

WFS Troubleshooting Guide

WFS Troubleshooting Guide

Common WFS Issues

Even with WFS handling fulfillment, issues can arise. Here is how to address the most common ones.

- Inbound shipment delays: Check tracking, verify packaging compliance, contact WFS support
- Inventory discrepancies: Compare your records with WFS received quantities, file a case if needed
- Missing or damaged inventory: Document issues immediately and file claims through Seller Center
- Slow sell-through: Review pricing, advertising, and listing quality for affected products
- High storage fees: Identify slow-moving inventory and create liquidation or removal plans

Getting Support

When issues arise, know where to get help.

- Use the WFS Help section in Seller Center for self-service solutions
- Submit support cases through the Seller Center help portal
- Include shipment IDs, tracking numbers, and photos when filing cases
- Follow up on open cases weekly until resolved
- Escalate unresolved issues through your Walmart account manager if available