

# Amazon Orders Overview

**Automate Amazon Order Download and Tracking Upload** Navigate to Amazon Settings page. These settings are per-company based Enable setting **Allow Order Download**. Orders download approximately every 30 minutes. Enable setting **Allow Fulfillment Upload**. Tracking and Ship Date will be automatically sent to update the order status on Amazon in the next feed which runs approximately every 30 minutes.

---

**Cancelling an Amazon Order** Orders can only be canceled **before** it has been marked as *Ship Confirmed*. Once an order is cancelled, it will be prevented from going into ShipBridge for shipping. Even if the order is already on your ShipBridge grid, the order status will be checked automatically and will be prevented from shipping.

- 1 Select **Cancel Order** on the action menu of the Order Detail page.
- 2 That will take you to a page where you can confirm the cancellation and notify Amazon. A cancellation reason is required.
- 3 Client setting **Allow to zero out inventory when cancelling Amazon order** will zero out the inventory of the item when the cancel reason "No Stock" is selected.

**Please Note:** Do not cancel the order through Seller Central. The cancellation status in Amazon will not be reflected in SellerCloud (as there is no report to pull from Amazon to update order status).

**Buyer Cancellations** Amazon buyers can initiate a cancellation request; they can not cancel an order by themselves. The cancellation request will be viewable on Seller Central. You will have up to 2 days to respond. After 2 days the buyer may contact Amazon directly for a resolution. As noted above, the order should be canceled in SellerCloud. If the order gets cancelled and/or refunded by Amazon, the order will update in SellerCloud when the Amazon Settlement for that order comes in. With [Seller Fulfilled Prime \(https://help.sellercloud.com/article/PxKe0uQDTJ-seller-fulfilled-prime\)](https://help.sellercloud.com/article/PxKe0uQDTJ-seller-fulfilled-prime) orders, the buyer contacts Amazon directly for all customer service related issues.

---

**Refunding an Amazon Orders** If the item is being returned, you should create an RMA. Refunds can be issued from the RMA. Read more [here \(https://help.sellercloud.com/category/sulW05HTYU-creating-an-rma-return-merchandise-authorization\)](https://help.sellercloud.com/category/sulW05HTYU-creating-an-rma-return-merchandise-authorization).

- 1 Order detail page > Action Menu > Issue Refund. Press Go.
- 2 That action will take you to a page where you can confirm the amount being refunded. Line item refunds and partial refunds are allowed.
- 3 Select a Refund reason.
- 4 SellerCloud submits this refund information via Amazon's API and also adjusts the payment status of the order.
- 5 After the refund has been processed, Amazon will refund the commission. This information will be updated in SellerCloud at the time the settlement report with that information is downloaded.

---

**Amazon Order Types** In addition to regular Amazon orders, there are several order subtypes from Amazon.

- 1 [Prime Orders \(https://help.sellercloud.com/article/PxKe0uQDTJ-seller-fulfilled-prime\)](https://help.sellercloud.com/article/PxKe0uQDTJ-seller-fulfilled-prime).
- 2 [Business Orders \(https://help.sellercloud.com/article/qtLE9QyjA0-amazon-business-pricing\)](https://help.sellercloud.com/article/qtLE9QyjA0-amazon-business-pricing).
- 3 Business Orders Prime - Combination of Business orders offered with Prime Shipping.
- 4 Second\_Day - Orders where 2nd Day shipping is selected.

Orders can be filtered using the Order Subtype filter on the Manage Orders Advanced Search tab.

---

Amazon Custom enables you to offer personalized items on Amazon.com. SellerCloud's integration with Amazon Custom will place the customization request right on the order note, allowing you to easily fulfill the order to the customer's specifications.

**Managing Amazon Custom Orders** Install a specialized Post Order Plugin that will retrieve the customers specifications and place them in the order note. Contact SellerCloud Support for assistance. Aside from adding the plugin, nothing else needs to be done.

---

You can always add Amazon refund and cancellation requests to a batch that is pushed together in a single document.

This feature is also useful for preventing throttling, which can happen when you refund or cancel numerous Amazon orders one at a time. Throttling can also happen when pushing individual item information. Learn how to post/update products in bulk to avoid this.

- 1 In Client Settings, enable **Queue Amazon Order Refunds**. This adds the action **Amazon Order Refund Queue** under the Orders tab. All cancellation and refund requests are sent here, where you can see all refund/cancellation requests not yet sent to Amazon.
- 2 Choose a **Queue Type** value to see refund or cancellation requests.
- 3 You can select all or specific cancellations/refunds and process them from the Action Menu's **Process Refund** or **Process Cancellation** options. All selected requests will be sent in a single file to Amazon.

There is a limit of 15 requests that can be processed in a single batch.

### **Understanding Amazon order dates**

The order date on an Amazon order is the time the customer purchased the order - not the time the order was completed. Amazon usually holds orders for a short time to verify payment and they will not include an order in the regular order reports until it is completed. In some rare instances, there might be multiple days between the order date and the date the order is reported on. If you see an order that appears new and want to see when it was first reported on, you can go to Settings->Company Settings->(Company Name) ->Reports. Click on an order report run yesterday and view the report to see if that Amazon order number was included.

- [General Order Management \(https://help.sellercloud.com/category/Yb30LB3QmP-order-management\)](https://help.sellercloud.com/category/Yb30LB3QmP-order-management).
- [Shipping an Amazon Order \(https://help.sellercloud.com/category/nmzUTBWkvn-shipping-an-order\)](https://help.sellercloud.com/category/nmzUTBWkvn-shipping-an-order).
- [Amazon Shipping Method Mapping \(https://help.sellercloud.com/article/gm6F8zfppV-amazon-shipping-method-mapping\)](https://help.sellercloud.com/article/gm6F8zfppV-amazon-shipping-method-mapping).
- [Fulfillment Latency - Lead Time to Ship \(https://help.sellercloud.com/article/M90BKnrDz2-amazon-fulfillment-latency-lead-time-to-ship\)](https://help.sellercloud.com/article/M90BKnrDz2-amazon-fulfillment-latency-lead-time-to-ship).
- [Understanding Amazon order dates \(https://help.sellercloud.com/article/gEEbXvTyvi-understanding-amazon-order-dates\)](https://help.sellercloud.com/article/gEEbXvTyvi-understanding-amazon-order-dates).
- [Amazon Settlements \(https://help.sellercloud.com/article/a6n8C9D3bg-amazon-settlements\)](https://help.sellercloud.com/article/a6n8C9D3bg-amazon-settlements).