Replacement Orders

04/30/2025 3:17 pm CDT

Overview

Replacement Orders allow you to replace items from a customer's purchase, typically due to issues such as incorrect, damaged, or defective products. They are directly linked to the initial orders, simplifying management and ensuring accurate inventory levels.

In this article, you will learn how to manage replacement orders and configure related settings for useful features, such as automatically creating replacement orders from RMAs.
To create additional related purchases that do not require replacements, create a Related Order instead.

Manage Replacement Orders

When managing replacement orders, consider the following:

- **Payment** – Replacement orders are marked as **Charged** by default, and all items receive a full**Discount** automatically.

  An exception to this rule may occur if:

  - The item has no price.
  - The payment from the original order is not successfully transferred, resulting in a **No Payment** status.

  To resolve this:
  - If the item has no price, manually set the correct one.
  - If the item already has a price, apply an equivalent **Discount** to the replacement order. This will ensure the order is marked as **Charged** and **Ready to Ship**.
- **Inventory Count** – When you simply unship and reship, there is no additional reduction in inventory. However, by default, a replacement order deducts a new unit from the current inventory levels. You can choose not to reduce inventory while creating the replacement order by checking **Disable Inventory Count For This Replacement Order**.
- **Repeats vs. Returns** – If the customer is buying the item again, you must adjust the **Discount** to receive payment. If the customer is returning their previous purchase, you should Create an RMA before replacing the items.

  You can process replacement requests faster by automatically creating a replacement order when you set an RMA's **Resolution** to **Replace**. To use this feature, go to Client Settings and enable **Auto Create Replacement Order When Setting Resolution To Replace**. To automate this process further, you can also enable**Put Replacement Order OnHold Until RMA Is Received**, which will set the replacement's status to **On Hold** until you Receive the Items.

Create a Replacement Order

To create a replacement order:

1. Go to the Order Details Page.

2. Click **Actions** and select **Create Replacement Order**.
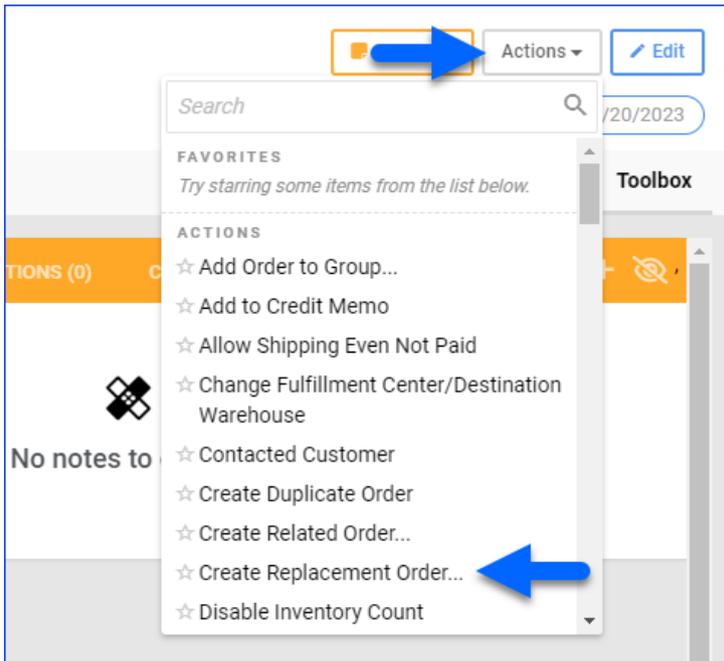
You can restrict access to the **Create Replacement Order** action with a PIN by enabling the Client Setting **Require Security PIN To Create Replacement Order**.

3. Select or type the **Reason For Replacement**. It will be posted as an **Order Note** on the replacement order.

   To add or remove reasons, go **to Settings > Orders > Replacement Orders Reasons**.

4. Optionally, you can also:

   a. Enter **Additional Notes**. They will be posted as a **Note** on the replacement order.

   b. Check **Disable Inventory Count For This Replacement Order** to prevent inventory deductions.

   c. Update the **Quantity To Replace** per SKU.

