

Walmart SOP: Create Ticket to Walmart Seller Support

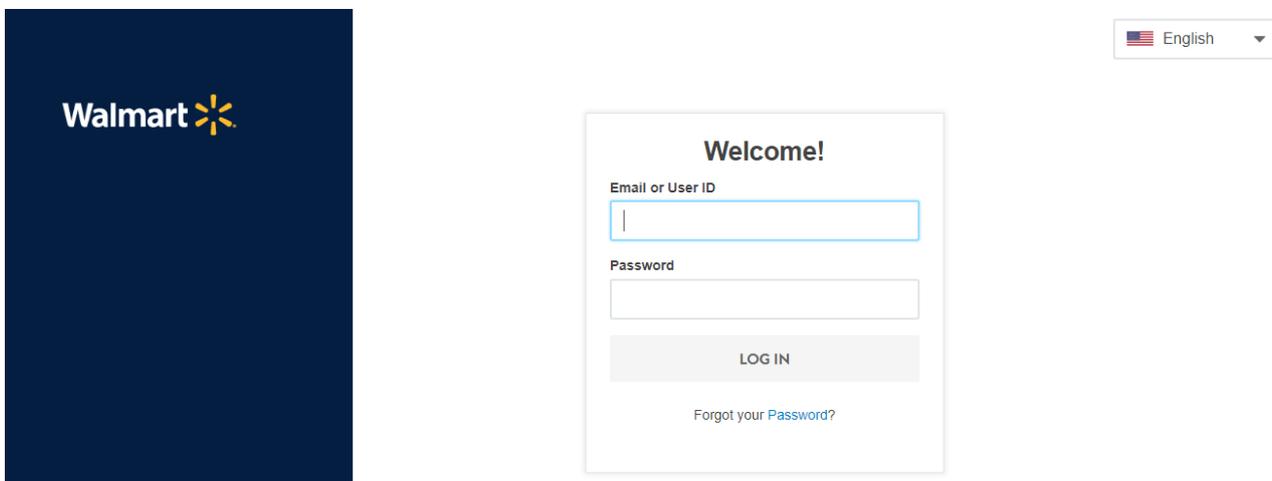
10/11/2024 3:50 pm CDT

To File a Ticket to Walmart for Updating the Title, Description, Key Features, Images, etc.

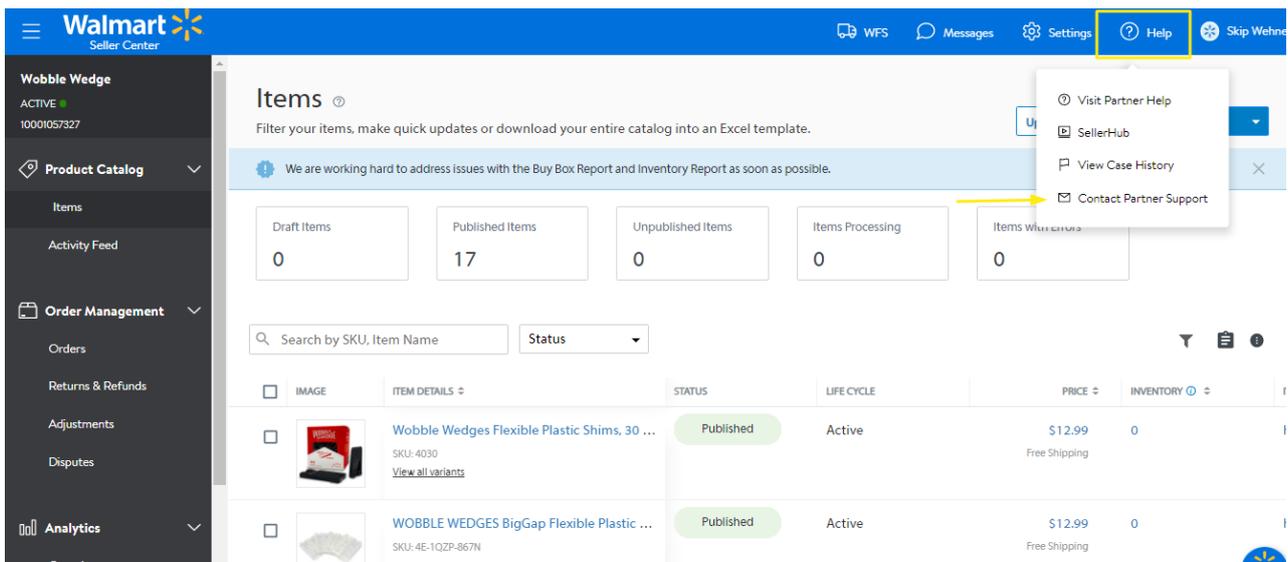
First, prepare any proof of UPC.

