

Unknown Product Orders

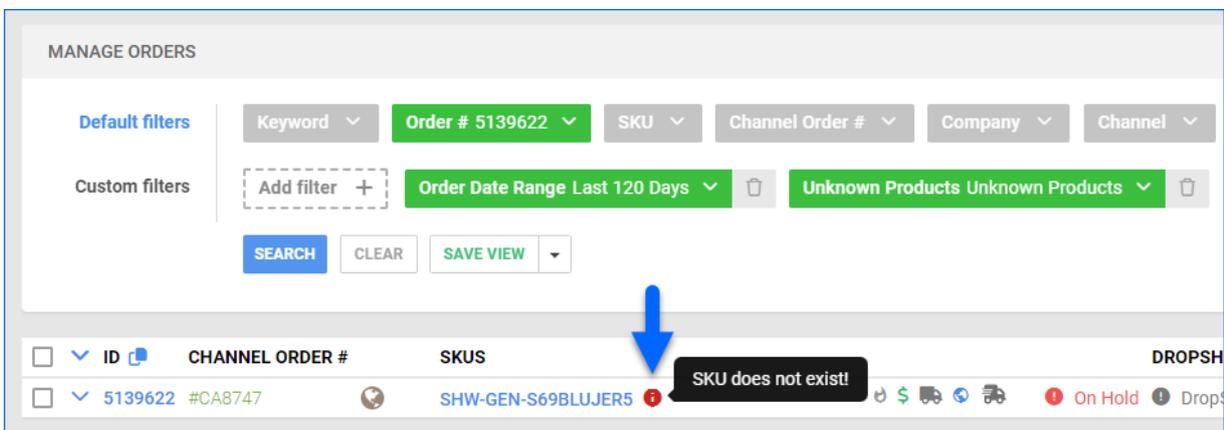
04/30/2025 3:19 pm CDT

Overview

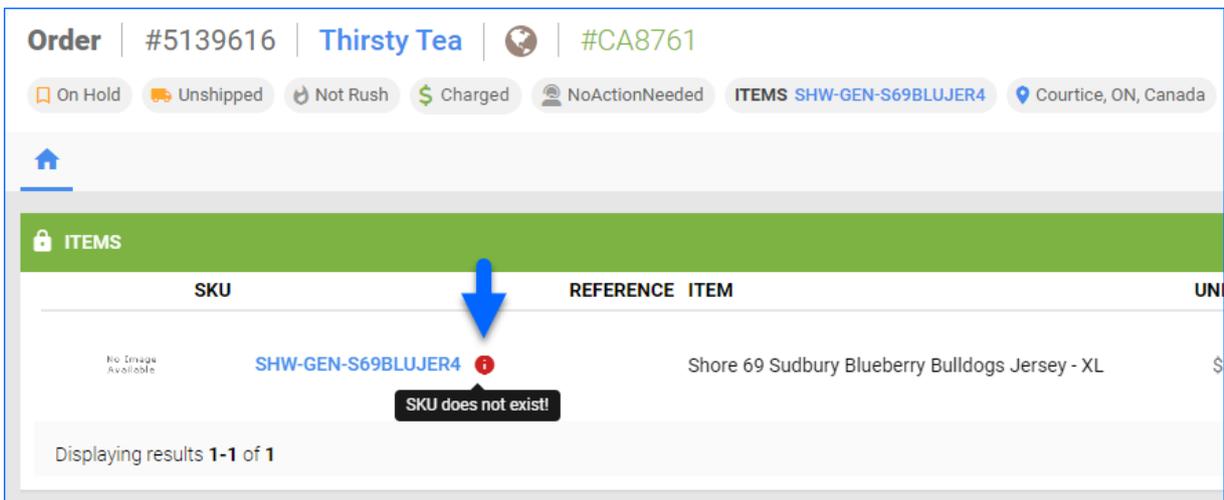
Unknown Product Orders are orders that include at least one SKU that doesn't currently exist in Sellercloud. If you have active listings that do not have a corresponding Sellercloud product, they get imported with orders and flagged as an **Unknown Product**. There are also other less common situations where you may end up with such orders if, for example, there is a wrong **Merchant SKU** configured on the channel properties page of your product.

It is important to be able to identify and resolve such orders to ensure everything runs smoothly. Sellercloud offers two workflows for such situations.

On the [Manage Orders Page](#), a warning appears next to the SKU. Hover over it, and you'll see that the SKU doesn't exist.



