# Manage Orders Page

04/30/2025 3:17 pm CDT

## Overview

The **Manage Orders** page gives you quick and easy access to all your orders. On this page, you can:

- View all orders in your Sellercloud account.
- Use search filters to show only specific orders.
- Save your filters to effortlessly repeat searches.
- Sort the orders in your search results based on different order data columns.
- Show or hide order data columns from the search results grid.
- Perform a wide range of actions on orders individually or in bulk.

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## Page Overview

To access your orders, go to **Orders > Manage Orders**.

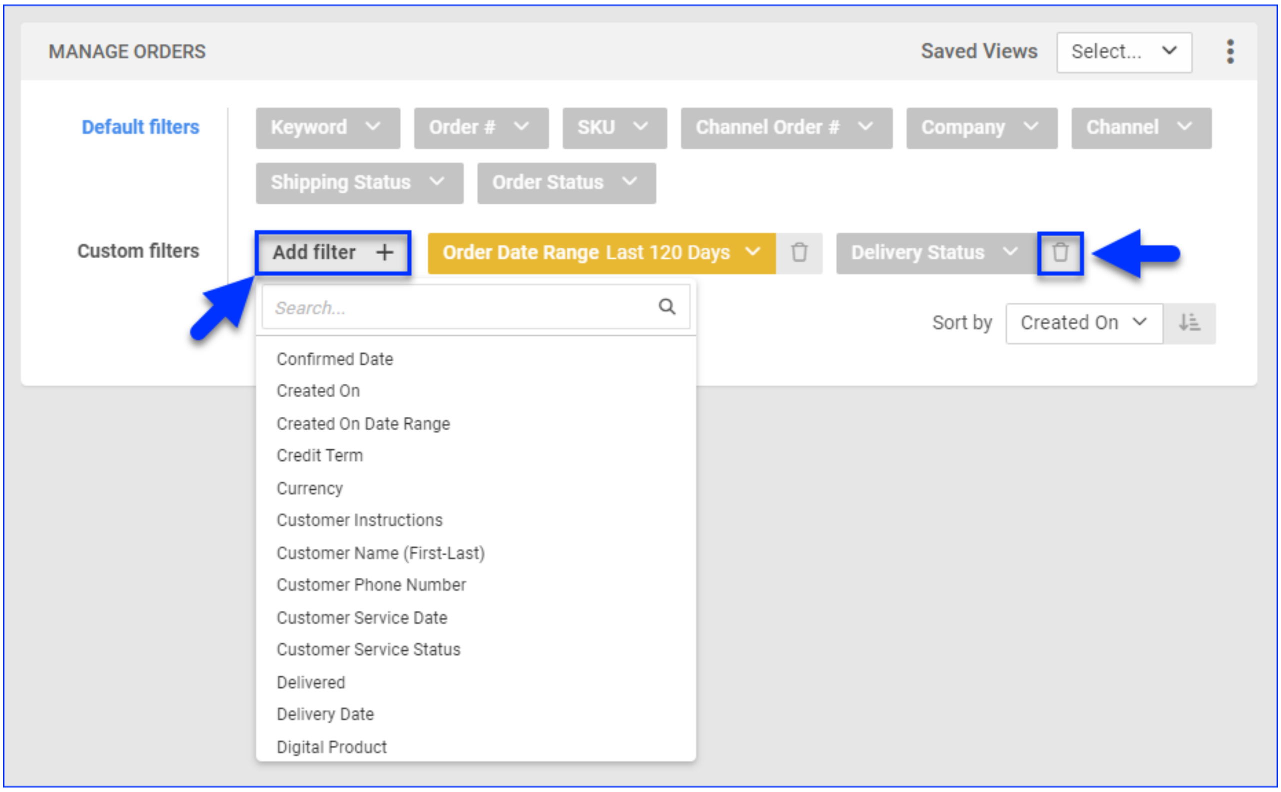
The **Manage Orders** page consists of three key components:

- **Search Filters** – A wide range of search options that let you narrow down your search results and show only the orders you are interested in. You can save specific searches for repeat use.
- **Search Results –** A list of orders that match your criteria. You can sort it differently and even show or hide different data columns.
- **Actions –** A wide range of order-related actions you can perform on one order at a time or in bulk. These actions help you manage your orders both within Sellercloud and in connected sales channels.

### Search Filters

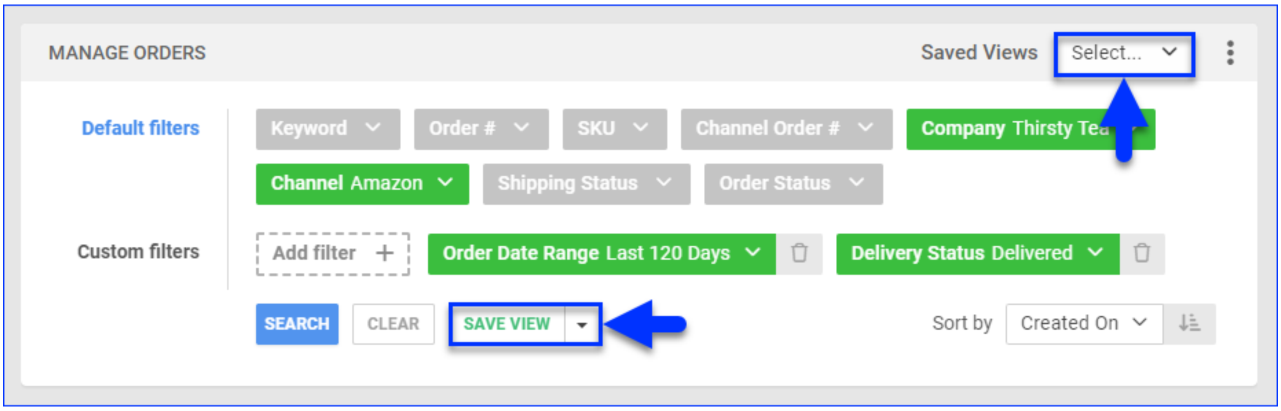
Most filters offer multiple-choice selection or allow you to enter specific values. Each subsequent choice narrows down the scope of your search results further and affects what the page displays. You can add as many filters as you like or none at all.

