



- Go to the [Order Details Page](#), click **Toolbox**, and select **Shipping**. Check the order's **Delivery Status** and other details in the **Packages** panel.

Whenever an order includes multiple packages, the delivery date will be overwritten by the date of the most recently delivered package.

PACKAGE ID	TRACKING NUMBER	LENGTH	WIDTH	HEIGHT	WEIGHT	YOUR SHIPPING COST	DELIVERY DATE	DELIVERY STATUS	DECLARED VALUE
2823127	9405511206210423159125	8 in	4 in	3.5 in	1 lbs 4 oz	\$8.79	12/26/2023 07:00 AM	Delivered	0

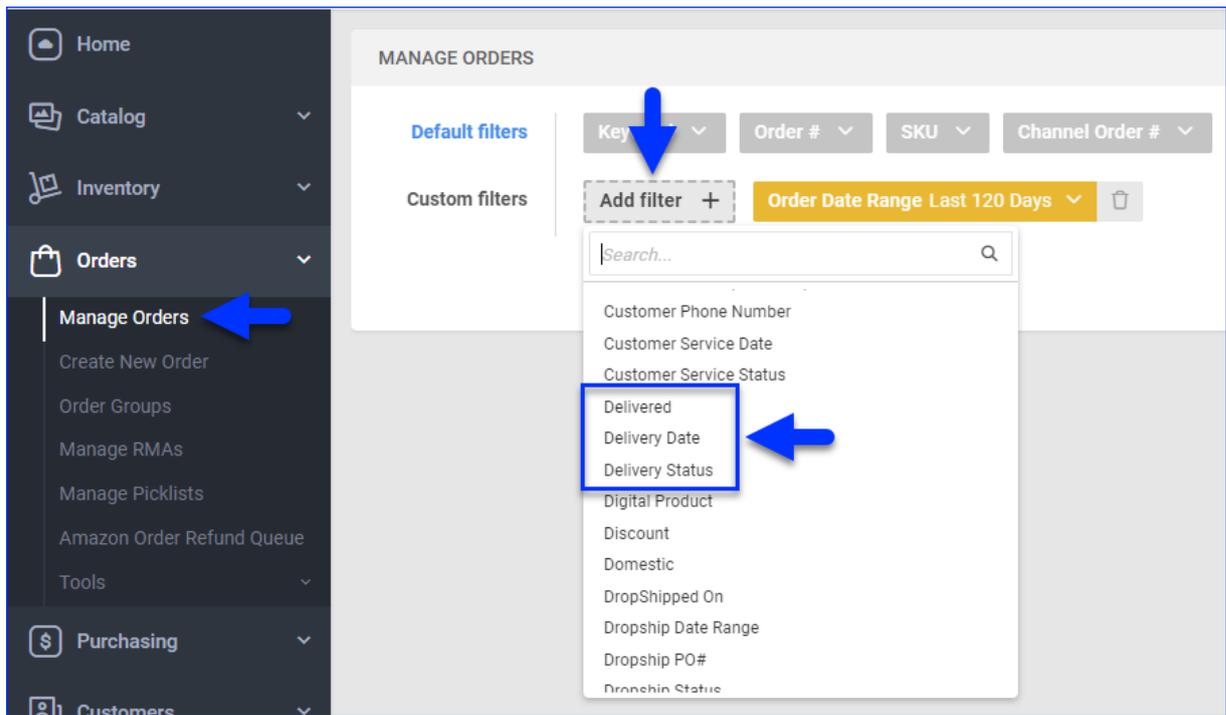
- When Sellercloud updates the delivery status automatically, a system-generated order note gets added to the **Notes** on the [Order Details Page](#).

