Import Orders into ShipBridge

04/30/2025 3:10 pm CDT

Overview

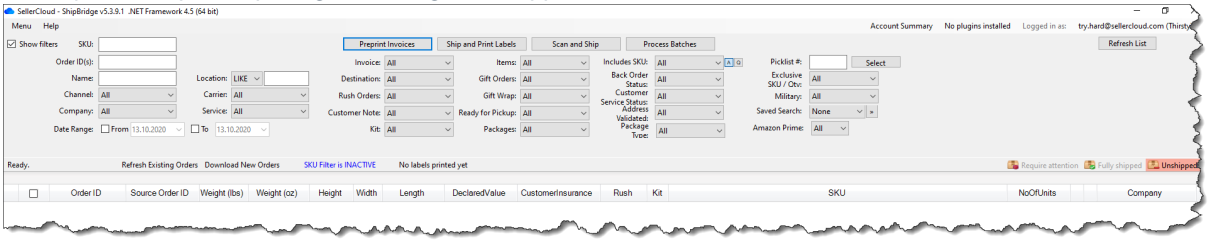
Shipbridge lets you easily collect orders from different channels with a single click. All popular marketplaces, such as Amazon, Rakuten, eBay, Newegg, etc., are integrated into a single convenient interface. Simply import orders from Sellercloud into Shipbridge based on your chosen filters, then you can correct any inaccurate or missing information and ship them out whenever you are ready.

Explore this article to learn:

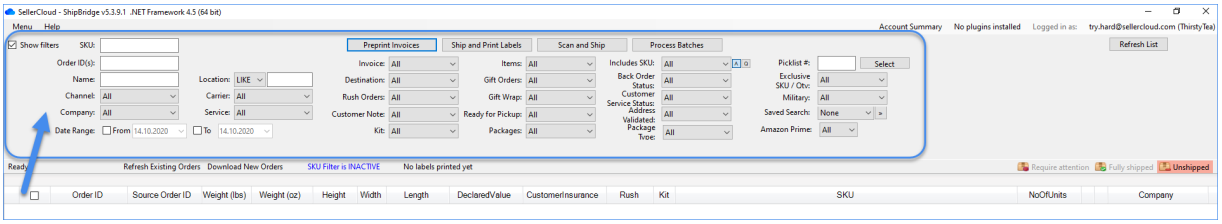
- How to import orders into Shipbridge.
- Where to find specific order information.
- How to edit order information.

Use the Orders grid

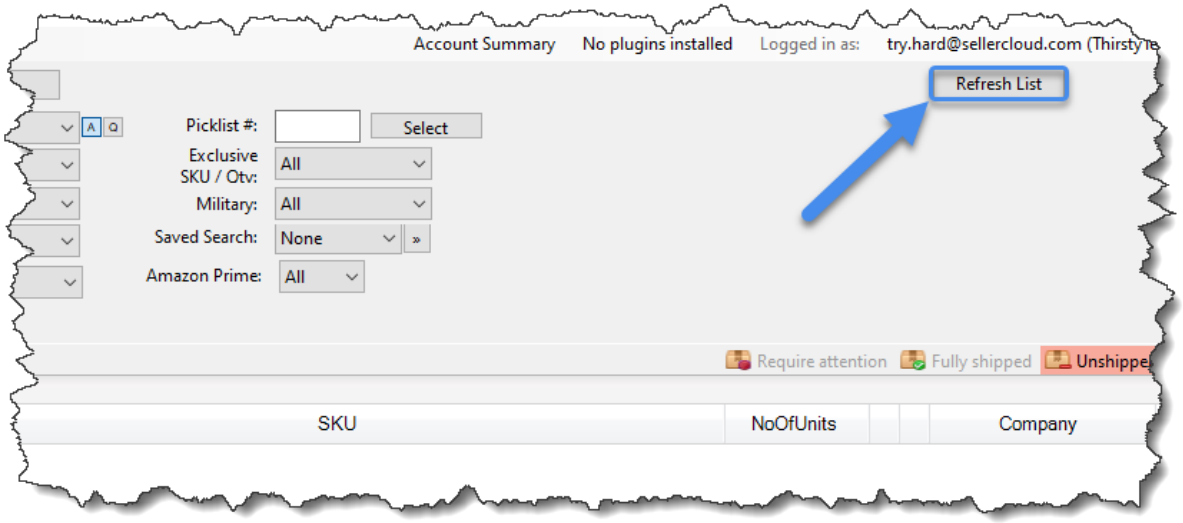
1. When you first open ShipBridge, a blank grid will appear.



