

Blacklist Orders

04/30/2025 3:17 pm CDT

Overview

Within Sellercloud, you have the ability to set predefined rules that automatically identify and flag specific orders as blacklisted based on certain criteria, making it easier for you to manage them on a case-by-case basis.

For instance, if a customer consistently places orders and provides bad reviews, you may choose to identify and cancel any future orders from that customer. In addition, you might opt to block orders associated with a freight forwarder's shipping address to avoid potential issues with delivery services.

These rules only apply to new orders and won't affect ones that are already placed. Existing orders cannot be blocked. Orders that have already been blacklisted can be cleared from the blacklist rules.

While Sellercloud allows shipping blacklisted orders, [Shipbridge](#) lets you easily block your shipping department from dispatching such orders by enabling the **Stop Blacklisted Order** setting in the **General Settings** tab.

Configure Blacklist Rules

In Sellercloud, you can establish blacklist rules and seamlessly import or export existing ones. Once added, you can tailor these rules to your specific requirements and preferences. Should you find yourself no longer in need of a particular rule/s, you can easily delete them.

Client Setting **Enable Black Listing Rules For Orders** must be enabled for this workflow. To enable the setting navigate to **Settings > Client Settings > General Client Settings**.

Add Blacklist Rules

You can add blacklist rules individually or import multiple ones in bulk via file import.

1. Go to **Settings > Client Settings > Blacklisting Rules**.
2. Click the + icon to add a new rule.

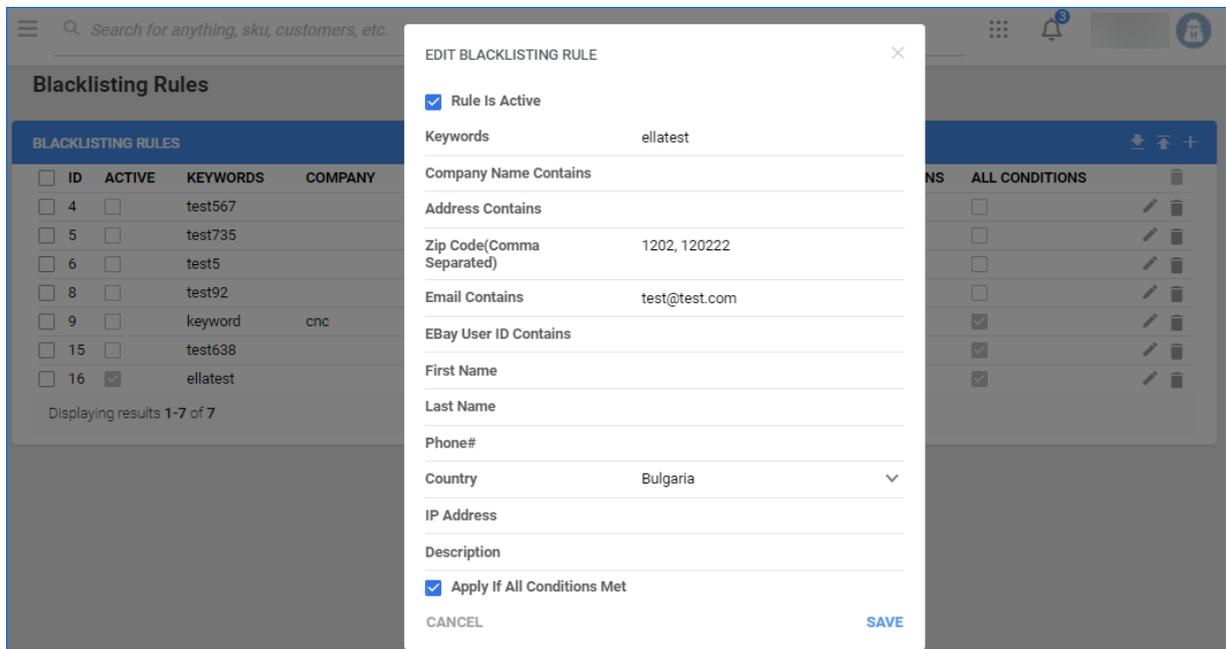
The screenshot displays the Sellercloud interface for managing Blacklisting Rules. The top navigation bar includes the Sellercloud logo, a search bar, and utility icons. The left sidebar contains a menu with 'Blacklisting Rules' highlighted. The main content area shows a table of rules with the following columns: ID, ACTIVE, KEYWORDS, COMPANY, ADDRESS CONTAINS, ZIP CODE, EMAIL CONTAINS, EBAY USERID CONTAINS, COUNTRY CODE, PHONE#, and FIRST NAME. A blue arrow points to the '+' icon in the top right corner of the table, and another blue arrow points to the 'Blacklisting Rules' menu item in the left sidebar.

