

Walmart SOP: Ticketing Walmart Support for Content and Image Update (Single Listing)

08/29/2024 11:21 am CDT

Ticketing Walmart Support for Content and Image Update (Single Listing)



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 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/>

Walmart

Welcome!

Email or User ID

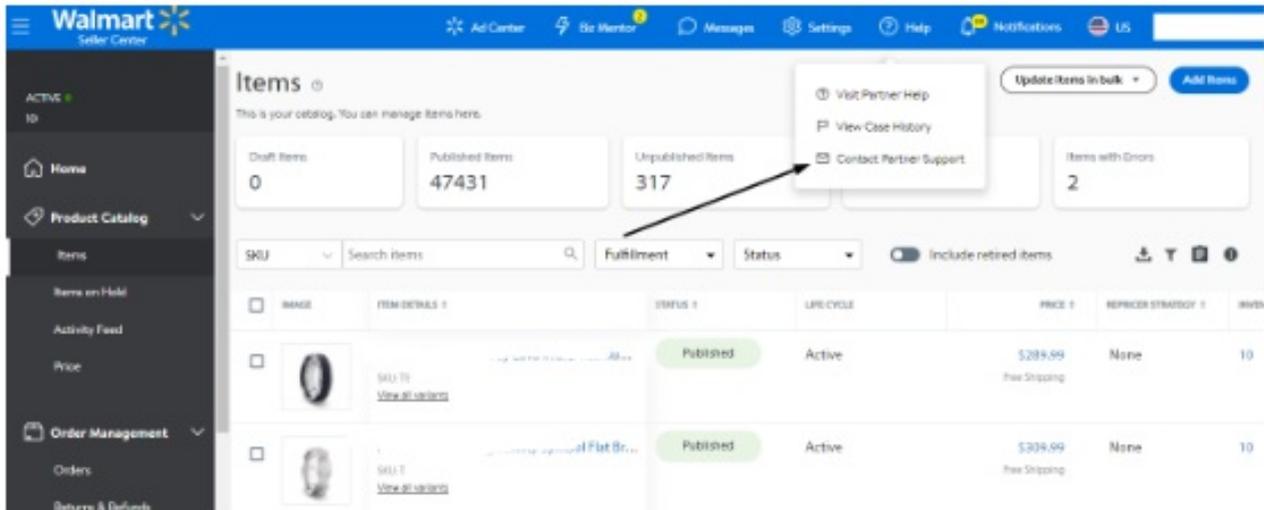
Password

LOG IN

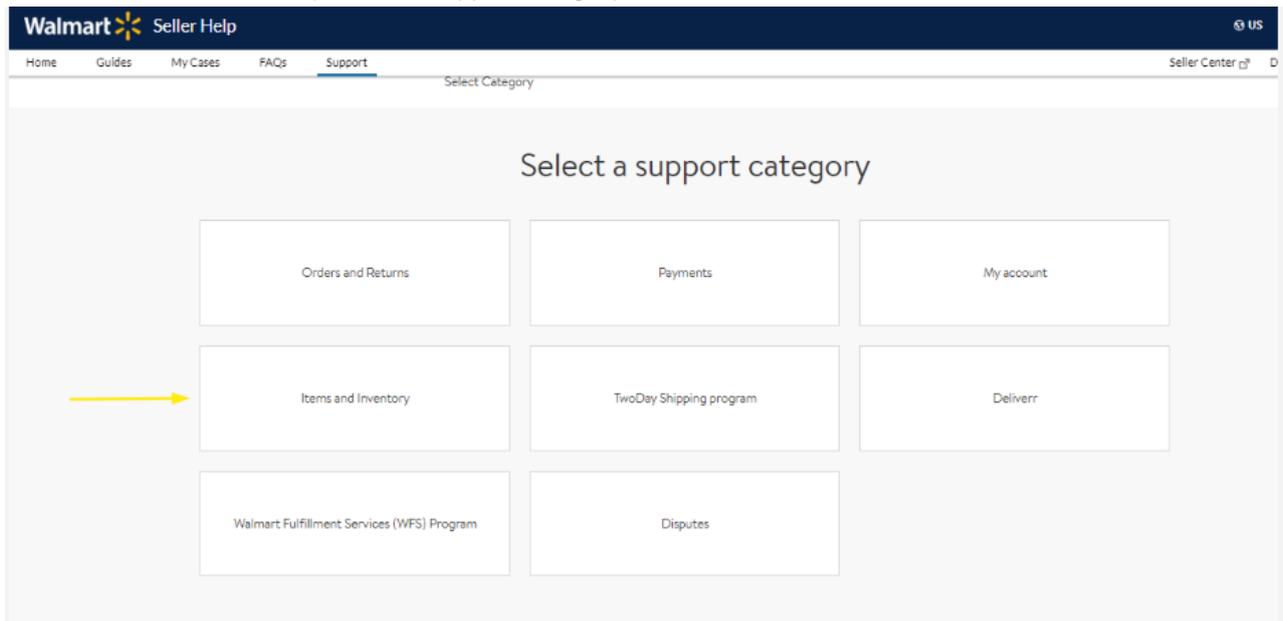
Forgot your Password?

