

Walmart SOP: Shelving Path or Category Path Update for Single Item

08/29/2024 10:51 am CDT

Shelving Path or Category Path Update for Single Item



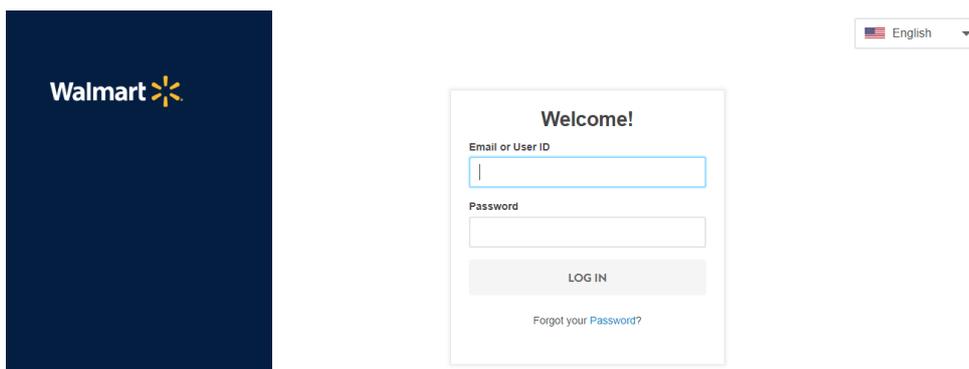
Who is this for? A Walmart account representative who specializes in managing product listings on the e-commerce Walmart platform.



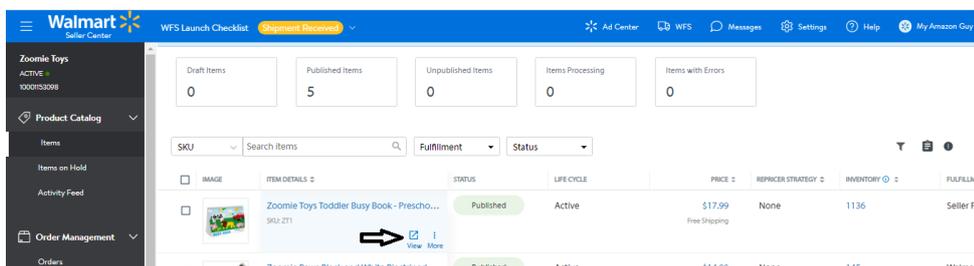
Objective: To ensure that each product is properly categorized and can be found through the correct search and browsing paths.

Instruction:

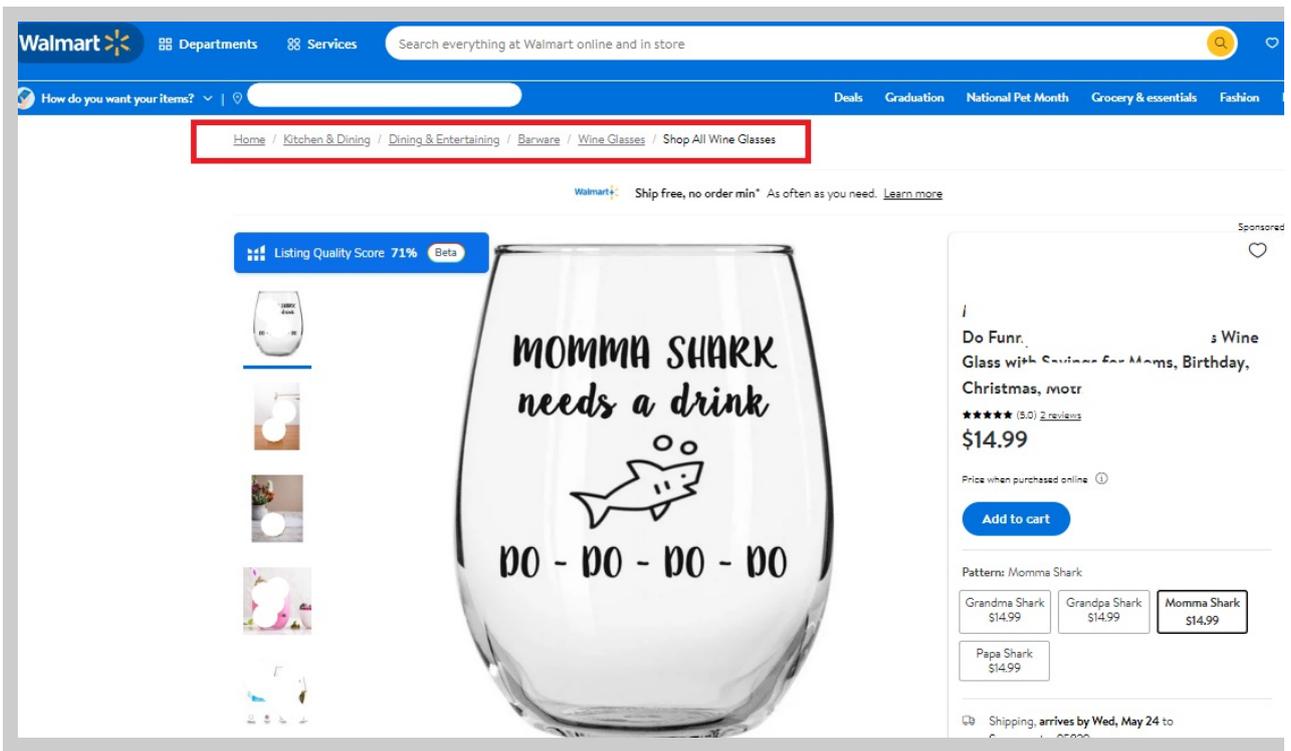
1. Log in to Walmart Seller Central account. Go to <https://seller.walmart.com/>



