Prevent Orders from Shipping

04/30/2025 3:17 pm CDT

Overview

Depending on your workflow and preference, you can control which orders get imported into Shipbridge and can be shipped. You can allow or prevent the shipping of specific orders based on their payment or internal statuses (e.g., Dropship, Backorder, Blacklist, and more). For example, you may want to allow wholesale orders to be shipped before receiving payment for them.

Unpaid Orders

By default, unpaid orders will neither ship nor load into Shipbridge. However, you can allow unpaid orders to be shipped at the customer or order level if the following settings are enabled.

To allow shipping unpaid orders based on the customer:

1. Go to **Client Settings** > **Orders** > select **Allow shipping unpaid orders**.

2. Go to **Company Settings** > **Toolbox** > **Shipping** > select **Allow shipping regardless of payment status** for selected customers.

3. Go to **Customers** > **Manage Customers** > select a customer > on the **Customer Details** page, select **Allow Shipping Unpaid Orders** > **Save**.
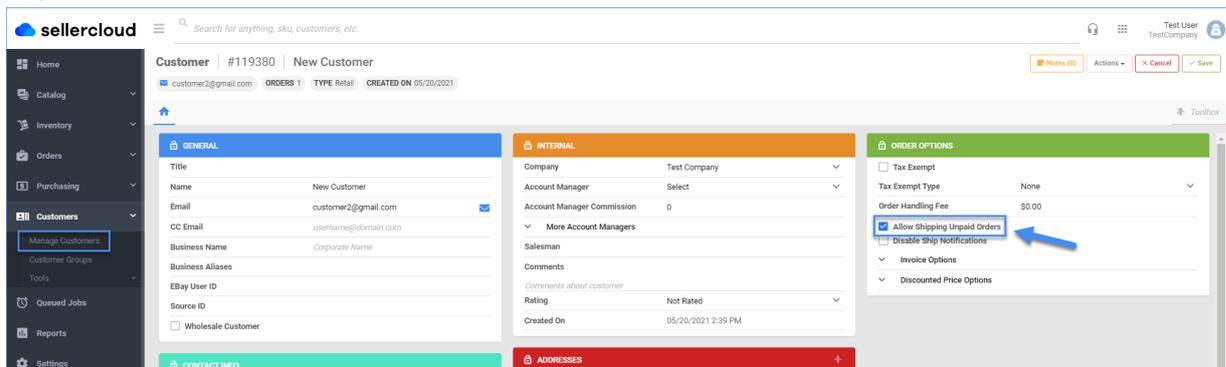

Shipbridge users must also have the **Allow shipping regardless of payment status** Admin setting enabled. Contact Sellercloud Support for assistance.
The above procedure will affect orders created after the setting has been enabled. For orders already created under the customer, you will need to select **Allow shipping unpaid orders** for each order, as shown below.

To allow shipping unpaid orders on selected orders:

1. Go to **Client Settings** > **Orders** > select **Allow shipping unpaid orders**.

2. On each **Order Details** page, go to **Actions** > **Allow shipping even not paid**.
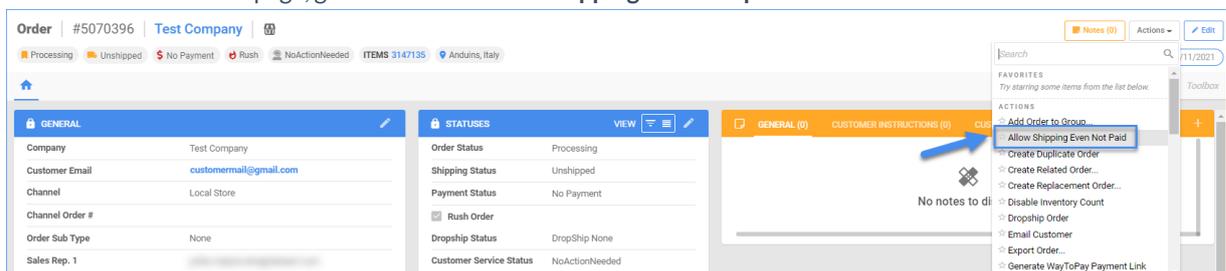
Even if a customer is not configured to ship unpaid orders on the customer level, the steps above will override the process and allow orders to ship.