ID	ACTIVE	KEYWORDS	COMPANY	ADDRESS CONTAINS	ZIP CODE	EMAIL CONTAINS	EBAY USERID CONTAINS	COUNTRY CODE	PHONE#	FIRST NAME
5	<input type="checkbox"/>	test123								
6	<input type="checkbox"/>	test								
8	<input type="checkbox"/>	test2								
9	<input type="checkbox"/>	keyword	ABC	ABC	123	ABC	ABC	US	1234	ABC
15	<input type="checkbox"/>	test123								Sample
16	<input checked="" type="checkbox"/>	keyword			1234	keyword@sellercloud.com		US		
17	<input checked="" type="checkbox"/>			12345678						
18	<input checked="" type="checkbox"/>			1234	1234	1234				
19	<input checked="" type="checkbox"/>			123456	1234	1234				
21	<input checked="" type="checkbox"/>	keyword	keyword	keyword	keyword	keyword	keyword	US	1234	keyword

3. Fill in the respective fields:
 - a. **Rule Is Active** – Check this box to activate/deactivate the rule.

- b. Keywords
- c. Company Name Contains
- d. Address Contains
- e. Zip Code (Comma Separated)
- f. Email Contains
- g. eBay User ID Contains
- h. First Name
- i. Last Name
- j. Phone#
- k. Country
- l. IP Address
- m. Description
- n. **Apply If All Conditions Met** – Check this box to blacklist orders only when all conditions are met. If the box is unchecked, the order won't be blacklisted, even if some conditions are met (like email, zip code, or eBay user ID).

4. Click **Save**.



To import blacklist rules at once:

1. Click on the **Import** icon above the grid.
2. Download the template and fill in the information mentioned above.
3. Save the newly created template and return to Sellercloud.

4. Upload the file and click **Upload**.

IMPORT BLACKLIST

Format Excel

File * BlackListSample.xls

CANCEL UPLOAD

Export Blacklist Rules

You have the option to export one or more rules to an Excel sheet.

1. Go to **Settings > Client Settings > Blacklisting Rules**.
2. Select one or more rules you wish to export.
3. Click on the **Export** icon above the grid.

Blacklisting Rules

<input type="checkbox"/>	ID	ACTIVE	KEYWORDS	COMPANY	ALL CONDITIONS	Export Blacklist Rules
<input type="checkbox"/>	4	<input type="checkbox"/>	test567		<input type="checkbox"/>	
<input type="checkbox"/>	5	<input type="checkbox"/>	test735		<input type="checkbox"/>	
<input type="checkbox"/>	6	<input type="checkbox"/>	test5		<input type="checkbox"/>	
<input type="checkbox"/>	8	<input type="checkbox"/>	test92		<input type="checkbox"/>	
<input type="checkbox"/>	9	<input type="checkbox"/>	keyword	cnc	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	15	<input type="checkbox"/>	test638		<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	16	<input checked="" type="checkbox"/>	ellatest		<input checked="" type="checkbox"/>	

Displaying results 1-7 of 7

Delete and Edit Blacklist Rules

You have the option to edit and delete your rules. Once created, if you decide that you need to change some of the conditions or you no longer need a rule, navigate to the edit and delete icons next to each rule in the grid.

Blacklisting Rules

<input type="checkbox"/>	ID	ACTIVE	KEYWORDS	COMPANY	ALL CONDITIONS	
<input type="checkbox"/>	4	<input type="checkbox"/>	test567		<input type="checkbox"/>	
<input type="checkbox"/>	5	<input type="checkbox"/>	test735		<input type="checkbox"/>	

