

Splitting an Order

04/30/2025 3:17 pm CDT

Overview

The **Split Order** action divides an order into two separate orders. This is useful when order items need to be shipped from different locations or when a partial payment is made.

You can split orders in Sellercloud or in Shipbridge.

If the Parent Order has an **Estimated Delivery Date**, it will be copied over to the split Child Order.

Split Orders in Sellercloud

By default, automation such as the [Order Rule Engine](#) or Post-Order plugins do not execute on the child order after splitting. However, you can override this by enabling the [Client Setting Run Post order plugin after split order](#).

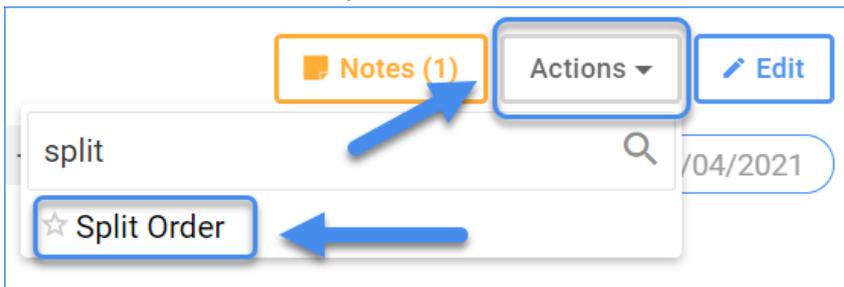
When you split an order in Sellercloud, the payment information remains on the Original Parent Order, and the system automatically applies a 100% discount on any Child Split Orders in order to mark them as Paid.

If the Order you are splitting has payment status **Authorized**, by default, the Child Order will be created as **Unpaid**. You can enable the [Client Setting Enable Split Order Authorized Payment Workflow](#) in order to mark Authorized Split Orders as **Fully Paid** automatically. The [Order Profit & Loss](#) will show these payments and discounts accordingly.

The [Profit & Loss Reports](#), as well as any other [Order Reports](#) that include payment information and tax, will take into account how the order was split. Instead of discounts, they will distribute the payment amounts proportionally to the split items, showing a more accurate P&L breakdown. Learn more about [Sellercloud Reports](#).

To manually split an order:

1. Go to **Orders > Manage Orders**, and open an order.
2. From the **Actions** menu, select **Split Order**.



3. Enter the quantity you want to move to the new order and click **Split Order**.

A screenshot of the 'ENTER QUANTITY TO SPLIT TO NEW ORDER' dialog box. The dialog box has a title bar with a close button (X) on the right. It contains a table with the following columns: SKU, ITEM, UNIT PRICE, QTY, QTY TO MOVE, and SUBTOTAL. The table has three rows of data. The first row is for '1TEST' (Product One) with a unit price of \$24.99 and a quantity of 2. The second row is for '2TEST' (2test) with a unit price of \$0.00 and a quantity of 1. The third row is for 'CAMERATE' (Camera test) with a unit price of \$0.00 and a quantity of 1. The 'QTY TO MOVE' column has input fields for each row, with the first field containing the value '1'. A blue arrow points from the 'QTY' column of the second row to the 'QTY TO MOVE' input field. At the bottom left of the dialog box is a 'CANCEL' button, and at the bottom right is a 'SPLIT ORDER' button. A blue arrow points from the 'SPLIT ORDER' button to the right.

SKU	ITEM	UNIT PRICE	QTY	QTY TO MOVE	SUBTOTAL
1TEST	Product One	\$24.99	2	1	\$49.98
2TEST	2test	\$0.00	1	0	\$0.00
CAMERATE	Camera test	\$0.00	1	0	\$0.00

When splitting an order with kits, you should only select and split quantities from the kit components. **Do not select and**

split the Kit Parent products.

This action cannot be reverted. To undo any changes to the order split status, the order may have to be reimported.

