

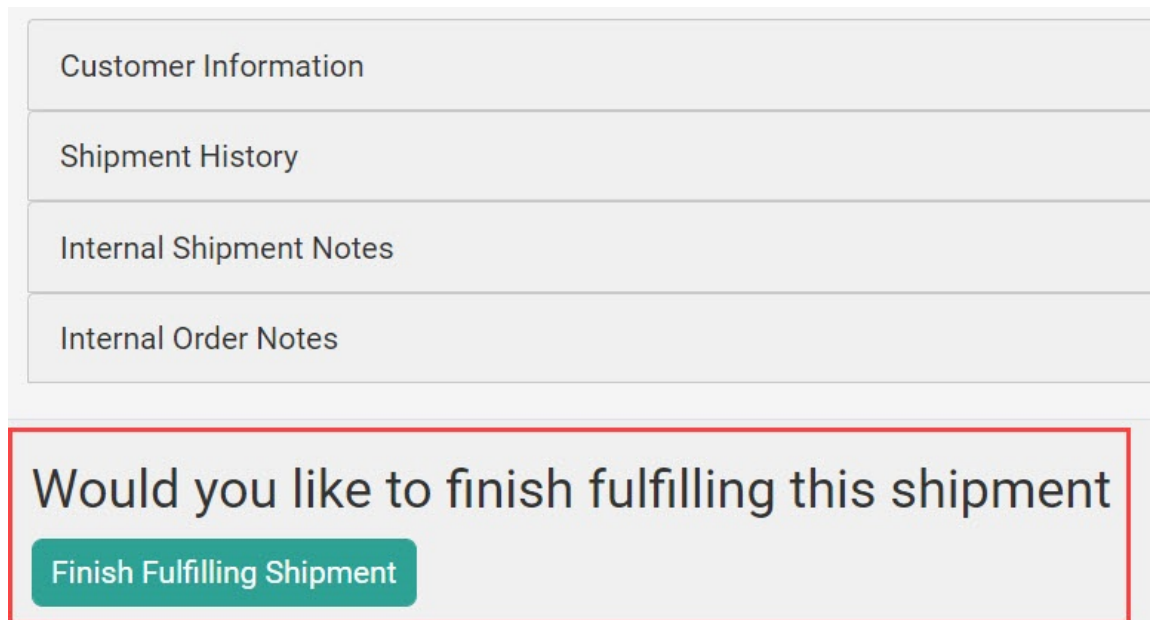
# Ship to Home

This guide provides a walkthrough and examples of the Ship to Home (STH) fulfillment method and the steps that must be performed to fulfill shipments.

## Begin Fulfillment

To get started:

1. Go to **Main > Fulfiller**.
2. Locate the shipment you want to fulfill, whether through the search bar or the widgets on the Fulfiller homepage.
3. Click **Finish Fulfilling Shipment** at the bottom of the shipment details.
  - If you accessed this shipment's details page directly, such as by clicking a link from the Order Admin, then this button will not be displayed. Instead, the page will already show you the current shipment step.



The screenshot shows a sidebar with four sections: Customer Information, Shipment History, Internal Shipment Notes, and Internal Order Notes. Below these is a confirmation dialog with the text "Would you like to finish fulfilling this shipment" and a green button labeled "Finish Fulfilling Shipment". The dialog is highlighted with a red border.

## Cancel Fulfillment

At any point in this process, the shipment can be cancelled by clicking **Cancel Shipment** from the dropdown action menu in the top right. If an order has multiple shipments, then canceling one of its shipments does NOT cancel the other shipments nor the order itself. The order will only be canceled in one of two ways: automatically by the system when all of its shipments are canceled first, or manually by an admin or customer service representative through the Admin UI. See the [Order Admin UI documentation](#) for more information about cancellation at the order level.



Before you begin, note that you can also click **View Workflow** from the above action menu at any point to view the BPM for that fulfillment method.

