Walmart ✳ Marketplace Learn

Elevate Your Performance

Expert strategies to reduce your chances of receiving a performance alarm.

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At-Risk of Auto-Cancellation

☐ Update orders to Shipped status and provide valid tracking information by the ESD, at the minimum, and no later than four calendar days after the ESD at the maximum. If you're working with a Solution Provider, confirm that they have printed shipping labels and changed the order status to Shipped.

☐ Refresh your orders before you ship them to ensure that the status isn't Canceled and is still Acknowledged to avoid shipping a canceled order.

☐ Update your inventory frequently to ensure that your current counts are accurate.

☐ If you are experiencing issues with your integration partner, you can manually **update your orders** with valid tracking information through Seller Center.

> 💡 **PRO TIP**   Check your email for a performance alarm when your order is more than five days past the Expected Ship Date (ESD).

Auto-Cancelled Orders

☐ Provide valid tracking for all orders by the fourth calendar day after the ESD. If you ship an auto-cancelled order, **create a case** for Seller Support through the following path:

> Orders and Returns > Cannot update order > Unable to update tracking information.

> 💡 **PRO TIP**   Orders without updated shipping details are auto-canceled four days after the ESD. To prevent these automatic cancellations, provide valid tracking for all orders and shipping on or before the ESD.

Unshipped by ESD

☐ Update order status to Shipped as soon as they are handed off to the carrier.

☐ Cancel orders that cannot be fulfilled before the ship date.

☐ Upgrade to a **faster shipping method** so the item is delivered to the customer by the delivery date.

Late Origin Scan

- [ ] Reduce package relabeling after the shipping confirmation has been sent to Walmart.

- [ ] Consider using a reputable carrier from our list of approved **parcel** and **freight** shipping carriers.

- [ ] Verify your tracking information is accurate and that tracking is valid for all your shipments.

- [ ] Confirm that the order has not been canceled by the customer before marking it as shipped.

- [ ] Set appropriate **lag times** for items that need longer shipping windows, such as freight or custom-made items, to reduce the number of missed shipping deadlines. Otherwise, lag times default to "0" and your orders will have a shorter processing window.

💡 **PRO TIP** If your item requires a lag time longer than one day, you'll need to submit a **lag time exemption request** for approval.

Sales or Cancellations Velocity

- [ ] Update and monitor your prices frequently or enable the Repricer so that your items are priced competitively.

- [ ] If you have items you wish to place on sale, set **promotional pricing** to set a temporary sale price.

- [ ] Regularly **update inventory** so you don't receive new orders for out-of-stock items.

💡 **PRO TIP** The **Repricer** monitors prices on Walmart.com and on external marketplaces so you don't have to manually check or update your offers every time market conditions change.

Orders with an ESD of Today

- [ ] Update orders to Shipped status as soon as they are handed off to the carrier.

- [ ] Cancel orders that cannot be fulfilled before the ship date using an appropriate reason code.

- [ ] Verify the order has not been canceled by the customer before marking it as shipped.

- [ ] Upgrade to a **faster shipping method** so the item is delivered to the customer by the delivery date.