

Estimated Delivery Dates

Before ordering a product, a shopper may appreciate visibility as to when they would receive it. The Kibo Composable Commerce Platform can calculate estimated delivery dates for any STH, BOPIS, and Delivery items that allow you to offer promised dates to your shoppers. These dates and the inputs used to calculate them are provided for you to use as needed and display on the storefront's product details, cart, and checkout pages.

This can help with cases such as when a large item such as a couch may have a further-out delivery date. This is supported for all OMS (with or without a catalog) and eComm+OMS implementations.

Estimated Delivery Date Calculations

The system calculates both a Fulfillment Date and the total Estimated Delivery Date, which can then be displayed on your storefront's product details, cart, and checkout pages.

The rest of this guide will explain how to configure processing times, transfer times, and location cut off times.

Fulfillment Date

The Fulfillment Date is calculated for each item and fulfillment type. For BOPIS, this is the date that the item is ready to be picked up. For Direct Ship, this is the date that the item is ready to be shipped (i.e. picked up by carrier). For Delivery, this is the date that the item is ready to be Delivered (i.e. picked up by Delivery Provider). This takes into account any necessary transfer times.

- $\text{Fulfillment Date} = \text{Current Date} + \text{Processing Time} + \text{Transfer Times}$

In the case of bundles and products with extras, the system will compare the Fulfillment Dates for each item and use the latest date for the entire bundle or product with extras.



If you are using the [Configurable Shipment feature](#), then the pending time is also included in the Fulfillment Date calculation. This is the amount configured in the **Release orders _ mins after order submit** site setting.

Estimated Delivery Date

The Estimated Delivery Date for BOPIS shipments will be the same as the Fulfillment Date calculated above, because pickup does not require additional carrier or delivery time.

- $\text{BOPIS Estimated Delivery Date} = \text{Current Date} + \text{Processing Time} + \text{Transfer Times}$

The Estimated Delivery Date for STH and Delivery shipments will be the sum of the Fulfillment Date and a Carrier Shipping Time or Delivery Time, both of which are determined by the carrier or delivery provider. The Carrier Shipping Time is based on the item's shipping method such as FedEx's 2 Day, Standard, and Express methods.

- STH Estimated Delivery Date = Fulfillment Date + Carrier Shipping Time
- Delivery Estimated Delivery Date = Fulfillment Date + Delivery Time



The [GET Rates API](#) returns the fulfillment windows for each shipping method. The API documentation will be updated with the new associated fields soon.

Configure Delivery Date Parameters

This section describes how to configure a location's processing and cut off times, as well as the transfer times between specific locations and/or location types.

Set Processing Times

The Processing Time is the time taken at a location to fulfill shipments, measured in hours. This can be set at the location level for Direct Ship, BOPIS, Transfer, and Delivery fulfillment types. To set a location's processing times:

1. Go to **Main > Orders > Locations**.
2. Either select an existing location or [create a new location](#).
3. Enter the processing time in hours for **Direct Ship**, **In Store Pickup**, **Delivery**, and/or **Transfers** as applicable depending on what your implementation is enabled for. The Transfers time entered here is the processing time only at the transfer location.

Processing Time

Fulfillment Processing Time ⓘ

Direct Ship	<input type="text"/>	hours
In Store Pickup	<input type="text"/>	hours
Delivery	<input type="text"/>	hours
Transfers	<input type="text"/>	hours

4. Click **Save**.

Set Transfer Times

The Transfer Time is the time taken to transfer a shipment from a Transfer Location to the

Receiving Location. For example, if the Transfer Time between Location A and Location B is three hours, then that means it takes three hours to transfer a shipment from Transfer Location A to Receiving Location B.

The system will consider transfer times set up between location types as defaults. Overrides can be set up between specific locations, in which case the system will apply the override instead of the default. For instance, you could set a default time for transfers between two location types (a Warehouse and a Store) and override if needed between two specific locations (Location A and Location B). This will apply to all fulfillment types.

1. Go to **System > Settings > Transfer Times**.
2. Click the **Default Transfer Times by Location Type** tab. This tab displays a list of any existing location type-based transfer times, indicating the "from" and "to" location types and their associated time period.
3. Click **Add Transfer Time**.

The screenshot shows the 'Transfer Times' interface. At the top, there's a dark header with a menu icon, 'Transfer Times', and a search bar. Below the header, there are two tabs: 'Default Transfer Times by Location Type' (active) and 'Transfer Times by Location'. The main content area shows a table with columns: 'Transfer From', 'Transfer To', and 'Transfer Time'. The table contains one entry: 'Warehouse01 - Warehouse 1' to 'Warehouse02 - Warehouse 2' with a 'Transfer Time' of '72 Hours'. To the right of the table is a green button labeled 'Add Transfer Time', which is highlighted by a red arrow. At the bottom right, it says 'Displaying 1 - 1 of 1'.

4. Select the **From Location Type** and the **To Location Type**. While you can't duplicate a setting for the same permutation (such as "from: Warehouse, to: Store"), the inverse scenario will still be valid if a setting for it doesn't already exist ("from: Store, to: Warehouse").
5. Enter the **Transfer time** (a whole number that is at least 0) and **Transfer time unit** (hours or days). If you enter the time in days, it will be converted into hours upon saving.