## Accept Shipment

The first step in the STH fulfillment process is Accept Shipment, where you acknowledge the shipment and indicate that it is ready to start fulfillment. If you are using [package consolidation](#), then you will need to perform some additional steps as detailed in that guide first.

1. Review the shipment details.
2. Click **Yes**.

Shipment # **20** Assigned to  
W-1  
Order # **220**  
Shipment Type: **STH - READY**

View Workflow

Cancel Shipment

Shipment Details

Customer Information

Shipment History

Internal Shipment Notes

Internal Order Notes

### 1 Accept Shipment

Do you accept this order?

Image	Product	Product Identifiers	Quantity	Unit Price
Image not available	Standard Product - 1	UPC : sp_01 Product Code : sp_01	1	USD \$80.00

Yes

No

## Validate Stock

Stock validation indicates how many of each product you can fulfill.

1. In the **In Stock** column for each shipment, type in the quantity you have in stock.
  - Or, if you click inside the field then arrows will appear. Click these to increase or decrease the quantity by one.
  - The barcode(s) can also be scanned to be automatically populate this field instead.

2 Validate Stock

Select quantity to fulfill from stock


Image	Product	Product Identifiers	Quantity	In Stock
Image not available	Example Product 1	UPC : bc_01 Product Code : bc_01	1	<input type="text" value="1"/>
Image not available	Example Product 2	UPC : bc_02 Product Code : bc_02	1	<input type="text" value="1"/>
Image not available	Example Product 3	UPC : PE01 Product Code : PE01	1	<input type="text" value="1"/>

[Proceed To Print Packing Slip](#)

- If any additional item identifiers are displayed, such as in the Identification Number column shown below, then enter the appropriate values. These are item-level attributes that denote important unique information such as a serial number, manufacturer number, number for a gift card item to load a value to, or other identifying data point.
  - Item identifiers are defined as the `fulfillmentFields` object in the [Create Order API](#). If any are flagged as required, then you will not be able to proceed until you have provided them.

3 Validate Stock

Select quantity to fulfill from stock

In Stock	Quantity	Image	Product	Part Number	UPC	SKU	Identification Number
<input type="text" value="1"/>	1		Stainless Steel GST Chronograph	VW9702764	3 43634 83746 0	7364523	Serial Number: <input type="text" value="Enter name"/> Pin: <input type="text" value="Enter value"/>

[Proceed to Print Packing Slip](#)

- The next step depends on your item quantity scenario.
  - If you have all of the required quantity in stock, click **Proceed to Print Packing Slip** and continue with [that section of this walkthrough](#).
  - If you have partial quantity available and STH-Consolidation is not enabled, refer to [Split the Shipment](#).
  - If you have partial quantity enabled and are using STH-Consolidation, the shipment will be moved into [Waiting for Transfer](#) instead of being split.
  - If you have no quantity available and need to reassign the shipment to another location, refer to [Reassign the Shipment](#).



If your implementation is set up to allocate inventory from granular fields, then you will be able to adjust the quantities being fulfilled from each granular record during Validate Stock. See the [Granular Inventory Fields guide](#) for more details.

## Barcode Scanners

Scanning capability is available for the Validate Stock step, making it easier to input the quantity

you have in stock for that shipment. Both USB plug-in laser and camera scanners are supported, though camera scanners are only available through the [mobile fulfiller application](#) and will use the camera of that mobile device.

By default, you can input your laser scan into the text field of the In Stock column in the Validate Stock table. However, you can also implement a "Scan UPC/SKU" text box (shown below, using a BOPIS example) that displays above the table to input your scan results. This is a more straightforward method compared to the default interface, but requires a [custom theme change](#) to display the field. In your theme, simply activate the `isItemUPCScanAllowed` setting within the language file.

3 Validate Stock

UPC/SKU scan or enter number

Select quantity to fulfill from stock

Image	Product	Product Identifiers	Quantity	In Stock
Image not available	Sleeveless Floral Print Blouse	Brand : Laura Colour : Green Size : M SKU : 9010780-0212 UPC : 490163600030 Part Number : 490163600030 Product Code : 490163600030	1	0 <input type="text"/>

Do you have all of these items ready for the customer?

