

Rush Orders

04/30/2025 3:17 pm CDT

Overview

If the customer pays extra to upgrade the shipping service, then the order is considered rush and will be delivered faster than a standard shipment. In Sellercloud, you can mark your orders as **Rush** and set the services to **Rush** by preference.

Set Rush Services

Mark Services as Rush

You can configure certain shipping services to be treated as **Rush** in Sellercloud. Any orders with these shipping services assigned will then be automatically marked as **Rush**.

Enable Client Level Rush Order in Client Settings must be enabled for this workflow!

1. Go to **Settings > Shipping > Shipping Services Preference**.
2. Mark the corresponding services as **Rush**.
 - a. Custom services can also be added per your request by Sellercloud Support.

The screenshot shows the Sellercloud interface for 'Shipping > Shipping Services Preferences'. A table lists various shipping services with a column for 'Is Rush' which contains checkboxes. A blue arrow points to the 'Is Rush' header. On the left sidebar, the 'Shipping Services Preferences' menu item is highlighted with a blue box.

ServiceCode	Service Name	Is Rush
UPSN_SE	2nd Day Air	<input type="checkbox"/>
UPSN_SC	2nd Day Air	<input type="checkbox"/>
UB	2nd Day Air	<input type="checkbox"/>
UPS3	3 Day Select	<input type="checkbox"/>
AGS	AGS	<input type="checkbox"/>
Am Home Delivery	Am Home Delivery	<input type="checkbox"/>
AM Trucking	AM Trucking	<input type="checkbox"/>
AmazonMerchantFulfillment	Amazon Ground	<input type="checkbox"/>
Amazon Logistics	Amazon Logistics	<input type="checkbox"/>
AMZL_US_SH	AMZL_US_SH	<input type="checkbox"/>
AMZL_US_SH_PARCEL	AMZL_US_SH_PARCEL	<input type="checkbox"/>
AMZL_US_SH_SD	AMZL_US_SH_SD	<input type="checkbox"/>
APC	APC Postal Logistics	<input type="checkbox"/>
APC Priority DDU w/ Delcon	APC Priority DDU w/ Delcon	<input type="checkbox"/>
Appliances Connection	Appliances Connection	<input type="checkbox"/>
BS	Bekyar Services	<input type="checkbox"/>
boro shipping	boro shipping	<input type="checkbox"/>
BTX	BTX	<input type="checkbox"/>
SSGS	CarrierGermanSausage	<input type="checkbox"/>
Central Transport	Central Transport	<input type="checkbox"/>
Crane	Crane	<input type="checkbox"/>
DarvenPetel	DarvenPetel	<input type="checkbox"/>
Daylight Transport	Daylight Transport	<input type="checkbox"/>
US_DGMSmartMailExpeditedFromHK	DGM SmartMail Expedited	<input type="checkbox"/>
US_DGMSmartMailExpeditedFromCN	DGM SmartMail Expedited	<input type="checkbox"/>

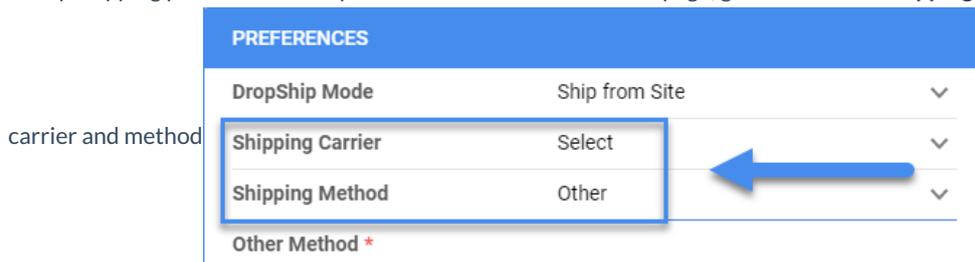
For Amazon orders, certain services (like Expedited, Prime, Second Day, and Overnight) are always considered rush. These orders will be marked as **Rush** even if not explicitly configured through the shipping service preferences.

eBay's Guaranteed Delivery orders can also be automatically marked as **Rush Orders** by enabling the relevant client setting.

Configure Shipping Preferences

Rush services can be automatically assigned to orders. To do that:

- Configure [Shipping method mapping](#)
- Set up shipping preferences on a product: on the [Product Details](#) page, go to **Toolbox > Shipping Preferences > Select a**



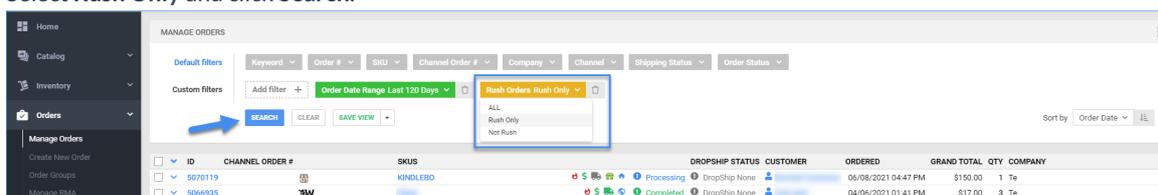
- Set up custom plugins such as post-order and order export plugin types

View Rush Orders

You can set custom filters to view only rush orders.

