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
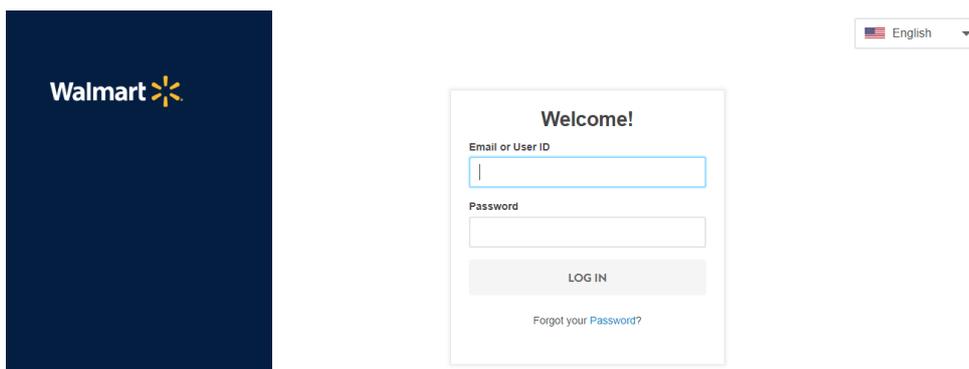
> ℹ️ Who is this for? A Walmart account representative who specializes in managing product listings on the e-commerce Walmart platform.
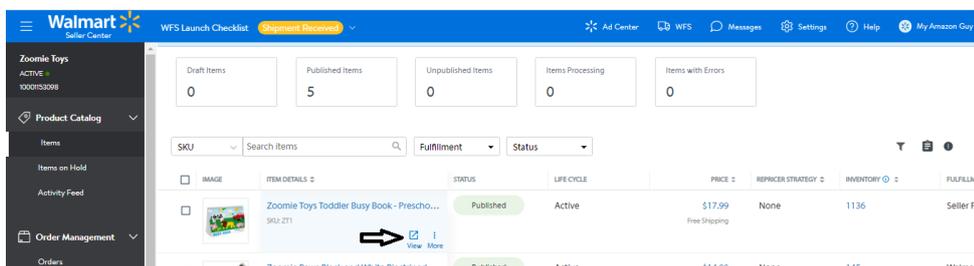
> ✅ Objective: To ensure that each product is properly categorized and can be found through the correct search and browsing paths.
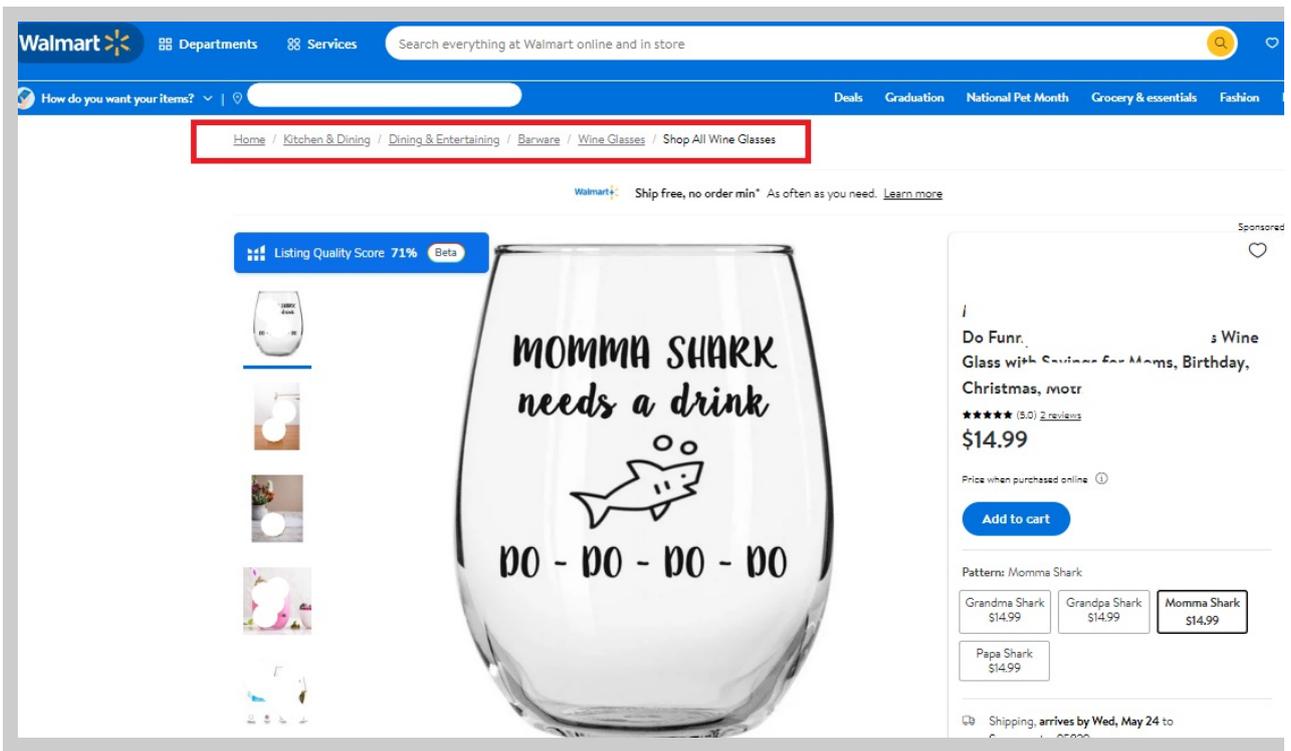
Instruction:

