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.

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.
- **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
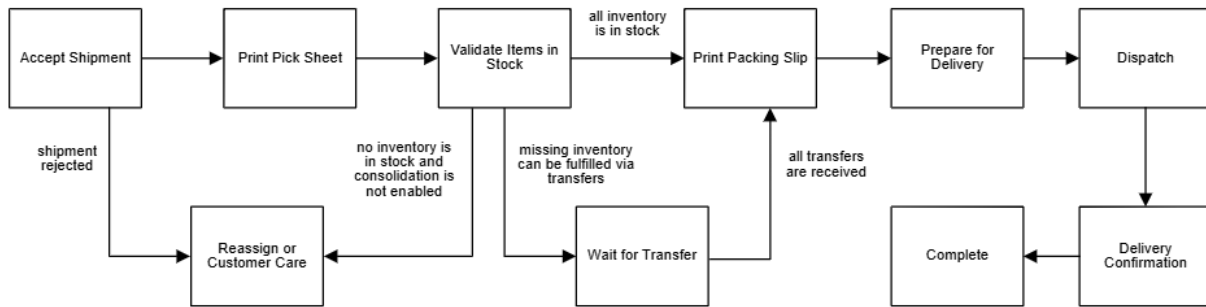
Configure Delivery Fulfillment

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**.

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**.

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, following the same method as Ship-to-Home Consolidation when not enough inventory is available at the chosen delivery location. If there is inventory at transfer locations, then transfers will be created to consolidate all items at the delivery consolidation location with no inventory (either the provided location selected by the customer or the location determined to have the shortest distance from the customer).

First, enable Delivery Consolidation in your site's transfer settings:

1. Go to **System** > **Settings** > **General** > **Site**.
2. In the Transfers section, toggle on **Delivery Shipment Consolidation**.

⬤ Delivery Consolidation ❶

Default shipping method ❶ ⌄

◯ Cancel transfer/shipment item ❶

Restrict cancellation steps 🔒
Search

⬤ Allow Partial Fulfillment ❶

◯ Force consolidation with 0 Inventory at consolidation location ❶

3. You can optionally set a **Default shipping method** for the transfer shipments.
4. Toggle on **Allow Partial Fulfillment** if you want fulfillers to be able to ship items separately when some of the quantity in a shipment is available at the consolidation location, while the remaining quantity is pending transfer to the location.
   - When enabled, fulfillers can call the POST
     `.../api/commerce/shipments//itemsReadyForPack` API endpoint with a list of available line item quantities, such as in the below example. This will move those items to a new shipment that can immediately continue with fulfillment. The transfer items will remain in the original Waiting for Transfer shipment until they arrive and can proceed.

```
{
 "items": [
   {
     "lineId": 1,
     "quantity": 2
   },
   {
     "lineId": 2,
     "quantity": 1
   }
 ]
}
```

5. Toggle on **Cancel transfer shipment/item** if you want to cancel transfer shipments and items when a cancellation occurs on the parent shipment. If you enable this, you can also select which fulfillment steps to restrict cancellation on.
6. Toggle on **Force Consolidation with 0 inventory** if you want to consolidate even when there is no inventory at any consolidation location. If enabled and there is inventory at transfer locations, then transfers will be created to be consolidated at a delivery location with no inventory (either a specified location or the location determined to have the shortest distance from the customer) If the system cannot identify a valid delivery consolidation

location, it will follow the after-actions defined in your Delivery routing strategy.

Then, consolidation must be enabled at the location level. In order for Order Routing to use consolidation, the consolidation location must also be enabled for Delivery fulfillment and at least one other location in the group must have transfers enabled.

1. Go to **Main** > **Orders** > **Locations**.
2. Select a location from the table.
3. In the Transfer settings section, toggle on **Delivery Consolidation** if you want that location to be able to consolidate shipments.

4. Click **Save**.

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.

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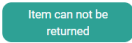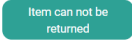
Fulfillment Type	Excepted Delivery Date		Delivery Notes
Delivery	06/25/2021	📅	Delivery instructions: My gate code is 012345.

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

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.

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.

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