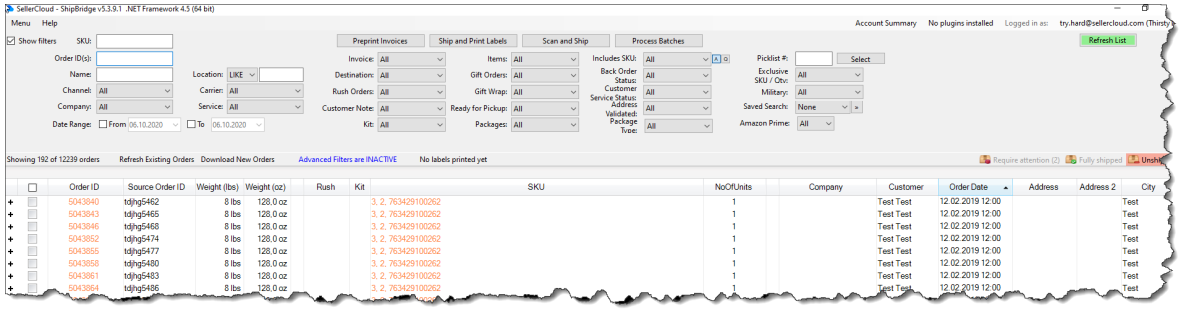
2. Select filters in the Filter area.



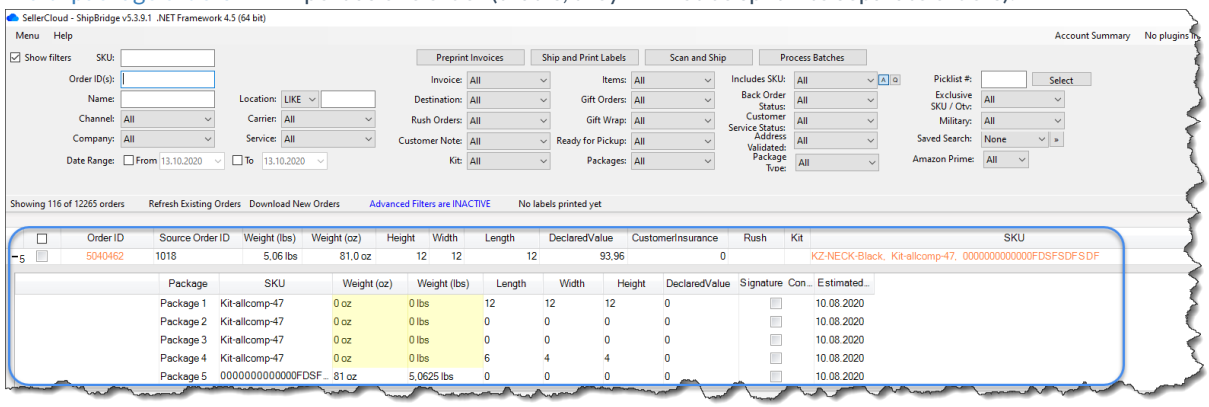
3. To import orders, click **Refresh List**.



4. All unshipped orders will populate the grid. Orders that are on hold, unpaid, or marked for dropshipping will not load into ShipBridge. This requires some configurations on thecompany Shipping Preferences page in Sellercloud.



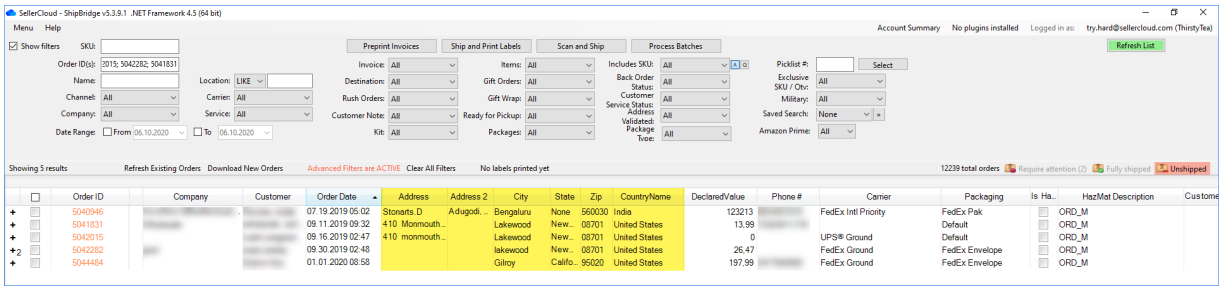
5. Multi-package orders will import as one order (that is, they will not be split into separate orders).



