

Dropshipping Workflow

04/30/2025 3:17 pm CDT

Overview

Dropshipping is when a seller transfers customer 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.

Prerequisites

Learn how to [create Vendors](#), [assign a Default Vendor](#), and [enable your products for Dropship in bulk](#). See complete instructions on the initial dropship configuration and an overview of the related client settings [here](#).

Dropship on a Case-by-Case Basis

The [Client Setting Auto create PO when dropship requested](#) is required for this workflow. This setting allows you to create a PO for the vendor upon requesting a dropship. Note that it will not send the PO to the vendor.

To create a dropship PO:

1. Go to the [Order Details Page](#).
2. Click **Actions** and select **Manage Dropship**.
3. Select **Dropship** and click **Next**.

1. CHOOSE TYPE 2. DROPSHIP

SELECT TYPE

Dropship

Link To Po (For Cross-Docking)

4. Select the **Company** and **Vendor**. Optionally, enter a **PO Description**.
5. Populate the details in the **Dropship Details** panel.
6. Click **Finish**.

NEW PO

Company * Thirsty Tea

Vendor * Vendissimo

Po Description Type Name

DROPSHIP DETAILS

ORDER NUMBER	DATE	SOLD TO	TOTAL	DROPSHIP FEE	SHIPPING COST	VENDOR ORDER ID
5150347	12/15/2023 02:00 PM	customer@example.com	\$125.00	\$3.00	\$0.00	1231247

SKUS	REFERENCE	ITEM NAME	QTY	VENDOR PRICE
SC-Tees		Sellercloud T-Shirt	5	\$3.00

Email PO to Vendor

7. A dropship PO is created. Click the **Email PO to Vendor** icon to send the PO to your vendor.

The screenshot shows a 'Related PO' page with two main sections:

- DETAILS:** A table with the following information:

Dropship Status	Requested
Dropship Type	Dropshipped
Purchase Order	1234453645
Vendor	Vendissimo
Vendor Order Id	1231247
Dropshipped On	12/15/2023 11:21 AM
Dropship Fee	\$3.00
Shipping Cost	\$0.00
- DROPSHIP PRODUCT DETAILS:** A table with the following information:

SKU	QTY	PO PRICE
SC-Tees	5	\$3.00

A blue arrow points to the 'Purchase Order' field in the 'DETAILS' section, and another blue arrow points to an envelope icon next to it.

- After the vendor sends confirmation, update the order's status to reflect the order's current dropship status.
- When the status is updated to **Processed**, enter the tracking number and shipping data. The order's status at the order source (Amazon, eBay, etc.) will update and the tracking number will be posted.

Dropship Multiple Orders

To dropship multiple orders at once:

- Go to **Orders > Manage Orders** and select orders to dropship.
- Click the blue **Actions** icon and select **Dropship**.

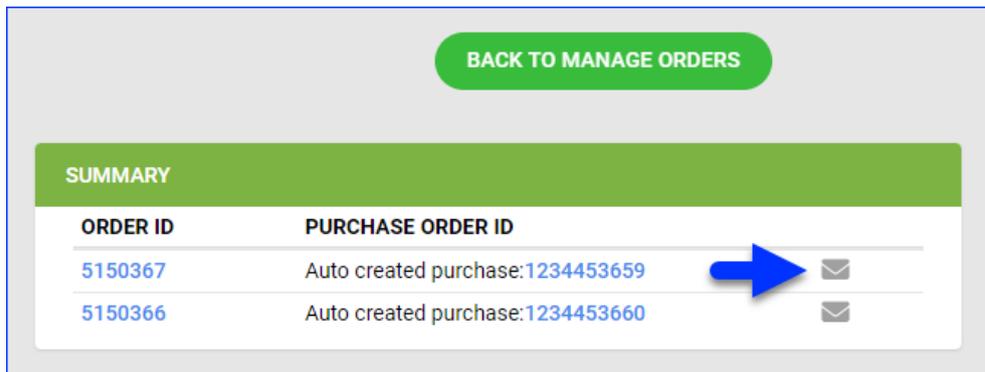
The screenshot shows a table of orders with the following columns: ID, CHANNEL ORDER #, SKUS, DROPSHIP STATUS, and SHIP TO NAME. Two orders are selected, indicated by blue checkmarks in the ID column. A blue arrow points to the 'Actions' icon (a blue circle with a white document icon) at the bottom right of the table. A tooltip above the icon says '2 selected'.

- Choose the **Company** and **Vendor**.
- Select the orders.
- Enter the **Vendor Order ID** and other details.
- Click **Dropship** to create a linked PO for each order.