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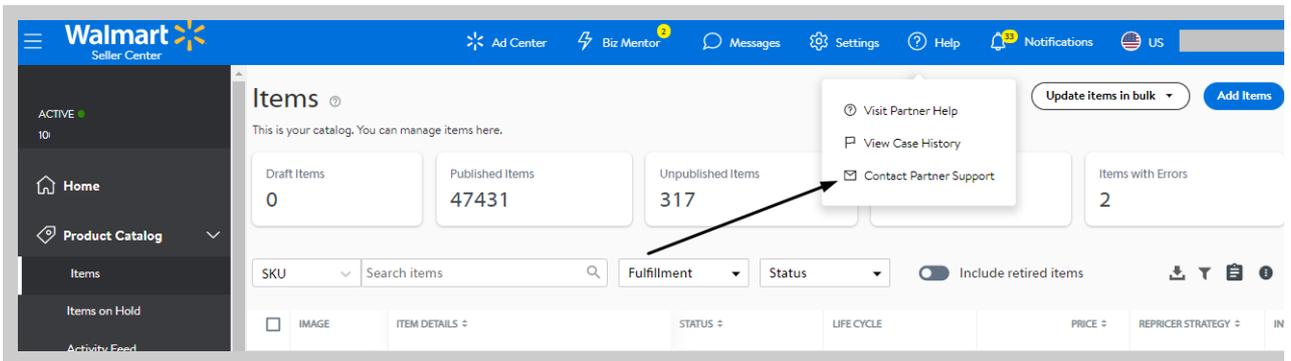

2. Visit the listing detail page, hover the mouse to the correct listing, and click view.
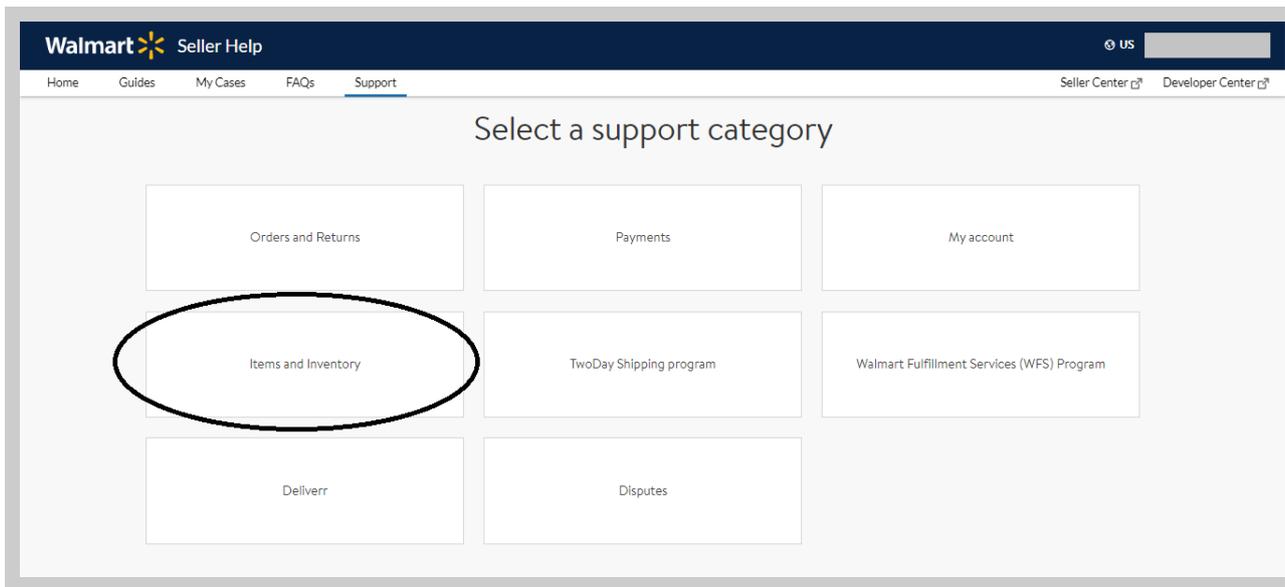