There are **Default filters** that are always displayed and **Custom filters** that you can display manually by clicking the **Add filter** button and selecting a filter from the list. To remove a custom filter from the page, click the **Trash** icon next to it.




After you click **Search**, each filter you apply gets highlighted in green. If a filter is gray or not displayed at all, it's not active. You can add or remove filters and search again at any time.

Once you have set up your filters, you can click **Save View** to save the search. Then, you can repeat the same search by selecting it from the **Saved Views** menu on the top right.

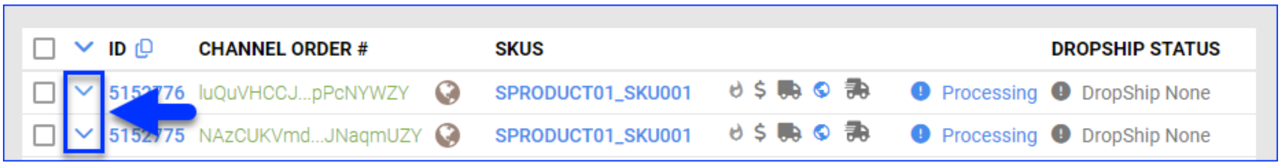



For a list of all filters and their descriptions, see the Filter Descriptions section of this article.

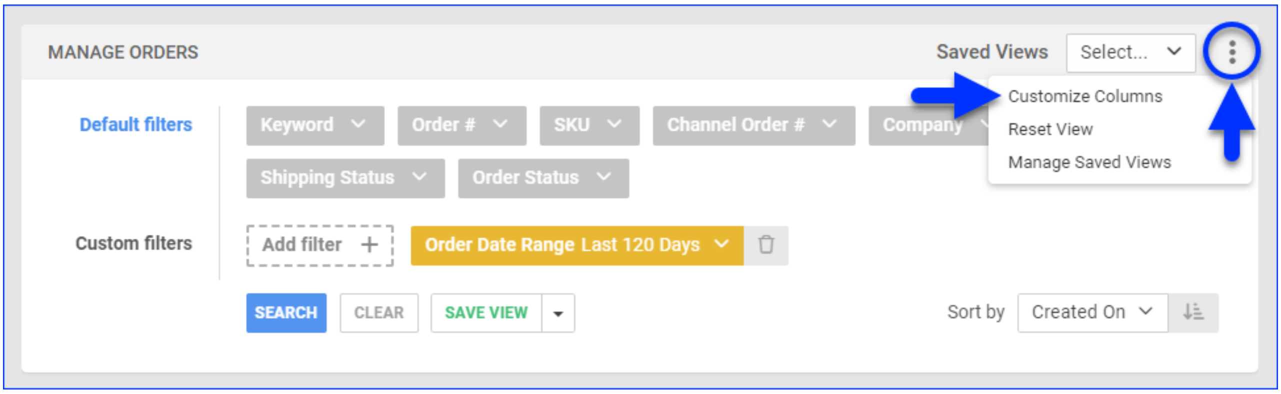
## Search Results

The search results show a list of orders matching your search criteria. This list is comprised of various data columns showing order information.

There are two levels of columns. **Level 1** columns are always visible. There are also **Level 2** columns – when available, you can view them by clicking the small blue arrow to the order's left. This provides you with more information about the ordered SKUs.




You can add, remove, and even reorder data columns. Click the three dots icon on the top right and select **Customize Columns**.

