Looking for something or need an extra hand?

(Partner Support) (Seller Help) (QuickStart Guides)

How to Acknowledge & Ship an Order

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

We'll show you using two ways:

1. **Using Seller Center UI**
   (best when shipping a few orders)

2. **Using Microsoft Excel**
   (best when shipping many orders)

Walmart Marketplace

How to Acknowledge & Ship an Order

▶

Click to watch the video walkthrough

A few pointers...

- When you acknowledge an order, it tells us you're now working on shipping it. **Please acknowledge your orders within 4 hours on regular business days.** This will help keep your inventory count up to date and your account in good standing.

- **Check out these Seller Help articles on order management and shipping.**

(Manage Order Status) (Order Management) (Shipping Methods)
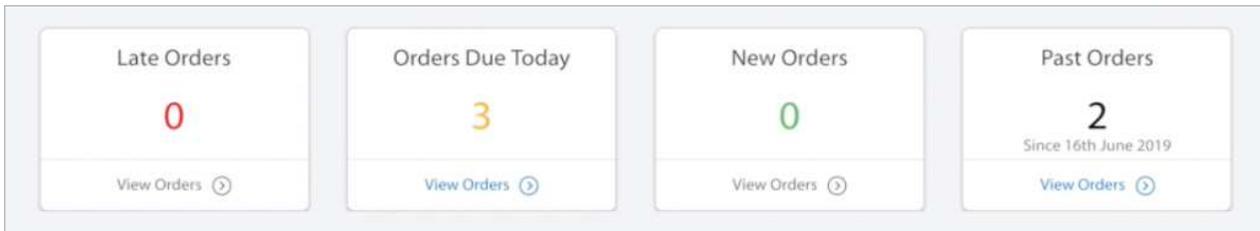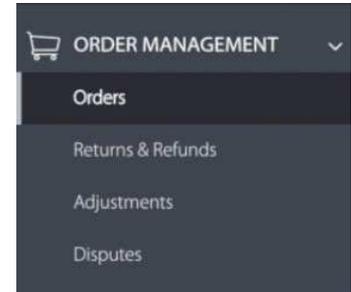
What's in this guide? (click to jump to page)

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 and shipped by your team.

- **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.

ORDER MANAGEMENT	∨
Orders	
Returns & Refunds	
Adjustments	
Disputes	

Late Orders	Orders Due Today	New Orders	Past Orders
0	3	0	2
			Since 16th June 2019
View Orders ⊙	View Orders ⊙	View Orders ⊙	View Orders ⊙

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).

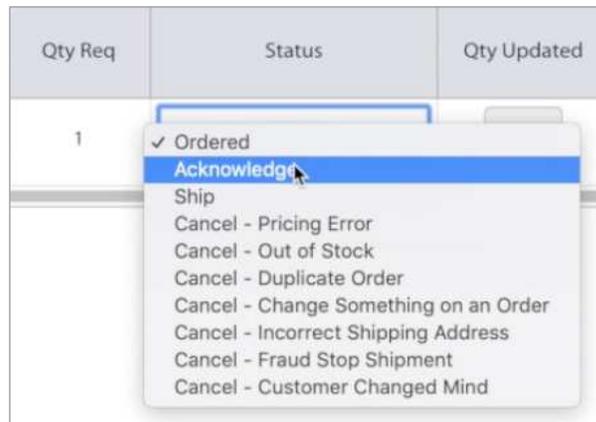|	Order Date	Purchase Order#	Order#	Ship By	Total Qty	Total Lines
☐	December 11, 2019	3797150862597	6161923631702	December 12, 2019	1	1

Acknowledge & Ship using Seller Center UI (continued)

3 **Navigate to "Status" and select "Acknowledge"**

By selecting "Acknowledge," you're letting Walmart know you're aware of the order and are working on shipping it.

