

# On Hold Orders

04/30/2025 3:19 pm CDT

## Overview

Placing an order **On Hold** is a strategic practice that serves multiple purposes and is particularly useful when you want to restrict order processing based on specific rules and criteria. Learn how to manually set orders **On Hold** or utilize our various tools and settings that help you automatically modify orders to and with a status **On Hold**.

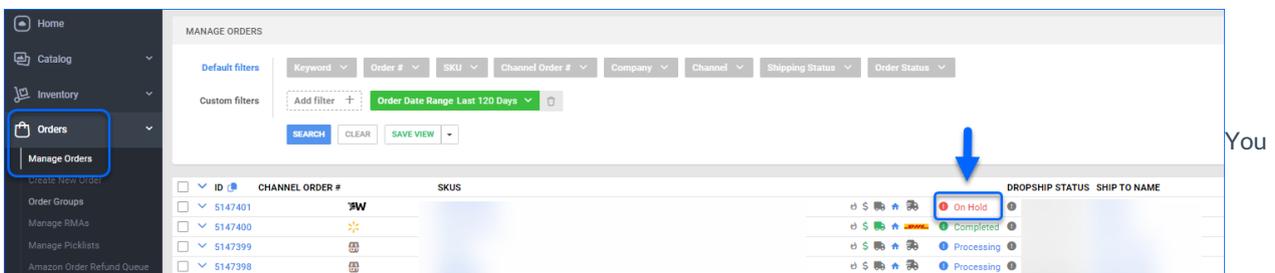
## On Hold Orders

Orders can be placed **On Hold** due to a number of reasons, such as pending payment, suspected fraudulent activity, inventory availability, and more. A Sellercloud order that is put **On Hold** cannot be processed until the status is changed back to **Processing**.

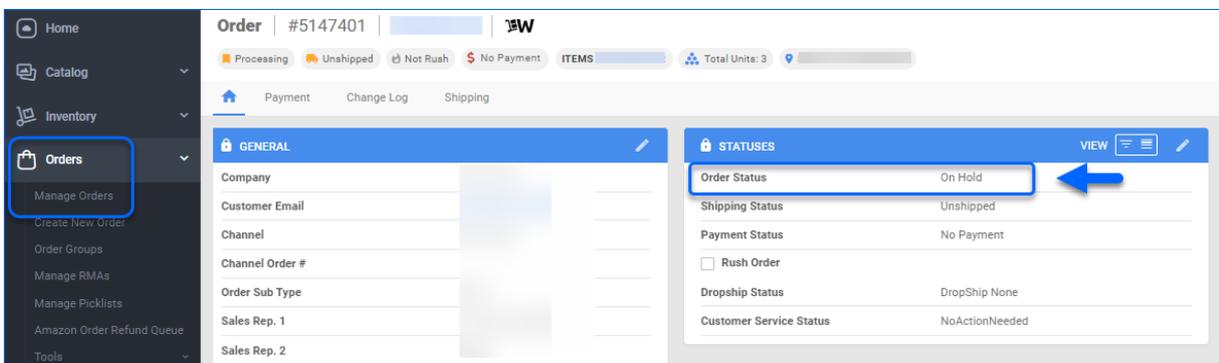
You have several configuration options to place predefined orders **On Hold** automatically:

- [Client Settings](#)
- [Orders On Hold](#) settings:
  - **Order Total Value** – based on the order’s total value.
  - **Order Country of Origin** – based on the order’s country of origin.
- [Order Rule Engine](#)
- **Plugin Configurations** – Sellercloud can develop custom plugins that change the status of specific channel orders, based on your preferences.

The status of your orders is easily visible on your **Manage Orders** page.



can also see the status of your order in the **Statuses** panel of the **Order Details** Page.