The screenshot shows a 'Dropship' modal form with two main sections:

- DROPSHIP DETAILS:** A form with dropdown menus for 'Company' (Thirsty Tea) and 'Vendor' (Vendissimo).
- ORDERS:** A table with the following columns: ORDER NUMBER, DATE, SOLD TO, TOTAL, DROPSHIP FEE, SHIPPING COST, VENDOR ORDER ID, and VENDOR. Two orders are selected, indicated by blue checkmarks in the 'ORDER NUMBER' column. A blue arrow points to the 'DROPSHIP' button at the top right of the modal.

- Click the **Send Email** icons to email the POs to the vendor.

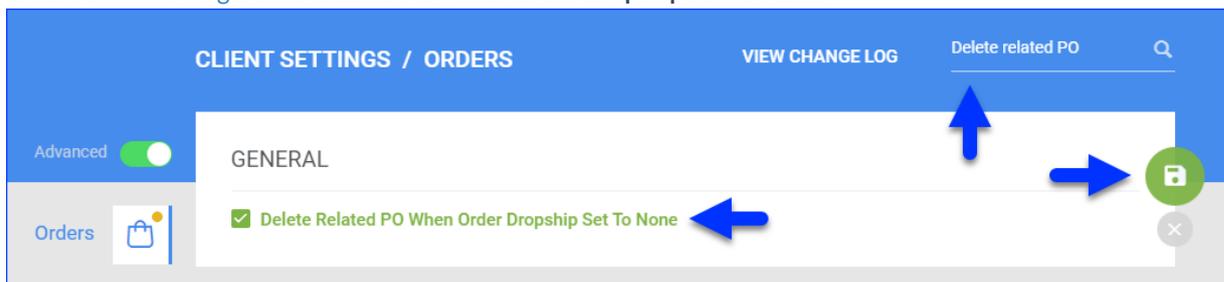


Delete a Dropship PO

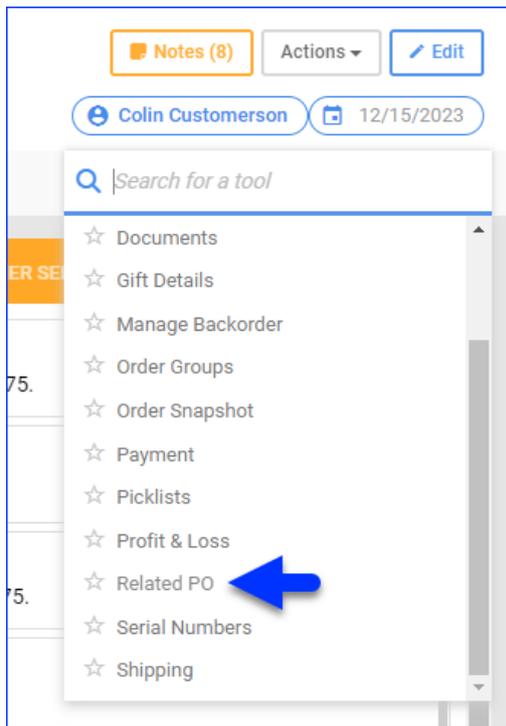
Following the steps outlined above to dropship an order, deleting a dropship PO might involve additional steps and configurations. By default, any attempt to delete the dropship PO will trigger an error message showing the related order number. There are two ways to delete such PO's.

The first way is an automatic deletion when the order's dropship status is changed to **None**. To do that:

