

Delivery

The Kibo Composable Commerce Platform (KCCP) enables shoppers to select delivery services for their products when placing an order, in which the fulfillment location will either deliver a product to the customer using their own trucks or dispatch it to a provider. KCCP's updated Delivery BPM provides a comprehensive workflow to support shipments through the dispatch process.

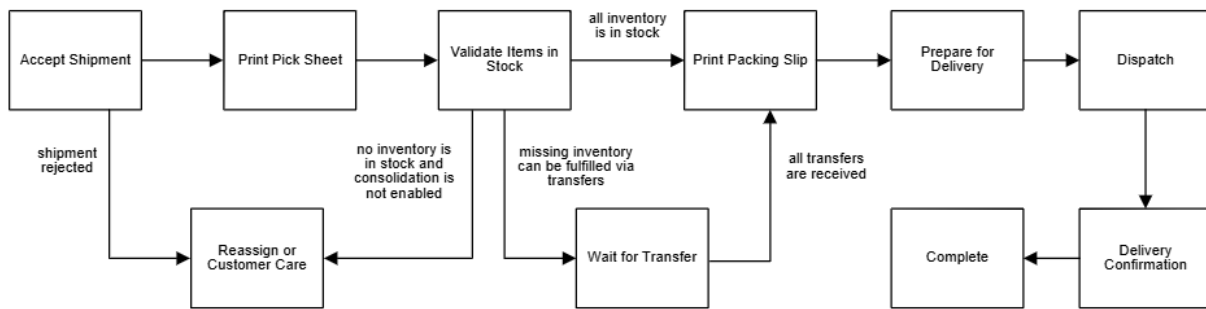
How Delivery Works

All items that are ordered for delivery will be grouped into a shipment of the [Delivery fulfillment type](#). This fulfillment process is initially similar to Ship to Home, but includes additional steps to prepare, dispatch, and confirm the delivery via either the fulfiller's own trucks or a delivery provider.

- **Accept Shipment:** The order has been accepted and is ready to be sent through fulfillment.
- **Print Pick Sheet:** The pick sheet is generated for store associates to collect shipment items. You can also include Delivery shipments in [pick waves](#).
- **Validate Items in Stock:** Confirm whether all items were available for picking. If not all items are in stock and [Delivery Consolidation](#) is not enabled, then you will be prompted to split the shipment (if you have partial inventory available) or reassign it to a new location (if you have none of the inventory available).
- **Wait for Transfer:** The shipment goes through this optional state if inventory was not available and a transfer is requested.
- **Print Packing Slip:** All items are at the fulfillment location and the packing slip is printed.
- **Prepare for Delivery:** The shipment has been packed and is ready to be delivered. If the shipment includes [assembly](#), then that must be completed.
- **Dispatch:** The items are ready to hand off to a delivery provider.
- **Delivery Confirmation:** The shipment is pending delivery confirmation from the provider.
- **Complete:** The shipment has been successfully delivered to the customer.

This diagram illustrates the basic delivery process flow, with options for whether a transfer is needed to supply missing inventory or consolidate shipments.

Delivery Shipment



Configure Delivery Fulfillment

The Delivery fulfillment type is available out-of-the-box alongside STH and BOPIS.

Fees are determined by the delivery provider's shipping method rates, which can be retrieved via the [Get Rates API](#). The API documentation will be updated soon with the associated fields.

Enable Locations for Delivery

Delivery fulfillment must be configured at both the product and location level. Fulfillment locations that offer this service must have the Delivery fulfillment type enabled:

1. Go to **Main > Orders > Locations**.
2. Click a location (or click **Edit** from the dropdown menu on that location in the table).
3. From the Fulfillment Types drop-down menu, select **Delivery**.

Fulfillment Types

In Store Pickup × Direct Ship × Delivery × Search

In Store Pickup
Direct Ship
Curbside
Delivery


4. Click **Save**.

Enable Products for Delivery

In order for a product to be purchased for delivery, that fulfillment option must also be available for the product in the catalog. To enable this option for a specific product:

1. Go to **Main > Catalog > Products**.
2. Click the product that will allow delivery (or click **Edit** from the dropdown menu on that product in the table).
3. Under the Shipping section, check **Delivery**.

Shipping

☒ Direct Ship ☒ In Store Pickup  ☒ Delivery

4. Click **Save**.

Configure Routing Logic

Delivery [routing scenarios](#) should be configured to handle shipment assignment cases if the customer does not specify one, as well as if you want the optimal delivery location to be displayed on the storefront based on the shopper's address. This logic will determine how a location is selected to assign Delivery shipments to, such as by prioritizing the closest distance from the shopper's address.

Optional: Enable Consolidation

Delivery also supports consolidation via transfers. If the delivery location doesn't have any inventory available but there is inventory at transfer locations, then transfers will be created to consolidate all items at one location (either the delivery location selected by the customer or the location determined to have the shortest distance from the customer). If you want to use this feature, refer to the [Consolidation guide](#) for more details and configurations instructions.

