

# Requires Attention Orders

04/30/2025 3:19 pm CDT

## Overview

The **Requires Attention** status within Sellercloud helps you easily flag and identify orders that need special attention, potentially have issues, or require special handling to ensure a smooth fulfillment process.

Orders can be flagged as **Requires Attention** in specific situations, such as when dealing with [backorders](#), corrupted orders, or when there is insufficient quantity available to fulfill the order. Furthermore, for high-value orders, it's crucial to handle them with extra care during processing and shipping. Also, we pay close attention to suspicious or possibly fraudulent orders to protect against chargebacks and potential losses.

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## Requires Attention Status

You can mark orders with a **Requires Attention** status in Sellercloud, as well as configure [Shipbridge](#) to show an optional **Requires Attention** tab for such orders. Once an order is flagged as **Requires Attention**, it may necessitate further actions, including a thorough review of the flagged order, validation of shipping information, fraud prevention measures, customer communication, and more.

This status can be used in the [Order Rule Engine](#) as both a condition and an action. It can also be implemented as a filter in [Saved Searches](#) on [Scheduled Tasks](#), allowing you to easily search for and manage such orders effectively. Furthermore, you can export **Requires Attention** orders with plugins.

## Relevant Client Settings

- **Set Customer Status Require Attention instead of updating OrderStatus to OnHold**
  - When this setting is enabled, instead of placing problematic orders on hold, the system will mark them with a customer status of **Requires Attention**. This allows orders to be flagged for manual review without interrupting the regular order processing flow.

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## Mark Orders as Requires Attention

You can mark orders with a **Requires Attention** status individually or in bulk.

### Individually

1. **Orders > Manage Orders > Open an Order.**
2. **Action Menu > Update Customer Service Status.**
3. Choose **Requires Attention** from the dropdown menu.

4. Click **Update**.

UPDATE CUSTOMER SERVICE STATUS

Customer Service Status \* Requires Attention

Customer Service Date

CANCEL UPDATE

Alternatively, you can do so from the **Statuses Tab** on the [Order Details Page](#).

## In Bulk

To set orders' status as **Requires Attention** in bulk, navigate to:

1. **Orders > Manage Orders** > select your desired orders from the grid.
2. Click on the **Action Menu** in the bottom right-hand corner.
3. Select **Update Customer Service Status**.
4. Choose **Requires Attention** from the drop-down menu.
5. Click **Update**.

<input type="checkbox"/>	ID	CHANNEL ORDER #	ORDERED	GRAND TOTAL	QTY	COMPANY
<input checked="" type="checkbox"/>	5144927		07/21/2023 09:43 PM			
<input checked="" type="checkbox"/>	5144919		07/21/2023 09:35 PM			
<input checked="" type="checkbox"/>	5144918		07/21/2023 09:35 PM			
<input checked="" type="checkbox"/>	5144917		07/21/2023 09:35 PM			
<input checked="" type="checkbox"/>	5144916		07/21/2023 09:33 PM			
<input checked="" type="checkbox"/>	5144915		07/21/2023 09:32 PM			
<input checked="" type="checkbox"/>	5144914		07/21/2023 09:32 PM			
<input checked="" type="checkbox"/>	5144913		07/21/2023 09:29 PM			
<input checked="" type="checkbox"/>	5144912		07/21/2023 09:24 PM			
<input checked="" type="checkbox"/>	5144911		07/21/2023 09:11 PM			
<input checked="" type="checkbox"/>	5144910		07/21/2023 09:10 PM			
<input checked="" type="checkbox"/>	5144909		07/21/2023 09:10 PM			
<input checked="" type="checkbox"/>	5144908		07/21/2023 09:08 PM			
<input checked="" type="checkbox"/>	5144907		07/21/2023 09:08 PM			
<input checked="" type="checkbox"/>	5144906		07/21/2023 09:06 PM			
<input checked="" type="checkbox"/>	5144905		07/21/2023 09:06 PM			
<input checked="" type="checkbox"/>	5144904		07/21/2023 09:05 PM	\$27.00	3	1

Search...