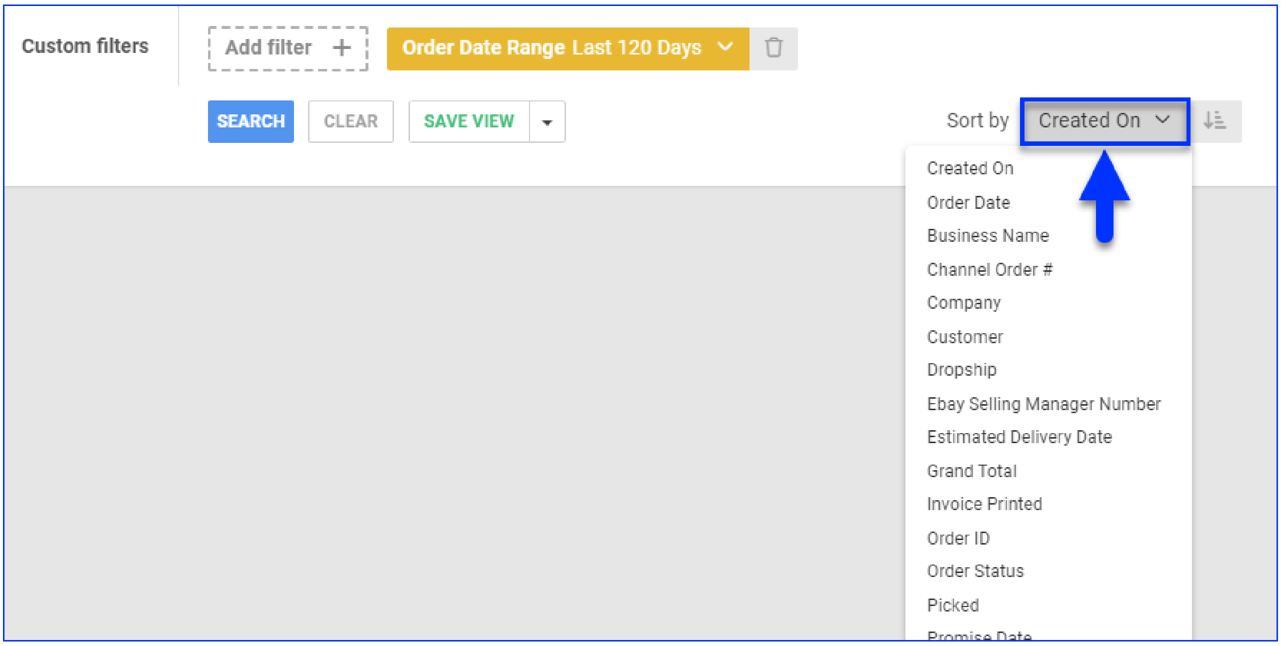



Now you can:

- Reorder columns by dragging them up or down in the list
- Hide columns by clicking the **Trash** icons
- Add columns by clicking **Add column**

Any modifications you make are automatically saved for the logged-in user. To restore the default configuration, go to **Customize Columns** > **Reset View**.

You can also sort the orders in a different order based on a specific column using the**Sort by** dropdown menu.



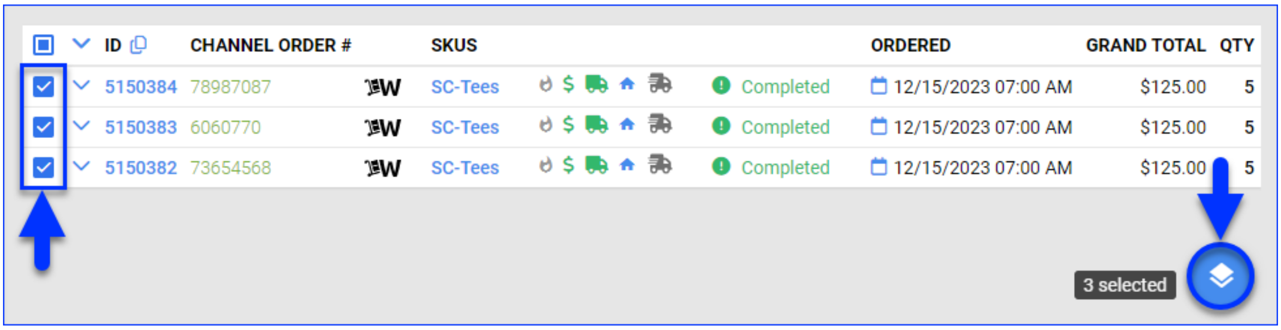

For a list of all data columns and their descriptions, see the Column Descriptions section of this article.

## Actions

The Manage Orders page also offers a wide range of actions you can perform on one order at a time or in bulk.

These actions help you quickly manage your orders both within Sellercloud and in connected sales channels.

The **Actions** icon is located on the bottom right of the page. By default, it is a green plus icon that allows you to create a new order. When you select orders from the search results by checking the boxes to their left, the icon turns blue. Once it's blue, you can click it to perform actions on selected orders.




You can use the search engine to find a specific action quickly. Click the**Star** icon next to any frequently used action to pin it to the top of the actions list for quick access.

Most of these actions will display a notification at the bottom of the screen when used, telling you that a Queued Job has been created. You can click the link to the queued job to view it. Make sure to refresh the page to update the job's **Status**.
For a list of all actions and their descriptions, see the Action Descriptions section in this article.

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# Descriptions

This section lists and defines all available elements on the Manage Orders page. This includes the search filters, the columns that display order data and sort results, and the actions you can perform on selected orders. This article lists the elements by category for your convenience.

## Filter Descriptions

Refer to the lists below for all **Default/Custom filters** and their descriptions.

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|---|---|
| **General Information** | |
| **Keyword** | Show only orders matching one or more specific strings that can include letters, numbers, and special characters. These strings can be found in the order number, SKU, shipping details, and more. |
| **Order #** | Show only specific orders by order number. |
| **Channel Order #** | Show only specific orders by the order number at the source channel.<br>This filter supports wildcard searching. Be sure to enter a single value only and that it follows this format: **123test%**. The results will include channel order IDs that begin with the value entered before the wildcard (the % symbol). |
| **Company** | Show only orders from one or more Companies. |
| **Company Group** | Show only orders from one or more Company Groups. |
| **Channel** | Show only orders from one or more sales channels. |
| **Order Status** | Show only orders with one or more **Order Status** values. |
| **Order Confirmed** | Show only orders that have or have not been confirmed. |
| **Confirmed By** | Show only orders confirmed by one or more Employees. |