Reject Shipment

You may also want to reverse the way that the Validate Stock table displays counts when using laser scanning. By default, the In Stock field is populated with the expected count of the order and the fulfiller is expected to decrease this value for any quantity they are rejecting. However, you can instead start the In Stock count at 0 and scan items to increase the value. To enable this behavior, find your `ValidateStockQuantity` [theme settings](#) and set `defaultZeroQuantity` to "1" and set both `defaultShipmentQuantity` and `locationInventoryQuantity` to "0" as shown below.

```
"ValidateStockQuantity": {
  "defaultZeroQuantity": 1,
  "defaultShipmentQuantity": 0,
  "locationInventoryQuantity": 0
},
```

## Split the Shipment

If some items are in stock but you cannot satisfy the entire shipment and [STH-Consolidation](#) is not enabled, then you will be prompted to split the shipment. All the items that were not accepted will then be assigned to another store for fulfillment, creating a new shipment for the missing items that goes through order routing for assignment. That shipment will then be sent to a new fulfiller that can process it.

The example below shows the buttons that will be available if you only have partial quantity in stock.

1. Enter the partial **In Stock** quantity that you have available.
2. Check **Exclude location from future assignments** if you want Order Routing to ignore your location when assigning shipments with the unavailable product(s) for a period of time. By default, your location will be excluded until product inventory is refreshed. Shipments can

still be manually assigned to your location and you can update blocked locations at any time on the [Manage Blocked Locations](#) page.

Quantity	In Stock
1	<input type="text" value="0"/>
1	<input type="text" value="0"/>
1	<input type="text" value="1"/>

☐ Exclude location from future assignments

Split Shipment

3. If you selected to exclude the location, an additional option to **Keep location excluded** will appear. Toggle this option on if you want to continue blocking assignment to your location even after the inventory refreshes.

Quantity	In Stock
1	<input type="text" value="0"/>
1	<input type="text" value="0"/>
1	<input type="text" value="1"/>

☒ Exclude location from future assignments

☒ Keep location excluded ⓘ

Split Shipment

4. Click **Split Shipment**.

### Reassign the Shipment

If you do not have any of the items in stock, then you will be able to reassign the entire shipment to a new location for fulfillment instead.

1. Click **Assign Shipment**.
2. If you select **Exclude location from future assignments**, then Order Routing will ignore your location for subsequent shipment assignments. Shipments can still be manually assigned to your location, but you will no longer receive automatic assignments from Order Routing until the inventory records are refreshed for your location.

Quantity	In Stock
1	<input type="text" value="0"/>
1	<input type="text" value="0"/>
1	<input type="text" value="0"/>

☐

Exclude location from future assignments

[Assign Shipment](#)

## Optional: Waiting for Transfer

If [STH Consolidation](#) is being used instead of splitting the shipment, then the shipment will move into a Waiting for Transfer step as long as some quantity in the shipment is still pending transfer to the location.

By default, the fulfiller at the consolidation location must wait until all inventory is received before fulfilling any quantity. Once all transfers [have been received](#), the shipment will automatically progress to the Print Pack Sheet step. For more details about this feature and how to fulfill partial shipments via API instead, see the [Consolidation guide](#).

3 Waiting For Transfer

Items Available to Ship

Image	Product	Product Identifiers	Quantity
-------	---------	---------------------	----------

Shipment # 549 Transferred from Location A (In transit)

Image	Product	Product Identifiers	Quantity
Image not available	Example Product	UPC : Ch001 Product Code : Ch001	1

[Review This Transfer](#)

## Print Packing Slip

The packing slip is inserted into the package for the customer. It generally includes information about the order and order items, relevant contact details for customer service and fulfillers, return instructions, and more.

1. Click **Print Packing Slip**.

### 3 Print Packing Slip

Print Packing Slip and attach it to the order when it is staged in the e-com holding area.



