

Dropship Configuration

04/30/2025 3:16 pm CDT

Overview

Before you can start [Dropshipping](#) from Sellercloud, you must ensure that all settings are configured correctly for your account. Setting up your warehouses, products, vendor communication, and preferences is essential for your initial dropship configuration. You can also apply other additional settings to customize your dropship workflow.

To learn how to set up and automate your dropshipping operations in Sellercloud, simply follow the sections outlined below:

- **Warehouse Management:** Set up and manage dropship warehouses to track vendor inventory.
- **Product Settings:** Configure dropshipping preferences for individual products or in bulk, ensuring correct order processing.
- **Vendor Preferences:** Customize vendor settings, such as email communication templates, shipping methods, and dropshipping fees.
- **Email Communication:** Set up and automate email notifications to vendors using email templates and scheduled tasks, ensuring timely communication.
- **Shipbridge Settings:** Control importing dropship orders into Shipbridge.
- **Workflow Personalization:** Make Sellercloud fit your exact workflow by changing how dropshipping works with various Client Settings.

Automate Dropshipping

To enable the dropshipping process, go to [Client Settings](#) and enable **Auto Create PO When Dropship Requested**. Then, anytime you [Dropship an Order](#), a related PO for the vendor will be created automatically.

Another way to automate the creation of dropship POs is with the [Order Rule Engine](#). This method lets you create a PO for the vendor once specific conditions have been met for an order you want to dropship. To automate dropshipping with the Order Rule Engine, at the **Add Actions** step, set the **Action Type** to **Create a Dropship PO**. Then, next to **Create A Dropship PO To A Vendor**, select which vendor you want to dropship to – the product's default vendor or a vendor you select here. Neither of the options above will automatically [Email the PO to the Vendor](#). However, you can use scheduled tasks to [Automate Email Notifications](#).

Warehouses

Warehouses in Sellercloud vary by [Type](#). Setting a warehouse's type to **Dropship** allows you to use it to track vendor inventory. You can set up as many dropship warehouses as required for your workflow.

Dropship Warehouses

To set up a warehouse for dropshipping:

1. Go to **Inventory > Warehouses > Manage Warehouses**.
2. Click a warehouse's **ID** or **Name**.

MANAGE WAREHOUSE

Default filters: Warehouse IDs, Name, Type, Created On, Sellable

Custom filters: Add filter +

SEARCH CLEAR SAVE VIEW

Sort by: Created By

ID	NAME	TYPE	SELLABLE	ENFORCE BINS	QUICKBOOKS WAREHOUSE	CREATED BY	CREATED ON
109	Default Warehouse	Normal	Sellable	Yes	qb123		11/28/2016
111	FBA Warehouse	FBA	Non-sellable	No			11/28/2016
110	Interim Warehouse	Interim	Non-sellable	No			11/28/2016