The screenshot shows the 'Add Default Transfer Time by Location Type' modal form. It has a title bar with a close button. The form contains two dropdown menus for 'Select From location Type' and 'Select To location Type', both set to 'StoreLocationName001'. Below these are input fields for 'Transfer Time' (set to '2') and 'Transfer time unit' (set to 'Days'). A note at the bottom states: '*Location transfer time of 2 days will be saved as 48 hours.' At the bottom right, there are 'Cancel' and 'Save' buttons.

6. Click **Save**.

7. Repeat Steps 3-6 for any other location type defaults you want to add.
8. If you need to set up overrides, click the **Transfer Times by Location** tab. This tab displays a list of any existing location-based transfer times, indicating the "from" and "to" locations and their associated time period.
9. Click **Add Transfer Time**.

The screenshot shows a web interface with a dark header bar containing a menu icon, the text 'Transfer Times', and a search bar. Below the header, there are two tabs: 'Default Transfer Times by Location Type' and 'Transfer Times by Location'. The 'Transfer Times by Location' tab is active. It contains a table with the following data:

Transfer From	Transfer To	Transfer Time
Location01 - Location 1	Location02 - Location 2	48 Hours

At the bottom right of the table, there is a green button labeled 'Add Transfer Time' with a red arrow pointing to it. The table also includes pagination controls at the bottom left showing '< 1 >' and a status at the bottom right saying 'Displaying 1 - 1 of 1'.

10. Select the **From Location** and the **To Location**. While you can't duplicate a setting for the same permutation (such as "from: Austin, to: Boston"), the inverse scenario will still be valid if a setting for it doesn't already exist ("from: Boston, to: Austin").



While locations can only be [set to one location type](#) by default, certain implementations may be enabled to set multiple location types. If this is the case, the Estimated Delivery Date calculation will only consider the first set location type while determining the location's transfer time.

11. Enter the **Transfer time** (a whole number that is at least 0) and **Transfer time unit** (hours or days). If you enter the time in days, it will be converted into hours upon saving.

The screenshot shows a modal window titled 'Add Transfer Time by Location'. It contains the following fields:

- 'Select From location' with a dropdown menu showing 'Location01'.
- 'Select To location' with a dropdown menu showing 'Location03'.
- 'Transfer Time' with a text input field containing the number '6'.
- 'Transfer time unit' with a dropdown menu showing 'Hours'.

At the bottom of the modal, there are two buttons: 'Cancel' and 'Save'.

12. Click **Save**.
13. Repeat Steps 9-12 for any other location overrides you want to add.



The search bar on the Transfer Times page allows you to do a keyword search on the Transfer From and Transfer To fields using either location or location type names and codes. For example, you can find all transfer time settings that relate to Austin - Warehouse01 by looking up either "Austin" or "Warehouse01."

Set Cut Off Times

Fulfillment Cut Off Times define when a location is able to fulfill on each given day of the week, and may or may not be the same as the location's Hours of Operations (which are a different section of the [location configurations](#)). You can set daily Direct Ship, BOPIS, Transfer, and Delivery cut off times in the location configurations with calendar-based overrides.

Fulfillment Date and Estimated Delivery Date calculations factor in these cut off times. If the current time or processing time is past the cut off time for the location, the item's processing time will start the next day that the location is open. Once processing starts on a day, the system assumes that it will complete on that day.

1. Go to **Main > Orders > Locations**.
2. Click a location or create a new one.
3. In the Fulfillment Cut Off Time section, set the **Time Zone**.

Fulfillment Cut Off Time

Time Zone

Central Standard Time



Direct Ship

Pickup

Transfers

Delivery

Apply Cut Off Times To

☐ Pickup

☒ Transfers

☒ Delivery

4. Click the tab of the fulfillment type you want to configure hours for.
5. If you want your settings here to apply to any other fulfillment types as well, such as if the location operates with the same time block for Direct Ship and Pickup, then check the appropriate options in **Apply Cut Off Times to** setting. This will copy your selections to the checked fulfillment type.
6. For at least one day of the week, set the **from** and **to** times (which may also be Closed instead of a specific time of day) to indicate when the location is actively fulfilling orders. If any days are left blank, that means that there is no cut off for that day.
 - If you want to set the same times across multiple days, then you can set the times for one day and check the others you want to copy to using the boxes on the right. Then

click **Apply hours to all checked**.

Direct Ship

Pickup

Transfers

Delivery

Apply Cut Off Times To

☐ Pickup

☒ Transfers

☒ Delivery

Monday

from

CLOSED

to

CLOSED

☐ Select All

☐

Apply hours to all checked

Tuesday

from

08:00 am

to

05:00 pm

☐

Apply hours to all checked

Wednesday

from

08:00 am

to

05:00 pm

☐

Apply hours to all checked

Thursday

from

08:00 am

to

05:00 pm

☐

Apply hours to all checked

Friday

from

08:00 am

to

05:00 pm

☐

Apply hours to all checked

Saturday

from

08:00 am

to

05:00 pm

☐

Apply hours to all checked

Sunday

from

CLOSED

to

CLOSED

☐

Apply hours to all checked

Set Override Hours

View & Remove Override Hours

Submit

7. If you want to set different cut off times on specific calendar dates, such as holidays, click **Set Override Hours**.