On the [Order Details Page](#), you can see the same warning in the Items panel.



Find Unknown Product Orders

There are two methods to look for unknown product orders:

- [Use the Unknown Product Orders page](#).
 - Allows bulk processing orders.
 - Does not include canceled orders.
 - Does not include zero-item orders

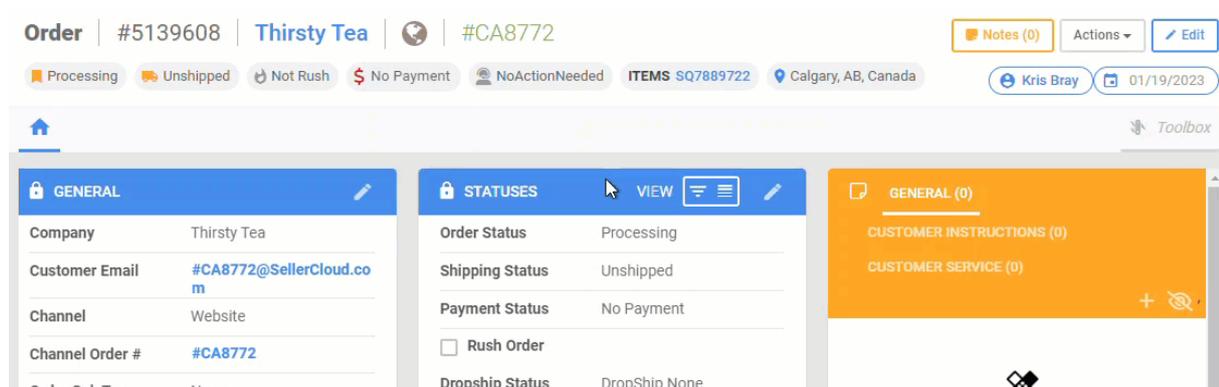
- Use the [Manage Orders page with a Custom Filter called Unknown Products](#).
 - Only allows processing individual orders.
 - Includes canceled orders.
 - Includes zero-item orders.

Resolve Unknown Product Orders

There are a couple of ways to deal with orders containing an Unknown Product. If the issue is not a discrepancy in the Merchant SKU, you can either [create a new product](#) in Sellercloud or replace them with an existing one.

To find orders using the **Manage Orders Page** and process a single order:

1. Go to **Orders > Manage Orders**.
2. Click **Add filter**.
3. Find the **Unknown Products** filter and set to **Unknown Products**.
4. Click **Search**.
5. Open an order to go to its [Order Details page](#).
6. Click **Edit**.
7. Update the **SKU** and click **Save**.



Order | #5139608 | Thirsty Tea | #CA8772

Processing Unshipped Not Rush No Payment NoActionNeeded ITEMS SQ7889722 Calgary, AB, Canada Kris Bray 01/19/2023

GENERAL

Company	Thirsty Tea
Customer Email	#CA8772@SellerCloud.com
Channel	Website
Channel Order #	#CA8772
Order Sub Type	None

STATUSES

Order Status	Processing
Shipping Status	Unshipped
Payment Status	No Payment
<input type="checkbox"/> Rush Order	
Dropship Status	DropShip None

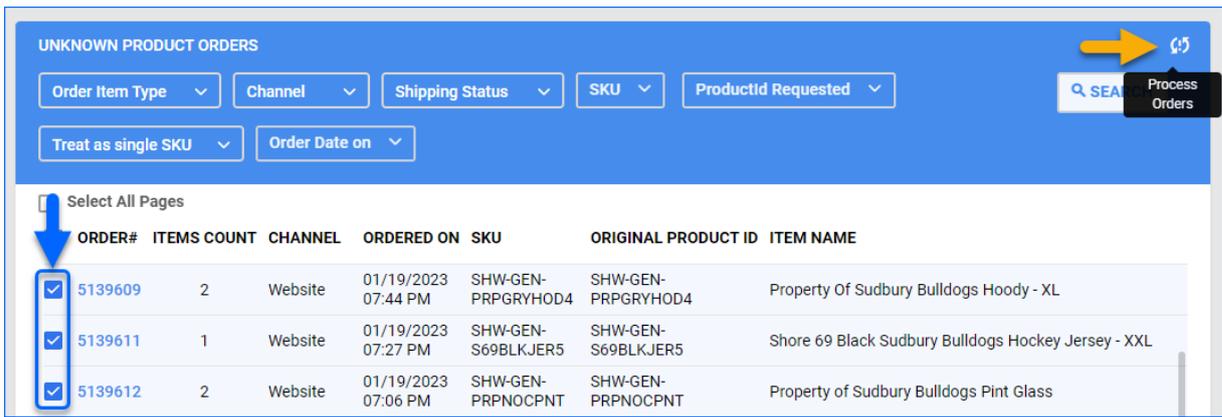
GENERAL (0)