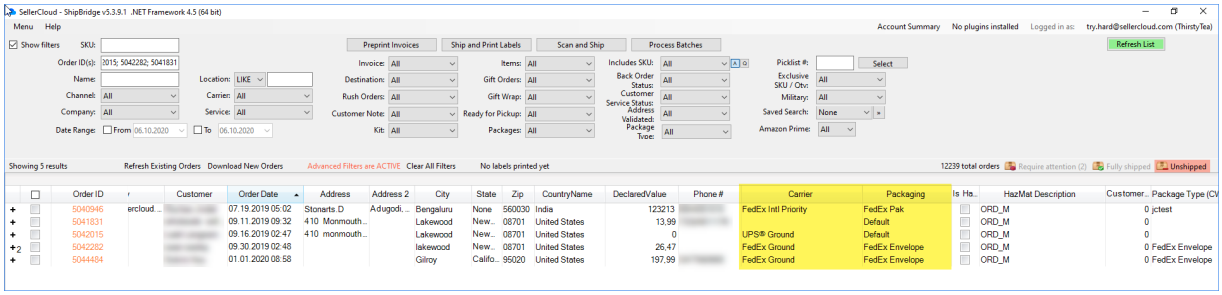
Understand order information

Orders are loaded to ShipBridge with order details including:

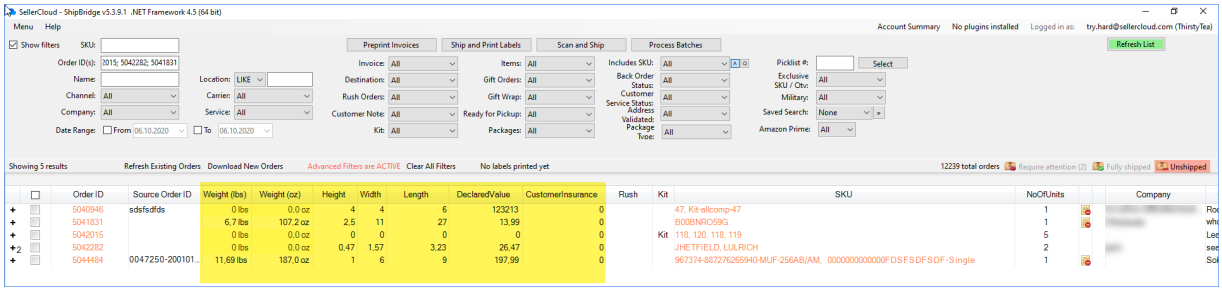
- Shipping address:



- Shipping method:



- Other shipping information:



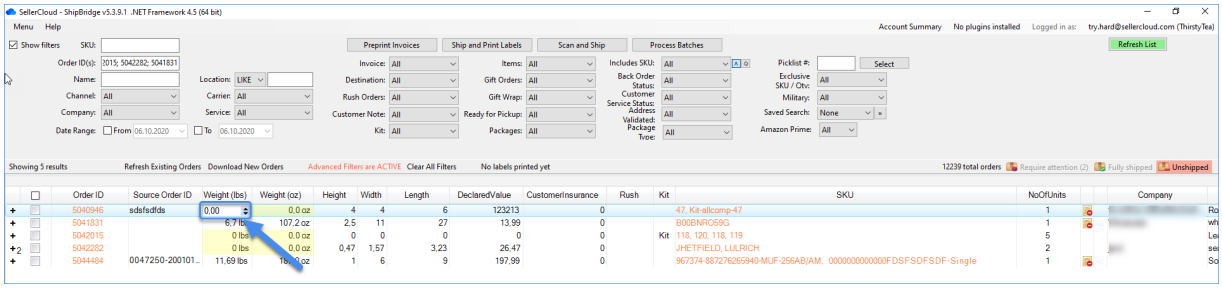
This is a combination of information originating from the order source such as Amazon and eBay and product information, which is stored in Sellercloud on the Shipping Preferences page and Shipping rules.

