

Walmart Active Listing Review

Brief Overview

Q *What is the objective behind this?*

A To eliminate the cases where Walmart merges with the wrong listing to reduce returns and cancellations.

Q *What is a listing error?*

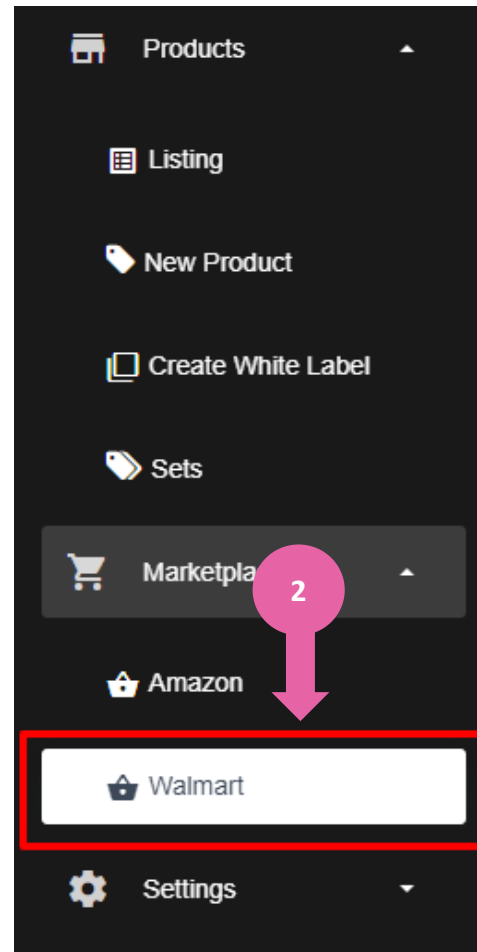
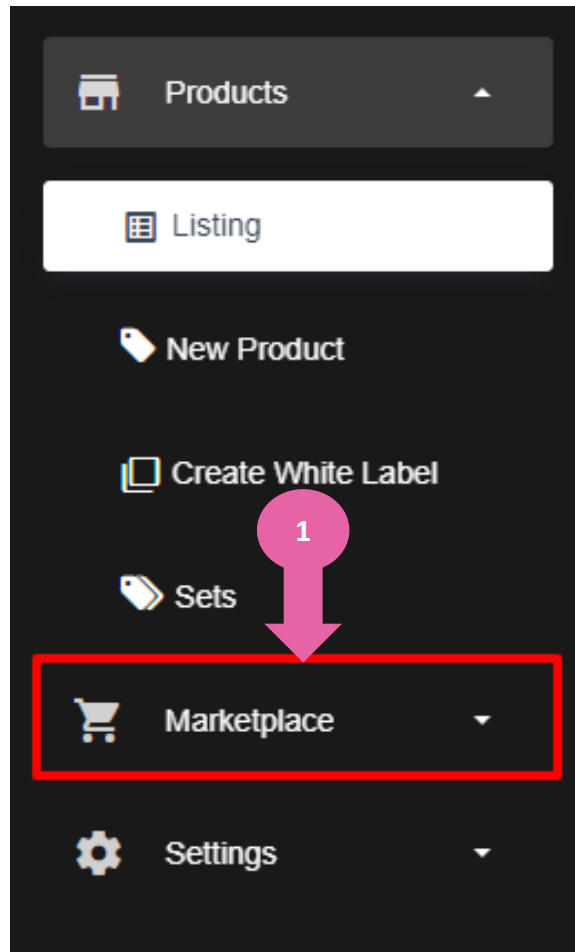
A When we push new products in the marketplaces they either get listed as a new listing or gets merged with an existing listing. When the listing it gets merged with is not the same product its called a listing error.

Q *What are the most obvious listing errors?*

A

- Different variants of the same product (color different, material different)
- Sets & Products in a set (the set being matched to a non-set product)

Step By Step Navigation



1. Select the Marketplace Tab on your portal
2. Click the Walmart icon

How To Identify A Listing Error

While reviewing the listing we need to determine if the products on both side are the exact same product. If the product is different, then it's a listing error.

