

Tracking Import for Orders and POs

04/30/2025 3:16 pm CDT

Overview

When dropshipping, vendors typically send tracking information for fulfilled orders to you through a file. Sellercloud streamlines this process by offering standardized templates that your vendors can utilize. These templates are then imported into Sellercloud to update the respective orders and upon receipt of this information, the tracking details will be uploaded to the channel the orders originated from with the next automatic feed.

Import Tracking Information

Sellercloud's [Import Order Info](#) tool offers several functionalities to manually import tracking data:

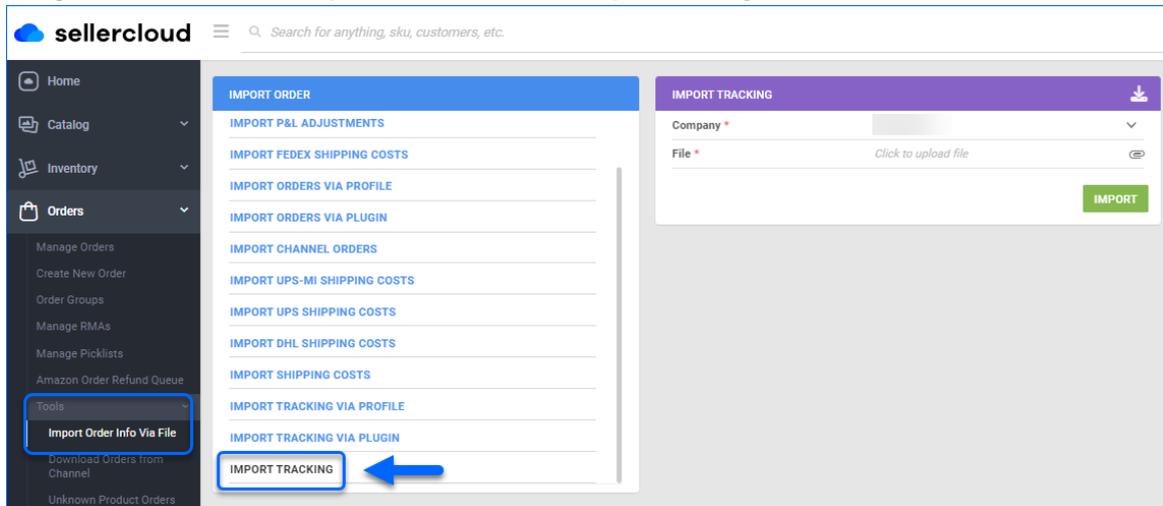
- **Import Tracking** – From a default template/spreadsheet.
- **Import Tracking Via Profile** – From a spreadsheet, using a [Mapping Profile](#).
- **Import Tracking Via Plugin** – From a file, using a Tracking Import-type plugin.

The tracking information is imported on the customer order, not the auto-generated PO created by the dropship request.

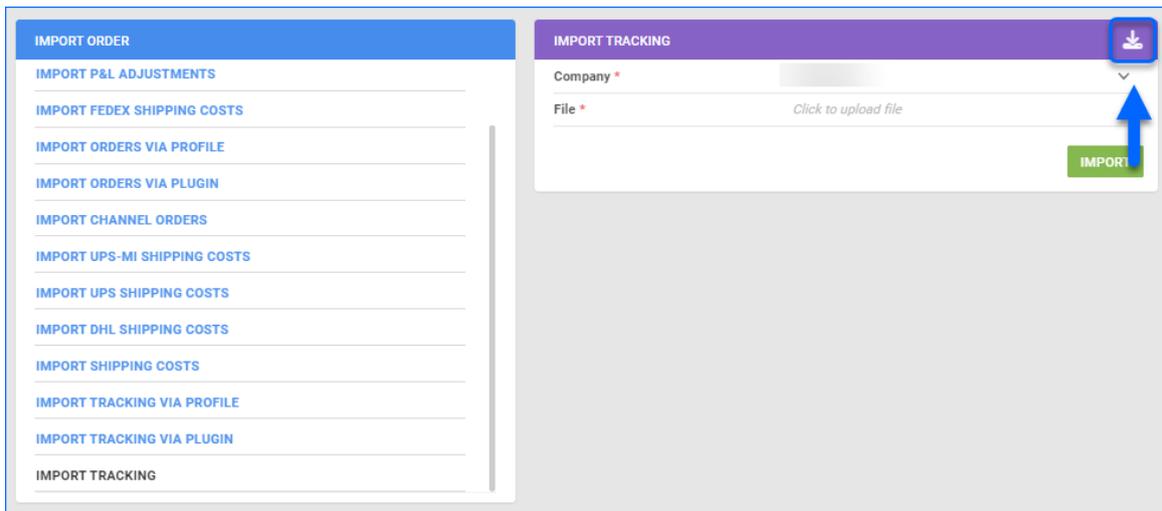
Import Tracking

To import tracking information using Sellercloud's default template:

1. Navigate to **Orders > Tools > Import Order Info** and click **Import Tracking**.



2. Download an import template.

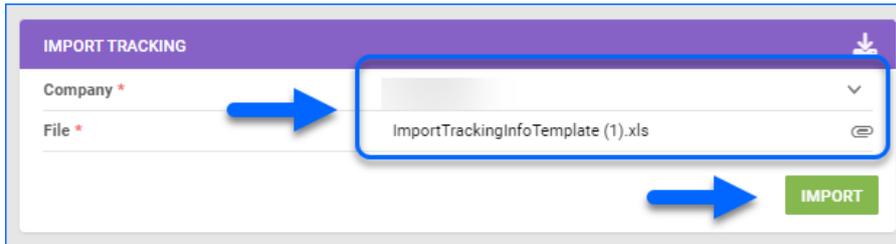


3. The template contains the following columns:

- a. **Order-ID** – The internal Sellercloud order ID. If **OrderID** is provided, then **Order-Source**, **Order-Source-Order-ID**, and **PO-Number** are not required. Entering the Channel’s OrderID in this field will result in an import error.
- b. **Order-Source** – Channel name. For example, if the order originated from Amazon, this column needs to be populated with that name. If the order channel is either Shopify, BigCommerce, or any plugin integration (such as ones through CommerceHub), the order source will be Website.
- c. **Order-Source-Order-ID** – Channel order ID. If there is more than one channel order IDs, enter the first one. If both **Order-ID** and **PO-Number** are not available, then you will need the **Order-Source-Order-ID**, which Sellercloud will try to match, even with no **OrderSource** provided.
- d. **PO-Number** – Marks orders as shipped based on the PO number they are [associated with](#). If **PO-Number** is provided, then **Order-ID**, **Order-Source**, and **Order-Source-Order-ID** are not required.
- e. **Ship-Date** – Date of shipping. Standard date/time format is acceptable (e.g. 7/12/2020 4:45 PM / July 12 2020 4:45 PM).
- f. **Carrier-Name** – Shipping carrier name.
- g. **Ship-Method** – Shipping service name.
- h. **Tracking-Number** – Tracking number provided by the shipping carrier.
- i. **Shipping-Cost** – Price for the shipping paid to the shipping carrier. The **Shipping Cost** can be entered to ensure that the order P&L is correct.
- j. **Company-ID** – Sellercloud company ID under which the order exists.
- k. **Package-ID** – The order’s package ID, as recorded in Sellercloud. This column becomes available only if the **Enable PackageID in Order tracking import** Client Setting is enabled.
- l. **Warehouse-Name** – Name of the Sellercloud warehouse, from which order inventory is deducted. **Warehouse Name** can be entered to change the ShipFromWarehouse on the order.
The Tracking Import does not generate new packages for multi-package orders that are not already present in Sellercloud. However, it can effectively update the tracking numbers of existing packages, using the respective package IDs. You can create additional packages in Sellercloud or set a pre-defined quantity per package so they are created automatically.
All column headers must be in the file, whether or not the column is populated with data.