To prevent orders from shipping until they are fully paid, use the action Do not allow shipping until paid.

Backorders

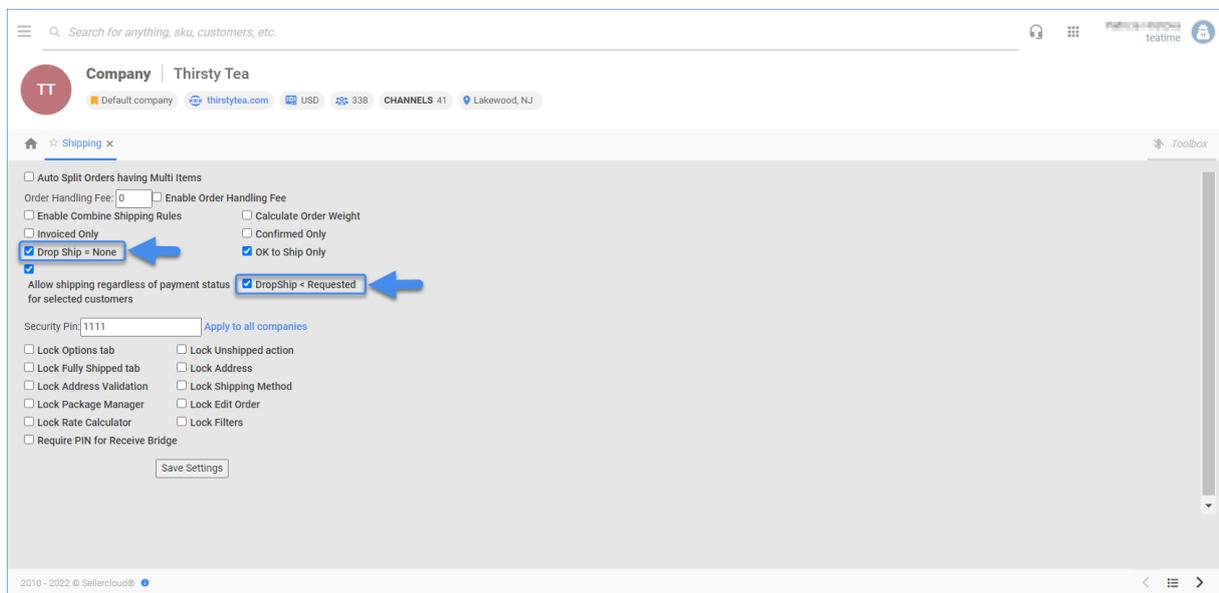There are two options in Shipbridge to flag orders with no inventory or as backorders:

- **Colorize the row** – In **Shipbridge Menu** > **Options** > **General tab** > Check **Colorize orders with Inventory Availability Qty** > Enter the quantity and color to colorize the order row when inventory for that order falls to that set quantity. The order row stays colorized until products in the order rise above the set level.
- **Divert Order to Requires Attention tab** – In **Shipbridge Menu** > **Customize Interface** > **GUI tab** > Check **Auto move orders with backorder items to the attention tab** > **OK**. The new **Requires Attention** tab will appear next to the Shipped and Unshipped tabs above the order grid. Backorders will be imported under that tab until inventory becomes available.

Dropship Orders

In **Companies** > Select Company > **Toolbox** > **Shipping**, you can enable the following dropship statuses:

- To prevent orders with a dropship status of Pending or greater from exporting to Shipbridge, check **Drop Ship = None**.
- To prevent orders with a dropship status of Requested or greater from exporting to Shipbridge, check **DropShip < Requested**.
  Note: When this setting is enabled, orders with Dropship: **Pending** and **None** statuses will be imported into Shipbridge.

Learn more about the Company Shipping Preferences here.

Blacklisted Orders

Orders can be flagged as blacklisted based on certain criteria.

On Hold Orders

For any reason, you can change an order's **Status** to **On Hold** to prevent shipping and exporting to Shipbridge.