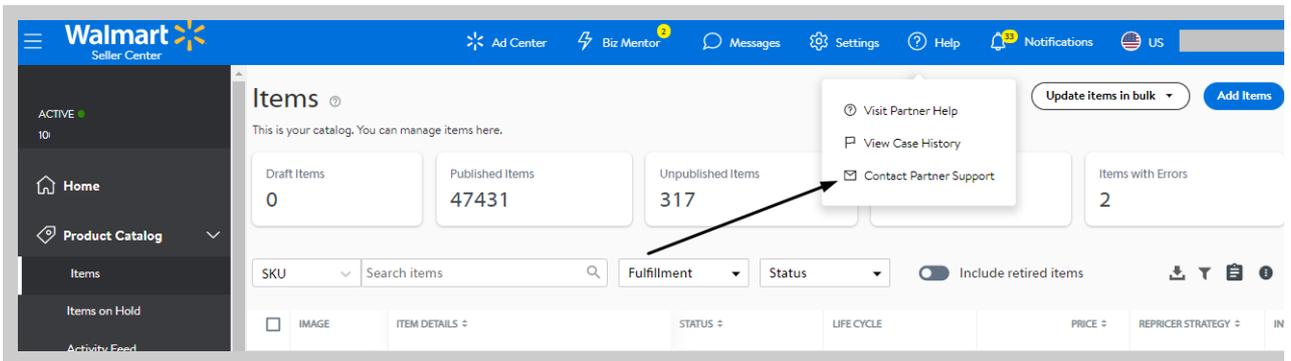
2. Visit the listing detail page, hover the mouse to the correct listing, and click view.



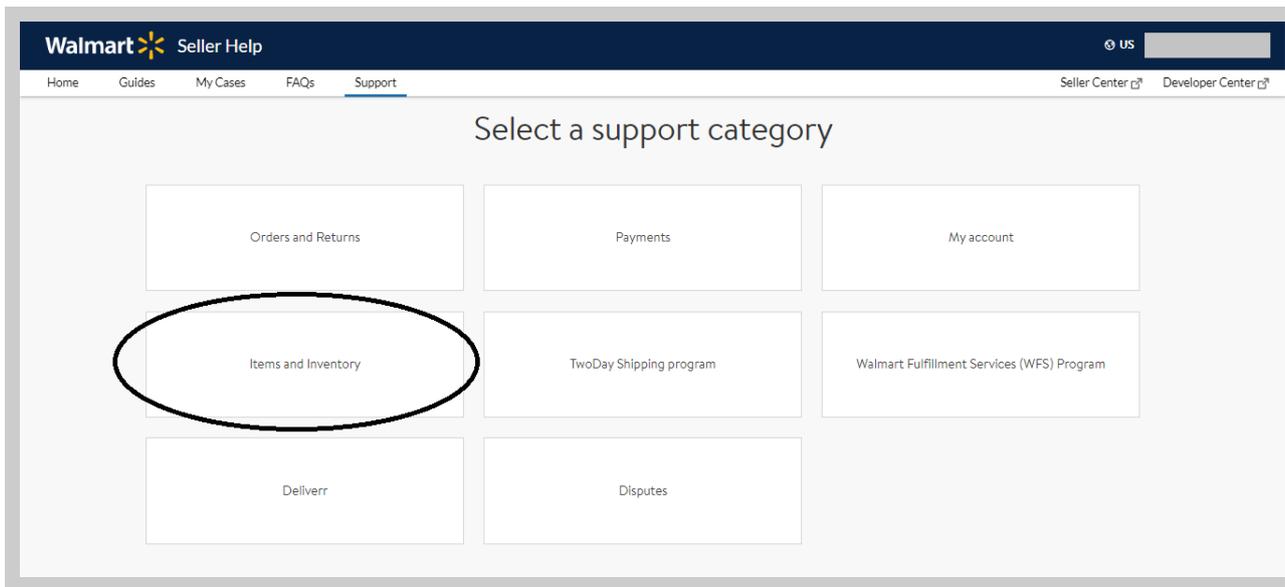
3. Check the Shelving Path or Category Path of the listing.