1. Enable [Client Setting Delete Related PO When Order Dropship Set To None](#).

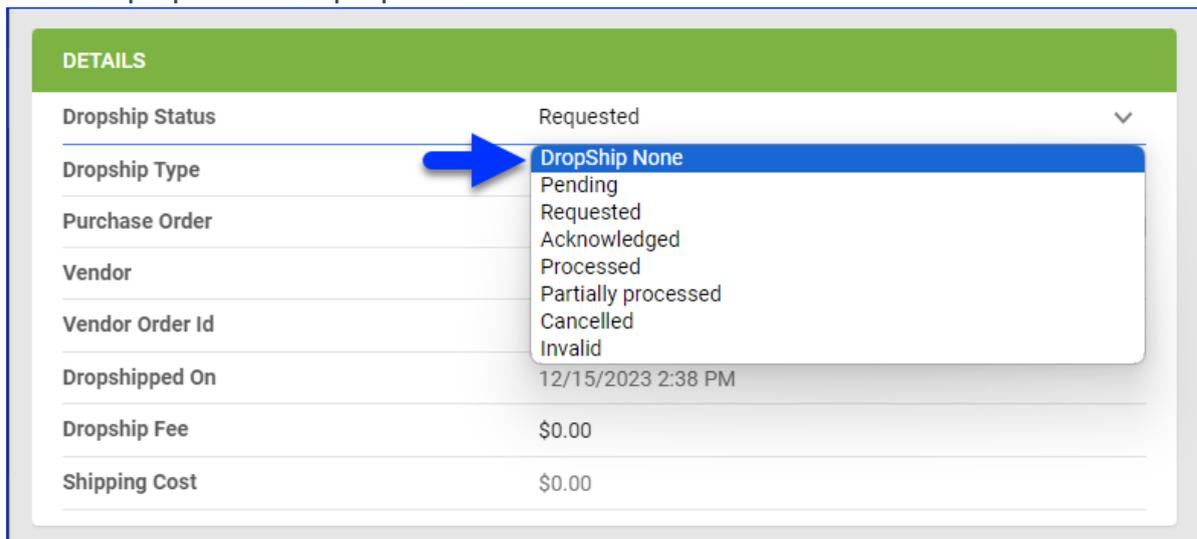


2. If the PO's **Status** is set to **Ordered**, you won't be able to proceed with the next steps. Make sure to go to the [PO Details Page](#) and update the **Status** to **Saved** or **Pending**.
3. Go to the [Order Details Page](#).
4. Click **Toolbox** and select **Related PO**.



5. Click **Edit**.

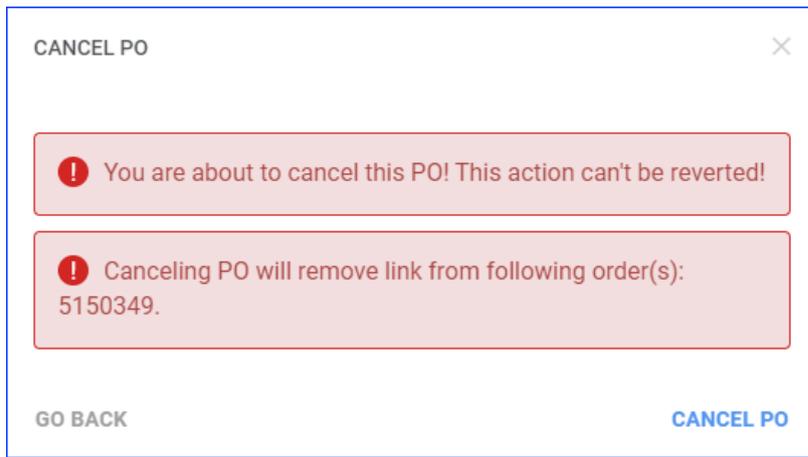
6. Set the **Dropship Status** to **DropShip None**.



7. Click **Save**. The linked PO gets deleted automatically.

The second way is to cancel the PO, which removes the link:

1. Go to the [PO Details Page](#).
2. Click **Actions** and select **Cancel PO**.
3. Note the warning message. Click **Cancel PO** to confirm the cancellation.



4. Now you can delete the PO.

Dropship with a File Upload

Select a file export type from the dropdown menu in the Preferences Panel on the Vendor Details page (see [Dropship Configuration](#) for more information). Contact [Sellercloud Support](#) to confirm which file meets your requirements. If none is available, Sellercloud developers can create an export format for you.

Dropship from a Feed-based Vendor

Different import options can be set via plugins or with the [inventory import mapping tool](#). Sellercloud can customize the platform to accept your vendor format and update inventory accordingly.

A feed-based vendor is a vendor whose quantity is fed into your inventory. When dropshipping from this type of vendor, you should disable inventory for their dropshipped POs. This ensures your inventory count isn't impacted or adjusted for pending or actual dropshipped orders. To do this, enable the setting **Do Not Count Inventory For DropShip PO**.

1. Go to **Purchasing > Vendors > Manage Vendors**.
2. Select your **Vendor > Toolbox > Dropship Preferences**.
3. Click **Edit > Do Not Count Inventory For Dropship Orders**.

PREFERENCES
?

DROPSHIP EMAIL TEMPLATE AccountActivation-sc ▼

PO EXPORT FORMAT Custom ▼

CUSTOM FORMAT Standard Format with Expected Deliver... ▼

ORDER # PREFIX

SHIPPING METHOD

SHIPPING METHOD (RUSH)

DROPSHIP FEE \$0.00

FILE NAME FORMAT yyyy-MM-dd-poid ⓘ

GENERAL SHIPPING INSTRUCTIONS

DO NOT COUNT INVENTORY FOR DROPSHIP PO 

ENABLE REMINDER EMAILS FOR DROPSHIP ORDERS

SEND EXPORT PO VIA FTP

Enabling the above setting disables the inventory count for all dropship POs associated with the specified vendor.

Orders that come into Sellercloud typically reserve the ordered item and reduce the aggregated quantity by default. If an order is Unpaid and the channel is Local Store or Wholesale, inventory will not be reserved. For all other channels and payment statuses, Client Setting **Mark order as Do not count inventory when dropshipped via Vendor** must also be enabled to remove inventory reserves for dropship orders from the workflow.

