

Catalog SOP: Creating an Unshipped Orders Report

10/11/2024 11:32 am CDT



Who is this for? All individuals who need to create an unshipped order report.



Objective: To create an unshipped order report to track all orders that have been placed but not yet shipped. This allows businesses to know what needs to be sent out, preventing any overlook or delay.

1. To generate an Unshipped Orders Report, go to the "Orders" tab in Seller Central and select "Order Reports" from the drop-down menu.

The screenshot displays the Seller Central interface. On the left, a 'Menu' is open with 'Orders' highlighted by a red box. A dropdown menu is visible under 'Orders', with 'Order Reports' also highlighted by a red box. The background shows a dashboard with various metrics and cards, including 'MARKETPLACES' (3), 'OPEN ORDERS' (163), 'BUYER MESSAGES' (1), and 'BUY BOX WINS' (97%).

2. On the next page, click the "Request" button under the "Unshipped Orders" tab.

Order Reports

Customer phone number privacy
Customer personal information contained in Order Reports, including phone number, is provided for shipping labels only. Please refer to Amazon Services Business Solutions Agreement and Prohibited seller activities and actions for details on appropriate use of customer personal information.

All Orders NEW New Orders **Unshipped Orders** End of day forms Archived Orders

The Unshipped Orders Report identifies unshipped orders that you have up until today. You can only request an Unshipped Order Report once every four hours. [Learn more](#) [Add or remove order report columns](#)

Request Report

Request

Include a column indicating the sales channel for each order. [Learn more](#)

Download Report Refresh

Report Type	Batch ID	Date Range Covered	Date and Time Requested	Date and Time Completed	Report Status	Download
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3. If desired, select the "Include a column indicating the sales channel for each order" checkbox to add this column to the report.

Request Report

Request

Include a column indicating the sales channel for each order. [Learn more](#)

4. To further customize the report, click the "Add or remove order report columns" link on the top right side of the page and select or deselect the relevant fields.

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Required columns

Order ID	Order Item ID	Purchase date
Payment date	Buyer email	Buyer's full name
SKU	Product name	Quantity purchased
Currency	Item price	Item tax
Shipping price	Ship service level	Recipient name
Ship address (3 columns)	Ship city	Ship state
Ship postal code	Ship country/region	Delivery instructions
Verge of cancellation	Verge of lateShipment	

Hide the column names

After you save your changes, you will see your updates in all reports, including **New Orders, Unshipped Orders, All Orders, and All Orders via XML.**

The columns on this page will appear in at least one of the four report types above, but may not appear in all reports.

What do these columns mean?

Optional columns

<input type="checkbox"/> Ship service name	Ship service Name		
<input type="checkbox"/> Address Type	Address Type		
<input type="checkbox"/> Number of Items	Number of Items		
<input type="checkbox"/> Order channel	Order channel	Order channel instance	External order ID
<input type="checkbox"/> Gift wrap	Gift wrap price Gift message text	Gift wrap tax	Gift wrap type
<input type="checkbox"/> Promotions	Item promotion discount Ship promotion ID	Item promotion ID	Ship promotion discount
<input type="checkbox"/> Tax Collection Model	Tax Collection Model	Tax Collection Responsible Party	
<input type="checkbox"/> Cash on delivery	Payment method Payment method fee	COD collectible amount	Already paid
<input type="checkbox"/> Ship dates	Earliest ship date Latest delivery date	Latest ship date	Earliest delivery date

5. Under the "Download Reports" heading further down the page, look for your requested report at the top of the table, with a Report Status of "Request Submitted" and a Download Action of "Not Ready".

Download Report							Refresh
Report Type	Batch ID	Date Range Covered	Date and Time Requested	Date and Time Completed	Report Status	Download	
Order Report (manual)	625795019508	4/23/23 6:09:13 AM PDT - 5/31/23 6:09:13 AM PDT	5/31/23 6:09:13 AM PDT	Not Complete	Request Submitted	Not Ready	

6. Click the "Refresh" button at the top right of the table until the Report Status changes to "Processing Complete" and the Download Action shows a clickable link to download the report.

Download Report							Refresh
Report Type	Batch ID	Date Range Covered	Date and Time Requested	Date and Time Completed	Report Status	Download	
Order Report (manual)	625795019508	4/23/23 6:04:46 AM PDT - 5/31/23 6:04:46 AM PDT	5/31/23 6:04:46 AM PDT	5/31/23 6:05:00 AM PDT	Ready	Download	