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| **Confirmed Date** | Show only orders confirmed within a specific time range. |
| **Created On** | Show only orders created within a custom time range. |
| **Created On Date Range** | Show only orders created within specific predefined time ranges. |
| **Currency** | Show only orders in one or more currencies. |
| **Documents** | Yes – show only orders that have documents attached; No – show orders that have no attached documents. |
| **User ID** | Show only orders matching one or more Customer **IDs**. |
| **User Name** | Show only orders matching a specific **Customer Email**. The filter supports up to 30 comma-delimited values. |
| **Users Group** | Show only orders matching one or more Customer Groups. |
| **Customer Name (First-Last)** | Show only orders matching a specific customer name. |
| **Customer Phone Number** | Show only orders matching a specific customer phone number. |
| **Customer Instructions** | Show only orders with specific customer instructions. |
| **Has Customer Instructions** | Show only orders that have or don't have customer instructions. |
| **Customer Service Date** | Show only orders where the **Customer Service Status** was changed within a specific time range. |
| **Customer Service Status** | Show only orders with one or more **Customer Service Status** values. |
| **Feedback Received** | Show only orders with or without received feedback. |
| **Blacklisted** | Show only orders that are or are not Blacklisted. |
| **Business Name** | Show only orders whose customer matches a specific business name. |
| **Sales Rep** | Show only orders sold by a specific **Sales Rep**. |
| **Marketing Source** | Show only orders matching a specific **Marketing Source**. |
| **Gift Order** | Show only orders that are or are not Gift Orders. |
| **Gift Wrap** | Show only orders with or without gift wrapping. |
| **Not in Channel** | Show only orders that are not coming from one or more channels. |
| **Not in Company** | Show only orders that don't belong to one or more companies. |
| **Order Date** | Show only orders whose **Order Date** is within a custom time range. |
| **Order Date Range** | Show only orders whose **Order Date** is within a specific predefined time range. |
| **Order Group** | Show only orders that are or aren't within a specific **Order Group**. This filter accepts multiple values. |
| **Order Has Notes** | Show only orders with or without **Notes**. |
| **Replacement Order** | Show only orders that have, are, or are not Replacement Orders. |
| **Rush Orders** | Show only orders that are or are not Rush Orders. |
| **Updated From** | Show only orders updated within a custom time range. |
| **Updated From Date Range** | Show only orders updated within a specific predefined time range. |
| **Has Fraud Alert** | Show only orders with or without a fraud alert. |
| **Has Parent Order** | Show only orders with or without a parent order. |
| **Has RMA** | Show only orders with or without an RMA. |
| **Link To PO** | Filter based on the order having a link to a Purchase Order. The **Was Linked or Never Linked** option will load all the orders that have never been linked to PO as well as the ones that used to be linked. |
| **PO IDs** | Show only orders with one or more Dropshipped POs. |
| **Vendor Order ID** | Show only orders matching a specific **Vendor Order ID**. |
| **Order Split Type** | Show only Split Orders of a specific type. |
| **Order Sub Type** | Show only orders matching a specific Subtype. |
| **Site Codes** | Show only orders coming from one or more country-specific channels, such as Amazon.de or Newegg.ca, by matching country codes. |
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| **Product Information** | |
| **SKU** | Show only orders with one or more SKUs. |

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| **ASIN** | Show only orders with products matching a specific ASIN. |
| **Serial Number** | Show only orders with products matching a specific Serial Number. |
| **Back Order** | Show only orders matching a specific Backorder status. |
| **Brands** | Show only orders with products from one or more Brands. |
| **Digital Product** | Show only orders with or without Digital Items. |
| **Inventory Available** | Show only orders containing products with or without available inventory. |
| **Inventory Count** | Show only orders with or without inventory counting. |
| **Kits** | Show only orders with products of a specific Kit Type. |
| **Original SKU** | Show only orders with one or more original SKUs. |
| **Product Group** | Show only orders with products that are or are not in specific Product Groups. |
| **Product Type** | Show only orders with products of one or more Product Types. |
| **Shadow Products** | Show only orders with or without Shadow Products. |
| **Single Item Orders** | Show only single-item, multi-item, or multi-SKU orders. |
| **Single SKU Order** | Show only orders with a single SKU or with multiple SKUs. |
| **Manufacturer** | Show only orders with products from one or more Manufacturers. |
| **Order Item Reference ID** | Show only orders matching a specific **Order Item ID**. |
| **Units Ordered Range** | Show only orders within a specific range of ordered product units. |
| **Unknown Products** | Show only orders with or without Unknown Products. |
| **Is On PickList** | Show only orders with products that are or are not on a Picklist. |
| **Picked** | Show only orders with products matching a specific picking status. |
| **Picked On Date** | Show only orders with products picked within a custom time range. |
| **Picked On Date Range** | Show only orders with products picked within a specific predefined time range. |
| **Picklist ID** | Show only orders with products matching a specific picklist number. |
| **Purchaser** | Show only orders purchased by one or more specific Buyers. |
| **Vendor** | Show only orders with products purchased from one or more specific Vendors. |
| **Qty Sold** | Show only orders within a specific range of sold units. |
| **Location Notes** | Show only orders that contain or don't contain specific Location notes. |

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| **Shipping Information** | |
| **Domestic** | Show only orders that are or are not domestic. |
| **Shipping Status** | Show only orders matching one or more specific **Shipping Status** values. |
| **Delivered** | Show only orders that have or have not been Delivered. |
| **Delivery Date** | Show only orders delivered within a specific custom time range. |
| **Delivery Status** | Show only orders matching one or more **Delivery Status** values. |
| **Estimated Delivery Date** | Show only orders whose **Estimated Delivery Date** is within a specific custom time range. |
| **Promise Date** | Show only orders whose **Promise Date** is within a specific custom time range. |
| **Promise Date Range** | Show only orders whose **Promise Date** is within a specific custom time range. |
| **Street Address** | Show only orders matching a specific shipping address. |
| **Zip Code** | Show only orders whose shipping address includes one or more **Zip Codes**. |
| **Has Invalid Ship To Info** | Show only orders that have invalid **Ship To** information. |
| **Has Third Party Shipping Insurance** | Show only orders with or without third-party shipping insurance. |

