Resend Tracking and Invoice Information
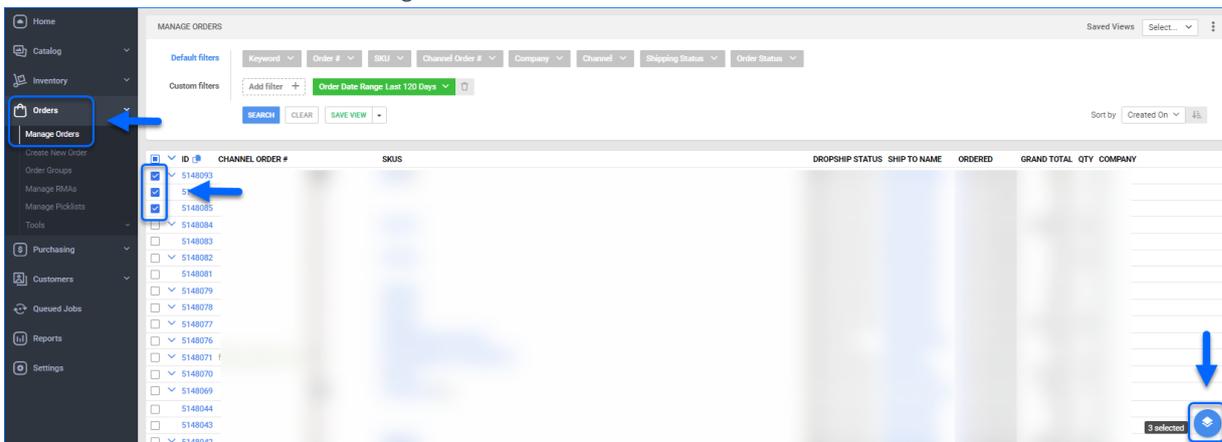
04/30/2025 3:16 pm CDT

Overview

For direct channel integrations, Sellercloud automatically sends tracking and invoice information when you ship an order. However, in some cases, you may need to resend or override those details to ensure accurate order fulfillment information. This article will guide you through the steps of how to do that. The same steps apply in case you want to send tracking and invoice data manually.

Resend Tracking Information

If you wish to resend order tracking information, follow the instructions below:

1. Navigate to **Orders** > **Manage Orders**. Use the filters on top of the page to narrow the list, or click **Search** to display all orders.

2. Check the box of each order for which you want to resend tracking information.

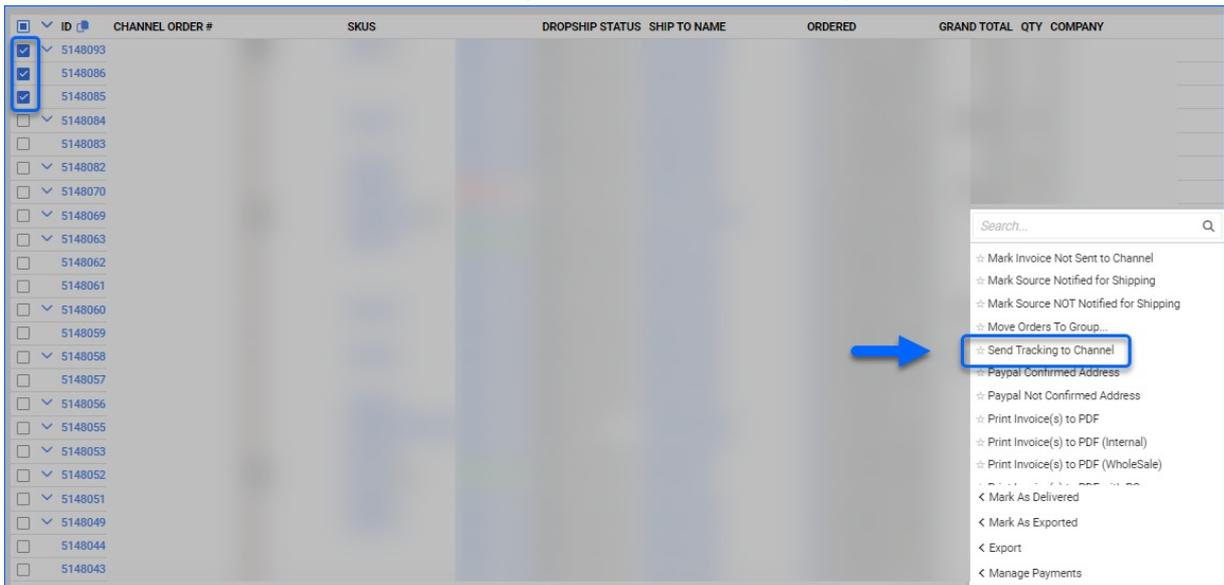3. Click the **Action** icon on the bottom right corner.