1. Enter the **From** and **To** times, and check which fulfillment types you want these times to. Click **Add**.
2. Repeat these steps to add more override dates as needed. You can remove any by clicking the **X** on the far right.
3. Click **Save**.

Set Override Hours

Label

Select Date

From Cutoff Time

To Cutoff Time

Apply Override Hours To

Christmas Day

2025-12-24

CLOSED

CLOSED

☒ Direct Ship

☒ Pickup

☒ Transfers

☒ Delivery

Add

Label

Date

From Cutoff Time

To Cutoff Time

Fulfillment Type

Christmas Day

2025-12-25T00:00:00.000Z

CLOSED

CLOSED

directship

Christmas Day

2025-12-25T00:00:00.000Z

CLOSED

CLOSED

bopis

Christmas Day

2025-12-25T00:00:00.000Z

CLOSED

CLOSED

transfers

Christmas Day

2025-12-25T00:00:00.000Z

CLOSED

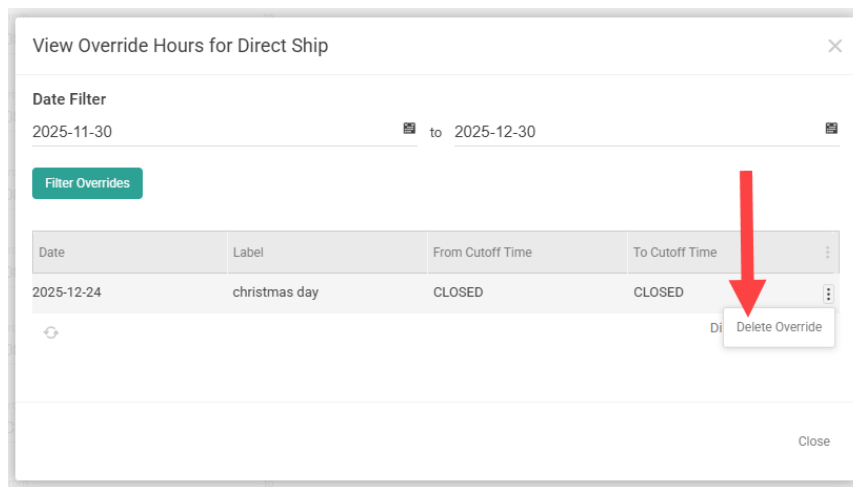
CLOSED

delivery

Close

Save

4. Click **View & Remove Override Hours** to see a list of all existing overrides and filter the list by date. To remove one, expand the drop-down menu on the far right of the table row and click **Delete Override**.



8. When you are done, click **Submit** in the bottom right of the Fulfillment Cut Off Time section.
9. If you are done configuring all location configurations, click **Save** in the top right of the page.

Order Routing Suggestions

You can query Order Routing to receive the optimal fulfillment location and its Estimated Delivery Date calculation. The endpoint `/commerce/orders/orderRouting/api/v1/routing/edd/suggestion` accepts the order item information and customer shipping address, as shown in the example request below. API documentation will be updated and linked here soon.

```
{
  "items": [
    {
      "orderItemID": 1,
      "partNumber": null,
      "sku": null,
      "quantity": 3,
      "customItemData": null,
      "itemDependency": null,
      "backorderable": false,
      "upc": "L0693614"
    }
  ],
  "shippingAddress": {
    "addressID": null,
    "customerID": null,
    "addressLine1": "100 First Avenue",
    "phone": "(111) 222-3333",
    "city": "Calgary",
    "state": "AB",
    "postalCode": "AB T1Y 6M6",
    "countryCode": "CA",
    "latitude": 51.081550,
    "longitude": -113.990430
  },
  "orderType": "DIRECTSHIP",
  "futureDateLimit": "2026-08-22T00:00:00Z",
  "orderID": 20782,
  "total": 29.95
}
```

The system will perform its fulfillment calculations and return an `estimatedDeliveryDate` object for each order item and location, as shown in the below example. Use the <http://commerce.routing.eddsuggestion> API Extensions to customize these responses if needed, such as to display the optimal estimated fulfillment date or time on your storefront.

```
{
  "assignmentSuggestions": {
    "1": [
      {
        "orderItemID": 1,
        "locationID": 12345,
        "locationCode": "123",
        "quantity": 3,
        "route": "DIRECTSHIP",
        "futureDate": null,
        "futureDateString": null,
        "shipmentGroup": null,
        "data": null,
        "estimatedDeliveryDates": [
          {
            "estimatedDeliveryDate": "2025-02-28T00:00:00Z",
            "carrier": "UPS",
            "serviceType": "2Day",
            "orderCutoffDate": "2025-03-05T00:53:22Z"
          }
        ]
      }
    ]
  },
  "futureAssignmentSuggestions": {},
  "stateChangeSuggestions": {},
  "availableLocations": [],
  "emptyResponse": false
}
```