Edit order information in ShipBridge

For your convenience, all order information is populated, but you can easily edit this information in two easy steps:

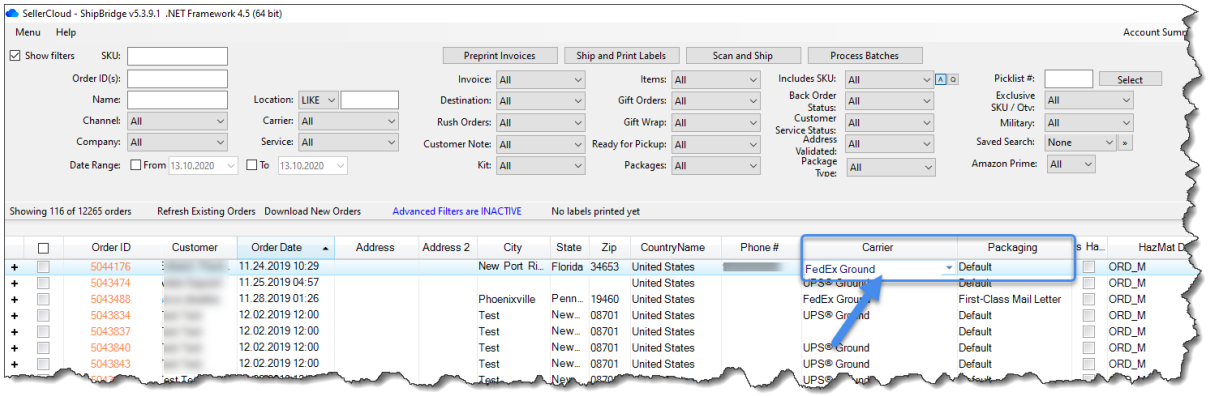
1. Click on an individual cell.

2. Edit the information.



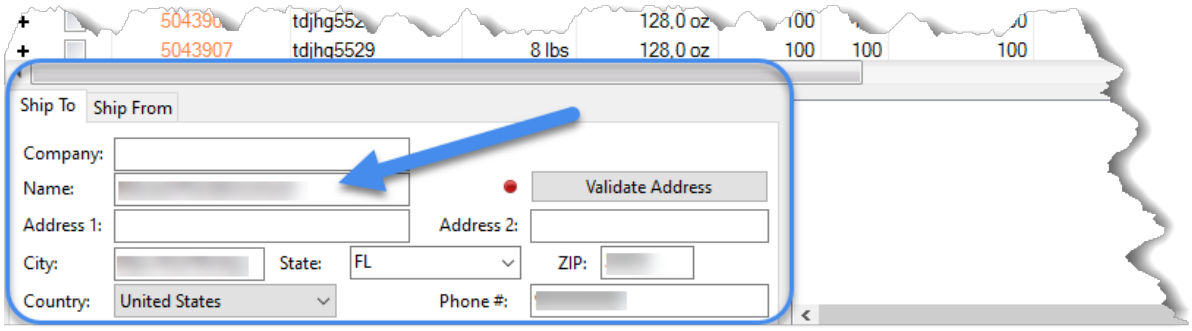
Edit shipping carrier and method

ShipBridge integrates with all popular shipping carriers. You can edit shipping carrier and method from order information cells.



Edit order customer information

ShipBridge also offers functionality for editing customer information. You can find it at the bottom left of the page.

