

Download Orders From a Channel

04/30/2025 3:19 pm CDT

Overview

For the majority of sales channels, Sellercloud downloads orders automatically on a regular basis. However, in some cases, you may have to manually **download orders from a channel**.

This option is most commonly used during the initial setup of a channel integration or as a regular way to import orders for an integration where you can't download orders automatically. It can also be a helpful backup option if something prevents the default automatic order download. Another potential use is resolving an issue with a specific order – you can delete the order and then re-download it.

This article guides you step-by-step through the process of downloading orders from the following channels:

- [eBay](#)
- [Amazon \(including FBA\)](#)
- [Magento](#)
- [Overstock](#)
- [Sears](#)
- [Newegg.com](#)
- [3D Cart](#)
- [Website plugin](#)
- [Shopify](#)
- [Bonanza](#)
- [Walmart Marketplace \(including WFS\)](#)
- [Back Market](#)
- [Wish](#)
- [Lightspeed](#)

For most core channels, you can also manually download orders using the **Import Orders** action available in the Actions menu on the [Company Settings > Channel > General Settings](#) page.

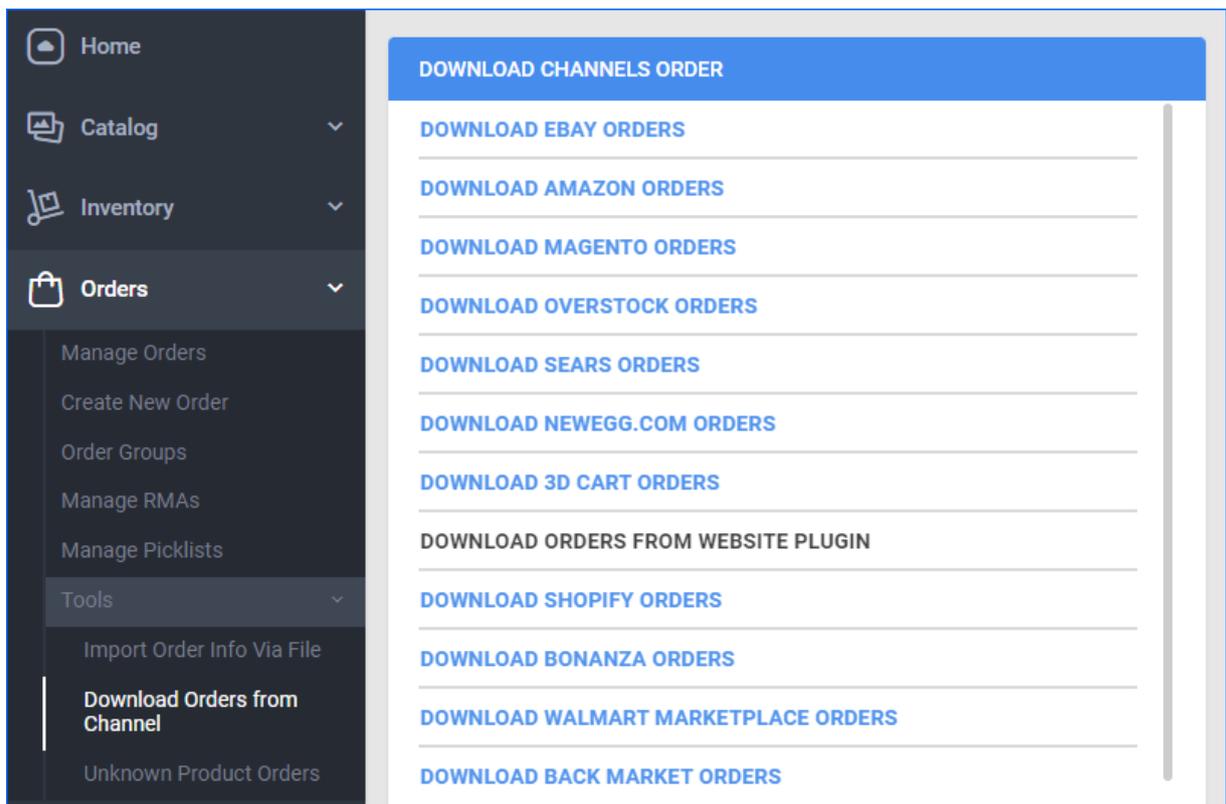
You can also import orders to Sellercloud by manually uploading a file. See [Import Order Information From a File](#) for details and a step-by-step guide.

When downloading orders, Sellercloud cross-checks the list of channel order IDs being imported with the already imported channel order IDs to prevent importing duplicate orders. To re-download an order, delete the previously imported order with the same ID.

Download Channel Orders

To manually download orders from a specific channel to Sellercloud:

1. Go to **Orders > Tools > Download Orders from Channel**.
2. Select the channel to download from.



3. Configure the download by selecting the **Company** to download orders to, the **Date Range** with orders to import, and any other options, if available.

When downloading orders from Amazon, make sure to stay within a time frame of one month. If you need orders from a more extended period, split your requests into one-month segments. This guideline doesn't apply to other channels, but as a general rule of thumb, you should avoid downloading orders for extended periods all at once.

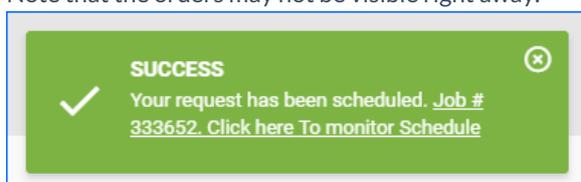
4. Click **Download**.

