

Walmart SOP: Shelving Path or Category Path Update for Multiple Items

08/29/2024 10:48 am CDT

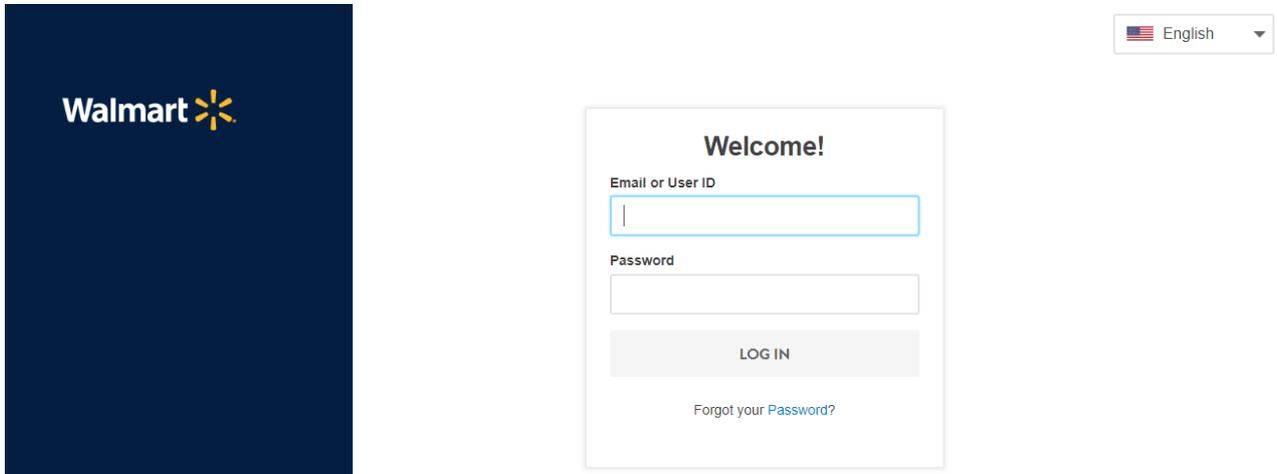
Shelving Path or Category Path Update for Multiple Items

Who is this for? Catalog specialists who specialize in managing product listings on the e-commerce Walmart platform.

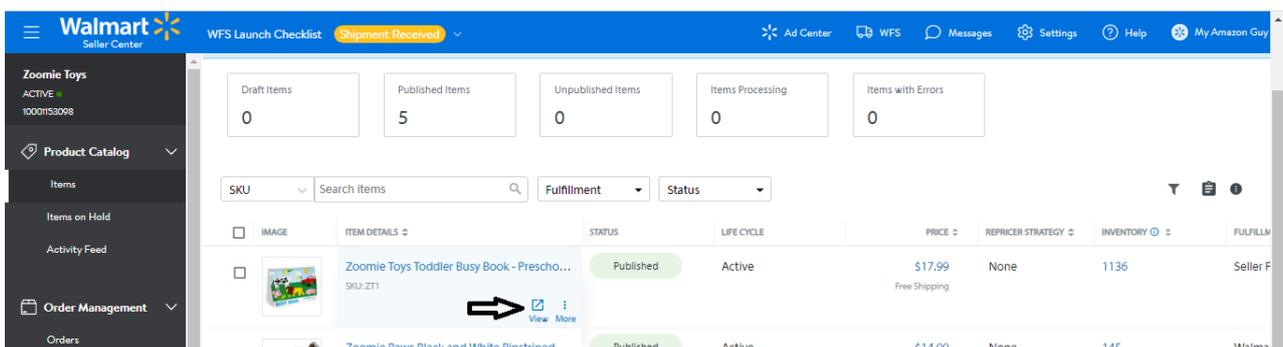
Objective: To ensure that each product is properly categorized and can be found through the correct search and browsing paths.