3. Click **Edit**.
4. Set the **Type** to **DropShip**.

Warehouse | VendorWarehouse

GENERAL

Name: VendorWarehouse

Type: DropShip

Quickbooks Name: _____

Direct Fulfillment Warehouse Code: _____

Sellable

Default

Allow To Use Qty For FBA And WFS Shipments

Inventory Managed Strictly Per Bin

Exclude From Inventory Reports

Ignore Inventory When Calculating Average Cost

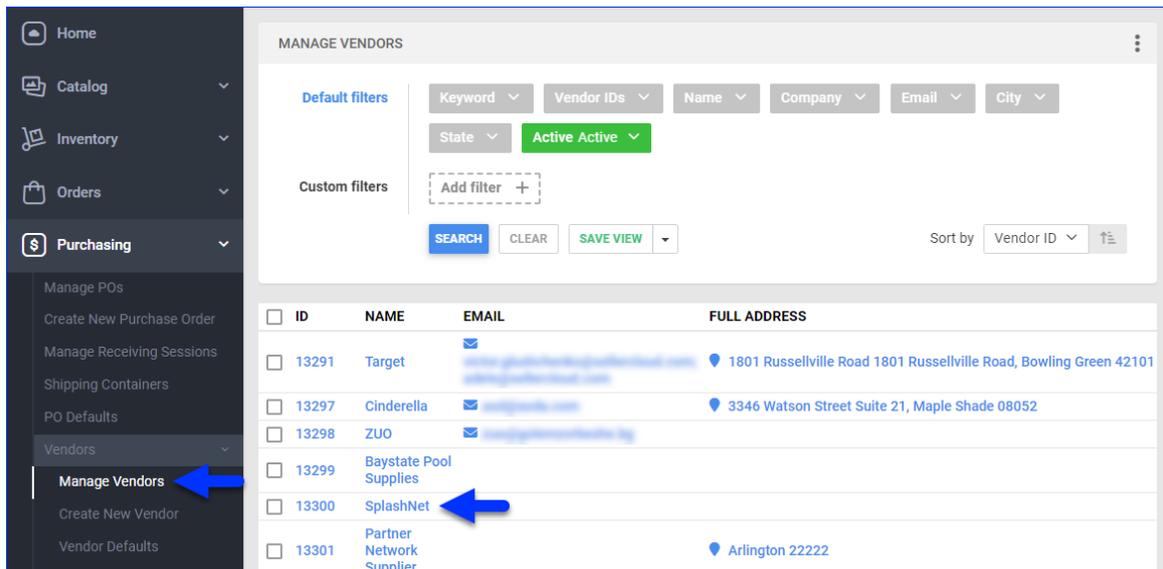
5. Click the checkmark icon to **Save**.

Inventory in dropship warehouses is not included in [Average Cost](#) calculations. To learn how Sellercloud tracks item quantities when you dropship orders, see [Inventory Levels When Dropshipping](#).

Default Dropship Warehouse

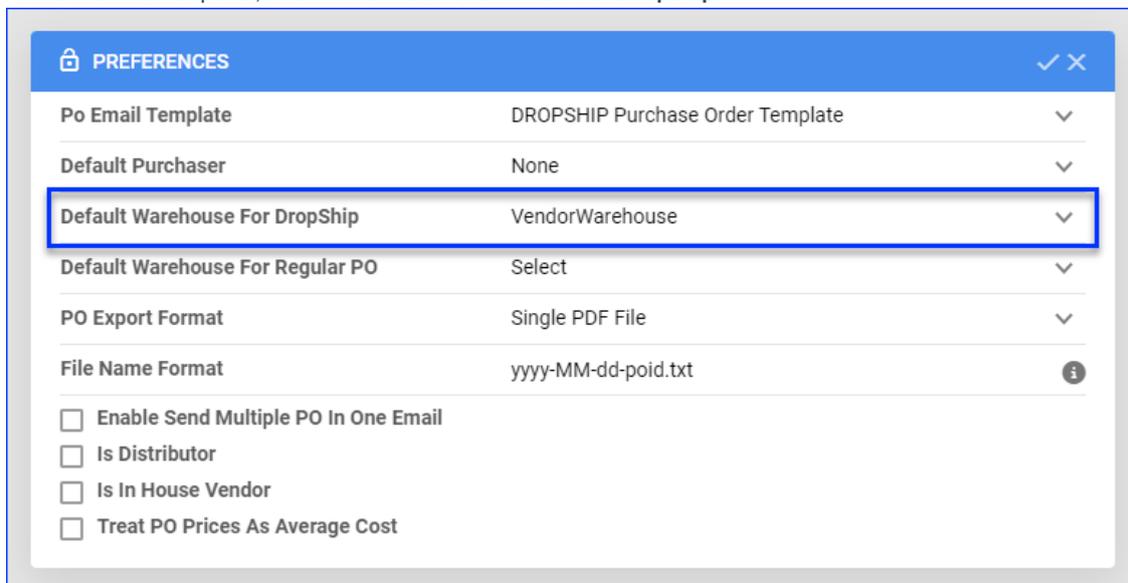
To select a default dropship warehouse per vendor:

1. Go to **Purchasing > Vendors > Manage Vendors**.
2. Click a vendor's **ID** or **Name**.



3. Click **Edit**.

4. In the **Preferences** panel, select the **Default Warehouse For DropShip**.



5. Click **Save**.

Products

You can set up product preferences for dropshipping individually or in bulk. Based on the **Auto Create PO When Dropship Requested Client Setting**, any order for the same products will have its **Dropship Status** set to **Pending** and be linked to a dropship PO to the product's **Default Vendor** or **Manufacturer**.