CUSTOMER INSTRUCTIONS (0)

CUSTOMER SERVICE (0)

To find orders using the **Unknown Product Orders Page** and bulk process orders:

1. Go to **Orders > Tools > Unknown Product Orders**
2. Find the orders you need and select them.
3. Click **Process Orders**.



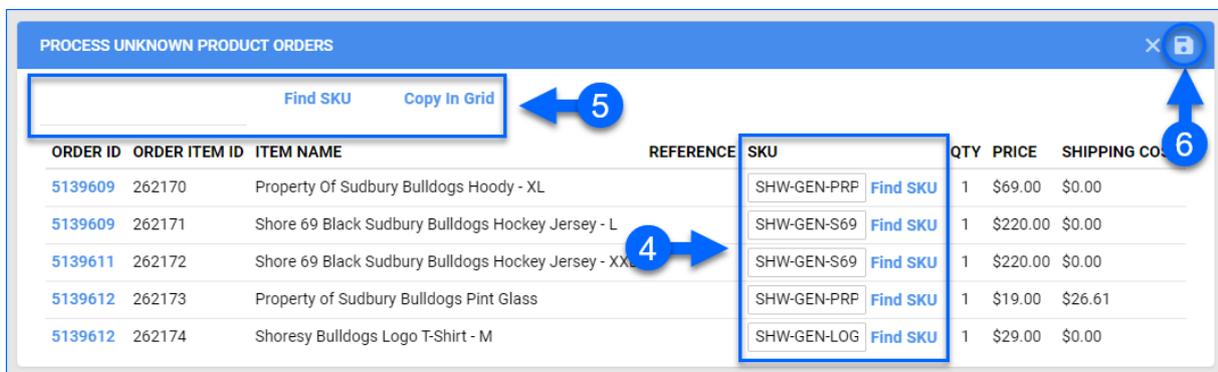
4. To assign different SKUs per item:

- a. If you know the SKU, type it into the SKU field.
- b. To find an SKU, click **Find SKU** on the item's row, then search and select an SKU.

5. To bulk assign the same SKU to all orders:

- a. If you know the SKU, type it into the empty field on the top left.
- b. To find an SKU, click **Find SKU** on the top left, then search and select an SKU.
- c. Click **Copy in Grid** to assign the SKU to all items.

6. Click **Save** to update the order details.



Set Unknown Product Orders on Hold

You may not notice an order has an **Unknown Product** straight away, which can lead to mistakes. It's best to keep unknown product orders out of Shipbridge until you have processed them. You can configure this to happen automatically with the [Order Rule Engine](#).

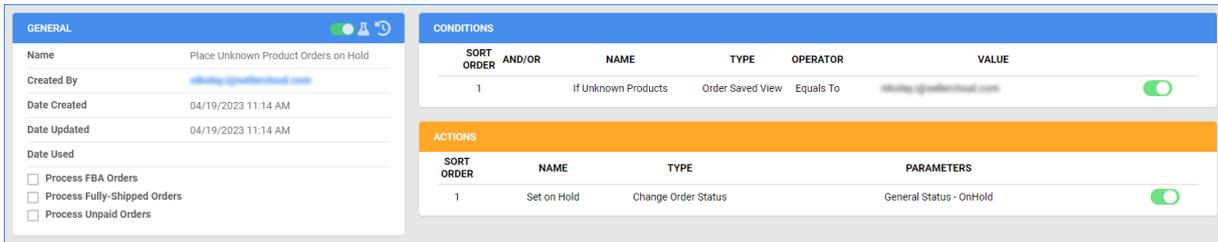
1. First, create a [Saved Search](#) for Orders:

- a. Use the Custom Filter called **Unknown Products** and set it to show **Unknown Products** and **Order Status** set to **Processing**.

2. Next, create a new rule:

- a. Add a condition where the **Condition Type** is **Order Saved View**. Then choose the Saved Search created earlier.

