

Walmart SOP: Ticketing Walmart Support for Content and Image Update (Multiple Listings)

08/29/2024 10:54 am CDT

Ticketing Walmart Support for Content and Image Update (Multiple Listings)



Who is this for? For various teams or individuals responsible for updating the content on the Walmart platforms.



Objective: To evaluate and improve the visibility and performance of a product listing on Walmart. To Identify any areas for improvement and implement changes for multiple listings if necessary.

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 a 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
- Another reputable retail website that shows matching UPC or Model Number
- Most recent feed ID.

Instruction:

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



Welcome!

Email or User ID

Password

LOG IN

[Forgot your Password?](#)

2. Once logged in, click Help -> Contact Partner Support.

Walmart Seller Center

WFS Messages Settings Help

Wobble Wedge
ACTIVE
10001057327

Product Catalog
Items
Activity Feed

Order Management
Orders
Returns & Refunds
Adjustments
Disputes

Analytics

Items

Filter your items, make quick updates or download your entire catalog into an Excel template.

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Unpublished Items: 0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 errors: 0

Search by SKU, Item Name | Status

IMAGE	ITEM DETAILS	STATUS	LIFE CYCLE	PRICE	INVENTORY
	Wobble Wedges Flexible Plastic Shims, 30 ... SKU: 4030 View all variants	Published	Active	\$12.99 Free Shipping	0
	WOBBLE WEDGES BigGap Flexible Plastic ... SKU: 45-1Q2P-867N	Published	Active	\$12.99 Free Shipping	0

3. Select Item and Inventory from the support category.

Walmart Seller Help

Home Guides My Cases FAQs Support Select Category Seller Center US

Select a support category

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

4. Choose Content update errors.

Walmart Seller Help US

Home Guides My Cases FAQs Support Seller Center

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- Item is unpublished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

5. Click No.

Walmart Seller Help US Skip Wehner

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.

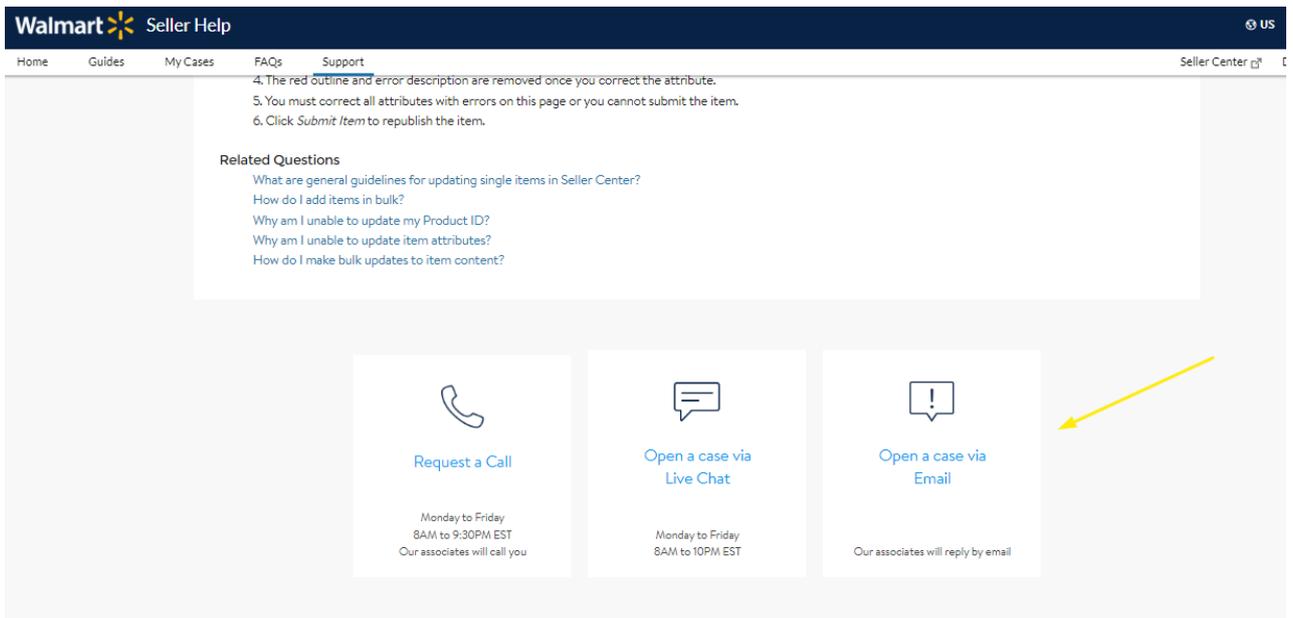
1. On the Items dashboard, select the blue **Product Name** or select **Edit** from the *More* option that appears when you hover over the *Item Details* column information to open the Single Item Edit interface.
2. Find the tab that has a numbered red icon instead of a green checkmark. This tab shows 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?
- 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. Choose Open a case via Email.



