

Void Orders

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Overview

In this article, you will learn how to **Void Orders**. Voided orders are very similar to deleted orders – they don't display in regular order searches, reports, etc. However, they remain in Sellercloud and their status can be changed back at any time. Such orders have their **Order Status** set to **Void**.



Voided orders:

- Don't show in order searches.
- Don't reserve inventory.
- Don't count in report calculations.
- Don't get exported to Shipbridge.

Voiding an order will not send any information to the channel or the customer.

In Sellercloud, most channels have an automated import feature that checks for the [Channel Order #](#) and imports the order if it doesn't exist. Unless there is an **Order Date Limit** set on the channel to prevent the order from re-importing into Sellercloud, deleted orders may reappear in Sellercloud. The best way to avoid this is with the **Void Order** function.

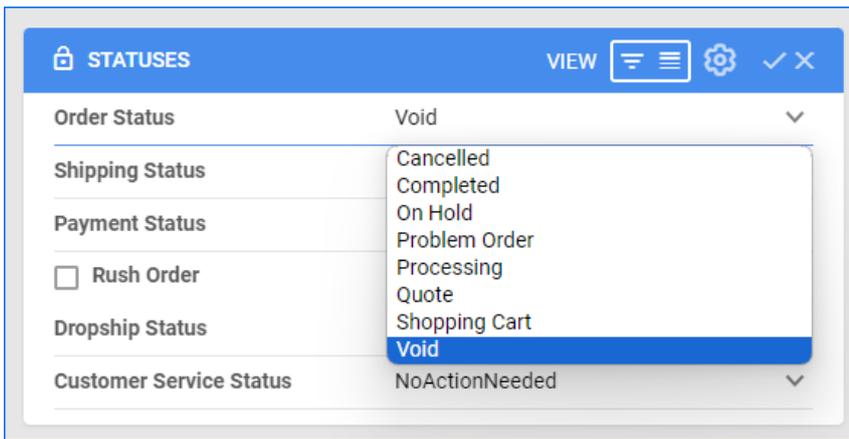
Void Orders

You can void orders one at a time or in bulk.

Orders that are Fully or Partially Picked with [Skustack](#) cannot be voided. You must Unpick the quantities first and then change the Order Status.

To void a single order:

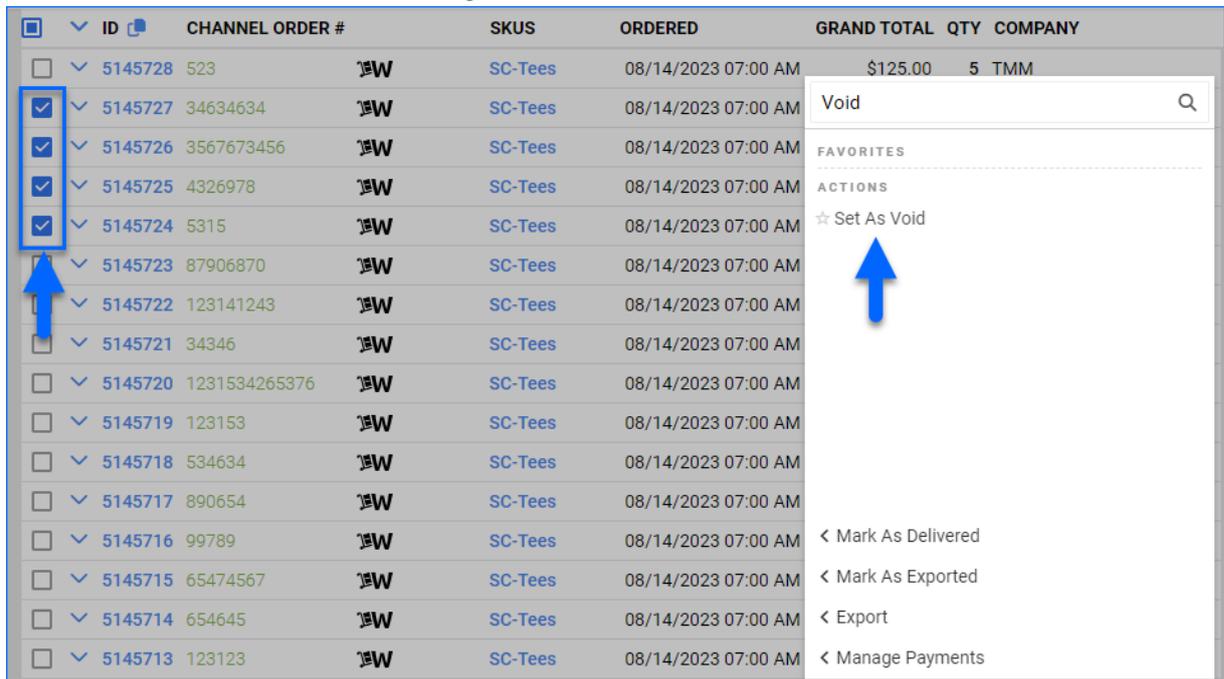
1. Go to the [Order Details Page](#).
2. Click **Edit** in the **Statuses** panel.
3. Update the **Order Status** field to **Void**.
4. Click **Save**.



