

Unpaid Orders

04/30/2025 3:19 pm CDT

Overview

Unpaid Orders in Sellercloud refer to purchases that are pending payment from customers and typically must be cleared before an order can be shipped. However, in some cases, you may want to ship an order prior to receiving payment for it. For example, you may want to allow unpaid wholesale orders to be shipped based on the customer's credit terms. Effectively managing such orders is vital for ensuring a smooth order fulfillment process.

You have the option to control which orders are brought into Shipbridge for processing. By default, unpaid orders are excluded, but you can customize your settings to allow selected unpaid orders to be shipped, either based on customer preferences or specific order criteria.

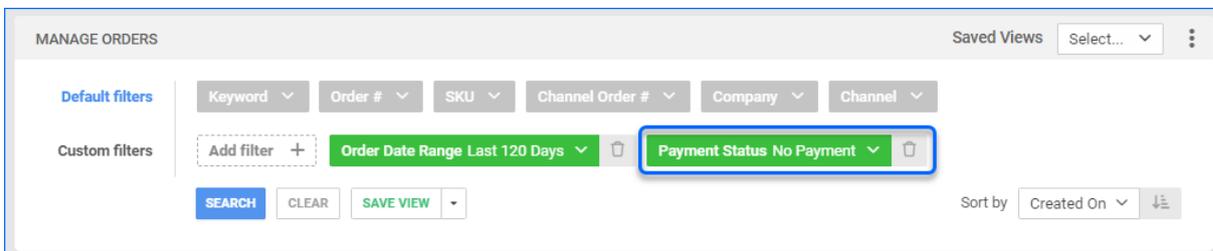
Unpaid Orders

Seamlessly search for unpaid orders in Sellercloud and allow or prevent shipping based on their payment status.

Search Unpaid Orders

To search for and filter orders by their Unpaid status:

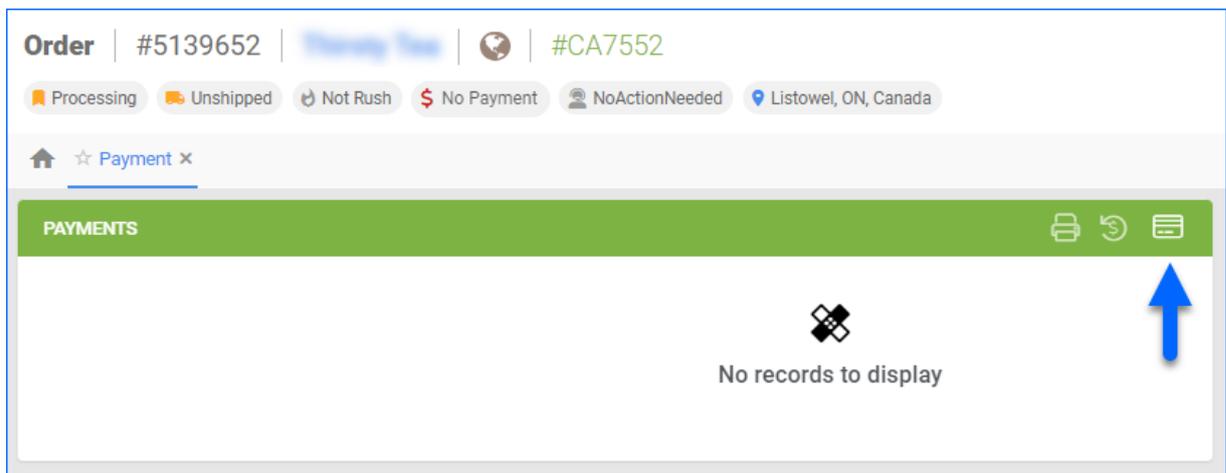
1. **Orders > Manage Orders.**
2. Add Filter **Payment Status > No Payment.**
3. Click **Search.**



Apply Payment to Unpaid Orders

To apply a payment to an unpaid order, navigate to:

1. **Orders > Manage Orders > Open the order.**
2. **Toolbox > Payment.**
3. In the **Payments Panel**, click the **card icon** to add a new payment.



