

Import Old Orders

04/30/2025 3:17 pm CDT

Overview

By default, Sellercloud automatically imports orders from your connected sales channels as you receive them. However, there are situations where you may need to **Import Old Orders** that have already been shipped for reporting or accounting purposes. Accurate historical data is crucial for generating insights, allowing you to conduct reliable performance analysis and financial audits. When importing old orders into Sellercloud, it's essential to ensure they don't reduce your current inventory levels or trigger unnecessary shipping updates to the respective channels.

To handle this task, you can use the generic **General Old Orders Format XLS** plugin, which:

- Imports orders from an Excel spreadsheet.
- Prevents unnecessary shipping updates to the source channel.
- Prevents orders from reducing your current inventory count by default, but you can set **DontCountInventory** to **False** to disable this option.
- Sets the orders' **Payment Status** to **Charged** and their **Shipping Status** to **Fully Shipped**.
- Defaults the **Ship Date** to the current date unless you set a custom date.
- Defaults the **Channel** to **Website** unless you set another channel.

[Post-Order Plugins](#) skip orders imported by the **General Old Orders Format XLS** plugin.

Consider the following technical details:

- The plugin does not process files exceeding 10,000 lines to ensure performance stability.
- The [Shipping Warehouses](#) in your file must not be **Bin-Enabled**. Orders imported to such warehouses will not be marked as shipped.

Prerequisites

First, complete the following prerequisites.

To use this functionality, open a ticket with [Sellercloud Support](#) and request that the **General Old Orders Format XLS** plugin be installed on your server.

To import orders using this plugin, [download the spreadsheet template](#) with the column headers below and complete it.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	OrderID	OrderDate	ChannelID	ShipCompanyName	ShipFirstName	ShipLastName	ShipAddress1	ShipAddress2	ShipCity	ShipStateCode	ShipZipCode	ShipCountry	ShipPhone	ShipEmail	BillCompanyName	BillFirstName
2	1001	3/14/2024	0	ABC Corp	John	Doe	123 Main St	Apt 4B	New York	NY	10001	USA	1234567890	john.doe@email.com	ABC Corp	John
3	1002	3/16/2024	0	XYZ Ltd	Jane	Smith	456 Oak Ave	Suite 300	Chicago	IL	60610	USA	9876543210	jane.smith@email.com	XYZ Ltd	Jane
4	1003	3/17/2024	0	LMN Inc	Michael	Johnson	789 Pine Rd		Dallas	TX	75201	USA	5551234567	michael@email.com	LMN Inc	Michael
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The orders you are importing must meet certain minimum requirements:

- **OrderID** – Enter the order's unique identifier on the originating channel. Corresponds to the **Channel Order #** field in Sellercloud. The system will automatically assign a Sellercloud **Order #** upon import.

If an order with this **Channel Order #** already exists, the plugin will create a new order with the same **Channel Order #**.

- **OrderDate** – Enter the order date in **MM/DD/YYYY** format.
- **ShipFirstName** – The first name of the shipping recipient.

- **ShipAddress1** – The first line of the shipping address.
- **ShipCity** – The city of the shipping address.
- **ShipStateCode** – The state code of the shipping address.
- **ShipZipCode** – The ZIP or postal code of the shipping address.
- **ShipEmail** – The email address of the shipping recipient.
- **BillFirstName** – The first name of the billing contact.
- **BillAddress1** – The first line of the billing address.
- **BillCity** – The city of the billing contact.
- **BillStateCode** – The state code of the billing contact.
- **BillZipCode** – The ZIP or postal code of the billing contact.
- **BillEmail** – The email address of the billing contact, also used as the **Customer Email**. If you don't enter it, the **Customer Email** will be generated following this format: **OrderSourceOrderID@sellercloud.com**

Filling out the cells under the following column headers is recommended but **optional** – you can leave them blank. However, your spreadsheet must include these headers even if you don't use them.

- **ChannelID** – Enter a channel ID to set the order's **Channel**. If you don't set a value for this column, the plugin will default the **Channel** to **Website**. Click the drop-down below for a list of all accepted channel IDs.

Channel IDs

- **DontCountInventory** – The default value is **True**, which means the order will not reduce your inventory. For the order to reduce your current inventory, set to **False**.
- **ShipDate** – Enter the shipping date in **MM/DD/YYYY** format. If you don't, the plugin will use the current date.
- **ChannelOrderNumber2** – Sets **Channel Order # (2)**, a second order identifier from the sales channel.
- **ProductID** – The unique Sellercloud identifier (SKU) of a product in the order.
- **ProductDescription** – The name of the product in the order. If you don't enter a value here, the product name of the ordered SKU will be applied.
- **QtyPurchased** – The quantity of the purchased product.
- **UnitPrice** – The unit price of the product. If you don't enter the **UnitPrice** of the ordered product, the [Site Price](#) will be applied. If the **Site Price** is **0**, the order will come in with **No Payment**.
- **Tax** – The tax on the order.
- **ShippingTotal** – The total cost of shipping for the order. Alternatively, you can name this column **ShippingCost**.
- **ShipFromWarehouseName** – The name of the [Shipping Warehouse](#).

You must select a **Ship From** warehouse that is not [Bin-Enabled](#). A bin cannot be determined automatically upon import and orders assigned to such warehouses will not be marked as shipped.

- **ShippingMethodRequested** – The requested shipping method for the order.
- **ShippingCarrierRequested** – The requested carrier for shipping the order.

Make sure to enter the **ShippingCarrierRequested** and **ShippingMethodRequested** exactly as spelled in the dropdowns on the **Ship Items** page, accessible from the **Actions** menu on each order.

- **RushOrder** – Enter **True** if it is a [Rush](#) order; otherwise, enter **False**.
- **ShipCompanyName** – The company name associated with the shipping address.
- **ShipLastName** – The last name of the shipping recipient.
- **ShipAddress2** – The second line of the shipping address.
- **ShipCountry** – The country of the shipping address.
- **ShipPhone** – The phone number of the shipping recipient.
- **BillCompanyName** – The company name associated with the billing contact.
- **BillLastName** – The last name of the billing contact.
- **BillAddress2** – The second line of the billing address.
- **BillCountry** – The country of the billing contact.

- **BillPhone** – The phone number of the billing contact.

Import Old Orders

Once your spreadsheet is ready, you can import your orders:

1. Go to **Orders > Tools > Import Order Info Via File**.
2. Select **Import Orders Via Plugin**.
3. Select the **Company**.
4. Set the **Plugin** to **General Old Orders Format XLS**.
5. Upload your spreadsheet **File** in **.xls** format.
6. Click **Import**. This creates a **Queued Job**. You will receive a **Notification** once the job is complete.

The screenshot illustrates the steps to import old orders. On the left, the 'Tools' menu is expanded to 'Import Order Info Via File'. The main content area shows a list of import options under the 'IMPORT ORDER' header, with 'IMPORT ORDERS VIA PLUGIN' highlighted by a blue arrow. A modal window titled 'IMPORT ORDERS VIA PLUGIN' is open, showing a form with the following fields: 'Company *' (Thirsty Tea), 'Plugin *' (Select), and 'File *' (Click to upload file). A blue arrow points to the 'IMPORT' button in the bottom right corner of the modal.