

# Scenarios

Scenarios are groups of locations that an order can be routed within, filters that exclude certain locations from different routing cases, and after-actions that control which steps Order Routing takes when determining whether that scenario is a match for shipment items. Fulfillment paths within routing strategies are usually made up of multiple scenarios, ranked by priority.

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 view the scenario 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. Here, a single scenario can be used across multiple routes (e.g. Direct Ship, Transfer, and Return).

### View All Scenarios

Scenarios are displayed as part of each fulfillment path summary in the [routing strategy details](#). To view more detailed information, click **View Scenarios** on that page. This will display a list of all scenarios assigned to that path the following information and actions.

- **Scenario Details:** Click the scenario name to view more details and a list of the locations within the scenario.
- **Status:** Click the status toggle to activate or deactivate this scenario as needed. If disabled, it will be skipped during assignment.
- **Filters:** Each of the [filters](#) applied to the scenario are listed, with the ability to create a new filter or add/remove existing ones.
- **After-Actions:** Click the icon in the corner of a table column to change the after-actions that should be taken when the scenario is determined to be a match for the order (can fulfill entire order), a partial match (can fulfill some of the order items), or no match (cannot fulfill any items in the order). See the [After-Action Logic](#) section for an explanation of these options.
- Use the icons in the top right corner to delete, duplicate, or change the current rank of a scenario.

### Direct Ship

This strategy for Direct Ship route attempts to match order items with fulfillment locations. When a match is located, the items are assigned. You choose how Order Routing behaves when items are partially matched or no match is available.

**Warehouses** 🗑️ 📄 ↻ 1

View 5 locations and 0 Filters  
Created on 06/05/2024 by admin@kibocommerce.com  
Last updated on 06/10/2024 by admin@kibocommerce.com

Active  
[Add/Remove Filter](#)  
[Create Filter](#)

Match located	Partial match	No match
Assign entire order to a location in this scenario	Split order by quantity, assign quantities without inventory to Backorder	Split order by quantity, assign quantities without inventory to Customer Care

**Group 1** 🗑️ 📄 ↻ 2

View 1 location and 0 Filters  
Created on 02/24/2023 by admin@kibocommerce.com  
Last updated on 06/05/2024 by admin@kibocommerce.com

Inactive  
[Add/Remove Filter](#)  
[Create Filter](#)

Match located	Partial match	No match
Assign entire order to a location in this scenario	Split order by quantity, assign if entire order can be fulfilled	Split order by quantity, assign if entire order can be fulfilled

## Create a New Scenario

Begin creating a new scenario from the routing strategy details page by clicking **Add Scenario** in the top right of the desired fulfillment path.

**Direct Ship** ⚙️

View Scenarios ➕ Add Scenario

Last updated on 06/06/2024 by admin@kibocommerce.com

Candidate sort strategy: Minimize Shipments

Active

Multiple assignments preferred

Single assignment preferred

This will direct you through four pages of the scenario creation flow. On the first page:

1. Enter the scenario's **Name** and **Description**.

## Add Scenario

### Step 1 of 4: Create scenario

Name Scenario

Description (optional)

#### Scenario settings

Determines scenario type, behavior, and sorting. Sorting by rank allows you to manually prioritize tenants. Sorting by distance tries to assign items to the closest tenant. Load balanced sorting attempts to distribute orders evenly among tenants.

Primary sorting (optional)

Secondary sorting (optional)

Default scenario - new locations are added automatically

#### SELECT ROUTING STRATEGY AND SET LIMITS

A copy of this scenario will be created for each routing strategy selected.

Direct Ship

Transfer to Location

Limit fulfillment to  Shipments per  Hour

Continue

2. Configure the primary and secondary sorting options to determine how to prioritize locations within a scenario. In the event of a tie using the primary sort, the secondary sort will determine which location is preferred.
  - **Rank:** Allows manually prioritized locations by numeric rank.
  - **Distance:** Prioritizes locations closest to the shipping address.
  - **Velocity:** Based on maximum LTD (Life to Date) inventory values of the order items at each location candidate. Prioritizes locations with lower values to improve product turn and reduce markdowns by assigning orders to locations with the slowest moving inventory.

