

Channel Invoice Feature

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What Are Channel Customers?

As a seller, you have 2 customers:

- **Customers (consumers)** – They buy your products from your integrated channels (marketplaces). These include [Wholesale Customers](#).
- **Integrated channels** – They are the marketplaces that sell your products to consumers. In Sellercloud, each channel is known as a **Channel Customer**.

In most cases, your channel customer(s) will generate a recurring invoice summarising all shipped orders within a specified time period (weekly, bi-weekly, etc.) or by [Settlement Report](#) (e.g., Amazon). This invoice will typically include all amounts owed to you for the sales of these orders minus any channel fees.

To ensure that their information is accurate, Sellercloud's channel invoice feature lets you create your own channel invoice to easily reconcile the invoice provided by the channel against your details in Sellercloud. You can quickly cross-reference each order in Sellercloud directly from the channel invoice to locate and resolve any discrepancies. Certain channels will not auto-generate channel invoices, requiring you to invoice them to release the amounts owed. Again, you can use the channel invoice feature to create an invoice for orders that shipped within a set date range and then send it to them for billing purposes.

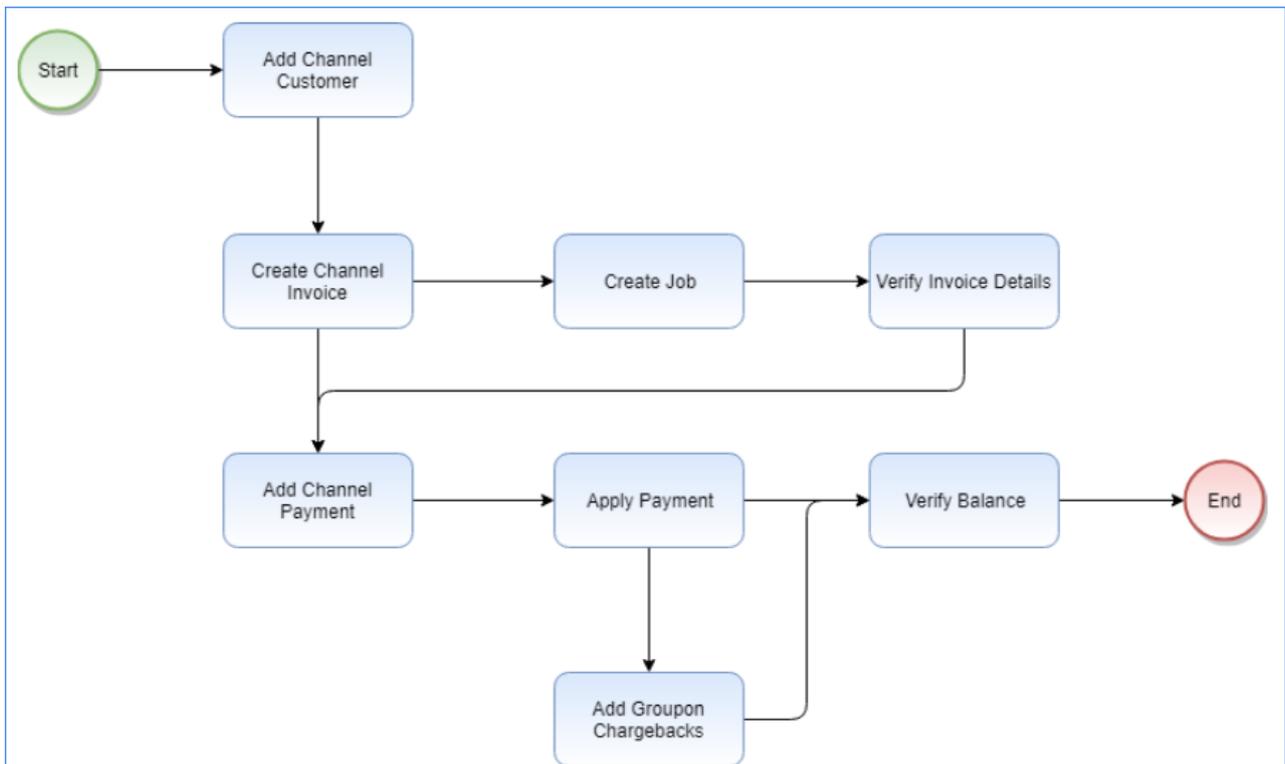
Regardless of how you obtain payment, after you receive and reconcile the payment, this same feature lets you record that payment and apply payment(s) to that invoice.

If you choose **Channel Invoiced** in the [Order Status Display settings](#), orders will show one of these statuses on their **Order Status** panel:

- **Invoiced** – All order items are on the channel invoice
- **Partially Invoiced** – Not all order items are on the channel invoice
- **Not Invoiced** – The order has not been channel-invoiced

Channel Invoice Workflow

The chart below shows a typical workflow for the channel invoice feature. The exact workflow for your channel customers may vary.



1. Add a Channel Customer.
 2. Create a Channel Invoice. See [Manage Channel Invoices](#) to learn more.
 3. Add and Apply a Channel Payment to a channel invoice and verify the payment balance.
 4. Add Groupon Chargebacks to channel invoice payments. *Only relevant for Groupon sellers.*
 5. Manage your [Channel Invoices](#).
 6. Manage your [Channel Payments](#).
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