**Problems and Resolutions**

**CASES**

* [00252502](https://gecrm.lightning.force.com/lightning/r/Case/5006100000NcktvAAB/view)
  + Q: Requesting codes and shipping information for FEDEX and UPS
  + A: Sent her following links:
    - [Carrier Labels and BOLs - DSV Only](https://supplierhelp.walmart.com/s/guide?article=000005998)
    - [FEDex search](https://supplierhelp.walmart.com/s/?channel=Owned)
    - [Order Management API](https://developer.walmart.com/#/apicenter/dsv)
* [00253038](https://gecrm.lightning.force.com/lightning/r/Case/5006100000NcxcSAAR/view)
  + Q: Wants to add formatting to Instructions tags
  + A: Tags other than long description cannot accept bullets or new line text. Only single line types. Offered to separate instructions using \*\*.
* [00252804](https://gecrm.lightning.force.com/lightning/r/Case/5006100000NcsPOAAZ/view)
  + Q: Wants to me to check to see if XML is correct before formatting.
  + A: Checked to see if XML is well formatted however it’s more time efficient to send the feed and then report any errors that resulted from it.
* [00256532](https://gecrm.lightning.force.com/lightning/r/Case/5006100000O0bPHAAZ/view)
  + Q: Hasn’t received feedback on a feed that he submitted.
  + A: Check the feed using [ingestion portal](http://prd.iiportal.catdev.walmart.com/#/main/byFeedId/). Saw that there is no record of these items or the feed. Requested that he resubmit the feed.
* [00256895](https://gecrm.lightning.force.com/lightning/r/Case/5006100000O0guuAAB/view)
  + Q: How do they update prices? Item update wasn’t successful.
  + A: You cannot update prices using the API only with the EDI, referred her to the [EDI article](https://developer.walmart.com/#/apicenter/edi). Item was sent with the wrong SKU and thus wasn’t able to update.
* [00265261](https://gecrm.lightning.force.com/lightning/r/Case/5006100000O1vPrAAJ/view) | [00275041](https://gecrm.lightning.force.com/lightning/r/Case/5006100000PktkBAAR/view)
  + Q: How to attach ShipStation account to Walmart account.
  + A: ShipStation hasn’t been developed for Walmart. Referred to [Integrate Using a Solution Provider Article](https://supplierhelp.walmart.com/s/guide?article=000005560)
* [00282541](https://gecrm.lightning.force.com/lightning/r/Case/5006100000PlecqAAB/view)
  + Q: How to generate / regenerate your API credentials
  + A: Referred client to [Generating API Credentials](https://gecrm.lightning.force.com/lightning/r/Case/5006100000PlecqAAB/view) article.
* [00286304](https://gecrm.lightning.force.com/lightning/r/Case/5006100000Pm6WwAAJ/view)
  + Q: Item sent went to one of their vendor ID’s versus the other.
  + A: Had them reduce the inventory of the item to zero for the vendor ID that they don’t want to receive orders. Then regenerate the API credentials for the vendor ID, referred client to [Generating API Credentials](https://gecrm.lightning.force.com/lightning/r/Case/5006100000PlecqAAB/view) article. Then had them resubmit the feed with the appropriate credentials.

**JIRA TICKETS**

* **[RCTSUPPORT-51265](o%09https:/jirasupport.walmart.com/servicedesk/customer/portal/881/RCTSUPPORT-51265)**
  + Item picture order in Supplier Center resets itself.
* [**RCTSUPPORT-51910**](https://jirasupport.walmart.com/servicedesk/agent/RCTSUPPORT/issue/RCTSUPPORT-51910)
  + Pacific Alliance USA cannot access order Management in Supplier Center