Individually

To enable a single product for dropshipping:

1. Go to the [Product Details Page](#).
2. Click **Toolbox** and select **Shipping Preferences**.
3. Click **Edit**.

4. Set the DropShip Mode to Ship From Vendor or Ship From Manufacturer.

The screenshot shows the product page for 'Sellercloud T-Shirt'. At the top, there are several status tags: 'SKU SC-Tees', 'Thirsty Tea', 'AVAILABLE: 10481', 'Active', and various marketplace logos including 'newegg', 'amazon', 'ebay', and 'sale'. Below these is a navigation bar with a home icon, a star icon, and a tab labeled 'Shipping Preferences' with a close button (x). A blue arrow points to this tab. The main content area is titled 'PREFERENCES' and contains several settings:

- DropShip Mode:** Set to 'Ship from Vendor' (indicated by a blue arrow).
- Shipping Carrier:** Set to 'Select'.
- Shipping Method:** Set to 'Select'.
- Number Of Batteries Included:** 0.
- Require Delivery Signature
- Require Delivery Confirmation
- Allow Ship By Truck
 - Force Ship By Truck
- Require Shipper To Acknowledge Warning
 - Warning: This item is fragile. Please ensure it is packed securely with bubble wrap.
- Require Shipper To Input Information
- Require Serial Number Scan In Scan & Ship
- Serial# Length:** 12 (with a 'Use Default' checkbox checked).
- Require Transparency Sticker
- Hazmat
- Is Expirable

5. Click Save.

In Bulk

To enable multiple products for dropshipping:

1. Follow the steps to [Bulk Update Products](#).
2. Add the **DropShipMode** column header to your template.

The screenshot shows the 'Bulk Update Template' dialog box. It has a title bar with a close button (x). Below the title, there is a section 'Add Columns To Template *' with a list of columns. One column, 'DropShipMode', is selected and highlighted with a blue arrow. Below this section, there is a note: '* First column will always be ProductID'. There is also an unchecked checkbox for 'Add Sample Row'. At the bottom, there are three buttons: 'CANCEL', 'PREVIOUS', and 'NEXT'.

3. In the **DropShipMode** column, enter:

- o 1 - If you don't want to dropship the product.

- 2 – To set the product to ship from a vendor.
- 3 – To set the product to ship from a manufacturer.

Vendor Communication

In Sellercloud, you can link each vendor to an email template and use the templates when you email purchase order information. You can email purchase orders to vendors manually or automatically.

Create an Email Template

You must create an email template to send dropship requests to your vendor.

To create a dropship email template:

1. Go to **Settings**.
2. Select **Email > Email Templates**.
3. Click the blue **Actions** icon at the bottom right and select **Add**.

TEMPLATE NAME	SUBJECT	SENDER NAME
{MM}-{dd}-{yy}	Orders {yyyy}{MM}{dd}{HH}{mm}	ThirstyTea
Forgot Password	Password Reminder	ThirstyTea
PO Template	Purchase Order #?PurchaseOrderID?#	ThirstyTea
test123	testing	ThirstyTea
FBA Shipment Status Changed	FBA Shipment Status Changed	ThirstyTea
PO Changed	PO Status Changed #?ID?# NOW	ThirstyTea
Order Payment Refunded Email Template	Order Payment Refunded	ThirstyTea
test feedback	feedback	ThirstyTea
Product Inventory Change	Product Inventory Change	ThirstyTea
POReceived	PO	ThirstyTea
Queued Job Failure	Queued Job Failure {yyyy}{MM}{dd}{HH}{mm}	ThirstyTea
Queued Job Completion	Queued Job Completion {yyyy}{MM}{dd}{HH}{mm}	ThirstyTea
Task Completion	Task Completion	ThirstyTea
Schedule Task Failed	Schedule Task Failed	ThirstyTea
Amazon temp	#?OrderSourceOrderID?#	ThirstyTea
FBA created	Shipment Created	ThirstyTea
FBA Zero Inventory Email Template	ZERO	ThirstyTea
Sample Order Shipped Confirmation No Tracking Temp	No tracking	ThirstyTea
ShippingStuff	Shipping	ThirstyTea

171 email templates 2010 - 2024 © Sellercloud®

4. In the **Template Details** panel:
 - a. Enter a **Template Name**.
 - b. Select the **SMTP Profile** to send from.
 - c. Complete all email fields.

Edit Email Template

TEMPLATE DETAILS

Template Name _____

Subject _____

Sender Name ThirstyTea

Sender Email admin@thirstytea.com

Reply To Email _____

CC Email _____

BCC Email _____

SMTP Profile Default ▼

Use HTML

5. Enter your message in the email body text field to the right.

File Edit View Insert Format Tools Table Help

<> ↶ ↷ **B** *I* [List Icons] [Link Icon] [Image Icon]

p 0 words

a. To insert dynamic data, add [Email Placeholders](#) from the **Placeholders** panel. The placeholders will pull the corresponding information from the order you are requesting to dropship.