4. Select **Mark Source NOT Notified for Shipping.**
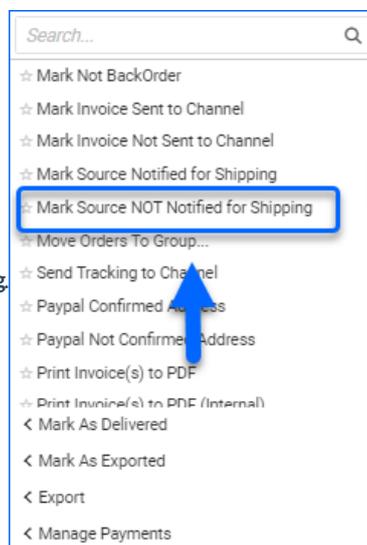
For direct channel integrations, order tracking will be re-sent automatically within an hour of performing this step.

To resend it manually, proceed with the steps below.

5. Select the required orders, click the **Action** icon again, and choose **Send Tracking to Channel**.


For plugin integrations, you can resend tracking to the channel by manually executing the relevant Scheduled task or waiting for the task to run again. This will only work if you have cleared the **SrcUpdatedForShipping** flag and performed the Action **Mark Source NOT Notified for Shipping** for that order.

Tracking Upload Error Count

Three or more unsuccessful attempts to update channel tracking information will mark the order with an error flag. To send the tracking information again, you must use the C**lear Notify Order Source for Shipping Error Count** Action from the **Manage Orders** page. Make sure that the reason for failure is resolved before attempting to re-submit.

To clear the flag for specific orders, follow these steps:

1. Navigate to **Orders** > **Manage Orders**. Use the filters on top of the page to narrow the list, or click**Search** to display all orders.

2. Check the box of each order for which you want to resend tracking information.

3. Click the **Action** icon in the bottom right corner.
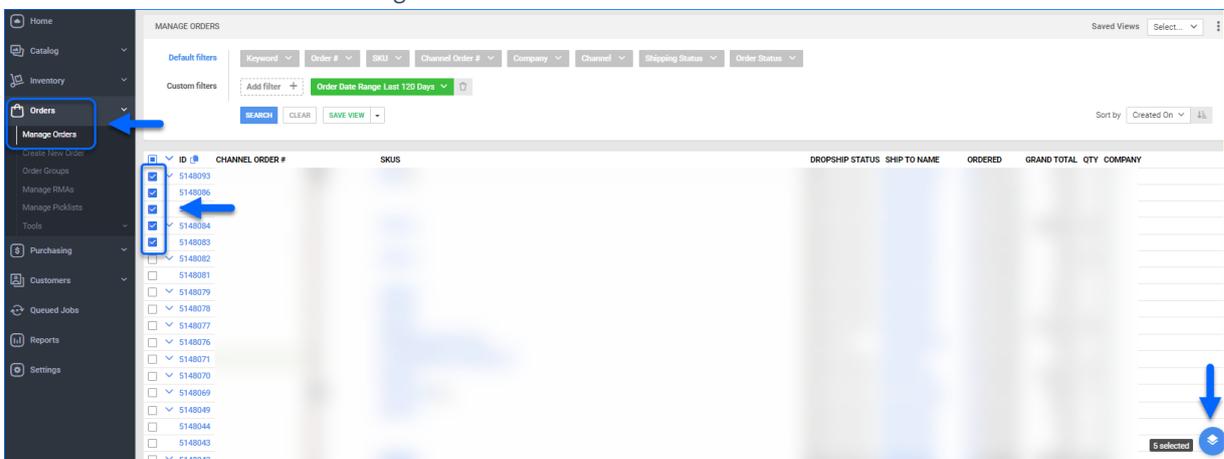
4. Select **Clear Notify Channel for Shipping Error Count**. This action resends the tracking information.
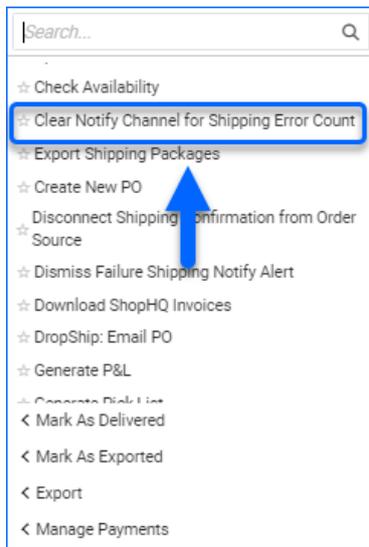
Orders Not Shipped on Channel

