

Importing Orders Overview

Orders can be imported automatically from popular marketplaces as well as from many shopping carts. Each channel is a little bit different and requires its own method for order importing.

You can import orders from marketplaces that are not integrated with SellerCloud, or from a data base, by using the **Order Import** tool. Wholesale orders can be imported as well.

The instructions below detail how to use the standard SellerCloud import format. However, you can import a file that is formatted differently by using the [Order Import Mapping Tool \(https://help.sellercloud.com/article/UI6h9FKIrm-order-import-mapping-tool\)](https://help.sellercloud.com/article/UI6h9FKIrm-order-import-mapping-tool).

- 1 Navigate Orders > Import Orders.
- 2 Select a Company
- 3 Select **Website** from Channel dropdown menu.
- 4 Select **General Format** from the Cart Type dropdown menu. Use this template even when importing wholesale orders.
- 5 Download Sample. Always use this exact template and always in an xls or xlsx format.
- 6 Populate required fields:
 - 1 OrderID - This ID will import as the OrderSourceOrderID. The system will assign a SellerCloud order ID.
 - 2 OrderDate
 - 3 ShipFirstName
 - 4 ShipLastName
 - 5 ShipCity
 - 6 ShipStateCode
 - 7 ShipZipCode

- 8 ProductID
 - 9 QtyPurchased
 - 10 See attached sample. All other fields are optional but all column headers must remain on the template when importing.
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- 7 **Multi-item orders** - every line item should be inserted onto a separate row with all the required columns filled out on each respective row.
 - 8 Save File.
 - 9 Select **Website** from Channel dropdown menu and **General Format** from the Cart Type dropdown menu.
 - 10 Choose the file and click **Process Order**.

- The orders will come in as Paid.
- If you don't fill out the price of the item being ordered, the plugin will pull the SitePrice from that product in SellerCloud. If site price is zero, the order will come in as Unpaid.
- Multi-item orders will import as one order (meaning they will **not** be split into separate orders)
- The **RushOrder** column can hold either a "1" or a "TRUE" to mark the order as rush. Anything else (or just leaving it empty) will set the order to NOT rush.
- **ShipFromWarehouseName** should be the name of the warehouse that you want the inventory to be deducted from. This column is optional.
- If you don't fill in **ProductDescription**, it will pull the product name from the SKU being ordered.
- If you don't fill out **ShipToEmail**, SellerCloud will automatically generate an email as OrderSourceOrderID@sellercloud.com
- If you decide to fill them out, ShippingCarrierRequested and ShippingMethodRequested must be filled out exactly as how they are spelled on the dropdowns on the "Ship Items" page (located from the action menu on each order).

Custom order plugins can be created using SellerCloud's Order API, and they can be set on a scheduler using Order Download via FTP. Using order plugins and the order API, files of any format can be processed and picked up from an FTP on a scheduler.

There is also a way to import orders from any email notifications, see [Download Orders via Email \(https://help.sellercloud.com/article/xCOPb5Lpz6-download-orders-via-email\)](https://help.sellercloud.com/article/xCOPb5Lpz6-download-orders-via-email).

Attachments:

[General Order Import Template.xlsx](#)

(<https://www.dropbox.com/s/t3j3cno1zmhaolp/general%20order%20import%20template.xlsx?dl=1>).

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