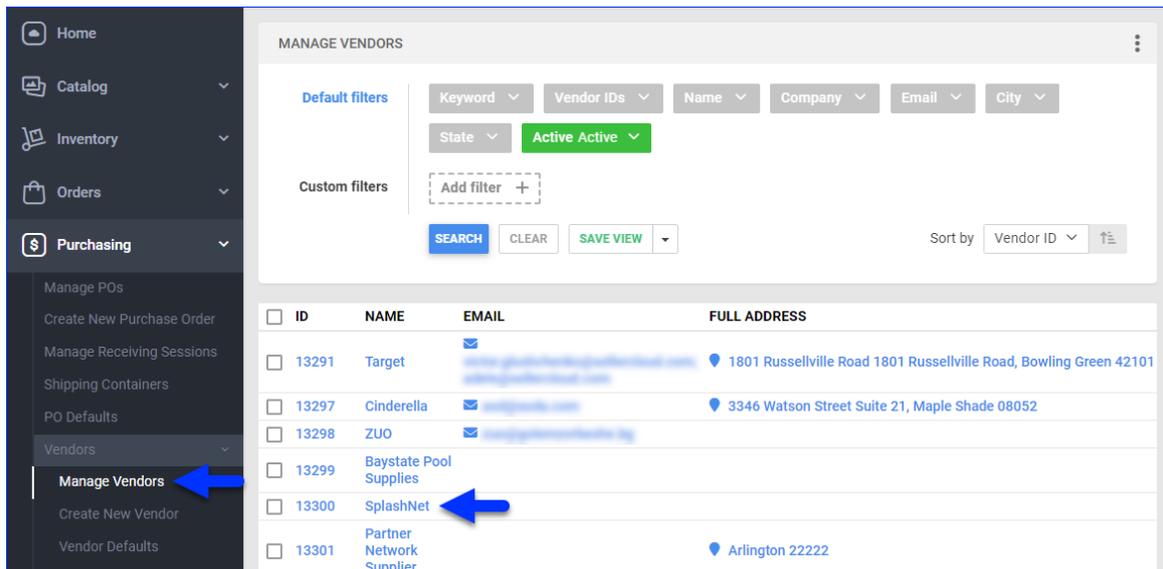
PLACEHOLDERS

6. Click **Save Template**.

Assign Template to Vendor

To link the email template to the vendor:

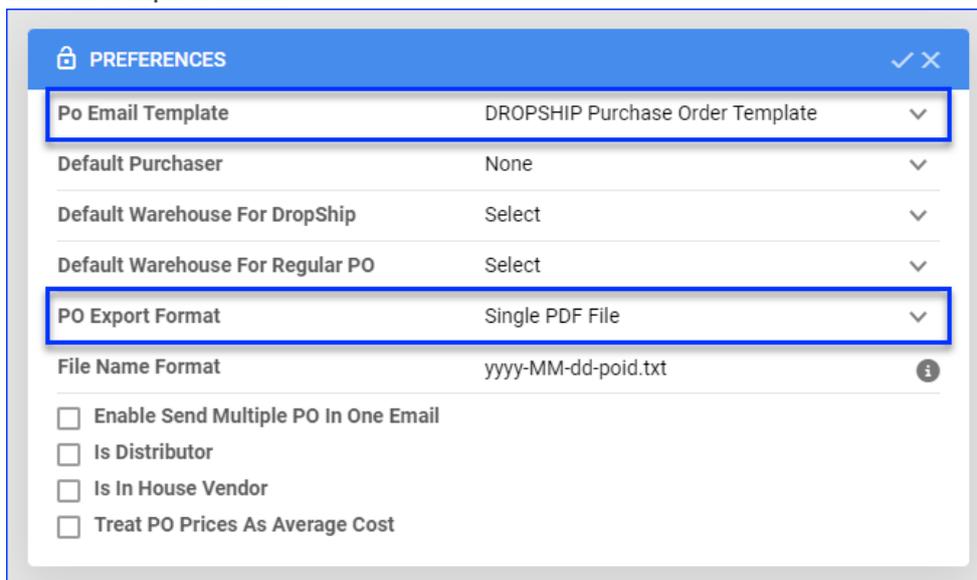
1. Go to **Purchasing > Vendors > Manage Vendors**.
2. Click a vendor's **ID** or **Name**.



