## Need help with Order Testing?

Got a question? No problem. Open a support case by clicking the button below. **We're here to help!**

**Seller Help**

## Order Adjustment Test

Great news! This is the final test we need to complete before launching your account. In this guide, we'll cover how to perform a test order adjustment. Let's get started!

**1** ## Open the test order in Adjustments

1. Go to **Seller Center > Order Management > Adjustments**

2. Enter your **test order's Purchase Order Number** (or Order Number)

3. Click **"Get Order"**



**TIP**

**Where can I find the Purchase Order Number?**
Go to Seller Center > Order Management > Orders. It'll be under the Purchase Order # column. **Please note, you must finish the <u>Shipping test</u> before you can adjust your test order.**

**Keep going!**
**Instructions continue on the next page.**

## Step-by-Step Instructions

**2** **Issue an adjustment**

**For this test, we want you to issue and process a Full Refund order adjustment. This includes the order amount, sales tax, and shipping charge (if applicable).**

1. Click "Issue Adjustment" under Actions (a pop-up window will open)

2. Select "Refund entire item"

3. Select a refund reason from the drop-down (for testing, it doesn't matter which one)

4. Add a comment explaining why you are issuing the refund

5. Click "Refund" to finish

| PO # | Status | Item Details | Item Price | Shipping | Actions |
|---|---|---|---|---|---|
| 3795543659000 | Shipped | Name: Mermaid Friends Stickers, 4pk<br>SKU: 14266 | $1.99<br>Tax: $0.00 | $2.00<br>Tax: $0.00 | Issue Adjustment |

**Refund item** ✕

Select the type of refund.

Refund entire item ▾

Select a refund reason.

Billing Error ▾

Add comments about the refund.

Customer provided the wrong credit card.

| Item 4 | $3.99 |
|---|---|
| SKU: 889178795969_SS2_01 | |
| Quantity: 1 | |
| Subtotal | $3.99 |
| Tax | $0.00 |
| Shipping | $1.00 |
| Item Total | $4.99 |
| Previous Refund | $0.00 |
| New Refund | $4.99 |
| Total Refund | $4.99 |

Cancel    **Refund**

**TIP**

**Need more help with this step?**
No problem! Check out Issue Adjustments or Non-Standard Refunds, review the API Documentation, or contact Partner Support.

## Step-by-Step Instructions

**3**  **Verify the adjustment refund**

Now that you've refunded the order, let's make sure it went through correctly.

1.  Check that the full refund amount is accurate by going to **Seller Center > Order Management > Adjustments.**

2.  Enter the **Purchase Order Number** again and confirm the **"Total Refund"** amount at the bottom is accurate.

3.  **If it's correct, then you've completed the Order Adjustment Test!**

⚠️ **Before you launch, finish testing!**

**Review all QuickStart guides below to complete all testing scenarios before launch.**
**After you test ALL scenarios,** you can reset the prices and inventory levels for your items.

**QS** GUIDE  **Preview Items**          **QS** GUIDE  **Shipment Testing**

**QS** GUIDE  **Order Testing**          **QS** GUIDE  **Order Adjustment Testing**

**TIP**  **Need help with updating order status to Acknowledged, Canceled, or Shipped?**
Simple! See How to Use the Order Management in Seller Center or the API documentation.

**Done with testing? Awesome!**
**Check if you're ready to Request Launch.**

**Keep on learning, and let's grow your business!**

We're here to help you learn more, faster. Click below to find other QuickStart guides, help articles, and contact Partner Support!

**Seller Help**

## Links from this QuickStart Guide

**Partner Support**
sellerhelp.walmart.com/s/contact

**Issue Adjustments or Non-Standard Refunds**
sellerhelp.walmart.com/seller/s/guide?article=000006431

**API Documentation**
developer.walmart.com/#/apicenter/marketPlace/latest#refundingOrderLines

**Preview Items (Guide)**
marketplace.walmart.com/walmart-marketplace-quickstart-order-testing-preview-items/

**Order Testing (Guide)**
marketplace.walmart.com/walmart-marketplace-quickstart-order-testing-testing-orders/

**Order Shipment Testing (Guide)**
marketplace.walmart.com/walmart-marketplace-quickstart-order-testing-shipping-test/

**Request Launch (Guide)**
marketplace.walmart.com/walmart-marketplace-quickstart-launch-checklist-complete-request-launch/