Order Split Settings

By default, the **Order Source Order ID** of the Parent order will transfer to the Split Child order(s). However, Sellercloud also allows you to configure what else you can copy over:

1. Navigate to **Settings > Orders > Order Split Settings**.
2. You will see a grid with all possible Order Sources and five columns where you can decide what will carry over to the Child Order when you split it from the Parent Order:
 - **Keep Order Source** – Enable Child Orders to retain the same Order Source as their Parent Orders. If disabled, Child Orders will be set to **Local Store**. You can manually edit it on each individual order later. The checkbox only affects Child Orders where there are **only regular products and no Kit Products selected with quantity to split**.
 - **Keep Order Source for Kit Items** – Enable to retain the Order Source on all Child Orders where **only Kit Products** are selected with quantity to split.
 - **Keep Order Source for Mixed Items** – Enable to retain the Order Source for all Child Orders where **both regular and Kit Products** are selected with quantity to split.
 - **Copy Custom Columns** – If the Parent Order has values in **Custom Columns**, these values will be copied over to the Child Orders.
 - **Copy Lock Shipping Method** – If the **Shipping Method** is locked for the Parent Order, this will transfer to the Child Orders.
3. Click **Save**.

Order Snapshot

The **Order Snapshot** is a summary page that includes general information, payment details, and SKUs. After you split an order, the **Snapshot** is a record of the original order in its entirety. To see it, go to the **Details** page of the **Parent Order > Actions > View Snapshot**. Additionally, in the **Payment Details** panel, you can click on **View Report** to see the **Profit by Order Detail** report for the related orders.

Sellercloud does not generate Order Snapshots for FBA and WFS Orders.

The screenshot shows the 'Order Snapshot' page with the following data:

GENERAL	
Order #	5175303
Order Date	03/07/2024 06:12 PM
Channel	Wholesale
Channel Order #	

PAYMENT SUMMARY	
Payment Method	N/A
Payment Reference	N/A
Payment Date	N/A
Total	\$132.00
Received	\$0.00
Uncleared	\$0.00
Refunded	\$0.00
Remaining Dues	\$132.00
P&L Details Report	View Report

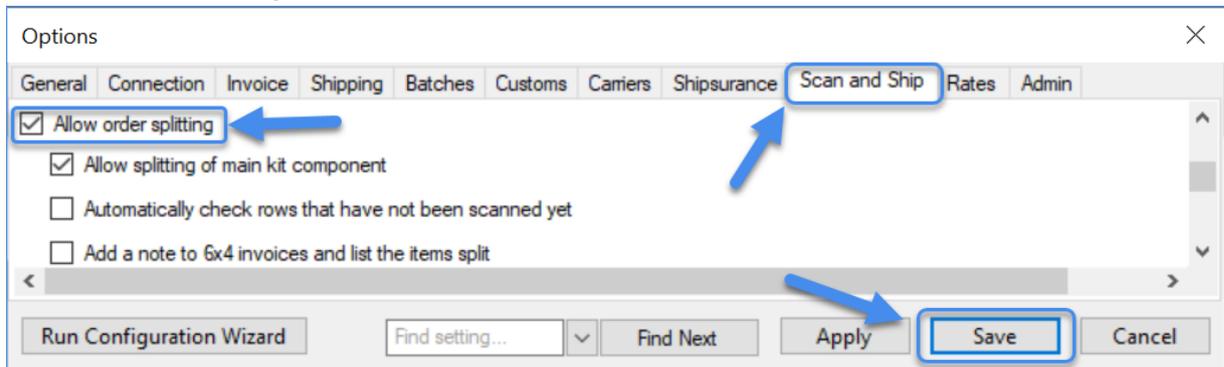
SKU	QUANTITY	SITE PRICE	UNIT PRICE	LINE TAX	SHIPPING TAX	GIFT WRAP TAX	DISCOUNT	TOTAL	ORDERS
123	33	\$4.00	\$4.00	\$0.00	\$0.00	\$0.00	\$0.00	\$132.00	5175303, 5175327

TOTAL	
Sub Total	\$132.00
Discount	\$0.00
Shipping Discount	\$0.00
Tax	\$0.00
Shipping	\$0.00
Handling	\$0.00
Insurance	\$0.00
Gift Wrap	\$0.00
Order Total	\$132.00