4. Save the populated template and return to the **Import Tracking** panel.

5. Select a **Company** from the dropdown menu, upload the saved file, and click **Import**.



IMPORT TRACKING

Company *

File * ImportTrackingInfoTemplate (1).xls

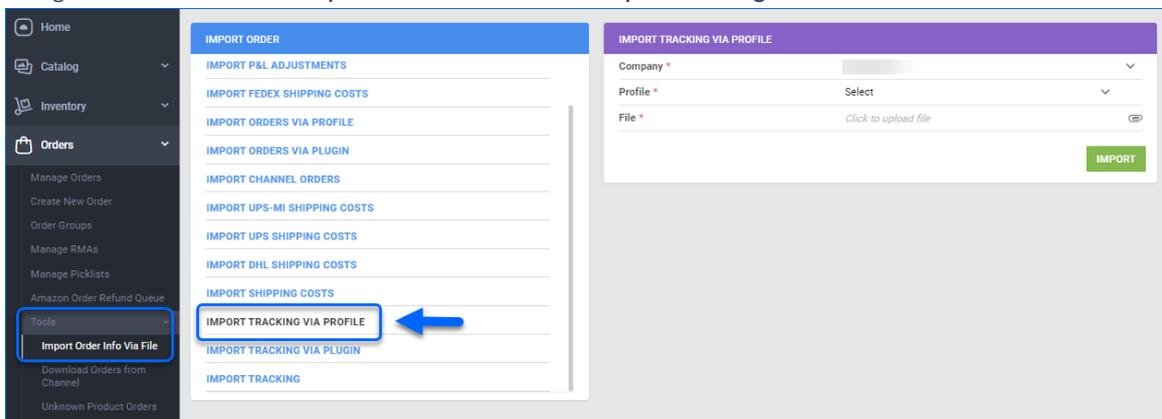
IMPORT

An Order Import Tracking **Queued job** will be created, from which you can monitor the status of your task. After a successful job completion, the import has been processed in Sellercloud.

Import Tracking via Profile

Another alternative to import tracking information is to use a **Mapping Profile**.

1. Navigate to **Orders > Tools > Import Order Info** and select **Import Tracking via Profile**.



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Order Groups

Manage RMAs

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Amazon Order Refund Queue

Tools

Import Order Info Via File

Download Orders from Channel

Unknown Product Orders

IMPORT ORDER

IMPORT P&L ADJUSTMENTS

IMPORT FEDEX SHIPPING COSTS

IMPORT ORDERS VIA PROFILE

IMPORT ORDERS VIA PLUGIN

IMPORT CHANNEL ORDERS

IMPORT UPS-MI SHIPPING COSTS

IMPORT UPS SHIPPING COSTS

IMPORT DHL SHIPPING COSTS

IMPORT SHIPPING COSTS

IMPORT TRACKING VIA PROFILE

IMPORT TRACKING VIA PLUGIN

IMPORT TRACKING

IMPORT TRACKING VIA PROFILE

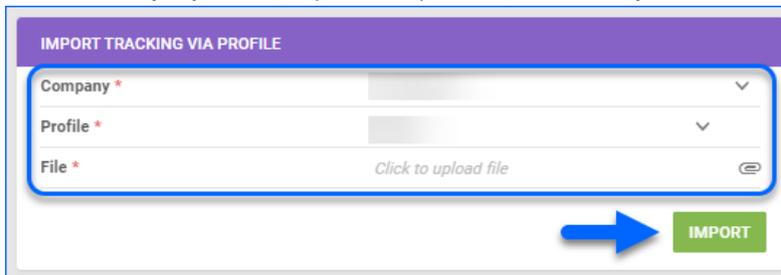
Company *

Profile * Select

File * Click to upload file

IMPORT

2. Choose a **Company**, **Profile**, import a template file, and click **Import**.



IMPORT TRACKING VIA PROFILE

Company *

Profile *

File * Click to upload file

IMPORT

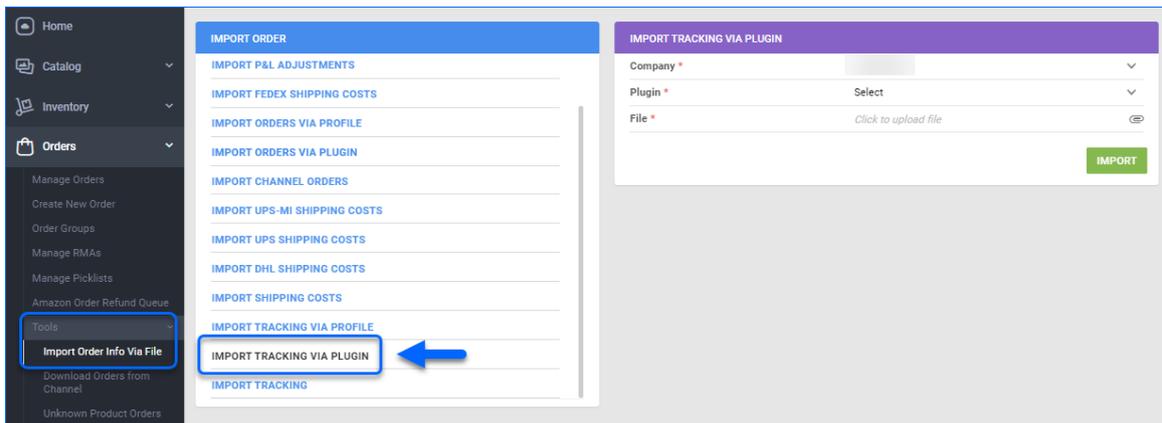
An Order Import Tracking **Queued job** will be created, from which you can monitor the status of your task. After a successful job completion, the import has been processed in Sellercloud.

