

Order Management Overview

04/30/2025 3:17 pm CDT

Overview

Sellercloud has a comprehensive order management system that can import orders from multiple websites and marketplaces automatically. You are also able to create orders manually for your Wholesale customers, add payments and tracking, change order statuses, send shipping confirmations and invoices to channels, and more.

You can edit and configure your orders in the [Order Details Page](#).

Navigate the Order Management Page

To access any order, select **Orders > Manage Orders**.

On this page, you can use filters to search for desired orders, customize columns (show/hide columns or add more, such as Picked, Ship Date, Delivery Date, etc.), add custom filters, and perform various actions for individual or multiple orders. To access an order's details page, click on the **Order ID**.

The screenshot shows the Sellercloud 'MANAGE ORDERS' interface. It features a search bar at the top with the text 'Search for anything, sku, customers, etc.'. Below the search bar are filter options for 'Default filters' (Keyword, Order #, SKU, Channel Order #, Company, Channel) and 'Custom filters' (Add filter +). A 'SEARCH' button is present. The main area displays a table of orders with the following columns: ID, CHANNEL ORDER #, SKUS, DROPSHIP STATUS, CUSTOMER, ORDERED, GRAND TOTAL, QTY, and COMPANY. The table contains 15 rows of order data, including details like order IDs (e.g., 5051410, 5051409), SKUs (e.g., !@#%&*^&*, 20348180-Hardcover-Spec), statuses (Processing, Completed, Pending), and dates (e.g., 08/07/2020 11:00 AM, 08/06/2020 03:30 PM). A sidebar on the left contains navigation links for Home, Catalog, Inventory, Orders, Manage Orders, Purchasing, Customers, Queued Jobs, Reports, and Settings. The bottom of the page shows '23,818 orders' and a copyright notice '2010 - 2020 © Sellercloud'.

ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS	CUSTOMER	ORDERED	GRAND TOTAL	QTY	COMPANY
5051410		!@#%&*^&*	Processing	DropShip None	08/07/2020 11:00 AM	\$0.00	1 Th	
5051409		!@#%&*^&*	Processing	DropShip None	08/07/2020 10:30 AM	\$0.00	0 Th	
5051408		!@#%&*^&*	Completed	DropShip None	08/07/2020 10:28 AM	\$49.68	1 Th	
5051407	JW	20348180-Hardcover-Spec	Completed	DropShip None	08/07/2020 09:59 AM	\$29.99	1 Ba	
5051406		HELLOKIT1	Processing	Pending	08/06/2020 03:30 PM	\$0.00	2 Th	
5051405		HELLOKIT1	Processing	DropShip None	08/06/2020 03:25 PM	\$0.00	2 Th	
5051404		TPLINK	Processing	DropShip None	08/06/2020 01:12 PM	\$17.00	1 Th	
5051403		TPLINK	Processing	DropShip None	08/06/2020 01:05 PM	\$0.00	1 Th	
5051402		iPhone 7 Plus 32GB ROSE GOLD CRC	Completed	DropShip None	08/05/2020 01:40 PM	\$2,500.00	10 Th	
5051401	JW	-test	Processing	DropShip None	08/05/2020 04:16 AM	\$60.00	1 Th	
5051400		iPhone 7 Plus 32GB ROSE GOLD CRC	Completed	DropShip None	08/04/2020 11:56 AM	\$0.00	10 Th	
5051399	a	iPhone 7 Plus 32GB ROSE GOLD CRC	Completed	DropShip None	08/04/2020 11:39 AM	\$2,500.00	10 Th	
5051395	JW	ORIGINAL5	Processing	DropShip None	07/30/2020 09:44 AM	\$18.00	3 Th	
5051394	JW	REPLACEM4	Completed	DropShip None	07/30/2020 09:08 AM	\$105.00	3 Th	

Filter Search

You can customize [Search Filters](#) and Create [Saved Views](#) from this page. Using filters on the order management page can significantly enhance the accuracy, relevance, quality, and value of the information presented. For example, you can search for orders with specific statuses or under a dedicated channel. If you add multiple values in one filter, for example, several channels, the results will include all the orders with either of the selected values.

You can also save this search for the future and use it to automate processes.