Automatically Mark Products and Orders as Pending Dropship

1. **Catalog > Manage Catalog > Select product > Toolbox > Shipping Preferences.**
2. Click **Edit > Go to Method > Dropship Mode > Ship from Vendor** or **Ship from Manufacturer.**

Once you've enabled the above setting for an item, any order that comes in for that item will only attain a **Dropship pending** status, which will prevent it from going into **Shipbridge**. It will have to be dropshipped **manually**.

The order and purchase order are linked to show a relationship and to track order fulfillment. The order and purchase order can be printed out together by clicking **Actions > Print Invoices to PDF with PO** on the order or PO details page.

Mark Dropship Orders as Shipped

There are a few ways to make sure the fulfilled Dropship orders are marked as Fully Shipped and Completed.

Marking the Purchase Order (PO) as Shipped does not automatically change the Order Shipping Status. You need to mark the Order as Shipped in order to close the PO.

You can add tracking to individual orders manually by going to the [Order Details Page](#) > **Actions** > **Ship Order** > follow the steps in the **Shipping Wizard**.

You can also Mark Orders Shipped in Bulk from the Action menu on the Manage Orders page.

There are also a couple of ways to [Import Tracking Information](#) with a File. You can use Sellercloud's template or create an [Import Mapping Profile](#). If your vendor is able to regularly send you tracking information, you can set up a [Scheduled Task](#), which will automatically add tracking to your Orders and mark them as Shipped and Colmpleted.

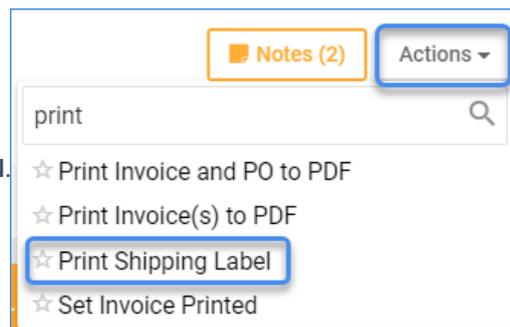
Print Labels for Dropshipped Orders

When orders are fulfilled by a third party – either dropship vendor or 3PL (third-party logistics) – you may be asked to forward actual labels to the fulfillment center.

Orders with a valid Dropship status (“Pending”) and an associated Dropship PO will have an option in the Action Menu to **Print Shipping Labels**.

1. Go to **Orders** > **Manage Orders** > Open an order.

2. From the **Actions** menu, select **Print Shipping Label**.



3. Fill in the fields and click **Generate Label**. A PDF will be generated for printing or emailing to the appropriate party.

	Company	<input type="text" value="Test Company"/>
	First, MI	<input type="text" value="Test Company"/> <input type="text"/>
	Last	<input type="text" value="Test Company"/>
Ship From:	Address	<input type="text" value="410 Monmouth Ave #502"/> <input type="text" value="410 Monmouth Ave #502"/>
	City	<input type="text" value="Lakewood"/>
	State/Zip	<input type="text" value="NJ"/> <input type="text" value="08701"/>
		Get City/State
	Country	<input type="text" value="United States"/>
	Phone	<input type="text" value="8886597841"/>
	Source	<input type="text" value="CWA"/>
	Status	<input type="text" value="None"/>
Ship To:	Company	<input type="text" value="Test"/>
	First, MI	<input type="text" value="Test"/> <input type="text"/>
	Last	<input type="text" value="Test"/>
	Address	<input type="text" value="Test"/> <input type="text"/>
	City	<input type="text" value="Sofia"/>
	State/Zip	<input type="text"/> <input type="text" value="1000"/>
		Get City/State
	Country	<input type="text" value="Bulgaria"/>
	Phone	<input type="text"/>
	Source	<input type="text" value="CWA"/>
Status	<input type="text" value="None"/>	
Weight:	<input type="text" value="0"/> (lbs) Estimate	
Dimensions (L x W x H):	<input type="text" value="0"/> x <input type="text" value="0"/> x <input type="text" value="0"/> (inches)	
Insurance:	<input type="text" value="0"/>	
Shipping Carrier:	<input type="text" value="FedEx"/>	
Shipping Service:	<input type="text" value="FedEx 2Day"/>	
Destination type:	<input type="text" value="None"/>	
Delivery Confirmation:	<input type="text" value="None"/>	
Package Type:	<input type="text" value="YOUR PACKAGING"/>	
	<input type="button" value="Generate Label"/>	<input type="button" value="Preview Rates"/>

- After generating the label, the order will be updated to **Shipped** and the dropshipped PO will be updated to **Received**.

API credentials must be configured for the selected carrier on the company's [shipping API](#) page.