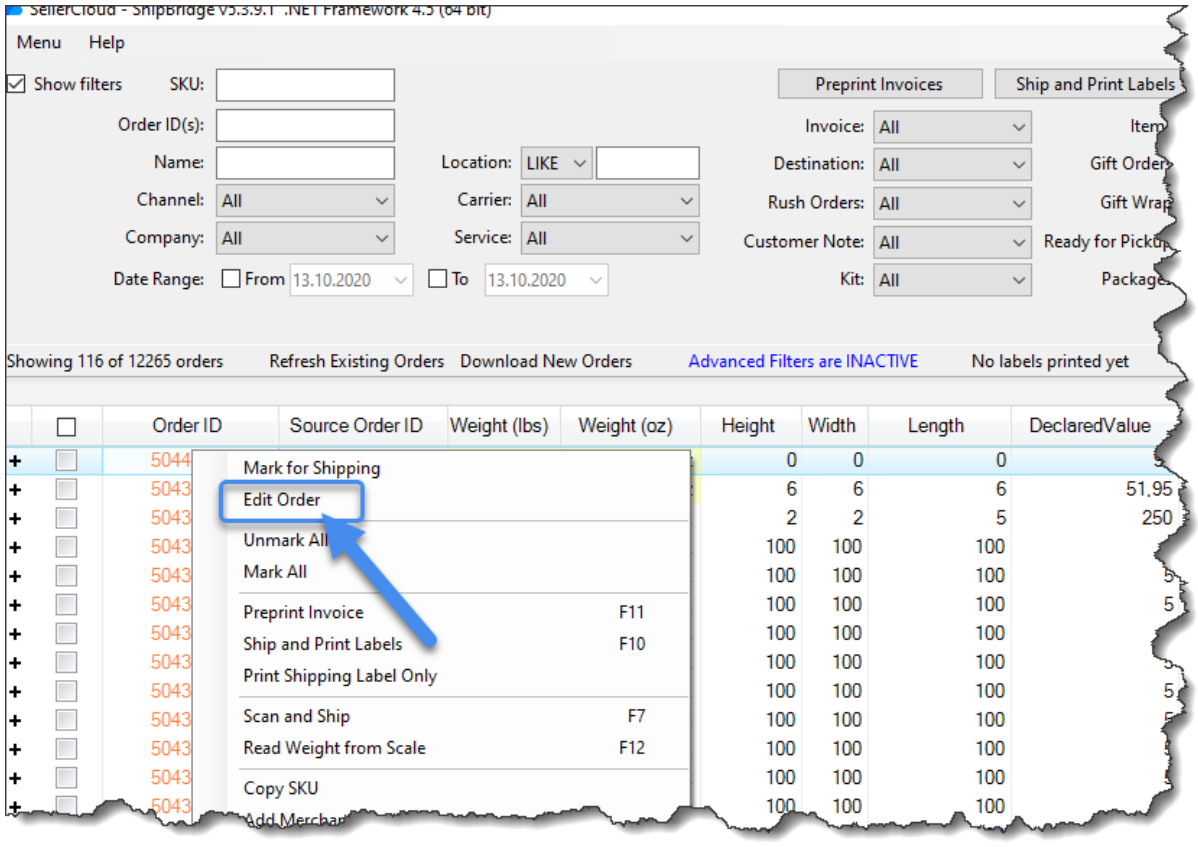


Edit order information in the pop-up window

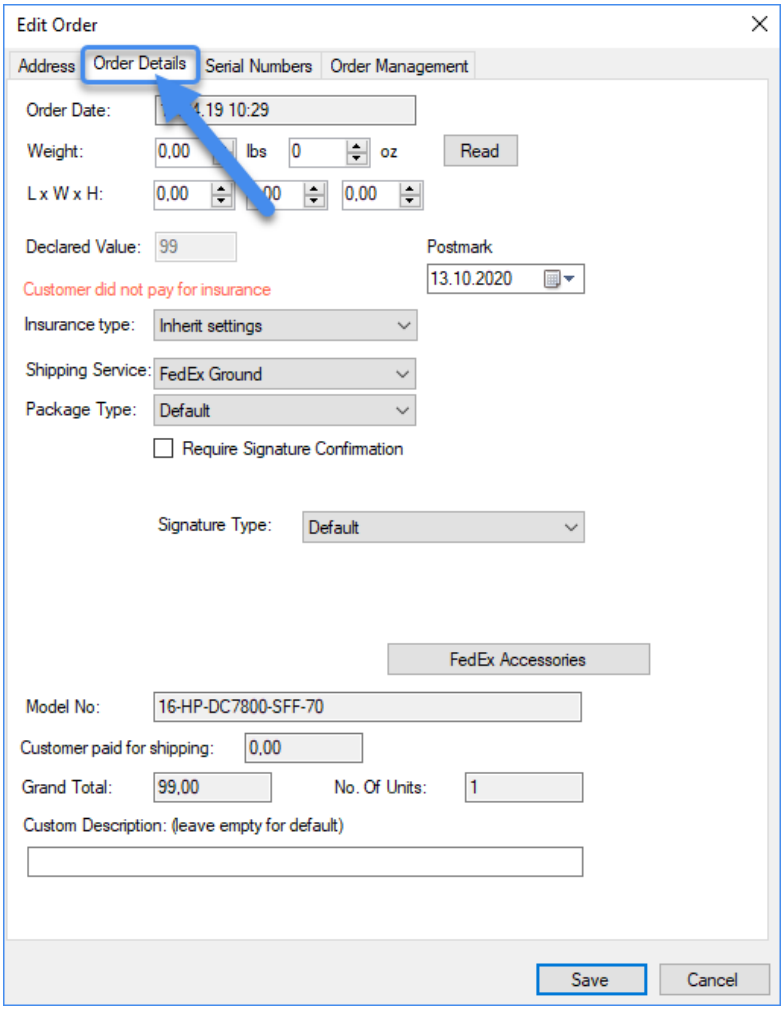
You can use the Edit Order pop-up window to change even more information about orders, such as insurance, serial numbers, and tracking.