Import Tracking via Plugins

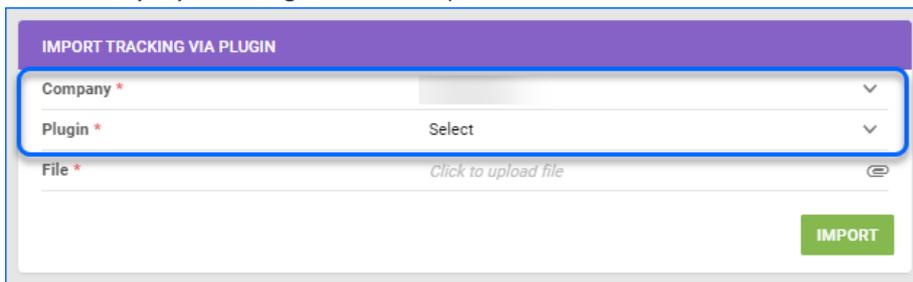
You can import orders based on utilized tracking plugins. If the vendor has a different format, contact **Sellercloud Support** to create a custom **Import Tracking Plugin**.

To import tracking information via an existing plugin:

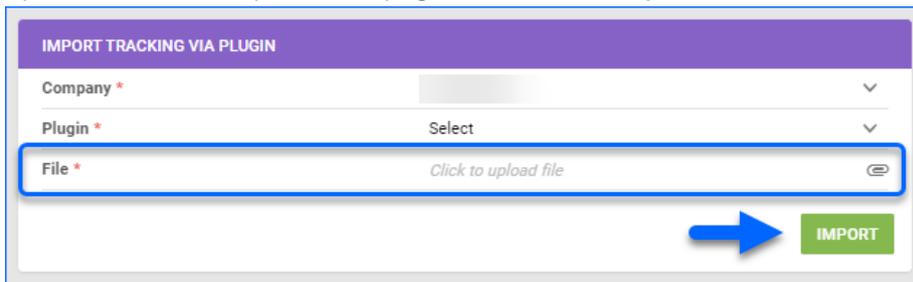
1. Navigate to **Orders > Tools > Import Order Info > Import Orders Via Plugin**.



2. Select a **Company** and a **Plugin** from the dropdown menus.



3. Upload a **File** that corresponds to the plugin format and click **Import**.

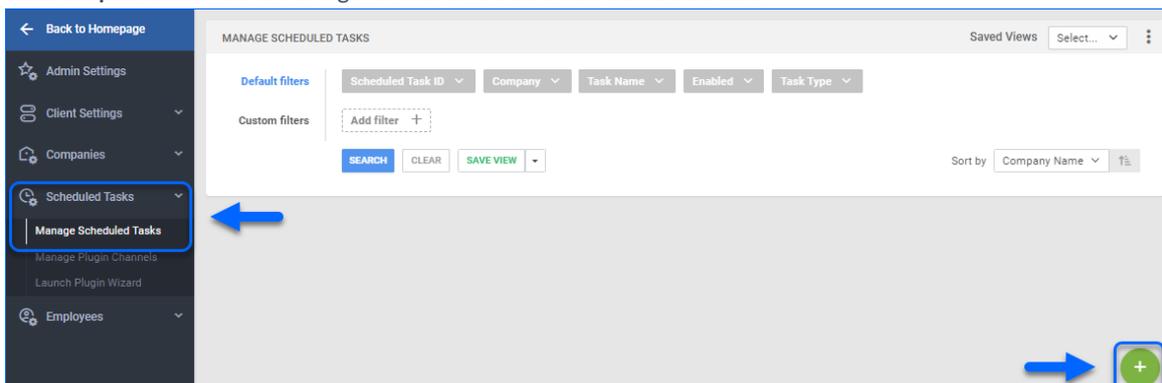


An Order Import Tracking **Queued job** will be created, from which you can monitor the status of your task. After a successful job completion, the import has been processed in Sellercloud.

Automate Tracking Import

If you want to regularly import order tracking information, you can create a **Scheduled task** in Sellercloud. This way you can automate the import to run on a custom schedule of your choosing.

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the **plus icon** at the lower-right corner to create a new scheduled task.



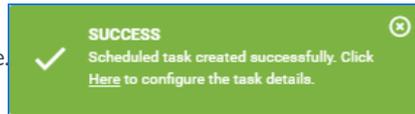
3. Set the **Task Type** as **Import Order Tracking**, select **Task Name**, **Company** and **Start Time**, and click **Create**.

