

Amazon Orders Are Imported with a Delay

19.10.2025 02:12:40

FAQ-Artikel-Ausdruck

Kategorie:	Support Questions::00 Marketplaces::00 Amazon::01 Order Import	Bewertungen:	0
Status:	öffentlich (Alle)	Ergebnis:	0.00 %
Sprache:	en	Letzte Aktualisierung:	11:04:11 - 09.10.2025

Schlüsselwörter

Amazon, Orders, Imported, import, delay, order

Frage (öffentlich)

Amazon Orders Are Imported with a Delay – What Is the Reason?

Lösung (öffentlich)

Amazon generally sets a 30-minute cancellation period for every buyer after a purchase is completed.
Only after this period expires are orders written into Amazon's order reports, which magnalister uses to import orders.

Afterwards, magnalister receives the order reports (provided they are fully available on Amazon's side, approximately every 10 to 30 minutes) via the interface, processes them, and the plugin then waits for the next order import cron job.
magnalister's own cron jobs for order imports run once per hour.
In the worst case, if the cron job has just finished, it can take up to two hours before an Amazon order is imported.
In the best case, it usually takes at least 50 minutes.

This process can be accelerated for part of your orders by setting up your own cron jobs, which are available starting from the Flat plan and can be configured to run as often as every 15 minutes.
You can find the cron job URL by clicking the info icon next to the function in your magnalister marketplace configuration under "Order Import."

If orders are not imported for a longer period, please provide us with an affected Amazon order number and valid shop admin credentials, so that we can further analyze the case.