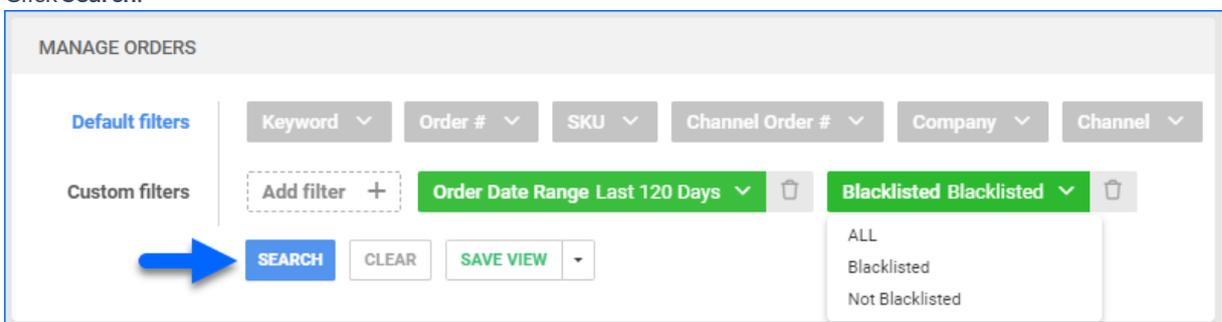
Use Cases

Once you have created your Blacklisted Rules, you can search for blacklisted orders on the Manage Orders Page. Another option you have within Sellercloud is to set orders as Non-Blacklisted from the Action Menu on the [Order Details Page](#).

Filter Blacklisted Orders

To filter orders by blacklisted status:

1. Go to **Orders > Manage Orders**.
2. Select **Blacklisted** from the **Custom Filters**.
3. Choose between
 - a. **All**
 - b. **Blacklisted**
 - c. **Not Blacklisted**
4. Click **Search**.

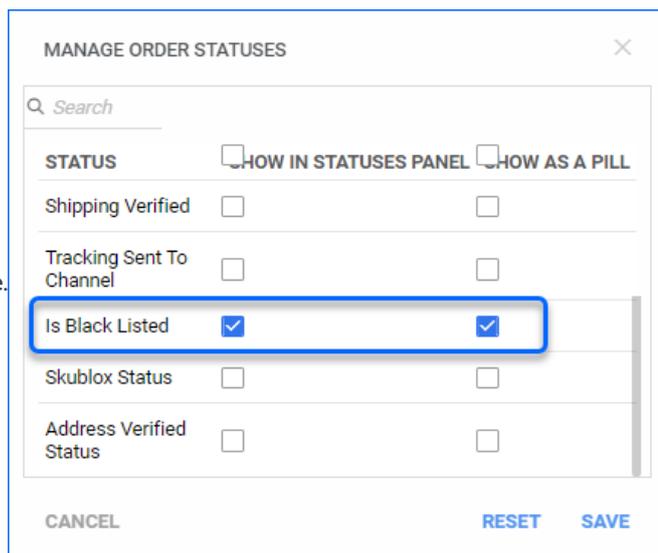


Blacklisted Order Status

You have the option to include the Blacklisted Status in the Order Statuses Panel.

1. Open the Order and navigate to the **Statuses Panel**.
2. Click on **Manage Statuses** and select **Is Black Listed** under **Show in Statuses Panel** and **Show as a Pill** Checkboxes.

3. Click **Save**.

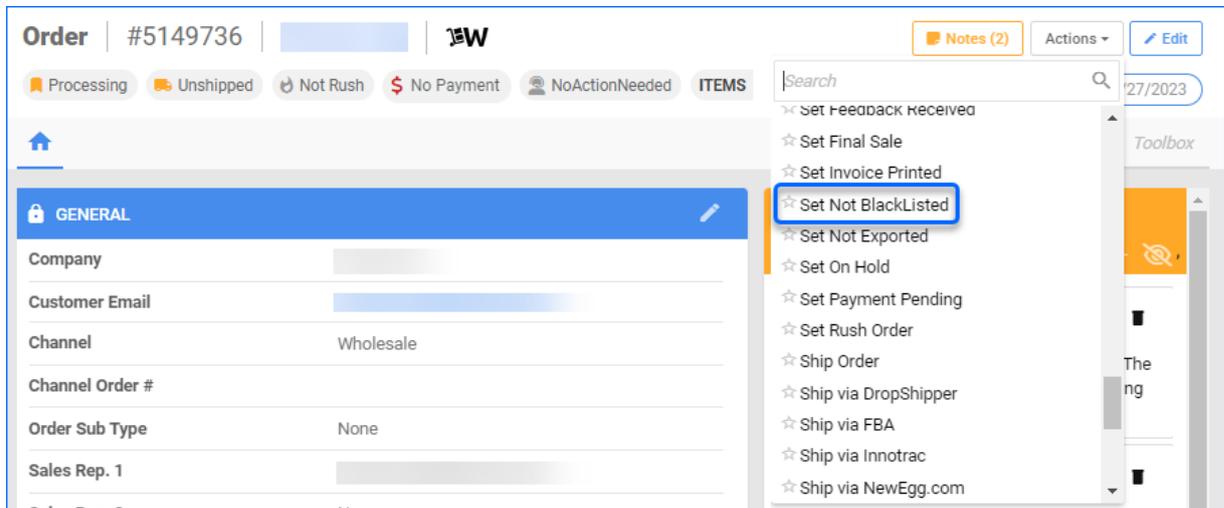


You'll see an **Is Black Listed** checkbox in the Statuses panel. Additionally, the Pill will appear at the top of the page.