CREATE NEW SCHEDULED TASK

| | |
|--------------|-----------------------|
| Task Type * | Import Order Tracking |
| Task Name * | Amazon Order Tracking |
| Company * | Select |
| Start Time * | 11/30/2023 12:00 AM |

CANCEL CREATE

4. Open the scheduled task from the success message.



5. Click **Edit**.
6. In the **Import Options** panel, select **FTP** and enter the **FTP** credentials.

Scheduled Task | #1422 | Amazon Order Tracking | Import_Order_Tracking

Enabled HISTORY

GENERAL

| | |
|-----------|-----------------------|
| Task Name | Amazon Order Tracking |
| Task Type | Import_Order_Tracking |
| Company | |
| Priority | Normal |
| Note | |

DETAILS

| | |
|--------|----------------|
| Plugin | General Format |
|--------|----------------|

IMPORT OPTIONS

Consider Task Failed if No File Found

| | |
|------------------|---------|
| Import From | FTP |
| FTP Server * | |
| FTP User | |
| FTP Password | |
| Confirm Password | |
| FTP Port | 0 |
| FTP Directory | / |
| FTP File Name | |
| FTP Encoding | Default |

Use Passive
 Use Binary
 Use Secure FTP
 Override SSL Allowed Ciphers

FREQUENCY

Start At: 11/23/2023 6:30 PM

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:

Existing Times *

Expire Schedule: Never On Date

EMAIL ALERTS

Send Email Alerts Upon Completion

Send Task Success Email To (Separate By Semicolon)

Send Task Failure Email To (Separate By Semicolon)

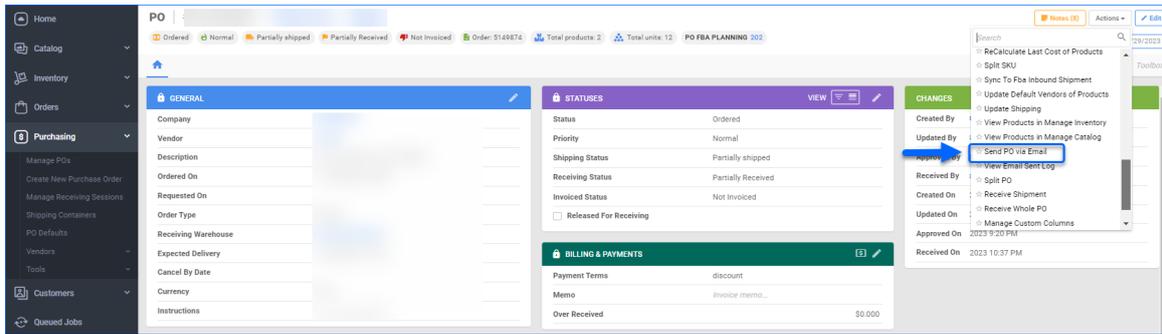
Send Task Failure Email Even if No Records Found

7. You can also use a custom **Plugin**.
8. Select a **Recurrence** schedule and **Enable** your task.
9. **Save** your changes.

Email POs for Dropshipped Orders

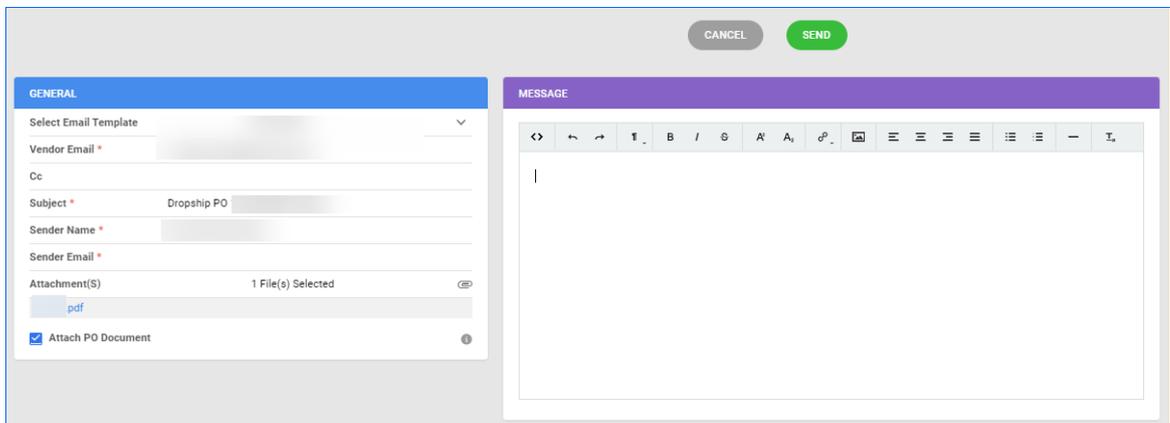
Sellercloud enables you to email POs to different vendors when orders are dropshipped.

