

Failed Shipped Notifications

04/30/2025 3:17 pm CDT

Overview

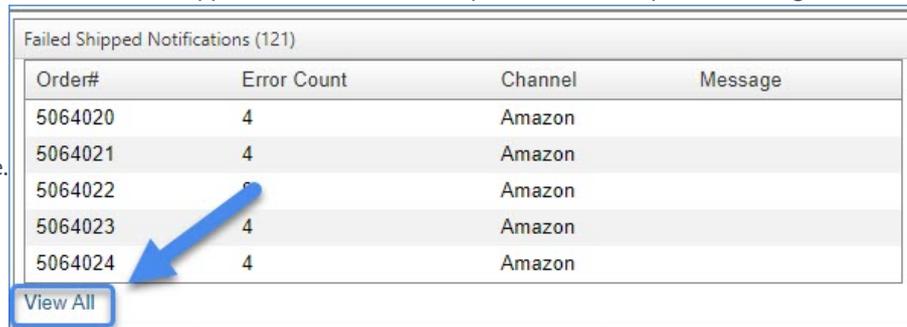
Sellercloud notifies you about the orders that have unsuccessfully updated tracking on the channels. In this article, you will learn where you can find information about **Failed Shipped Notification Orders** and how to automate the process of sending email notifications for failures in tracking uploads.

Failed Shipped Notification Orders

To see failed shipped notifications orders:

1. Go to the **Home Page > Failed Shipped Notifications** grid.
Note: If you don't see the **Failed Shipped Notifications** grid, you can enable it by selecting **Customize** from the top right corner of the page and enabling the **Show failed shipped notify orders** option.
2. Click **View All** to see all orders that were shipped within the last 30 days that failed to update tracking on the

channel 3 times and more.



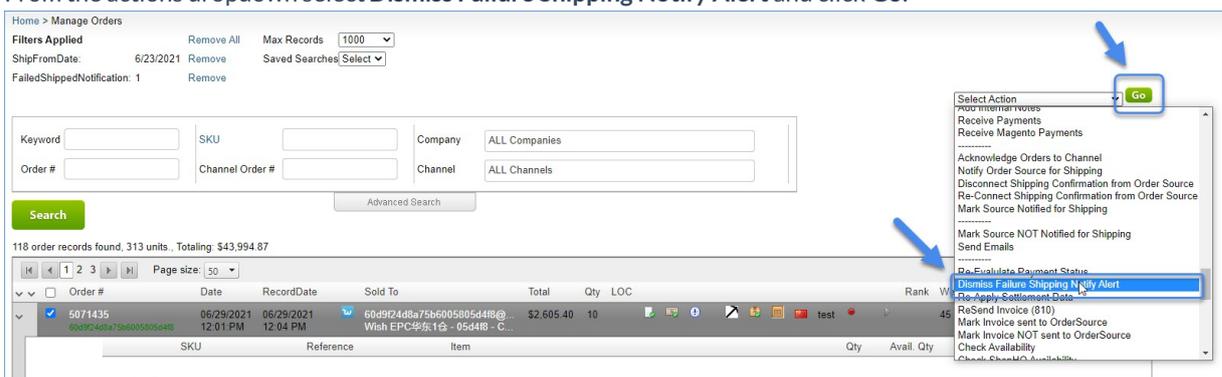
Order#	Error Count	Channel	Message
5064020	4	Amazon	
5064021	4	Amazon	
5064022	4	Amazon	
5064023	4	Amazon	
5064024	4	Amazon	

[View All](#)

Clear Failed Shipped Notification Status on Orders

If the order tracking was successfully updated on the channel but it still appears in the **Failed Shipped Notifications** list you can clear **Failed Shipped Notification Status** on orders.

1. Go to the **Home Page > Failed Shipped Notifications** grid.
2. Click **View All**.
3. Select orders.
4. From the actions dropdown select **Dismiss Failure Shipping Notify Alert** and click **Go**.



Home > Manage Orders

Filters Applied Remove All Max Records: 1000
ShipFromDate: 6/23/2021 Remove Saved Searches: Select
FailedShippedNotification: 1 Remove

Keyword: _____ SKU: _____ Company: ALL Companies
Order #: _____ Channel Order #: _____ Channel: ALL Channels

118 order records found, 313 units, Totalling: \$43,994.87

Page size: 50

Order #	Date	RecordDate	Sold To	Total	Qty	LOC	Rank	W
5071435 60692448a75b6005905648	06/29/2021 12:01 PM	06/29/2021 12:04 PM	60d9924d8a75b6005905d48@ Wish EPC华联; 1台 - 05d418 - C...	\$2,605.40	10		45	

Select Action
Dismiss Failure Shipping Notify Alert
Go

If the order failed to update tracking to the channel three or more times you may need to use the **Clear Notify Order Source for Shipping Error Count** action either from the **Order Details** page or the **Manage Orders page** (for a bulk option) in order to be able to send the tracking information again. Make sure that the reason for failure is resolved before attempting to re-submit. Steps for re-submitting:

Select the order/s and:

1. Clear Notify Orders Source for shipping error counts.
2. Mark Source Not Notified for shipping.
3. Notify Order Source for Shipping.

Email Notification for Failures in Tracking Uploads

You can automate the process of getting notifications about failures in tracking uploads on the channels.

Via Email Template Assignment

You can automatically receive an e-mail when a tracking document fails to upload for:

- eBay
- Newegg
- Overstock
- Shopify
- Walmart DSV
- Walmart Marketplace

To enable the automated email notifications:

1. [Create an e-mail template.](#)

Note: The email template must be connected to a working [SMTP profile](#) for a successful setup.

2. Assign the email template to **Tracking Update Failed On Channel** under **Company Settings** > select a company > **Toolbox** > **Email Settings** > **Email Template Assignment**.

[Click here](#) to see a sample e-mail template

For Amazon, assign the email template to **AmazonUploadedDocumentProcessingFailure**.

AmazonUploadedDocumentProcessingFailure will send notifications for all types of document upload failures such as cancelation attempts for Amazon orders that failed, etc.