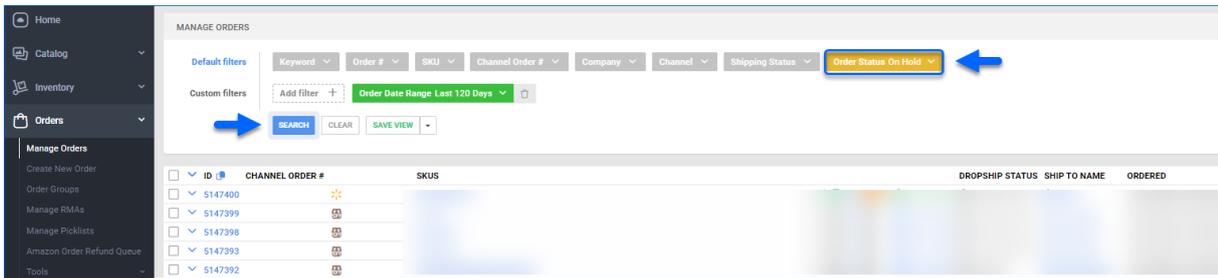


## Search On Hold Orders

To search for and filter orders by their **On Hold** status:

1. Navigate to **Orders > Manage Orders**.

- From the **Order Status** default filter, select **On Hold**. Add any other filters you wish (e.g. **Company**, **Channel**, etc.).
- Click **Search**.



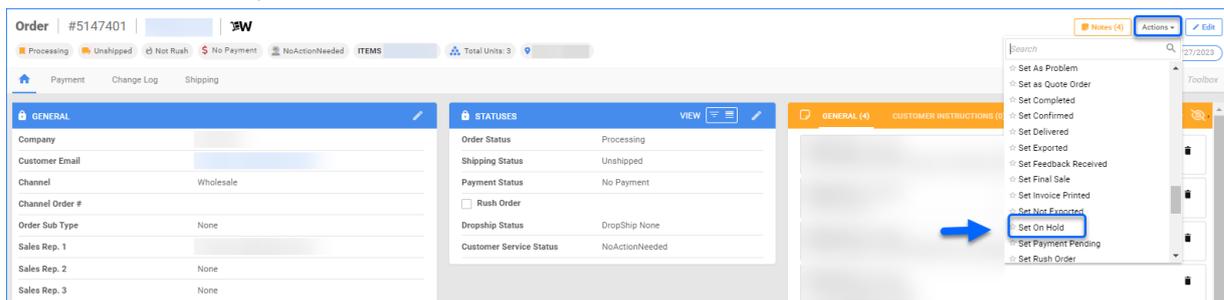
## Set Orders On Hold

Sellercloud gives you the option to place orders On Hold individually or in bulk.

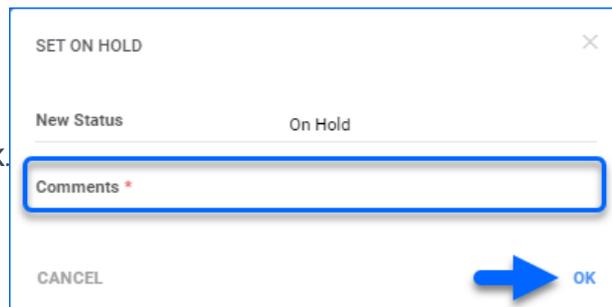
### Individually

To set an individual order On Hold:

- Navigate to **Orders > Manage Orders** and open the desired order.
- From the **Actions** menu, select **Set On Hold**.



- Insert your **Comments** and click **OK**.

