area
- **Suli** is the OPP brand

**Data current as of Nov 2025*

Stores per Country/Format

Format	Costa Rica	Guatemala	Honduras	Nicaragua	El Salvador	Total
Bodega	59	48	28	22	16	173
Discount	226	188	74	72	63	623
Supermarket	38	27	8	9	17	99
Supercenter	15	11	4	2	6	38
Total	338	274	114	105	102	933



Key Insight

Supercenter stores are similar to U.S. format with smaller layouts. Costa Rica and Guatemala represent our largest markets.

**Data current as of Nov 2025*

Supplier Compliance Framework



Supplier Compliance Framework

Key audits, validations and mandatory requirements for doing business with
Walmart Central America

Responsible Sourcing

Ethical labor practices and working conditions

Supply Chain Security

Facility security and cargo protection

Product Quality

Quality standards and testing requirements

Product Safety

Safety compliance and certifications

Audit Programs Overview

Audit Scope

Direct Import

Private Brand

Exclusive Brand

GNFR

Responsible Sourcing

Global - All Products

Supply Chain Security

Global - Product Specific

Facility Types Covered

- **Primary/Subcontracted Production Facilities** - Where goods are packed into carton
- **Designated/Nominated Facilities** - Any location between packing and container loading
- **Further/Post-Processing Facilities** - Where goods are loaded into container

Supply Chain Security Options

Supply Chain Security Audit Options

1

Walmart SCS Audit

Obtain a Walmart Supply Chain Security audit directly

2

Third-Party Programs

Obtain a SCS audit from an approved third-party program (SCAN or WRAP)

3

Small Supplier Program

Participate in the Small Supplier Program (subject to conditions)

4

Certification Waiver

Demonstrate CTPAT Tier 1, 2 or 3 certification, AEO accepted by Walmart, or another Walmart accepted waiver

Food Safety Compliance

Food Safety Compliance

Scope: Private Brand / Imported Foods (includes pet food and dietary supplements)

GFSI AUDIT

Each Factory and/or crop field must have a current certification.

- **Renovations:** Suppliers are responsible for renewing certifications prior to expiration
- **Scope:** Products to be sold to Walmart must be included in the scope of each certificate
- **Per Installation:** Each facility or field must be registered and declared in the Walmart System
- **Changes:** Supplier is responsible for notifying any changes

DATA SHEETS

All products to be sold must have up-to-date technical data sheets.

- **Parameters:** Must include physical-chemical and microbiological parameters, declaration of allergens and shelf life
- **Microbiological:** Parameters must consider those requested by CAM legislation and internal Walmart parameters
- **Updates:** Technical data sheets must be kept up to date

FOOD FRAUD

Walmart monitors High Risk products.

- **Form:** Vendor must complete a vulnerability analysis form if required (by installation)
- **Monitoring:** Walmart has a monitoring program with regular laboratory analysis

Sanitary Registration Requirements



Sanitary Registration Requirements

Overview of health registrations needed for regulated products in Central America



Important

Sanitary registrations are mandatory for food, cosmetics, and health-related products. Processing times vary by country and product category.

Food - Sanitary Registration

Food - Sanitary Registration

A dedicated team will support you throughout the WM CAM sanitary registration process. Some requirements depend on the authorities in the country of origin, so processing timelines must be taken into account.

Applicable Categories

Groceries in General

Pet Food

Baby Food

Frozen/Refrigerated Food

Legal Requirements

- Free sale certificate / Exportation certificate
- Apostilled Good Manufacturing Practices (GMP)
- Business agreement (third party manufacturing contract or letter)

Technical Requirements

- Technical data sheet
- Guaranteed Analysis
- Original label or project label
- Samples meant for analysis



The CAM regulatory authority makes the final decision. If approval is not granted, product importation is restricted.

Non-Food - Sanitary Registration

Non-Food - Sanitary Registration

A team dedicated to processing the sanitary registration for WM CAM will support you during this process. Some requirements are made by the authorities of the country of origin - obtaining times for the application must be considered.

Applicable Categories

Cosmetics

Cleaning Supplies

Chemicals

Some Toys & School Supplies

Pesticides

Car Supplies

Legal Requirements

- Free sale certificate / Exportation certificate
- Apostilled Good Manufacturing Practices (GMP)
- Business agreement (third party manufacturing contract or letter)
- Power of attorney in favor of the holder
- Distribution authorization granted to the legal representative

Technical Requirements

- Technical data sheet
- Safety data sheet of the chemical product (MSDS)
- Original label or project label
- Samples meant for analysis



The CAM regulatory authority makes the final decision. If approval is not granted, product importation is restricted.