Non-Blacklist Orders

If an order comes in and is marked as blacklisted according to your rules, there might be cases where you need to mark that specific order as not blacklisted.

1. Open the Blacklisted Order > **Action Menu**.
2. Click on **Set Not Blacklisted**.



3. You will be redirected to a new window to enter a reason for the change.
4. Click **Submit**.

Related Client Settings

The following [Client Settings](#) are available:

- **Enable Black Listing Rules For Orders**
 - Enable this setting for blacklist rules to be automatically applied to your incoming orders.

Overview

Within Sellercloud, you have the ability to set predefined rules that automatically identify and flag specific orders as blacklisted based on certain criteria, making it easier for you to manage them on a case-by-case basis.

For instance, if a customer consistently places orders and provides bad reviews, you may choose to identify and cancel any future orders from that customer. In addition, you might opt to block orders associated with a freight forwarder's shipping address to avoid potential issues with delivery services.

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Configure Blacklist Rules

In Sellercloud, you can establish blacklist rules and seamlessly import or export existing ones. Once added, you can tailor these rules to your specific requirements and preferences. Should you find yourself no longer in need of a particular rule/s, you can easily delete them.

Client Setting **Enable Black Listing Rules For Orders** must be enabled for this workflow. To enable the setting navigate to **Settings > Client Settings > General Client Settings**.

Add Blacklist Rules

You can add blacklist rules individually or import multiple ones in bulk via file import.

1. Go to **Settings > Blacklisting Rules**.
2. Click the **Add New Rule** above the grid and fill in the respective fields.
 - a. **Rule Is Active** – Check this box to activate/deactivate the rule.
 - b. **Keywords**
 - c. **Company Name Contains**
 - d. **Address Contains**
 - e. **Zip Code (Comma Separated)**
 - f. **Email Contains**
 - g. **eBay User ID Contains**
 - h. **First Name**
 - i. **Last Name**
 - j. **Phone#**
 - k. **Country**
 - l. **IP Address**
 - m. **Description**
 - n. **Apply If All Conditions Met** – Check this box to blacklist orders only when all conditions are met. If the box is unchecked, the order won't be blacklisted, even if some conditions are met (like email, zip code, or eBay user ID).

Home > Companies > Blacklisting Rules > Rule Details

Rule is Active

Keywords:

Company name Contains:

Address Contains:

Zip Code(Comma separated):

Email Contains:

EBay User ID Contains:

First Name:

Last Name:

Phone#:

Country:

IP Address:

Description:

Apply if all conditions met

3. Click **Save**.

To import blacklist rules at once:

1. Click on **Download Sample** and fill in the information mentioned above.
2. Save the newly created template and return to Sellercloud.
3. Click on **Choose File** next to the **Import blacklist** icon above the grid.

Home > Companies > Blacklisting Rules

Import Blacklist: No file chosen

[Add New Rule](#)

4. Click on **Upload blacklist**.

Export Blacklist Rules

You have the option to export one or more rules to an Excel sheet.

1. Go to **Settings > Blacklisting Rules**.
2. Select one or more rules you wish to export.
3. Action Menu > Click on **Export**.

<input type="checkbox"/>	Rule ID	Active	Keywords	Company	EBay UserID	Contains	Phone#
<input checked="" type="checkbox"/>	4	<input type="checkbox"/>	test567				
<input checked="" type="checkbox"/>	5	<input type="checkbox"/>	test735				

Select Action

Select Action
Delete
Export

Delete Blacklist Rules

You have the option to edit and delete your rules. Once created, if you decide that you no longer need a rule, select it from the grid, navigate to the Action Menu, and select **Delete**.