7. 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

You can put "Title, Description, and Key Features Update Error" if the case is about the title, description, and key features update.

- What are you trying to accomplish?

Update Item Content

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

Multiple

- What were you trying to update?

Choose from the drop-down and click all the attributes that need to update.

*What were you trying to update?

3 Selected

- ✓ Product Title
- ✓ Product Description
- Product Highlights
- Images
- Product ID/SKU
- Multipack Quantity

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

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.

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

- Product ID (GTIN/UPC/ISBN)
- Incorrect Content?

Can be the title, description, key features, etc

- What is the correct content? Or image URL?

Input the correct or proposed value

- Proof of UPC being correct

Link to Manufacturer's website for a 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

Another reputable retail website that shows matching UPC or Model Number

- URL to Proof of UPC
- Please provide the most recent feed ID.

You can get this by going to Activity Feed (make sure to provide the correct feed ID)

FEED ID	FEED TYPE	FULFILLMENT	DATE & TIME	STATUS	SUBMITTED	PROCESSED	PENDING
3E22C6F7D6854AE88540C7EFBA8FE698@AQk8CgA	Inventory	Seller Fulfilled	Feb 10, 2023 01:42:44 AM	Processed	1	1	0
195194389C8F4F008688D04D7380C122@AX08CgA	Shipping Template	Seller Fulfilled	Feb 10, 2023 12:00:24 AM	Processed	6	6	0
A4F793C86F8549AFA6B2BE1AC9A6A292@AQk8CgA	Inventory	Seller Fulfilled	Feb 09, 2023 11:07:25 PM	Processed	1	1	0

- Tick the confirmation box and hit Submit Case & Upload Files

Sample of filled-out information

Open Case

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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
Title, Description, and Key Features Update Error
- * What are you trying to accomplish?
Update Item Content
- * Are you facing this issue with a single item or multiple items?
 Single Multiple
- * What were you trying to update?
Product Title

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

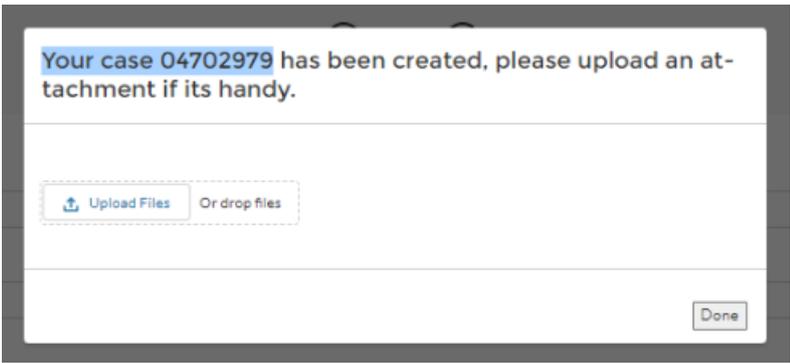
- [Click here to download the CSV file template.](#) You will have the ability to attach it on the next page.
- * Please provide the most recent feed ID.
3E22C6F7D6854AE88540C7EFBA8FE698@AQk8CgA
Please attach the most recent spec sheet used when attempting to make the changes
You will have the ability to attach it on the next page.
- * Please provide a description of the issue.
Walmart is not accepting the proposed Title, Description, and Key Features
Please confirm your understanding and acceptance of the following:
 - The requested item is currently being sold by you.
 - The content is not only accurate but will also enhance the shopping experience.
 - Please ensure that you will follow our Listing Quality Optimization guidelines for: Product Names, Descriptions and Key Features, etc.
 - Guidelines can be found in this Knowledge Base article number : 000006404
 - 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.