3. Click **Edit**.

4. In the **Preferences** panel, choose the template from the **PO Email Template** menu.

5. Select a **PO Export Format**.



6. Click **Save**.

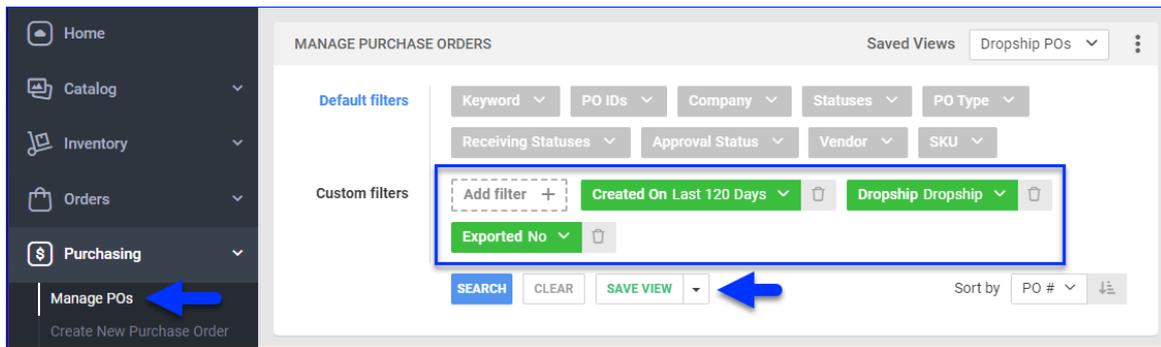
Now, anytime you email a PO to this vendor, you will use the assigned email template.

Automate Email Notifications

You can send POs to vendors automatically by setting up a **Scheduled Task**. The task will run on a regular basis and email each PO to its corresponding vendor based on an email template.

First, you must create a **Saved Search** for POs to target your dropship POs:

- **Dropship** – Dropship
- **Exported** – Not exported



To automate email sending:

1. Go to **Settings**.
2. Select **Scheduled Tasks > Manage Scheduled Tasks**.
3. Click the green + icon: **Create New Scheduled Task**.
4. Complete as follows:
 - a. Click **Task Type** and select **Purchase Order Export**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
5. The following message appears at the bottom of your screen: "Scheduled task created successfully. **Click Here** to configure the task details." – click the link.
6. Click the **Edit** button on the top right.
7. In the **Details** section:
 - a. Click the **User ID** menu and select your account ID.
 - b. Click the **Saved Search** menu and select the saved search you created to target POs.
 - c. Check **Mark Exported** to mark orders as exported once the scheduled task is completed.
 - d. Check **Export Each PO To Its Vendor** to email each PO's corresponding vendor based on the vendor's [Assigned Template](#).
 - e. Select an **Email Template For Vendors** to set a default template for vendors without an assigned template.
 - f. If you have a plugin for this, select it from the **Export Via** menu.
8. You can get the task to send an additional email with the **Export Options**. Set **Export To** to **Email** and then configure the fields below. Alternatively, you can export the POs to an FTP.
9. In the **Frequency** section, specify the task frequency.
10. In the **General** section, click the **Enable** toggle button.
11. Click **Save** on the top right.

Scheduled Task | #1609 | Send POs to Vendor | Purchase_Order_Export | **Thirsty Tea**

Enabled | EXECUTED ON 03/27/2024 11:19:04 AM | HISTORY 2

GENERAL

Task Name: Send POs to Vendor
 Task Type: Purchase_Order_Export
 Company: Thirsty Tea
 Priority: Normal
 Note:

DETAILS

User ID: [User ID]
 Saved Search: Dropship POs
 Mark Exported
 Export Each PO To Its Vendor
 Export File Without Extension
 Export Via: Select
 Email Template For Vendors: DROPSHIP Purchase Order Template
 File Name:
 Max Records To Export: All

EXPORT OPTIONS

Export To: None

FREQUENCY

Start At: 03/27/2024 12:00 AM

Recurrence:
 Minutes Every 30 minute(s)
 Hours Every 1 hour(s)
 Daily
 Run on these day(s): Mo Tu We Thu Fri
 Sa Su