Instruction:

1. Log in to Walmart Seller Central account. Go to <https://seller.walmart.com/>

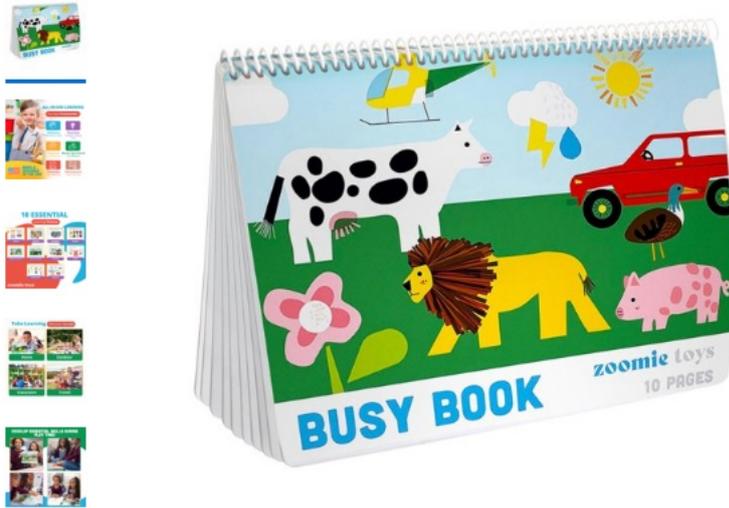


2. Visit the PDP, hover the mouse to the correct listing, and click view.



3. Check the Shelving Path or Category Path of the listing.

Books / Children's & Kids' Books / School & Education Kids' Books ←



Zoomie Toys
**Zoomie Toys Toddler Busy Book -
Preschool or Montessori Learning Tool**

\$17.99

[Add to cart](#)

Free shipping, arrives by **Mon, May 23** to **Sacramento, 95829**
Want it faster? [Add an address](#) to see options
[More options](#)

Sold and shipped by **Zoomie Toys | Zoomie Toys LLC**

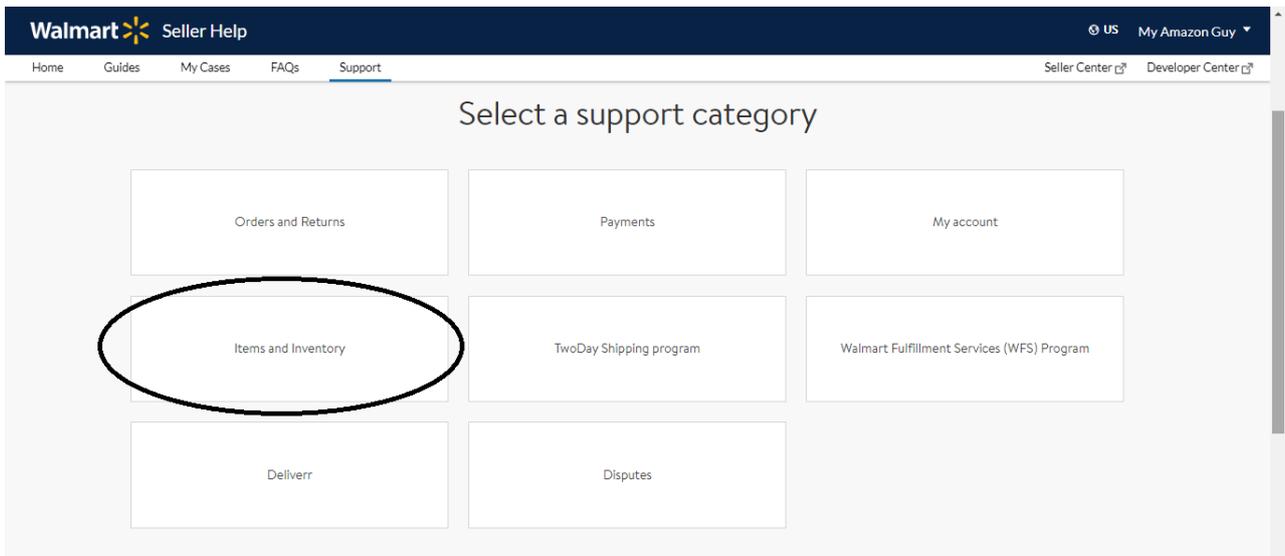
Free 30-Day returns [Details](#)