FAVORITES

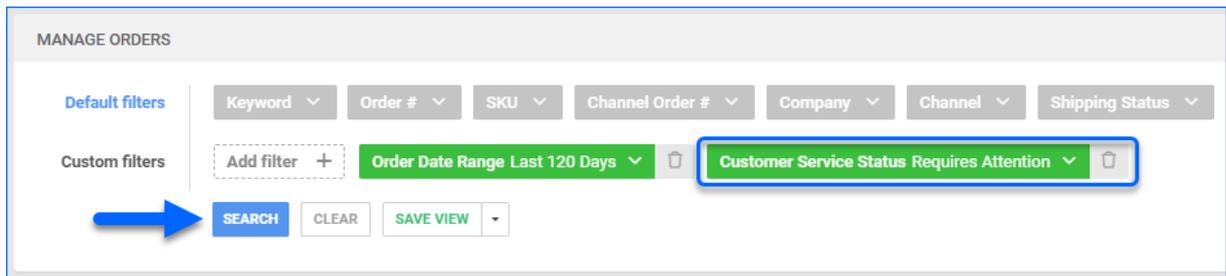
- ★ Add Internal Notes...
- ★ Generate Pick List

ACTIONS

- ★ Add to Credit Memo
- ★ Add Orders to Group...
- ★ BackOrder Reallocation
- ★ Bulk Replace SKU
- ★ Use Amazon to Buy Shipping
- ★ Update Customer Service Status
- < Mark As Delivered
- < Mark As Exported
- < Export
- < Manage Payments

To view all orders that are marked as **Requires Attention**:

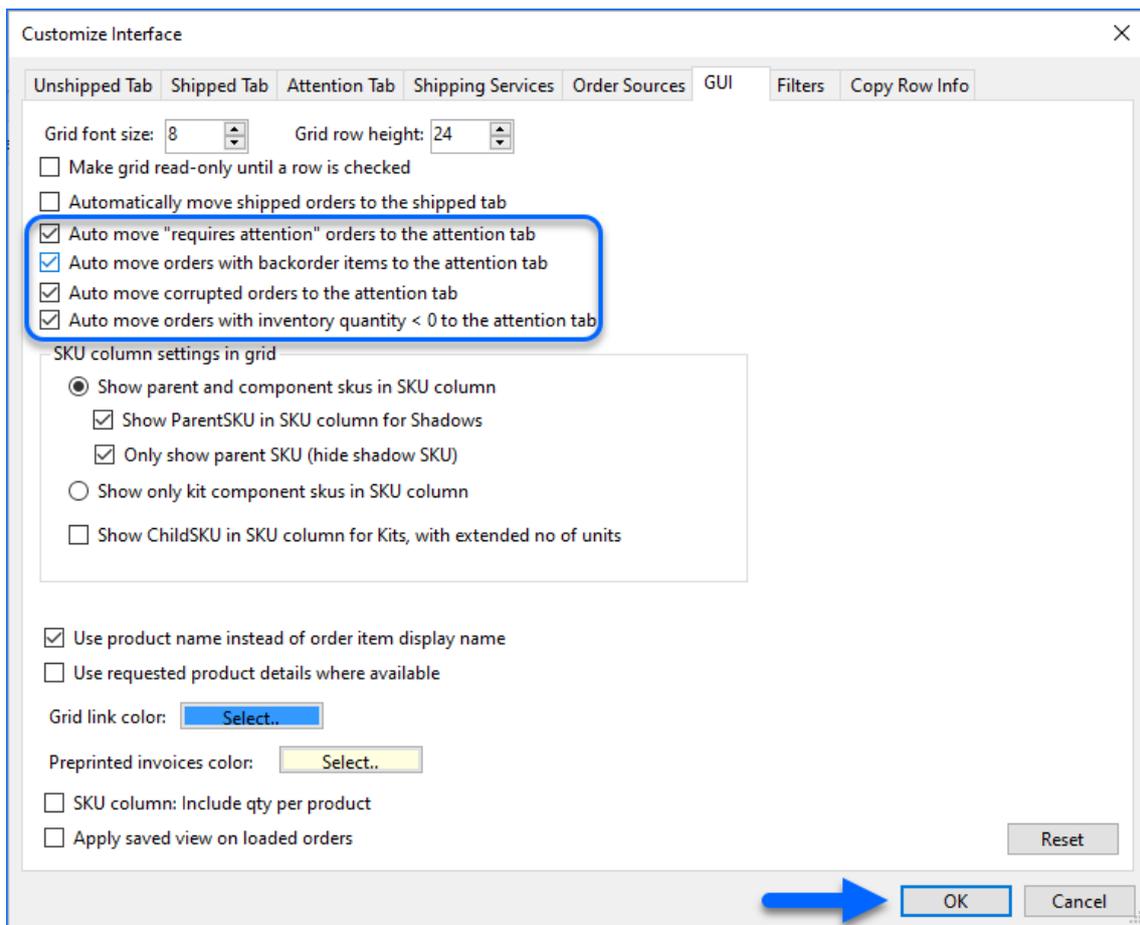
1. Navigate to **Orders > Manage Orders**.
2. Add custom filter: **Customer Service Status – Requires Attention**.
3. Click **Search**.