1. Open the desired PO and from the **Actions** dropdown, select **Send PO via Email**.



2. In the **General** panel, fill out the required credentials:

- **Vendor Email**
- **Subject**
- **Sender Name**
- **Sender Email**



3. You can choose a pre-existing **email template**.

4. If the **Attach PO Document** option is checked, the PO file will be automatically attached to the email. If you wish, you can enclose additional files to your email, by clicking **Attachment(s)** and selecting the appropriate document.

5. Enter your email text into the **Message** panel.

6. Once done, click **Send**.

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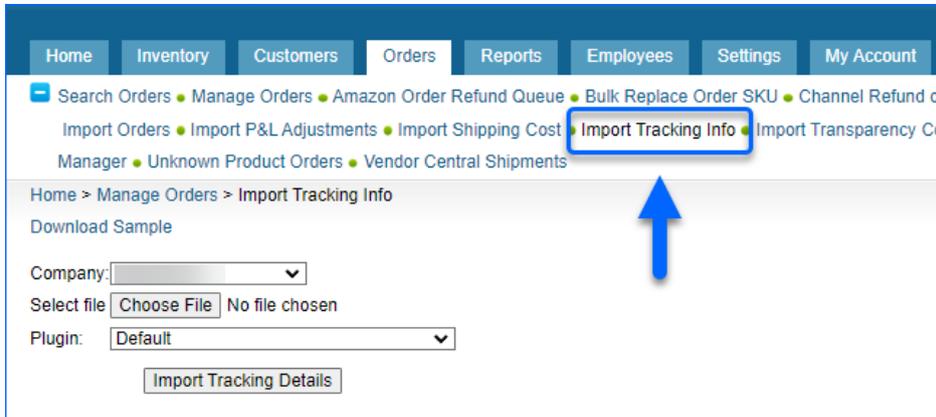
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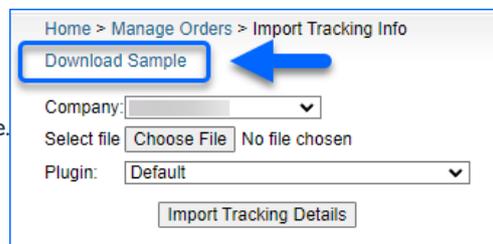
Import Tracking Info

To import tracking information using Sellercloud's default template:

1. Navigate to **Orders > Import Tracking Info**.



2. Click **Download Sample**.



3. The template contains the following columns:

- a. **Order-ID** – The internal Sellercloud order ID. If **OrderID** is provided, then **Order-Source**, **Order-Source-Order-ID**, and **PO-Number** are not required. Entering the Channel's OrderID in this field will result in an import error.
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- f. **Carrier-Name** – Shipping carrier name.
- g. **Ship-Method** – Shipping service name.
- h. **Tracking-Number** – Tracking number provided by the shipping carrier.
- i. **Shipping-Cost** – Price for the shipping paid to the shipping carrier. The **Shipping Cost** can be entered to ensure that the order P&L is correct.
- j. **Company-ID** – Sellercloud company ID under which the order exists.

k. **Package-ID** – Order's package ID, as recorded in Sellercloud.

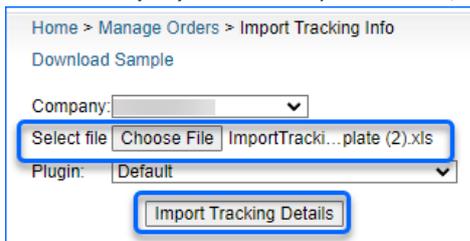
l. **Warehouse-Name** – Name of the Sellercloud warehouse, from which order inventory is deducted. **Warehouse Name** can be entered to change the ShipFromWarehouse on the order.

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All column headers must be in the file, whether or not the column is populated with data.

4. Save the populated template and return to the **Import Tracking** panel.

5. Select a **Company** from the dropdown menu, upload the saved file, and click **Import Tracking Details**.



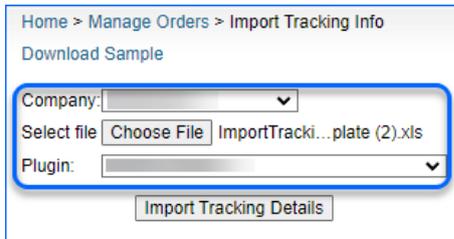
An Order Import Tracking **Queued job** will be created, from which you can monitor the status of your task. After a successful job completion, the import has been processed in Sellercloud.

Import Tracking via Profile/Plugin

You can also import tracking information by using a **Mapping Profile** or via a **Tracking Plugin**. If the vendor has a different format, contact [Sellercloud Support](#) to create a custom **Import Tracking Plugin**.

