

Fulfiller UI Overview

In the Kibo Composable Commerce Platform, the fulfiller service performs all the fulfillment-related calls to the systems that maintain order and shipment related data. This interface is accessed through the KCCP Admin at **Main > Fulfiller**.

This guide introduces the Fulfiller UI dashboard and basic information about viewing shipments. For more information and walkthroughs of how to process specific fulfillment types, see the [Fulfillment Methods guides](#). For more information about the corresponding APIs and instructions for how to fulfill shipments through the API instead of the interface, see the [Shipment API documentation](#) and [API walkthrough](#).

Navigation Menu

The Fulfiller UI navigation menu consists of the following pages.

- **Home:** Return to the Admin UI.
- **Locations:** Access the updated dashboard's [map view](#).
- **Shipments:** Access the updated dashboard's [list view](#).
- **Pick & Pack:** Prepare shipments for fulfillment by [picking and packing the items](#). This will only be displayed if pick waves are enabled for the currently-selected location's group.
- **Receive Transfers:** If [transfers](#) are enabled, accept shipments from another fulfiller. This will not be displayed if your current location is not allowed to use transfer shipments.
- Links to **Help**, **Settings**, and **Log Out**.

Dashboard Overview

A new and improved version of the dashboard is available as of September 30, 2024. Over the next few months, Kibo will be upgrading all implementations to the new dashboard. Please coordinate with your Kibo team to establish a timeline or contact if you have any questions.

An overview of each version is detailed below.

Classic Dashboard

The classic version of the Fulfiller UI dashboard consists of two widgets, the Shipment Quick View and Assigned Shipments. The navigation menu also includes one additional component:

- **Store Selection:** Select the fulfillment location at the top of the menu. Admins may be set to All Stores by default and can change it by clicking the text to select a specific location.



The "All Stores" selection refers to all locations that your [user account is associated with](#), not all stores across the entire tenant. Additionally, this option is only displayed for users with more than one associated location to choose from.

Shipment Quick View

The Shipment Quick View widget displays shipments that may require attention such as late shipments, express shipments, and pickup shipments. This module provides information about these shipments at first glance, and also allows you to click **Order Note** to add an internal note to the order that the shipment belongs to. Click any shipment in the table to open its [details page](#).

Alert Type	Shipment Placed	Shipment Type	Shipment Number	Order Number	External Order ID	Store	Current Step	Order Note
Late Shipments	02/28/2022, 9:34:18 AM GMT-5	BOPIs Curbside	751	548	11182019_6	Dalton	Accept Shipment	Order Note
Late Shipments	02/28/2022, 7:46:15 AM GMT-5	Transfer	750	547		Atlanta	Validate Items In Stock	Order Note
Late Shipments	02/28/2022, 7:44:59 AM GMT-5	BOPIs	749	547		Atlanta	Wait for Transfer	Order Note
Late Shipments	02/28/2022, 6:54:47 AM GMT-5	BOPIs	748	546		Atlanta	Accept Shipment	Order Note
Late Shipments	02/28/2022, 5:14:57 AM GMT-5	STH	747	545		Dalton	Validate Items In Stock	Order Note

Assigned Shipments

The Assigned Shipments widget displays the number of assigned shipments currently in each fulfillment step. Be aware that these counts only reflect the number of shipments within your store associations, not the total number of shipments across the entire tenant.

The fulfillment method tables that are displayed are limited to those methods that are enabled for the current location. Clicking any row in this widget will take you to a listing page that displays all shipments for that fulfillment step and allows you to continue their fulfillment.

✓ Assigned Shipments
Prepare these assigned shipments:

Pickup	
Accept Shipment	1
Print Pick List	0
Validate Items In Stock	0
Customer Pickup	0

Ship to Home	
Accept Shipment	1
Validate Items In Stock	1
Print Packing Slip	0
Prepare for Shipment	1

