

# Create New Orders

04/30/2025 3:17 pm CDT

## Overview

You can manually create new [Wholesale](#) and [Local Store](#) orders in Sellercloud. The order creation wizard allows you to input customer information, control shipping details, add products, and manage the order's payment information.

This article covers the steps for creating an order via the **Order Creation Wizard**. However, you also have the option to manually [Import Orders via File](#) and [Schedule an automatic Order Import](#).

While you can edit the **Order's Source** (channel) later, we strongly advise against creating orders that were originally placed on one of your integrated marketplaces. This could lead to duplicate shipping and inaccurate inventory levels.

## Create New Orders

To create a new **Duplicate Order**, use the **Create Duplicate Order** action on the [Order Details](#) page.

To create a new order:

1. Go to **Orders > Create New Order**.
2. Complete the **Customer** information and the **Order Details**. You can search for a customer using the icon in the corner of **Customer**. Click the blue arrow at the top-right corner to continue.

CUSTOMER	
Email *	email@domain.com
First Name *	John
Last Name *	Doe
Business	Business name
<input type="checkbox"/> Is Wholesale Customer	
<input type="checkbox"/> Add Billing Address Now	

ORDER DETAILS	
Company *	SellerCloud
Channel	Local Store
Channel Order Id	
Sales Rep	admin@sellercloud.com
Marketing Source	None
<input type="checkbox"/> Tax Exempt	
<input type="checkbox"/> Gift Order	

If the selected [Customer](#) has an assigned **Account Manager**, you can configure Sellercloud to automatically populate the **Order Sales Rep** during this step. This option is based on the [Manual Order Creation: Default the Sales Rep to the Customer's Account Manager Order Client Setting](#).

3. Click on **Add Products**.

PRODUCTS

No products to display

ADD PRODUCTS +

4. Select your products and their order quantities > Click **Add & Close**. You can add filters to find products (such as SKU, Vendor SKU, or Price) or enable **SKU List Mode** to paste multiple SKUs.
  - a. If you are using the [Sellercloud Mobile Application](#), both modes support camera barcode scanning.

SEARCH SKU List Mode  X

Add filter +

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Shadow   Is Kit

<input type="checkbox"/> SKU	PRODUCT	WHOLESALE PRICE	RETAIL PRICE	SITE COST	AVAIL. QTY	QTY
<input checked="" type="checkbox"/> !@#%&*()*	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$46	\$5	177	<input type="text" value="0"/>
<input checked="" type="checkbox"/> !@#%&*()*-10a-test	2019 Planner - Weekl...r, 8.3 x 8.7 (Black)	\$60	\$45	\$10.75	-35	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-10a-test-te	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.7	-34	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-10b	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.75	-16	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-10c	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.75	0	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-10d	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.75	-2	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-10e	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.75	0	<input type="text" value="0"/>
<input type="checkbox"/> !@#%&*()*-4	2019 Planner - Weekl...8.3" x 8.7" (Black)	\$60	\$45	\$10.75	-2	<input type="text" value="0"/>

ADD SELECTED ADD & CLOSE (2)

5.

6. Optionally, you can edit the quantities and pricing for each item in the **Products** panel. When you are ready, press the blue arrow.

PRODUCTS + ↕

SKU	ITEM	UNIT PRICE	DISCOUNT	QTY	LINE TOTAL
!@#%&*()*	2019 Planner - Weekly & Monthly Planner with Calendar,A5 Premium Thic	\$46.00	\$0.00 \$	<input type="text" value="0"/>	\$46.00 <input type="checkbox"/>
!@#%&*()*-10a-test	2019 Planner - Weekly & Monthly Planner with Calendar,A5 Premium Thic	\$45.00	\$0.00 \$	<input type="text" value="0"/>	\$45.00 <input type="checkbox"/>
!@#%&*()*-10a-test-te	2019 Planner - Weekly & Monthly Planner with Calendar,A5 Premium Thic	\$45.00	\$0.00 \$	<input type="text" value="0"/>	\$45.00 <input type="checkbox"/>

7. Complete the **Shipping Address** and **Shipping Method** panels > Click the **Dollar** icon for the **Shipping Calculator**.

<

1. ORDER INFO

2. PRODUCTS

3. SHIPPING

4. BILLING

>

SHIPPING ADDRESS 📍 📄

First Name \*

Middle Name

Last Name \*

Business

Country \*

Address \*

ZIP Code \*

City \*

State \*

Phone

Fax

SHIPPING DETAILS ➡️ 💰

Carrier

Method

Lock Shipping Method

Weight  lbs  oz

Dimensions (L/W/H)  in  in  in

Customer Shipping Fee \$0 ⓘ

Customer Handling Fee \$0

Customer Insurance Fee \$0

Rush Order

Require PIN To Ship

The carrier's **Shipping API** credentials must be configured for the Company in order to see the shipping rates window.