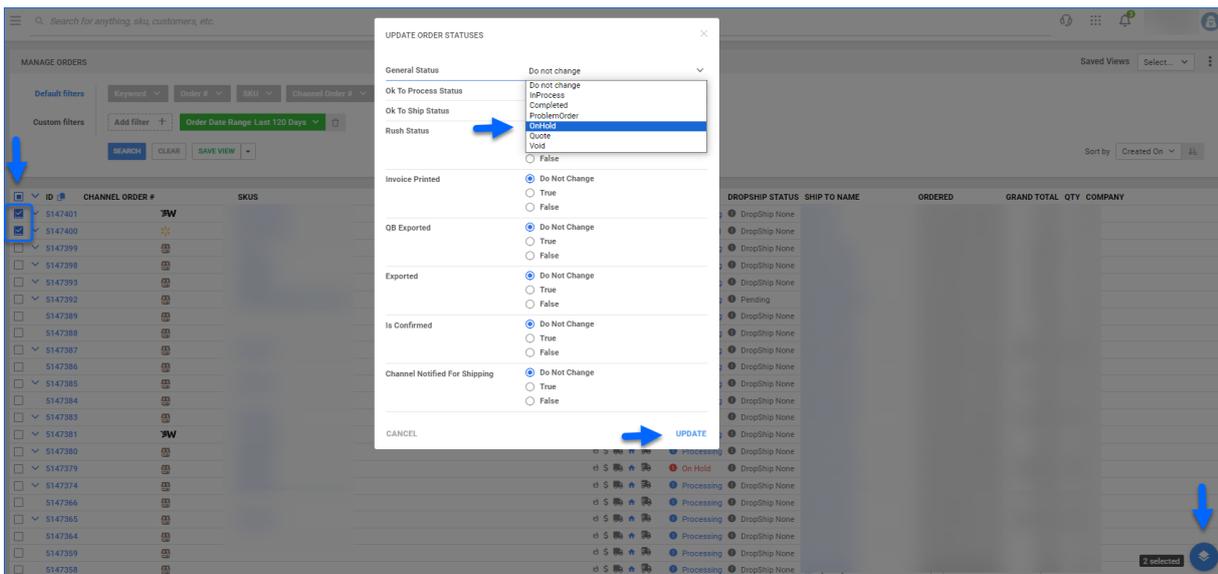


### In bulk

To place several orders On Hold:

- Navigate to **Orders > Manage Orders** and display the orders that you are interested in.
- Check all applicable orders.
- From the **Bulk Actions** menu, select **Update Order Status**.
- Choose **OnHold** from the **General Status** dropdown.

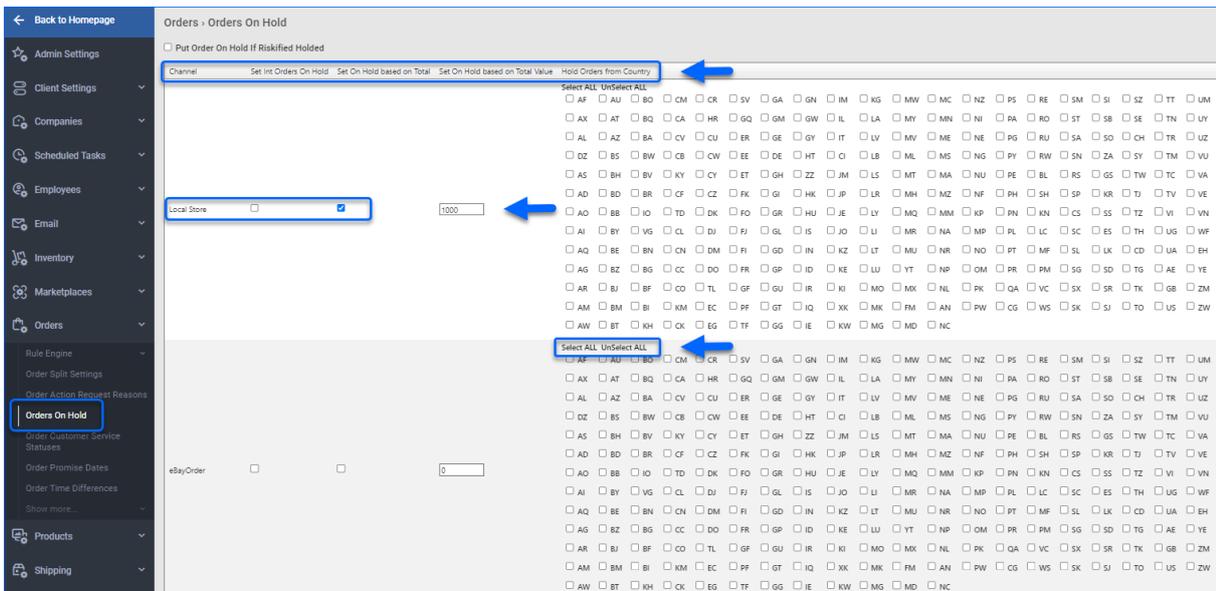
## 5. Click Update.