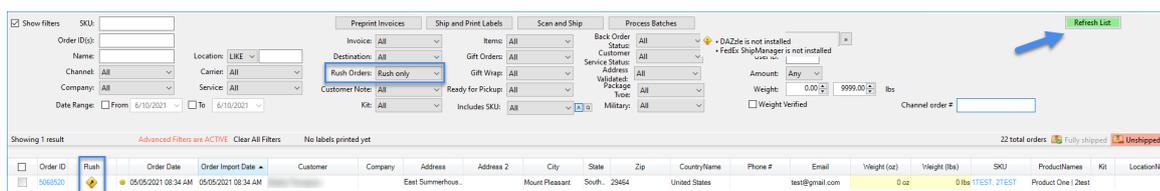
View Rush Orders in Sellercloud

1. Go to **Orders > Manage Orders**.
2. On the **Manage Orders** page, click **Add Filter > Rush Orders**.
3. Select **Rush Only** and click **Search**.



View Rush Orders in Shipbridge

In the **Rush Orders** filter field, select **Rush Only** and click **Refresh List**.



Note: You can set orders as **Rush** on the **Order Detail** page by clicking **Actions > Set Rush** or by selecting the **Rush Order** option in the **Statuses** panel.

Overview

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Set Rush Services

Mark Services as Rush

You can configure certain shipping services to be treated as **Rush** in Sellercloud. Any orders with these shipping services assigned will then be automatically marked as **Rush**.

1. Go to **Settings > Shipping > Shipping Services Preference**.

2. Mark the corresponding services as **Rush**.

Custom services can also be added per your request by Sellercloud Support. Services used for such orders can be selected from the **Settings** tab > **Shipping Services Preferences**.

Enable Client Level Rush Order in **Client Settings** must be enabled for this workflow!

Persistent Fields • Shipping Cost Adjustments • Shipping Package Type • **Shipping Services Preferences** • SKUstack Devices • !

Home > Companies > Shipping Services Preferences

ServiceCode	Service Name	Is Rush
AGS	AGS	<input type="checkbox"/>
Am Home Delivery	Am Home Delivery	<input type="checkbox"/>
Appliances Connection	Appliances Connection	<input type="checkbox"/>
BTX	BTX	<input type="checkbox"/>
Central Transport	Central Transport	<input checked="" type="checkbox"/>
Crane	Crane	<input type="checkbox"/>
Daylight Transport	Daylight Transport	<input type="checkbox"/>
DHL Express WorldWide	DHL Express WorldWide	<input checked="" type="checkbox"/>
DHL Global	DHL Global	<input type="checkbox"/>
DHLc SM Parcel Ground	DHLc SM Parcel Ground	<input type="checkbox"/>
DHLGM	DHLGM	<input type="checkbox"/>

Selecting Rush methods (as shown above) will default these services and consider them as Rush for all channels unless the channel has specific Rush Settings configured. For Amazon orders, certain services (like Expedited, Prime, Second Day, and Overnight) are always considered rush. These orders will be marked as **Rush** even if not explicitly configured through the shipping service preferences. eBay's Guaranteed Delivery orders can also be automatically marked as **Rush Orders** by enabling the relevant client setting.

Configure Shipping Preferences

Rush services can be automatically assigned to orders. To do that:

- Configure [Shipping method mapping](#)
- Set shipping preferences on a product: on the **Product Details** page, go to **Toolbox > Shipping Preferences > Select a**

Home > Search > Manage Inventory > [Product] > Shipping Preferences

Product Name: [Product]

carrier and method

Dropship mode: ShipFromSite

Max Qty Ship From Site: 0

Ship Weight: 10 lbs 8 Oz

Ship Length/Width/Height: 5 in 5 in 5 in

DIM Weight: n/a

Shipping Carrier: Select

Shipping Method: Select

Shipping Cost (Normal): 0 [Check](#)

Shipping Cost (Expedited): 0

Shipping Cost (1Day): 0

- Use custom plugins such as post-order and order export plugin types

View Rush Orders

You can set custom filters to view only rush orders.

View Rush Orders in Sellercloud

To view Rush orders in Sellercloud:

1. Go to **Orders > Manage Orders**.
2. On the **Manage Orders** page, click **Advanced Search**.

3. Select **Rush Only** from the **Rush Order** filter and click **Search**.

Advanced Search filters:

- Promise Date: All Dates
- Qty Sold: From [] To []
- Confirmed By: ALL
- Shipping Status: ALL
- Rush Order: ALL (indicated by a blue arrow)
- Confirmed: All
- Ok to Ship: All
- Address Verified: All
- Customer Instructions: ALL
- Domestic: ALL

View Rush Orders in Shipbridge

In the **Rush Orders** filter field, select **Rush Only** and click **Refresh List**.

Shipbridge interface showing filters and a table of results:

Filters: Rush Orders: Rush only

Buttons: Refresh List (highlighted with a blue arrow)

Order ID	Rush	Order Date	Order Import Date	Customer	Company	Address	Address 2	City	State	Zip	CountryName	Phone #	Email	Weight (oz)	Weight (lb)	SKU	ProductNames	Kit	Location/Notes
508820	<input checked="" type="checkbox"/>	05/05/2021 08:34 AM	05/05/2021 08:34 AM			East Summerhous...		Mount Pleasant	South	29464	United States		test@gmail.com	0.00	0 lbs	TEST_2TEST	Product One 1 Test		

Note: You can set orders as **Rush** manually on the **Order Details** page by navigating to the **Action Menu > Set Rush**. Similarly, you can also set them as **Not Rush**. (Show me where!)