

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](#).
- **Returns:** Manage returns using the [embedded Admin UI](#).
- **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.
- **Manage Blocked Locations:** Update the [list of locations](#) that have been temporarily blocked from Order Routing assignment.
- Links to **Help**, **Settings**, and **Log Out**.

Dashboard Overview

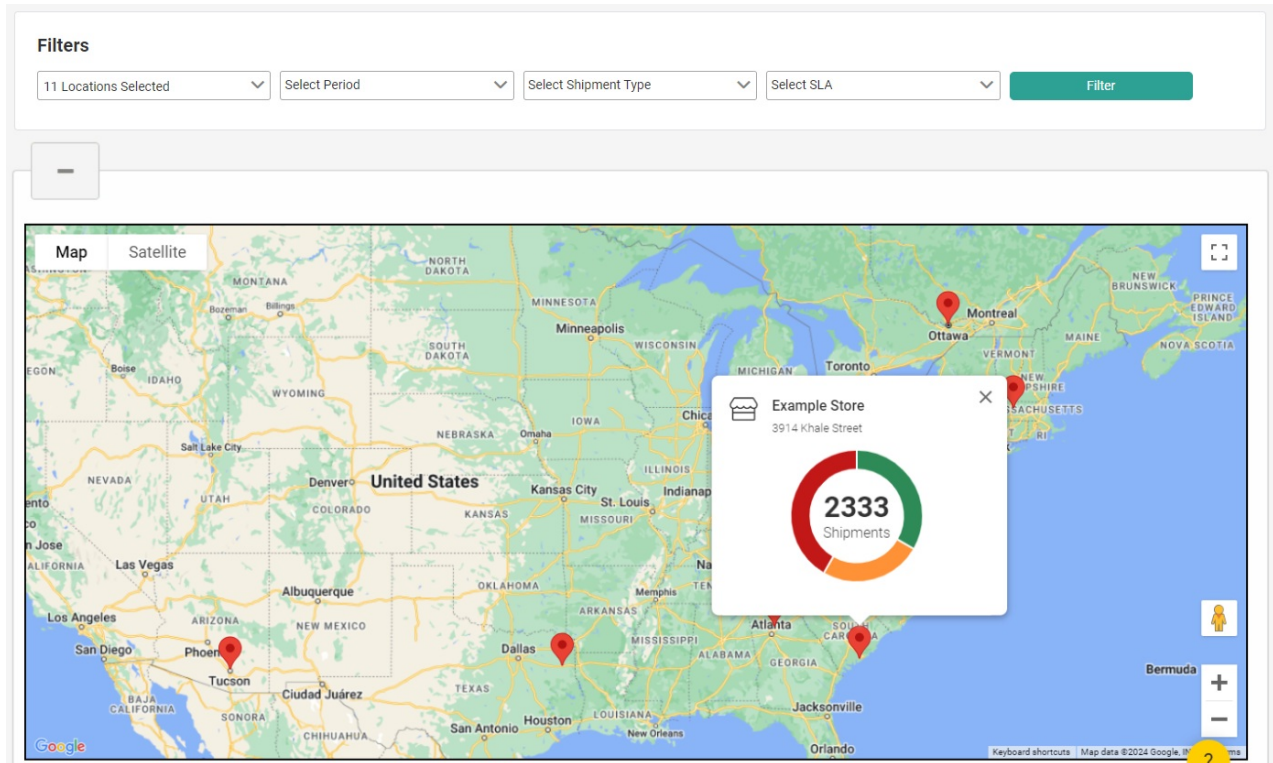
The Fulfiller dashboard can be viewed as either a location map or shipment list. Switch between the two views using the selector in the top right of the page. You can access this dashboard again at any point by clicking **Locations** in the navigation menu.