- **Carrier Cost:** Queries FedEx to get the actual shipping cost and prioritize locations with the lowest costs. Note that this does not calculate based on the rates of any other carriers.
- **Load Balanced:** Distributes order assignments evenly among locations.
- **Highest Available Inventory:** Aggregates available inventory across all requested items and prioritizes the location with the highest inventory count.
- **Lowest Available Inventory:** Aggregates available inventory across all requested items and prioritizes the location with the lowest inventory count. This is best used with [Reverse Logistics](#) routes, as it allows you to restock items at the locations that need it the most.
- 

### Scenario settings

Determines scenario type, behavior, and sorting. Sorting by rank allows you to manually prioritize tenants. Sorting by distance tries to assign items to the closest tenant. Load balanced sorting attempts to distribute orders evenly among tenants.

Primary sorting (optional)

A copy of this scenario will be created for each routing strategy selected.

Direct Ship

3. Indicate whether this should be the default scenario that new locations are automatically added to or not.
4. Select which route the scenario should be applied to. Selecting multiple routes will copy the scenario to each.
5. Click **Continue**.

If locations were not already selected before initiating scenario creation, you are able to add locations on the next page.

1. Select one or multiple locations by selecting the checkbox.
2. Click **Continue**.

## Add Scenario

Step 2 of 4: Add locations

Continue

All Fulfillment Locations (100)

Location ID	Location Code	Name	Postal Code	Status	Existing Scenarios
100000	0	Location 0	Here California 93823	Active	2
100001	1	Location 1	Great Falls MT 59405	Active	4
100002	2	Location 2	Vancouver BC V5K 0A2	Active	2
100003	3	Location 3	Havre MT 59501	Active	3

Top

All

20 More

Continue

The next page allows you to add [filters](#). If no filters are desired, just click **Continue**. To select and/or create filter(s), complete the following steps.

1. Select existing filter(s) if applicable, or click **New Filter**.
2. If creating a new filter:
  - Enter new **Filter Name**.
  - Select **Type**: Set up a custom value or choose an existing data point.
  - Select **Filter Attribute**: The parameter to base the filter on.
  - Select **Logic**.
  - Select **Comparison Property** or **Custom Value**.
3. Click **Continue**.

## Add Scenario

Step 3 of 4: Add filters

Continue

New filter



BO

If the backorderable flag is equal to true, attempt assignment.

Finally, you must configure the scenario's after-actions. For more information about after-action behavior and what these options mean, see the [After-Action Logic](#) section of this guide.

1. Select the preferred behavior that Order Routing should take in the event of only finding

partial inventory for an order available in this scenario.

2. Select the behavior that Order Routing should take if there is no available inventory for an order in this scenario.

## Add Scenario

### Step 4 of 4: Add after-actions

Order Routing attempts to assign the full order before partial assignment is considered. After actions override the default failover behavior established in Configuration Center.

“ If Partial inventory found Then:  ”

“ If No inventory found Then:  ”

**Save scenario**

3. Click **Save Scenario**.

## Edit an Existing Scenario

To edit a scenario's basic information from the routing strategy details:

1. Either click **Edit** on a scenario (shown below) or click **View Scenarios** and then a scenario's name.


**Direct Ship** ⚙️  
View Scenarios  
Last updated on 06/06/2024 by admin@kibocommerce.com

Candidate sort strategy: Minimize Shipments

Active  
 Multiple assignments preferred  
 Single assignment preferred

Scenarios

Warehouses	Edit
Group 1	Edit
Group 2	Edit



2. This will display the scenario details. Click the **Edit** icon in the top right.


**Direct Ship** + Add Locations

Warehouses

Active  
 Add/Remove Filter  
 Create Filter

Sort by Distance

Match located	Partial match	No match
Assign entire order to a location in this scenario	Split order by quantity, assign quantities without inventory to Backorder	Split order by quantity, assign quantities without inventory to Customer Care



3. Enter the scenario's **Name** and **Description**.

## Direct Ship

Name Scenario

Description (optional)

Default scenario - new locations are added automatically

Limit fulfillment to  Shipments  per

Sort by  and

Cancel

4. Indicate whether the scenario is the **Default scenario** for new locations to be added to.
5. Select a **Sort** for this scenario, such as rank or distance.
6. Click **Save**.

