# Pending Order Reserves

04/30/2025 3:17 pm CDT

## Overview

Sellercloud can import ordered item quantities *before* the order itself is imported and created in Sellercloud. This usually happens before an order is paid or authorized on the marketplace itself. These are known as **Pending Order Reserves**, which prevent overselling by reserving ordered items faster than they would otherwise be reserved. This ensures that the quantities are not sent as available on other channels.
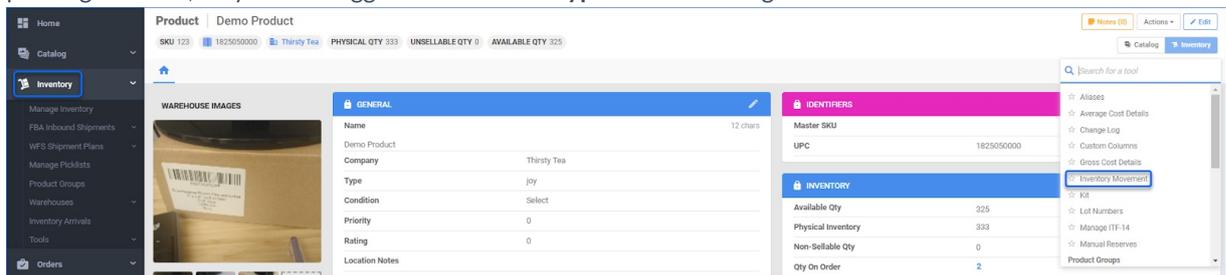
Once the order is confirmed, it will be created in Sellercloud, and the Reserve will no longer be flagged as Pending. If the order is Cancelled on the marketplace instead of Confirmed, Sellercloud will release the quantity reserve.

## Pending Order Reserves

When a Pending Order Reserve is recorded, Sellercloud will deduct the amount of inventory that has been reserved from the available quantity.

In order to ensure that inventory is kept up-to-date, reserves will be imported regularly, and the corrected inventory will then be pushed to your integrated channels. To view pending order reserves:

1. Navigate to **Inventory** > **Manage Inventory** > Open a Product > **Toolbox** > **Inventory Movement**. If the product has pending reserves, they will be flagged as such in the **Type** column of the grid.



## Enable Pending Order Reserves

Pending order reserves are available for Amazon, eBay, Magento, and Shopify. There is some configuration necessary for Sellercloud to be able to accurately receive and flag such orders.

### Enable for Amazon

1. Navigate to Settings > **General Settings** > Enable the setting **Enable Amazon Inventory Update Service Based On Pending Orders Report**.

2. Then, navigate back to **Settings** > **Companies** > **Manage Companies** > Choose a company > **Toolbox** > **Amazon General** > Click **Edit** > **Enable All Orders Report (Pending Orders)**.

3. Sellercloud will import the information for Amazon pending orders through the Amazon service already running on your server.

### Enable for eBay

1. Navigate to **Settings** > **Client Settings** > **General Client Settings** > Click the **Advanced** toggle button.

2. Search for and enable the setting **Enable eBay Pending Order Service.**

The **eBayPendingOrderServices** must be enabled for this workflow! Contact Sellercloud Support to ensure that this service is installed on your server.

## Enable for Magento

To enable Pending Order Reserves for Magento:

1. Navigate to **Settings** > **Client Settings** > **General Client Settings.**

2. Search for and enable **Magento: Enable Pending Orders**.

## Enable for Shopify

Shopify pending order reserves may only come in when using Shopify Webhooks. Sellercloud will use this information to deduct reserved inventory.

## Overview

Sellercloud can import ordered item quantities *before* the order itself is imported and created in Sellercloud. This usually happens before an order is paid or authorized on the marketplace itself. These are known as **Pending Order Reserves**, which prevent overselling by reserving ordered items faster than they would otherwise be reserved. This ensures that the quantities are not sent as available on other channels.

Once the order is confirmed, it will be created in Sellercloud, and the Reserve will no longer be flagged as Pending. If the order is Cancelled on the marketplace instead of Confirmed, Sellercloud will release the quantity reserve.

## Pending Order Reserves

When a Pending Order Reserve is recorded, Sellercloud will deduct the amount of inventory that has been reserved from the available quantity.

In order to ensure that inventory is kept up-to-date, reserves will be imported regularly, and the corrected inventory will then be pushed to your integrated channels. There are two ways to view pending order reserves:

To see a list of SKUs with pending reserves:

1. Navigate to **Inventory** > **Pending Order Reserves** > Filter your search > Click **Search**.

2. The results grid will show **Product ID**, **Date**, **Channel**, **Company ID**, **Type**, **Channel Order ID**, **Qty**, and **ParentSKU.**

3. You can also export the results. Select the desired rows > **Action Menu** > **Export to Excel** > **Go.**

To see if a specific product has a pending reserve:

1. Navigate to **Inventory** > Search for your SKU and open it.

2. Go to the **Toolbox** > **Inventory Movement.**

3. If the product has pending reserves, they will be flagged as such in the**Type** column of the grid.

---

# Enable Pending Order Reserves

Pending order reserves are available for Amazon, eBay, Magento, and Shopify. There is some configuration necessary for Sellercloud to be able to accurately receive and flag such orders.

## Enable for Amazon

1. Navigate to **Settings** > **Client Settings** > Enable the setting **Enable Amazon Inventory Update Service Based On Pending Orders Report**.

2. Then, navigate back to **Settings** > **Companies** > **Manage Companies** > Choose a company > **Toolbox** > **Amazon General** > **Enable All Orders Report (Pending Orders)** > **Save**.

3. Sellercloud will import the information for Amazon pending orders through the Amazon service already running on your server.

## Enable for eBay

1. Navigate to **Settings** > **Client Settings** > **General Client Settings** > Click the **Advanced** toggle button.

2. Search for and enable the setting **Enable eBay Pending Order Service.**

The **eBayPendingOrderServices** must be enabled for this workflow! Contact Sellercloud Support to ensure that this service is installed on your server.

## Enable for Magento

To enable Pending Order Reserves for Magento:

1. Navigate to **Settings** > **Client Settings.**

2. Search for and enable **Magento: Enable Pending Orders**.

## Enable for Shopify

Shopify pending order reserves may only come in when using Shopify Webhooks. Sellercloud will use this information to deduct reserved inventory.