- b. Add an action with the **Action Type** set to **Change Order Status**. For the **Order Statuses**, set **General Status** and select **OnHold**.



Unknown Product Orders Page Details

Refer to the table below for descriptions of the filters on the Unknown Product Orders page:

Filter	Description
Order Item Type	Select what orders to show: Single Item, Multi Item, or ALL. When searching for single-item orders only, you have the option to find an existing SKU and update the order on the same page without clicking Process Orders .
Channel	Include only orders from one or more sales channels .
Shipping Status	Include only shipped or unshipped orders.
SKU	Look for orders with a specific unknown SKU . This is useful for bulk processing orders as you will know that all of the results shown will be for the same product.
ProductId Requested	Include only one or more unknown SKUs as received from the channel.
Treat as single SKU	When you select Yes , you can search for multiple SKUs by separating them with commas. When you select No , the search will look for a single product that contains whatever you enter in the SKU or ProductId Requested fields.
Order Date on	Include only orders that were placed on the channel during a selected time frame.

Refer to the table below for descriptions of the columns on the Unknown Product Orders page:

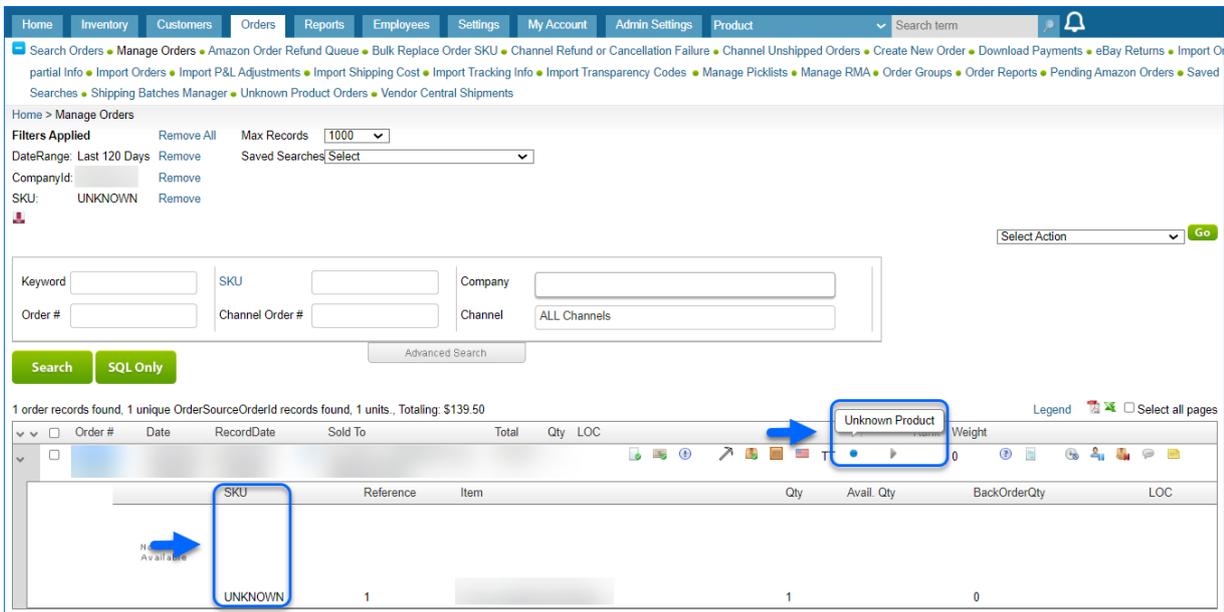
Column	Description
Order #	Shows the Sellercloud order number.
Items Count	Shows the number of line items ordered.
Channel	Shows the order's sales channel.
Ordered On	Shows the date when the order was placed.
SKU	Shows the unknown ordered product's SKU as reflected in Sellercloud.
Original Product ID	Shows the unknown ordered product's SKU originally received from the channel. This would be the Seller SKU on your channel listing.
Item Name	Shows the product's name.
Reference	Shows the Order Item Reference generated by the channel.
Grand Total	Shows the total amount of the order, calculated as such: (Subtotal + Shipping Total + Handling + Insurance + Gift Wrap + Tax) - (Discount + Shipping Discount).