Updated Dashboard

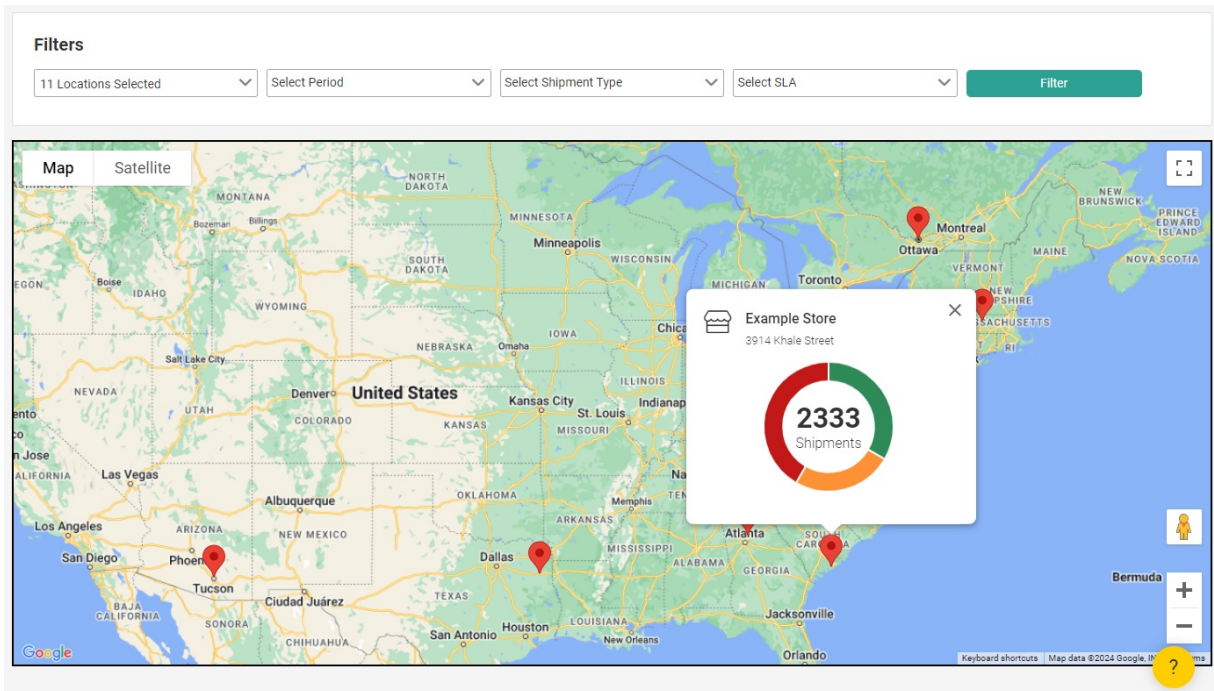
The redesigned dashboard can be viewed as either a location map or shipment list. Switch between the two views using the selector in the top right of the page. You can access this dashboard again at any point by clicking **Locations** in the navigation menu.



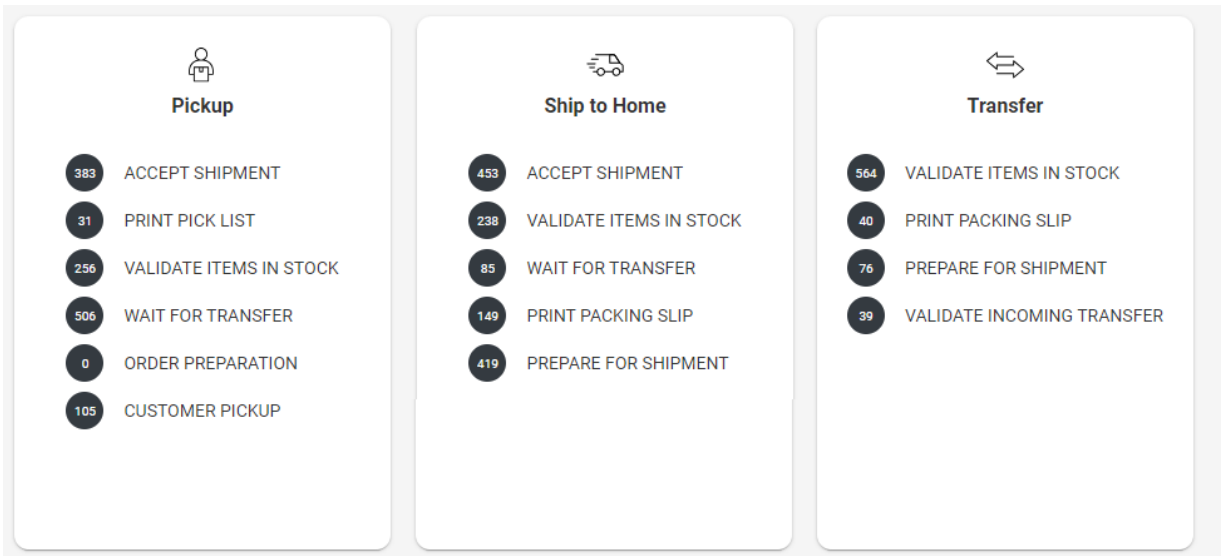
Map View

The map view includes all active fulfillment locations that you have access to by default, and clicking on one displays a pop-up of the address and count of Ready shipments. You can further filter by specific location(s), look back period, shipment type, and [Fulfillment SLA](#) if those are enabled for your implementation. If SLAs are enabled, the pop-up will visualize the percentage of shipments in green, yellow, and red thresholds as shown below. Otherwise, those details will not be displayed.

Click the shipment count in this pop-up to view the [shipment list](#) filtered to the selected shipment type and SLA at that location. If you click a threshold instead, you will be taken to the shipment list filtered to that threshold as well.

A screenshot of the dashboard's map view. At the top, there is a "Filters" section with four dropdown menus: "11 Locations Selected", "Select Period", "Select Shipment Type", and "Select SLA", followed by a green "Filter" button. Below the filters is a map of the United States with several red location pins. A pop-up window for "Example Store" is open, showing the address "3914 Khale Street" and a circular gauge with the number "2333 Shipments". The gauge has three segments: red, yellow, and green. The map includes standard Google Maps controls like zoom in/out and a person icon.

