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/
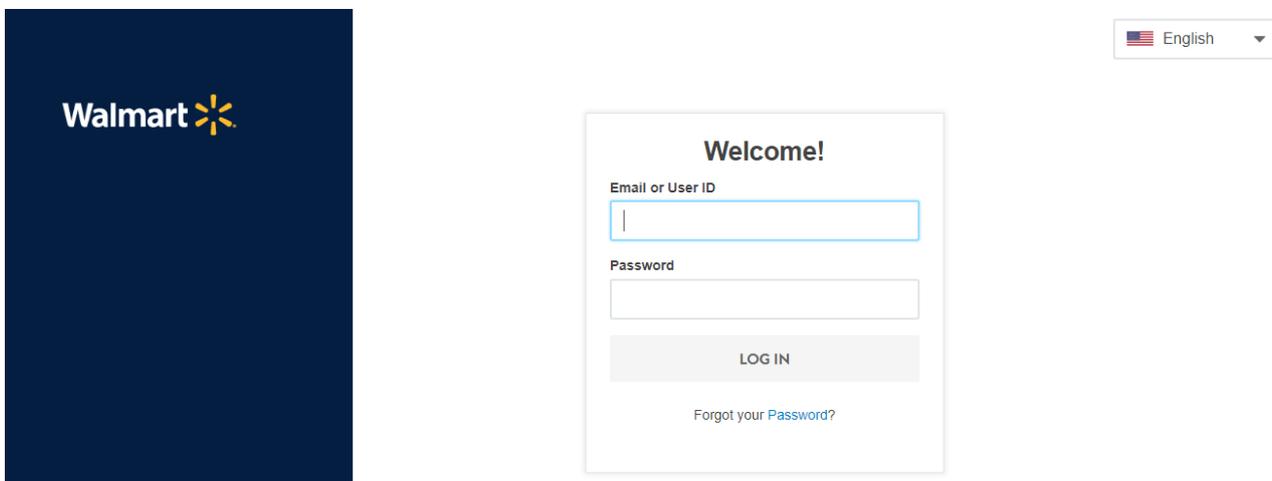
1. Click **Contact Partner Support** under the **Help** tab on the upper right corner of the main dashboard.
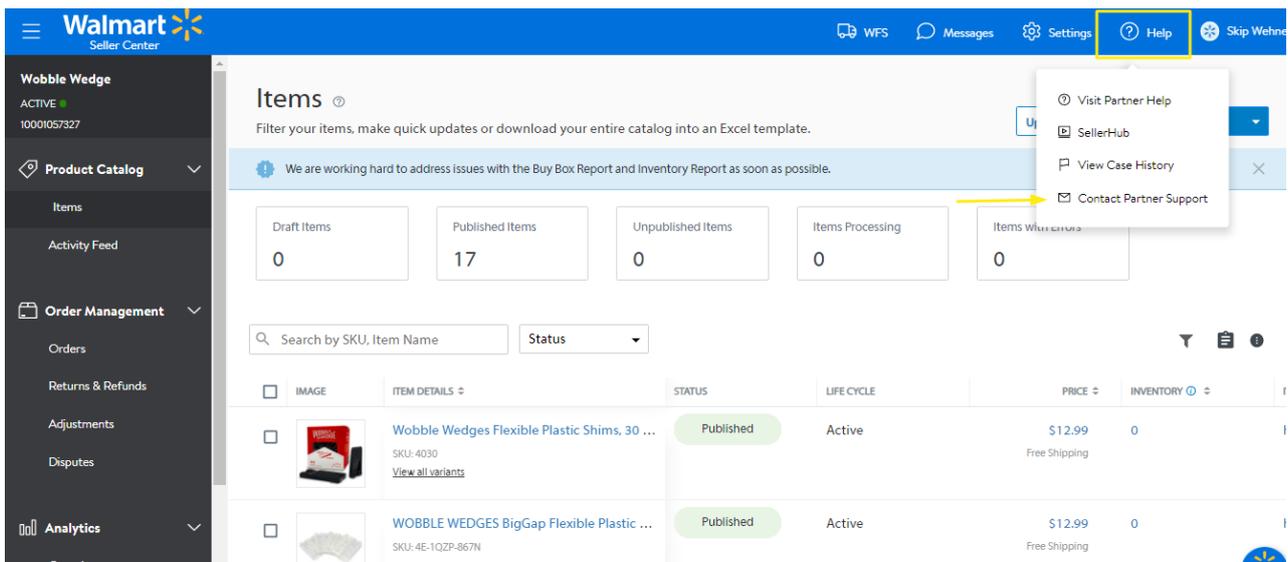
2. Select **Item and Inventory** from the support category,

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| Item is unpublished | New item setup errors | Content update errors |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**.

Home   Guides   My Cases   FAQs   Support   Seller Center ⌐

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

5. Hit **No**

Home   Guides   My Cases   FAQs   Support   Seller Center ⌐   Developer Center ⌐

← 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?

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Why am I unable to update item attributes?

How do I make bulk updates to item content?

Did this solve your issue?

| Yes | No |

6. You will be redirected to this screen.

* Subject line

Content update errors

* What were you trying to update?

Please Select Values ▼

* Where are you checking or verifying the content updates?

* Please provide the most recent feed ID.

Enter Please provide the most recent feed ID.

Item ID

Enter Item ID

* Please provide description of the issue

Enter 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 p	https://i.imgur.com/aUTDsin.jpg		
3							
4							
5							

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
- 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

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.

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

Search the case ID

My Cases ↻

Case Number	Status	Subject	Date Created
🔍	🔍	🔍	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