

Orders Overview

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This article indexes a number of order-related articles for your convenience.

Creating orders

1. [Import Orders Automatically](#) – Most channels are integrated to automatically download orders.
2. [Import Orders Manually](#) – Orders can be imported manually for channels that are not integrated. Orders can be imported manually or scheduled to pull from FTP.
3. [Create Manual Order](#) – Phone Orders, wholesale orders.
4. [Related Order](#) – Grabs the info of a returning customer for quick processing. The order becomes linked with the related order.
5. [Replacement Order](#) – When replacing lost items etc. [Create RMA](#) when the customer is returning the item.
6. [Wholesale Orders](#) – Create wholesale orders with customer-specific pricing, terms, and credits.
7. Orders with [Kits](#) – Client setting to only show components in orders.
8. Orders with [Shadows](#) – Client setting to only show parent SKU in order. Client setting to deduct inventory from parent SKU.

Managing orders

1. [Search and View Orders](#) – Under the “Orders” tab, orders can be filtered based on your preference.
2. [Manage Orders page](#) – Many actions can be performed on multiple orders on this page.
3. [Order Status](#) – Orders status changes as the order gets processed. Orders can be filtered by status.
4. [Cancelling an order](#) – Cancel orders within Sellercloud. Inventory will update accordingly.
 - a. [Cancelling an Overstock order](#)
5. [Refunding an Order](#) – Refund orders from within Sellercloud.
6. [Manage RMA](#) – Manage the entire return process. Create [return shipping labels](#). Issue refunds, generate replacement or exchange orders.
7. [Paypal Invoice](#) – Create a Paypal invoice to request and receive payment.
8. Payment gateways for local orders and refunds – Set up payment gateways to receive payments from processors and refund local orders.
9. [Merge order](#) – Save on shipping when the same customer orders twice. Client setting to auto-merge eBay

orders when a buyer pays with combined payment.

10. [Gift Orders](#) – Gift Wrap and Messages. For Amazon or Local orders.
11. [Backorders](#) – Orders with items out of stock will be marked as BackOrder with lacking qty. displayed. Can be filtered for optimized order management or flagged to prevent shipping.
12. [Blacklisting Orders](#) – Create rules to prevent orders from shipping based on customer info or location.
13. [Prevent Orders from Shipping](#) – Prevent backorders, blacklisted orders, orders to dropship, or any order from being shipped.
14. [Tracking profit and loss](#) – Item costs, commissions, fees, and shipping costs are calculated against the revenue of the order.
 - a. [Tracking Order Costs on a Drop Shipped Order](#) – updates with order costs based on the related PO.
 - b. [Shipping costs](#) – Estimated at the time of shipping, but [carrier invoices](#) can be imported later on. This will define the actual shipping cost of each order.
15. [Export orders](#) – Export orders in multiple formats. Can be exported to email, or FTP on schedule.
16. [Split Order](#) – Split an order into 2 orders when items need to be shipped from separate locations, when a partial payment is made, or for other reasons.
 - a. [Auto split multi-item orders](#) – Company level setting to automatically split multi-item orders into separate orders
17. [Tax on orders](#) – Tax is applied to order and calculated in profit and loss.
 - a. [Tax from sales channels orders](#) – The tax rate is typically set up on the channel. However, [tax for eBay](#) is configured in Sellercloud.
 - b. [Tax from local orders](#) – configure tax rate for orders locally created in Sellercloud.
 - i. [Wholesale orders](#) – tax will not be applied to wholesale orders
 - c. [Sales tax reports](#) – generate reports of sales tax [per state](#) or per order.
18. [Post-order plug-in](#) – Plugins can be created to automatically apply actions to orders as they are created in Sellercloud.
19. [Map Shipping methods](#) – Map the shipping methods as they are named on the sales channel to the corresponding shipping method in Sellercloud.
20. [Link Order to PO](#) – Linking an order to a purchase order will prevent the order from exporting into ShipBridge until the PO is received.

Fulfilling orders

1. [Picklists](#) – Export lists of items for picking and packing. Exports to PDF or Excel.

- a. [Picklists in ShipBridge](#) – Orders in ShipBridge can be filtered based on picklist ID.
 - b. [Split Picklist](#) – Split your pick lists per shipper.
 - c. [Schedule picklists](#) to be auto-generated.
2. Invoices – Packing slips can be printed in PDF letter size or 4×6 from a thermal printer.
- a. [PDF](#) – Configured in Sellercloud even when printing labels in ShipBridge.
 - i. Multiple options to display/hide info.
 - ii. Separate invoices per company
 - iii. Wholesale invoices
 - i. Separate invoices per wholesale customer
 - iv. Customized invoices
 - b. [4×6 Invoices](#) – configured in ShipBridge
 - i. Multiple options to display/hide info
 - ii. Customized invoices
 - c. [Label/invoice on half-page](#) – Option to print the label and invoice side by side on one letter-sized PDF. Orientation/adjustment can be configured.
3. Ship order – [ShipBridge](#) manages all shipping actions. Orders can be marked as shipped in Sellercloud as well, but it will not print labels.
- a. [Validate Ship To address](#) – Validate shipping addresses to correct errors and determine residential or commercial.
 - b. [Calculate Shipping Rates](#) – Get estimated rates for different services.
 - c. [Print labels](#) – Labels can be printed from all major carriers.
 - i. [Label printer configuration](#) – Map shipping services to format and printer.
 - ii. [Batch Printing](#) – a faster and more streamlined label-printing process than selecting multiple orders.
 - d. [Shipping costs](#) – USPS actual rates are applied to the order. Other carriers estimated shipping costs are applied to orders automatically. UPS and DHL billing invoices can be [imported](#) to apply the actual cost.
4. [Multi-package](#) – Split order contents into multiple packages.
- a. [Max quantity per package](#) – enables you to set how many items are allowed in a shipping package, and by extension, how many shipping packages will be generated for this order.
5. [Ship via FBA](#) – Fulfill orders from other channels with stock that is stored in FBA.

- a. **Internationally** – FBA can ship certain items internationally.
 - b. **Transshipment** – FBA ships the item to the merchant who ships the item to the customer.
6. **Update tracking** – Tracking is applied to the order and the sales channel gets updated automatically.
- a. **Import tracking** – For non-integrated carriers or if the item is shipped outside of Sellercloud, for example, a dropshipped order.
7. **Dropship Order** – The vendor ships the order to the customer. Tracking can be imported and updated automatically on the sales channel.
- a. **Email** – dropship orders via email. Set up templates.
 - b. **Export file to FTP** – Dropship orders via a scheduled task. Ability to pull tracking files automatically via a scheduled task.
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