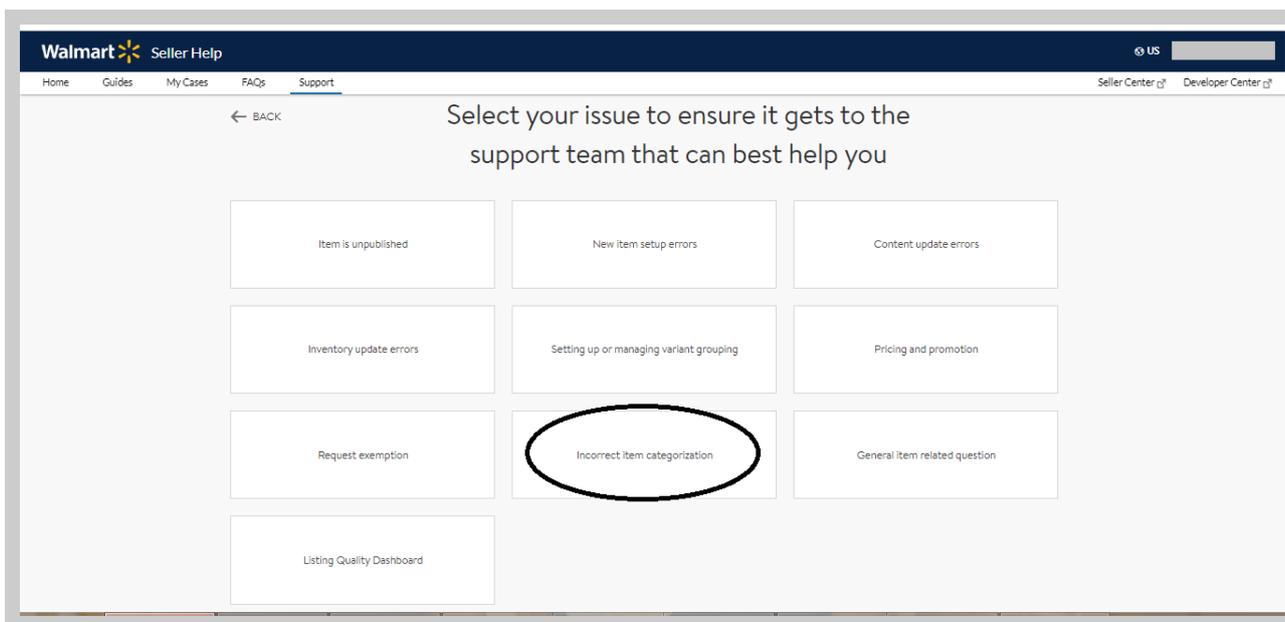
4. Contact help support. Click Help -> Contact Partner Support.