Storefront Options

Once set up in your tenant, the shopper can opt into delivery as their fulfillment method.

You can modify your storefront product details and/or cart pages to ask the shopper for their zip code (or use a saved address, if applicable), which Order Routing will use to suggest the optimal delivery location. This is done via the [Suggest Candidates API](#), which you can integrate with using the [Suggest Candidates API Extensions](#) to display its suggestion on the page.

Product



Grill - #1 Dad Edition

Product Code: 123454321

- ☒ Ship Items
- ☐ In-Store Pickup
- ☐ Delivery



Fulfillment Example

For more information about fulfillment flows, see the [Fulfillment Method Types guide](#). Any customer emails that notify the customer their shipment is ready for delivery or out for delivery should be sent by your delivery provider or third-party integration.

View Delivery Information

On the [Fulfiller UI homepage](#), there is a card for the Delivery fulfillment type that lists the number of shipments in each step of that process. Click a step on the card to be taken to the list of shipments in that step. When viewing shipment details, any delivery information is displayed at the top indicating the expected date, delivery instructions, and any other notes.

Shipment #6: Assigned to Location 1

Order #292

Status: READY

Placed	Assigned to Your Store	Accepted by Your Store	Picked Up
06/24/2021, 8:06:05 PM GMT-4	06/24/2021, 8:06:05 PM GMT-4	-	-



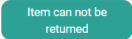
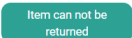
Fulfillment Type	Excepted Delivery Date	Delivery Notes
Delivery	06/25/2021	 Delivery instructions: My gate code is 012345.

Image	Product	Product Identifiers	Return Status	Quantity	Price Paid	Discount	Subtotal
	Grill - #1 Dad Edition	Assembly : TRUE UPC : 123454321 Product Code : 123454321		1	USD \$599.99	USD \$0.00	USD \$599.99
Image not available	Assembly Service	UPC : ASSEMBLY Product Code : ASSEMBLY		1	USD \$15.00	USD \$0.00	USD \$15.00

Initial Fulfillment Steps

The Accept Shipment, Print Pick Sheet, Validate Items in Stock, Wait for Transfer (if applicable), and Print Packing Slip sections of a Delivery shipment are the same as those of the [Ship to Home process](#). If [Package Consolidation](#) is enabled for your implementation, that will be available to Delivery shipments if there are other qualifying shipments for the same customer to consolidate with.



If not all inventory is available during the Validate Stock step, while rejecting a shipment, or substituting an item, then you can choose to temporarily block any further assignments to that location. This is done using the same options as when [splitting Ship to Home shipments](#).

Prepare for Delivery

When a Delivery shipment enters the Prepare for Delivery step, all items should be packed and made ready for dispatch. Enter the details of each package such as the dimensions and weight, then print the delivery label(s). You can also reprint a packing slip if needed.

If the shipment includes a service such as assembly, then that should be performed as well. Click **Ready for Dispatch** when everything is complete.

4 Prepare for Delivery

Packing Slip 1

Packing Slip 2

Create a Delivery label

When using multiple boxes, use one form for each box

Delivery Provider: Uber

Service type: Same Day

Box type: Small Medium Large

Enter package dimensions:

Length: inches Width: inches Height: inches

Enter package weight:

Weight: lbs

☒ Assembly Completed

Save

Print Delivery Label

Have you...

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

Printed the Delivery label and attached it to the package

Sealed the package so that it is ready to delivery?

Add Order Note:

Add Note

Delivery Notes

Ready For Dispatch Return To Print Packing Slip Reprint Packing Slip

Dispatch

During the Dispatch step, place the prepared shipment into the delivery area of your fulfillment location and click either **Handover to Delivery Provider** or **Return to Preparation for Delivery** (if corrections to the package are needed).

Once handed over, the shipment will be marked with the Dispatched status and you will be redirected back to the FFUI dashboard. You can return to the shipment for the next step once delivery is completed.

6 Dispatch

After picking the order, place boxed or bagged items in the Delivery area with any Packing slips and delivery labels sheet attached to the packages .

[Print Pick Sheet](#)[Reprint Packing Slip](#)[Reprint Delivery Label](#)[Handover To Delivery Provider](#)[Return To Preparation For Delivery](#)

Delivery Confirmation

This step displays all of the delivery information and the current status (such as Dispatched). Click **Order Was Delivered** to manually confirm that delivery is complete and mark the shipment Fulfilled.

7 Delivery Confirmation

Delivery Provider	Delivery Address	ETA	Delivery Status
Uber	123 Main St, New York , NY	Estimated Delivery Date : 05/06/2025 Scheduled Delivery Window: 1:30 PM - 2:30 PM	Dispatched

[Order Was Delivered](#)