1. Navigate to **Orders > Import Tracking Info**.

2. Choose a **Company, Profile/Plugin**, import a template file, and click **Import Tracking Details**.



An Order Import Tracking **Queued job** will be created, from which you can monitor the status of your task. After a successful job completion, the import has been processed in Sellercloud.

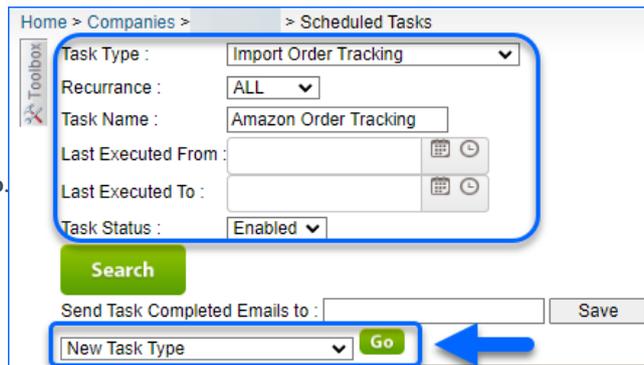
Automate Tracking Import

If you want to regularly import order tracking information, you can create a **Scheduled task** in Sellercloud. This way you can automate the import to run on a custom schedule of your choosing.

1. Navigate to **Settings** and select **Company > Scheduled Tasks**.

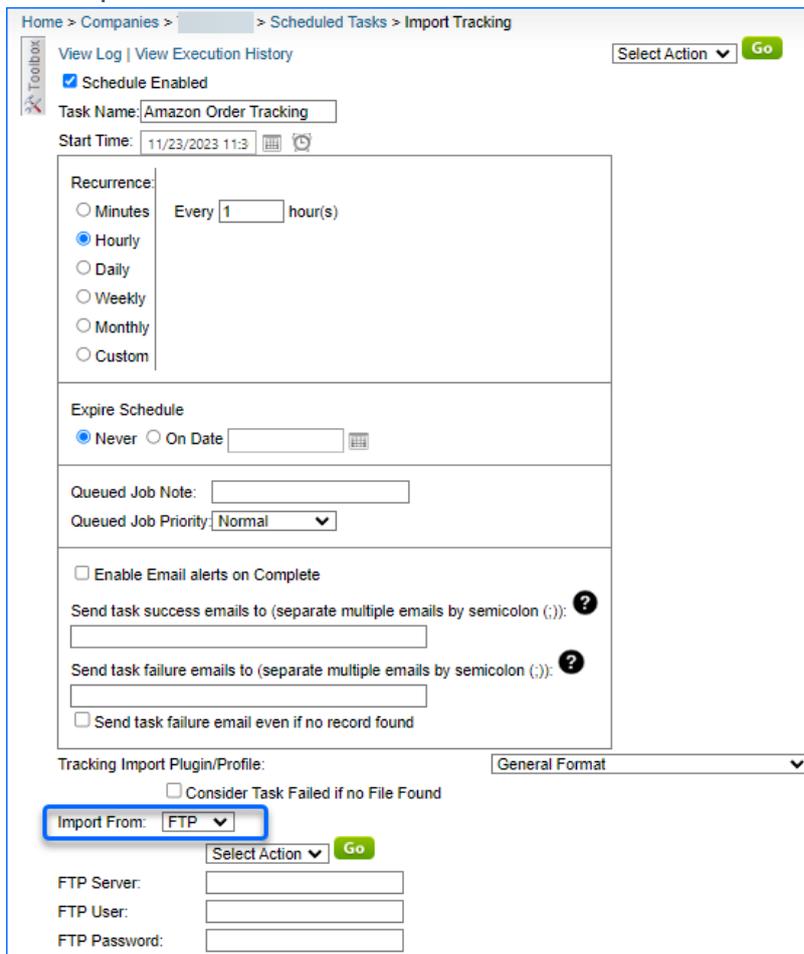
2. Set the **Task Type** as **Import Order Tracking**, and select a **Task Name**.

