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Order Management via Walmart Integration App



Any new order created on Walmart.com are instantly fetched by the Walmart Integration app. The same order is created on the Shopify store so that merchants can view the details and fulfill them easily in their native order processing system.

NOTE: Only the **CREATED** state orders are imported into the Walmart Marketplace Integration app.

<u>Sales Order</u>

Under the Sales Order section, all the Orders will be listed and if you want to manually manage the order follow the below steps:

- Go to **Order**
- Then Sales Order

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口))	Promotion							
3	Help	Filter 👻 🔍	Search Purchase		ID, SKU, Shopify Order Na	me		Search
∝°	Referrals							
钧	Setting	Showing 1-25 of	8,552 items.			25	; + per page « 1	of 343 »
\$	Pricing Plan							
	Other Apps	PURCHASE ORDER ID	ORDER NAME	SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT	ACTION
		378085	#5556	1	8839	acknowledged	2019-05-27 07:01:46	⊚ ×
		379517	#SJJ5	98255	786560	acknowledged	2019-05-27 07:01:36	⊚ ×
		37951736	#9954	1620.0000051	632723307372	acknowledged	2019-05-27 07:01:23	ΘX

- Click on "**Fetch Order**" button to get the order from the Walmart to the app.
- This will fetch the order in the app, you will be able to see the Purchase Order ID, Ordered SKU, status of the Order and the created date.
- Now click the "**Sync Order**" button to sync/send the order to the your Shopify store.
- This will create the order at your Shopify store and the app will show you the Shopify Order ID and Order Name.
- Ship the order from the Shopify store and click on to "Sync Shipment" button.



• This will send the shipping details to Walmart.

Cancel Order

If you want to Cancel the Order you just need to click on the "X" button on the right most side of the grid under the "**Action**" column.

	Home Product	Walmart Orde	er Details		Fetch Orders	Sync Orders Sync Shipment
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송 5	Setting Pricing Plan	Showing 1-25 of 3,391 iter	ns.		25	per page 《 1 of 136 》 Cancel Order
	Other Apps	PURCHASE ORDER ORDER ID	NAME SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT
		17 8 #	-	ced-1 4125	acknowledged	2019-05-27 19:10:24
		3795: 3	_1 86 5877	1.9	acknowledged	2019-05-27 19:10:10 💿 🗙
		4/914958540/1 #44	10 865002709071	ced-1402752041005	acknowledged	2019-05-27 17·40·29

Refund Order

To generate refund of a completed order you just need to click on the button under the Action column, see below image.

Home	() Allow the seller	to view the list	of Orders received fro	m Walmart and view the Orde	er details.		×		
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Order									
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∠ [≉] Import Export	STATUS: Completed	×							
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? Help									
😪 Referrals	Showing 1-25 of 3,0	Showing 1-25 of 3,043 items.							
Pricing Plan	PURCHASE ORDER ID	ORDER NAME	SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT	ACTION		
_ Other Apps	3)6	#4541	37	EG-N: ink	completed	2019-05-20 10:30:11	0		
	3794 909	#4	ذ81	cec 052205	completed	2019-04-15 21:40:50	⊙ +\$)		
	1794762020709	#4004	811)5	ced-17	completed	2019-04-15 21:10:24	© 49		

This will lead you to the refund form



	Read In	Detail						
Product		Refund Order X						
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Failed Order	Filter 👻	ltem Sku	Line Number Status				Search	
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Setting	Showing 1-:	Refund Reason	BillingError	\$		25 ÷ perpage « 1	of 122 »	
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Pricing Plan Other Apps	37951019			Close	ted	2019-05-20 10:30:11	() (S)	
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Fill in the correct details and click on "**Refund**" button to complete the refund.

Failed Orders

If you don't see your Orders under Sales Order section then you must check the "**Failed Order**" section. The order gets into the failed Order for the following reasons:

- When the Ordered SKU doesn't exist on the Shopify store or on the Integration app.
- When the Ordered SKU doesn't have inventory on the Shopify store.

How to get the Orders from Failed Order to the Sales Order section?

Follow the below suggestions to get the Orders to the Sales Order section:

- Order Rejected-Requested Order quantity is not available for product sku: xyz
 - Go to your Shopify store and update the quantity for the Ordered SKU and after sometimes the Order will be synced to the Shopify store automatically.
 - OR you can simply cancel the Order from the Failed Order section by clicking the "X" button under the **Action** column.
- Order Rejected-Product sku: xyz not available in shopify
 - You need to create the Ordered SKU at your Shopify store and put the inventory, sync the SKU with the app and after that the Order will be synced to your Shopify store
 - OR you can simply cancel the Order from the Failed Order section by clicking the "X" button under the **Action** column.



Hope you find the content helpful.

Thanks