Use Cases

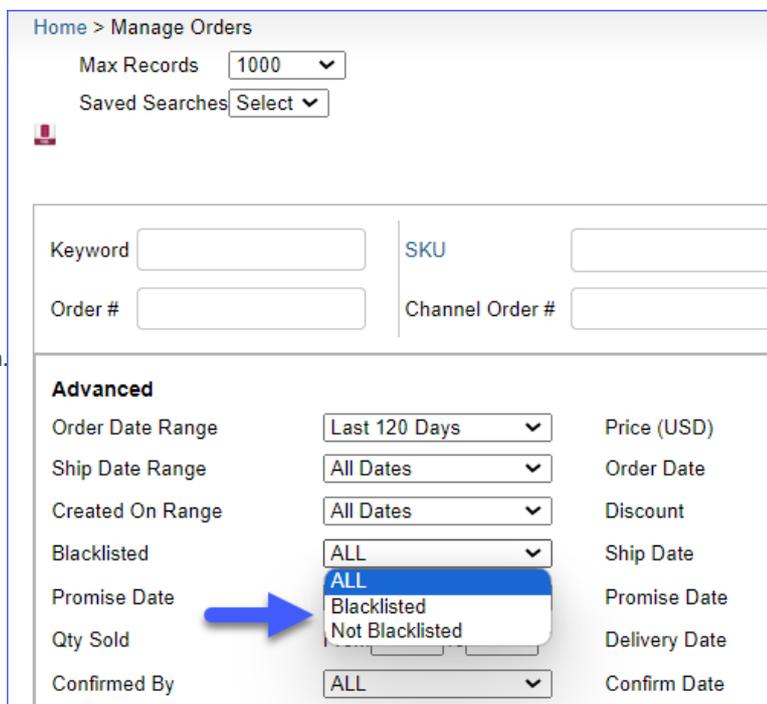
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Filter Blacklisted Orders

To filter orders by blacklisted status:

1. Go to **Orders >** and select **Blacklisted** from the **Advanced Filters Menu**.
2. Choose between
 - a. **All**
 - b. **Blacklisted**
 - c. **Not Blacklisted**

3. Click **Search**.

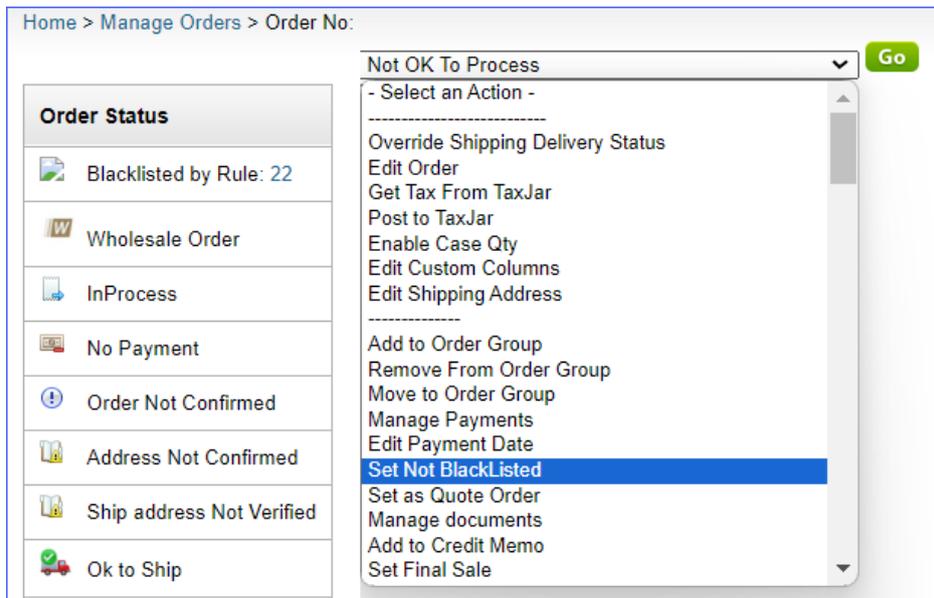


The screenshot shows the 'Manage Orders' interface. At the top, there are controls for 'Max Records' (set to 1000) and 'Saved Searches' (set to 'Select'). Below these are search fields for 'Keyword', 'SKU', 'Order #', and 'Channel Order #'. The 'Advanced' filters section is visible, with a dropdown menu for 'Blacklisted' open, showing options: 'ALL', 'Blacklisted', and 'Not Blacklisted'. A blue arrow points to the 'Blacklisted' option in the dropdown. Other filters include 'Order Date Range' (Last 120 Days), 'Ship Date Range' (All Dates), 'Created On Range' (All Dates), 'Confirmed By' (ALL), 'Price (USD)', 'Order Date', 'Discount', 'Ship Date', 'Promise Date', 'Delivery Date', and 'Confirm Date'.

Non-Blacklist Orders

If an order comes in and is marked as blacklisted according to your rules, there might be cases where you need to mark that specific order as not blacklisted.

1. Open the Blacklisted Order > **Action Menu**.
2. Click on **Set Not Blacklisted > Go**.



3. You will be redirected to a new window to enter a reason for the change.

4. Click **Submit**.

Related Client Settings

The following [Client Settings](#) are available:

- **Enable Black Listing Rules For Orders**
 - Enable this setting for blacklist rules to be automatically applied to your incoming orders.
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