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| **Address Verified Statues** | Show only orders with one or more Address Verification Status values. |
| **Ship By Truck** | Show only orders with or without products that Ship by Truck. |
| **Ship Date** | Show only orders whose **Ship Date** is within a custom time range. |
| **Ship Date Range** | Show only orders whose **Ship Date** is within a predefined time range. |
| **Ship From Warehouse** | Show only orders being shipped from one or more Warehouses. |
| **Ship Type** | Show only orders matching a specific **Ship Type**. |
| **Ship to State** | Show only orders being shipped to one or more states. |
| **Ship without Payment** | Show only orders that are either allowed or not allowed to Ship Without Payment. The filter does not recognize whether any of the related settings are configured. It only checks the Order Status. |
| **Shipped By** | Show only orders shipped by one or more employees. |
| **Shipped Verified** | Show only orders that have or haven't been shipped verified with the **Update Shipped Verified Status** action available on the Order Details Page. |
| **Shipped Verified On** | Show only orders that have been shipped verified within a custom time range. |
| **Shipping Carrier** | Show only orders assigned to one or more shipping carriers. |
| **Shipping Country** | Show only orders being shipped to one or more shipping countries. |
| **Shipping Method** | Show only orders using one or more shipping methods. |
| **Shipping Requires Third Party** | Show only orders that require or don't require Third-Party Shipping. |
| **Shipping Source** | Show only orders matching one or more shipping sources. |
| **Tracking Number** | Show only orders matching one or more tracking numbers. |
| **Tracking Uploaded** | Show only orders that have or haven't had tracking uploaded to the source channel. |
| **Was Un Shipped** | Show only orders that have or have not been unshipped at some point. Set the filter to **Disabled** to find orders that have been unshipped. |
| **Failed Shipped Notification** | Show only orders with or without a Failed Shipped Notification. |
| **Packages Count** | Select a range of number of packages on the order. |
| **Your Shipping Cost** | Select a range for the total amount of shipping fees you are billed for. |
| **Payment and Invoicing** | |
| **Discount** | Show only orders with a discount that is within a specific range. |
| **Grand Total** | Show only orders within a specific **Grand Total** range. |
| **Paid via WayToPay** | Show only orders that have or have not been paid via Waytopay. |
| **Payment Date** | Show only orders paid within a custom time range. |
| **Payment Date Range** | Show only orders paid within a predefined time range. |
| **Payment Status** | Show only orders matching one or more **Payment Status** values. |
| **Payment Transaction ID** | Show only orders matching a specific payment transaction number. |
| **Payment Type** | Show only orders paid with a specific Payment Method. |
| **Invoice Printed** | Show only orders where an invoice has or has not been printed. |

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| **Invoice Printed Date** | Show only orders matching a custom invoice print time range. |
| **Invoice Transmitted** | Show only orders whose invoice has been transmitted to the channel within a custom time range. |
| **Invoice Uploaded** | Show only orders whose invoice has or has not been uploaded to the source channel. |
| **Credit Term** | Show only orders with one or more Credit Terms. |

**Order Processing**

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| **DropShipped On** | Show only orders that have been Dropshipped within a custom time range. |
| **Dropship Date Range** | Show only orders that have been dropshipped within a predefined time range. |
| **Dropship PO#** | Show only orders matching one or more dropship PO numbers. |
| **Dropship Status** | Show only orders matching one or more **Dropship Status** values. |
| **Order Ack (Accept)** | Show only specific orders depending on whether they have been acknowledged as accepted to the source channel or not. |
| **Order Ack (Release)** | Show only specific orders depending on whether they have been acknowledged as released to the source channel or not. This is usually the case when an order is canceled and will not be processed. |
| **Ok To Process** | Show only orders matching a specific **OK To Process** status. |
| **Ok To Ship** | Show only orders matching a specific OK To Ship status. |
| **On Hold Reason** | Show only orders matching one or more Hold reasons. |
| **Exported** | Show only orders that have or have not been marked as exported to a sales channel. |
| **QB Exported** | Show only orders that have or have not been exported to QuickBooks. |
| **Fulfillment Option** | Show only orders matching a specific fulfillment option. |
| **Is Settled** | Show only orders that have or have not been Settled. |
| **Action Request Status** | Show only orders with one or more action request status values. |
| **Action Request Type** | Show only orders matching one or more action request types. |
| **Confirmation Label Printed** | Show only orders where a Confirmation Label has or has not been printed. |

**eBay**

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| **eBay Disputed** | Show only orders that are or are not disputed on eBay. |
| **eBay User ID** | Show only orders belonging to a specific eBay user. |

## Column Descriptions

Refer to the lists below for all data columns and their descriptions. You can show or hide these columns by clicking the three dots in the top right and selecting **Customize Columns**. You can also sort your results based on these columns with the **Sort by** menu.

**General Details**

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|---|---|
| **Order ID** | The order's unique reference number in Sellercloud, linking to the Order Details Page. |
| **Channel Order #** | The order's unique reference number on the source channel. |
| **Ebay Selling Manager Number** | The order's secondary unique reference number on the source channel, corresponding to the **Channel Order # (2)** field on the Order Details Page. |
| **Source** | The source channel of the order. |
| **SKUs** | The SKU on the order. If the order includes multiple SKUs, only the first SKU is displayed, and there is an indicator showing how many more SKUs are on the order. This column displays a warning icon when the order contains an Unknown SKU. |