Actions Menu

The **Action Menu** on the **Manage Orders** Page can help you perform numerous functions and execute actions in bulk. You can export order information, generate statements, print labels and invoices, manage payments, create new orders, export orders, change order statuses, ship orders, mark orders as dropship, and more. Scroll down to find your desired actions, or search for them at the top.

You can mark actions as favorites by clicking on the **star icon** next to an action so they will always appear at the top. This could be helpful if you frequently perform specific actions.

Most of the actions are also present on the [Order Details Page](#). If you're not sure what some of them mean, you can contact Sellercloud Support for assistance.

ID	CHANNEL ORDER #	SKUS	ORDERED	GRAND TOTAL	QTY	COMPANY
5142584		W	06/13/2023 04:18 PM	\$0.00	2	
5142583		W	06/13/2023 02:22 PM	\$2.12	2	
5142582		a	06/13/2023			
5142581			03/10/2023			
5142574			06/12/2023			
5142573			06/12/2023			
5142572			06/12/2023			
5142571			06/12/2023			
5142570			06/12/2023			
5142569			06/12/2023			
5142568			06/12/2023			
5142567			06/12/2023			
5142566			06/12/2023			
5142565			06/12/2023			
5142563			06/12/2023			
5142562			06/12/2023			
5142561			06/12/2023			

Order Status

Each order has a main status but also has other statuses that are specific to different aspects of the order, such as its **Shipping Status**, **Payment Status**, etc.

The main statuses are:

- **Completed** – Order is shipped and charged.
- **Hold** – Orders can be placed On Hold due to a number of reasons, such as pending payment, fraudulent activity, or inventory availability. Order that is put On Hold cannot be processed until the status is changed back to Processing.
- **Canceled** – The order was canceled.
- **Problem Order** – The order was put on hold but marked to check for problems, such as fraud.
- **Shopping Cart** – When a website shopping cart runs directly off Sellercloud. Also used while Sellercloud is building an order until the order is completely formed.
- **Void** – Hides the order, similar to deleting it. Read more about [voided orders](#).
- **Processing** – New order has not been processed. Partially shipped orders have this status and get a **Partially Shipped** shipping status, or an order is **Charged** but not **Shipped**.

To find orders with **Shopping Cart** and **Void** statuses, use the **Status** filter on the **Manage Orders** page.

You can manually update an order's status on these two pages:

- **Manage Orders:** Select the orders to update > **Action Menu** > **Update Order Statuses** > Fill in information >

Update.

UPDATE ORDER STATUSES ×

GENERAL STATUS	Do not change	▼
OK TO PROCESS STATUS	Do not change	▼
OK TO SHIP STATUS	Do not change	▼
RUSH STATUS	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	
INVOICE PRINTED	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	
QB EXPORTED	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	
EXPORTED	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	
IS CONFIRMED	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	
CHANNEL NOTIFIED FOR SHIPPING	<input checked="" type="radio"/> DO NOT CHANGE <input type="radio"/> TRUE <input type="radio"/> FALSE	

CANCEL
UPDATE

- **Order Details:** Go to **Statuses** > Click the pencil icon > Use the dropdown to select a status > Click the check mark.

STATUSSES
VIEW ☰ ⚙️ ✓ ×

ORDER STATUS	Processing	▼
SHIPPING STATUS	Unshipped	
PAYMENT STATUS	No Payment	
<input type="checkbox"/> RUSH ORDER		
DROPSHIP STATUS	DropShip None	
CUSTOMER SERVICE STATUS	Customer Was Contacted	▼

Order status display

The order status display controls what statuses are shown in your Status panel. To access:

1. From the order details, click **Edit**.
2. Go to **Statuses** > Click the Settings icon.

3. Make your selections > **Save**.

MANAGE ORDER STATUSES

Q Search

STATUS	SHOW IN STATUSES PANEL	SHOW AS A PILL
Order Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shipping Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Payment Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rush Order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dropship Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Service Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

CANCEL RESET SAVE

Replace Order SKUs

In some cases, you may need to replace the SKUs on an order in order to fulfill it. You can do this on individual orders and in bulk.

Individual order

You can replace SKUs for individual orders from the order detail page.

1. On the order detail page, click **Edit**.
2. Go to **Items**.
3. In the SKU field, enter a new SKU.
4. Use the check mark to save.

