

Order Notes and Warnings

04/30/2025 3:17 pm CDT

Overview

Order Notes and Product Warnings are crucial for proper order fulfillment. From customization requests to safety precautions, these essential communications can ensure a smooth and trouble-free experience for everyone involved.

In Sellercloud, you can leave special notes and instructions on specific orders or set up warnings for certain products. In both cases, these messages must be acknowledged before the order can be shipped. They appear in two places in Shipbridge:

- In the orders grid > **Unshipped** tab > **Customer Service** tab.
- In the **Scan and Ship** window, under the **Customer Service** tab.

Here are 3 example situations where you may need this feature:

- **Customer Instructions** – Add a note to pass on special requirements from the customer.
 - **Example:** “Please engrave the initials ‘J.S.’ on the back of the watch.”
- **Customer Service Note** – Add a note for the warehouse workers to ensure they handle a particular type of order correctly.
 - **Example:** “This item is fragile. Please ensure it is packed securely with bubble wrap.”
- **Product Warning** – Flag certain products that may have legal or safety requirements.
 - **Example:** “The order includes hazardous materials. Ensure that the shipping carrier is aware and compliant with safety regulations.”

Some products are subject to California’s [Proposition 65 Regulations](#), under which you are obligated to warn consumers of any hazardous chemicals in your products. If so, you must ensure a warning message will appear on all related orders in Shipbridge to confirm that the appropriate warning labels exist before shipping is allowed.

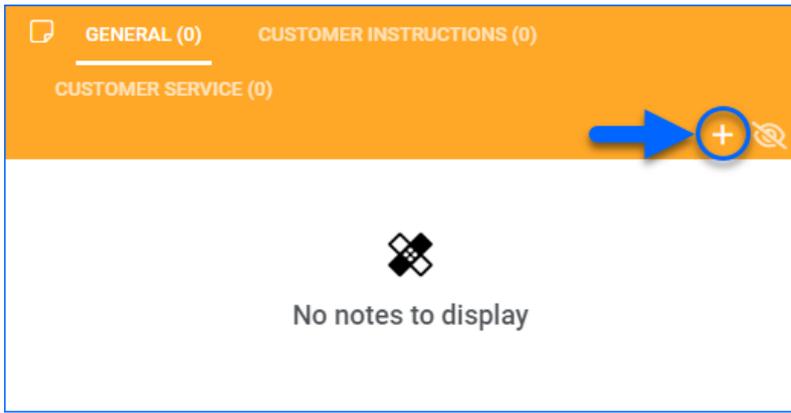
Add Notes to Orders

With order notes, you can leave special information for customer service and pass on customer instructions that you want to be acknowledged before shipping.

You can also leave general order notes, which are helpful for better internal communication and collaboration. For example, one way to use such notes is to inform others about changes. This way, they won’t have to check the order’s [Change Log](#).

To add notes to orders:

1. Go to the [Order Details Page](#).
2. Click the **Add Note** plus icon in the orange **Notes** panel.

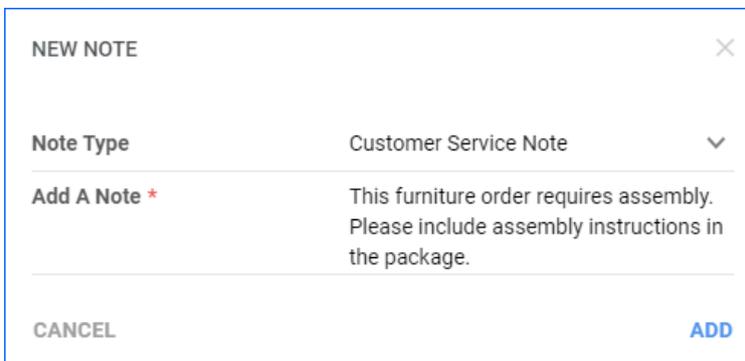


3. Select the **Note Type** – **General**, **Customer Instructions**, or **Customer Service**.

Only notes of the **Customer Service** type will appear for acknowledgment in Shipbridge.

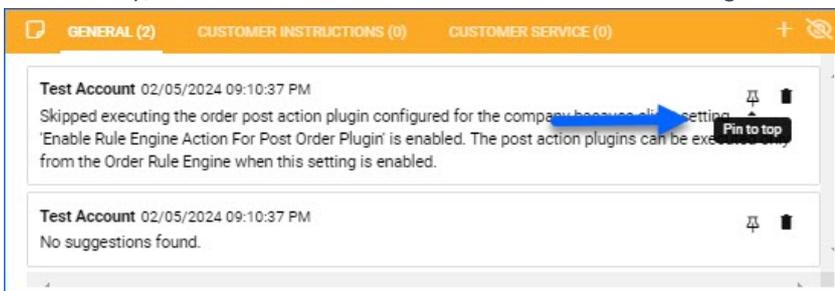
4. Type your note into the **Add a Note** field.