Map View

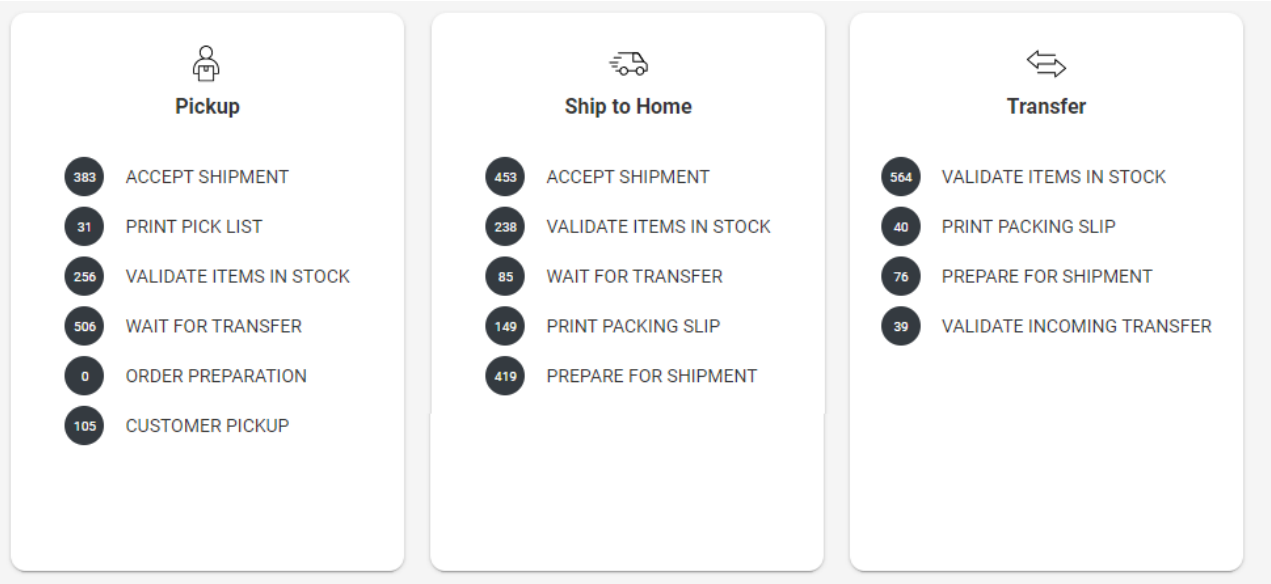
The collapsible map displays all active fulfillment locations that you have access to by default, and clicking on one displays a pop-up of the address and count of Ready shipments. You can further filter by specific location(s), look back period, shipment type, and [Fulfillment SLA](#) if those are enabled 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.



While the map is expanded by default, you can change it to be collapsed by default instead by setting the `isMapViewCollapsedByDefault` [theme setting](#) to "1."

Below the 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 sortable 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. Additional toggles for **Late Shipment** or **Express Shipment** may appear depending on the shipment type you select, which allow you to include or exclude those shipments from the results.

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

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
<div></div> Example Store	BOPIS	7514	10/08/2024, 1:57:59 AM GMT-4	5347	12hr 03min	Accept Shipment	12hr 03min	<div></div>
<div></div> Example Store	BOPIS	7512	10/07/2024, 4:03:04 AM GMT-4	5337	1d 9hr 58min	Print Pick List	1d 9hr 53min	<div></div>
<div></div> Example Store	BOPIS	7510	10/07/2024, 1:32:53 AM GMT-4	5335	1d 12hr 28min	Print Pick List	1d 12hr 25min	<div></div>

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If [Fulfillment SLAs](#) are enabled, then each shipment's SLA and threshold will also be displayed. Green, yellow, and red icons indicate each shipment's current threshold in an SLA.

Customize the Dashboard

You can customize the text labels on the dashboard, such as the visible columns and their labels on the list view, via the tenant settings in your theme language files as shown below. Refer to [Fulfiller Theme Customization](#) for more instructions about accessing language files and editing

them.

Do not change the `isModernFFUI` setting, as this should remain set to "1" in order to enable the map and list views detailed here.

```
"isModernFFUI": 1,
"ShipmentListColumns": [
  {
    "name": "fulfillmentLocation",
    "displayName": "Location",
    "isVisible": true
  },
  {
    "name": "shipmentType",
    "displayName": "Shipment Type",
    "isVisible": true,
    "sort": true
  },
  {
    "name": "shipmentNumber",
    "displayName": "Shipment Number",
    "isVisible": true,
    "sort": true
  },
  {
    "name": "orderedAt",
    "displayName": "Shipment Date",
    "isVisible": true,
    "sort": true
  },
  {
    "name": "orderNumber",
    "displayName": "Order Number",
    "isVisible": true,
    "sort": true
  },
  {
    "name": "minutesSinceOrdered",
    "displayName": "Time on Shipment",
    "isVisible": true
  },
  {
    "name": "fulfillmentStep",
    "displayName": "Step",
    "isVisible": true
  },
  {
    "name": "fulfillmentStepTimeDuration",
    "displayName": "Time on Step",
    "isVisible": true
  }
],
"shipmentCountPerPage": 50,
"defaultLocationPageSize": 100,
"initialMapLatitude": 37.0902,
"initialMapLongitude": -95.7129,
"DashboardPeriodFilters" : [
  {
    "displayName": "Last 24 Hours"
```

```

    "displayName": "Last Week",
    "duration": 24,
    "unit": "HOURS",
    "isVisible": true
  },
  {
    "displayName": "Last Week",
    "duration": 1,
    "unit": "WEEKS",
    "isVisible": true
  },
  {
    "displayName": "Last Month",
    "duration": 1,
    "unit": "MONTHS",
    "isVisible": true
  },
  {
    "displayName": "Last Year",
    "duration": 1,
    "unit": "YEARS",
    "isVisible": true
  }
]