SKU	ITEM	UNIT PRICE	DISCOUNT	QTY	TAX EXEMPT	NOTES	WAREHOUSE	LINE TOTAL
000012312313	Polar ZipStream 24oz Insulated Bike	\$9.15	\$0.00	10	<input type="checkbox"/>		stocky	\$91.50

Displaying results 1-1 of 1

Multiple orders in bulk

You can bulk-replace SKUs on multiple orders with a file upload.

1. Go to **Orders > Tools > Import Order Info > Order Info**.
2. Create a template and populate the columns **Order ID**, **Original SKU**, and **New SKU**.
3. Save file > Return to Sellercloud.
4. Select **Company > Channel > Click to upload file > Import**.

There is a separate feature called [Replacement Products](#), which allows you to set up replacements that will be accepted in Shipbridge without having to actually change the SKU on the order.

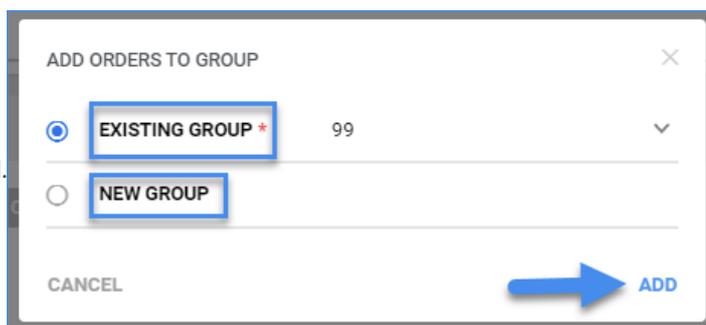
Add Orders to Groups

Orders can be grouped together for various management purposes.

From the Manage Orders page

1. Access the **Manage Orders** page > Select orders > **Action menu** > **Add Orders to Group**.
2. Select to add to an existing group or to create a new group.

3. Click Add.



From the Order details page

1. Click **Actions** > **Add Order to Group**.
2. Select the **Existing Group** or create a **New Group**.

Orders can be filtered by group using **Custom filters** on the Manage Orders page.

You can also remove orders from groups in the manage orders and order details pages. Simply use the action menu and select **Remove Order From Groups**.

You can also create an automation in the [Order Rule Engine](#) that adds orders that meet your custom criteria to an existing **Order Group**.

Order Action Documents

When an order is downloaded from a channel into Sellercloud, an order document with order details is created. When the order is shipped, a tracking document is created and sent to the channel. Order documents passed between Sellercloud and the sales channels (tracking upload, cancellations, etc.) can be viewed from the order detail page. Depending on how the channel sends orders, the order download document may or may not display.

To view documents, select **View Action Documents** from **Actions**.

The documents will display in a grid and can be downloaded and viewed. Documents are also stored per channel on the channel company settings submenu. Depending on the document, it may be stored under **Reports, Downloaded Documents, or Uploaded Documents**.

The server retains documents for a limited period of a few weeks, after which they are automatically deleted.

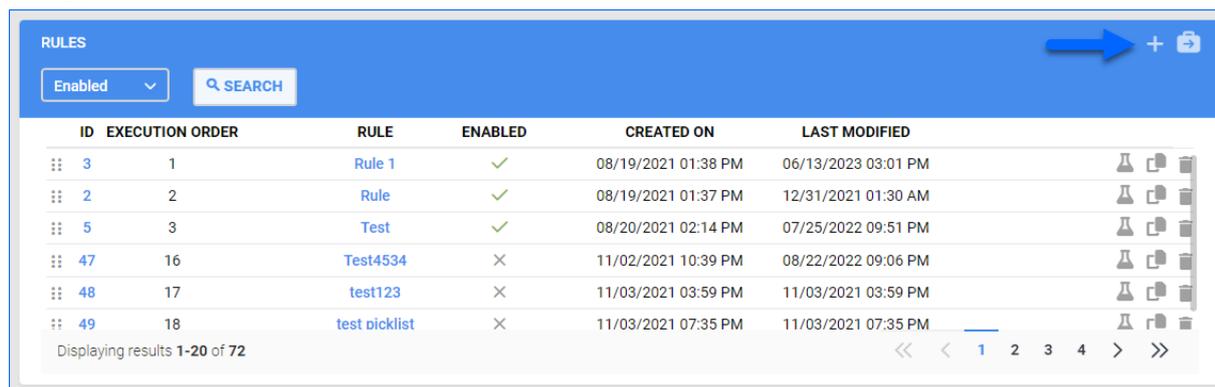
Customizations

You can customize your order management workflows by using the **Order Rule Engine** or executing **Post Order Plugins**.