The screenshot shows the 'Notes' section of an order details page. At the top, there are buttons for 'Notes (3)', 'Actions', and 'Edit'. Below these are user and date indicators: 'Colin Customerson' and '12/18/2023'. A 'Toolbox' icon is visible on the right. The notes are organized into tabs: 'GENERAL (3)', 'CUSTOMER INSTRUCTIONS (0)', and 'CUSTOMER SERVICE (0)'. The first note, under the 'GENERAL' tab, is a system-generated message: 'System 12/27/2023 01:08:49 AM Tracking# 9405511206210423159125 was delivered. Status=D'. A blue arrow points to this note. Below it are two other system notes: 'System 12/18/2023 11:00:48 PM Profile is set to Mark order as paid. Adding payment' and 'System 12/18/2023 11:00:47 PM Marketing source is not available for order.' Each note has a trash icon on the right.

## Find Orders by Delivery Status

To find orders by their delivery status:

1. Go to the [Manage Orders Page](#).
2. Click **Add filter** and add one of the following filters:



- a. **Delivered** – Select **Yes** or **No** to see only orders that have or haven't been delivered.
- b. **Delivery Date** – Select a **From** and **To** date to see only orders within that time range.
- c. **Delivery Status** – Select one or more delivery statuses to see only matching orders.

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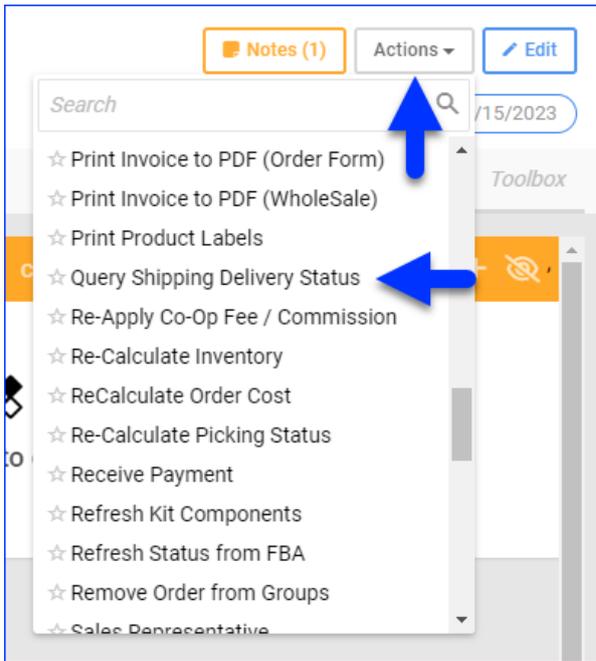
## Query Order Delivery Status

The **Query Shipping Delivery Status** action, available individually and in bulk, gets the current delivery status from the carrier and updates the orders' **Delivery Status** and **Delivery Date**.

### Individually

To query a single order:

1. Go to the [Order Details Page](#).
2. Click **Actions** and select **Query Shipping Delivery Status**.



## In Bulk

To query multiple orders:

1. Go to the [Manage Orders Page](#).
2. Search for orders and select them by checking the boxes on their left.
3. Click the blue **Actions** icon on the bottom right.

<input type="checkbox"/>	ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS
<input type="checkbox"/>	5150384	789870	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150383	606077	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150382	736545	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150381	456774	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150380	870978	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150379	579786	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150378	457578	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150377	697696	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150376	878078	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150375	658587	1W SC-Tees	Completed DropShip None

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4. Select **Query Shipping Delivery Status**. A **Queued Job** gets created.

## Manage Package Delivery Status

With the **Override Shipping Delivery Status** order action, available individually and in bulk, you can:

- Override your orders' package delivery status.

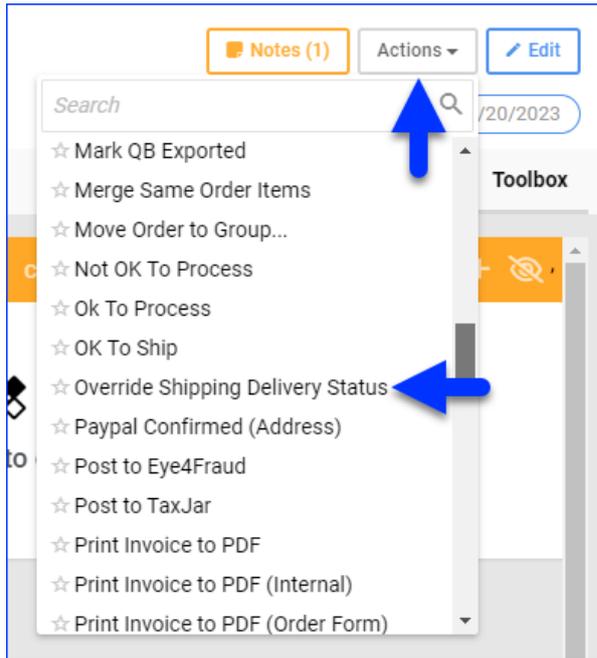
You can see this status in the **Packages** panel when you go to an [Order Details Page](#), click **Toolbox**, and select **Shipping**.