4. Select the applicable **Operation Type** and fill in the details.

1. CREDIT CARD INFO
2. ADDRESS
>

GENERAL INFO	
Operation Type	New Credit Card Charge ▼
Amount *	<div style="border: 1px solid gray; padding: 2px;"> Credit Card Post Authorization New Credit Card Authorization <b style="background-color: #0070C0; color: white;">New Credit Card Charge Paypal Post Authorization Receive Check Receive Manual Payment </div>
Payment Date	
Notes	

CARD INFO

Name On Card * *John Doe*

Card Number * *1234 1234 1234 1234*

Exp * Month ▼ Year ▼ CVV * *123*

OTHER DETAILS

Orig. Trans #

PAYMENT INFO

Authorized for: \$0.00

Total: \$0.00

Received: \$0.00

Refunded: \$0.00

Remaining: \$0.00

ORDER TOTAL

Subtotal	\$0.00
Shipping & Handling	\$0.00
Discount Total	\$0.00
Tax	\$0.00
Grand Total	\$0.00

Learn more about the different payment types [here](#).

Ship Unpaid Orders

By default, unpaid orders will neither ship nor load into Shipbridge. However, you can allow unpaid orders to be shipped at the customer or order level if the following settings are enabled.

Client setting **Allow Shipping Unpaid Orders** must be enabled in order to ship unpaid orders.

To allow the shipment of unpaid orders under a customer, navigate to:

1. **Company Settings > Toolbox > Shipping Preferences > Check Allow shipping regardless of payment status for selected customers.**

Company | Thirsty Tea

Default company | thirstytea.com | USD | 419 | CHANNELS 43 | Lakewood, NJ

☆ Shipping Preferences ×

Auto Split Orders having Multi Items

Order Handling Fee: 0 Enable Order Handling Fee

Enable Combine Shipping Rules Calculate Order Weight

Invoiced Only Confirmed Only

Drop Ship = None OK to Ship Only

Allow shipping regardless of payment status for selected customers DropShip < Requested

Security Pin: 1111 [Apply to all companies](#)

Lock Options tab Lock Unshipped action

Lock Fully Shipped tab Lock Address

Lock Address Validation Lock Shipping Method

Lock Package Manager Lock Edit Order

Lock Rate Calculator Lock Filters

Require PIN for Receive Bridge

←

- Go to **Customers > Manage Customers > Select a customer > Click Edit** and on the **Order Options** panel, select **Allow Shipping Unpaid Orders > Save**.

Notes (0) Actions × Cancel ✓ Save

Toolbox

ORDER OPTIONS

Tax Exempt

Tax Exempt Type: None

Order Handling Fee: \$0.00

Apply Shipping Charges To Order Total

Allow Shipping Unpaid Orders ←

Disable Ship Notifications

Invoice Options

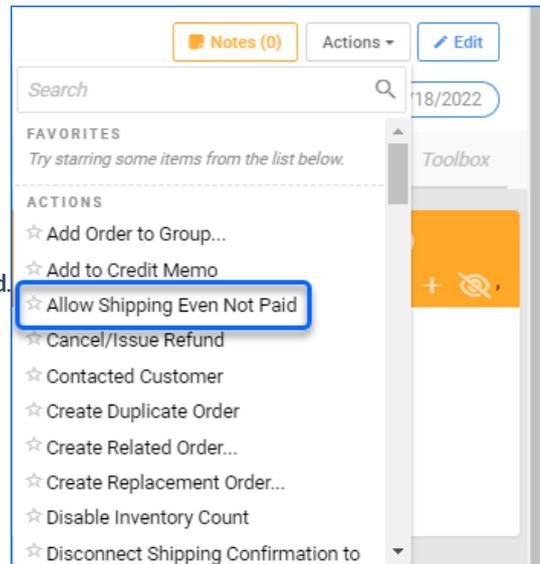
Discounted Price Options

Enabling this option only affects future orders. For past orders, follow the steps below to allow shipping individually or in bulk.