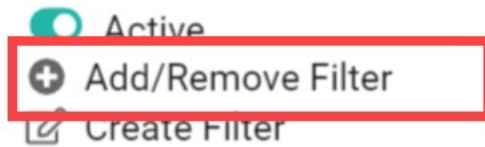
### Manage Scenario Filters

While viewing scenario details, click either **Create Filter** (which will take you to the [filter configuration flow](#)) or follow the below steps to update the filters currently assigned to the scenario:

1. Click **Add/Remove Filter**.

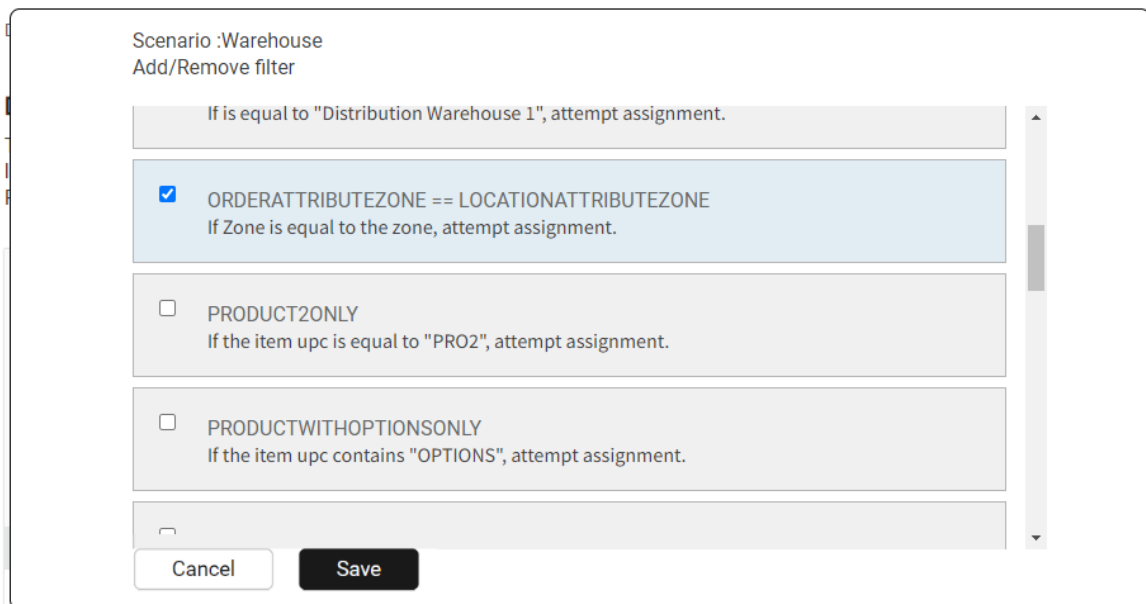


## Warehouses



### Sort by Distance

2. This will open a pop-up with all existing filters in your routing strategy. Click the checkboxes as needed to select filters you want to add and unselect filters you want to remove.



3. Click **Save**.

## Manage Scenario Locations

You can both add new locations and edit existing locations while viewing a scenario's details.

### Add New Locations

To add new locations to a scenario from the routing strategy details::

1. Either click **Edit** on a scenario (shown below) or click **View Scenarios** and then a scenario's name.


**Direct Ship** ⚙️  
View Scenarios Add Scenario  
Last updated on 06/06/2024 by admin@kibocommerce.com

Candidate sort strategy: Minimize Shipments

Active  
 Multiple assignments preferred  
 Single assignment preferred

Scenarios

Warehouses	Edit
Group 1	Edit
Group 2	Edit




2. Click **Add Locations** in the top right.

**Direct Ship** + Add Locations

**Warehouses** ✎


Active  
 Add/Remove Filter  
 Create Filter

Sort by Distance



3. Select locations from the list by clicking their checkboxes.

## Direct Ship

Warehouses 

Active  
 Add/Remove Filter  
 Create Filter

Sort by Distance

Match located	Partial match	No match
Assign entire order to a location in this scenario	Split order by quantity, assign quantities without inventory to Backorder	Split order by quantity, assign quantities without inventory to Customer Care

---

All **Add Location to scenario** 1 selected

Location Code	Name	Postal Code	Status
<input checked="" type="checkbox"/> 0	Location Zero	00000	Active


Viewing 1 of 1  **Add Location to scenario**

4. Click **Add Location to Scenario**.

## Edit Existing Locations

To edit or perform other actions on scenario locations from the routing strategy details:

1. Either click **Edit** on a scenario (shown below) or click **View Scenarios** and then a scenario's name.

Direct Ship 

View Scenarios  
Last updated on 06/06/2024 by admin@kibocommerce.com

Candidate sort strategy: Minimize Shipments

Active  
 Multiple assignments preferred  
 Single assignment preferred

Scenarios

<input type="button" value="↑"/> Warehouses	<input type="button" value="Edit"/>
<input type="button" value="↑"/> Group 1	<input type="button" value="Edit"/>
<input type="button" value="↑"/> Group 2	<input type="button" value="Edit"/>

2. Select at least one location using the checkbox in the table.

## Direct Ship

+ Add Locations

### Warehouses

- Active
- + Add/Remove Filter
- 📄 Create Filter

Sort by Distance

Match located	Partial match	No match
Assign entire order to a location in this scenario	Split order by quantity, assign quantities without inventory to Backorder	Split order by quantity, assign quantities without inventory to Customer Care

All  2 selected

	Location Code	Name	Postal Code	All Schedules	Status	Rank
<input checked="" type="checkbox"/>	WH1	Mead Store	78664-4074	Available	Active	1
<input checked="" type="checkbox"/>	5	Great Falls DC	75067-2504	Available	Active	2

- Expand the **Edit locations** dropdown and select the action you want to perform on the selected location(s). A common use of this is to place a location on hold (and then remove it from the hold). This will temporarily prevent any shipments from being assigned to that location, without fully deactivating the location.

All  2 selected

	Location Code	Name
<input checked="" type="checkbox"/>	WH1	Mead Store
<input checked="" type="checkbox"/>	5	Great Falls DC

- Edit locations
- Place hold
- Remove hold
- Ungroup
- Unlink
- Link

## New Order Routing UI

In the new UI, scenarios are independently associated with each strategy and added directly to that strategy.

## Configure a Scenario

To begin configuring a new scenario:

1. Go to the **List Strategies** page.
2. Click the Edit icon on a strategy in the table.
3. Scroll down to the Scenarios section and click **Add Scenario**.

There are four steps in the scenario creation flow, detailed below.

### Add Scenario

In Step 1, set the scenario's basic configurations.

1. Enter the scenario's **Name**.
2. Enter an optional **Description**.

**Add Scenario**

1 ————— 2 ————— 3 ————— 4

Name \*

Example Scenario

Description

Enter scenario description

Scenario Type

Type of Scenario \*

DIRECTSHIP

**Sort Criteria**

Primary Sort

Distance

Secondary Sort

Rank

Add new locations automatically to scenario ⓘ

Cancel Next

3. Configure the primary and secondary sorting options to determine how to prioritize locations within a scenario. In the event of a tie using the primary sort, the secondary sort will determine which location is preferred.
  - **Rank:** Allows manually prioritized locations by numeric rank.
  - **Distance:** Prioritizes locations closest to the shipping address.

- **Velocity:** Based on maximum LTD (Life to Date) inventory values of the order items at each location candidate. Prioritizes locations with lower values to improve product turn and reduce markdowns by assigning orders to locations with the slowest moving inventory.
  - **Carrier Cost:** Queries FedEx to get the actual shipping cost and prioritize locations with the lowest costs. Note that this does not calculate based on the rates of any other carriers.
  - **Load Balanced:** Distributes order assignments evenly among locations.
  - **Highest Available Inventory:** Aggregates available inventory across all requested items and prioritizes the location with the highest inventory count.
  - **Lowest Available Inventory:** Aggregates available inventory across all requested items and prioritizes the location with the lowest inventory count. This is best used with [Reverse Logistics](#) routes, as it allows you to restock items at the locations that need it the most.
  - **Excess Count:** Aggregates Excess inventory across all requested items and prioritizes the location with the highest Excess Inventory count.
  - **Excess Percentage:** Aggregates Excess inventory percentages across all requested items and prioritizes the location with the highest Excess Inventory percentage.
4. Indicate whether you want to **Automatically add all active locations to Scenario** or not using the checkbox. If enabled, all locations that are active in the Admin UI will be applied to this scenario (including any new locations created going forward) and you will not be able to manually add or remove specific locations.
  5. Click **Next**.

#### Select Locations

In Step 2, add active fulfillment locations to the scenario to indicate where shipments in this scenario can be assigned. If you enabled **Automatically add all active locations to Scenario** in the previous step, you will not be able to add any further locations here and can immediately progress to Step 3 instead. For more details about managing routing locations, see the [Locations](#) guide.

1. Select locations from the list by clicking their checkboxes. Use the search bar in the top right to quickly find specific locations if needed.

