

Gift Orders

04/30/2025 3:19 pm CDT

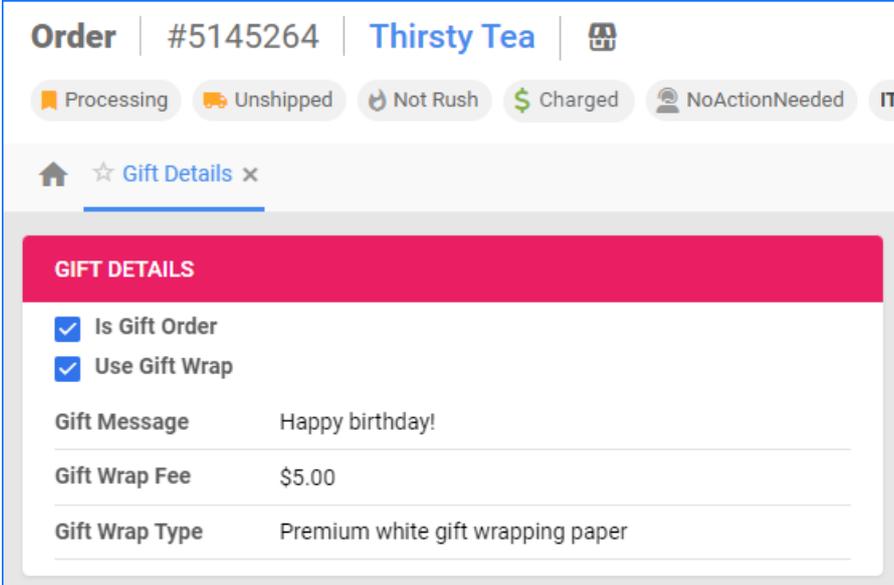
Overview

Sellercloud offers **gift orders** functionality, which allows you to enter gift messages, add gift wrapping, and calculate gift wrapping fees. Gift details and instructions will display in Sellercloud, Shipbridge, and on the invoice to help ensure that the order is processed according to the customer's instructions.

Gift Order Details

To manage gift order details:

1. Go to an [Order Details Page](#).
2. Click **Toolbox** and select **Gift Details**.
3. Click **Edit**.
4. To mark it as a gift order, check **Is Gift Order**.
5. Optionally, enter a **Gift Message**.
6. If the order includes a gift wrap, check **Use Gift Wrap**. This will add a **Gift Wrap** fee field in the **Total** panel of the **Order Detail** page. Gift wrapping is charged on a per-item basis, but only the total sum of all wrapping charges is displayed. Optionally, you can also:
 - a. Enter a **Gift Wrap Fee**.
 - b. Enter a **Gift Wrap Type**.
7. Click **Save**.



Order	#5145264	Thirsty Tea			
 Processing	 Unshipped	 Not Rush	 Charged	 NoActionNeeded	 IT
	 Gift Details 				
GIFT DETAILS					
<input checked="" type="checkbox"/>	Is Gift Order				
<input checked="" type="checkbox"/>	Use Gift Wrap				
Gift Message	Happy birthday!				
Gift Wrap Fee	\$5.00				
Gift Wrap Type	Premium white gift wrapping paper				

You can go to [Client Settings](#) and enable **Charge Tax on Gift-Wrap** to add the **Gift Wrap** fee to the order tax