8. Fill out the **Billing Address** information > Click the **green flag** icon at the top-right corner. If the billing address is the

same as the shipping address, toggle **Same as Shipping**.

The screenshot shows a checkout page with a progress bar at the top containing four steps: 1. ORDER INFO, 2. PRODUCTS, 3. SHIPPING, and 4. BILLING. A blue arrow points to a green circular icon with a document symbol next to the '4. BILLING' step. Below the progress bar, the 'BILLING ADDRESS' section is highlighted in purple. It includes a 'Same as Shipping' toggle switch which is turned on. The form fields are as follows:

BILLING ADDRESS	
FIRST NAME	Alexandra
MIDDLE NAME	Middle Name
LAST NAME	Gerlach
BUSINESS	Business Name
COUNTRY	United States
ADDRESS	Address Line 1
	Address Line 2 (Optional)
ZIP CODE	ZIP Code
CITY	City
STATE	Select
PHONE	Phone number
FAX	Fax number XXX - XXX - XXXX

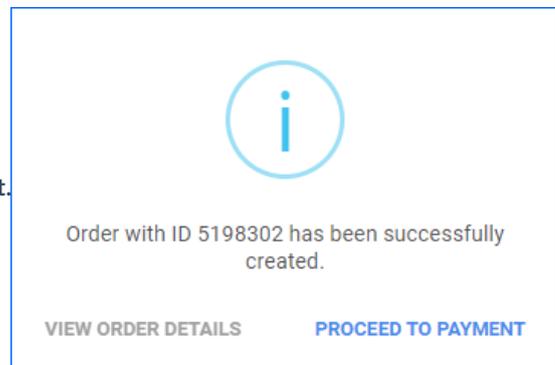
To the right of the billing address form is the 'ORDER TOTAL' summary:

ORDER TOTAL	
SUBTOTAL	\$136.00
SHIPPING & HANDLING	\$0.00
DISCOUNT TOTAL	\$0.00
TAX	\$0.00
GRAND TOTAL	\$136.00

9. You will see a pop-up that confirms your order was created.

a. If you click **View Order Details**, the order will remain Unpaid, and you will be redirected to the Order Details page.

b. To mark the order as **Charged**, click **Proceed to Payment**.



## Add Payment

Clicking on the **Proceed to Payment** button on the pop-up prompt will redirect you to the same page you can reach via the **Receive Payment** order action or by clicking the **Receive Payment** icon on the **Payment** tab from the Order Toolbox.

The page will look slightly different based on the selected method. Read our dedicated article for more information about the [Payment Methods](#) and how to mark your order as **Charged**.

1. CREDIT CARD INFO
2. ADDRESS
>

<b>GENERAL INFO</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Operation Type</td> <td>Credit Card Post Authorization ▾</td> </tr> <tr> <td>Amount *</td> <td>\$0.00</td> </tr> <tr> <td>Notes</td> <td>Notes</td> </tr> </table>	Operation Type	Credit Card Post Authorization ▾	Amount *	\$0.00	Notes	Notes
Operation Type	Credit Card Post Authorization ▾						
Amount *	\$0.00						
Notes	Notes						
<b>CARD INFO</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Name On Card *</td> <td>John Doe</td> </tr> <tr> <td>Card Number *</td> <td>1234 1234 1234 1234</td> </tr> <tr> <td>Exp *    Month ▾    Year ▾    CVV *    123</td> <td></td> </tr> </table>	Name On Card *	John Doe	Card Number *	1234 1234 1234 1234	Exp *    Month ▾    Year ▾    CVV *    123	
Name On Card *	John Doe						
Card Number *	1234 1234 1234 1234						
Exp *    Month ▾    Year ▾    CVV *    123							
<b>OTHER DETAILS</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Orig. Trans #</td> <td></td> </tr> </table>	Orig. Trans #					
Orig. Trans #							

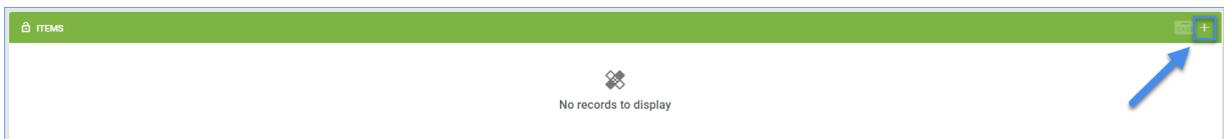
<b>PAYMENT INFO</b>	
Authorized for:	\$0.00
Total:	\$0.00
Received:	\$0.00
Refunded:	\$0.00
Remaining:	\$0.00