You can see a list of all current orders marked as Shipped in Sellercloud, but still not showing any tracking information on the respective channel. To see the **Orders Not Shipped on Channel** page:

1. Navigate to **Orders** > **Tools**.

2. Click **Orders Not Shipped on Channel** > Filter by **Company**, **Channel**, Sellercloud **Order ID**, **Ship Date Range**, and **Tracking Uploaded On**.

3. Click **Search**.
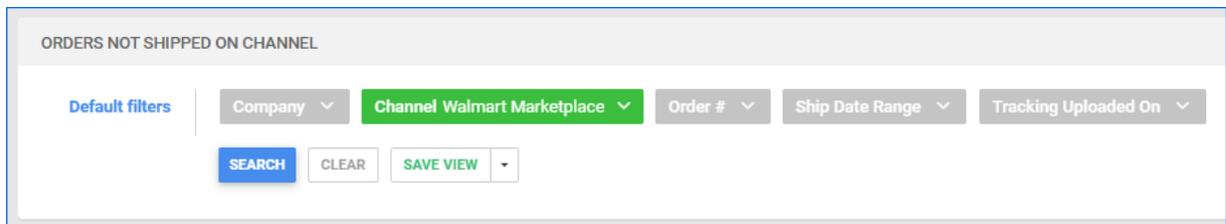
The grid will be populated by shipped orders that are also marked as **Tracking Uploaded to Source** in Sellercloud but do not have any Shipping information based on the latest received report from the marketplace. The available channels on this page are **Amazon**, **Newegg.com**, **Walmart Marketplace**, and **GoogleExpress**. The following columns are available, and you can select which ones would be visible by clicking on the three dots menu > Customize:

- **Order ID** – hyperlink of the Sellercloud Order ID, which would redirect you to the Order Details page.
- **Channel Order ID** – a hyperlink that would redirect you to the Order page on the marketplace portal.
- **Channel** – order source name.
- **Company** – Sellercloud Company associated with the sales order.
- **Order Date** – date and time of when the order was originally placed.
- **Shipped On** – timestamp of when the order was marked as Shipped in Sellercloud.
- **Order Shipping Status** – Shipping status in Sellercloud.
- **Channel Shipping Status** – shipping status of the order according to the report from the order source.
- **Tracking Uploaded On** – timestamp of when Sellercloud recorded sending the Shipping information to the channel.
- **Channel Shipping Status As Of** – date and time of the latest report downloaded from the channel, based on which is the information on the **Orders Not Shipped on Channel** page.

Once the requested order data has loaded, you can select specific search results on which to perform the following actions:

- **Export to Excel** – generates and downloads an excel file with the selected orders' information.
- **ReSet Notify Order Source for Shipping** – clears the error count from previous unsuccessful attempts to upload tracking. Required in order to re-send tracking if there have been more than 3 failed attempts.
- **Notify Order Source for Shipping** – click to send tracking information to the channel.
- **Mark Source Notified for Shipping** – changes the Sellercloud status to reflect that tracking has been uploaded to the channel for that order.
- **Mark Souce NOT Notified for Shipping** – changes the Sellercloud status to reflect that tracking has not been uploaded to the channel for that order. Required in order to re-send tracking.
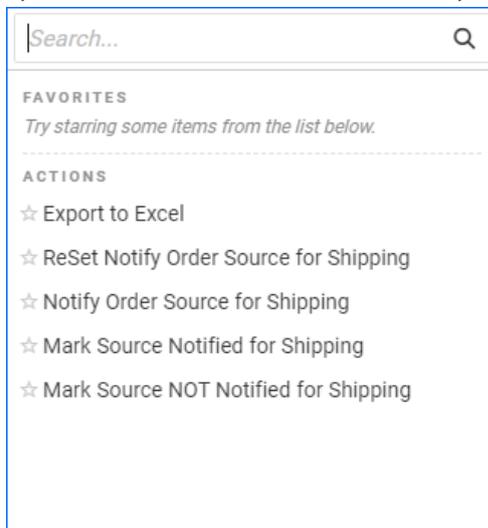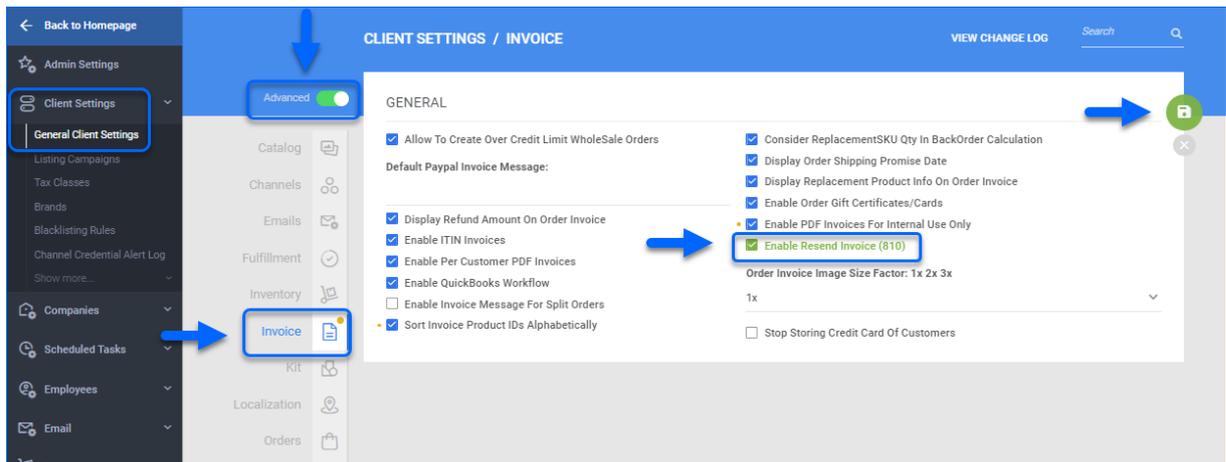

Resend Invoices

You must enable the Client Setting **Enable Resend Invoice (810)** to use the resend invoices feature for EDI Integrations.

To achieve this:

1. Navigate to **Client Settings** > **General Client Settings**.

2. *(Optional)* Click the **Advanced** toggle to view advanced options.

3. Select the **Invoice** section and check **Enable Resend Invoice (810)**.

4. **Save** your changes.

Follow the below instructions to resend invoices for particular orders:

1. Navigate to **Orders** > **Manage Orders** on the left. Use the filters on top of the page to narrow the list, or just click **Search** to display all orders.

