

Extensible Order Routing

Extensible Order Routing allows an Admin user to select which custom product, location, customer, Order and Inventory attributes [can be filtered for](#) in Order Routing. This provides the power and flexibility to set up order routing rules best suited to your unique business needs and determine the most optimum locations to fulfill the orders from.



Extensibility is available for all clients whose implementations include Order Management. OMS-Only implementations without a catalog can only reference customer, order, and location attributes. Contact [Kibo Support](#) to have this feature enabled for you.

Use Cases

The following sections describe example scenarios in which extensible order routing may be useful with custom product, location, order, Inventory or customer attributes. Note that this is only used with physical items (not digital or services).

Product Attributes

Using order routing to route products to a certain set of locations based on custom product attributes that you have defined may be useful in scenarios such as:

- Products that need warm weather packaging, based on a true/false attribute called "Perishable"
- Products that need two people to lift the package, based on a true/false attribute called "Two Person Lift Required"
- Products of a particular brand, based on a text attribute with options for "Brand"

Product attributes can also be used with the [Reserve Inventory in Cart feature](#).

Location Attributes

Using order routing to route products to a certain set of locations based on custom location attributes that you have defined may be useful in scenarios such as:

- Not routing shipments to an area with a weather event, based on a true/false attribute called "Weather Events"
- Not routing shipments to locations where the capacity is less than 50%, based on a number attribute called "Capacity"
- Routing shipments to a location with the lowest cost of fulfillment, based on a number attribute called "Cost to Fulfill"

- Routing shipments to warehouses with a two-person forklift, based on a "Lifts" string attribute with options for one, two, or six person forklifts

Location attributes are often used with the [Reserve Inventory in Cart](#) and [Multiple Location Consolidation](#) (an extension of STH or Delivery Consolidation) features.

Order Attributes

Using order routing to route products to a certain set of locations based on custom order attributes that you have defined may be useful in scenarios such as:

- Routing orders with a BOPIS pickup time of 2:00 PM, based on a text attribute called "Pickup Time"

Customer Attributes

Using order routing to route products to a certain set of locations based on custom customer attributes that you have defined may be useful in scenarios such as:

- Routing shipments specially for Platinum customers, based on a text attribute called "tier" with options of "Platinum," "Gold," or "Silver"

Customer attributes can also be used with the [Reserve Inventory in Cart feature](#).

Inventory Attributes

Using order routing to route products to a certain set of locations based on custom inventory attributes that you have defined may be useful in scenarios such as:

- Avoiding locations with negative inventory for critical items, based on a true/false attribute called "Negative Inventory Flag"
- Prioritizing locations trying to clear specific SKU inventory, based on a true/false attribute called "Do Not Replenish"
- Routing based on seasonal inventory availability, based on a text attribute called "Seasonal Availability" with options for "Spring," "Summer," "Fall," or "Winter"

Multiple Attributes

You can also route shipments based on a combination of attributes from the above topics. For instance, you could reference both product and location attributes in the following scenario:

- Perishable candy being routed to locations that offer insulated packaging, based on the true/false "Perishable" product attribute and the true/false "Insulated Packaging"

Enable Attributes for Order Routing

You must make the attribute available to Order Routing in the attribute configurations in order to use the attribute in routing filter logic. For more information about creating and configuring attributes in general, see the following documentation:

- [Order Attributes](#)
- [Customer Attributes](#)
- [Product Property Attributes](#)
- [Location Attributes](#)
- [Inventory Attributes](#)

In the settings of each attribute type, locate and toggle on the **Available as Order Routing Filter** and click **Save**. The below example shows the option for a product attribute.



Attributes must include the "Property" type to be used in order routing. You can select more than one attribute type, such as Property and Extra. Make sure that the attribute is not set to "Admin Only" in the display group.

Values

Add Value or Label:Value

Insert at bottom ▼

Pos	Label	Value
1	Usually Ships in 24 Hours	24hrs
2	Usually Ships in 24 to 48 Hours	24-48hrs

☒ Available as Order Routing Filter ⓘ

Search Options

☒ Available to Storefront Search ⓘ

☐ Search Label

☒ Search Value

☒ Available as Filter & Sort ⓘ

☐ Index Value With Case ⓘ

This example shows the option for a location attribute:

General

Administration Name *

Capacity

Display Group *

Admin & Storefront

☒ Available as Order Routing Filter ⓘ

The example below shows the option for an order attribute.