Free Trade Agreements

Free Trade Agreements Applicable to Central America

Participating countries and trade opportunities through existing agreements

Free Trade Agreement	CAM Countries	External Countries
CAFTA-DR Dominican Republic-Central America FTA with the United States	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica	United States, Dominican Republic
Mexico-Central America Single FTA TLC Unico Mexico-Centroamerica	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica	Mexico
Association Agreement with the European Union	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama	European Union (27 countries)
Central America - South Korea FTA	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama	South Korea
Central America - United Kingdom FTA	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama	United Kingdom
Central America - Chile FTA	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica	Chile

Bilateral Free Trade Agreements

Other Bilateral Free Trade Agreements

Additional bilateral agreements applicable to specific CAM countries

Bilateral FTA	CAM Country	External Country
Guatemala - Taiwan	Guatemala	Taiwan
Guatemala - Israel	Guatemala	Israel
Honduras - Peru	Honduras	Peru
Costa Rica - China	Costa Rica	China
Costa Rica - Singapore	Costa Rica	Singapore
Costa Rica - Ecuador	Costa Rica	Ecuador
Costa Rica - United Arab Emirates	Costa Rica	United Arab Emirates



Trade agreements can provide duty reductions or exemptions. Consult with your trade compliance team to maximize benefits.

Logistics Overview



Logistics

Incoterms, shipping requirements, and consolidation options for Central America

Ocean Carrier

Managed through Walmart's OCM partners

Consolidation

Available in Panama and CAM locations

Cargo Types

Dry cargo and Reefer (where applicable)

Minimum Export Requirements

Minimum Requirements for Exporting to Central America

Requirements may vary depending on product type and specific local authority regulations

- | | |
|--|--|
| 1 Pro-forma invoice | 2 Commercial invoice (breakdown cost for incoterm FCA, FOB, CIF, CIP, DAP) |
| 3 Commercial invoice translation | 4 Packing list |
| 5 Certificate of origin from Chamber of Commerce | 6 Certificate of origin (CAFTA) |
| 7 Free sale certificate* | 8 Health certificate |
| 9 Phytosanitary certificate* | 10 Meat and poultry export certificate* |
| 11 BL (for CIF, CIP, DAP, etc. suppliers) | |

**Required for Food items only*

Consolidation Points - US

Central America mainly consolidates cargo in Miami but there are other locations within the US

US United States - Miami

Preferred Destination

Miami

OCM for U.S.

Seaboard Solutions

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes

Preferred Incoterms

- **Consolidated shipments:** FCA warehouse at Seaboard Solutions or FCA Supplier's Facility
- **Direct shipments:** FCA and FOB

Consolidation Points - Mexico

MX Mexico

Preferred Incoterm

FOB & FCA

OCM for Mexico

Tical

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry cargo only, CDMX warehouse only)

CDMX Warehouse

Manzana 008, nave C, 2a, col. Santiago Teyahualco, C.P. 54990,
Tultepec, Estado de Mexico, Mexico

Ciudad Hidalgo

Carretera Tapachula - Ciudad Hidalgo, km 25+500, Ciudad Hidalgo,
Chiapas, CP. 30840

Consolidation Points - China

CN China

Preferred Incoterm

FOB / FCA

OCM for China

Maersk

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry only)

China Consolidation Ports

Ningbo

Shekou

Qingdao

Shanghai

Nanjing

Yantian

Xiamen

Nansha

Shantou

Consolidation Points - India

IN India

Preferred Incoterm

FOB / FCA

OCM for India

Expeditors

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry only)

India Loading Ports

Loading Port	Consolidation
Nhava Sheva	Yes
Tuticorin	Yes
Mundra	No
Cochin	No

Consolidation Points - Asia



Asia (Excluding China)

Preferred Incoterm

FOB / FCA

OCM for Asia

Expeditors (Retail)

Maersk-Damco (DA-Vietnam)

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry only)

Asia Loading Ports

Country	Loading Port	Consolidation
Bangladesh	Chittagong	Yes
Thailand	Bangkok	Subject to volume
	Laem Chabang	Subject to volume
Cambodia	Phnom Penh	Yes
Indonesia	Jakarta	Yes
Jordan	Aqaba	Yes
Vietnam	Haiphong	Yes
	Ho Chi Minh	Subject to volume