2. Check the box of each order for which you want to resend tracking information.

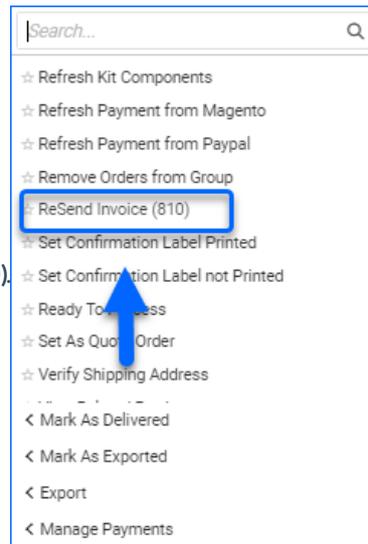3. Click the **Action** icon on the bottom right corner.
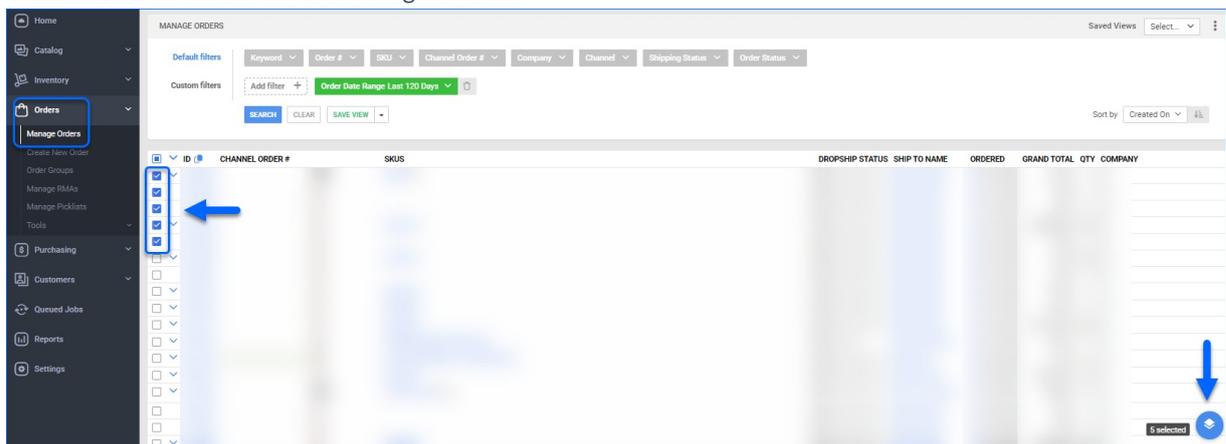
4. Locate and select **Mark Invoice Not Sent to Channel.**
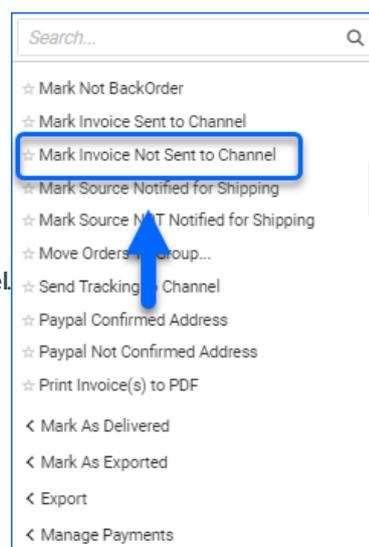
For direct channel integrations, Invoices for orders will be re-sent automatically within an hour of performing this step. To resend them manually, proceed with step 5 below.

5. Click the **Action** icon again > select **ReSend Invoice (810)**.

For plugin integrations, you can resend your **Invoice** to the channel by manually executing the relevant Scheduled task or waiting for the task to run again. This will only work if you have cleared the **InvoiceSentToOrderSource** flag and performed the Action **Mark Invoice Not Sent to Channel**.
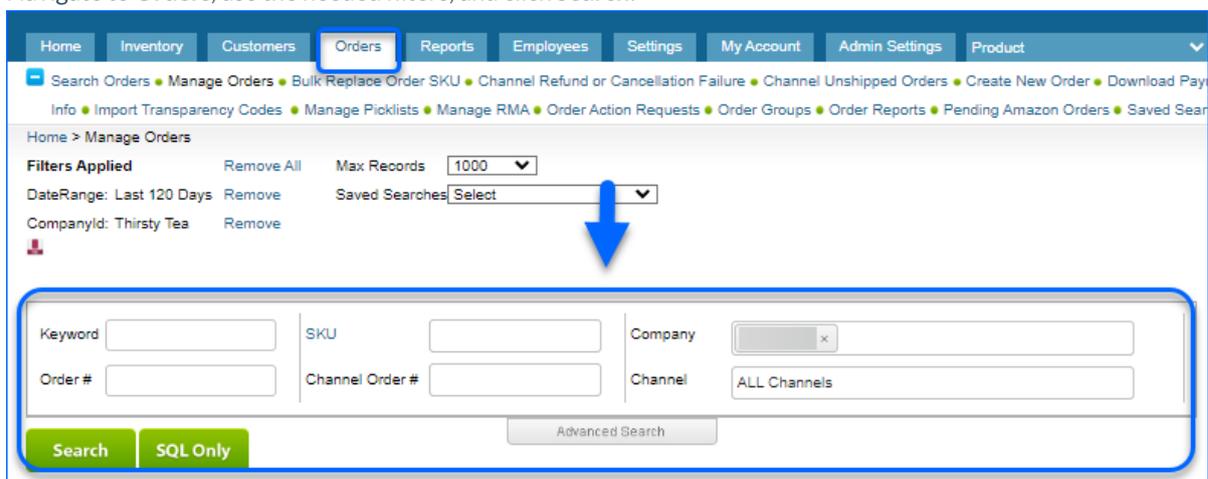
Overview

For direct channel integrations, Sellercloud automatically sends tracking and invoice information when you ship an order. However, in some cases, you may need to resend or override those details to ensure accurate order fulfillment information. This article will guide you through the steps of how to do that. The same steps apply in case you want to send tracking and invoice data manually.