## Orders On Hold Settings

Sellercloud gives you the ability to place specific channel orders on hold, based on their country of origin and total value:

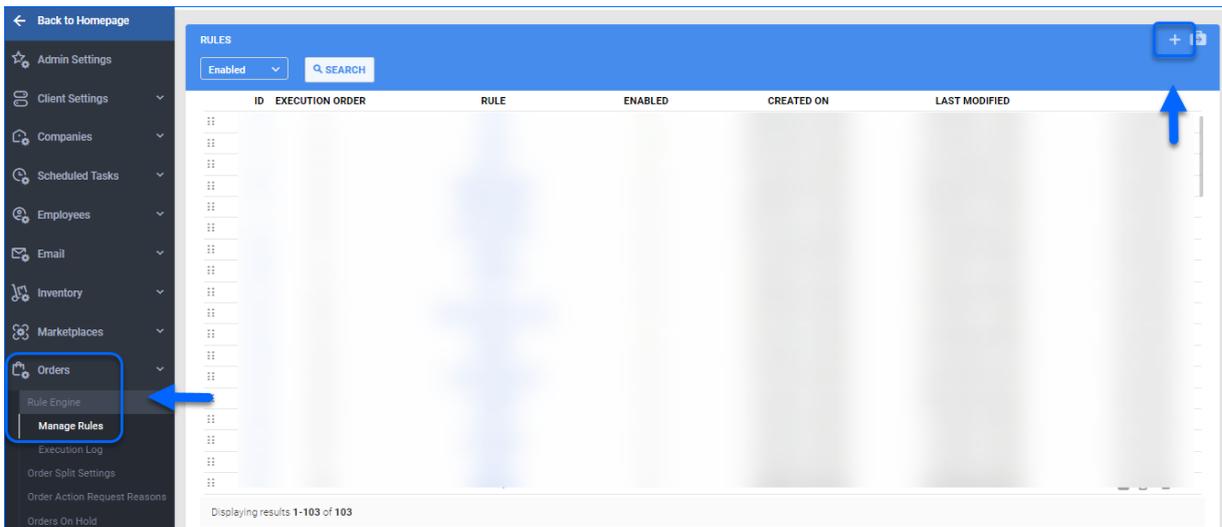
1. Navigate to **Settings > Orders > Orders On Hold**.
2. Select the desired channel checkboxes:
  - a. **Set Int Orders On Hold** – Check this setting in conjunction with **Hold Orders From Country** parameters, to place orders from the appointed countries **On Hold**.
  - b. **Set On Hold based on Total** – Check this setting to hold orders with a value higher than the appointed in the **Set On Hold based on Total Value** field. If the order is in a different currency, Sellercloud converts the orders' grand total to USD and uses that converted value to compare with the **Set On Hold based on Total Value**.
3. From the **Hold Orders From Country** list check the country codes to specify which international orders to place **On Hold**. Click **Select ALL** to mark all countries, or **UnSelect ALL** to delete the selection.
4. Click **Save**.