<b>ORDER TOTAL</b>	
Subtotal	\$0.00
Shipping & Handling	\$0.00
Discount Total	\$0.00
Tax	\$0.00
Grand Total	\$0.00

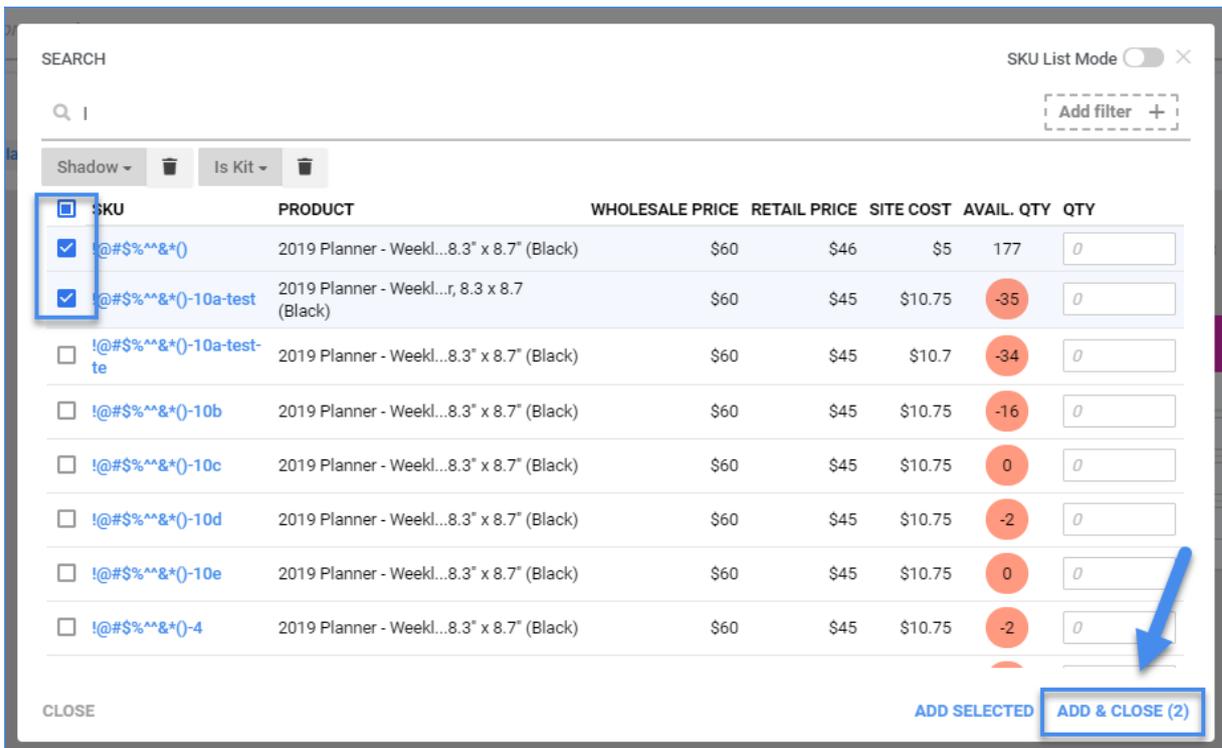
## Add SKUs to an Order

If a product is missing from an order, you can simply add the SKU from the order details page. Note that you can only add SKUs that are listed under the related company and are also marked as **Active**. To add items to an existing order:

1. Go to **Orders > Manage Orders**.
2. Open an order and click **Edit**.
3. In the **Items** tab, click on the **Add** icon.



4. Use filters to find products more easily. Alternatively, use **SKU List Mode** to paste a list of SKUs to search. Select your products > **Add & Close**. If you are using the [Sellercloud Mobile Application](#), both modes support camera barcode scanning.



5. The selected products will appear in the **Items** panel. Input a quantity for each item. You can also edit prices, discounts, and item-specific notes.



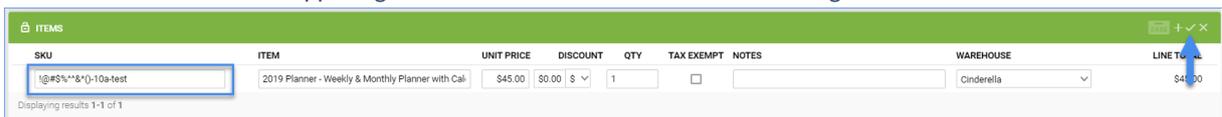
6. Click **Save**.