[Add to list](#) | [Add to registry](#)

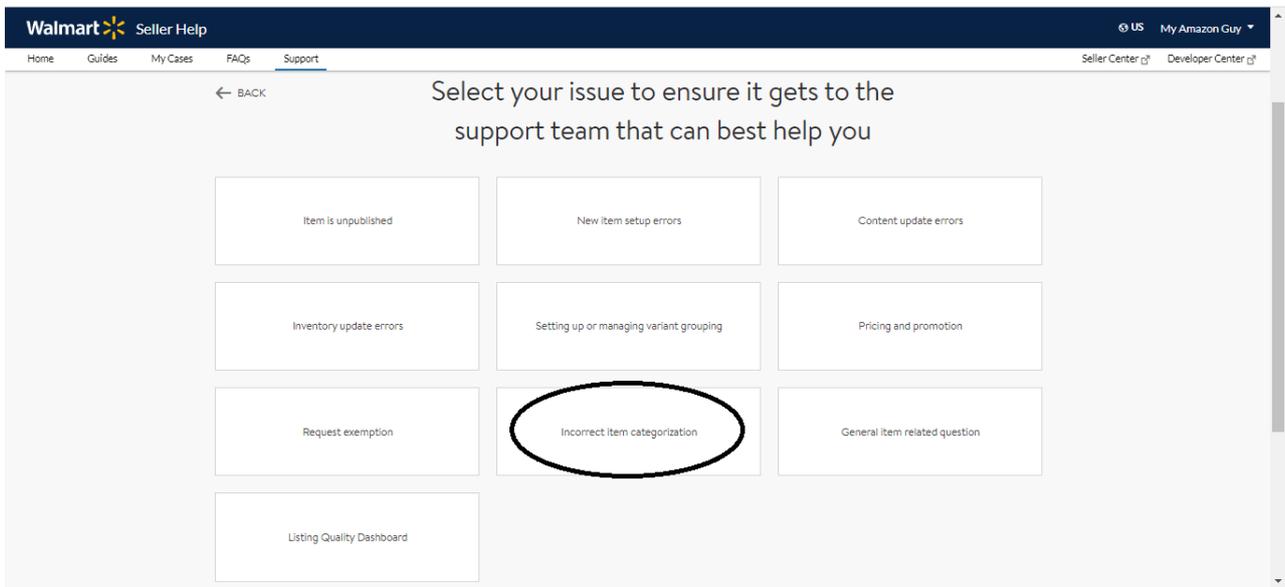
4. Contact help support. Click Help -> Contact Partner Support.

IMAGE	ITEM DETAILS	STATUS	LIFE CYCLE	PRICE	REPRICER STRATEGY	INVENTORY	FULFILLM
	Zoomie Toys Toddler Busy Book - Prescho... SKU: ZT1	Published	Active	\$17.99 Free Shipping	None	1136	Seller F