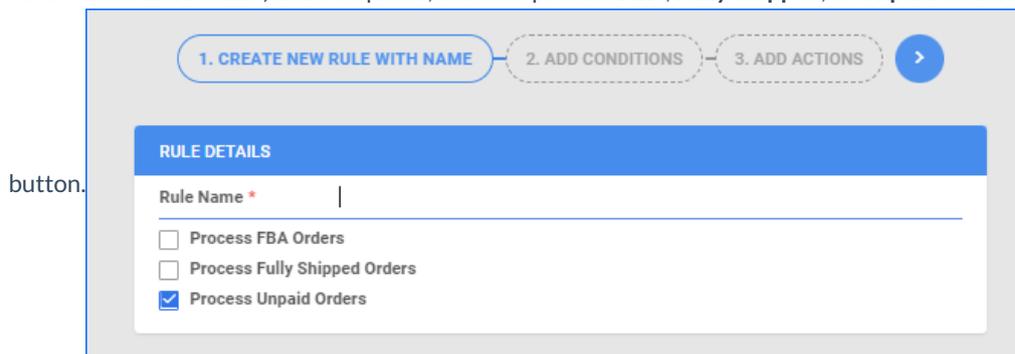
## Rule Engine

Another alternative to set orders **On Hold** automatically is to create a new rule via Sellercloud's **Rule Engine**:

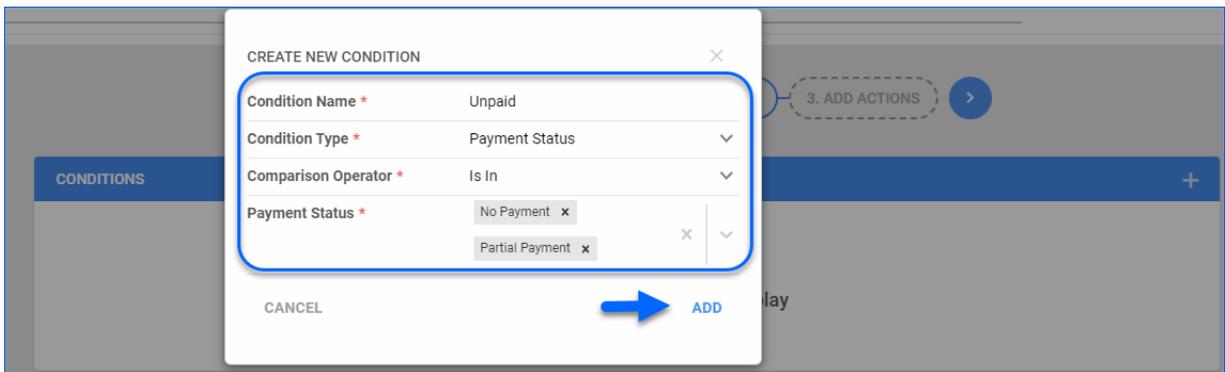
1. Navigate to **Settings > Orders > Rule Engine > Manage Rule Engine**.
2. Select the + icon to add a new rule.



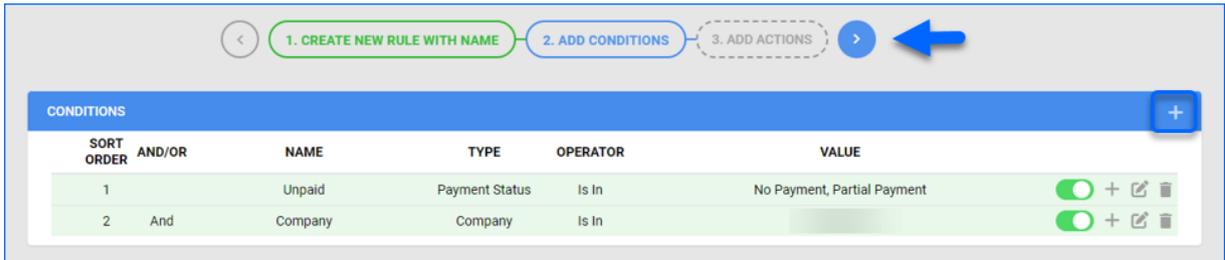
3. Insert a new **Rule Name**, and if required, check to process **FBA**, **Fully Shipped**, or **Unpaid Orders**. Click the **Next**



