How to Acknowledge & Cancel an Order

In this guide, we’ll show you how to acknowledge and cancel orders for your Marketplace account.

**Reasons to cancel an order:**
- Item is out of stock
- Pricing error
- Customer changed mind
- Incorrect shipping address
- Duplicate order
- Change something to order
- Fraud stop shipment

Click “Orders” in the left-hand menu in Seller Center

At the top of the page, you’ll see your orders in various stages:

- **Orders Due Today** *(most important!)*
  Orders ready to be acknowledged, shipped, or cancelled.
- **New Orders**
  Orders just placed and aren’t at risk of being late.
- **Past Orders**
  Orders that you’ve already shipped.
- **Late Orders** *(avoid these!)*
  Orders that are late in being acknowledged and/or shipped.
2 **Click the order’s P.O. number**

Once clicked, you’ll see the order’s details, including what was purchased and its shipping information. This is where you’ll update its status (acknowledge, shipped, or cancelled).

<table>
<thead>
<tr>
<th>Order Date</th>
<th>Purchase Order#</th>
<th>Order#</th>
<th>Ship By</th>
<th>Total Qty</th>
<th>Total Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 11, 2019</td>
<td><strong>3797150862597</strong></td>
<td>6161923631702</td>
<td>December 12, 2019</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

3 **Navigate to “Status” and select “Acknowledge”**

By selecting “Acknowledge,” you’re letting Walmart know you’re aware of the order.

**Always acknowledge your open orders within 4 hours on regular business days.**

4 **Click “Update” at the bottom to confirm**

If all looks good, you’ll see a success message confirming you updated the order’s status.
To cancel, select a cancellation reason under “Status”

1. Always acknowledge the order first **before** canceling!
2. Change the status to the appropriate cancellation reason under the Status dropdown.
3. Click “Update” to cancel the order.
4. Walmart will email the customer notifying them of the cancellation.

To confirm, search the P.O. number and inside Past Orders

1. Inside the Order Details, copy the P.O. number at the top.
2. Go back to the Orders page under Order Management.
3. Click “View Orders” under Past Orders.
4. Input the P.O. number in the search box at the top.
5. Click into the order, and under status, it should say “Cancelled.”

That’s it!
Thank you for completing this guide.
Keep on learning, and let's grow your business!

Partner Support  Seller Help  QuickStart Guides

Links from this QuickStart Guide

How to Acknowledge & Cancel an Order (Video)
youtube.com/watch?v=5nKYrsZitM4

Manage Order Status
sellerhelp.walmart.com/seller/s/guide?article=000007160

Order Management
sellerhelp.walmart.com/seller/s/guide?article=000006433

Respond to a “Fraud - Stop Shipment” Notification
sellerhelp.walmart.com/seller/s/guide?article=000005996