- Link to Manufacturer's website for specific item
- Image of the product with the product's title and UPC in clear view
- Receipt from GS-1 and screenshot from GS-1 showing that you are the owner of the GTIN
- Other reputable retail website that shows matching UPC or Model Number

Then log in to Walmart seller central account. Go to <https://seller.walmart.com/>



1. Click **Contact Partner Support** under the **Help** tab on the upper right corner of the main dashboard.



2. Select **Item and Inventory** from the support category,

Select a support category

Orders and Returns	Payments	My account
Items and Inventory	TwoDay Shipping program	Deliverr
Walmart Fulfillment Services (WFS) Program	Disputes	

3. Choose Content update errors.

support team that can best help you

Item is unpublished	New item setup errors	Content update errors
Inventory update errors	Setting up or managing variant grouping	Pricing and promotion
Request exemption	Incorrect item categorization	General item related question
Listing Quality Dashboard		

4. And Choose Open a case via Email.

- 4. The red outline and error description are removed once you correct the attribute.
- 5. You must correct all attributes with errors on this page or you cannot submit the item.
- 6. Click *Submit Item* to republish the item.

Related Questions

- What are general guidelines for updating single items in Seller Center?
- How do I add items in bulk?
- Why am I unable to update my Product ID?
- Why am I unable to update item attributes?
- How do I make bulk updates to item content?

 Request a Call Monday to Friday 8AM to 9:30PM EST Our associates will call you	 Open a case via Live Chat Monday to Friday 8AM to 10PM EST	 Open a case via Email Our associates will reply by email
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5. Hit No

← BACK

We think this will help

How do I make single item content updates?

Follow the steps below to update a single item in Seller Center.

1. On the Items dashboard, select the blue **Product Name** or select **Edit** from the *More* option that appears when you hover over the *Item Details* column information to open the Single Item Edit interface.
2. Find the tab that has a numbered red icon instead of a green checkmark. This tab shows the attribute(s) that needs to be fixed.
3. When you select this tab, scroll to the red attribute box and address the issue described in the message below.
4. The red outline and error description are removed once you correct the attribute.
5. You must correct all attributes with errors on this page or you cannot submit the item.
6. Click *Submit Item* to republish the item.

Related Questions

- What are general guidelines for updating single items in Seller Center?
- How do I add items in bulk?
- Why am I unable to update my Product ID?
- Why am I unable to update item attributes?
- How do I make bulk updates to item content?

Did this solve your issue?



6. You will be redirected to this screen.

* Subject line

* What were you trying to update?

* Where are you checking or verifying the content updates?

* Please provide the most recent feed ID.

Item ID

* Please provide description of the issue

Please download and fill out the CSV template below to include all of your affected items and the corresponding UPC documentation. Attaching this CSV template will be required to properly submit your case. Submitting a case without a completed file may result in a longer resolution time.

[↓](#) Click here to download the CSV file template. You will have the ability to attach it on the next page.

Please confirm your understanding and acceptance of the following:
 1. The requested item is currently being sold by you.