## Requires Attention Orders in Shipbridge

You can [manually mark](#) orders as **Requires Attention** or configure Shipbridge to automatically move specific orders to a designated **Attention** tab based on certain criteria. To do that:

1. Navigate to **Menu > Customize Interface > GUI**.
2. Choose how orders will be moved to the **Attention** tab by enabling one or all of the Auto Move options:
  - a. **Auto move requires attention orders to the attention tab.**
  - b. **Auto move orders with backorder items to the attention tab**
  - c. **Auto move corrupted orders to the attention tab**
  - d. **Auto move orders with inventory quantity < 0 to the attention tab**
3. Click **Ok**.
4. Enabling any of the Auto Move options creates a new **Attention tab** in Shipbridge, where you can view and manage such orders.



## Custom Plugins and Proposition 65

### Custom Plugins

You can [Use Custom Plugins](#) for unique reasons in Shipbridge to apply shipping rules or customized invoices when shipping orders. To add plugins in Shipbridge, navigate to **Menu > Plugins > Install Plugin**. Select the file from your computer and click open. That action will install the plugin onto your local Shipbridge application. After installing the plugin, you need to enable the checkbox of the plugin in order to activate it on your local Shipbridge application. If you have specific business rules that require additional customization, you can reach out to [Sellercloud Support](#) to request custom plugins. Any such modifications will be billable.

### Proposition 65

[Proposition 65 Compliance](#) is an initiative that was voted into law in California in 1986, formerly known as the Safe Drinking Water and Toxic Enforcement Act of 1986. For example, you can request a plugin that can manually add warnings for orders containing products subject to Proposition 65 compliance.

Sellercloud has a feature to [manually add warning messages](#) that require confirmation before shipping a product is allowed. You can use these warnings for any reason, including for [Proposition 65 compliance](#). In this case, the messages will appear in Shipbridge for any products requiring compliance, so you can confirm that the products have the appropriate warning labels.

## Overview

The **Requires Attention** status within Sellercloud help you easily flag and identify orders that need special attention, potentially have issues, or require special handling to ensure a smooth fulfillment process.

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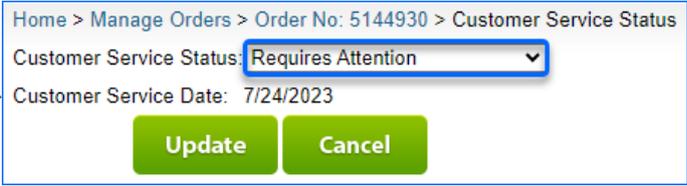
## Mark Orders as Requires Attention

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### Individually

1. **Orders** > Open an **Order**.
2. **Action Menu** > **Customer Service Status** > **Go**.
3. Choose **Requires Attention** from the dropdown menu.

4. Click **Update**.



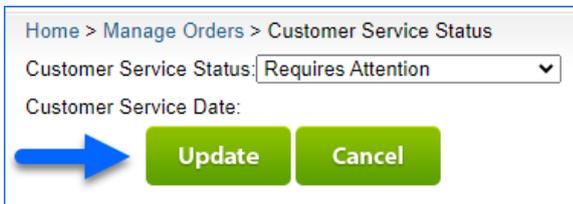
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### In Bulk

To set orders' status as **Requires Attention** in bulk, navigate to:

1. **Manage Orders** > select your desired orders from the grid.

2. Click on the **Action Menu** in the bottom right-hand corner.
3. Select **Update Customer Service Status**.
4. Choose **Requires Attention** from the drop-down menu.
5. Click **Update**.