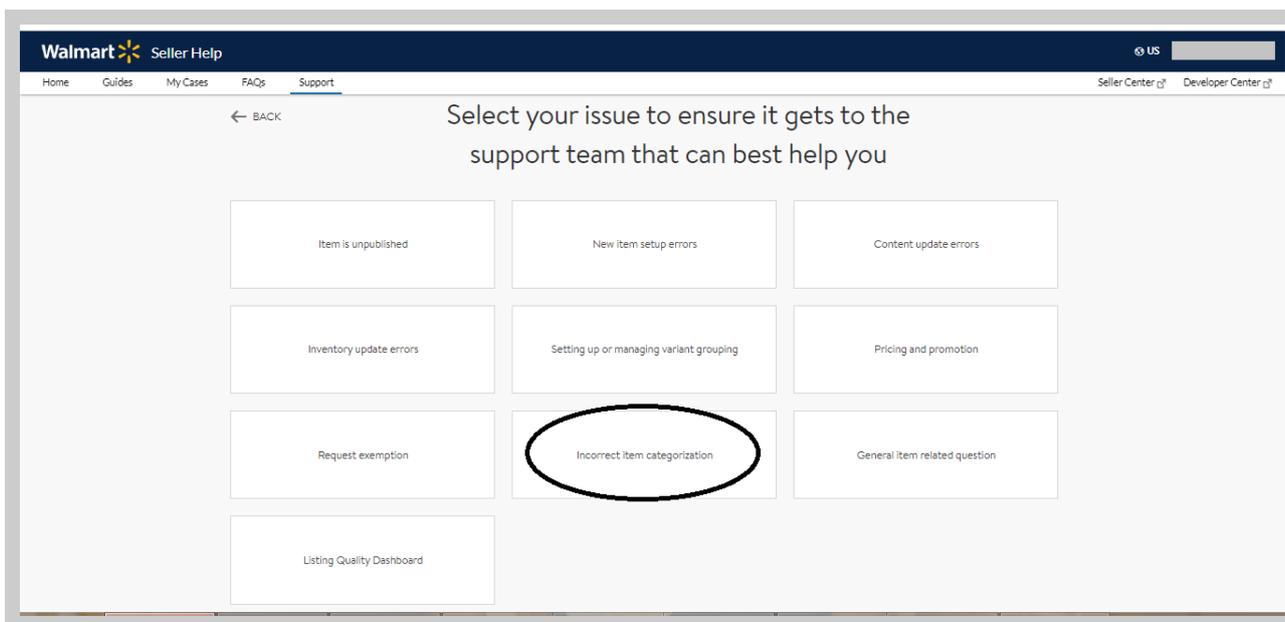3. Check the Shelving Path or Category Path of the listing.

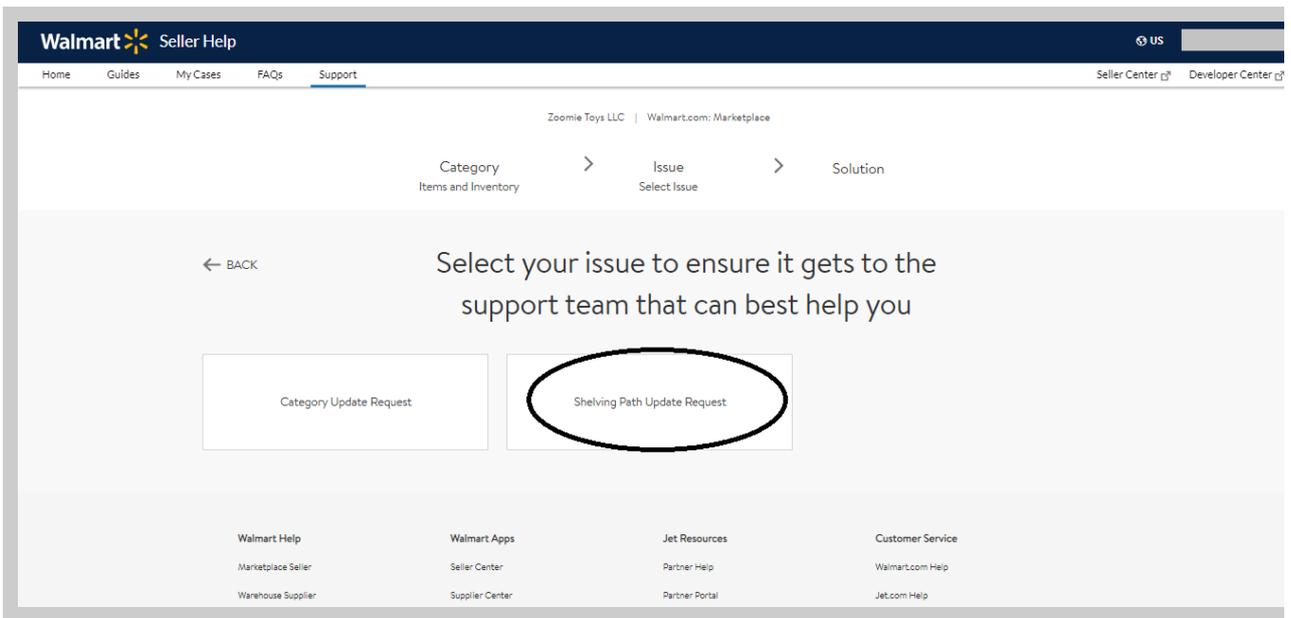4. Contact help support. Click Help -> Contact Partner Support.