Monthly Every 0 date of month Last Day Of Month

Custom
 Run on these day(s): Mo Tu We Thu Fri
 Sa Su
 Time of Day: [Click here to select time](#)
 Existing Times *

Expire Schedule: Never On Date [Click here to select date](#)

EMAIL ALERTS

Send Email Alerts Upon Completion
 Send Task Success Email To (Separate By Semicolon)
 Send Task Failure Email To (Separate By Semicolon)
 Send Task Failure Email Even If No Records Found

Vendor Preferences

You can configure dropshipping preferences per vendor:

1. Go to **Purchasing > Vendors > Manage Vendors**.
2. Click a vendor's **ID** or **Name**.

MANAGE VENDORS

Default filters: Keyword, Vendor IDs, Name, Company, Email, City, State, Active Active

Custom filters: Add filter +

SEARCH CLEAR SAVE VIEW Sort by Vendor ID

ID	NAME	EMAIL	FULL ADDRESS
13291	Target	[Email]	1801 Russellville Road 1801 Russellville Road, Bowling Green 42101
13297	Cinderella	[Email]	3346 Watson Street Suite 21, Maple Shade 08052
13298	ZUO	[Email]	
13299	Baystate Pool Supplies		
13300	SplashNet		
13301	Partner Network Supplier		Arlington 22222

3. Click **Toolbox** and select **Dropship Preferences**.

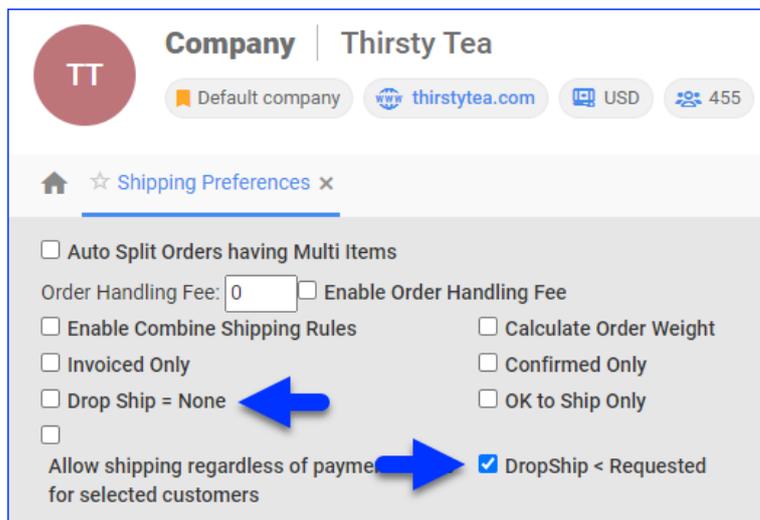
4. Click **Edit** and update these settings:

- **DropShip Email Template** – Select an [Email Template](#) to apply when sending POs to the vendor.
- **Order # Prefix** – Enter a prefix to be added to each Vendor dropship order number.
- **Shipping Method** – Select the default shipping method for orders you dropship to the vendor.
- **Shipping Method (Rush)** – Select the default shipping method for [Rush Orders](#).
- **DropShip Fee** – If applicable, enter the dropshipping charge imposed by the vendor.
You can override the fee per order by enabling the Client Setting **Enable override PO dropship fee**.
- **General Shipping Instructions** – Enter universal shipping instructions.
- **Do Not Count Inventory For DropShip PO** – Check to exclude the addition and deduction amounts associated with direct dropshipping from your products' available inventory in Sellercloud.
- **Enable Reminder Emails For Dropship Orders** – Check to enable the use of dropshipping reminder emails and define:
 - **Reminder email template** – Choose an email template from the dropdown menu.
 - **Send reminder in Days** – Enter a set amount of days after which the reminder will be sent.
- **Send Export PO Via FTP** – Check for vendors that can receive POs via FTP and enter their FTP details below.

Shipbridge Preferences

To control if dropship orders are imported Shipbridge:

1. Go to [Company Settings](#).
2. Click **Toolbox** and select **Shipping Preferences**.
3. On the newly opened page, check:
 - a. **Drop Ship = None** to only allow orders with a Dropship Status of **None** to go into Shipbridge. Orders that are **Pending** or greater will not import into Shipbridge.
 - b. **DropShip < Requested** to prevent orders with a dropship status of **Requested** from going into Shipbridge; however, orders with a dropship status of **Pending** and **None** will be imported.