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| **Qty** | The total number of product units of all SKUs on the order. |
| **Company** | The Company under which the order has been created. |
| **Company Logo** | The logo of the Company under which the order has been created. |
| **Sales Rep** | The Employee responsible for selling the order. |
| **Vendor** | The Vendor from which the items on the order were purchased. |
| **Purchase Order ID** | The unique reference number of the Dropshipped Purchase Order. |
| **Order Date** | The placement date of the order. |
| **Created On** | The creation date of the order. |
| **Status and Processing** | |
| **Shipping Status** | The order's **Shipping Status**. |
| **Order Status** | The order's **Order Status**. |
| **Dropship** | The order's **Dropship Status**. |
| **Ok To Ship** | The order's OK To Ship status. |
| **Customer Service Status** | An icon indicating the **Customer Service Status** set on the order. Hover over the icon to see the status name. |
| **Invoice Printed** | Indicates whether the invoice has been printed or not. |
| **Is Replacement Order** | Indicates whether the order is a Replacement Order or not. |
| **Notes** | Indicates whether the order has notes or not. It can be clicked to see, add, and manage customer instructions and other types of notes. |
| **Picked** | Indicates whether the product has been picked or not. |
| **PickList#** | The number of the Picklist used to pick the items for the order. |
| **Customer Information** | |
| **Business Name** | The name of the customer's business. |
| **Customer** | The Customer that placed the order. |
| **Customer Instructions** | Indicates whether the order has customer instructions or not. Click to see, add, and manage customer instructions and other types of notes. |
| **Shipping and Delivery** | |
| **Promise Date** | The order's Ship-By date, which is the final date by which you need to ship the order before the channel marks it as late shipping. |
| **Ship Date** | The date when the order has been shipped. |
| **Estimated Delivery Date** | The order's estimated delivery date. |
| **Delivery Status** | The Delivery Status of the order. |
| **Warehouse** | The order's Ship From Warehouse. |
| **Ship To Name** | The name of the Customer associated with the order, linked to the customer's details page. |
| **Your Shipping Cost** | The total amount of Shipping fees you are billed for. |
| **Destination City** | The **City** specified in the **Shipping Address** on the order. |
| **Destination Country** | The **Country** specified in the **Shipping Address** on the order. |
| **Destination State** | The **State** specified in the **Shipping Address** on the order. |
| **Weight** | The Shipping Weight of the order. Pulled from **Order Details > Toolbox > Shipping > Shipping Details** panel. This column uses the Estimated Shipping Weight for Unshipped orders. |
| **Address Classification** | Indicates whether the **Ship To** address is **Residential** or **Commercial**. |

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| **Shipping Carrier** | Displays the selected **Shipping Carrier** (e.g., FedEx, UPS, etc.) |
| **Shipping Service** | Displays the order **Shipping Service** (e.g., FedEx 2Day, DHL Global, etc.) |

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| **Financial Details** | |
| **Payment Method** | Shows the Payment Method used for the order. |
| **Shipping Total** | Shows the total cost of outbound shipping billed to the customer. Includes refunds on shipping costs. For FBA, this includes the following types of fees: **FBA Per Unit Fulfillment Fee**, **FBA Weight Based Fee**, **FBA Per Order Fulfillment Fee**, **Shipping Chargeback**, **Gift Wrap Chargeback**, and **Cross-Border Fulfillment Fee**. |
| **Sub Total** | Shows the total amount of the items before any discounts, tax, shipping, etc. |
| **Grand Total** | Shows the total amount of the order, calculated as such: (**Subtotal** + **Shipping Total** + **Handling** + **Insurance** + **Gift Wrap** + **Tax**) – (**Discount** + **Shipping Discount**). |

## Action Descriptions

Refer to the lists below for all actions and their descriptions.

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| **General Order Management** | |
| **Add New Order** | Create a New Order. |
| **Delete Selected** | Delete any selected orders. Deleted orders can not be restored. |
| **Export Orders** | Export Orders by using a **General Format**, an Export Mapping Tool, or a **Plugin**. |
| **Update Order Status** | Update multiple order statuses: **Order Status**, **OK to Process**, OK To Ship, **Rush Status**, **Invoice Printed**, **QB Exported**, **Exported**, **Is Confirmed**, and **Source Notified For Shipping**. You can also update these statuses with individual actions. |
| **Add Internal Notes** | Add a **General** order note. |
| **Send Emails** | Send an email to the customer. Optionally, you can use Email Templates. |
| **Add to Credit Memo** | Add the selected orders to a new or existing Credit Memo. |
| **Add Orders to Group** | Add the selected orders to a new or existing **Order Group**. |
| **Merge Orders** | Merge all selected orders. Only eBay, Wholesale, and Local Store orders can be merged. Orders with different **User IDs** (email addresses) or **Ship To** addresses will not merge, and the Queued Job will skip them. To revert a merge, use the Split Order action. |
| **Move Orders To Group** | Remove the selected orders from their current **Order Group** and move them to another one. |
| **Remove Orders from Group** | Remove the selected orders from a single **Order Group** or from all groups at once. |
| **Set As Quote Order** | Turn the selected orders into Quote Orders. To turn them back into real orders, use the **Update Order Status** action to update the **General Status** to **InProcess**. |
| **Set As Void** | Void the selected orders. |
| **Problem Order** | Mark the selected orders as having a problem and enter a comment about it. The **Order Status** will change to **Problem Order**. The comment will appear in the order **Notes** on the Order Details Page. You can find such orders quickly with the **Order Status** filter and update them with the **Update Order Status** action. You can also update them automatically with the Order Rule Engine. |
| **Update Customer Service Status** | Update the **Customer Service Status** field. |
| **Create New PO** | Create a new PO for the ordered items in the selected orders. |
| **Print Product Labels** | Print Product Labels for the ordered items using predefined methods or a plugin. |