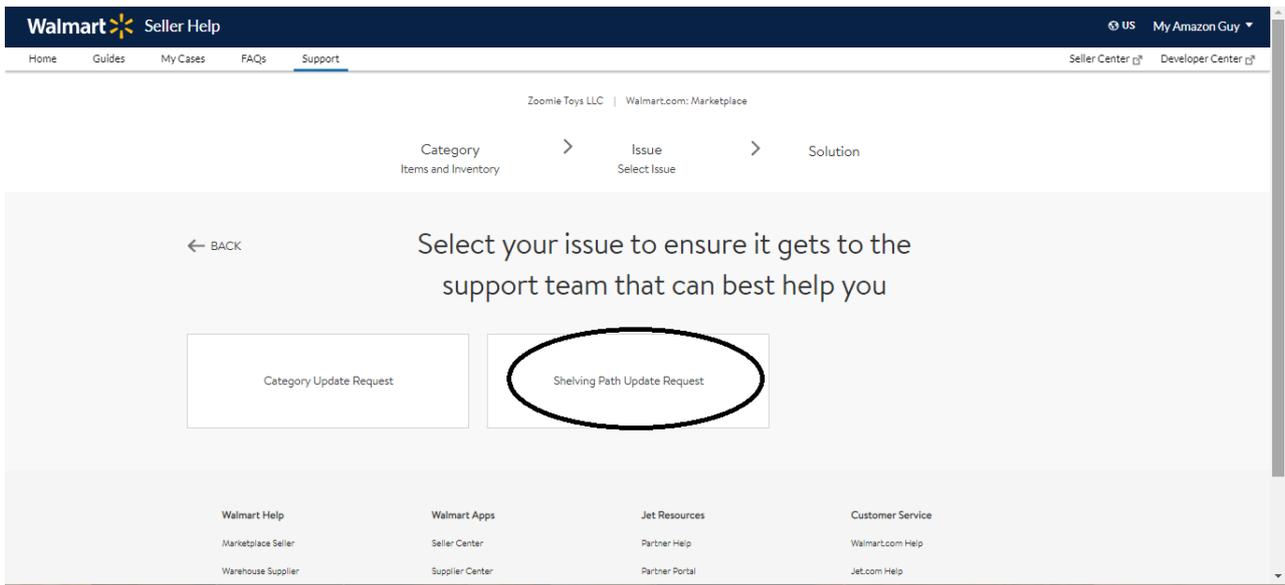
5. Choose Items and Inventory in the support category.



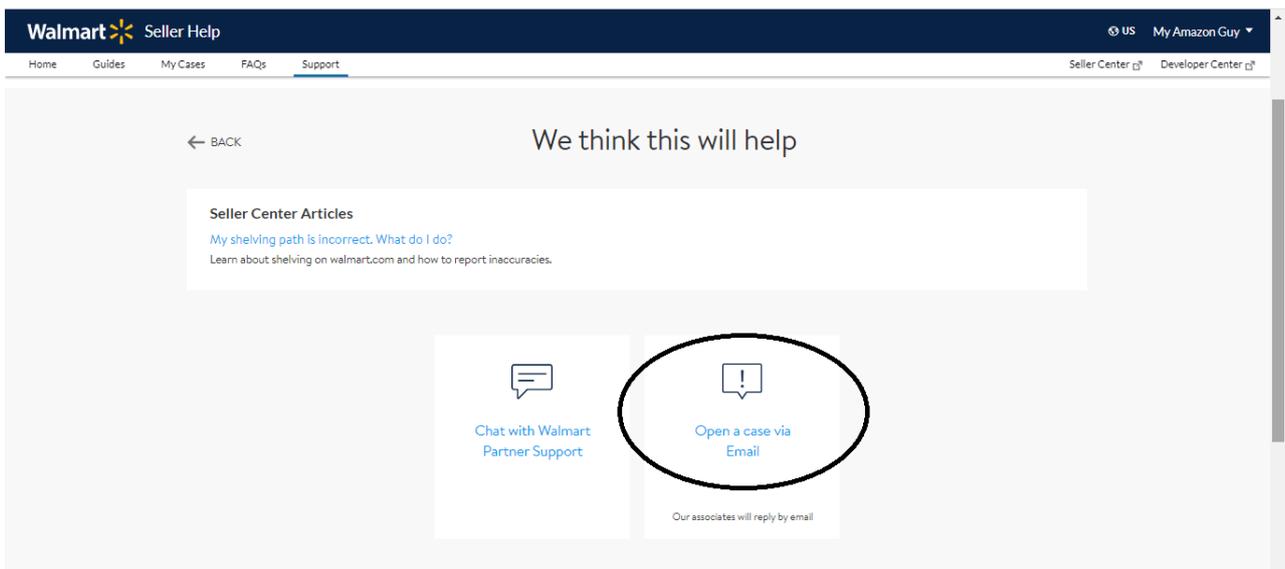
6. Next Incorrect item categorization.