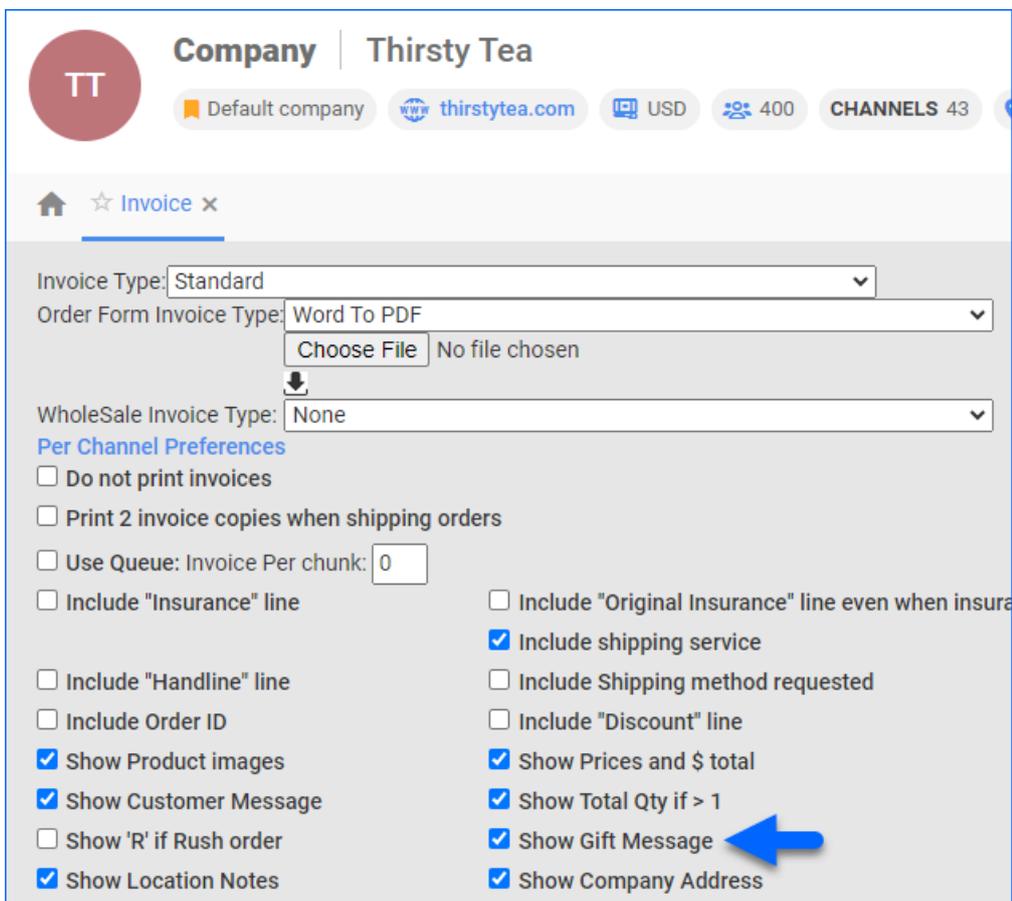
calculation.

Gift Order Invoices

You can print invoices for gifts without showing the charged amount and include gift messages.

To change your invoice settings:

1. Go to [Company Settings](#).
2. Click **Toolbox** and select **Invoice Settings**.
3. Check **Show Gift Message** and click **Save**.



The screenshot shows the 'Invoice Settings' page for a company named 'Thirsty Tea'. The page header includes the company logo (TT), name, and various details like 'Default company', 'thirstytea.com', 'USD', '400', and 'CHANNELS 43'. Below the header, there's a navigation bar with 'Invoice' selected. The main content area contains several dropdown menus for 'Invoice Type' (Standard), 'Order Form Invoice Type' (Word To PDF), and 'Wholesale Invoice Type' (None). Below these are 'Per Channel Preferences' with a list of checkboxes and input fields. A blue arrow points to the 'Show Gift Message' checkbox, which is checked.

Company | Thirsty Tea

Default company | thirstytea.com | USD | 400 | CHANNELS 43

Home ☆ Invoice x

Invoice Type: Standard

Order Form Invoice Type: Word To PDF

Choose File No file chosen

Wholesale Invoice Type: None

Per Channel Preferences

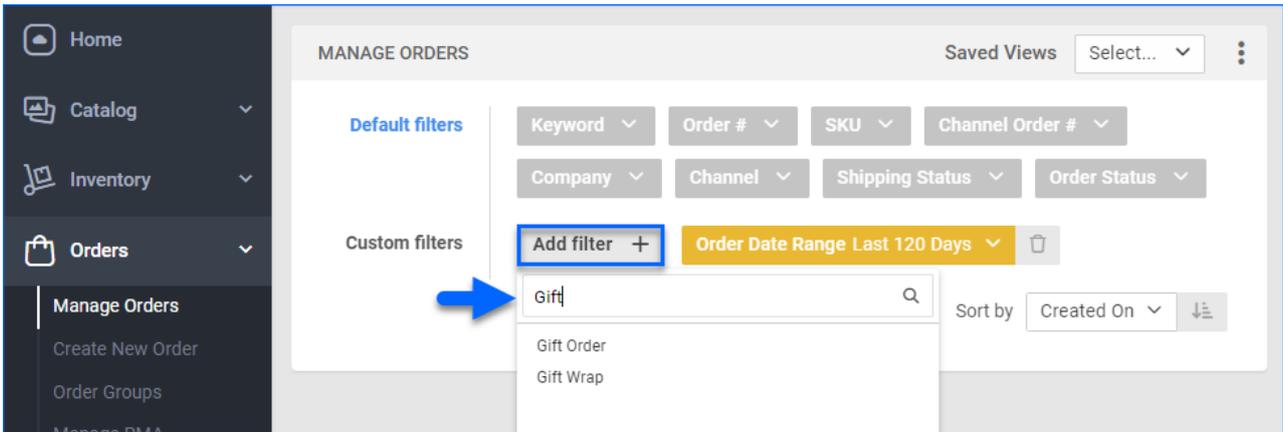
- Do not print invoices
- Print 2 invoice copies when shipping orders
- Use Queue: Invoice Per chunk: 0
- Include "Insurance" line
- Include "Original Insurance" line even when insurance is not required
- Include "Handline" line
- Include shipping service
- Include Order ID
- Include Shipping method requested
- Include "Discount" line
- Show Product images
- Show Prices and \$ total
- Show Customer Message
- Show Total Qty if > 1
- Show 'R' if Rush order
- Show Gift Message
- Show Location Notes
- Show Company Address