4. Add your desired **Conditions**, based on which the orders will be placed **On Hold**.



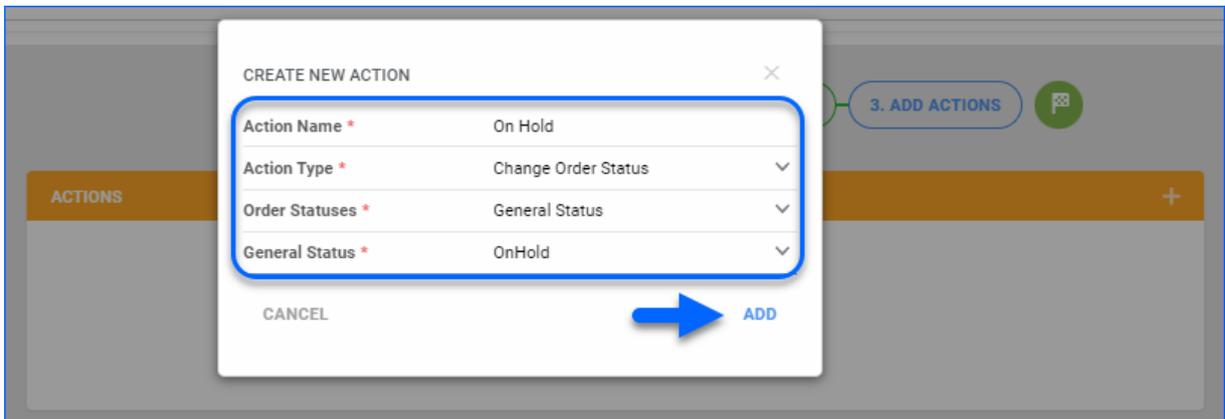
5. Click the blue arrow to proceed.



6. Create a new Action and insert:

- a. Action Name – Brief description of the Action.
- b. Action Type – Change Order Status.
- c. Order Statuses – General Status.
- d. General Status – OnHold.

7. Click Add.



8. Click the **Finish** button and your new rule will be added to your list.

9. Navigate to the rule to **Edit** and **Enable** it. Here you can also modify the rule's **Conditions** and **Actions**, if required.

10. Click **Save**.

The screenshot shows the 'Order Rule Engine' configuration page. On the left is a navigation sidebar with categories like Admin Settings, Client Settings, Companies, etc. The main area is divided into three sections: GENERAL, CONDITIONS, and ACTIONS. In the GENERAL section, a rule named 'Set On Hold' is shown with a green status indicator and a blue arrow pointing to it. The CONDITIONS section contains two rules: 'Unpaid' (Payment Status is In) and 'Company' (Company is In). The ACTIONS section contains one action: 'Set On Hold' (Change Order Status).

Your Rule Engine must be enabled in your [Settings > Client Settings > Orders > Enable Rule Engine](#).

## Related Client Settings

You can utilize certain [Client Setting](#) parameters to set orders on Hold automatically:

- **Put Order On Hold If Selling Price Is Less Than % Of SitePrice and Percentage** – Enable this setting to hold orders with a selling price lower than the specified percentage of the product's [Site Price](#).
- **Put Order On Hold If Unknown SKU In Order** – Utilize this setting, to hold orders with an unknown SKU.
- **Put Order On Hold If Selling Price Is Less Than % Of SiteCost and Percentage** – Enable this setting to hold orders with a selling price lower than the specified percentage of the product's [Site Cost](#).
- **Put NewEgg.com Orders on Hold if not shipped within days** – Specify the number of days after which an unshipped NewEgg.com order will be placed **On Hold**.