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

Qty Req	Status	Qty Updated
1	✓ Ordered	
	Acknowledge	
	Ship	
	Cancel - Pricing Error	
	Cancel - Out of Stock	
	Cancel - Duplicate Order	
	Cancel - Change Something on an Order	
	Cancel - Incorrect Shipping Address	
	Cancel - Fraud Stop Shipment	
	Cancel - Customer Changed Mind	

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.

Update

Successfully updated the poLines but could not refresh
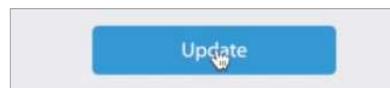
Good job acknowledging!
Next, learn how to ship an order.
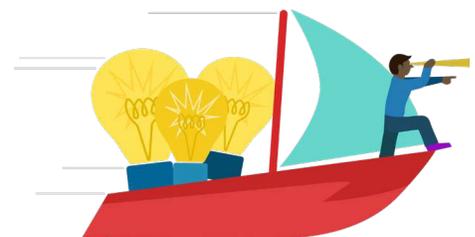
Acknowledge & Ship using Seller Center UI (continued)

5 ## How to ship an order (after acknowledging)

1. **Click an order's P.O. number** on the Order Management page in Seller Center.
2. If the order is ready to ship, **select "Ship" from the status dropdown** menu.
3. **Input the quantity** for the order.
4. **Pick the shipping carrier** (USPS, UPS, FedEx, etc.)
5. **Enter the order's tracking number** (a tracking URL will auto populate after updating).
6. *(Optional)* Add a Seller Order Number to keep for your own records.
7. **Click "Update"** at the bottom of the screen.
8. **A success message will appear** confirming you updated the order's status.
9. Walmart will email the customer that their order is shipped.
10. *(Optional)* Refresh the Orders page in Seller Center and click "View Orders" under Past Orders to see the order is now shipped.

That's it!
## Next, learn how to batch ship using Excel.

Acknowledge & Ship using Microsoft Excel

Another way to acknowledge and ship is by using a Microsoft Excel spreadsheet. This method is great for processing and shipping a batch of orders – so you don't have to do them individually.

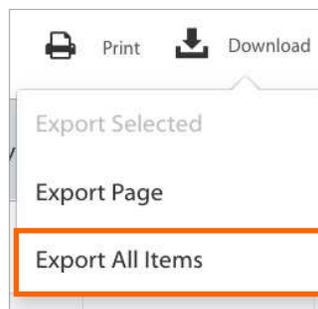**1** **Click "Orders" in left-hand menu in Seller Center**

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- **Late Orders** (avoid these!)
  Orders that are late in being acknowledged and/or shipped.
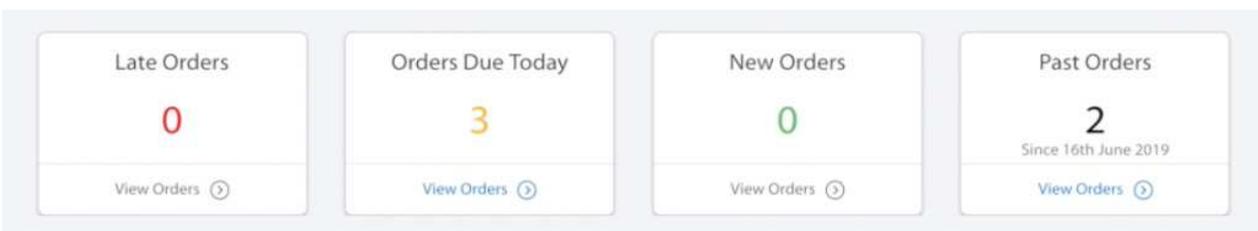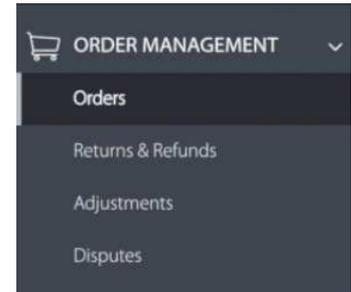
2 **Click "Download" and then "Export All Items"**

This will download an Excel file that contains the orders you need to ship.