- Update tracking numbers.
- Disconnect the Sellercloud order's delivery status from the carrier.

## Individually

To manage an order's delivery status:

1. Go to the [Order Details Page](#).
2. Click **Actions** and select **Override Shipping Delivery Status**.



## In Bulk

To change multiple orders' delivery status and tracking number:

1. Go to the [Manage Orders Page](#).
2. Search for orders and select them by checking the boxes on their left.
3. Click the blue **Actions** icon on the bottom right.

ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS
5150384	789870	1W SC-Tees	Completed DropShip None
5150383	606077	1W SC-Tees	Completed DropShip None
5150382	736545	1W SC-Tees	Completed DropShip None
5150381	456774	1W SC-Tees	Completed DropShip None
5150380	870978	1W SC-Tees	Completed DropShip None
5150379	579786	1W SC-Tees	Completed DropShip None
5150378	457578	1W SC-Tees	Completed DropShip None
5150377	697696	1W SC-Tees	Completed DropShip None
5150376	878078	1W SC-Tees	Completed DropShip None
5150375	658587	1W SC-Tees	Completed DropShip None

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- Select **Override Shipping Delivery Status**.
- Update the **Delivery Status**.
- Optionally, you can update the **Tracking Number**.
- Optionally, you can check **Delivery Status Disconnected** to disconnect the order's delivery status from the shipping carrier.

ORDER ID	ID	TRACKING NUMBER	DELIVERY STATUS	DELIVERY STATUS DISCONNECTED
5150381	1872205	3839cd98-ac5c-4628-ad5d-9c7327d76e	UnShipped	<input type="checkbox"/>
5150380	1872204	6523bv56-acb4-4867-a375d-9c68727d7	UnShipped	<input type="checkbox"/>

CANCEL | SAVE

- Click **Save**.

## Set Delivered or Not Delivered

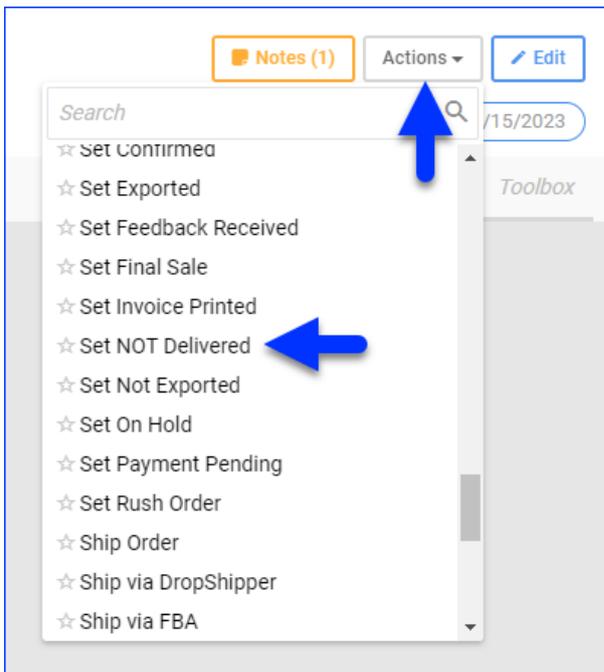
You can quickly update an order's delivery status individually or in bulk with these two actions:

- Set Delivered** sets the order's **Delivery Status** to **Delivered** and automatically sets the **Delivery Date** to the current date.
- Set NOT Delivered** reverts the **Delivery Status** to **Shipped** and removes the **Delivery Date**.