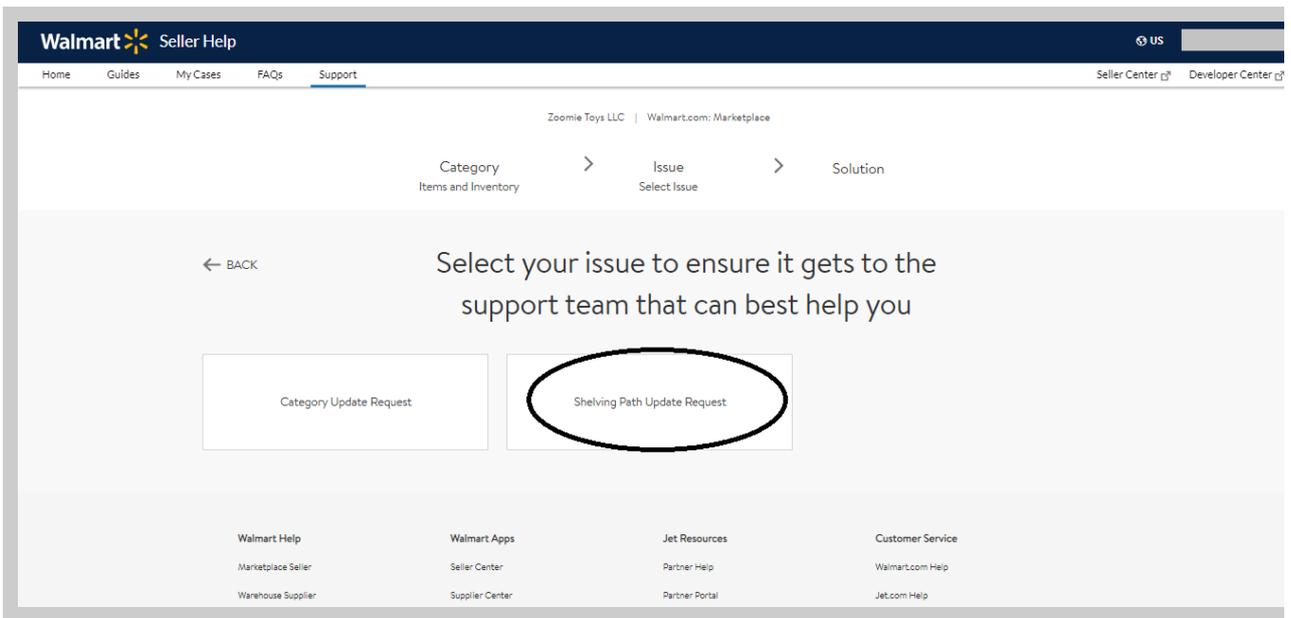
5. Choose Items and Inventory in the support category.



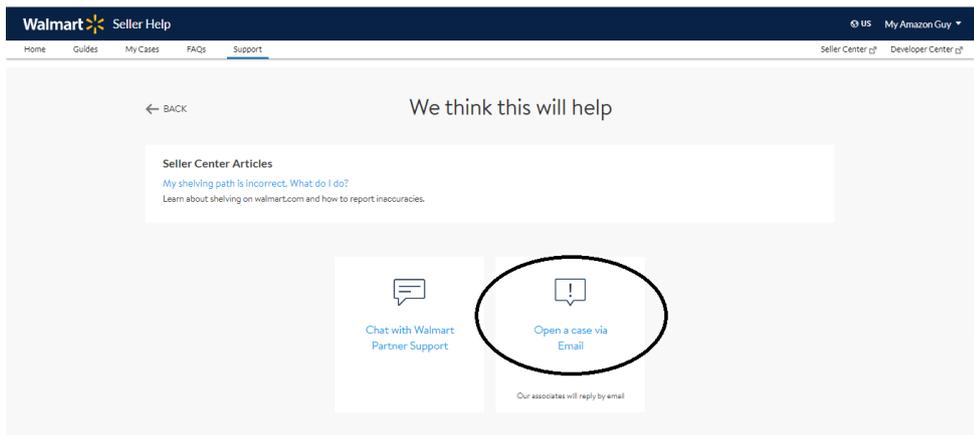
6. Next Incorrect item categorization



7. Then Shelving Path Update Request



8. And choose 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:

- This ticket is related to

Seller Center

- Subject line

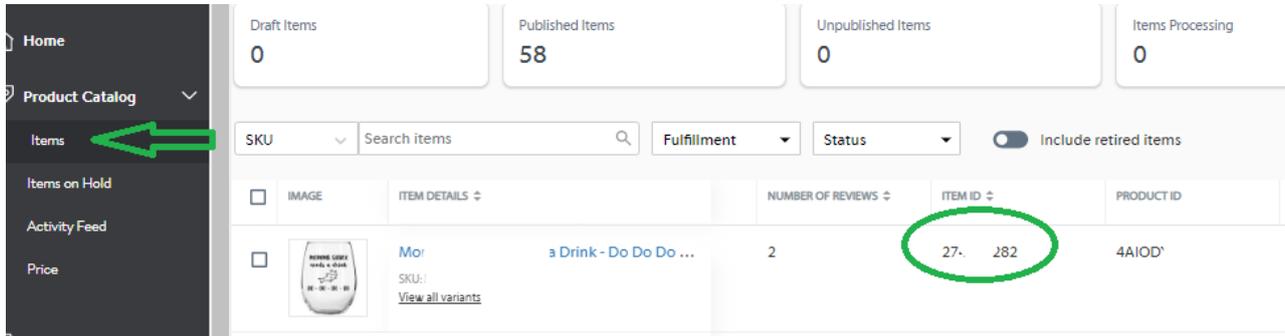
Shelving Path Update Request

- Please provide a description of the issue

Please fix the wrong shelving path of the listing with item ID 123456789.

