

Clear Old Orders

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Overview

Maintaining accurate order data is crucial for inventory and shipping management in Sellercloud. When managing old or externally processed orders, you may need to take the following steps to ensure reliable records:

- Prevent fulfilled orders from creating inventory discrepancies by reducing your current stock levels.
- Mark orders shipped after purchasing labels outside of Sellercloud, such as directly from a carrier.
- Mark old processed orders as shipped or void without triggering unnecessary shipping notifications to the channel.
- Remove outdated or externally processed orders from the Unshipped tab in Shipbridge.

To achieve these results, you can manage your orders with the generic **Clear Old Orders Format** plugin, which:

- Imports Excel spreadsheets to update existing orders by **OrderID**.
- Enables you to change their status to **Fully Shipped** or **Void**.
- Defaults the **Ship Date** to the order date unless you set a custom date.
- Prevents unnecessary shipping updates to the source channel.
- Prevents orders from reducing your current inventory count by default, but allows you to set **DontCountInventory** to **False** to disable this option.

The plugin does not update orders to a **Fully Shipped** status when the **Shipping Warehouse** is **Bin-Enabled**. If an order is assigned to a bin-enabled warehouse and an attempt is made to mark it as shipped, the plugin will skip the entry.

Prerequisites

First, complete the following prerequisites.

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

To use the **Clear Old Orders Format** plugin, [download the spreadsheet template](#) with the column headers below and complete it.

	A	B	C	D
1	OrderID	Status	DontCountInventory	ShipDate
2	5241463	Shipped	FALSE	4/7/2024
3	5241462	Void	FALSE	4/7/2024
4	5241461	Shipped	FALSE	4/7/2024
5	5241460	Void	FALSE	4/7/2024
6	5241459	Shipped	FALSE	4/8/2024
7	5241458	Void	FALSE	4/8/2024
8	5241457	Shipped	FALSE	4/8/2024
9	5241456	Void	FALSE	4/8/2024

- **OrderID** – Enter the Sellercloud **Order #**. To get a list of IDs, you can [Export Orders](#).
- **Status** – Set the order's status:
 - Enter **SHIPPED** to set the **Shipping Status** to **Fully Shipped** and the **Order Status** to **Completed**.

The **Order Status** will only be set to **Completed** if the order's **Payment Status** = **Charged**. [Learn more](#)

about [Order Payments](#).

- Enter **VOID** to set the **Order Status** to **Void**. The **Shipping Status** will remain unchanged.
- (Optional) **ShipDate** – Enter the ship date in **MM/DD/YYYY** format. If you don't, the plugin will use the order date instead.
- (Optional) **DontCountInventory** – Set to **True** to prevent orders from affecting your current inventory levels. Set to **False** to allow inventory deduction.

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Once your spreadsheet is ready, import it:

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 **Clear Old Orders Format**.
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 finished.

The screenshot displays the software's navigation menu on the left and two main content panels. The 'Tools' menu item is expanded, with 'Import Order Info Via File' highlighted by a blue arrow. The 'IMPORT ORDER' panel lists various import options, with 'IMPORT ORDERS VIA PLUGIN' highlighted by a blue arrow. The 'IMPORT ORDERS VIA PLUGIN' panel shows a form with the following fields: 'Company *' (Thirsty Tea), 'Plugin *' (Select), and 'File *' (Click to upload file). A green 'IMPORT' button is located at the bottom right of the form, with a blue arrow pointing to it.