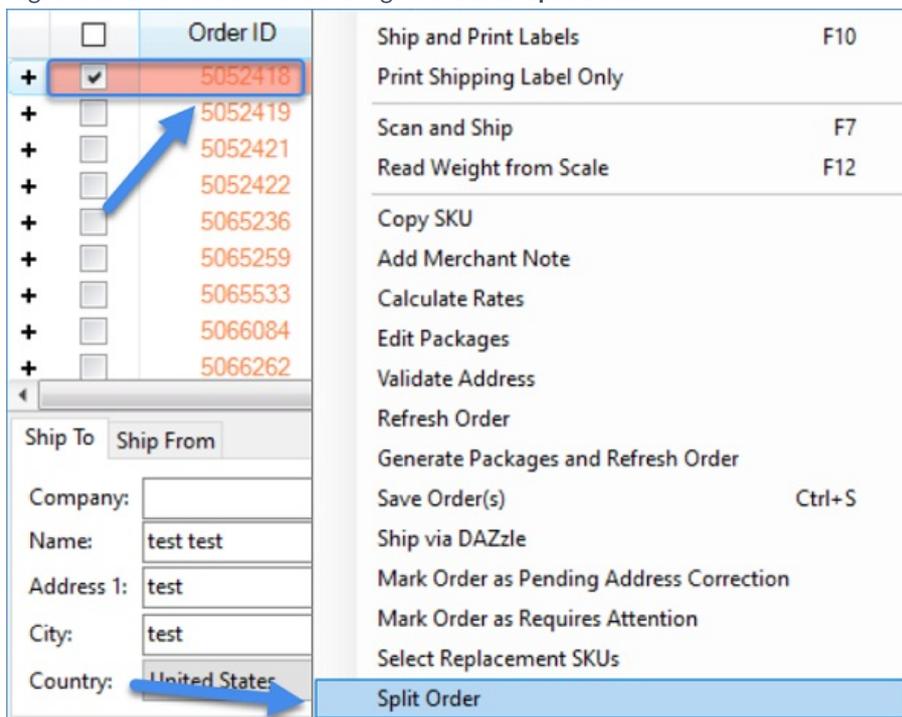
Split Orders from Shipbridge

To split an order in Shipbridge:

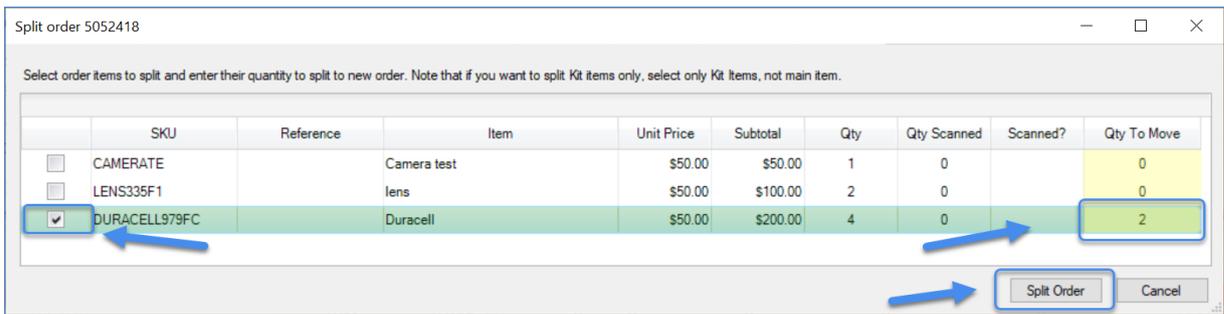
1. Go to **Menu > Options > Scan and Ship**.
2. Enable **Allow order splitting** and click **Save**. Note that this option enables splitting both in the **Scan and Ship** window and in the **order grid**.



3. Right-click on an order in the order grid and click **Split Order**.



4. On the next window, select the order items to split and enter the quantity you want to move to the new order in the **Quantity to Move** field.
5. Click **Split Order** at the lower right-hand corner.