7. Then Shelving Path Update Request.



8. And choose to Open a case via Email.



9. You will be redirected to the case screen where you need to fill out or answer the following information:

← Back

Open Case

We understand you use both APIs/Solution Providers and Seller Center for your business with Walmart. This ticket is related to

- API
- Seller Center

* Subject Line

Shelving Path Update Request

* Please provide description of the issue

Please provide description of the issue

* Are you facing this issue with a single item or multiple items?

- Single
- Multiple

[Submit Case & Upload Files](#)

- This ticket is related to

Seller Center

- Subject line

Shelving Path Update Request

- Please provide a description of the issue

Please fix the wrong shelving path of our listings. See attached file.

- Are you facing this issue with a single item or multiple items?

Multiple

- Download the CSV file template by clicking the download button.

Single Multiple

Please download and fill out the CSV template below to include all of your affected items without a completed file may result in a longer resolution time.

[Download](#)

[Submit Case & Upload Files](#)

Open the file and fill out the following information and save.

- Item ID
- What shelving path is the item currently under?
- What shelving path would you like this item under?

Sample of the filled-out CSV file template

	A	B	C	D
1	Item ID	What shelving path is the item currently under?	What shelving path would you like this item under?	
2	488440107	Home/Decor/Clocks/Digital Clocks	Industrial & Scientific/Test, Measure, and Inspect/Temperature & Humidity/Hygrometers	
3	246037321	Toys/Electronics for Kids/Alarm Clocks for Kids	Home/Decor/Clocks/Digital Clocks	
4				
5				
6				
7				

- Click Submit Case & Upload Files

Sample of filled-out information

FAQs Support

← Back Open Case

We understand you use both APIs/Solution Providers and Seller Center for your business with Walmart. This ticket is related to

API
 Seller Center

* Subject Line

* Please provide description of the issue

* Are you facing this issue with a single item or multiple items?
 Single Multiple

Please download and fill out the CSV template below to include all of your affected items. 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.

[Download CSV Template](#)

[Submit Case & Upload Files](#)

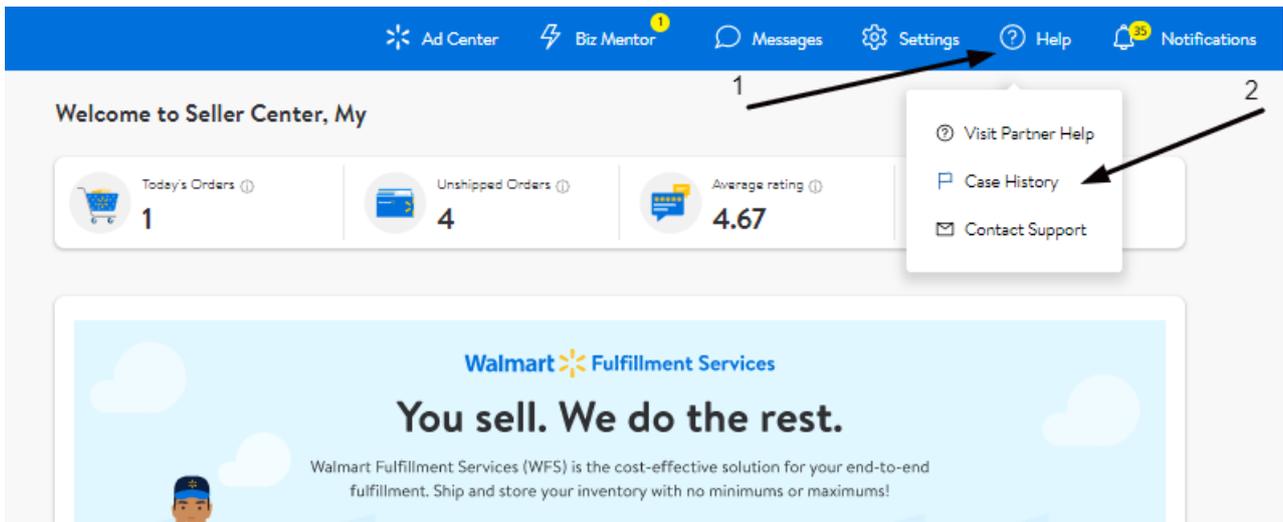
10. A case ID will be generated and an option to upload the file will show up. Upload the filled-out CSV file. A message will prompt that the upload is successful. Save the case ID for following-up or monitoring purposes.