5. Click **Add**.



Order Notes of type **General** allow you to **tag specific users**, including yourself, who will receive a **notification**.

Sometimes, order notes can pile up, especially if there are too many system-generated ones. This could cause important messages to get buried and potentially missed by employees. If there is an especially important note you need to make sure is visible, you can Pin it to the top of the list by clicking the push pin icon on the right. This feature is available for all users with the **Client Admin Role** or to Employees with the **Advanced Order Permission Pin Order Notes** enabled. Alternatively, click the **Trash can** icon to delete notes that are no longer needed.



Add Warnings to Products

You can also add product-specific warnings on the product level. These also have to be acknowledged before shipping any order containing the product. You can add product warnings manually to one product at a time or for multiple products in bulk:

Manually

To manually add a product warning to a single product:

1. Go to the [Product Details Page](#).
2. Click **Toolbox** and select **Shipping Preferences**
3. Click **Edit**.
4. Check **Require Shipper to Acknowledge Warning**
5. Enter your message in the **Warning** box.

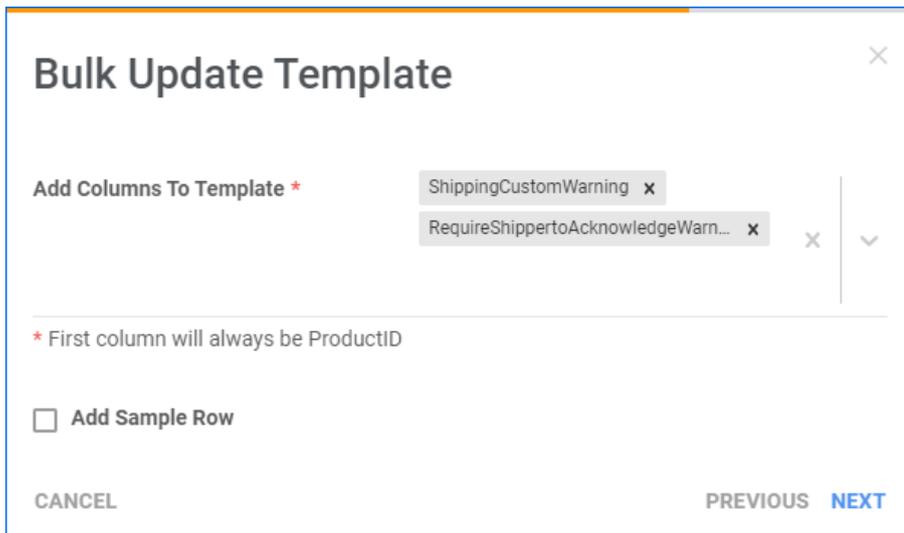
PREFERENCES	
DropShip Mode	Ship from Site ▼
Shipping Carrier	Select ▼
Shipping Method	Select ▼
Number Of Batteries Included	0
<input type="checkbox"/> Require Delivery Signature	
<input type="checkbox"/> Require Delivery Confirmation	
<input type="checkbox"/> Allow Ship By Truck	
<input type="checkbox"/> Force Ship By Truck	
<input checked="" type="checkbox"/> Require Shipper To Acknowledge Warning	
Warning	This item is fragile. Please ensure it is packed securely with bubble wrap.
<input type="checkbox"/> Require Shipper To Input Information	
<input type="checkbox"/> Require Serial Number Scan In Scan & Ship	
<input type="checkbox"/> Require Transparency Sticker	
<input type="checkbox"/> Hazmat	
<input type="checkbox"/> Is Expirable	

6. Click **Save**.

In Bulk

To add product warnings in bulk:

1. Follow the steps to [Bulk Update Products](#).
2. Include these columns in your template:
 - a. **RequireShippertoAcknowledgeWarning** – Enter **True** under this column to ensure that the shipper must acknowledge your warning before shipping any orders with that product.
 - b. **ShippingCustomWarning** – Enter the warning message under this column.