1. Right-click an order.

2. Select **Edit order**.



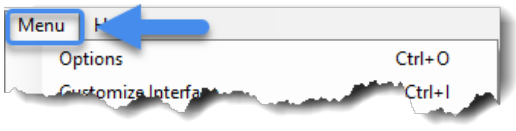
3. The Edit Order pop-up window will open. Use the tabs to select the section you need to change.



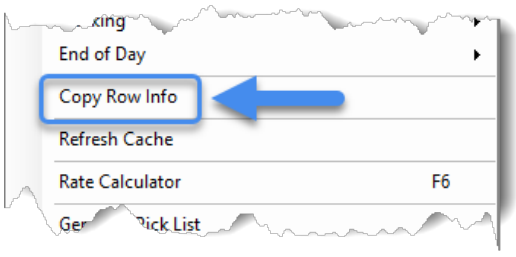
Change shipping info on multiple orders

You can change the carrier and weight on one or multiple orders inShipBridge through the following steps:

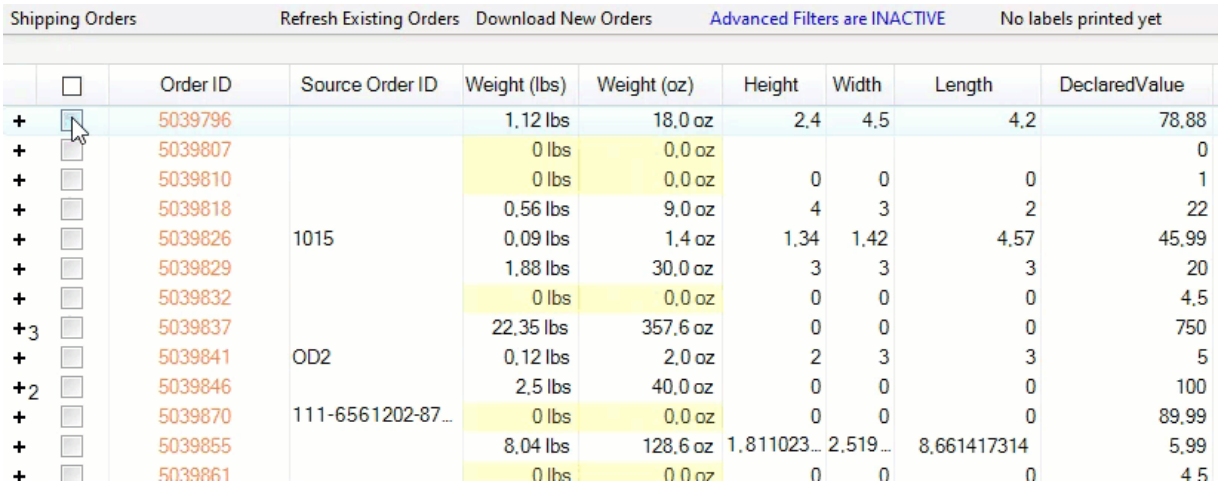
1. Select an order that already has the desired carrier and weight values.