Print Packing Slip



Amount of Packing Slips needed (1-10):

Save

Cancel

2. Click **Proceed To Prepare For Shipment**.

It is possible to split a shipment into multiple packing slips, such as if you require additional boxes to ship everything. See the [Pick and Pack guide](#) for more information about how to do this.



## THANK YOU FOR YOUR ORDER

ORDER #: 30205621 DATE: 2018-01-15

**SHIP TO:**

Mystic Consumer  
3500 McHenry Ave  
Modesto, CA 95356  
US  
Phone: 8058058055

**BILL TO:**

Mystic Consumer  
3500 McHenry Ave  
Modesto, CA 95356  
US  
Phone: 8058058055

QTY	ITEM	DESCRIPTION	UNIT PRICE	SUBTOTAL
1	CampCook_001	Dutch Oven - 4 Qt	USD\$ 55.00	USD\$ 55.00
ITEMS TOTAL:				USD\$ 55.00
SHIPPING & HANDLING:				USD\$ 10.00
TAX:				USD\$ 4.33
TOTAL:				USD\$ 69.33

**CUSTOMER SERVICE:**

Manufacturers and retailers who participate in the Kibo network are committed to satisfying your needs and providing you with an exceptional online shopping experience.

The fulfiller of your order is ready to provide outstanding technical and order-related service.

**FULLFILLER CONTACT INFORMATION:**

Oakland DC  
Phone: 408-950-9509  
Email: mysticsports@yopmail.com

480 Ronald Way  
Oakland, CA 94621  
US

If you have any questions or problems that cannot be addressed by Oakland DC, please call: (877) 412-7467

**RETURN INSTRUCTIONS:**

To return any products, you need to obtain a Return number.

To receive a Return number and initiate a return, log into your account using the name and password you created at checkout:

<http://www.shopatron.com/account>

You have 30 days to return your merchandise. Returned items must be in their original packaging and in new and unused condition. Once you return the merchandise, you can also track your return and refund from your account.

**RETURN ADDRESS:**

Oakland DC  
480 Ronald Way  
Oakland, CA 94621  
US  
Phone: 408-950-9509

## Prepare for Shipment

In Prepare for Shipment, the packed box is made ready for pickup by a carrier.

1. If the [Multi Piece Shipments](#) feature is enabled, a toggle will be displayed at the top of this step allowing you to use it with this shipment. Refer to the linked documentation for more details if you want to use it. Otherwise, continue with the below instructions.



2. Provide the carrier information, box size (choose from the displayed types that auto-fill the dimensions, or enter custom package dimensions), and weight.
3. Either click **Print Shipping Label** to automatically generate a tracking number and print the shipping label or click **Enter The Tracking Number** to enter one manually.
4. You can add multiple tracking numbers as needed by clicking **Enter the Tracking Number** again. Once added, a **Remove** button will be available to delete any of the individual tracking numbers if needed.
5. If you entered the tracking number manually, click **Print Shipping Label** to print the label and attach it to the package.
6. Once the package is ready, click **Yes, Complete Shipment**. The shipment is now considered Fulfilled.

#### 4 Prepare for Shipment

Create a shipping label  
When shipping multiple boxes, use one form for each box

Customer selected: **Ground**

SHIP TO: HOME PrepareShipmentST  
H.BODY: carrier:

FEDEX

UPS

ENDICIA

CANADA POST

Service type: 

FIRST OVERNIGHT

Packing type: 

FEDEX 10 KG BOX

Box type: 

TestBox1

TestBox2

TestBox3

TestBox4

TestBox5

Enter package dimensions:

Length: 

Length

Width: 

Width

Height: 

Height

Enter package weight:

Weight: 

Weight

Print Shipping Label

 -or- 

Enter The Tracking Number

Tracking Number:

Have you...

Placed all items, the packing list, and promotional materials in the package?

Printed the shipping label and attached it to the package

Sealed the package so that it is ready to ship?

Add Order Note:

Add Note

Yes, Complete Shipment

Return To Print Packing List