

Merge Orders

04/30/2025 3:17 pm CDT

Overview

With Sellercloud, you can seamlessly merge several same-channel orders from the same customer into a single order. This process can help you streamline shipping and significantly lower your fulfillment costs. The most common scenario for merging orders is when the same customer makes two separate purchases in quick succession.

Only [eBay](#), [Wholesale](#), and [Local Store](#) orders can be merged.

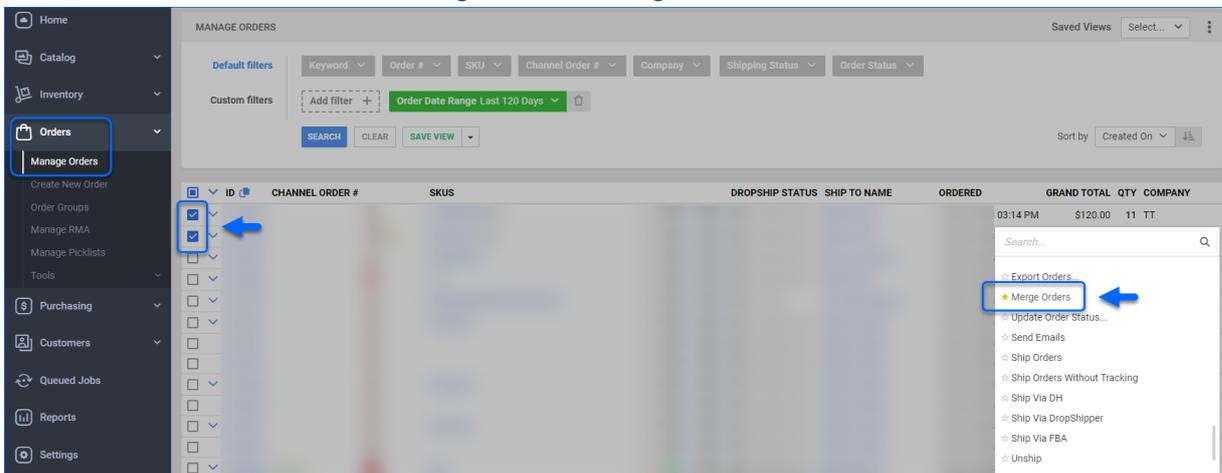
To revert a merge, use the [Split Order](#) action.

Merge Orders

Merging orders is not supported by all sales channels. Therefore, Sellercloud [Customizations](#) such as the [Order Rule Engine](#) and [Plugins](#) will not allow the merging of orders from channels other than [eBay](#), [Wholesale](#), and [Local Store](#). Orders with different [UserIDs](#) (email addresses) or [Ship To](#) addresses will not merge. The Queued Job will skip those orders.

To merge orders from the same customer:

1. Go to **Orders > Manage Orders**.
2. Search for orders or apply a [Saved Search](#).
3. Select the required orders by checking the boxes to their left.
4. Click the blue **Actions** icon at the bottom right and select **Merge Orders**.



5. This action generates a [Queued Job](#). Once completed, the ordered items will be merged and accommodated within the first-placed order.

eBay

Sellercloud also lets you merge eBay orders from the same customer with the [Merge eBay Orders Order Export](#) plugin. You can configure the plugin to run automatically on any eligible orders with a [Scheduled Task](#) or execute it manually on specific orders.

Orders are combined into the first one on the order list in the [Queued Job](#). The nearest [Promise Date](#) of the merged

orders will remain on the combined order to ensure you fulfill them on time.

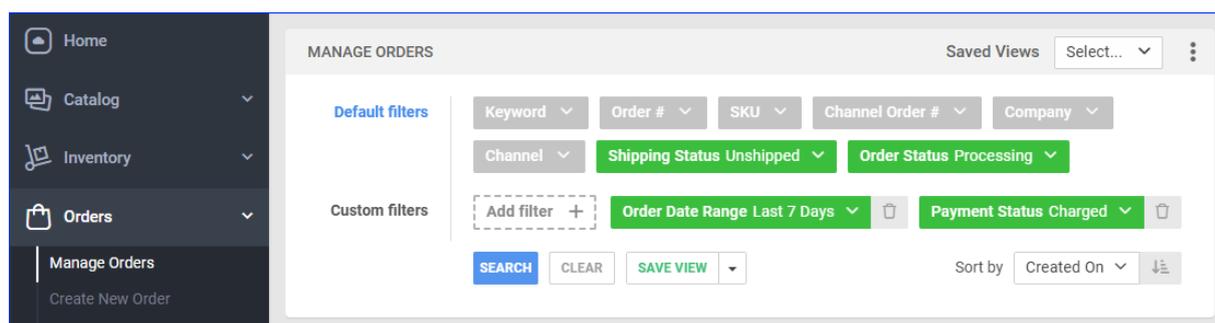
Orders must meet the following requirements for the plugin to merge them:

- Created within the last 7 days
- The **Channel** must be **eBay**
- The **Shipping Status** must be **Unshipped**
- The **Payment Status** must be **Charged**
- The following **Shipping Address** details must match:
 - **First Name**
 - **Last Name**
 - **Street Line 1**
 - **Street Line 2**
 - **City**
 - **State**

To use this functionality, open a ticket with [Sellercloud Support](#) and request that the **Merge eBay Orders Order Export** plugin be installed on your server.

If you want to set up the plugin to run automatically, first, create a [Saved Search](#) for orders filtered by:

- **Order Date Range** – Last 7 Days
- **Order Status** – Processing
- **Payment Status** – Charged
- **Shipping Status** – Unshipped



To configure the plugin to merge eBay orders automatically:

1. Go to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Export Orders**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. On the **Scheduled Task** page, click the **Edit** button at the top right corner.
5. In the **Details** panel:
 - a. Click the **User ID** menu and select your email.

b. Click the **Saved Search** menu and select the saved search you created earlier.

c. Click the **Export Via** menu and select **Merge eBay Orders Order Export**.

6. In the **Export Options** panel, set **Export To** to **None**.

7. In the **Frequency** panel, specify the task frequency. For optimal performance, set it to **Every 30 Minutes**.

8. In the **General** panel, click the **Enable** toggle button.

9. Click **Save**.

GENERAL

Task Name: Order Export Task
Task Type: Export_Orders
Company: Company
Priority: Normal
Note:

DETAILS

User ID: [redacted]
Saved Search: Order Search
Export Via: Merge eBay Orders Order Export [v1.0.0.3]
File Name:
Max Records To Export: All
 Mark Orders As Exported
 This Is Tracking Export
 This Is Invoice Export
 This Is Order Ack (Accept)
 This Is Order Ack (Release)
 This Is Dropship Export
 Export File Without Extension

EXPORT OPTIONS

Export To: None

FREQUENCY

Start At: 11/11/2024 11:11 AM
Recurrence:
 Minutes: Every 30 minute(s)
 Hours: Every 1 hour(s)
 Daily: Run on these day(s): Mo Tu We Thu Fri Sa Su
 Monthly: Every 0 date of month Last Day Of Month
 Custom: Run on these day(s): Mo Tu We Thu Fri Sa Su
Time of Day: [Click here to select time](#)
Existing Times *
Expire Schedule: Never On Date [Click here to select date](#)

EMAIL ALERTS

Send Email Alerts Upon Completion
Send Task Success Email To (Separate By Semicolon)
Send Task Failure Email To (Separate By Semicolon)
 Send Task Failure Email Even If No Records Found

To execute the plugin on specific orders:

1. Go to **Orders > Manage Orders**.

2. Set up the filters to find the right orders or apply a **Saved Search**.

3. Select the orders by checking the boxes on the left.

4. Click the blue **Actions** icon at the bottom right and select **Export > More Options**.

<input type="checkbox"/>	ID	CHANNEL ORDER #	SKUS	ORDERED	GRAND TOTAL	QTY
<input checked="" type="checkbox"/>	5150384	78987087	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5
<input checked="" type="checkbox"/>	5150383	6060770	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5
<input checked="" type="checkbox"/>	5150382	73654568	W SC-Tees	Completed 12/15/2023 07:00 AM	\$125.00	5

3 selected

5. Select **Plugin** and set it to **Merge eBay Orders Order Export**.

6. Click **Export**. This action creates a **Queued Job**. Once the job is completed, you will receive a **Notification**.

Alternatively, you can use the **Merge eBay Orders Format** post-order plugin. To configure it, go to the **Company Defaults**

[Page](#) and select it in the **Order Post Action Plugin** setting. Note that if the **Client Setting Enable Rule Engine Action For Post Order Plugin** is enabled, the **Order Post Action Plugin** setting won't work, and you must configure the plugin using the [Order Rule Engine](#) instead.

Groupon

Groupon Goods accounts will automatically merge orders placed within a certain time period of each other from the same customer. The merge information is sent from Groupon and is not determined by Sellercloud. For more information, see [Groupon Marketplace Account Integration](#).
