

Viewing Shipments

Shipment information is displayed slightly differently depending on whether you are viewing a single shipment details page or a multiple shipment listing page. However, some shipments will be displayed in a certain way depending on its shipment type. Some may even be blocked from fulfillment due to their current payment status.

Fulfiller users can search for and view any shipment within the entire tenant, even if they aren't associated with the location that a shipment is assigned to. However, they can only update or fulfill a shipment if it is assigned to a location [that they are associated to](#).

Shipment Type Behavior

There are some shipment types that have limitations on the actions you are able to perform on them in the Fulfiller UI, regardless of whether you are viewing them on their shipment details page or a multiple shipment listing page.

- If the shipment is fulfilled and part of an [imported historical order](#) then there will be a message in the top right of the shipment summary informing you of that. You will not be able to view any workflow steps and you can only perform returns, refunds, or credits on that shipment if the ability was enabled in the site settings prior to import.
- If the shipment is in the Future state (which means that it was created with [future inventory](#)), then it will not be fulfillable yet. You will only be able to view the shipment, cancel or reject it, and edit the order notes. If it must be fulfilled, you must edit the shipment status from the [Order Admin UI](#). Future shipments will only be fulfillable in the Fulfiller UI when the inventory becomes available and the shipment moves to the Ready state.
 - Additionally, Future shipments will not be displayed on the Fulfiller dashboard by default. In order to view these shipments, you must search for them such as by filtering for the "Future" status in the Advanced Filter menu.

If your implementation uses order reference numbers (the `parentCheckoutNumber` in the [Commerce APIs](#)), then that value will not be displayed in shipment details by default. Toggle this field on by activating the `displayOrderRefNumber` setting in your [custom fulfiller theme](#).

Shipment Details Pages

When viewing a shipment details page, such as from the Quick View widget, switch between tabs to view details such as items and pricing, customer information, history, shipment notes, and order notes. Expand the actions menu in the top right of the header to expand a dropdown menu with options to view the workflow, cancel the shipment, and print pick list or packing slips if applicable for the shipment's current state.

Below the general shipment information is a list of the steps in the order's fulfillment method where you can continue processing the shipment, such as the examples shown in the [STH](#) and [BOPIS](#) walkthroughs.

If the shipment is in the Fulfilled state, a **Create New Shipping Label** button will be displayed to support cases where a

shipment was returned and needs to be resent with an updated shipping label. Clicking this button opens a modal for you to enter package information and input a new tracking number just like the [Prepare for Shipment step](#) of the STH workflow. If there were multiple packing slips for this shipment, you can select which slip you want to print the new label for. This new label will also be available for shipping manifests.

Shipment Listing Pages

When viewing a shipment listing page, such as from search results or the Assigned Shipments widget, all results will be displayed and filtered by the selected fulfillment type, status, and/or search terms. These entries always display the shipment number, current fulfillment status, assignment information, items, and pricing information. The customer details, history, shipment notes, and order notes are in expandable sections underneath that shipment information.

In this case, you must click **Finish Fulfilling Shipment** to open the details page to view its shipment steps and continue with fulfillment.

If your shipment includes duty fees for internationally-traded products, then an additional row for Duty will be displayed underneath the Tax. Duty fees are set in your catalog via the [Catalog Storefront Tax API Extension](#).

Blocked Shipments

Some shipments in the Fulfiller UI may be blocked from fulfillment depending on the payment status of the order - if the status is Unpaid or Errored, then all shipments on the order will be blocked from being fulfilled regardless of any individual shipment's current state. The shipment will only be able to progress when the order has pending or paid payments on it (Pending, Paid, Pending and Errored, or Paid and Errored).

Additionally, shipments may be blocked when their order is in Pending Review status and has not been accepted by the system yet. This depends on the [site setting to allocate inventory for orders in pending review status](#). When enabled, the system will create shipments for Pending Review orders and reserve inventory for them. These will be blocked until the order is accepted, after which they will be fulfillable.

Identifying Blocked Shipments

When viewing search results or the list of shipments in a fulfillment step, blocked shipments will be highlighted with a yellow header and have a red notice next to the order number. This notice may display "Payment Error" or "Pending Review" depending on the case.

When viewing the shipment details page of a shipment blocked by errored payment, you will not be able to progress in fulfillment and an error message will be displayed.

Opting Out

You can opt out of all blocking behavior by [editing your Fulfiller theme](#). If you do not already customize the Fulfiller UI, you will have to add the language file to that theme. Add the below setting called "FulfillableShipmentFilter" to your language file (such as en.json or fr.json) inside the "TENANTSETTINGS" object, with `enabled` set to false to opt out. This setting also lets you customize the error message that will appear in the Fulfiller UI when fulfillment blocking is enabled.

```
"FulfillableShipmentFilter": {  
  "enabled": true,  
  "message": "Fulfillment disabled for shipments associated with orderNumber"  
}
```

Shipment Notes

Both pages display shipment notes. It is important to understand that shipment notes are unique and separate from order notes. They are not copied onto any child shipments or order-level logs, but are displayed on the particular shipment they were created for in the Fulfiller and Admin UIs. A shipment note cannot be created or edited in the Fulfiller UI, only via the [Shipments API](#).

When a shipment is rejected (including when it is split, reassigned, or transferred), the location that rejected it is tracked in shipment notes. This note will log the location, UPC, Part #, SKU, Quantity Declined, and Reason for each rejected product. This helps prevent shipments from being manually reassigned to a location that previously rejected it.