The screenshot shows the 'DOWNLOAD ORDERS FROM WEBSITE PLUGIN' configuration form. It includes the following fields:

- Company ***: Thirsty Tea
- Website ***: BigCommerce V3 (v:20.64.0.0)
- DATE RANGE**:
 - From**: 10/14/2023
 - TO**: 10/16/2023

 A green **DOWNLOAD** button is located at the bottom right of the form.

5. Sellercloud creates a [Queued Job](#). Click the link in the notification at the bottom of the page to view the queued job. Note that the orders may not be visible right away.



Channel-Specific Options

In addition to the standard options mentioned above, these channels have additional options available on the download orders page:

eBay

- **EBay Site** – Select the eBay site nationality.
- **EBay Item ID** – Enter eBay product IDs to download only orders containing them.
- **Order Source OrderID List** – Enter a list of eBay order IDs to download only selected orders.
- **Use Large Merchant Services** – Use LMS instead of the standard SOAP-based order import.

Amazon

- **Download FBA Orders** – Check to download FBA orders.

Shopify

- **Order IDs List** – Order IDs should be fully numeric, like 5360204908230. For multiple Orders, use comma-separated values.

Walmart Marketplace

- **Download WFS Orders** – Check to download WFS orders.

Plugin Integrations

If you've configured [Channel Plug-in Integrations Through Scheduled Tasks](#), you can download orders from the channel using your Order Import plugin. You can do this by manually executing your [Scheduled Task](#) for **Order Import** or even by importing orders from a file.

To execute a scheduled task:

1. Go to **Settings**.
2. Select **Scheduled Tasks > Manage Scheduled Tasks**.
3. Find and select the order import task.
4. Click the blue **Actions** icon at the bottom right.
5. Select **Execute**.

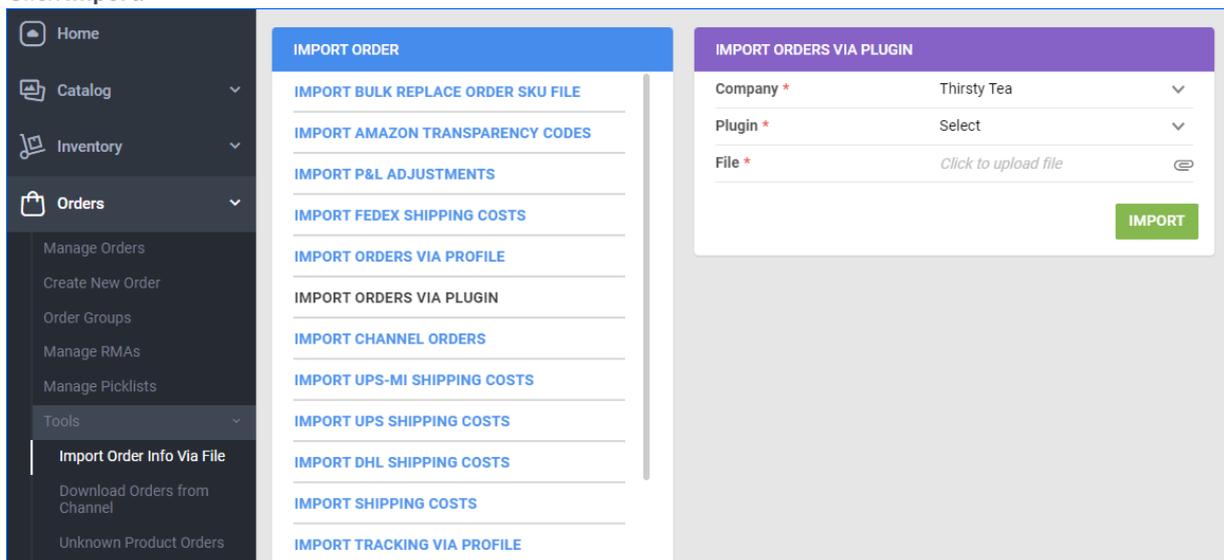
ID	TASK NAME	ENABLED	TASK TYPE	COMPANY	LAST EXECUTED ON	HISTORY
<input checked="" type="checkbox"/>	1204 Order Import Task	✓	Import_Orders	Integration Company	never	0 times
<input checked="" type="checkbox"/>	1205 Tracking Export Task	✓	Export_Orders	Integration Company	never	0 times
<input checked="" type="checkbox"/>	1206 Invoice Export Task	✓	Export_Orders	Integration Company		
<input type="checkbox"/>	1207 Inventory Export Task	✓	Export_Products	Integration Company		
<input type="checkbox"/>	1208 Order Ack Task	✓	Export_Orders	Integration Company		

6. A **Queued Job** will be created to execute the task. Click the link in the notification at the bottom to view the queued

job. Note that you must refresh the queued job's page to track progress.

To import plugin integration orders from a file:

1. Go to **Orders > Tools > Import Order Info Via File**.
2. Select **Import Orders Via Plugin**.
3. Select the **Company** to import orders to.
4. Select your channel's Order Import **Plugin**.
5. Upload the order **File** from your device.
6. Click **Import**.



7. A **Queued Job** will be created to execute the task. Click the link in the notification at the bottom to view the queued job. Note that you must refresh the queued job's page to track progress.