

Understanding Your Seller Scorecard

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What the Seller Scorecard Measures

The Seller Scorecard is Walmart's performance evaluation system. It tracks key metrics that determine your standing on the platform.

- Order Defect Rate (ODR): Target below 2%
- On-Time Shipment Rate: Target above 99%
- Valid Tracking Rate: Target above 99%
- Cancellation Rate: Target below 2%
- Customer Response Time: Target within 24 hours

How Metrics Are Calculated

Understanding the calculation behind each metric helps you identify and fix issues before they become problems.

- ODR includes cancellations, returns caused by seller error, and late deliveries
- On-Time Shipment measures packages shipped within your stated handling time
- Valid Tracking counts orders with working tracking numbers uploaded before ship date
- Metrics are calculated on a rolling 90-day basis
- Walmart reviews metrics continuously and may take action on declining performance

Maintaining Strong Performance

Consistently strong Seller Scorecard metrics unlock benefits and protect your account.

- Set up daily monitoring of your scorecard metrics
- Investigate any spike in defect rates immediately
- Maintain safety stock to prevent cancellations from stockouts
- Use reliable carriers with consistent tracking integration
- Respond to customer inquiries within 4 hours whenever possible

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