2. Open the **Menu** > **Copy Row Info**. (The entire row will turn gray.)

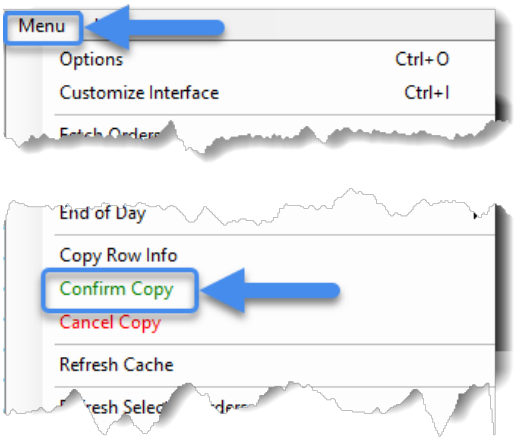


3. Select the order rows that you want to copy the shipping method into, by checking the order and holding down the your keyboard's SHIFT key so that all rows turn blue.

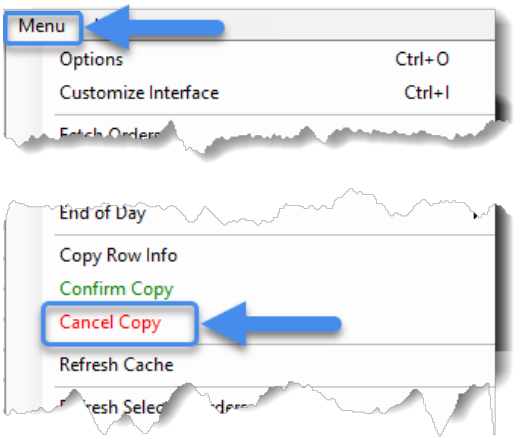


	Order ID	Source Order ID	Weight (lbs)	Weight (oz)	Height	Width	Length	DeclaredValue
+	5039796		1,12 lbs	18,0 oz	2,4	4,5	4,2	78,88
+	5039807		0 lbs	0,0 oz				0
+	5039810		0 lbs	0,0 oz	0	0	0	1
+	5039818		0,56 lbs	9,0 oz	4	3	2	22
+	5039826	1015	0,09 lbs	1,4 oz	1,34	1,42	4,57	45,99
+	5039829		1,88 lbs	30,0 oz	3	3	3	20
+	5039832		0 lbs	0,0 oz	0	0	0	4,5
+3	5039837		22,35 lbs	357,6 oz	0	0	0	750
+	5039841	OD2	0,12 lbs	2,0 oz	2	3	3	5
+2	5039846		2,5 lbs	40,0 oz	0	0	0	100
+	5039870	111-6561202-87...	0 lbs	0,0 oz	0	0	0	89,99
+	5039855		8,04 lbs	128,6 oz	1,811023...	2,519...	8,661417314	5,99
+	5039861		0 lbs	0,0 oz	0	0	0	4,5

4. Select **Confirm Copy** on the **Menu**, and the selected rows will update.

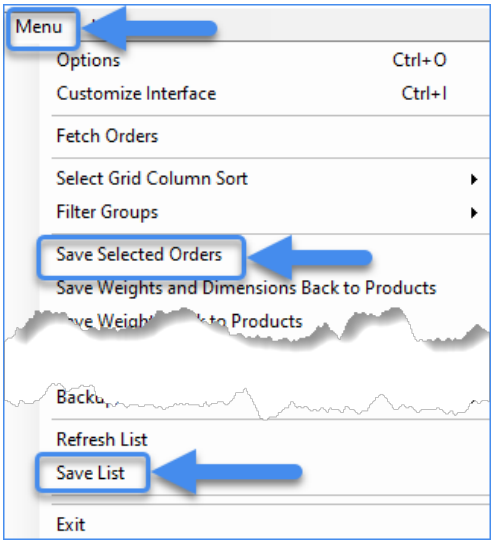


5. If you select **Cancel Copy** on the **Menu**, the process of copying will be stopped.



6. Shipping the order now will ship it with the updated method; however, this is only a temporary update. Clicking **Refresh List** will return it to the previous shipping method.

7. To update permanently, after completing the above process, open the **Menu** and click **Save List**, or select the updated orders and click **Save Selected Orders**. The orders will be permanently updated in ShipBridge and Sellercloud, and the invoices will reflect the updated method (when the method is shown on the invoice).


Menu
Options Ctrl+O
Customize Interface Ctrl+I
Fetch Orders
Select Grid Column Sort
Filter Groups
Save Selected Orders
Save Weights and Dimensions Back to Products
Refresh List
Save List
Exit