### Individually

To update an order's delivery status and date:

- Go to the [Order Details Page](#).
- Click **Actions** and select **Set Delivered** or **Set NOT Delivered**.



## In Bulk

To update multiple orders' delivery status and date:

1. Go to the [Manage Orders Page](#).
2. Search for orders and select them by checking the boxes on their left.
3. Click the blue **Actions** icon on the bottom right and select **Set Delivered** or **Set NOT Delivered**.

<input type="checkbox"/>	ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS
<input type="checkbox"/>	5150384	789870	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150383	606077	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150382	736545	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150381	456774	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150380	870978	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150379	579786	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150378	457578	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150377	697696	1W SC-Tees	Completed DropShip None
<input checked="" type="checkbox"/>	5150376	878078	1W SC-Tees	Completed DropShip None
<input type="checkbox"/>	5150375	658587	1W SC-Tees	Completed DropShip None

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## Overview

Sellercloud's USPS, FedEx, and UPS integrations allow you to track the orders' **delivery status** based on the tracking number for each package. If you enable this functionality, Sellercloud automatically gets the **Delivery Date** from the carrier and updates the **Delivery Status** of any delivered orders. Orders delivered within the last 30 days are automatically checked and updated daily at approximately 3 AM, 6 AM, and 6 PM EST. You can also check and update the

delivery status manually at any given time.

This feature only supports delivery tracking for orders shipped through your own carrier accounts. Orders shipped via FBA and other third-party delivery services cannot be tracked using this workflow.

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## Prerequisites

To set up order delivery date tracking:

1. Contact [Sellercloud Support](#) to ensure that **OrderShipmentTrackingService** is running on your server.
2. Go to [Client Settings](#) and **Enable Order Shipment Tracking API** and **Enable Delivery Verification Workflow**.
3. Configure [Shipping API Credentials](#) for the carriers you intend to use and want to track delivery for on the **Shipping API Settings** page of your company.

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## Manage Order Delivery Status

You can view the delivery status on orders, filter existing orders by delivery status, and update the delivery status manually.

### View Delivery Status on Orders

After an order is delivered, Sellercloud retrieves the delivery date from the carrier and places it on the **Order Status** grid. (You can also click on the actual tracking number to link to the tracking page on the carrier's website.)

Order Status	
	Gift Order
	Wholesale Order
	Completed
	Charged
	Order Not Confirmed
	No Action Needed  
	Fully Shipped
	Delivered
	No Feedback
	Not Exported

If there is a delivery exception, the status will show as **Undeliverable**, with the exception noted in the order notes.

You can filter for orders by delivery status from the **Delivered** drop-down field:

Sales Rep:	All ▼
Has Note(s):	All ▼
User Name / Email:	<input type="text"/>
Marketing Source:	ALL ▼
Delivered:	ALL ▼
Order Group:	ALL
Product Group:	UnShipped
	Shipped
	Intransit
	Out For Delivery
	Delivered
Location Notes:	Undeliverable

Note the following:

- The tracking service only works for orders shipped through your account. This excludes FBA orders and Ship Via FBA orders.
- USPS, FedEx, and UPS will return an actual delivery date, and the **Delivered** status of the order will be updated.
- The tracking service runs daily at approximately 3 AM, 6 AM, and 6 PM EST. It looks for delivery orders up to 30 days old.
- If there are multiple packages, the delivery date will be overwritten by the date of the most recently delivered package.

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## Set Delivered

You can also manually set an order's delivery status by choosing **Enable Delivery Verification Workflow** in the Client Settings. When enabled, there will be two actions on the order's detail page: **Set Delivered** and **Set Undelivered**. You can quickly update an order's delivery status individually or in bulk with these two actions.

- **Set Delivered** sets the order's **Delivery Status** to **Delivered** and automatically sets the **Delivery Date** to the current date.
  - **Set NOT Delivered** reverts the **Delivery Status** to **Shipped** and removes the **Delivery Date**.
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