Resend Tracking Information

If you wish to resend order tracking information, follow the instructions below:
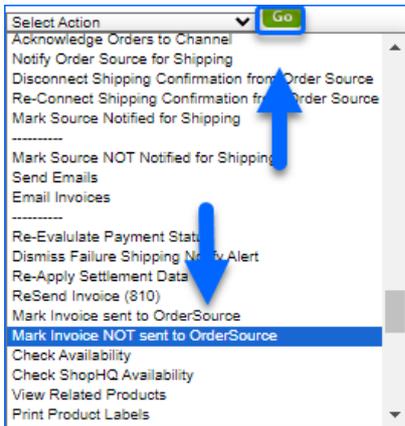
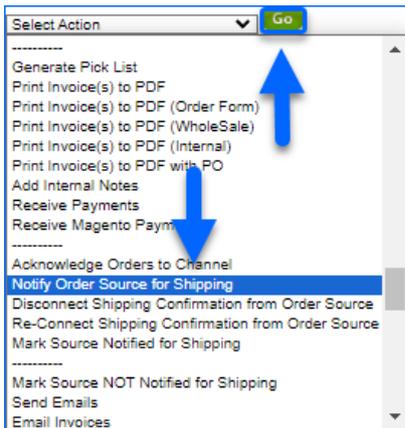1. Navigate to **Orders**, use the needed filters, and click **Search**.

2. Mark the orders, for which you want to resend tracking information.

3. From the **Select Action** menu, choose **Mark Source NOT Notified for Shipping** and click **Go**.

4. Next, check the same orders, from the **Select Action** menu, choose **Notify Order Source for Shipping** > **Go**.


Tracking Upload Error Count

Three or more unsuccessful attempts to update channel tracking information will mark the order with an error flag. You must use the **Clear Notify Order Source for Shipping Error Count** action from the **Manage Orders page** to be able to send the tracking information again. Make sure that the reason for failure is resolved before attempting to re-submit.

To clear the flag for specific orders, follow these steps:

1. Navigate to **Orders** and use the filters to narrow the list of orders, or click **Search** to display all orders.

2. Mark the orders you want to clear the error count for.
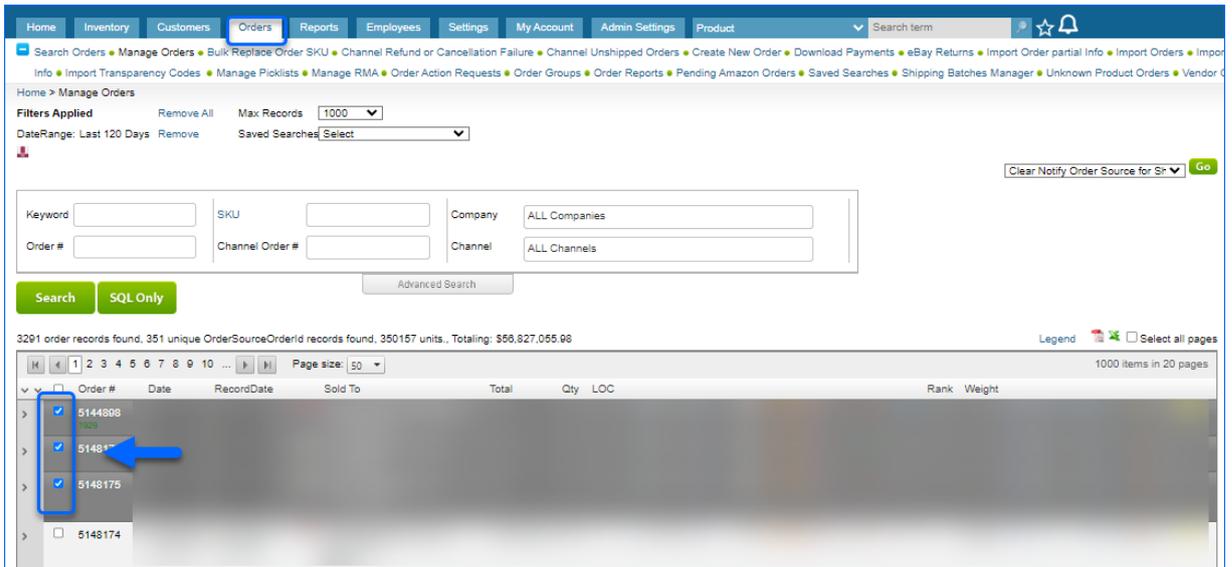
3. From the **Select Action** menu, choose **Clear Notify Order Source for Shipping Error Count** and click **Go**.
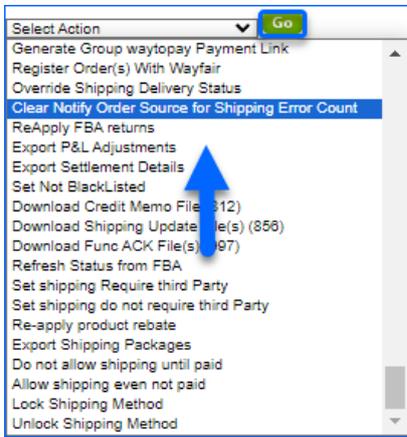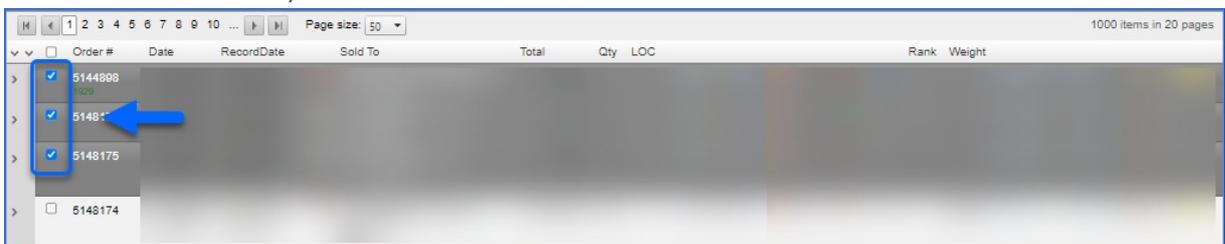