```

Search for Shipments

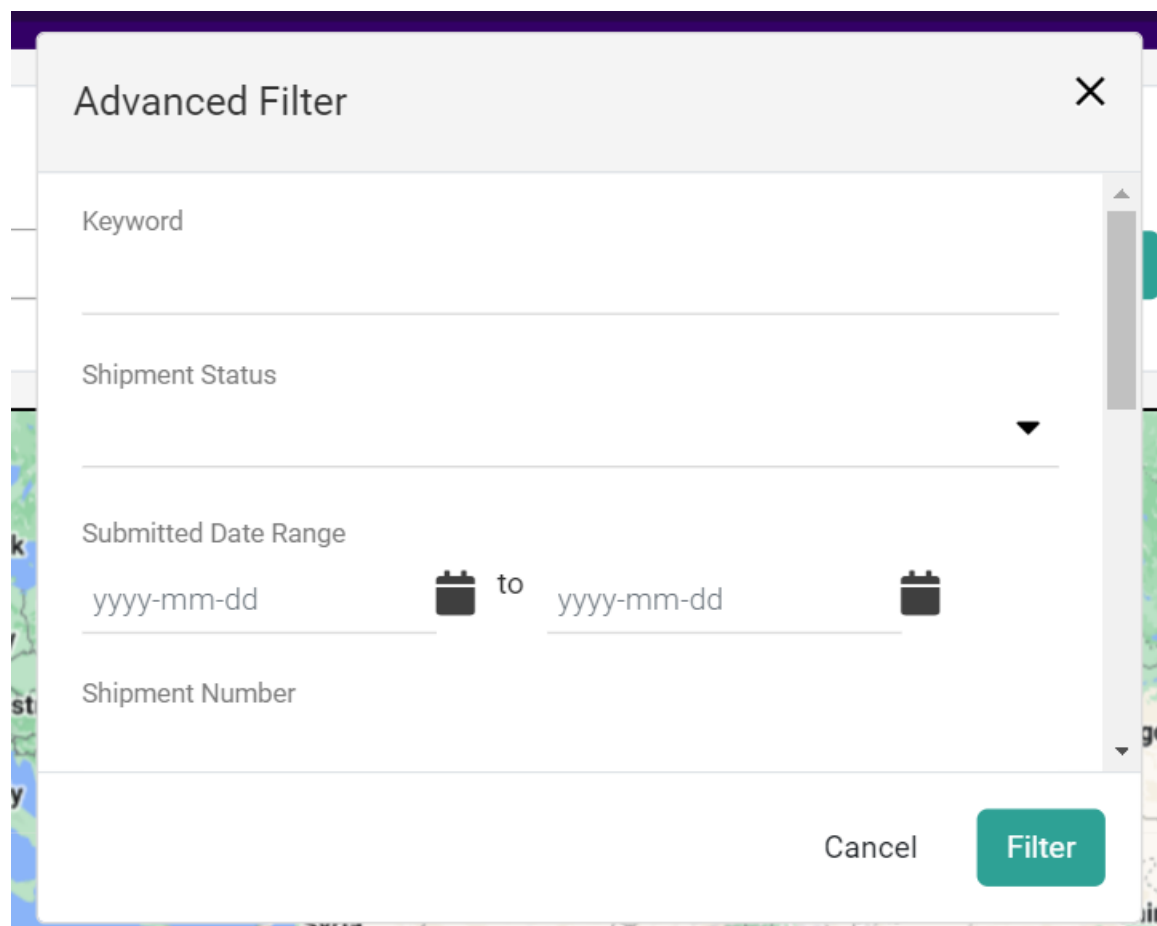
Shipments can also be found via the search bar at the top of the interface. You can search for and view any shipment within the entire tenant, even if you aren't associated with the location that a shipment is assigned to. Filter shipments on the following fields by typing them into the quick search 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 modal dialog box titled "Advanced Filter" with a close button (X) in the top right corner. The dialog contains four filter criteria, each with a text input field: "Keyword", "Shipment Status" (which includes a dropdown arrow), "Submitted Date Range" (which includes two date input fields separated by "to" and calendar icons), and "Shipment Number". At the bottom right of the dialog are two buttons: "Cancel" and "Filter". The dialog is overlaid on a blurred background that appears to be a map.

Advanced Filter

Keyword

Shipment Status

Submitted Date Range

yyyy-mm-dd to yyyy-mm-dd

Shipment Number

Cancel 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.