**Select Locations**

1 2 3 4

Search by name, code, zipcode

<input type="checkbox"/>	LOCATION CODE	LOCATION NAME	LOCATION TYPES	ZIP CODE	FULFILLMENT CAPACITY
<input checked="" type="checkbox"/>	WarehouseLocationCode001	WarehouseLocationName001	WarehouseLocationTypeName001	78752	Limit Fulfillment to N/A Shipments Per
<input checked="" type="checkbox"/>	WarehouseLocationCode002	WarehouseLocationName002	WarehouseLocationTypeName001	78752	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocationCode003	WarehouseLocationName003	WarehouseLocationTypeName001	75201	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocationCodeNV001	WarehouseLocationNameNV001	WarehouseLocationTypeNameNV...	75201	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocation_1102202032...	WarehouseLocation_110220203216_4	WarehouseLocationCodeName_11...	78257	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocation_1102202032...	WarehouseLocation_110220203216_2	WarehouseLocationCodeName_11...	78257	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocation_1102202032...	WarehouseLocation_110220203216_3	WarehouseLocationCodeName_11...	78257	Limit Fulfillment to N/A Shipments Per
<input type="checkbox"/>	WarehouseLocation_1102202032...	WarehouseLocation_110220203222_7	WarehouseLocationCodeName_11...	78257	Limit Fulfillment to N/A Shipments Per

1 2 3 4 5 >

1 of 5 pages (49 items)

Cancel Next

2. Click **Next**.



While creating a new scenario, you can only add locations to it. Once created, you can manage its locations and assign rankings to them by editing the scenario.

### Filter Criteria

In Step 3, fine-tune routing by filtering available locations according to logical conditions. If no filters are desired, just click **Continue**. For more details about filter logic, see the [Filters](#) guide.

1. Enter a **Filter Name**.
2. Select the **Filter Type**. This is the type of data that the filter will be based off of, such as a custom value or existing data point.
3. Select the **Attribute**. This is the property that will determine whether the order should be assigned to a scenario with this filter.

**Filter Criteria**

1 2 3 4

Example Filter Custom value Distance from fulfillment location to or... less than or equal to 1,000.00

Add Condition

In English  
If No conditions set, attempt assignment

Cancel Next

4. Select the logical operator that should be applied when comparing the attribute. The possible conditions will change depending on the data type of the attribute you selected.
5. A field for a **Custom Value**, **Data List**, or **Second Attribute** will be displayed depending on the filter type you selected. Select or enter the appropriate value that the first attribute will be compared against.
6. Click **Add Condition**. This will display the filter in a new table, allowing you to create additional filters as needed.
7. Click **Next**.

## Split Shipment Behavior

In Step 4, configure the scenario's after-actions. For more information about after-action behavior and what these options mean, see the [After-Action Logic](#) section of this guide.

1. Select the preferred behavior that Order Routing should take in the event of only finding partial inventory for an order available in this scenario.
2. Select the behavior that Order Routing should take if there is no available inventory for an order in this scenario.
3. Click **Save**.

This will complete the scenario creation and add the scenario to the strategy details page.

## Manage Existing Scenarios

Once a scenario has been created, you can edit its configurations again at any point by clicking the **Edit** icon from the strategy details page. You can also remove existing scenarios using the **Delete** icon, and reorder their rankings with the arrow icons.

### Scenarios

Example Scenario

Transfer

Group 2

STH

Group 3

1 of 2 pages (6 items)

Cancel Update Strategy

## After-Action Logic

When a scenario is being considered for assignment, order routing considers the locations within



the scenario, the available inventory in each of those locations, and any filters set in the scenario. Then it will determine whether the scenario is a match (can fulfill entire shipment), a partial match (can fulfill some of the items), or no match (cannot fulfill any items). If a full match is found, the shipment will be fully assigned within that scenario. This cannot be reconfigured.

In the event of a partial match, in which some inventory is available within the scenario but not the entire shipment, the most common behavior is splitting the shipment. If you don't want to split shipments, you can choose to try the next scenario, cancel the entire order, assign the entire order to Customer Care, or assign the entire order to Backorder instead.