On the left side is the product that you've created on Channel Gate and on the right hand side is the product that's listed on Walmart

21-30 of 1598 product(s)







Channel Gate

Walmart US

Actions

◀ ◁ 1 2 3 4 5 ▷ ▶



✓ SUBMIT ACTIONS

| | | |
|---|---|--|
|  <p>Product ID: [redacted] Title: Student Desk in Truffle Category: Student Desks UPC: 843532050583 Price: \$91.99 Data Source: Page URL</p> |  <p>Product ID: [redacted] Title: Mod Desk - Truffle Category: Desks UPC: 843532050583 Price: \$79.94 Page URL</p> | <input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None |
|  <p>Product ID: [redacted] Title: Student Desk with 2-Shelf Bookcase in Truffle Category: Student Desks UPC: 843532051153 Price: \$134.99 Data Source: Page URL</p> |  <p>Product ID: [redacted] Title: Desk with 2 shelf Bookcase- Truffle Category: Desks UPC: 843532051153 Price: \$113.94 Page URL</p> | <input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None |
|  <p>Product ID: [redacted] Title: Cubo Foldable Fabric Canvas Tote Bin in Beige Category: Storage Units UPC: 843532051177 Price: \$17.99 Data Source: Page URL</p> |  <p>Product ID: [redacted] Title: Cubo Foldable Fabric Storage Bin Category: Storage Bins UPC: 843532051177 Price: \$13.14 Page URL</p> | <input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None |

How To Resolve The Errors

Q *What should I do first?*

A Review the Walmart product and the Channel Gate product by clicking on the URL for each.

| Channel Gate | Walmart US | Actions |
|--|--|---|
|  <p>Product ID : [redacted] Title : [redacted] Desk in Truffle Category : Student Desks UPC : 843532050583 Price : \$91.99 Data Source : Page URL</p> |  <p>Product ID : [redacted] Title : Mod Desk - Truffle Category : Desks UPC : 843532050583 Price : \$79.94 Page URL</p> | <p><input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None</p> |


Carefully match the title, image and dimensions also review attributes such as color and material. If your product and the Walmart suggested product matches, you should then follow one of **three options**.

The 3 Actions To Take

1

APPROVE

If every detail of product on Walmart Aligns with your product on Channel Gate you can approve the listing.
 Providing a reason is not mandatory but you can enter a reason for future reference.

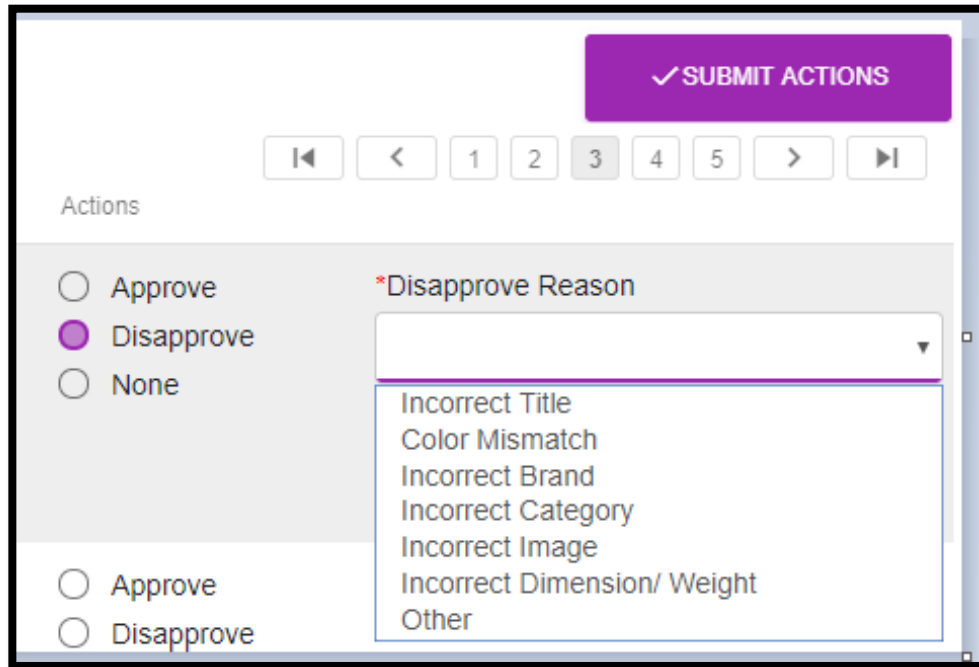
| Channel Gate | Walmart US | Actions | Reason |
|--|---|--|----------------------|
|  <p>Product ID: [REDACTED] Title: [REDACTED] Tribeca Loft Black Credenza with Hutch with Sliding Doors Category: Computer Desks UPC: 688168804588 Price: \$1,714.99 Data Source: Page URL</p> |  <p>Product ID: [REDACTED] Title: [REDACTED] Tribeca Loft Black Credenza with Hutch with Sliding Doors Category: Accessories UPC: 688168804588 Price: \$1,623.19 Page URL</p> | <input checked="" type="radio"/> Approve <input type="radio"/> Disapprove <input type="radio"/> None | <input type="text"/> |