5. Check the boxes on the left to select the products you want to include.

6. Click **Create**.

7. Click **View Replacement Order**.

Amazon orders can be automatically marked as replacements in Sellercloud. Go to the top panel in your Seller Central account, then hover over **Orders > Order Reports**. Go to **Add/Remove Order Report Columns** and toggle the **Replacement Order** option to **On.**

Search Replacement Orders

To search replacement orders:

1. Go to **Orders** > Manage Orders.

2. Click **Add filter** and add the **Replacement Order** filter.
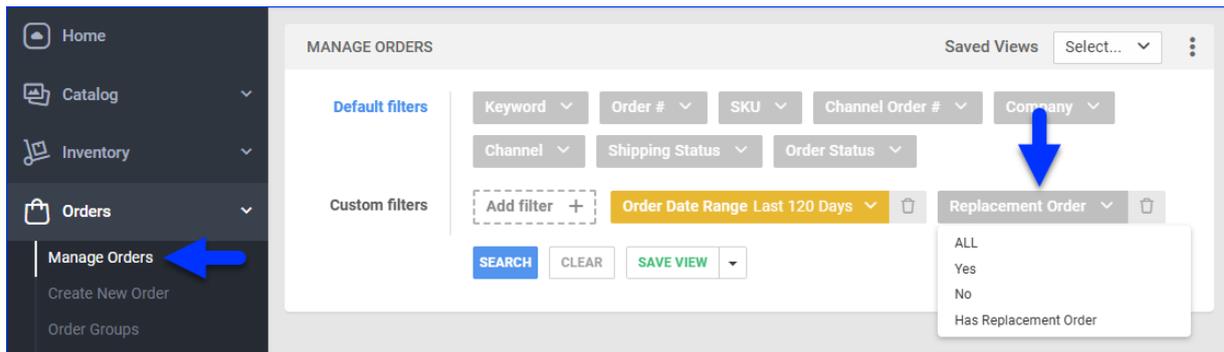
3. Click the **Replacement Order** filter and select from these options:

   a. **All** – Show all orders.

   b. **Yes** – Show only replacement orders.

   c. **No** – Show only regular orders.

   d. **Has Replacement Order** – Show only orders linked to a replacement order.

In addition, you can find replacement orders in the **Related Orders** panel on the original's Order Details Page, listed as **Child Order**.
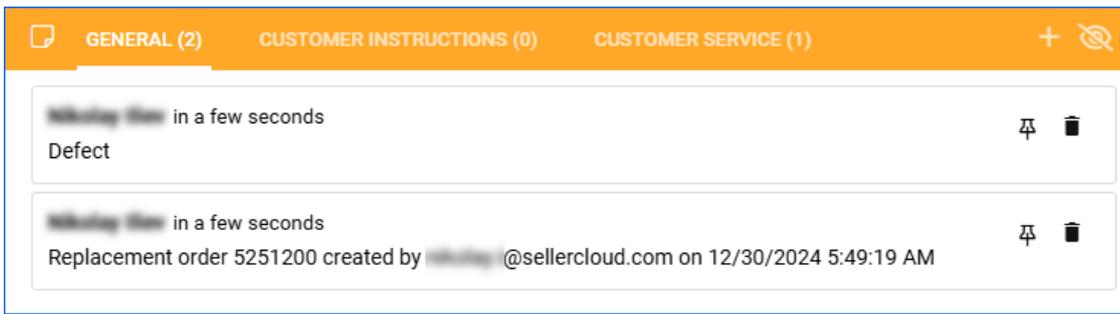

RELATIONSHIP TYPE	RELATED ORDER ID	CREATED ON
Child Order	5251200	12/30/2024 12:49 PM

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

RELATIONSHIP TYPE	RELATED ORDER ID	CREATED ON
Parent Order	5233299	12/30/2024 12:49 PM

Replacement orders always have the following **Notes**:
- The selected **Replacement Reason**
- "Replacement order **[Order Number]** created by **[employee@domain.com]** on **[Date and Time]**"

GENERAL (2)	CUSTOMER INSTRUCTIONS (0)	CUSTOMER SERVICE (1)

in a few seconds
Defect

in a few seconds
Replacement order 5251200 created by ████ @sellercloud.com on 12/30/2024 5:49:19 AM

Related Client Settings

The following Client Settings affect replacement orders:

Security
- **Require Security PIN To Create Replacement Order** – Require a PIN to create replacement orders.
- **Require Security PIN To Create Second Replacement Order** – Require a PIN to create a second replacement order.
- **Do Not Allow To Create 2nd Level Replacement Order** – Prevent the creation of more than one replacement per order.

Workflow and Automation
- **Auto Create Replacement Order When Setting Resolution To Replace** – Automatically create a replacement order when you set an RMA's Resolution to **Replace**.
- **Enable RMA Replacement Order Workflow** – If enabled, when you automatically create a replacement order through an RMA by setting the **Resolution** to **Replace**, it will be created with its **Payment Status** set to **No Payment**. This setting works in combination with **Auto Create Replacement Order When Setting Resolution To Replace**.
- **Put Replacement Order OnHold Until RMA Is Received** – Automatically set the replacement order's status to **On Hold** until you Receive the Items.
- **Run Post Order Plugin On Replacement Orders** – Allow the use of Post Order Plugins on replacement orders.