Acknowledge Notes and Warnings in Shipbridge

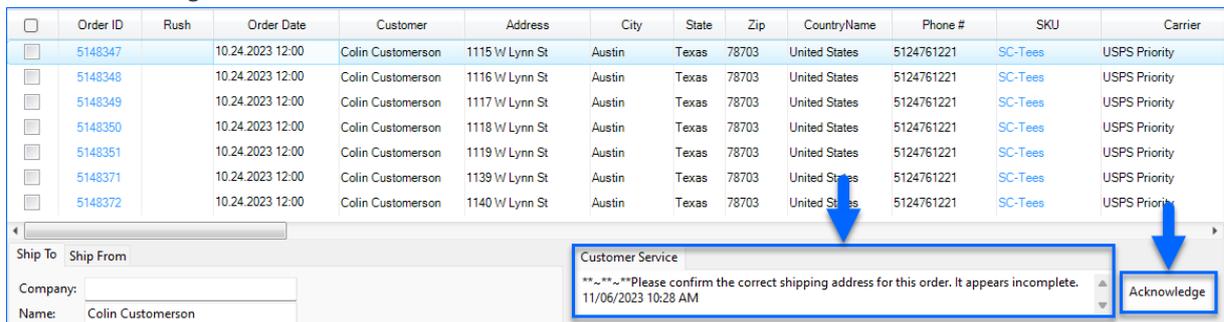
You can make it mandatory for order notes and product warnings to be acknowledged in Shipbridge before orders can be shipped. Enable the following Shipbridge settings:

- **Menu > Options > Batches > Order notes must be acknowledged before batch shipping** – This setting makes acknowledgment mandatory during [Batch Shipping](#).
- **Menu > Options > Scan and Ship > Require that the user marks customer note as read (if there is one)** – This setting makes acknowledgment mandatory during [Scan and Ship](#).

With the above settings enabled, the acknowledgment can happen either in the order grid or the Scan and Ship window.

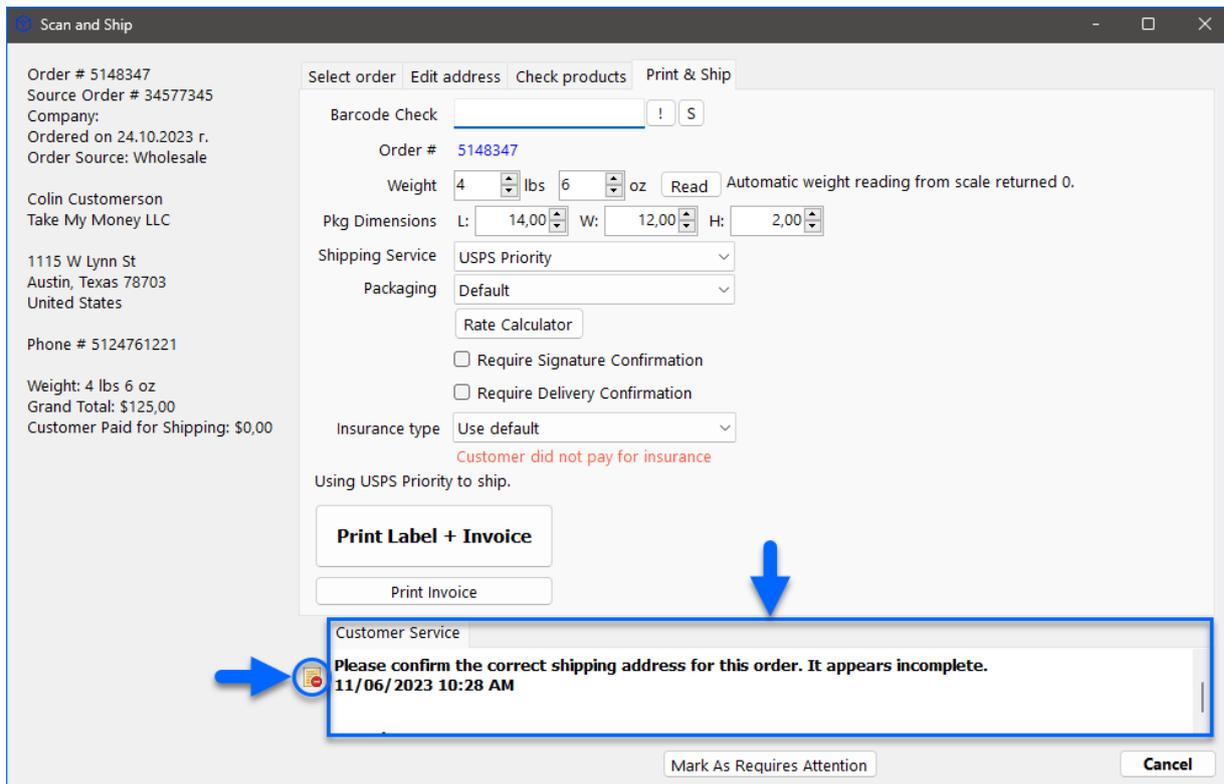
In the orders grid:

1. Select an order in the grid.
2. Click the **Customer Service** tab.
3. Click **Acknowledge**.



In Scan and Ship:

1. Select an order and go to **Scan & Ship**.
2. Click the **Customer Service** tab.
3. Click the icon on the left to mark it as read.