Related Client Settings

The [Client Settings](#) listed and described below affect your dropship workflow.

Automatic Actions

- **Auto Create PO When Dropship Requested** – This will create a purchase order for the vendor upon requesting a dropship. Note that it will not email the PO to the vendor. Enabling this setting ensures that when a dropship request is received, a corresponding purchase order is automatically created to facilitate the ordering process with the supplier and ensure timely delivery to the customer.
- **Update Cost On Order From Dropshipped PO** – Automatically synchronize order costs such as shipping costs, taxes, extra totals, and more on dropship POs with order costs on their associated orders. Enable this option to allow changing dropshipped order costs by vendor prices in the related POs.
- **Mark Dropship PO As Received Only When Dropship Acknowledged** – Automatically mark the associated dropship PO as received once the vendor acknowledges your dropship request and the order's **Dropship Status** is set to **Acknowledged** or **Processed**.
- **Auto update PO when Product ID in Order Changed** – Automatically update dropship POs according to updates on a related order items. For example, if the product quantity on the order increases from 1 to 2, this will also be reflected on its associated PO.
- **Delete Related PO When Order Dropship Set To None** – Automatically delete the **Related PO** when you change the **Dropship Status** of an order from any other status to **None**.
The **Allow Editing Dropship Status On Order Details Statuses** client setting should also be enabled to for you to be able to update the **Dropship Status** manually.
- **Mark Order As Pending DropShip Only If Inventory Not Available** – This setting helps you dropship only when you do not have an item in stock. If an order has a **Related PO**, when an order item does not have inventory in any vendor warehouse, the order's **Dropship Status** will automatically be set to **Pending**.
- **Only Receive Dropship PO When Order Is Fully Shipped** – When an order is marked as **Fully Shipped**, automatically mark the related dropship PO as **Received**.
- **Mark Dropship Pending When Linking To PO** – Automatically change orders' **Dropship Status** to **Pending** when you [Link to a PO](#).

Manual Control and Customization

- **Allow To Ignore Inventory in Purchase Order** – Enable the action **Disable Inventory Count** in the **Actions** on the **Manage POs** page. After using this action, you will be able to receive dropship POs without actually updating the inventory on the SKUs.
- **Allow Editing Dropship Status On Order Details Statuses** – Enable the ability to edit the **Dropship Status** on the [Order Details Page](#). With this setting disabled, you can only edit the **Dropship Status** through the **Actions** menu on the [Manage Orders Page](#) or through a related PO.
- **Allow To Cancel Order With Dropship Status** – Enable canceling orders with the **Cancel/Issue Refund** action regardless

of their **Dropship Status**. If this setting is disabled and the **Dropship Status** of an order is different from **None**, you will get the error message “**Order has DropShip status X. Can’t cancel this order!**”

- **Enable Dropship Fee** – Allows you to configure a default shipping fee for all dropship orders in your Vendor Preferences. Once an order is dropshipped to a vendor, the **Dropship Fee** field will appear on the **Related PO** and be populated with the value configured for that vendor.
- **Stop Setting DropShip Status While Creating Orders** – Disable the default automatic assignment of a **Dropship Status** to new orders. The setting is useful for custom workflows relying on plugins, where it’s possible to determine the dropship status based on certain conditions like location or channel.

Default and Configuration Settings

- **Default Company for Dropship PO** – Choose the default company for dropship POs.
- **Do Not Copy Instructions To PO When Dropship Order** – By default, if the shipping method (Default or Rush) is selected for an order, it will also be copied over to the dropship PO. When not selected, the order’s shipping method will be copied over to the PO’s Shipping Instructions. This setting disables the copying over to the PO’s Shipping Instructions.
- **Send Product Master SKU to Webgistic Orders DropShip Request** – When you use the **Ship via Webgistic** action from the **Actions** menu on the [Order Details Page](#) or on the [Manage Orders Page](#), the **Master SKU** field on the [Product Details Page](#) will be sent in the ship request to Webgistic instead of the main **SKU**.
- **Dropship Enter Tracking Default Ship Date To 2 Days Maximum Of Order Date** – Calculate the default **Ship Date** for dropship orders by adding 2 days to the **Time of Order**, which is the order creation time on the integrated channel. If the resulting date exceeds the current date, the current date is used.
If the client setting **EnableWarehouseBins** is enabled and the warehouse is **Bin-Enabled**, the default **Ship Date** will always be set to the current date, regardless of the **Time of Order**.