Shipping Ports - Europe

EU Europe

Preferred Incoterm

FOB / FCA

OCM for Europe

Damco (Spain)
Expeditors (Rest of Europe)

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry only)

European Loading Ports

Spain

Barcelona

Valencia

Tarragona

Italy

Genoa

La Spezia

Livorno

Vado Ligure

France

Fos Sur Mer

Le Havre

Portugal

Leixoes

Sines

UK

Grangemouth

Other

Antwerp (Belgium)

Gdynia (Poland)

Vlissingen (Netherlands)

Ambarli (Turkey)

Istanbul (Turkey)

Green = Consolidation Available | Others = Subject to volume

Consolidation Point - Panama

PA Panama

Preferred Incoterm

FCA

OCM for Panama

Damco

Type of Cargo

Dry cargo only

Allows Consolidation

Yes

Zona Libre de Colon (Free Trade Zone)

Coco Solito, 6th Street between 3rd and 4th Avenue

Consolidation Points - CAM

Preferred Incoterm

FCA

OCM for CAM

DHL

Type of Cargo

Dry & Reefer

Allows Consolidation

Yes (Dry only)

COSTA RICA - DHL

Almacen General Coyo Alajuela, calle los Llanos de Pollos el Rey 300 metros oeste

Almacen Fiscal en Cail: Uruca frente a la FACO

GUATEMALA - DHL

13 Calle 14-30 Z.17 Colonia Aceituno

Payment Term & Early Payment Program



Payment Term & Early Payment Program

Standard payment term and how to access early payment benefits

Payment Term and Conditions

Standard Payment Term

90

Days Wire Transfer

Walmart Central America payment term for imported goods



Early Payment Program

Early Payment Program is available with a **low commission**. Contact your buyer for more details on how to enroll.

Packaging & Labeling Requirements



Packaging & Labeling Requirements

Complementary labeling and pallet compliance for export success

Packaging for Food/Consumables

Packaging for Food & Consumables (Tag-on Programs)

For Tag-on programs, packaging will be same as the original market but it must include:



Lot & Expiration

Inkjet or laser print the Lot and "Best By" date



Sticker Label

A sticker with complementary info: Lot, Expiration Date



Cosmetics PAO

Cosmetics accepts PAO (Period After Opening)



Heat Treated Pallets

Required for CAM



Product Development Programs

For Product Development programs, further details will be shared during the Onboarding phase.

Packaging for GM & Apparel

Packaging for GM & Apparel (Tag-on Programs)

For Tag-on programs, packaging will be same as the original market but it must include:



Lot Information

Inkjet or laser print the Lot number



Sticker Label

A sticker with complementary info as required



Heat Treated Pallets

Required for CAM



Product Development Programs

For Product Development programs, further details will be shared during the Onboarding phase.

Vendor Set Up Requirements



Vendor Set Up Requirements

Mandatory requirements for supplier registration in Central America

Vendor Creation Requirements

Vendor Creation Requirements

New Vendor numbers are required for WM CAM. Requirements are listed below:

- 01 Vendor Creation Form
- 02 Vendor Agreement
- 03 Invoice Copy
- 04 FAP Form
- 05 Document showing TAX ID of the company
- 06 Bank Certificate
- 07 Copy of personal ID of legal representative & Legal Representation Certification
- 08 Operating license for declared facilities

Sustainability Commitments & Brand Standards



Sustainability Commitments & Brand Standards

An overview of our Private Brand sustainability, packaging and commodity sourcing policies

Sustainability Policies - Private Brands

We aspire to become a **regenerative company** - helping to renew people and planet through our business

New Product Development

Must be in compliance with company policies

Packaging & Raw Materials

Technical specs might be required

Tag-on Compliance

Will be reviewed and verified internally (WM market)

Key Policy Areas

Commodities Policies

Packaging Policies

Waste Minimization

More information: corporate.walmart.com/policies

Next Steps



Next Steps

Steps to initiate business operations with Walmart Central America

Starting Our Partnership

Starting Our Partnership with Walmart Central America

1**Kick Off**

Meet with CAM team to understand market overview: store formats, requirements, etc.

2**Share Initial Information**

Send entire product portfolio and submit Factory ID #s for status review

3**Cost Analysis**

Fill out the item information form for quotation and cost analysis

4**Project Approval**

Internal review and project approval process

5**Vendor Set Up**

Only when required - complete vendor registration

6**Sanitary Registration**

Connect with CAM SR team to submit required documentation



Thank You

Central America Market Overview & Business Entry Requirements

Key Processes, Requirements and Expectations for New Suppliers

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