You can revert the process and switch the order back to another status at any time by following the same steps.

To void multiple orders:

1. Go to [Client Settings](#) and enable **Allow Void Orders In Bulk**.
2. Go to **Orders > Manage Orders**.
3. Optionally, use filters to narrow down the search scope, and then click **Search**.
4. Check the boxes next to orders to select them.
5. Click the blue **Actions** icon on the bottom right and select **Set As Void**.



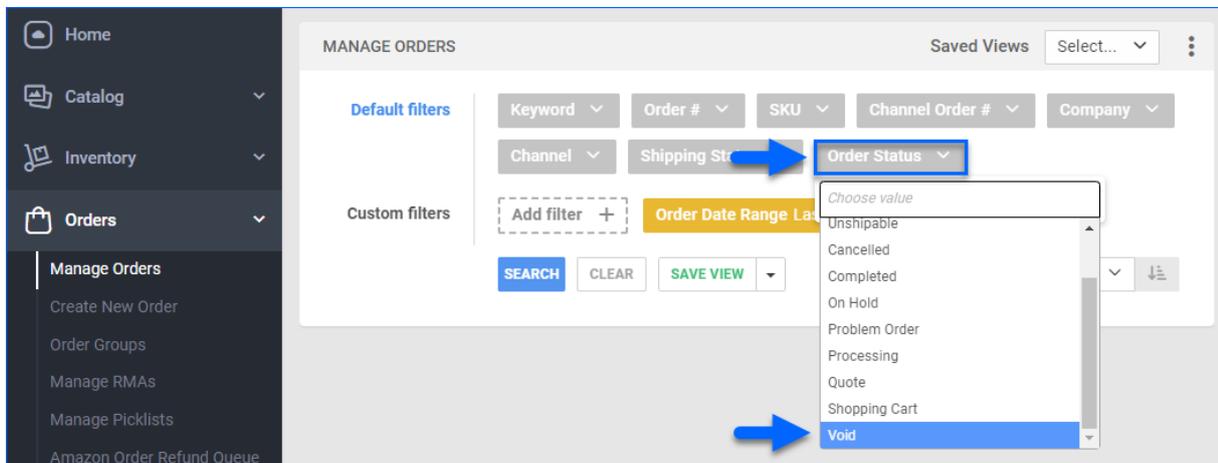
6. If you select over 50 orders at once, a **Queued Job** will be generated. Otherwise, the changes will take effect immediately.

Search Void Orders

By default, Void orders do not display in order searches unless you specifically filter for them.

To find Void orders:

1. Go to **Orders > Manage Orders**.
2. Click the **Order Status** filter and select **Void**.
3. Click **Search**.



Overview

In this article you will learn how to remove orders from Sellercloud by **deleting** or **voiding** them.

While deleting orders may sound logical, most channels have an automated import feature that checks for the **Channel Order #** and imports the order if it does not exist in Sellercloud. This means that unless there is an **Order Date Limit** set on the channel to prevent the order from re-importing into Sellercloud, deleted orders may reappear in our platform. The best way to avoid this is with the **Void Order** function. Voided orders stay in Sellercloud, but they:

- Do not show in order searches
- Cannot reserve inventory
- Do not count in report calculations
- Do not get exported to Shipbridge

Voiding an order will not send any information to the channel or the customer.

Void Orders

To void an order:

1. Enable the Client Setting **Allow Void Orders in bulk**.
2. Navigate to the **Manage Orders** page > Select the order(s) > **Action** menu > **Set as Void**.

Orders that are Fully or Partially Picked with **Skustack** cannot be voided. You must Unpick the quantities first and then change the Order Status.

Search Void Orders

Learn how to find a void order in each interface by clicking the appropriate accordion below:

By default, **Void** orders will not be displayed in order searches unless you specifically filter for them.

1. Go to Manage Orders > Advanced Search

2. Click on Status dropdown > Select Void > Search.

Status	Void
Customer Name	All
	InProcess Or Completed
	InProcess Or Hold
	ShoppingCart
Business Name	InProcess
	Completed
Phone Number	ProblemOrder
	OnHold
Street Address	Quote
	Void
	Canceled