Order Rule Engine

The **Order Rule Engine** allows you to apply changes to your orders automatically. You can split an order, change warehouses, order statuses, and more. To set specific conditions and actions and enable the Order Rule Engine, navigate to **Settings > Orders > Rule Engine > Manage Rules**.

From this page, you can add new rules, edit existing ones, or change the order of execution. To do that, drag and drop the rule ID.



ID	EXECUTION ORDER	RULE	ENABLED	CREATED ON	LAST MODIFIED	
3	1	Rule 1	✓	08/19/2021 01:38 PM	06/13/2023 03:01 PM	🔧 📄 🗑️
2	2	Rule	✓	08/19/2021 01:37 PM	12/31/2021 01:30 AM	🔧 📄 🗑️
5	3	Test	✓	08/20/2021 02:14 PM	07/25/2022 09:51 PM	🔧 📄 🗑️
47	16	Test4534	✗	11/02/2021 10:39 PM	08/22/2022 09:06 PM	🔧 📄 🗑️
48	17	test123	✗	11/03/2021 03:59 PM	11/03/2021 03:59 PM	🔧 📄 🗑️
49	18	test picklist	✗	11/03/2021 07:35 PM	11/03/2021 07:35 PM	🔧 📄 🗑️

Displaying results 1-20 of 72

Client setting **Enable Rule Engine** must be enabled for this workflow. To enable the setting, navigate to **Settings > Client Settings > General Client Settings > Orders**.

Post-Order Plugins

You can open a ticket with [Sellercloud Support](#) to request a **Post-Order Plugin** to optimize your workflow. Any such customizations will be billable.

For example, you can use a Post-Order Plugin to assign Ship From Warehouse based on availability or split the order if one of the items is available in a higher-priority warehouse. Another example is to request a plugin that ships orders automatically via FBA.

Once your plugin is created, open a **Company > Toolbox > Defaults** > select the plugin from **Order Post Action Plugin**.

DEFAULTS		
Amazon Safety Qty	5	
Sears Safety Qty	5	
Buy.Com Safety Qty	0	
NewEgg Safety Qty	2	
Product Inventory Status	Backordered, allow purchase	▼
Product Default Amazon Business Profile	Select	▼
Product ID Plugin	None	▼
Product ID Counter	1478547	
Order Post Action Plugin	BR Post Order Plugin (v: 1.0.1.7)	▼ ⓘ
Product Creation Post Plugin	None	▼
PO PDF Default Plugin	None	▼
RMA PDF Type	Default	▼
Default Product Label Type	WordToPDF Profile: companyname	▼

Relevant Client Settings

You can enable the following [Client Settings](#) to further customize your workflow:

- **Enable Rule Engine Action For Post Order Plugin** – This Client Setting allows the rule engine to control when and how the post-order plugins are executed. When enabled, post-order plugins will not run on their own. However, it lets you run multiple plugins on orders under the same company using the Order Rule Engine.
- **Run Post-Order Plugin On Duplicate Orders** – Enables the execution of a plugin after a duplicate order is created.
- **Run Post order plugin on Replacement Orders** – When enabled, it will trigger the Order Rule Engine and Post order plugins to apply to [Replacement Orders](#) as soon as they are created.
- **Run Post order plugin after split order** – When enabled, it will trigger the Order Rule Engine and Post order plugins to apply to [Child Split Orders](#) as soon as they are created.

Overview

Sellercloud has a comprehensive order management system that can import orders from multiple websites and marketplaces automatically. You are also able to create orders manually for your Wholesale customers, add payments and tracking, change order statuses, send shipping confirmations and invoices to channels, and more.

You can edit and configure your orders in the [Order Details Page](#).

Manage your Order Details page

To access any order, go to the **Orders** tab.

On this page, you can use filters to search for desired orders, customize columns (show/hide columns or add more, such as Picked, Ship Date, Delivery Date, etc.), add advanced filters, and perform various actions for individual or multiple orders.

To access an order's details page, just click on the **Order ID**.