Inventory Management

- **Don’t Consider Dropship WH Qty As Available Qty For BackOrder Calculation** – If this subsetting is enabled, product quantities in dropship warehouses will be excluded from **Backorder** calculations. The option can help when you import vendor inventory to a dropship warehouse and you do not want that quantity to be treated as available. This setting is enabled by default.
- **Do Not Mark Drop Ship PO As Received When Order Shipped** – By default, dropship POs are marked as **Received** when a related order is shipped by the supplier. If the setting is enabled, the PO’s status won’t change, and you need to manually trigger the receiving using the **Actions** on the PO.

Overview

Dropshipping is when a seller transfers a customer’s order and shipment details to a manufacturer rather than stocking their own goods. This takes away the need for picking, packing, shipping, and maintaining your inventory. This article explains how to configure your dropshipping.

Here’s how to enable and configure dropshipping:

1. **Settings > Client Settings > Auto create PO when dropship requested.** This will create a purchase order for the vendor upon requesting a dropship; this will not send the PO to the vendor.
2. **Settings > Company Settings > Toolbox > Shipping.**
3. Enable **DropShip < Requested** and **Drop Ship = None**. These options will prevent all dropship orders from being imported into Shipbridge.

You must create a template to communicate dropship requests to a vendor.

1. **Settings > Company Settings > Toolbox > Email Settings > Email Templates > Add New Template.**
2. Complete the email headings and enter your message in the email body. For titles that will change based on customer product, order, etc., choose the appropriate **placeholders**. The placeholders will pull the corresponding info from the order you are requesting a dropship.

3. Save Template.
4. To link the email template with the vendor, Company Settings > Company > Toolbox > Vendors.
5. Click a vendor to establish a dropship and select **Dropship Preferences**.
6. Choose the template from the Dropship Email Template drop-down.
7. Select a PO Export Format.
8. You can enter a dropship fee to be added to the purchase order.
9. Save Settings.

If applicable, you can send purchase orders automatically to vendors by setting up a [scheduled task](#) with the task type **PO Export**.

Related Client Settings

The table below lists the Client Settings related to dropshipping. You can enable them from **Settings > Client Settings > General Client Settings**.

CLIENT SETTINGS	DESCRIPTION
Allow To Enter Vendor Order ID When Dropshipping Order	Enables user to enter Vendor Order ID when dropshipping.
Enable Preship Confirm	To update the Order Source as Shipped without a tracking number.
Set Pre-ship Confirm	Enable Preship Confirm must be enabled.
Mark Order for PreShip Confirmed When DropShipped	Could be found in the Fulfillment tab. Automatically updates the Order Source without the tracking number.
Allow Editing Dropship Status On Order Details Statuses	Could be found in the Orders tab. Allows you to edit the dropship status from the Order Details page.
Enable Dropship Fee	Could be found in the Orders tab. Allows you to set dropship fees.
Mark Order As Pending DropShip Only If Inventory Not Available	Could be found in the Orders tab. Dropship only when you do not have the item in stock.
Allow To Cancel Order With Dropship Status.	Could be found in the Orders tab. Allows you to cancel orders with dropship status.
Default Company for Dropship PO: Select	Could be found in the Purchasing tab.
Update Cost On Order From Dropshipped PO	Could be found in the Purchasing tab. Allows you to update the order cost from the related PO.
Do Not Copy Instructions To PO When Dropship Order	Could be found in the Purchasing tab.
Default Company Dropdown To Current User Company	Could be found in the UI tab.
Mark SrcUpdatedForShipping Instead Of SrcUpdatedForPreShipping	To prevent the Order Source from being updated again when the tracking number is entered into Sellercloud.
Allow To Ignore Inventory in Purchase Order	Could be found in the Purchasing tab. Will not count inventory for Dropship POs.
Breakup kit components when creating dropship PO	Puts the kit components SKUs in the POs rather than the kit parent SKU.

Delete related PO when Order Dropship set to None	Deletes the related PO if the order dropship status is set to None.
Mark dropship PO as received only when dropship acknowledged	Marks the dropship PO as received when the dropship is Acknowledged .
Only receive dropship PO when order is fully shipped	Marks the dropship PO as received when the order is fully shipped .
Mark order as Do not count inventory when dropshipped via Vendor	Removes inventory reserves for dropship orders from the workflow.
