https://cyborg-wm-assets-prod.azureedge.net/assets/blank50x50.png

https://cyborg-wm-assets-prod.azureedge.net/assets/wm_statusbar_blue_2.png

Current Status

**Preparing order**

Arriving by

**Mon May 11, 2020**

Walmart bot said

Did this answer your question?

Yes

No

You said

No

Walmart bot said

Would you like to be transferred to a Customer Care Agent?

Yes

No

You said

Yes

Walmart bot said

I can connect you to someone to help. Before I do that, can you describe what you need in your own words?

You said

shipping

Walmart bot said

Ok, let’s connect you. How would you like us to contact you?

Start chat (1 hr 41 min wait)

Call me (1 hr 36 min wait)

You said

Start chat (1 hr 41 min wait)

Please hold while I transfer you to an agent. Due to unusually high contact volume, your wait may be longer than usual.

While you wait, you can check for your answer in our [Current Frequently Asked Questions](https://help.walmart.com/article/COVID-19-FAQs/6c91f37eb023466eae8617985fd8ed96) without losing your place in line.

*An agent should be with you in about 105 minute(s).*

*An agent should be with you in about 100 minute(s).*

*An agent should be with you in about 109 minute(s).*

*An agent should be with you in about 92 minute(s).*

*An agent should be with you in about 80 minute(s).*

*An agent should be with you in about 68 minute(s).*

*An agent should be with you in about 72 minute(s).*

*An agent should be with you in about 64 minute(s).*

*An agent should be with you in about 52 minute(s).*

*An agent should be with you in about 63 minute(s).*

*An agent should be with you in about 62 minute(s).*

*An agent should be with you in about 65 minute(s).*

*An agent should be with you in about 33 minute(s).*

*An agent should be with you in about 32 minute(s).*

*An agent should be with you in about 12 minute(s).*

*An agent should be with you in about 12 minute(s).*

*An agent should be with you in about 16 minute(s).*

*An agent should be with you in about 21 minute(s).*

*An agent should be with you in about 15 minute(s).*

*An agent should be with you in about 1 minute(s).*

*An agent should be with you in about 5 minute(s).*

*An agent should be with you in about 6 minute(s).*

*An agent should be with you in about 1 minute(s).*

*An agent should be with you in about 6 minute(s).*

*An agent should be with you in about 1 minute(s).*

*An agent should be with you in about 1 minute(s).*

Thanks for chatting with [Walmart.com](http://walmart.com/)! I’m Maria A and I’ll be assisting you today.

M

Agent said

Hello there! I am truly sorry for the waiting, please do not worry, I will be more than happy to help you today. Just let me know how may I assist?

You said

Hi, I am just hoping to check on the status of my order. I am sorry if it sounds silly but its for a bday gift.

You said

I ordered this 8 days ago but it still says pending. I have already ordered other items and received them so I am hoping that my ps4 order is still going to make it on time

M

Agent said

Thank you Michael, please do not worry I will be more than glad to help you to check its current status.

You said

Order #3912067-897335

M

Agent said

May I place you on a brief hold while I look into this?

You said

no problem

Thank you!

I would really like to thank you for the the time you have taken to chat with me Michael, I completely understand how important can be a gift. Upon carefully checking the current status for this PS4, our records shows that is currently being on process to be shipped, there’s nothing to be worried about, everything looks normal on your order.

M

Agent said

As soon as we get shipped your order, you will receive an email with the tracking number for it.

You said

okay, I am just hoping this doesnt come back with a "cannot fulfill order"

You said

They are sold out everywhere! so it made me anxious about this order.

Please do not worry, they system shows that we are processing normally your order, it will be delivered on on May 11 to 7868 Pearl St, DENVER, CO, 80229.

M

Agent said

Everything will work out!

You said

Awesome. That is all I needed. Thank you for your time.

You are more than welcome! It was my pleasure to assist you.