To manage the visibility of the **Customer Service** panel within the grid, go to **Menu > Options > General** and modify the **Hide the Customer Note Tab** setting as needed. Ensure this option is disabled on all Shipbridge devices that may require access to these notes.

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Add Notes to Orders

You can add any customer service note that you want to be acknowledged before shipping:

1. In an existing order > Choose **Customer Service Note** > Enter the text > **Create Note**. (You can also enter a note when first creating the order.):

The screenshot displays an order management interface. On the left, a sidebar lists various order statuses such as 'No Payment', 'Order Not Confirmed', and 'Address Not Confirmed'. The main area shows order details including 'Channel Order #', 'Marketing Source: Google', and shipping addresses for 'Sold To' and 'Ship To'. A payment summary table is visible on the right, showing a total of \$8.52. Below this is a table of items, with one item listed: 'Flywm Women s Long Sleeve Off Shoulder t Shirt' with a unit price of \$7.99. At the bottom, a 'Customer Service NoActionNeeded' section contains a text input field with the note 'Be sure to pick the correct color Drk Grey, not Grey.' and a 'Create Note' button. A dropdown menu for 'Append to:' is open, showing options: 'Customer Service Note', 'Order Note', 'Customer Instructions', and 'Customer Service Note' (highlighted). A blue arrow points to the text input field, and a blue box highlights the dropdown menu.

Add Warnings to Products

A product can include a warning to be acknowledged before shipping:

1. **Inventory** > Product Summary > **Toolbox** > **Shipping Preferences** > **Require Shipper to Acknowledge Warning box**.
2. Enter your message in the **Warning** box > **Save**.

Home > Search > Manage Inventory > [5009951001] > Shipping Preferences

Product Name: Flywm Women's Long Sleeve Off Shoulder t Shirt Tunic Tops Blouses Casual Loose Slouchy Pullover Sweatshirt (M, Dark Gray)

Dropship mode:

Max Qty Ship From Site:

Ship Weight: lbs Oz

Ship Width/Height/Length: in in in

DIM Weight: n/a

Shipping Carrier:

Shipping Method:

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

Shipping Cost (Expedited):

Shipping Cost (1Day):

Shipping Cost (2Day):

Shipping Surcharge (AL/HI):

Shipping Cost (Int) Canada:

Shipping Cost (Int) Australia:

Shipping Cost (Int) UK:

Shipping Package Type:

Number of Batteries Included:

Max Qty per Package Enabled

Require Shipper to Acknowledge warning

Any kind of warning can be entered here, including one to ensure Proposition 65 compliance.

This particular note was added under the Shipping Preferences.