Below this map are cards that represent the shipment types supported across the locations selected in the locations filter. Each card lists the shipment steps and count of shipments currently in each step. Click a step to view the shipments list filtered to that shipment type and step at the selected location.



List View

By default, the list view displays Ready shipments at all locations you have access to. This grid includes columns that detail the location, shipment type and step, shipment and order numbers, date and elapsed times, and order notes for each shipment. You can further filter by specific location(s), shipment type, and shipment workflow step, as well as SLA and threshold if [Fulfillment SLAs](#) are enabled for your implementation. Green, yellow, and red icons indicate each shipment's current threshold in an SLA.

Filters

11 Locations Selected | Select Shipment Type | Select Shipment Step | Select SLA | Select Threshold | Filter

Location	Shipment Type	Shipment Number	Shipment Date	Order Number	Time on Shipment	Step	Time on Step	Order Note
Example Store	BOPIS	7514	10/09/2024, 1:57:59 AM GMT-4	5347	12hr 03min	Accept Shipment	12hr 03min	
Example Store	BOPIS	7512	10/07/2024, 4:03:04 AM GMT-4	5337	1d 9hr 58min	Print Pick List	1d 9hr 53min	
Example Store	BOPIS	7510	10/07/2024, 1:32:53 AM GMT-4	5335	1d 12hr 28min	Print Pick List	1d 12hr 25min	

Click a shipment number to view that shipment's [details page](#), or click the order number to view order details in the Admin UI.

Search for Shipments

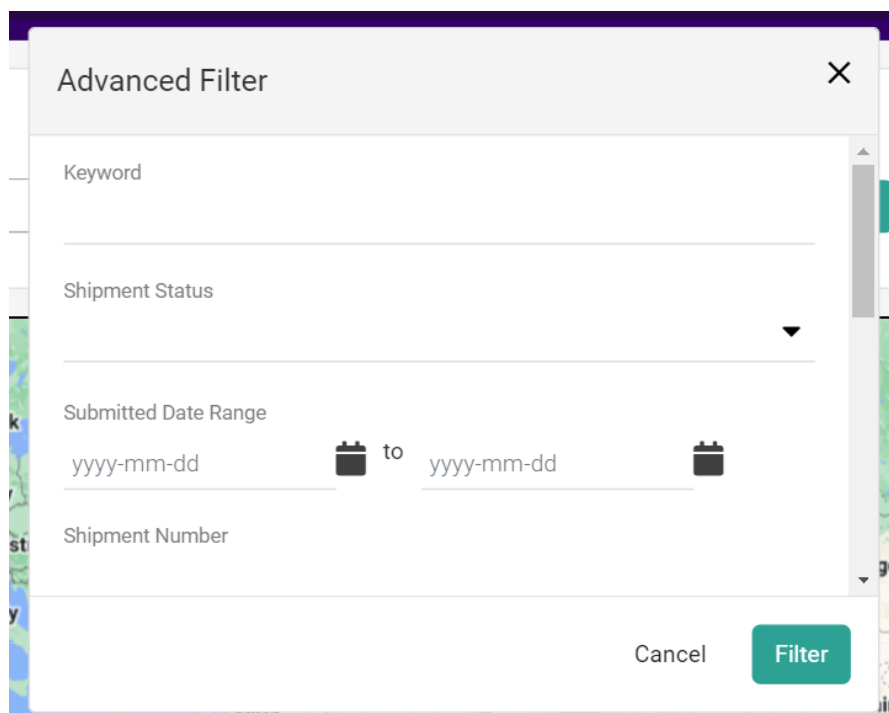
Shipments can also be found via the search bar at the top of the interface. You can search for and view any shipment within the entire tenant, even if you aren't associated with the location that a shipment is assigned to. Filter shipments on the following fields by typing them into the quick search bar:

- Order Number (exact match)
- Shipment Number (exact match)
- Destination Contact Short Full Name (contains match)

- Destination Contact Address Line 1 (contains match)
- Email (exact match)
- Item Name (contains match)
- External Order ID (contains match)
- Order Reference Number (exact match; this refers to the `parentCheckoutNumber` used in the [Commerce APIs](#) which is passed from orders to shipments)

You can also expand the Advanced Filter menu to view more options. Additional terms that can be searched for through this menu include customer information and phone number, item product code, shipment status, order payment status, the submitted date of the shipment, and the return number and status. However, the Advanced Filter will only return exact matches. For example, if you search for a Customer Last Name of "Smi" then the results will not include any customers with the last name "Smith."

Multiple terms can be applied in one search query from either the quick search bar or the Advanced Filter menu.



The image shows a screenshot of the 'Advanced Filter' dialog box. The dialog has a title bar with 'Advanced Filter' and a close button (X). Below the title bar, there are several input fields: 'Keyword' with a text input line; 'Shipment Status' with a dropdown menu; 'Submitted Date Range' with two date pickers (calendar icons) and a 'to' label between them; and 'Shipment Number' with a text input line. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Filter'.

The search results will be displayed as a [listing page](#) that includes all shipments fitting the criteria. From this listing page, you will be able to view more details or continue fulfillment.