Overview

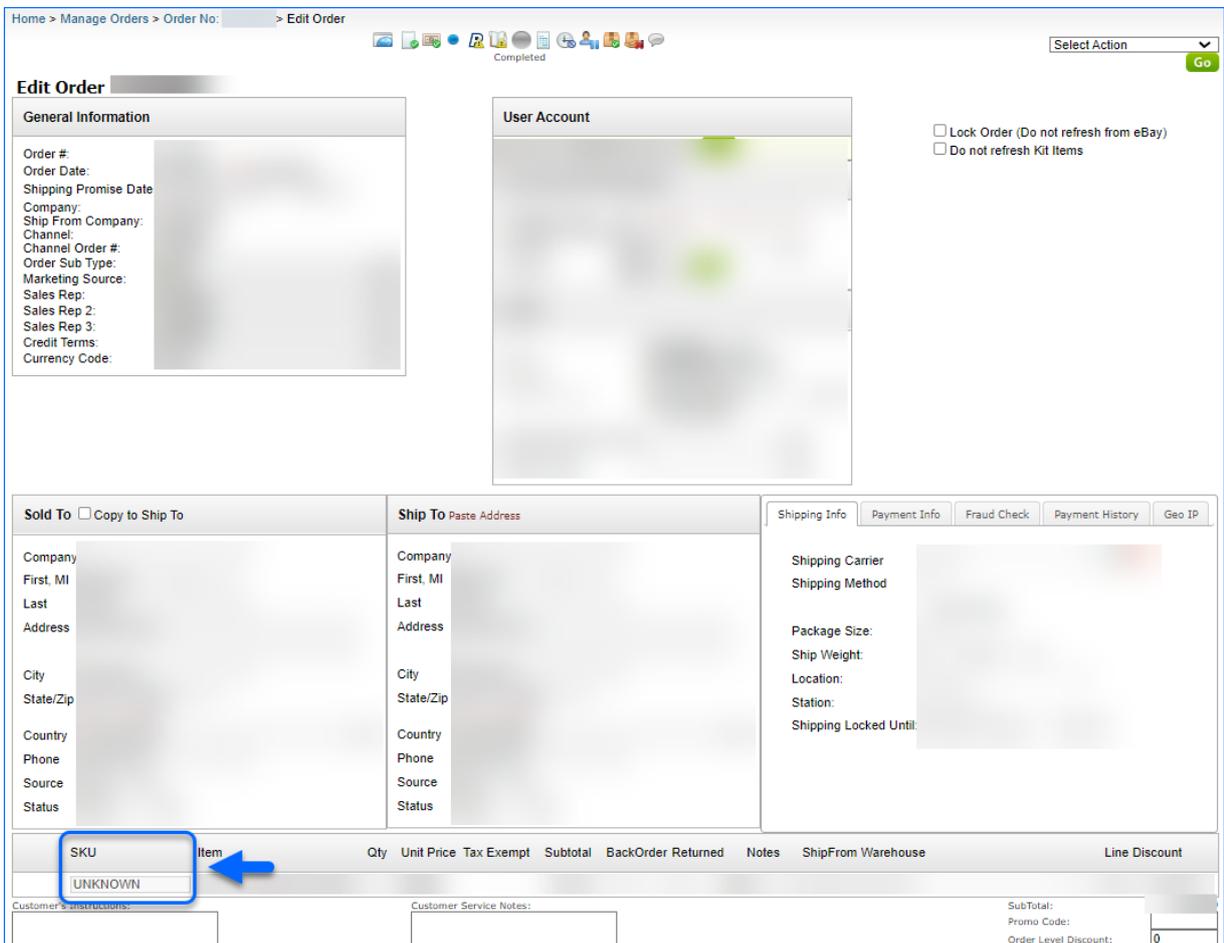
Unknown Product Orders are orders that include at least one SKU that doesn't currently exist in Sellercloud. If you have active listings that do not have a corresponding Sellercloud product, they get imported with orders and flagged as an **Unknown Product**. There are also other less common situations where you may end up with such orders if, for example, there is a wrong **Merchant SKU** configured on the channel properties page of your product.

It is important to be able to identify and resolve such orders to ensure everything runs smoothly. Sellercloud offers two workflows for such situations.

On the [Manage Orders Page](#), the SKU appears as UNKNOWN, the availability indicator appears in blue and if you hover your cursor over it, you'll see a message 'Unknown Product'.



On the [Order Details Page](#), you can see the same SKU - UNKNOWN.