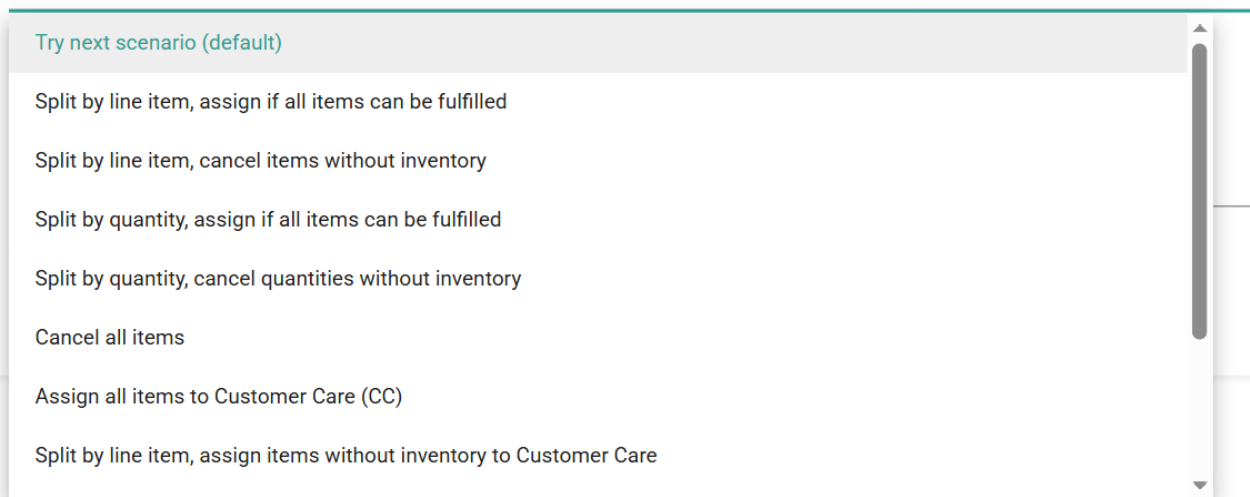
## Split Shipment Behavior

Shipments can be split based on line item or quantity by assigning available items to a location, and the remaining quantity either assigned to another location, cancelled, sent to Customer Care, or sent to Backorder. If split by line item, the entire quantity of a line item will always be assigned to another location. Splitting by quantity would allow some inventory of one line item to be assigned to one location.

The following screenshot is from the new UI, but is very similar to the Classic version.

### Partial Match

Try next scenario (default)



If a shipment will be split, then an additional setting for **Restart attempt for partial assignment** will appear. This determines where Order Routing will attempt to assign the remaining items. These options are:

- **Start Over at Beginning:** Go back to the highest priority scenario and try to assign the remaining items to a location in that scenario.
- **Current Scenario:** Try to assign the remaining items to any location within the current scenario that the split occurred in. If no location can fulfill the items, then move on to the

next scenario.

- **Scenario Rank:** Try to assign the items to locations in the next scenario of the ranking order.

The following screenshot is from the new UI, but is very similar to the Classic version.

## Partial Match

Split by line item, assign if all items can be fulfilled

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### Restart attempt for partial assignment

- Start at the beginning
- Current Group
- Current Rank



Kibo Engineering can configure a limit that specifies the allowed number of order splits in the back-end. Contact Engineering or [Kibo Support](#) if you would like to enable this.

### Ship-to-Home and Delivery Consolidation

If you have locations enabled for [STH](#) or [Delivery Consolidation](#), then specific logic determines how to consolidate shipments:

- If a full match is not available, Order Routing will check whether any of the suggested routing locations are enabled for consolidation as a partial match. If so, then it will assign the parent shipment to the first consolidation location it finds instead of performing the usual after-action (such as splitting). It will then create transfers to fulfill all of the missing items from transfer-enabled locations. Thus, one single shipment will be sent to the customer from the consolidated location.
- If no locations have consolidation enabled, or there are not locations enabled to provide transfers, then it will proceed with the standard process of splitting the shipment.
- If an item is unavailable or on backorder, then a separate shipment will be created and reassigned for future delivery so that it does not block the available items from being

consolidated and shipped. Likewise, any items that can't be successfully routed or is rejected from the parent location will follow the configured after-action logic such as being canceled or sent to Customer Care as a separate shipment.

When a shipment is being consolidated at a single location, it cannot be manually reassigned. If using [Multiple Location Consolidation](#), you must create a filter that compares location relationships based on an extensible attribute and apply it to your transfer scenario(s). In this case, shipment reassignment will be allowed since consolidation can occur at more than one location.