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| **Ready To Process** | Mark the selected orders as ready to process and change the **Order Status** to **Processing**. |
| **Acknowledge Orders to Channel** | Send acknowledgment for the selected orders to the source channel. |
| **Set Confirmation Label Printed** | Mark the order as **Confirmation Label Printed**. |
| **Set Confirmation Label not Printed** | Unmark the order as **Confirmation Label Printed**. |
| **Set Feedback Received** | Mark the order as **Feedback Received**. Execute this action once you receive order Feedback from the buyer. |
| **Set Feedback NOT Received** | Unmark the order as **Feedback Received**. |
| **Export Feedback** | Export any feedback received for the selected orders. |
| **ReApply FBA Returns** | Check the status of any related FBA returns and update all related information, such as received quantities and P&L. |
| **Download Credit Memo File (812)** | Download EDI 812 credit memo files from the source channels of the selected orders. |
| **Download Shipping Update File (856)** | Download EDI 856 shipping update files from the source channels of the selected orders. |
| **Download Func Ack File(s) (997)** | Download EDI 997 acknowledgment files from the source channels of the selected orders. |
| **Refresh Order from eBay/Paypal** | Check the selected orders on eBay/PayPal and update their payment status and other related information in Sellercloud. |
| **Shipping and Tracking** | |
| **Lock Shipping Method** | Lock the shipping method to prevent your employees or any Sellercloud services from changing it. |
| **Unlock Shipping Method** | Unlock the shipping method to allow your employees and Sellercloud services to change it. |
| **Use Amazon to Buy Shipping** | Purchase Carrier Labels for the selected orders through Amazon. |
| **Export Shipping Packages** | Export all your package details to an Excel file, making it easier to manage the selected orders externally and store various information for better order handling. |
| **Send Tracking to Channel** | Send the selected orders' tracking information to their channel. |
| **Ship Orders** | Enter and edit the shipping details, such as **Carrier**, **Method**, **Ship Date**, and **Tracking Number**, then Ship the selected orders. |
| **Ship Orders Without Tracking** | Ship the selected orders without adding tracking information. |
| **Ship Via DH** | Ship the selected orders via D&H. |
| **Ship Via DropShipper** | Send the selected orders to a drop shipper using a custom Sellercloud plugin. |
| **Ship Via TechData** | Ship the selected orders via Tech Data. Tech Data is one of Sellercloud's integrated vendors. Requires you to enable a Client Setting called **Enable Ship Via TechData**. |
| **Ship Via Ingram Micro** | Ship the selected orders via Ingram Micro. Ingram Micro is one of Sellercloud's integrated vendors. Requires you to enable a Client Setting called **Enable Ship Via Ingram Micro**. |
| **Ship Via FBA** | Ship the selected orders Via FBA. |
| **Unship** | Change the shipping status of the order to **Unshipped**. |
| **Query Shipping Delivery Status** | Get the current Delivery Status from the carrier and update the orders' **Delivery Status** and **Delivery Date**. |
| **Override Shipping Delivery Status** | Override your orders' package delivery status, update tracking numbers, or disconnect the Sellercloud order's delivery status from the carrier. |
| **Set Delivered** | Set the order's **Delivery Status** to **Delivered** and automatically set the **Delivery Date** to the current date. |

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| **Set Not Delivered** | Revert the **Delivery Status** to **Shipped** and remove the **Delivery Date**. |
| **Set Shipping Requires Third Party** | Mark the selected orders as requiring Third-Party Shipping. |
| **Set Shipping Does Not Require Third Party** | Unmark the selected orders as requiring third-party shipping. |
| **Verify Shipping Address** | See the suggested shipping address, update it if necessary, and then Verify. |
| **Allow Shipping Even Not Paid** | Allow the selected orders to be Shipped Without Payment. |
| **Query Innotrac Shipment Status** | Check Innotrac to update the selected orders' shipment status in Sellercloud. Innotrac is one of Sellercloud's integrated vendors. |
| **Disconnect Shipping Confirmation from Order Source** | Prevent Sellercloud from automatically sending tracking information to the source channel once the selected orders are shipped. |
| **Re-Connect Shipping Confirmation from Order Source** | Allow Sellercloud to automatically send tracking information to the source channel once the selected orders are shipped. |
| **Clear Notify Channel for Shipping Error Count** | Resets the error count on the source channel of the selected orders, allowing Sellercloud to update the channel's fulfillment and tracking information. |
| **Dismiss Failure Shipping Notify Alert** | Clear the **Failed Shipped Notifications** of the selected orders from the Alpha user interface's Home page. |
| **Mark Source Notified for Shipping** | Apply the **Source Notified for Shipping** status to orders. This prevents Sellercloud from sending duplicate tracking information to the source channel once the orders are shipped. |
| **Mark Source NOT Notified for Shipping** | Remove the **Source Notified for Shipping** status from orders. This will enable Sellercloud to send tracking information to the source channel once the orders are shipped. |
| | |
| **Inventory and Products** | |
| **Bulk Replace SKU** | Replace all items on all selected orders with a single new SKU. |
| **Check Availability** | Check the availability of the ordered items, confirm the quantities and proceed with adding the items to a Vendor Central Shipping Agenda. |
| **Link Items to PO** | Cross-dock an order by Linking To a PO. |
| **Refresh Kit Components** | Refresh kit component details in case of any kit changes. This action can be performed only on unshipped orders. |
| **View Related Products** | View the ordered items' Related Products. |
| **Generate Pick List** | Create a new Picklist for the order items. |
| **Mark BackOrder** | Mark the selected orders as Backorders. |
| **Mark Not BackOrder** | Unmark the selected orders as backorders. |
| **Recalculate Backorders** | Recalculate the selected backorders immediately based on the currently available product quantities. |
| **BackOrder Reallocation** | Edit the backorder quantity. This is useful when you want to reallocate an order's backordered item to fill the backorder quantity on another order and ship it immediately. Note that your changes will be overwritten when the **BackOrderReCalculateService** re-runs based on the quantity available and the backorder-related Client Settings. |
| | |
| **Financial** | |
| **Generate Group waytopay Payment Link** | Generate a Group Waytopay Link where the customer can pay for multiple orders at once. |
| **Generate WayToPay Payment Link** | Generate a Waytopay Link for a Single Order where the customer can make a payment. |
| **Receive Magento Payments** | Capture authorized payments through Magento for the selected orders. |
| **Re-Evaluate Payment Status** | Check the selected orders' payment status on the source channel and update their **Payment Status** in Sellercloud. |