Find Unknown Product Orders

There are two methods to look for unknown product orders:

- Use the **Unknown Product Orders** page.
 - Allows bulk processing orders.
 - Does not include canceled orders.
 - Does not include zero-item orders
 - Use the **Manage Orders** page with a Custom Filter called **Unknown Products**.
 - Only allows processing individual orders.
 - Includes canceled orders.
 - Includes zero-item orders.
-

Resolve Unknown Product Orders

There are a couple of ways to deal with orders containing an **Unknown Product**. If the issue is not a discrepancy in the **Merchant SKU**, you can either [create a new product](#) in Sellercloud or replace them with an existing one.

To find orders using the **Manage Orders** page and process a single order:

1. Go to **Orders > Manage Orders**.
2. Click **Add filter**.
3. Find the **Unknown Products** filter and set it to **Unknown Products**.
4. Click **Search**.
5. Open an order to go to its [Order Details page](#).
6. Select Action **Edit Order** and click **Go**.
7. Update the **SKU** and click **Save & Calculate**.

Edit Order

General Information

Order #:
Order Date:
Shipping Promise Date:
Company:
Ship From Company:
Channel:
Channel Order #:
Order Sub Type:
Marketing Source:
Sales Rep:
Sales Rep 2:
Sales Rep 3:
Credit Terms:
Currency Code:

User Account

.....

Tax Override & Addresses

Current Tax rate: 0% [Clear Taxes](#) [Force Re-Calc Taxes](#)
 Tax Rate (override): 0 %
 Address:
 Copy As:

Status

Status:
 Payment:
 Shipping:
 Customer Service:
 Is Delivered

Estimated Delivery Date:
 Delivery Date:

Lock Order (Do not refresh from eBay)
 Do not refresh Kit Items

Sold To Copy to Ship To

Company
First, MI
Last
Address

City
State/Zip

Country
Phone
Source
Status

Ship To [Paste Address](#)

Company
First, MI
Last
Address

City
State/Zip

Country
Phone
Source
Status

Shipping Info | Payment Info | Fraud Check | Payment History | Geo IP

Shipping Carrier
Shipping Method

Package Size:
Ship Weight:
Location:
Station:
Shipping Locked

SKU	Item	Qty	Unit Price	Tax Exempt	Subtotal	BackOrder	Returned	Notes	ShipFrom Warehouse	Line Discount
UNKNOWN										

Customer's Instructions:

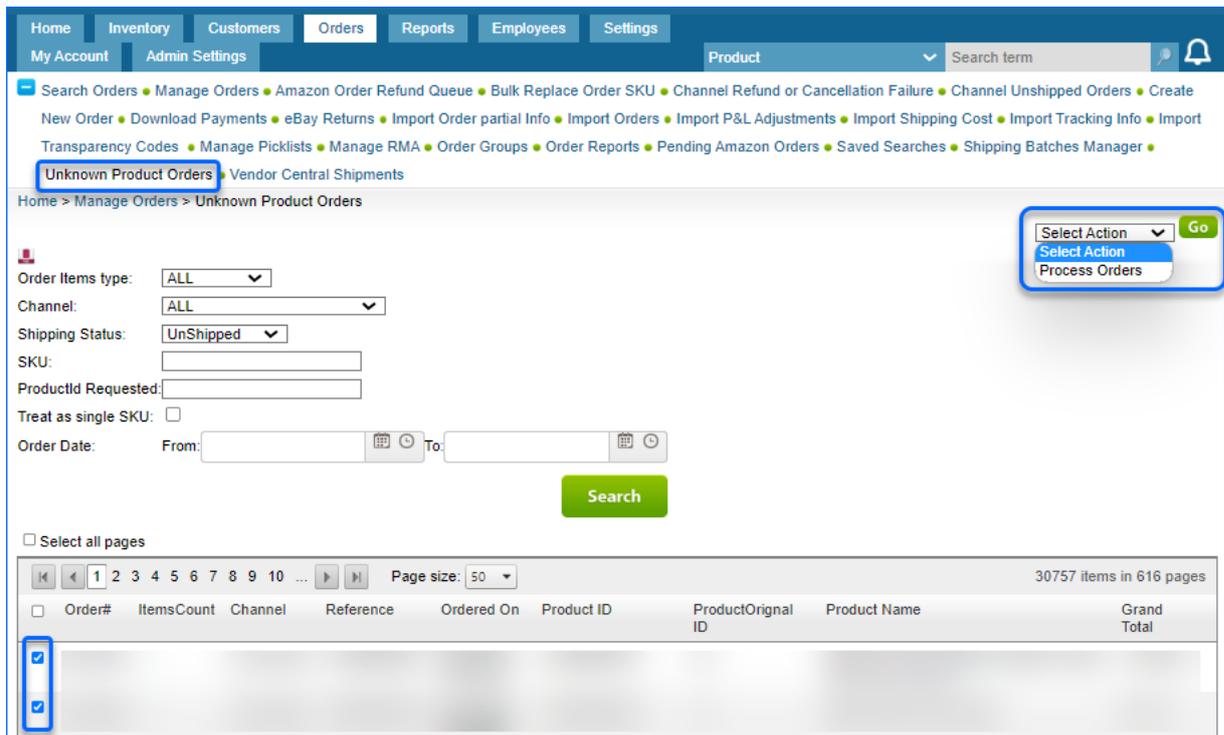
Customer Service Notes:

SubTotal:
 Promo Code:
 Order Level Discount:
 Item Level Discount:
 Total Discounts:
 Tax: 0.000%
 Shipping: (Calculate)
 Ship Disc.:
 Handling:
 Gift Wrap:

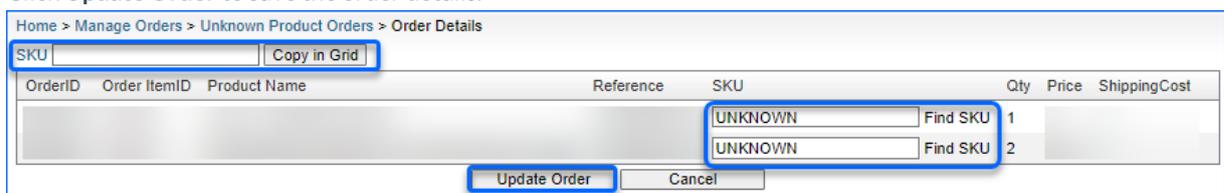
Grand Total:

To find orders using the **Unknown Product Orders Page** and bulk process orders:

1. Go to **Orders > Unknown Product Orders**.
2. Find the orders you need and check them.
3. Select Action **Process Orders** and click **Go**.



4. To assign different SKUs per item:
 - a. If you know the SKU, type it into the **SKU** field.
 - b. To find a SKU, click **Find SKU** on the item's row, then search and select a SKU.
5. To bulk assign the same SKU to all orders:
 - a. If you know the SKU, type it into the empty field on the top left.
 - b. To find a SKU, click **Find SKU** on the top left, then search and select a SKU.
 - c. Click **Copy in Grid** to assign the SKU to all items.
6. Click **Update Order** to save the order details.



Unknown Product Orders Page Details

Refer to the table below for descriptions of the filters on the **Unknown Product Orders** page:

Filter	Description
Order Item Type	Select what orders to show: Single Item , Multi Item , or ALL . When searching for single-item orders only, you have the option to find an existing SKU and update the order on the same page without clicking Process Orders .
Channel	Include only orders from one or more sales channels.
Shipping Status	Include only Shipped , Unshipped , or ALL orders.

- SKU** Look for orders with a specific unknown **SKU**. This is useful for bulk processing orders as you will know that all of the results shown will be for the same product.
- ProductId Requested** Include only one or more unknown **SKUs** as received from the channel.
- Treat as single SKU** When the box is Checked, you can search for multiple SKUs by separating them with commas. Otherwise, the search will look for a single product that contains whatever you enter in the **SKU** or **ProductId Requested** fields.
- Order Date** Include only orders that were placed on the channel during a selected time frame.

Refer to the table below for descriptions of the columns on the **Unknown Product Orders** page:

Column	Description
Order #	Shows the Sellercloud order number.
Items Count	Shows the number of line items ordered.
Channel	Shows the order's sales channel.
Reference	Shows the Order Item Reference , generated by the channel.
Ordered On	Shows the date when the order was placed.
Product ID	Shows the unknown ordered product's SKU as reflected in Sellercloud.
ProductOriginal ID	Shows the unknown ordered product's SKU originally received from the channel. This would be the Seller SKU on your channel listing.
Product Name	Shows the product's name.
Grand Total	Shows the total amount of the order, calculated as such: (Subtotal + Shipping Total + Handling + Insurance + Gift Wrap + Tax) - (Discount + Shipping Discount).