The 3 Actions To Take

2

DISAPPROVE

Once you identify that the 2 products are different, you may click disapprove and a drop down menu will appear allowing you to select a list of reasons as to why the products may differ.



SUBMIT ACTIONS

Actions

Approve
 Disapprove
 None

*Disapprove Reason

- Incorrect Title
- Color Mismatch
- Incorrect Brand
- Incorrect Category
- Incorrect Image
- Incorrect Dimension/ Weight
- Other

Approve
 Disapprove



SUBMIT ACTIONS

Actions

Approve
 Disapprove
 None

*Disapprove Reason

*Reason (required)

Reason should be between 10 to 250 characters.

You can only select one Disapproved reason from the dropdown list. If there multiple reasons as to why you disprove the product you may select “Other” and enter the reasons in the text area.

Side Note

DISAPPROVE

- Once the listing has been disapproved, you'll need to send a list of products to your account managers who will open a case with Walmart. This list can be found by clicking the **"Download Summary Report"** and filter out the information to the ones that were disapproved. You'll also need to provide GS1 documentation for the UPCs and a letter of authorization.
- In some Cases, the Channel Support might request additional documentation like Invoices, images, Carton images, etc. and the team will reach out to the vendor to action these requests
- Such a case would take about 4 weeks for a resolution to happen.

Active Listing

Channel Gate Walmart US

1-10 of 648 product(s)

BRAND ⓘ Search brand by Name FILTER Search product by SKU or Product ID GO

Submit Actions

| Product ID | Title | Category | UPC | Price | Data Source | Page URL | Actions |
|------------|--|------------|--------------|----------|-------------|----------|--|
| [Redacted] | Full Spindle Bed in Old Brushed Pewter | Beds | 796995040984 | \$449.00 | | | <input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None |
| [Redacted] | Headboard and Footboard, Full, Brushed Pewter -Component | Headboards | 796995040984 | \$453.49 | | | <input type="radio"/> Approve <input type="radio"/> Disapprove <input checked="" type="radio"/> None |

The 3 Actions To Take

3

NONE


If you're not sure about a particular SKU, default answer would be None and you can action this at a later time.

****** If the only reason for rejecting the listing is due to price then DO NOT DISAPPROVE IT. Note down the product ID and send it to your account manager. ******

Channel Gate

Walmart US

Actions



Product ID : [REDACTED]
 Title : [REDACTED] Tribeca Loft Black
 Credenza with Hutch with Sliding Doors
 Category : Computer Desks
 UPC : 688168804588
 Price : \$1,714.99
 Data Source :
 Page URL



Product ID : [REDACTED]
 Title : [REDACTED] Tribeca Loft Black
 Credenza with Hutch with Sliding Doors
 Category : Accessories
 UPC : 688168804588
 Price : \$1,623.19
 Page URL

- Approve
- Disapprove
- None

Important Points To Remember :

- 1. It's mandatory to perform daily audits on the products listed on this page.*
- 2. If the listing is approved then the products will be pushed as Active on Walmart.*
- 3. If the listing is disapproved, then the product will be deactivated from Walmart.*
- 4. Once it's been submitted you will not be able to change your answer as the submitted SKUs will no longer be visible in your current page.*
- 5. So before navigating from one page to another, the products audited on current page has to be submitted otherwise your answers will be lost during navigation. Be careful else you have to perform this task again.*