Require Shipper to Input Information

Require Delivery Signature to Flag Delivery Signature

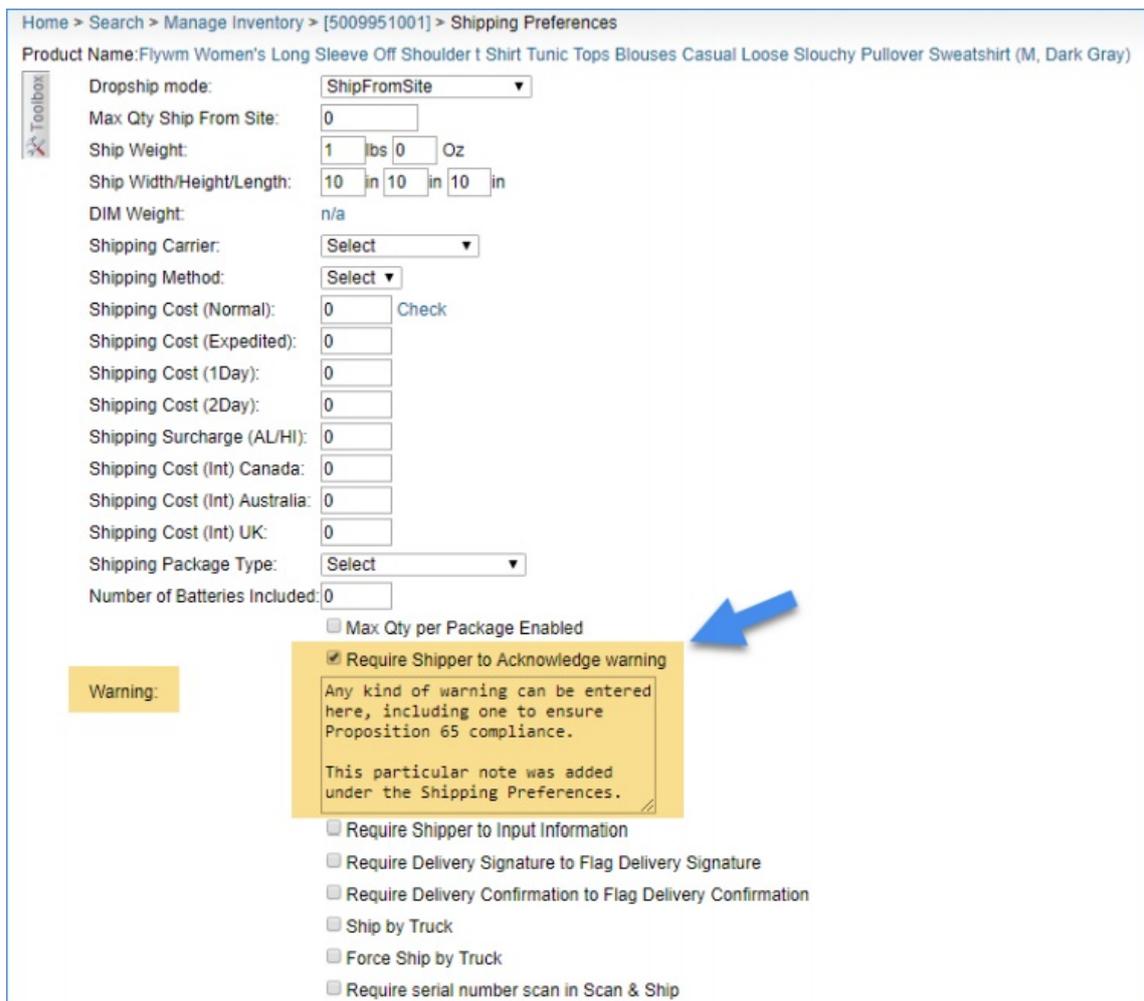
Require Delivery Confirmation to Flag Delivery Confirmation

Ship by Truck

Force Ship by Truck

Require serial number scan in Scan & Ship

Warning:



Acknowledge Notes and Warnings in Shipbridge

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With the above settings enabled, the acknowledgment can happen either in the order grid or the Scan and Ship window.

In the orders grid:

1. Select an order in the grid.
2. Click the **Customer Service** tab.
3. Click **Acknowledge**.

<input type="checkbox"/>	Order ID	Rush	Order Date	Customer	Address	City	State	Zip	CountryName	Phone #	SKU	Carrier
<input type="checkbox"/>	5148347		10.24.2023 12:00	Colin Customerson	1115 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148348		10.24.2023 12:00	Colin Customerson	1116 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148349		10.24.2023 12:00	Colin Customerson	1117 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148350		10.24.2023 12:00	Colin Customerson	1118 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148351		10.24.2023 12:00	Colin Customerson	1119 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148371		10.24.2023 12:00	Colin Customerson	1139 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority
<input type="checkbox"/>	5148372		10.24.2023 12:00	Colin Customerson	1140 W Lynn St	Austin	Texas	78703	United States	5124761221	SC-Tees	USPS Priority

Ship To Ship From

Company:

Name: Colin Customerson

Customer Service

~~**Please confirm the correct shipping address for this order. It appears incomplete.
11/06/2023 10:28 AM

Acknowledge

In Scan and Ship:

1. Select an order and go to **Scan & Ship**.
2. Click the **Customer Service** tab.
3. Click the icon on the left to mark it as read.

Scan and Ship
[-] [x]

Order # 5148347
Source Order # 34577345
Company:
Ordered on 24.10.2023 r.
Order Source: Wholesale

Colin Customerson
Take My Money LLC

1115 W Lynn St
Austin, Texas 78703
United States

Phone # 5124761221

Weight: 4 lbs 6 oz
Grand Total: \$125.00
Customer Paid for Shipping: \$0.00

Select order Edit address Check products Print & Ship

Barcode Check ! S

Order # 5148347

Weight 4 lbs 6 oz **Read** Automatic weight reading from scale returned 0.

Pkg Dimensions L: 14,00 W: 12,00 H: 2,00

Shipping Service USPS Priority

Packaging Default

Require Signature Confirmation

Require Delivery Confirmation

Insurance type Use default

Customer did not pay for insurance

Using USPS Priority to ship.

Customer Service

Please confirm the correct shipping address for this order. It appears incomplete.
11/06/2023 10:28 AM

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