General

Administration Name *

Pickup Time

Display Group

Admin & Storefront

Value Source

Admin or Shopper Entered

Code

testorderattri

Storefront Label *

Abc

Options

☐ Required

☒ Editable ⓘ

☐ Hidden from shopper ⓘ

☒ Available as Order Routing Filter ⓘ

This example shows the option for a customer attribute:

Min char/val

1

Max char.

20

Input validation

RegEx

☒ Available as Order Routing Filter ⓘ

This example shows the option for a Inventory attribute


Inventory Attributes Cancel Save

General **Input**

General
Attributes can be disabled but not deleted.

Administration Name * Attribute Code *

Options

☒ Available as Order Routing Filter ⓘ 

☒ Editable ⓘ

Input
Configure the input type and related settings

Input Type *

Create Attribute Filters in Order Routing

Once enabled, you will be able to select the attribute in routing filters.

The Order Routing UI has been overhauled in August 2025 with an updated look and feel, as well as some functional changes. This new UI is now available to be enabled in your sandboxes. Contact [Kibo Support](#) to opt in and begin using it. All sandbox tenants will receive the new UI on September 3, unless you have specified to opt out by notifying Kibo Support. The UI will also be available for production tenants on September 3. Coordinate with Kibo to migrate your production tenants at any point between September and end of January 2026.

Expand the below sections to attribute filter details for the appropriate UI version.

Classic Order Routing UI

If you have not yet upgraded to the new Order Routing UI, then you are using the Classic UI. When [configuring a filter](#), you will be able to define logic based on that attribute by selecting the filter type "Custom Value."

New filter

FILTER NAME

FILTER TYPE

- ☐ Custom value
- ☐ Custom data list
- ☐ Custom data set
- ☐ Data point

FILTER ATTRIBUTE	
Location	+
Item	+
Order	+
Customer	+
Inventory	+

These sections can be expanded to display the out-of-the-box attributes as well as your custom attributes for each topic:

FILTER ATTRIBUTE	
Location	+
Location Attributes	+
Custom Location Attributes	-
New	
LocationAttribute1	
Item	+
Order	+
Customer	+
Inventory	+

LocationAttribute1

LOGIC

=

≠

equal to not equal to

“ If ..., attempt assignment. ”

The possible logic conditions will change depending on the data type of the attribute you selected. For logic conditions that support multiple values, such "or" and "any of," you will be able to select multiple values from the dropdown. For logic conditions that support only single conditions, like "equals" or "not equals," you will only be able to select one value.

If you select a list filter type, it will support the "in" or "not in" logic conditions. For example, if your filter attribute was Material then you could use "in" to compare it against the Iron, Steel, and Aluminum custom values. If the item matches any one of those values, it will attempt assignment.

New Order Routing UI

In the new UI, be aware that filters are defined within scenarios and cannot be shared across multiple scenarios. When [configuring a filter](#), you will be able to define logic based on that attribute by selecting the filter type "Custom Value."

The screenshot displays the 'New Order Routing UI' configuration interface. It features a form with the following elements:

- Example Filter:** A text input field.
- Custom value:** A dropdown menu.
- Select Filter Attribute:** A dropdown menu with a red border, showing a list of attributes: Location Attributes, Item Attributes, Order Attributes (expanded), Item quantity, Total order price, Pickup location code, and Shipping country code.
- Select Operator:** A dropdown menu.
- Add Condition:** A green button.
- In English:** A label.
- If Distance from fulfillment location to order LESS_THAN_OR_EQUAL 1000 attempt as:** A text input field.

The possible logic conditions will change depending on the data type of the attribute you selected. For logic conditions that support multiple values, such "or" and "any of," you will be able to select multiple values from the dropdown. For logic conditions that support only single conditions, like "equals" or "not equals," you will only be able to select one value.

If you select a list filter type, it will support the "in" or "not in" logic conditions. For example, if your filter attribute was Material then you could use "in" to compare it against the Iron, Steel, and Aluminum custom values. If the item matches any one of those values, it will attempt assignment.