Home > Manage Orders

Filters Applied Remove All Max Records 1000

DateRange: Last 120 Days Remove Saved Searches Select

Select Action Go

Keyword SKU Company ALL Companies

Order # Channel Order # Channel ALL Channels

Advanced Search

Search SQL Only

2794 order records found, 132 unique OrderSourceOrderId records found, 467026 units., Totalling: \$53,565,465.24 Legend Select all pages

Page size: 50 1000 items in 20 pages

Order #	Date	RecordDate	Sold To	Total	Qty	LOC																		
5138352 1805548773111	10/28/2025 12:00:AM	02/10/2023 04:40 PM		\$46.00	2																			
<table border="1"> <thead> <tr> <th>SKU</th> <th>Reference</th> <th>Item</th> <th>Qty</th> <th>Avail. Qty</th> <th>LOC</th> </tr> </thead> <tbody> <tr> <td>sku1272</td> <td>1</td> <td>product1272</td> <td>1</td> <td>8</td> <td></td> </tr> <tr> <td>sku1272</td> <td>2</td> <td>product1272</td> <td>1</td> <td>8</td> <td></td> </tr> </tbody> </table>							SKU	Reference	Item	Qty	Avail. Qty	LOC	sku1272	1	product1272	1	8		sku1272	2	product1272	1	8	
SKU	Reference	Item	Qty	Avail. Qty	LOC																			
sku1272	1	product1272	1	8																				
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5136225 4801877269019	10/28/2025 12:00:AM	12/09/2022 10:30 AM		KRW45.58	2																			
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Filter Search

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You can also save this search for the future and use it to automate your workflow.

Action Menu

The **Action Menu** on the **Manage Orders Page** can help you perform numerous functions and execute actions in bulk. You can export order information, generate statements, print labels and invoices, manage payments and components, create new orders, export orders, change order statuses, ship orders, mark orders as dropship, and more. Scroll down to find your desired actions.

Most of the actions are also present on the [Order Details Page](#). If you're not sure what some of them mean, you can

contact Sellercloud Support for assistance.

Select Action Go

- Select Action
- Save Search As
-
- Bulk Replace SKU
-
- Set Quote
-
- Add to Order Group
- Add to Credit Memo
- Remove from Order Group
- Move to Order Group
-
- Buy Shipping From Amazon
- Ship Orders
- Ship Orders (Without Tracking)
- Ship via FBA
- Ship via Webgistix
- Ship via D&H
- Ship via Innotrac
- Ship via DropShipper

Order Status

Each order has a main status but also has other statuses that are specific to different aspects of the order, such as its Shipping Status, Payment Status, etc.

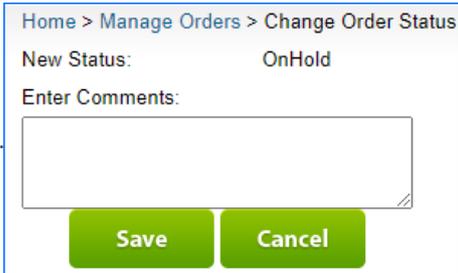
The main statuses are:

- **Completed** – Order is shipped and charged.
- **Hold** – Orders can be placed On Hold due to a number of reasons, such as pending payment, fraudulent activity, or inventory availability. Order that is put On Hold cannot be processed until the status is changed back to Processing.
- **Canceled** – The order was canceled.
- **Problem Order** – The order was put on hold but marked to check for problems, such as fraud.
- **Shopping Cart** – When a website shopping cart runs directly off Sellercloud. Also used while Sellercloud is building an order until the order is completely formed.
- **Void** – Hides the order, similar to deleting it. Read more about [voided orders](#).
- **Processing** – New order has not been processed. Partially shipped orders have this status and get a **Partially Shipped** shipping status, or an order is **Charged** but not **Shipped**.

To find orders with **Shopping Cart** and **Void** statuses, use the **Advanced Search** filter on the **Manage Orders** page.

You can manually update an order's status on these two pages:

- **Manage Orders Page:** Select the orders to update > Action Menu > **Update Order Statuses** > Enter Comments >



Home > Manage Orders > Change Order Status

New Status: OnHold

Enter Comments:

Save.

Save Cancel

- **Order Details:** Action Menu > Select a status > Enter Comments > **Save**.