- Item ID

You can get this by going to Items



The screenshot shows a dashboard with four summary cards: Draft Items (0), Published Items (58), Unpublished Items (0), and Items Processing (0). Below these is a search bar with a 'SKU' dropdown, a search input, and filters for 'Fulfillment' and 'Status'. A table lists items with columns for 'IMAGE', 'ITEM DETAILS', 'NUMBER OF REVIEWS', 'ITEM ID', and 'PRODUCT ID'. The 'ITEM ID' column contains the value '27- 282', which is circled in green. A green arrow points to the 'Items' menu item in the left sidebar.

IMAGE	ITEM DETAILS	NUMBER OF REVIEWS	ITEM ID	PRODUCT ID
	Mor SKU: View all variants	2	27- 282	4AIOD'

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

Single

- What shelving path is the item currently under?

Put the current shelving path or category path

- What shelving path would you like this item under?

Put the proposed shelving path or category path

- 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

Shelving Path Update Request

* Please provide description of the issue

Please fix the wrong shelving path of the listing with item ID 488 107.

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

Single Multiple

* Item ID

1. 56789

* What shelving path is the item currently under?

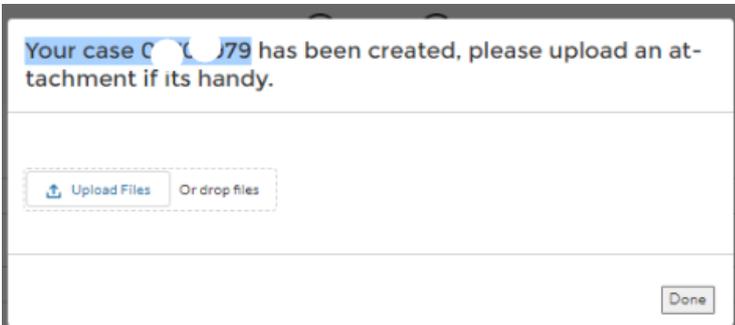
Jewelry/The Wedding Ring Shop/Women's Wedding Bands/Women's Eternity Rings

* What shelving path would you like this item under?

Jewelry/Mens Jewelry & Watches/Men's Jewelry/Mens Jewelry

[Submit Case & Upload Files](#)

10. A case ID will be generated. Save the case ID for following-up or monitoring purposes.



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

Walmart Seller Center

WFS Messages Settings Help Skip Walmart

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

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

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-1Q2P-867N	0	0	287207495	2FNC0Y4GB2D	1

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

The screenshot shows the 'My Cases' page in the Walmart Seller Help interface. The page has a dark blue header with the Walmart logo and 'Seller Help' text. On the right side of the header, there are links for 'English (US)', 'US', and 'My AmazonGuy'. Below the header, there is a navigation bar with 'Home', 'Guides', 'My Cases', 'FAQs', and 'Support'. The main content area is titled 'My Cases' and contains a table with the following columns: 'CaseNumber', 'Status', 'Subject', and 'Date Created'. Each column has a search input field. The table lists eight cases, all with the subject 'Other unpublished error codes'. The statuses are 'Need Info', 'Resolved', 'Resolved', 'Need Info', 'Need Info', and 'Closed'. The dates range from Mar 20, 2023 to Mar 28, 2023.

CaseNumber	Status	Subject	Date Created
04	Need Info	Other unpublished error codes	Mar 28, 2023
04	Need Info	Other unpublished error codes	Mar 28, 2023
04	Resolved	Other unpublished error codes	Mar 28, 2023
04	Resolved	Other unpublished error codes	Mar 27, 2023
04	Need Info	Other unpublished error codes	Mar 23, 2023
04	Need Info	Other unpublished error codes	Mar 23, 2023
04	Closed	Other unpublished error codes	Mar 20, 2023

If the case is resolved, verify the changes on the detail page.

If not yet resolved, respond to the case accordingly.