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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.

## **Sales Order**

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**

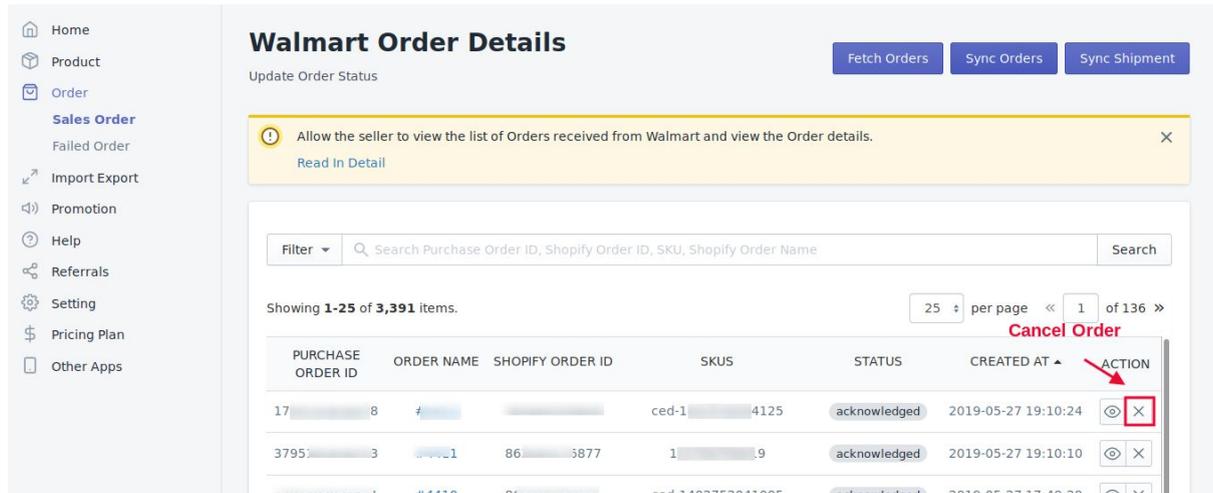
PURCHASE ORDER ID	ORDER NAME	SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT	ACTION
379517300008085	#9996	1020700000001	8839	acknowledged	2019-05-27 07:01:46	🔍 ✕
37951730000035	#9995	1020700000098255	7869	acknowledged	2019-05-27 07:01:36	🔍 ✕
37951730000006	#9954	10207000000051	052425507972	acknowledged	2019-05-27 07:01:23	🔍 ✕

- 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.



**Walmart Order Details**

Update Order Status

Fetch Orders Sync Orders Sync Shipment

Allow the seller to view the list of Orders received from Walmart and view the Order details.  
Read In Detail

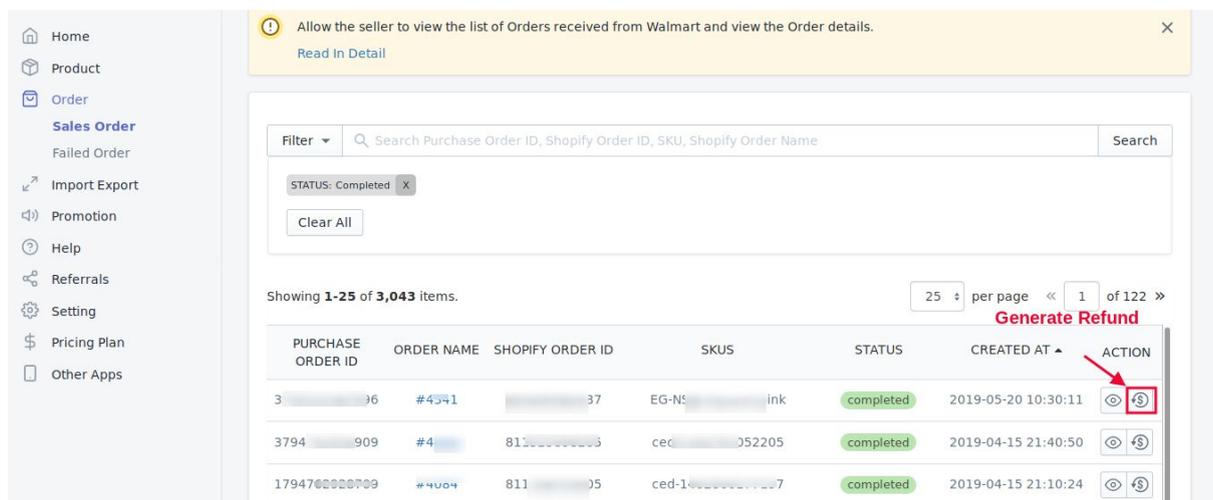
Filter Search Purchase Order ID, Shopify Order ID, SKU, Shopify Order Name Search