View Gift Orders

To view gift orders:

1. Go to **Orders > Manage Orders**.
2. Click **Add filter** and search for **Gift**.
3. Add and use these filters:
 - a. **Gift Orders** filter – can be set to **Gift Orders** or **Non Gift Orders**

b. **Gift Wrap** filter – can be set to **With Gift Wrap** or **Without Gift Wrap**

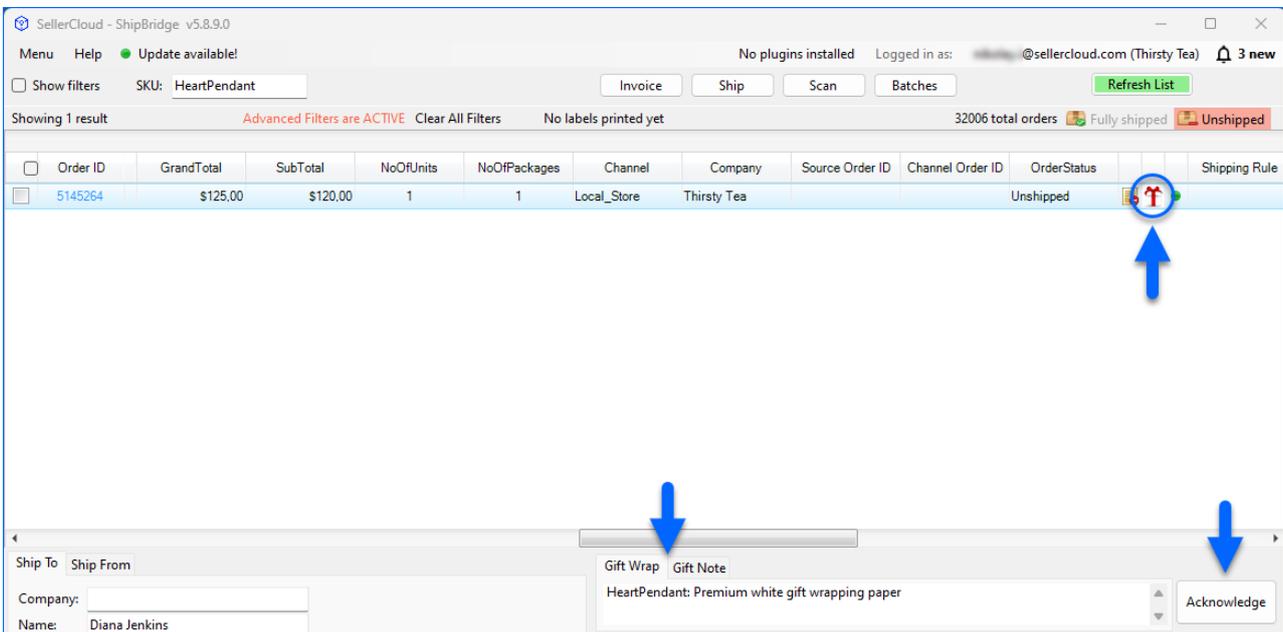


Ship Gift Orders

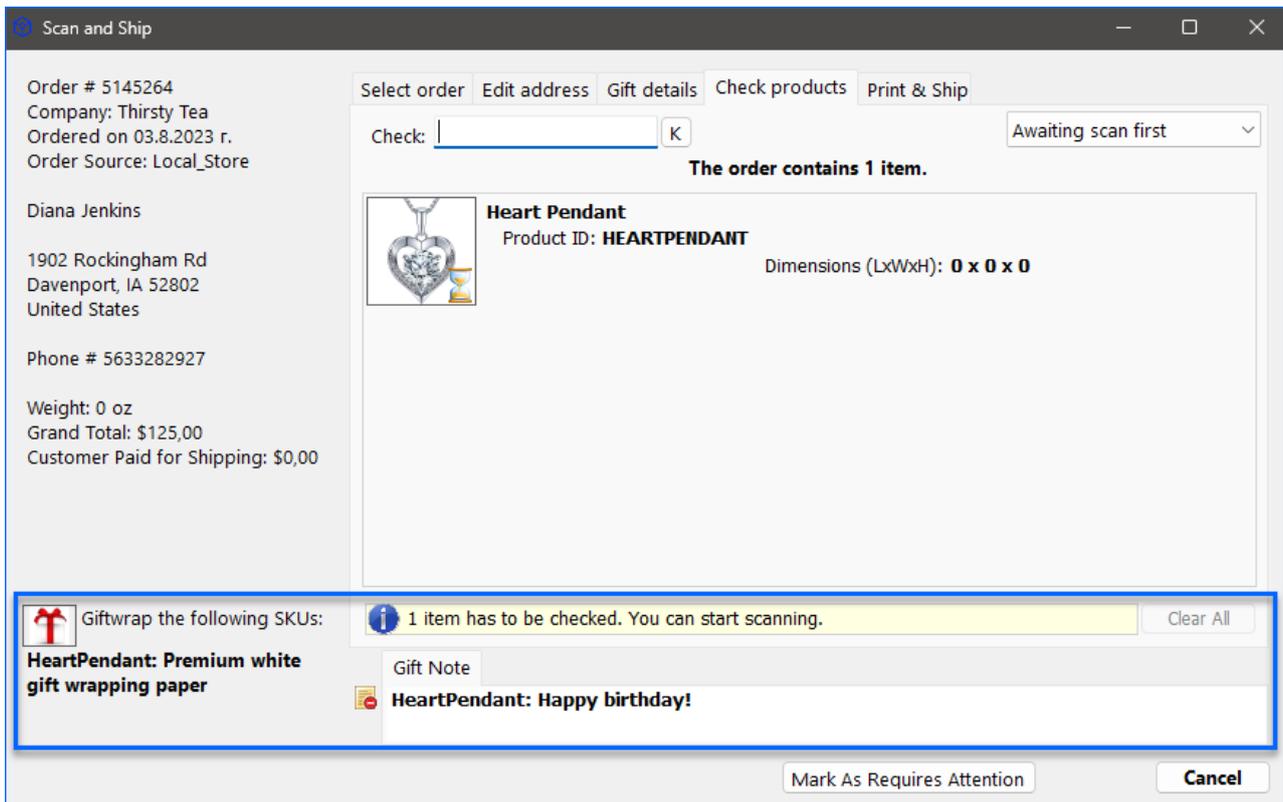
You can identify gift orders by the gift icon in the Shipbridge grid.

Clicking the order displays the **Gift Wrap** and **Gift Note** tabs in the lower-right corner.

The shipper will be required to click the **Acknowledge** button to acknowledge the wrapping instructions before shipping.



When using **Scan and Ship**, the gift details instructions will display in the **Scan and Ship** window.



Amazon Gift Orders

As an Amazon seller, you can offer gift-wrapping services to customers. You must set wrapping options, such as wrapping types, in your Seller Central account.

Import Gift Orders

To import Amazon Gift orders to Sellercloud, the order report from Amazon must include the **Gift wrap** indicators. If you do not set this up, the orders may come without their respective gift wrap information.

This setup is similar to enabling the indicator for Amazon Prime orders to be sent in [Order Reports](#):

1. Open [Amazon Seller Central](#).
2. Go to **Orders > Order Reports**.