Resend Invoices

You must enable the Client setting **Enable Resend Invoice (810)** to use the resend invoices feature for EDI Integrations.

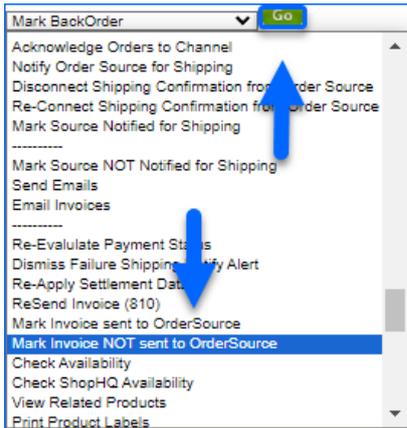For direct channel integrations, invoices for orders get sent automatically.

For plugin integrations, you can resend your Invoice to the channel by manually executing the relevant scheduled task or waiting for the task to run again. This will only work if you have cleared the **InvoiceSentToOrderSource** flag and performed the Action **Mark Invoice Not Sent to Channel**.

Follow the steps below to resend an invoice:

1. Navigate to **Orders,** use the filters on top of the page to narrow the list, or click **Search** to display all orders.

2. Mark the orders for which you want to resend invoices.

3. From the **Select Action** menu, choose **Mark Invoice NOT sent to OrderSource** and click **Go**.

4. Next, select the same orders, and from the **Select Action** menu, choose **ReSend Invoice (810)**.
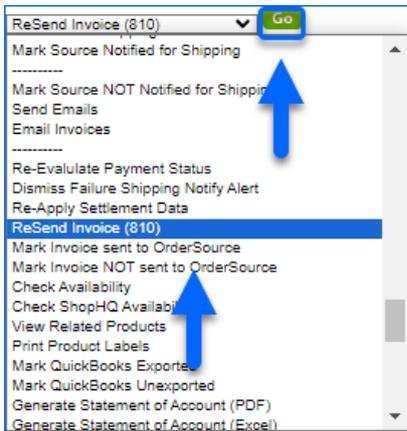
5. Click **Go**.

For plugin integrations, you can resend your Invoice to the channel by manually executing the relevant Scheduled task or waiting for the task to run again. This will only work if you have cleared the "InvoiceSentToOrderSource" flag and performed the Action **Mark Invoice Not Sent to Channel**.