Showing 1-25 of 3,391 items. 25 per page 1 of 136

PURCHASE ORDER ID	ORDER NAME	SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT	ACTION
17	8	#	ced-1 4125	acknowledged	2019-05-27 19:10:24	
3795	3	#	86 3877 1 9	acknowledged	2019-05-27 19:10:10	
474183834821	#4410	86300724021	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.



**Walmart Order Details**

Update Order Status

Fetch Orders Sync Orders Sync Shipment

Allow the seller to view the list of Orders received from Walmart and view the Order details.  
Read In Detail

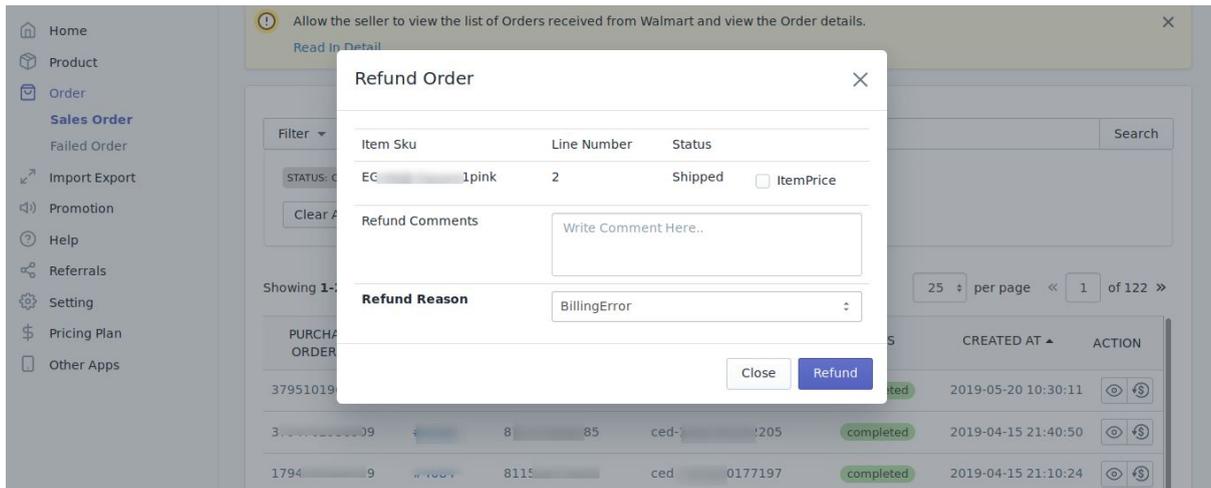
Filter Search Purchase Order ID, Shopify Order ID, SKU, Shopify Order Name Search

STATUS: Completed X Clear All

Showing 1-25 of 3,043 items. 25 per page 1 of 122

PURCHASE ORDER ID	ORDER NAME	SHOPIFY ORDER ID	SKUS	STATUS	CREATED AT	ACTION
3	6	#4541	EG-NS ink	completed	2019-05-20 10:30:11	
3794	909	#4	811 052205	completed	2019-04-15 21:40:50	
1794760000709	#4004	811 05	ced-1402752041007	completed	2019-04-15 21:10:24	

This will lead you to the refund form



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**