Acknowledge & Ship using Microsoft Excel (continued)

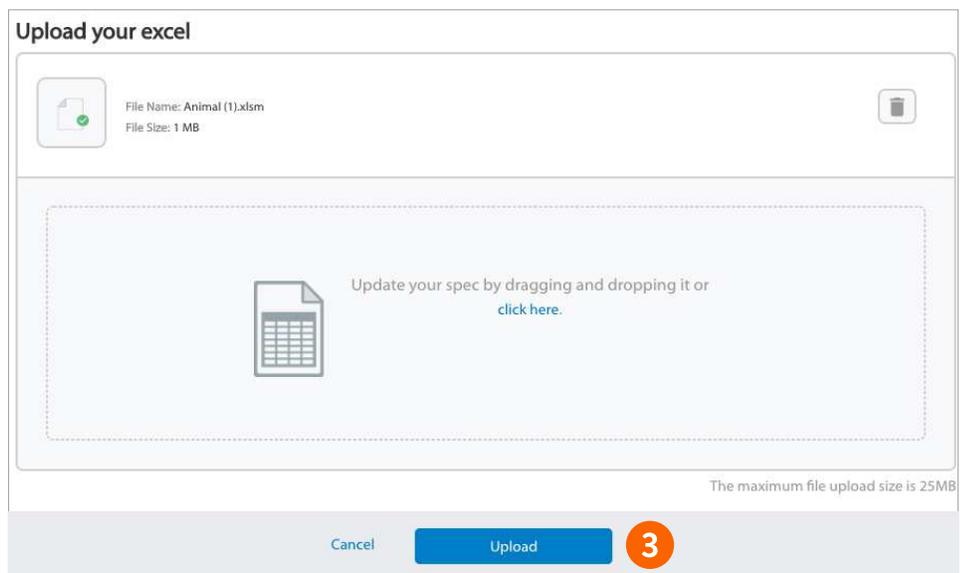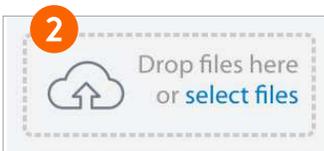**3**   **Open the spreadsheet and scroll to Column Z**

1. **Select its status** – if order is ready to ship, select "Ship." If not, select either "Acknowledge" or a cancellation reason.
2. **Input the quantity** for the order.
3. **Pick the shipping carrier** (USPS, UPS, FedEx, etc.)
4. **Enter the order's tracking number.**
5. The tracking URL will auto populate after you upload.
6. *(Optional)* Add a Seller Order Number to keep for your own records.
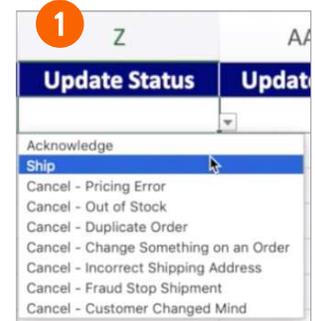
Z	AA	AB	AC	AD	AE	AF
Update Status	**Update Qty**	**Carrier**	**Tracking Number**	**Tracking Url**	**Seller Order NO**	**Fulfillment Entity**
Ship	1	USPS	23434234234		234234	

4   **Save and upload the spreadsheet in Seller Center**

1. **Return to the Orders** page in Seller Center.
2. In the right-hand corner, **drag and drop the file or click "Select Files."**
3. **Click "Upload"** in the window.
4. **A response spreadsheet will download** to confirm the upload was successful.
5. Walmart will email the customer to notify them their order shipped.

Upload your excel

File Name: **Animal (1).xlsm**
File Size: 1 MB

Drop files here or **select files**

Update your spec by dragging and dropping it or **click here.**

The maximum file upload size is 25MB

Cancel   Upload

Response_PO_....xlsx

That's it!
Thanks for finishing 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 & Ship an Order (Video)
youtube.com/watch?v=ihRZtB4eGS4

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

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

Shipping Methods and Timing
sellerhelp.walmart.com/seller/s/guide?article=000007893