Replace Order SKUs

In some cases, you may need to replace the SKUs on an order in order to fulfill it. You can do this on individual orders and in bulk.

Individually

You can replace SKUs for individual orders from the order detail page.

1. On the order detail page, go to **Items**.
2. Click **Add Items**.
3. A pop-up window will appear.
4. Enter the new **SKUs** in the order items grid at the top and mark the checkbox next to them.
5. Go to the **Action Menu** > **Update Items Qty/Prices** > Click **Go**.

SKU	SKU Requested	Reference	Item	Location Notes	Picked
 000012312313	000012312313testr		Polar ZipStream 24oz Insulated Bike Sport Water Bottle Zip Stream Condition: New		10



Multiple orders in bulk

You can bulk-replace SKUs on multiple orders with a file upload.

1. Go to **Orders > Import Orders**.
2. Create a template and populate the columns **Order ID**, **Original SKU**, and **New SKU**.
3. Save file > Return to Sellercloud.
4. On the Import Orders page, select **Company > Channel > Choose file > Process Order**.

There is a separate feature called [Replacement Products](#), which allows you to set up replacements that will be accepted by Shipbridge without having to actually change the SKU on the order.

Add Orders to Groups

Orders can be grouped together for various management purposes.

From the Manage Orders page

1. Access the **Manage Orders** page > Select orders > Action menu > **Add to Order Groups** > Click **Go**.
2. Select to add to an existing group or to create a new group.

3. Click **Save**.

Home > Manage Orders > Add orders to Group

Add to Existing Group

Select Group:

Create New Group

New Group Name:

From the Order details page

1. Select an **Action > Add Order to Group**.
2. Select the **Existing Group** or create a **New Group**.

Orders can be filtered by group using **Advanced filters** on the Manage Orders page.

You can also remove orders from groups in the manage orders and order details pages. Simply use the action menu and select **Remove Order From Groups**.

Order Action Documents

When an order is downloaded from a channel into Sellercloud, an order document with order details is created. When the order is shipped, a tracking document is created and sent to the channel. Order documents passed between Sellercloud and the sales channels (tracking upload, cancellations, etc.) can be viewed from the order detail page. Depending on how the channel sends orders, the order download document may or may not display.

To view documents, select **View Action Documents** from **Actions**.

The documents will display in a grid and can be downloaded and viewed. Documents are also stored per channel on the channel company settings submenu. Depending on the document, it may be stored under **Reports, Downloaded Documents, or Uploaded Documents**.

- a. Go to **Client Settings > Enable Wholesale Options in Manage Orders Action Menu**.
- b. In the order detail page > **Actions > Manage Documents**.
- c. Choose files and click **Upload Files/Documents**.

- d. Click **Save Changes**.

Home > Manage Orders > Order No: [redacted] > Documents Go Back

Choose File No file chosen
Choose File No file chosen
Upload Files/Documents

ID	File Name	File Type	Uploaded On	Uploaded by
No records to display.				

Save changes

The server retains documents for a limited period of a few weeks, after which they are automatically deleted.

Customizations

You can customize your order management workflows by using a **Post Order Plugin**. If you want such plugins to be built on your server, open a ticket with [Sellercloud Support](#) to request them. Any such customizations will be billable.

Post-Order Plugins

You can use a Post-Order Plugin to assign Ship From Warehouse based on availability or split the order if one of the items is available in a higher-priority warehouse. Another example is to request a plugin that ships orders automatically via FBA.

Once your plugin is created, open a **Company > Toolbox > Product Defaults** > select the plugin from **Order Post Action**

Home > Companies > > Defaults

Toolbox

Amazon Safety Qty: 5

Sears Safety Qty: 5

Buy.com Safety Qty: 0

NewEgg Safety Qty: 2

Product Inventory Status: BackOrderedAllowPurchase

Product Default Amazon Business Profile: Select

Product ID Plugin: None

Product ID Counter: 1478547

Order Post Action Plugin: None

Product Creation Post Plugin: None

PO PDF Default Plugin: None

RMA PDF Type: Default

Default Product Label Type: WordToPDF Profile: companyname

Plugin.

- Relevant Client Settings
 - Run Post Order Plugin On Duplicate Orders – Enables the execution of a plugin after a duplicate order is detected.