Your case 04702979 has been created, please upload an attachment if its handy.

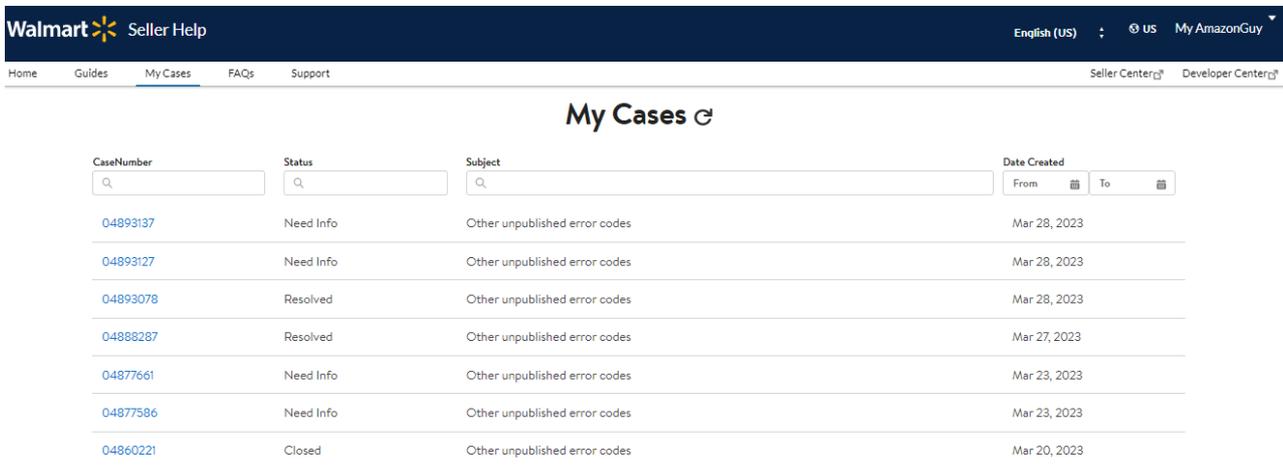
[Upload Files](#) Or drop files

[Done](#)

11. To monitor or to follow up on your case click Help and choose View Case History.



12. Find the case ID and click the ID link to read Walmart support's reply.



13. If not yet resolved, respond to the case accordingly. If the case is resolved, verify the changes on the detail page.

Walmart+ Ship free, no order min* As often as you need.

Sponsored

Listing Quality Score 42% Beta



Age of Sage

Steel Target Hanger for 2x4 Target Stand - Target Holder for Steel Targets, Target Practice Shooting Accessories, Shooting Target Topper for Steel Target Stand Made in USA by HOLSTIT

\$24.99

Price when purchased online ⓘ

Add to cart

Free shipping, arrives by Fri, Jul 7 to Sacramento, 95829

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