To allow a specific order to be shipped with no payment, navigate to:

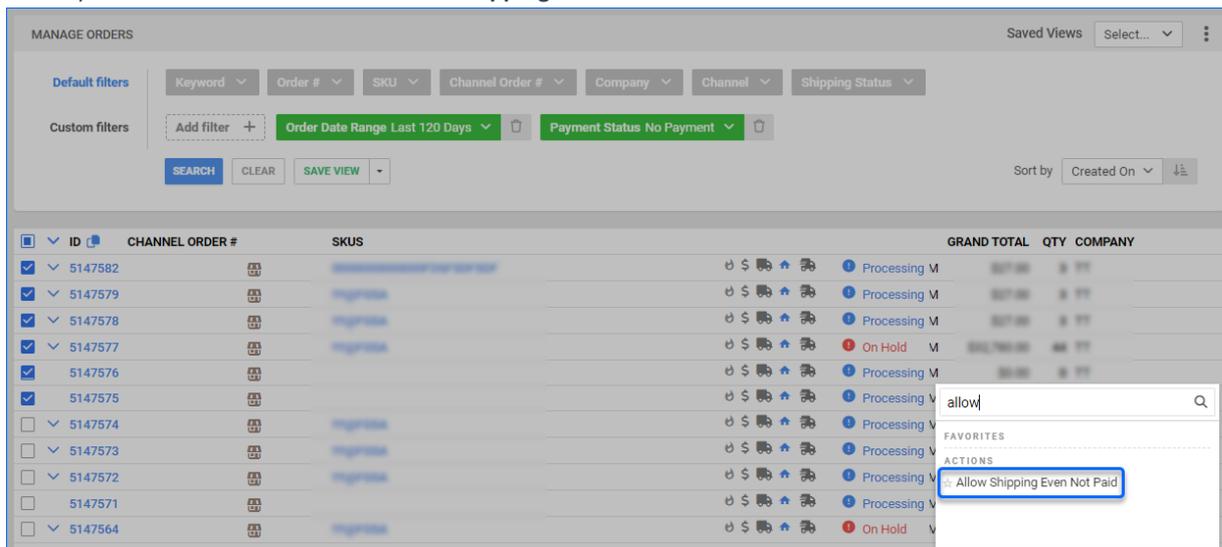
- Orders > Manage Orders > Select your desired order/s.**

2. Action Menu > Allow Shipping Even Not Paid.



To allow multiple orders to be shipped with no payment:

1. Go to the [Manage Orders Page](#).
2. Select your orders > **Action Menu** > **Allow Shipping Even Not Paid**.

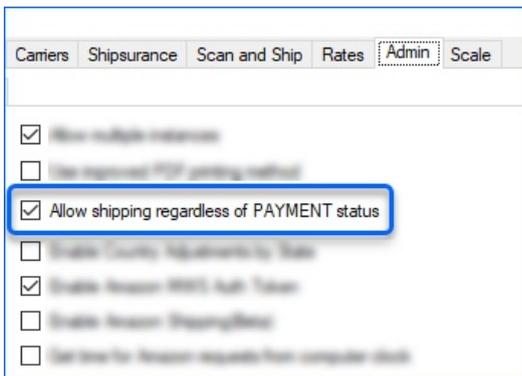


Following the above steps allows unpaid orders to be shipped, even if the customer-level settings are not configured. To prevent orders from shipping until they are fully paid, use the action **Do Not Allow Shipping Until Paid**.

Configure Shipbridge

You can configure your Shipbridge settings and allow unpaid orders to be processed.

If you use Shipbridge, you must enable the Admin Setting **Allow Shipping Regardless of Payment Status**. Once done, all unpaid orders under the configured companies will show in Shipbridge, regardless of the payment status of the order. Contact [Sellercloud Support](#) to have this setting enabled on your Shipbridge account.



Related Settings

You can find and configure the following related settings:

Client Settings

See the following [Client Settings](#) available:

- **Allow Shipping Unpaid Orders** – This setting lets you process and ship orders even if no payment is available.
- **Send Order Welcome Email For Local Store Unpaid Orders** – When enabled, this setting triggers the sending of a welcome email for Local Store Unpaid Orders.

Shipbridge Settings

See the following setting in Shipbridge:

- **Allow Shipping Regardless of Payment Status** – When this setting is enabled in Shipbridge, all unpaid orders based on the configurations above will show in Shipbridge, regardless of their payment status.

Other Settings

Other available settings are:

- **Allow shipping regardless of payment status for selected customers** – When enabled, this Company Setting will allow the shipment of unpaid orders for selected customers in Sellercloud.
 - **Allow Shipping Unpaid Orders** – This Customer-level setting will allow unpaid orders to be shipped only if the orders are created under the selected customer. Note that it only affects orders created after the setting has been enabled.
-
-