3. See the top note **New! Choose the columns you want to see in your order reports**.
4. Click **Add or remove order report columns**.
5. Enable **Gift Wrap** and click **Save Changes**.

Optional columns			
<input checked="" type="checkbox"/>	Ship service name	Ship service Name	
<input type="checkbox"/>	Address Type	Address Type	
<input type="checkbox"/>	Number of Items	Number of Items	
<input checked="" type="checkbox"/>	Order channel	Order channel	Order channel instance External order ID
	<input checked="" type="checkbox"/>	Gift wrap price Gift message text	Gift wrap tax Gift wrap type

List Items with Gift Wrap

You can enable gift wrap options on your products directly from Sellercloud and notify Amazon of the changes.

To do that:

1. Go to a [Product Details Page](#).
2. Click **Toolbox** and select **Amazon Properties**.
3. Click **Edit**.
4. In the **Listing Details Extended** panel, check **Allow Gift Wrap** and **Allow Gift Wrap Message**.
5. Click **Save**.

You can also [Bulk Update Products](#) with the columns **GiftWrapAllowed** and **GiftMessagesAllowed** set to **TRUE** or **FALSE**.

LISTING DETAILS EXTENDED	
Package Qty	0
No. Of Items	0
Max Order Qty	0
<input checked="" type="checkbox"/> Allow Gift Wrap	
<input checked="" type="checkbox"/> Allow Gift Wrap Message	

Overview

Please read first! For information on this feature in Sellercloud's *original* interface, [download this file](#).

Watch this video on gift orders in our *original* interface!