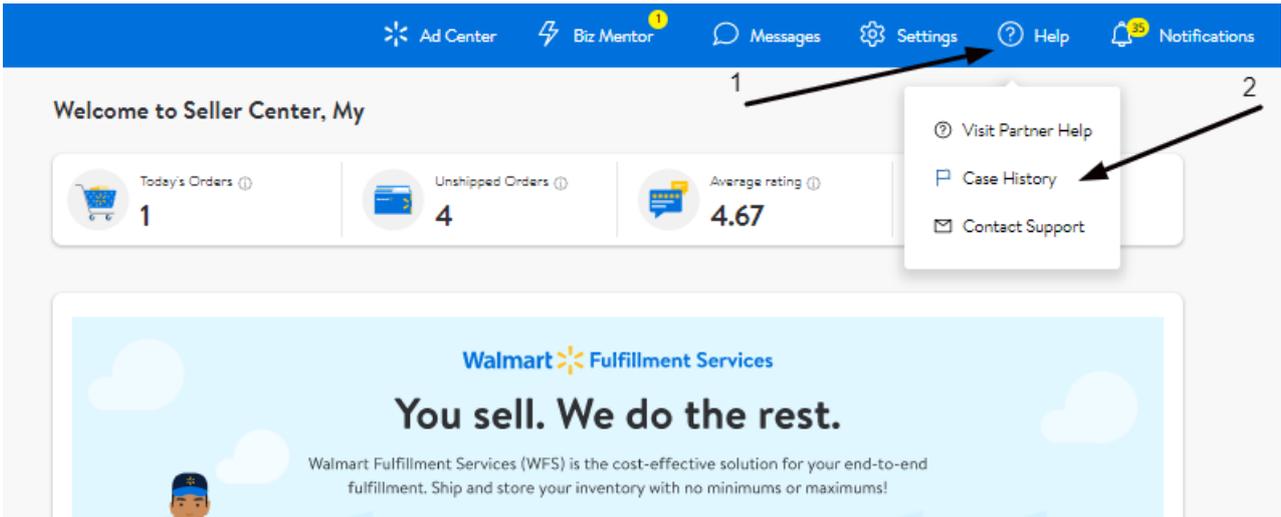
If we choose to make the requested changes to the content, we will do that by bulk-uploading the information you provided. We will not be responsible for the accuracy of the information uploaded. You are solely responsible for reviewing and verifying the accuracy of content, including pricing, of your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

[Submit Case & Upload Files](#)

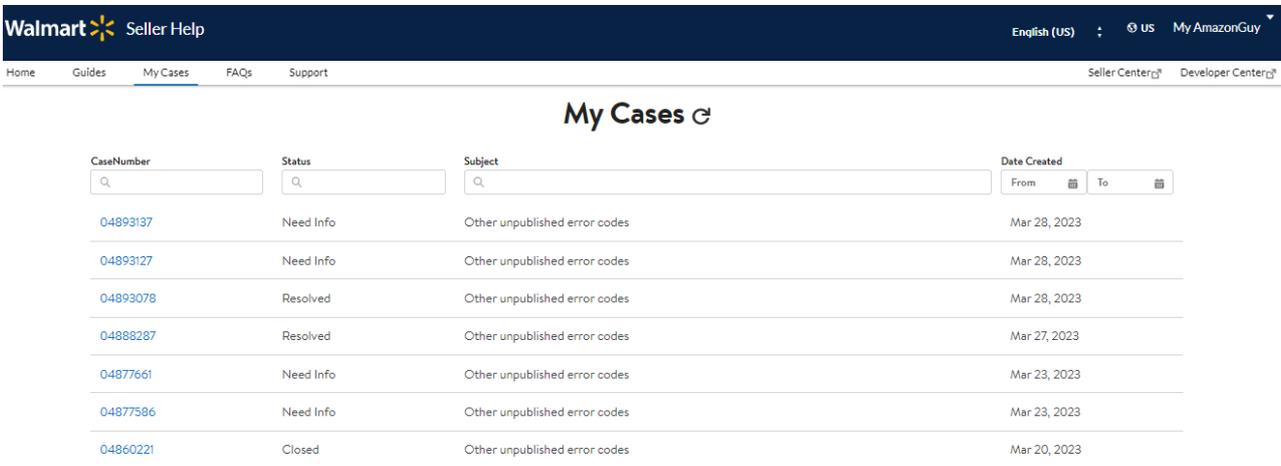
8. A case ID will be generated and an option to upload the file will show up. Upload the filled-out CSV file. A message will prompt that the upload is successful. Save the case ID for following-up or monitoring purposes.



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



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



If the case is resolved, verify the changes in the backend and detail page. If not yet resolved, respond to the case accordingly.