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|---|---|
| **Refresh Payment from Magento** | Update any order payments from Magento on the selected orders. |
| **Refresh Payment from Paypal** | Update any order payments from PayPal on the selected orders. |
| **Generate Statement of Account (PDF)** | Generate a PDF Statement of Account for the selected orders. |
| **Generate Statement of Account (Excel)** | Generate a spreadsheet Statement of Account for the selected orders. |
| **Generate P&L** | Generate Profit and Loss for the selected orders. |
| **Recalculate Order Cost** | Recalculate the selected Orders' Cost in cases there are changes applied. |
| **Recalculate Order** | Recalculate the selected orders' Profit and Loss. |
| **Export P&L Adjustments** | Export any adjustments to the selected orders' Profit and Loss to a spreadsheet. |
| **ReApply Settlement Data** | Apply Settlement data to the selected orders. |
| **Export Settlement Details** | Export settlement details for the selected orders to a spreadsheet. |
| **Print Invoice(s) to PDF** | Generate an order invoice in PDF format. |
| **Print Invoice(s) to PDF (Internal)** | Generate an order invoice in PDF format that will be stored only internally. |
| **Print Invoice(s) to PDF (WholeSale)** | Generate a PDF invoice for a wholesale order. |
| **Print Invoice(s) to PDF with PO** | Generate a PDF wholesale invoice for the selected orders with the orders' **Channel Order #** as a PO number. |
| **Print Invoice(s) to PDF (Order Form)** | Generate a PDF invoice for the selected orders using a plugin. |
| **Set Invoice Printed** | Mark the order invoice as printed. |
| **Set Invoice NOT Printed** | Unmark the order invoice as printed. |
| **Mark Invoice Sent to Channel** | Mark the order to indicate that the invoice has been sent to the channel. |
| **Mark Invoice Not Sent to Channel** | Mark the order to indicate that the invoice has not been sent to the channel. |
| **Download ShopHQ Invoices** | Download ShopHQ invoices for selected orders from that channel. |
| **Paypal Confirmed Address** | Mark the PayPal Shipping Address as confirmed. |
| **Paypal Not Confirmed Address** | Mark the PayPal Shipping Address as unconfirmed. |
| **Mark QB Exported** | Mark the order as exported to QuickBooks. |
| **Mark QB Not Exported** | Mark the order as not exported to QuickBooks. |
| **Dropshipping** | |
| **Dropship** | **Dropship** the selected orders to a vendor. |
| **Update Dropship Status** | Update the selected orders' **Dropship Status**. |
| **DropShip: Email PO** | Email any related POs to the **Vendor**. |
| **DropShip: Enter Tracking** | Enter tracking information for the selected orders. |
| **DropShip: Export Report** | Export the selected orders' dropship details to a spreadsheet. |

# Overview

Learn more about your **Manage Orders** page. In this article, we'll discuss how to search for orders, customize columns, and perform actions in bulk.

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# Understand the Manage Orders page

When an order is created, it will appear on your **Manage Orders** page. Here, you can view and control your orders.

This page will display SKUs, shipping status, dropship status, customer information, payments, picklists, and much more.
Clicking the arrow next to the **Order ID** gives a more detailed look, including the product's **SKUs**, **Available Qty**,

**Backorder Qty**, and **Location**.

# View and search orders

Orders can be viewed by clicking on the **Orders** tab. Click on the **Search** button to display all orders.

You can filter your search results as well. Click on the **Advanced Search** tab to filter a search by other variables.

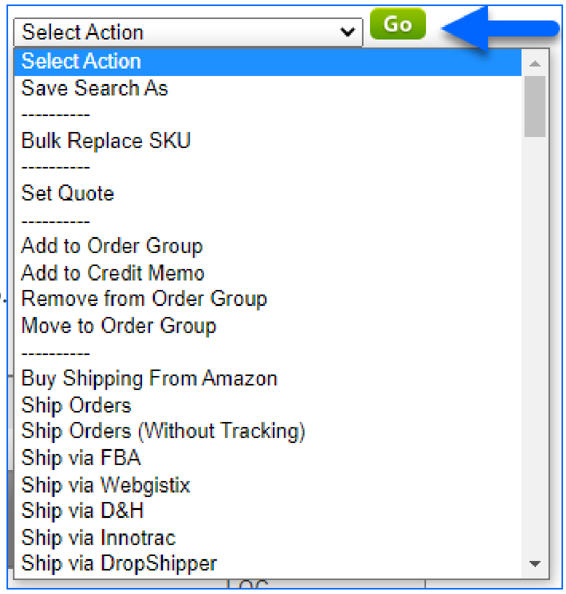
- Using the **Location Notes** filter in **Manage Orders** – By default, the system will search for a matching location note of the most expensive item in the order. To enable the filter to search for matching locations of all items in the order, turn off **Enable Expensive Order Item Location-based search** in **Client Settings**.

You can save an order search for future use by selecting **Save Search As** from the action menu > **Go**. Access your saved searches from the **Save Searches** dropdown menu. You can also save your searches to the dashboard for easier access.

# Action Menu Overview

The action menu allows you to perform various functions related to the order's shipping status, payment, general information, status, and more.

1. Select your orders.
2. Choose an **Action**.
3. Click **Go**.




You can also eliminate time spent adjusting orders individually by performing an action in bulk (e.g., **Export**). Checking the **Select all Pages** box will select all orders displayed on all pages up to the maximum allowed records.