## Replace Order SKUs

You can replace order SKUs individually or in bulk.

### Individually

1. On the **Order Details** page, click **Edit**.
2. In the **Items** tab, enter a new SKU in the **SKU** field.
3. Click the checkmark at the upper right-hand corner of the tab to save the change.



### In Bulk

1. Go to **Orders > Manage Orders**.
2. Select the orders which SKUs you want to replace in bulk.
3. From the **Action** icon at the lower right-hand corner, select **Bulk Replace SKU**.

You can only select orders with the same **Product ID** and a single item in each order.

ID	CHANNEL ORDER #	SKUS	DROPSHIP STATUS	CUSTOMER	ORDERED
5069713		KINDLEBO	Processing	Devoted Customer	05/25/2021 05
5069662		123456789	Processing	Test 1	05/24/2021 02
5069661		123456789	Processing	Test 1	05/24/2021 02
5069660		123456789	Processing	Test 1	05/24/2021 11
5069626		123456789	Processing	Test 1	05/21/2021
5069431		KINDLEEB	Processing	New Customer	05/20/2021 02
5069430		KINDLEBO + 1	On Hold	Devoted Customer	05/20/2021 01
5068554		TEST17	Completed	Test Test	05/06/2021 07
5068538		2TEST + 1	Completed	Test Test	05/06/2021 01
5068521	ebay	2TEST + 1	Processing	Test Test	05/05/2021 03
5068520	ebay	2TEST + 1	Processing	Test Test	05/05/2021 03
5068519	a	TEST17 + 1	Completed	Test Test	05/05/2021 03
5068475	ebay	TEST17 + 1	Processing	Test Test	05/04/2021 10
5068472	ebay	TEST17	Completed	Test Test	05/04/2021 08
5068456		TEST17	Cancelled	Test Test	05/04/2021 06
5068446	SEARS	TEST17	Completed	Test Test	05/04/2021 06:47 PM

4. In the newly open window, enter the new SKU that will replace the other SKUs and click **Process Replacement**.

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

## Overview

You can manually create new orders in Sellercloud. From here, you can input customer information or look up existing customer profiles in your account. You can also control shipping details, add products, and manage the order's billing information.

Check out this video tutorial in our Alpha interface!

## Creating new orders

Do not use the **Create New Order** function for orders that were placed via any of the channels with which your Sellercloud account is integrated. Doing this can result in shipping the same order twice.

1. Open the **Orders Tab** > Click **Create New Order**. The Order Page lets you enter all relevant information about the new order.
2. If the order will be paid in a foreign currency, you can select the currency and enter a conversion rate. You must enable the **Client Setting Enable manual currency conversion rates**.
3. Returning customers can be assigned to the order by clicking the green button next to the customer email address field. In addition, promo codes, and order numbers that may have been assigned by third-party order management systems, can be entered here for easy reference.
4. Products can be added to the order by clicking the **Add Items** next to the section header **Order Items**. This link will open a window where you can search and select inventory that you want to add to the order.
5. Select a carrier and shipping method. If the shipping weight and price has been entered at the product detail page, click **Calculate** to enter it. Alternatively, you can skip this step (and the next) and the ship weight will be entered on the order automatically. Click **Calculate** next to shipping rates and select the shipping price from the shipping rates window. The carrier's **Shipping API** credentials must be configured on the Shipping API page to appear in the shipping rates window.
6. After all relevant information is entered on this page, click **Refresh Totals** under the price breakdown before saving the order to the system (refreshing totals is not required; saving the order will recalculate the pricing before saving

the order).

7. Click **Save** at the bottom of the page and the order will be accessible from the **Manage Orders** page. Any future modifications to the order can be made from the order page by selecting **Edit Order** from the **Action Menu**.
8. You need to submit payment information to actually charge the customers, update the status, and allow the order to be shipped. Select **Receive Payment** from the Action Menu and submit.
9. Orders that you are not charging the customer (zero dollar orders) should have a price entered and then discounted fully. Otherwise, the order will be marked as **Unpaid** and will *not* be allowed to ship.

The **Admin Settings** has a new **Creation Pending Order** page, where you can search for orders that shouldn't be pending and clear that status from the **Actions Menu**.

- Go to **Admin Setting > Creation Pending Order > Select Clear Oder Creation Pending Status > Click Go**.

Home > Admin Settings > Creation Pending Order

Client:

From:

To:

Select all pages

<input type="checkbox"/>	OrderID	Client Name	Action	Created On
No records to display.				