

Related Orders

04/30/2025 3:17 pm CDT

Overview

Sellercloud lets you create **Related Orders** linked to previous purchases, improving organization and management. Here are some examples of scenarios in which you may want to use this feature:

- **Incorrect Items** – A customer receives the wrong item but chooses to keep it and acquire the correct one as well instead of requesting a replacement.
- **Post-Sale Purchases** – A customer realizes they need additional components (e.g., screws, manuals, or spare parts) after finalizing their initial transaction.
- **Add-Ons or Upgrades** – A customer decides they want an add-on or upgrade for a previously ordered product, such as extra accessories.
- **Bundled Items** – A customer who bought a bundled product now wants another single component.

In this article, you will learn how to create and manage related orders and configure related settings.

If a customer requests an exchange, create a [Replacement Order](#) instead.

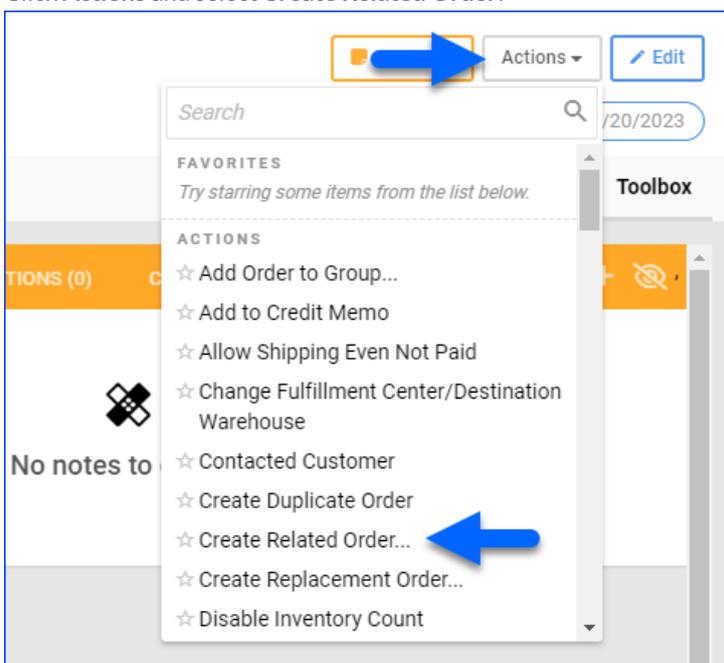
Manage Related Orders

The following sections address managing related orders.

Create a Related Order

To create a related order:

1. Go to the [Order Details Page](#).
2. Click **Actions** and select **Create Related Order**.



You can restrict access to the **Create Related Order** action with a PIN by enabling the [Client Setting Require Security PIN To Create Related Order](#).

3. Optionally, enter **Customer Service Notes**. These notes will appear in the [Customer Service Order Notes](#) on the related [Order Details Page](#).

4. Click **Create**.

CREATE RELATED ORDER ✕

You are about to create a related order for order **5138570**
Are you sure you want to continue?

Customer Service Notes *Enter your notes*

CANCEL CREATE

5. Click **View Related Order**.

If you're not charging the customer for the related purchase, add a **Discount**. Setting the items' price to 0 will prevent you from shipping the order.

Search Related Orders

Related orders appear in the **Related Orders** panel on the parent's [Order Details Page](#), listed as **Child Order**.

RELATED ORDERS ▼		
RELATIONSHIP TYPE	RELATED ORDER ID	CREATED ON
Child Order	5251201	12/30/2024 12:56 PM

Similarly, when viewing a related order, you can see the original listed as the **Parent Order**.

RELATED ORDERS ▼		
RELATIONSHIP TYPE	RELATED ORDER ID	CREATED ON
Parent Order	5233238	12/30/2024 12:56 PM

In addition, related orders have the following message in the **Notes**:

- "Related order [Order Number] created by [employee@domain.com] on [Date and Time]"

GENERAL (1) CUSTOMER INSTRUCTIONS (0) CUSTOMER SERVICE (0) + 🔍

Related order 5200514 created by [employee@domain.com] on 6/24/2024 6:16:55 AM

Related Client Settings

The following [Client Setting](#) affects related orders:

- **Require Security PIN To Create Related Order** – Require a PIN to create related orders.