3. Select **New Task Type** and click **Go**.



4. Open the scheduled task.

5. Select **Import From FTP** and enter the **FTP** credentials.



6. You can also use a custom **Plugin**.

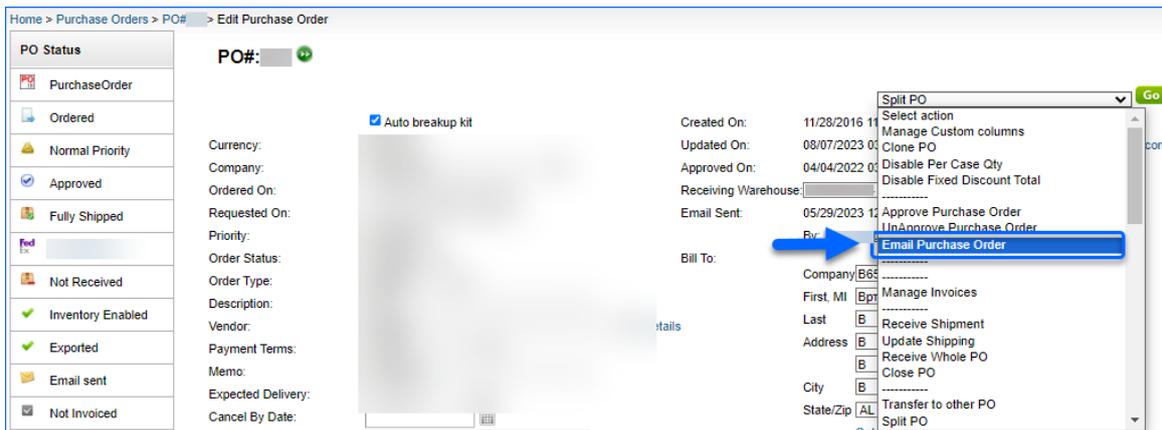
7. Select a **Recurrence** schedule and **Enable** your task.

8. **Save** your changes.

Email POs for Dropshipped Orders

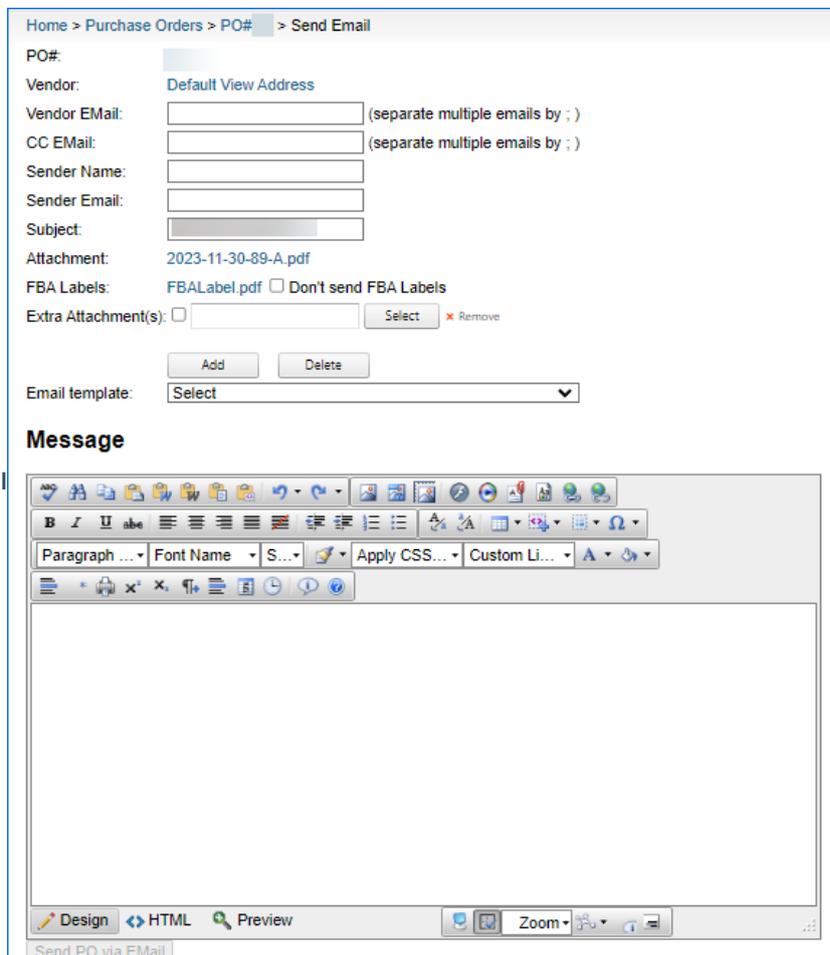
Sellercloud enables you to email POs to different vendors when orders are dropshipped.

1. Open the desired PO and from the **Select action** dropdown, select **Email Purchase Order**, and click **Go**.



2. In the **General** panel, fill out the required credentials:

- Vendor Email
- Subject
- Sender Name



- Sender Email

3. You can choose a pre-existing **email template**.

4. If you wish, you can enclose additional files to your email, by clicking **Add** and selecting the appropriate document.

5. Enter your email text into the **Message** panel.

6. Once done, click **Send PO via Email**.