Home > Manage Orders > Customer Service Status

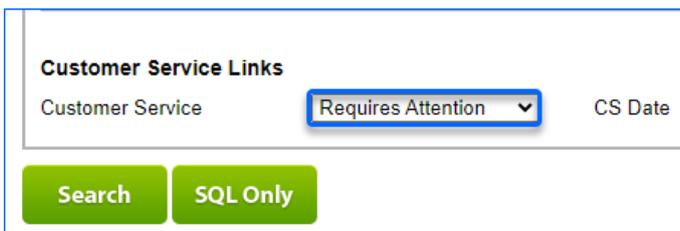
Customer Service Status: Requires Attention

Customer Service Date:

Update Cancel

To view all orders that are marked as **Requires Attention**:

1. Navigate to **Orders > Manage Orders**.
2. Click on **Advanced Search > Customer Service Status – Requires Attention**.
3. Click **Search**.



**Customer Service Links**

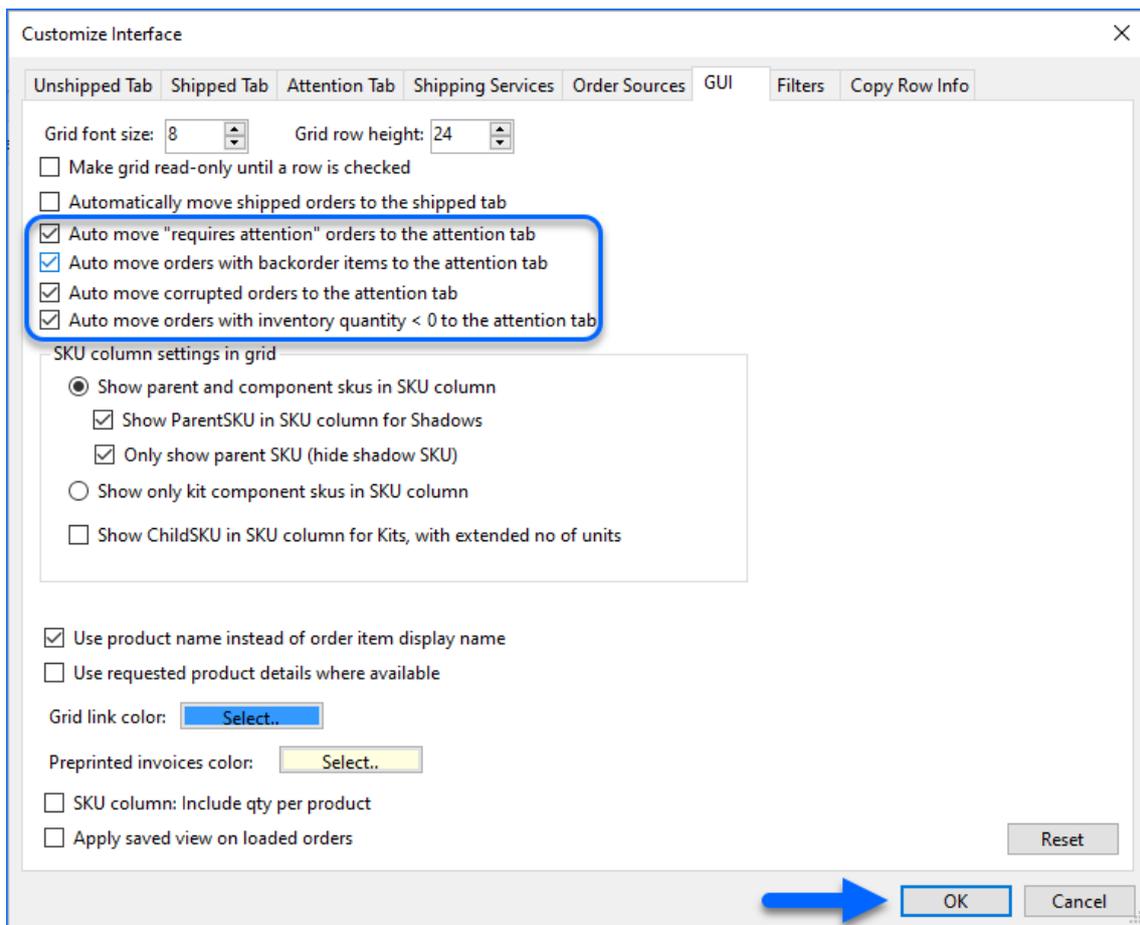
Customer Service Requires Attention CS Date

Search SQL Only

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