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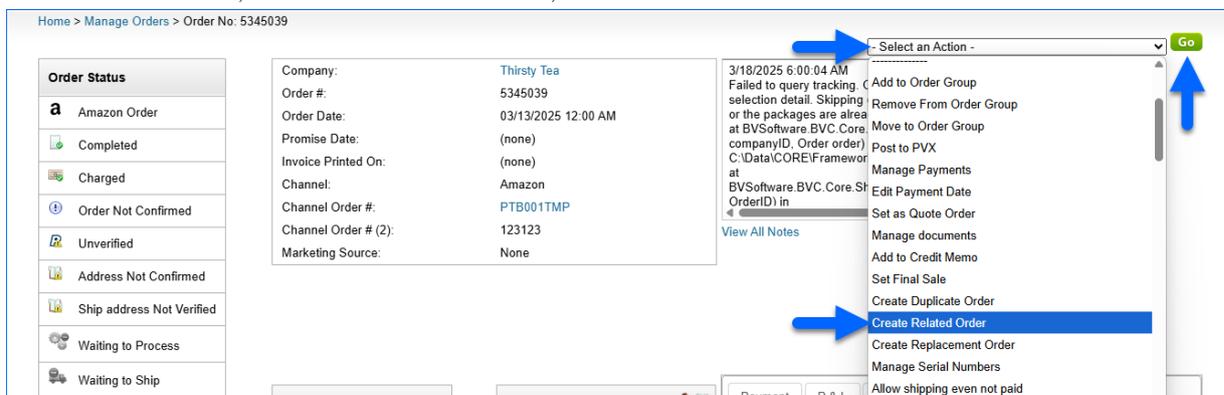
Manage Related Orders

The following sections address managing related orders.

Create a Related Order

To create a related order:

1. Go to the [Order Details Page](#).
2. Click **Select an Action**, select **Create Related Order**, and click **Go**.



You can restrict access to the **Create Related Order** action with a PIN by enabling the [Client Setting Require Security PIN To Create Related Order](#).

3. Optionally, enter **Customer Service Notes**. These notes will appear in the [Customer Service Order Notes](#) on the related [Order Details Page](#).
4. Click **Continue**.

If you're not charging the customer for the related purchase, add a **Discount**. Setting the items' price to 0 will prevent you from shipping the order.

Search Related Orders

Related orders appear in the **Related Orders** panel on the parent's [Order Details Page](#), listed as **Child Order**.

Home > Manage Orders > Order No: 5345039

Order Status	Company:	Thirsty Tea	Parent Order	Child Order
Amazon Order	Order #:	5345039 Child Order: (5346428)	5345039	5346428
Completed	Order Date:	03/13/2025 12:00 AM		
Charged	Promise Date:	(none)		
Order Not Confirmed	Invoice Printed On:	(none)		
Unverified	Channel:	Amazon		
Address Not Confirmed	Channel Order #:	PTB001TMP		
	Channel Order # (2):	123123		
	Marketing Source:	None		

Similarly, when viewing a related order, you can see the original listed as the **Parent Order**.

Home > Manage Orders > Order No: 5346428

Order Status	Company:	Thirsty Tea	Parent Order	Child Order
Local Store Order	Order #:	5346428 (5345039)	5345039	5346428
InProcess	Order Date:	03/18/2025 07:30 AM		
No Payment	Promise Date:	(none)		
Order Not Confirmed	Invoice Printed On:	(none)		
Unverified	Channel:	Local Store		
Address Not Confirmed	Channel Order #:	123123		
	Marketing Source:	None		
	Shipping Locked Until:	03/18/2025 07:35 AM		

Related order 5346428 created by [nikolay](#) on 3/18/2025 7:30:00 AM

[View All Notes](#)

In addition, related orders have the following message in the **Notes**:

- “Related order [Order Number] created by [employee@domain.com] on [Date and Time]”

Home > Manage Orders > Order No: 5346428

Order Status	Company:	Thirsty Tea	Notes
Local Store Order	Order #:	5346428 (5345039)	3/18/2025 7:30:00 AM Related order 5346428 created by nikolay on 3/18/2025 7:30:00 AM Created By: nikolay
InProcess	Order Date:	03/18/2025 07:30 AM	
No Payment	Promise Date:	(none)	
Order Not Confirmed	Invoice Printed On:	(none)	
Unverified	Channel:	Local Store	
Address Not Confirmed	Channel Order #:	123123	
	Marketing Source:	None	
	Shipping Locked Until:	03/18/2025 07:35 AM	

[View All Notes](#)

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