Not Ok to Ship

Orders can be marked as Not Ok to Ship to prevent them from being processed and exported to Shipbridge. You can allow orders to go into Shipbridge only if they are marked **OK to Ship.** This is controlled by your Company's Shipping Preferences. Learn more about the workflow here.

Not Confirmed

You can include an extra verification step in your fulfillment workflow to mark orders as **Confirmed** or **UnConfirmed** in Sellercloud, which is especially helpful if you want to review the order details before sending them to your shippers. This is controlled by your Company's Shipping Preferences. Learn more about the workflow here.

Overview

Depending on your workflow and preference, you can control which orders get imported into Shipbridge and can be shipped. You can allow or prevent the shipping of specific orders based on their payment or internal statuses (e.g., Dropship, Backorder, Blacklist, and more). For example, you may want to allow wholesale orders to be shipped before receiving payment for them.

Unpaid Orders

By default, unpaid orders will neither ship nor load into Shipbridge. However, you can allow unpaid orders to be shipped at the customer or order level if the following settings are enabled.

To allow shipping unpaid orders based on the customer:

1. In **Client Settings** > Select **Allow shipping unpaid orders**.

2. In **Company Settings** > **Toolbox** > **Shipping** > choose **Allow shipping regardless of payment status for selected customers**.

3. Open the **Customers** tab and search for the customer.

4. Choose **Allow Shipping unpaid orders** > **Save**.

If you enable this customer setting *after* creating the order, you must open *each* order's Action Menu > **Allow shipping even not paid** > **Go**. The setting change above will only affect orders that are created *after* the setting is enabled. If you enable **Allow shipping even not paid** on the order's details page via the Action Menu, this will allow the order to ship regardless of the other settings.
Shipbridge users must also have the **Allow shipping regardless of payment status** Admin setting enabled. Contact Sellercloud Support for assistance.

To allow shipping unpaid orders per order:

1. In **Client Settings** > Enable **Allow shipping unpaid orders**.

2. On each order's details page > Action Menu > **Allow shipping even not paid** > **Go**.

Backorders

There are two options in ShipBridge to flag orders with no inventory or as backorders:

- **Colorize the row** – In **ShipBridge Menu** > **Options** > **General tab** > Check **Colorize orders with Inventory Availability Qty** > Enter the quantity and color to colorize the order row when inventory for that order falls to that set quantity. The order row stays colorized until products in the order rise above the set level.
- **Divert Order to Requires Attention tab** – In **ShipBridge Menu** > **Customize Interface** > **GUI tab** > Check **Auto move orders with backorder items to the attention tab** > **OK**. The new **Requires Attention** tab will appear next to the Shipped and Unshipped tabs above the order grid. Backorders will be imported under that tab until inventory becomes available.

Dropship Orders

In **Company Settings** > **Toolbox** > **Shipping**, you can enable the following dropship statuses:

- To prevent orders with a dropship status of Pending or greater from exporting to Shipbridge, check **Drop Ship = None**.
- To prevent orders with a dropship status of Requested or greater from exporting to Shipbridge, check **DropShip < Requested**.
  Note: When this setting is enabled, orders with Dropship:**Pending** and **None** statuses will be imported into Shipbridge.

Learn more about the Company Shipping Preferences here.

Blacklisted Orders

Orders can be flagged as blacklisted based on certain criteria.

On Hold Orders

For any reason, you can change an order's **Status** to **On Hold** to prevent them from being exported to Shipbridge and processed by shippers.

Not Ok to Ship

Orders can be marked as Not Ok to Ship to prevent them from being processed and exported to Shipbridge. You can allow orders to go into Shipbridge only if they are marked **OK to Ship.** This is controlled by your Company's Shipping Preferences. Learn more about the workflow here.

Not Confirmed

You can include an extra verification step in your fulfillment workflow to mark orders as **Confirmed** or **UnConfirmed** in Sellercloud, which is especially helpful if you want to review the order details before sending them to your shippers. This is controlled by your Company's Shipping Preferences. Learn more about the workflow here.