Fulfillment Messaging

The Kibo Composable Commerce Platform (KCCP) supports sending messages about order/shipment updates to consumers and store associates. Consumers can receive emails about their orders, including a series of notifications to help the customer stay in contact with the retailer about their pickup orders.

For more detailed information about the specialized notifications included with Curbside Delivery, refer to the Curbside Delivery guide in addition to this introductory walkthrough.

Consumer Emails

Consumer emails are automatically triggered by KCCP, based on events such as order creation and shipment. While a number of emails are supported by KCCP, some may be enabled/disabled for a site through the site theme and Admin UI email settings. Their templates can be customized as Hypr files in the site theme.

Email Settings

The supported email templates for the current site can be viewed under **System** > **General Settings** > **Email**. These emails are grouped by topic and include all of the available STH, BOPIS, Transfer, and Curbside Delivery notification emails. For more information about these topics and when each email is triggered, see the General Settings guide.

Toggle individual emails on to enable automatic sending from KCCP or toggle them off to disable the send. If emails are going to be managed through a third-party application, then they must be disabled here because the application will be configuring the email sends, not Kibo.

> ℹ️ Note that in the case of BOPIS orders with an alternate pickup contact (in which the customer indicated another person may receive the order), fulfillment emails will be delivered to both the primary customer and the additional contact. This includes Order Confirmation, Order Cancellation, Order Pickup Ready, Partial Pickup Ready, In Transit Confirmation, Backorder, Backorder Date Update, Order Pickup Reminder, Item Cancelled, Shipment Confirmation, and the Curbside Delivery emails.

Overriding Email Options

Default sender and reply options must be set in the sender fields above the list of topics, but clicking the pencil icon on any individual email will open a list of settings that overrides the defaults on that particular email. This may be useful if an email needs to come from a different alias or have replies handled differently from other email cases.

Templates

All email notification templates are installed on the site theme, where the default versions can be customized with business branding and adjustments to their formatting. Email data is populated from the KCCP APIs, so the content is limited to what is provided through those APIs. Neither default nor customized templates can transform any data, only display the data as it is given. For instance, a string with the value "Product Name : Shirt" cannot be changed to say "Shirt." However, if the email needs to expose data that isn't provided by an existing field in the relevant API then that data can usually be configured as a custom data field if supported by the API.

Below is an example of a customized template. For more information, see the Email Template Customization guide.

YOUR LOGO HERE

[Manufacturer Name]

YOUR ORDER HAS SHIPPED

ℹ️ **Get Order Status**   ❓ **Get Order Help**

Good news, Jennie, your order #XXXXXXX is on its way!

> Please note:
>
> • Items may ship in separate boxes.
> • If your order includes a pre-ordered item, visit the [Manufacturer Name] website to view its expected release date. We will send an email with the item is available.
> • Your order may be shipped to you by [Manufacturer Name] or by an authorized [Manufacturer Name] retailer.

Shipping details:
Shipped on: 08-13-2013
Estimated time in transit: 3-5 Days
UPS Tracking: XXXXXXXXXX

Shipping to:
123 Main Street
San Luis Obispo, CA 93401
US
555-555-5555

Item(s) shipping now:

Item	Subtotal
MULBERRY LILY GRAINY PRINT LEATHER Color: Black Part #: HH1469-008-A255 Qty: 1	USD$ 1,000.00
Shipping & Handling: USD$ 0.00	
Tax: USD$ 80.00	
Total: USD $1,080.00	

Hypr Theme Editing

Hypr can also be used for editing consumer emails when there is not a third-party application installed to facilitate the editing process. The template files are stored on the site theme, so in order to update them client developers should make their edits to the files in a local git repository and push the new versions to their KCCP site theme. For more information about this process and how Hypr works, refer to both guides in the Email Customization category.