



Looking for something or need an extra hand?

Partner Support

Seller Help

QuickStart Guides

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](#)



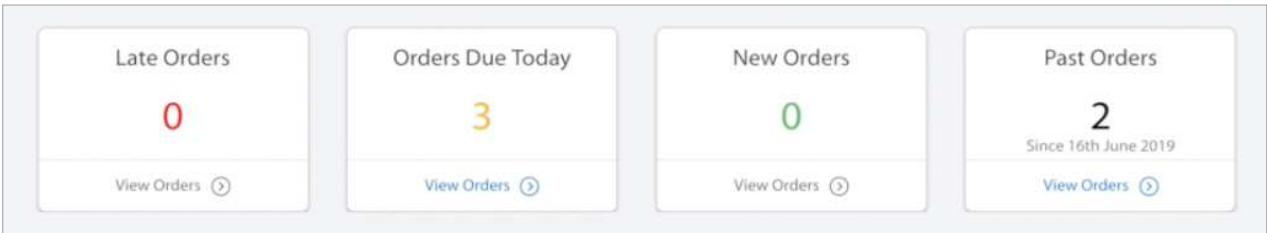
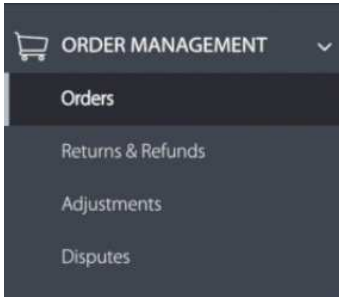
Click to watch the video walkthrough

1

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.



Acknowledge & Cancel an Order

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).

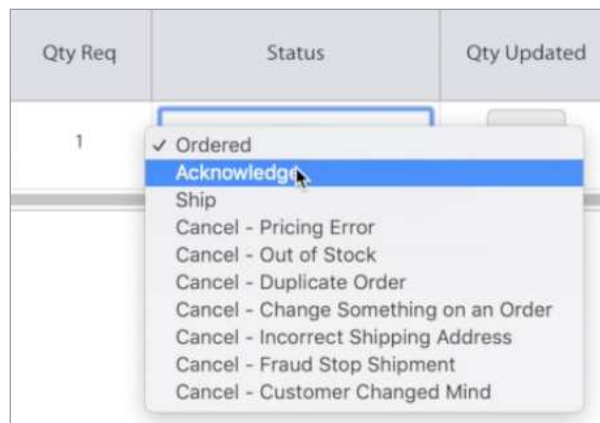
<input type="checkbox"/>	Order Date	Purchase Order#	Order#	Ship By	Total Qty	Total Lines
<input type="checkbox"/>	December 11, 2019	3797150862597	6161923631702	December 12, 2019	1	1

3 Navigate to "Status" and select "Acknowledge"

By selecting "Acknowledge," you're letting Walmart know you're aware of the order.

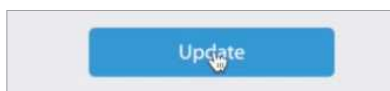


Always acknowledge your open orders **within 4 hours** on regular business days.



4 Click "Update" at the bottom to confirm

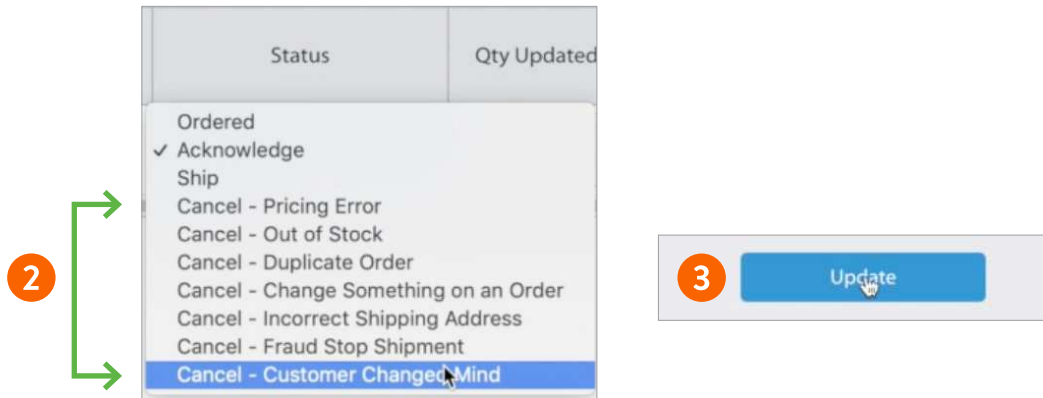
If all looks good, you'll see a success message confirming you updated the order's status.



Acknowledge & Cancel an Order (continued)

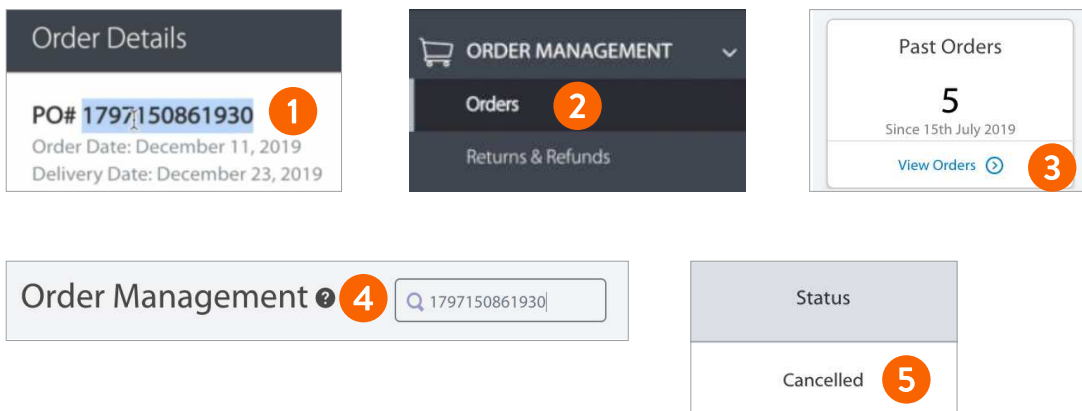
5 To cancel, select a cancellation reason under “Status”

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.



6 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!

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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