Provide the following:

1. **Subject line**
2. **What were you trying to update?** - (Choose all the attributes that need an update)
3. **Where are you checking or verifying the content updates?** - Walmart.com
4. **Please provide the most recent feed ID** - Make sure you have the feed ID, located in Activity Feed
5. **Item ID** - Search in the Items tab
6. **Please provide description of the issue** - Explain problem
7. **CSV File Template** (see image below)

Download and Fill out the CSV file. Sample below.

	A	B	C	D	E	F	G
1	Product ID (GTIN/UPC/ISBN)	Incorrect Content?	What is the correct content? Or image URL?	Proof of UPC being correct	URL to Proof of UPC		
2	088234736599	Description	SchKIDules Education Collection includes 66 Sc	Image of the product with the pi	https://i.imgur.com/aUTDsin.jpg		
3							
4							
5							
6							

Provide the following information

Product ID (GTIN/UPC/ISBN) - Can be GTIN/UPC/ISBN

Incorrect Content? - Title, Key Features, Description, Main Image, Secondary Image

What is the correct content? Or image URL? - Provide the correct content or image.

Proof of UPC being correct

Choose one from the list which one are you going to provide.

- Link to Manufacturer's website for specific item
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- Other reputable retail website that shows matching UPC or Model Number

URL to Proof of UPC

If the proof is Image of the product that shows UPC. Upload the image to imgur.com, get the image link and put the link to this column.

Once the CSV file is filled out **SAVE**. Go back to the case creation. Tick the I understand and accept check box. Click **Submit Case**, you will prompt to upload the CSV file and the ticket ID will show up.

Click here to download the CSV file template. You will have the ability to attach it on the next page.

Please confirm your understanding and acceptance of the following:

1. The requested item is currently being sold by you.
2. The content is not only accurate but will also enhance the shopping experience.
3. Please ensure that you will follow our Listing Quality Optimization guidelines for: Product Names, Descriptions and Key Features, etc.
4. Guidelines can be found in this Knowledge Base article number : 000006404
5. Image guidelines, please refer to this Knowledge Base article number: 000009378

Not every accepted content submission will be displayed on site. Oftentimes items will be sold by multiple partners, each providing us with different content. Our system has algorithms that decide which content will be shown on site.

If we choose to make the requested changes to the content, we will do that by bulk-uploading the information you provided. We will not be responsible for the accuracy of the information uploaded. You are solely responsible for reviewing and verifying the accuracy of content, including pricing, of your products.

I understand and accept

Submit Case & Upload Files

To check your case click Help and choose **View Case History**.

Walmart Seller Center

We are working hard to address issues with the Buy Box Report and Inventory Report as soon as possible.

Draft Items: 0 | Published Items: 17 | Unpublished Items: 0 | Items Processing: 0 | Items with Issues: 0

Search by SKU, Item Name | Status

IMAGE	ITEM DETAILS	AVERAGE RATING	NUMBER OF REVIEWS	ITEM ID	PRODUCT ID	N
	Wobble Wedges Flexible Plastic Shims, 30 ... SKU: 4030 View all variants	0	0	737235090	0RDGOIM96CUA	1
	WOBBLE WEDGES BigGap Flexible Plastic ... SKU: 4E-1QZP-867N	0	0	287207495	2FNC0IY4GB2D	1

Help menu: Visit Partner Help, SellerHub, **View Case History**, Contact Partner Support

Search the case ID

My Cases

Case Number	Status	Subject	Date Created
<input type="text"/>	<input type="text"/>	<input type="text"/>	From To
03451836	Closed	In Stock Issue	Feb 16, 2022
03426804	Closed	Setting up or managing variant grouping	Feb 7, 2022
03399858	Closed	Setting up or managing variant grouping	Jan 26, 2022
03395782	Closed	Setting up or managing variant grouping	Jan 25, 2022
03374361	Closed	image update do not stick	Jan 18, 2022