

Elevate your performance



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

Last updated on Mar 18, 2026 Reading time: 2 min

1. At-risk of auto-cancelation

- ✓ Update orders to **Shipped** status and provide valid tracking information by the Expected Ship Date, at the minimum, and no later than four calendar days after the Expected Ship Date at the maximum.
- ✓ If you're working with an Approved 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 provider, you can manually [update your orders](#) with valid tracking information through Seller Center.

Pro tip

Check your email for a [performance notification](#) when your order is more than five days past the Expected Ship Date.



2. Auto-canceled orders

- ✔ Provide valid tracking for all orders by the fourth calendar day after the Expected Ship Date. If you have questions, select the *Help* button in the [Seller Center](#) menu bar to contact Support.

Pro tip

Orders without updated shipping details are auto-canceled four days after the Expected Ship Date. To prevent these automatic cancelations, provide valid tracking for all orders and shipping on or before the Expected Ship Date.

3. Unshipped by Expected Ship Date

- ✔ 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.





4. Orders with an Expected Ship Date 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.

5. 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.



6. 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.