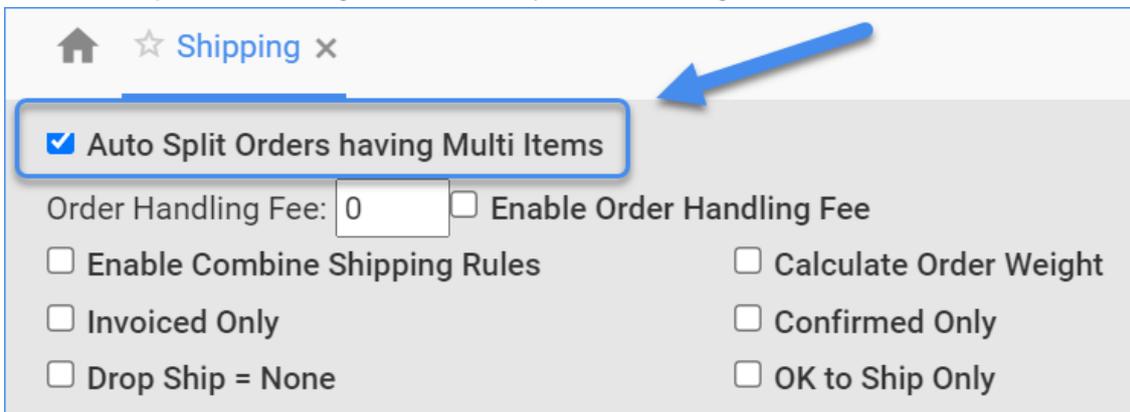
6. The new split order will display in the lower left-hand corner.

When splitting an order with kits, you should only select and split quantities from the kit components. **Do not select and split the Kit Parent Products.**

Split Orders Automatically

There is a company-level setting to split multi-item orders into separate orders automatically. When enabled, it splits each line item into a separate order. The orders will split as soon as they are created in Sellercloud. Note that enabling this setting will not affect existing orders. To configure the functionality:

1. Go to **Settings > Companies > Manage Companies > Open a company.**
2. From the **Toolbox > Click Shipping Preferences.**
3. Enable **Auto Split Orders having Multi Items**, and press **Save Settings**.



Custom plugins and the [Order Rule Engine](#) can also be used to automatically split orders based on warehouse **availability**, **zip code range**, or other custom criteria. Plugins are developed by Sellercloud and may incur customization charges.

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Split Orders from SellerCloud

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To split an order:

1. Open the Order Detail page and select **Split Order** from the action menu.
2. Select which items to split into a new order.
3. Click **Split Order** from the and a new order with the selected items will be created.
4. By default, all split orders will retain the order source, like Amazon. This can be controlled per channel on Settings > Order Split Setting.

When splitting an order with kits, you should only select and split quantities from the kit components. **Do not select and split the Kit Parent Parents.**

This action **cannot be reverted**. To undo any changes to the order split status, the order may have to be reimported.

Order Split Settings

By default, the **Order Source Order ID** of the Parent order will transfer to the Split Child order(s). However, Sellercloud also allows you to configure what else you can copy over:

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 - **Copy Lock Shipping Method** – If the [Shipping Method](#) is locked for the Parent Order, this will transfer to the Child Orders.

1. Click **Save**.
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Split Orders from ShipBridge

1. Menu > Options > Scan and Ship. Enable the option **Allow Splitting Order**. (Enables splitting both in Scan and Ship window and order grid.)
2. Right-click on the order in the order grid.
3. Select **Split Order** from the context menu.
4. On the next window, select the order items to split and enter the quantity you are moving to the new order in the "Quantity to Move" field.
5. Press **Split Order** at the bottom right.
6. The new split order will display at the bottom left.

When splitting an order with kits, you should only select and split quantities from the kit components. **Do not select and split the Kit Parent Products.**

Auto-Split Orders

There is a company-level setting to automatically split multi-item orders into separate orders. When enabled this will split both multiple SKUs and multiple units of one SKU into separate orders. the order will split as they are created in SellerCloud; the setting will not affect existing orders.

Company Settings > Toolbox > Shipping.



Home > Companies > Thirsty Tea > Shipping Preferences

Auto Split Orders having Multi Items

Order Handling Fee: Enable Order Handling Fee

Enable Combine Shipping Rules Calculate Order Weight

Invoiced Only Confirmed Only

Drop Ship = None OK to Ship Only

Allow shipping regardless of payment status for selected customers DropShip < Requested

Custom plugins can also be used to automatically split orders based on warehouse **availability**, **zip code range**, or other custom criteria. Such plugins are typically developed by Sellercloud and may incur customization charges.