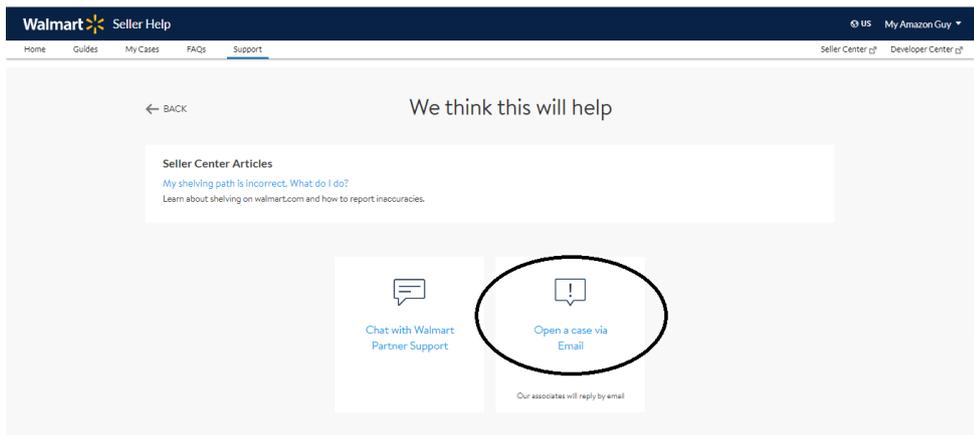5. Choose Items and Inventory in the support category.

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:

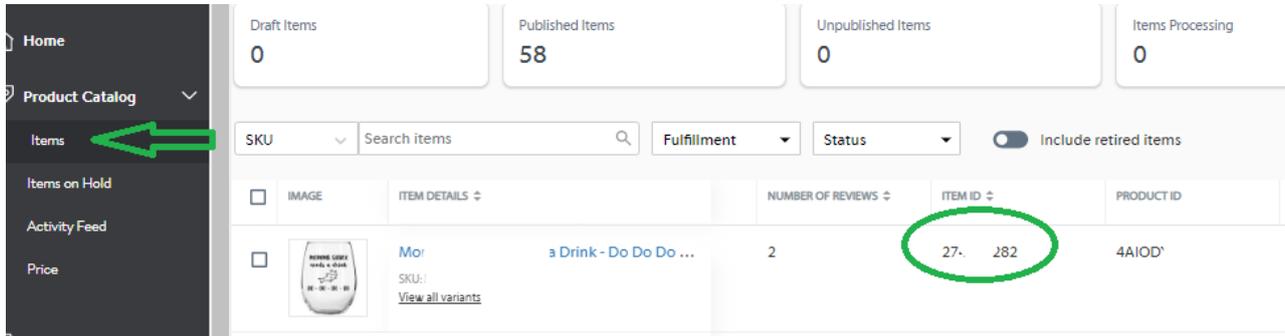- This ticket is related to

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

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

Single

- What shelving path is the item currently under?

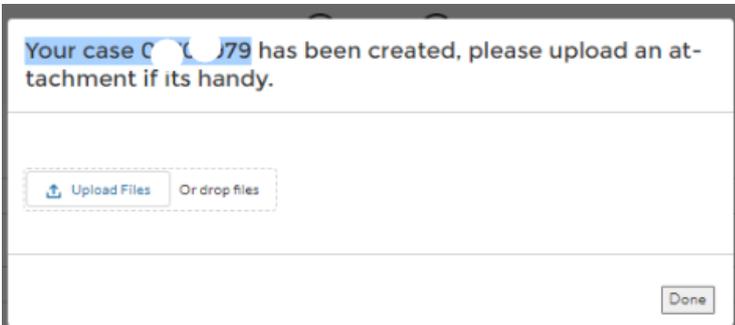Put the current shelving path or category path

- 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

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.

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

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

If not yet resolved, respond to the case accordingly.