English

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



3. Select **Item and Inventory** from the support category.



4. Choose **Content update errors**.

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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- Item is unpublished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

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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 to Open a case via Email.

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Related Questions

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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

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 Update Error" if the case is about a title update.

- What are you trying to accomplish?

Update Item Content

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

Single

- Item ID

You can get this by going to Items

IMAGE	ITEM DETAILS	NUMBER OF REVIEWS	ITEM ID	PRICE
	Shark Needs a Drink - Do Do Do ... SKU: N View all variants	2	2749-32	4/
	es: Funny Wine Glass - 15oz Gifts ... SKU: ES: 53	0	795-198	33

- 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?

Product Title

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

- What content is incorrect?

You can put "Important Details Missing"

- What is the correct content? If images, please provide the image URL:

Put the correct or proposed value

- How will you provide proof of UPC?

Choose from the drop-down

* How will you provide 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

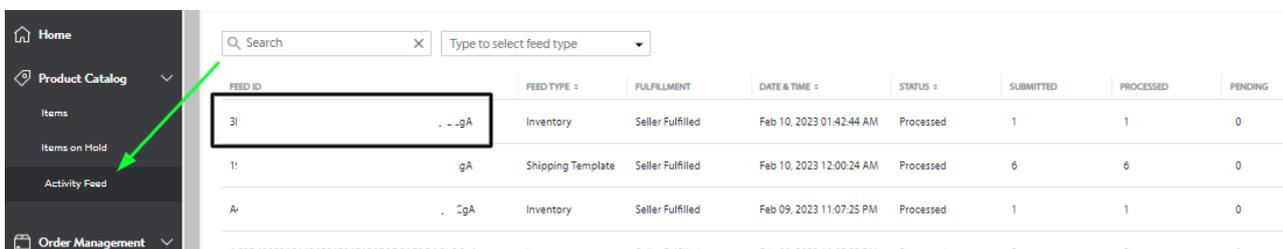
* Please provide the most recent feed ID.

- Please provide the link to proof of UPC

If you choose the "Link to Manufacturer's website for specific item" *How will you provide proof of UPC?* dropdown then provide the manufacturer link.

- 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
3i	Inventory	Seller Fulfilled	Feb 10, 2023 01:42:44 AM	Processed	1	1	0
1:	Shipping Template	Seller Fulfilled	Feb 10, 2023 12:00:24 AM	Processed	6	6	0
A:	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

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

1 API
 Seller Center

2 *Subject line
 Title Update Error

3 *What are you trying to accomplish?
 Update Item Content

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

5 *Item ID
 1:

6 *What were you trying to update?
 Product Title

7 *What content is incorrect?
 Important Details Missing

8 *What is the correct content? If images, please provide image URL:
 ndicator (White)

9 *How will you provide proof of UPC?
 Link to Manufacturer's website for specific item

10 *Please provide the link to proof of UPC:
 https://www.1

11 *Please provide the most recent feed ID.
 3E2.....

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 confirm your understanding and acceptance of the following:

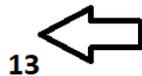
1. The requested item is currently being sold by you.
2. The content is not only accurate but will also enhance the shopping experience.
3. Please ensure that you will follow our Listing Quality Optimization guidelines for: Product Names, Descriptions and Key Features, etc.
4. Guidelines can be found in this Knowledge Base article number : 000006404
5. 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.

12 I understand and accept

[Submit Case & Upload Files](#)



13

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

Your case 04: [redacted] has been created, please upload an attachment if its handy.

[Upload Files](#) Or drop files

Done

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

Walmart Seller Center

WFS Messages Settings Help Skip Weltrn

Wobble Wedge
ACTIVE
1000057327

Product Catalog

Items
Activity Feed

Order Management

Orders
Returns & Refunds
Adjustments
Disputes

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

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	ORDGQIM96CUA	1
	WOBBLE WEDGES BigGap Flexible Plastic ... SKU: 4E-1Q2P-867N	0	0	287207495	2FNC0IY4GB2D	1

Visit Partner Help
SellerHub
View Case History
Contact Partner Support

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

Walmart Seller Help

English (US) US My AmazonGuy

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My Cases

Case Number	Status	Subject	Date Created
0 3137	Need Info	Other unpublished error codes	Mar 28, 2023
04 127	Need Info	Other unpublished error codes	Mar 28, 2023
048 18	Resolved	Other unpublished error codes	Mar 28, 2023
048 17	Resolved	Other unpublished error codes	Mar 27, 2023
04 661	Need Info	Other unpublished error codes	Mar 23, 2023
04 386	Need Info	Other unpublished error codes	Mar 23, 2023
04 221	Closed	Other unpublished error codes	Mar 20, 2023

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