

Managing Your First Orders

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Order Processing Workflow

When your first order comes in, having a clear process ensures you fulfill it accurately and on time.

- Monitor the Orders tab in Seller Center for new orders
- Acknowledge orders promptly upon receipt
- Pick and pack items carefully with proper packaging
- Generate shipping labels and upload tracking numbers
- Ship within your configured handling time
- Monitor delivery status and address any exceptions

Handling Customer Communications

Professional customer communication builds your reputation and prevents issues from escalating.

- Respond to all customer messages within 24 hours
- Be proactive about delays or issues—communicate before the customer asks
- Use professional, helpful language in all communications
- Follow up on resolved issues to ensure customer satisfaction
- Document recurring questions to improve your listings

Processing Returns

Returns are a normal part of eCommerce. Handle them professionally to maintain strong seller metrics.

- Process return requests within Walmart's required timeframe
 - Provide return labels promptly when required
 - Inspect returned items and process refunds quickly
 - Analyze return reasons to identify listing or product improvements
 - Maintain return rate below category averages to protect your metrics
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