

Delay Tracking Upload

04/30/2025 3:17 pm CDT

Overview

When you ship an order, a tracking number is typically generated and automatically recorded in Sellercloud. By default, once tracking information is available, Sellercloud sends it to the connected sales channel. However, a tracking number alone does not guarantee that the package is out for delivery or that the tracking link is active yet.

Some channels only permit tracking updates after the carrier has picked up the shipment to prevent customer confusion—such as clicking a tracking link that shows no movement. With the **Delay Tracking Upload** feature, you can make sure that only active tracking is sent out and made available to your customers.

Configure Delayed Tracking Settings

To access the **Order Delayed Tracking Settings** page:

1. Navigate to **Settings > Orders**.
2. Click on **Show More > Delayed Tracking Settings**.

These options are Client-wide. If you configure **Delayed Tracking Settings** for a channel, all orders originating from that channel will be affected, regardless of the **Order Company** or **Customer**.

You will see a grid with all channels (including ones that are not enabled). Here, you can configure when tracking is sent to each channel and use any combination of the following columns:

- **Delay Tracking Time** – Set a specific time of the day after which tracking upload will be allowed. For example, if your carrier picks up orders at 6 PM, setting the upload time to 7 PM ensures that all tracking numbers have been scanned and are active before being sent to the channel.
- **Min Hours to Wait** – Here, you can set a minimum amount of hours between the moment the tracking information is entered into Sellercloud and sent to the channel. For example, set this to 2. If you ship an order in Shipbridge at 4 PM, the tracking will not be uploaded to the channel until 6 PM at the earliest.
- **Skip on Saturday** – Does not send tracking on Saturdays.
- **Skip on Sunday** – Does not send tracking on Sundays.

ORDER DELAYED TRACKING SETTINGS					
CHANNEL	DELAY TRACKING TIME	MIN HOURS TO WAIT	SKIP ON SATURDAY	SKIP ON SUNDAY	
Local_Store	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
eBayOrder	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
eBaySingleItem	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Yahoo	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Amazon	12:00:00	2	<input type="checkbox"/>	<input type="checkbox"/>	
PriceGrabber	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Website	16:00:00	6	<input type="checkbox"/>	<input type="checkbox"/>	
Buy	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
NewEggMall	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Magento	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
QuickBooks	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
RMS	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Cart32	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Sears	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
FBA	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Wholesale	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
Overstock	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	
NewEggdotcom	00:00:00	0	<input type="checkbox"/>	<input type="checkbox"/>	

Delay Tracking Time and **Min Hours to Wait** can work simultaneously. If you set the **Delay Tracking Time** to 7 PM and the **Min Hours to Wait** is 1 hour, any orders shipped after 6 PM will not be sent with the delayed feed, because less than 1 hour would have passed.

If you require more detailed tracking rules tailored to your specific needs, you can contact [Sellercloud Support](#) to make a customization request. Any such modifications are considered billable.

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Configure Delayed Tracking Settings

To access the **Order Delayed Tracking Settings** page:

1. Navigate to **Settings**.
2. Go to **Order Delayed Tracking Settings**.

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You will see a grid with all channels (including ones that are not enabled). Here, you can configure when tracking is sent to each channel and use any combination of the following columns:

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- **Skip on Saturday** – Does not send tracking on Saturdays.
- **Skip on Sunday** – Does not send tracking on Sundays.

Home > Companies > Order Delayed Tracking Settings

Channel	Delay Tracking Time	Min Hours to Wait	Skip on Saturday	Skip on Sunday
Amazon	12:00 PM	2	<input type="checkbox"/>	<input type="checkbox"/>
ATGStores	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
BackMarket	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
BedBathAndBeyond	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
BestBuy	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dropship Central	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
eBayOrder	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
ElevenMain	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Etsy	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
FBA	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
FingerHut	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yahoo	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

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