

Fulfillment SLAs

SLAs are "Service Level Agreements" that define and measure your promised fulfillment time to customers. Any SLAs that you create will be displayed on the FFUI dashboard where you can track the statuses for specific locations, letting you know how long it takes shipments to move through fulfillment steps and whether locations are meeting or exceeding the time.

SLAs are available for all shipment types, as they can be defined based on any of the steps within a fulfillment method. For example, if you promise that BOPIS pickup will be available within 2 hours then you can set up an SLA that limits the time from shipment creation to Customer Pickup.

How Thresholds Work

Whether a shipment is compliant with your SLAs or not is determined by three thresholds (Compliant, At Risk, and Non Compliant), which are percentages of a maximum allowed time. The Compliant threshold will always start at 0, while the At Risk and Non Compliant values are set to 80 and 100 by default. This means that:

- Any shipments below 80% of the allowed time are Compliant.
- Shipments with a time greater than or equal to 80% but below 100% are At Risk.
- Shipments with a time greater than or equal to 100% are Non Compliant.

Enable SLAs and Define Thresholds

SLAs must be enabled by Kibo in your tenant settings, which is also where your thresholds are defined. Submit a request to [if you want to use this feature](#) and include the percentage that defines your At Risk and Non Compliant thresholds (if different from the above defaults).



It is not recommended to have gaps in your definitions, as every shipment will be associated with a threshold.

SLA Definitions UI

The dashboard at **System > SLAs** displays all existing SLAs and their current status (Deactivated, Draft, or Active). Use the drop-down action menu shown below to enable or disable an SLA, edit its configurations, or delete it.

Certain behaviors (SLA Create, SLA Read, SLA Update, and SLA Delete) are required to access the dashboard and perform actions. The Admin and SuperAdmin user roles include these permissions by default, but you can [add the behaviors to any other user roles](#) to allow access as needed.

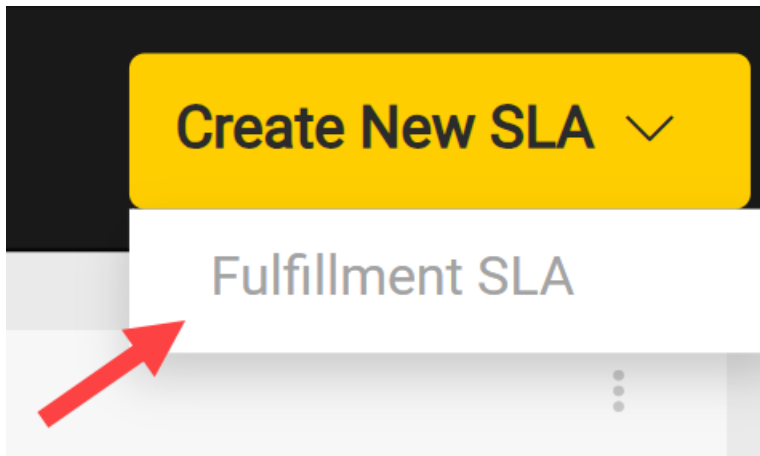
Code	Name	SLA Type	Status	
TEST_SLA	Test SLA	FULFILLMENT	DRAFT	⋮
SLA_1	SLA 1	FULFILLMENT	ACTIVE	
SLA_2	SLA 2	FULFILLMENT	ACTIVE	
12	Test 12	FULFILLMENT	DEACTIVATED	
11	Test 11	FULFILLMENT	DRAFT	

- Edit
- Enable
- Disable
- Delete

Create an SLA

To define a new SLA:

1. Go to **System > SLAs**.
2. Click **Create New SLA** in the top right, then **Fulfillment SLA** in the drop-down menu that appears.



3. Enter a **Name**.
4. The **SLA Type** is auto-filled to "Fulfillment SLA" and cannot be changed.
5. Enter an optional **Code**. If not provided, then the system will auto-generate one.
6. Enter a **Description**.

General

<p>Name *</p> <p>Example SLA</p>	<p>SLA Type *</p> <p>Fulfillment</p>
<p>Code</p> <p>exSLA</p>	<p>Description</p> <p>An example SLA.</p>

Thresholds

Threshold Name	Start Percentage	End Percentage
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Thresholds can be viewed after the SLA definition has been created.

7. Select the **Fulfillment Type** (Pickup, Ship to Home, Transfer, Delivery, Curbside, or Curbside

Pickup) that this SLA applies to.

8. Enter the total **Time** duration and the unit of measurement (minutes, hours, or days) that this SLA covers.
9. Enter the **Target SLA Percentage** that you want your fulfillers to satisfy in order to consider the SLA met.

Fulfillment Type *

 * ▾

Time *

1

days

* ▾

Target SLA Percentage

100

10. In the **Track Shipment For** menu, select whether you want to track shipments based on their Shipment Status, Shipment Workflow Task, or Shipment Workflow State.
11. Select the **Start** and **End** statuses or workflow states that you'll track the duration between.

Track Shipment For *

 * ▾

Start *

 * ▾

End *

 * ▾

12. Click **Save**.
13. Newly created SLAs are placed into Draft status by default. If you want to begin using it immediately, change the status to Active by clicking **Enable** from its actions menu on the dashboard.

Once created, you can view the thresholds for that SLA by clicking **Edit** from its actions menu. Thresholds cannot be configured or changed in the Admin UI, as they are determined by your tenant settings.

Thresholds

Threshold Name	Start Percentage	End Percentage
Compliant	0	80
At Risk	80	100
Non-Compliant	100	

Assign SLAs to Location Groups

After SLAs have been created, you can assign them at either the location group or individual location level. To assign SLAs to location groups:

1. Go to **Main > Orders > Location Groups**.
2. Click a location group and go to its **Config Settings** tab.
3. Scroll down to the **Fulfillment SLAs** section. You can filter by fulfillment type to find specific SLAs more easily, and view their threshold definitions and shipment tracking rules by expanding the arrow on the left.

Code	Name	Fulfillment Type	Assign to Location Group	Time	Target Time	Target SLA Percentage
		Select Fulfillment Type				
▶ 1	Example SLA	All	<input checked="" type="checkbox"/>	0 hours, 5 minutes	0 hours, 4 minutes, 45 seconds	95
▶ 2	SLA 2	All	<input checked="" type="checkbox"/>	5 hours	5 hours	100
▶ 3	Pickup SLA	Pickup	<input type="checkbox"/>	120 hours	120 hours	100

4. Use the checkboxes to assign one or more SLAs to this location group.
5. Use the up and down arrows to adjust the **Target SLA Percentage** for each assigned SLA.
6. Click **Save** in the top right.

Assign SLAs to Locations

To assign SLAs to individual locations:

1. Go to **Main > Orders > Locations**.
2. Click a location and then scroll down to its **SLA** section. You can filter by fulfillment type to find specific SLAs more easily, and view their threshold definitions and shipment tracking rules by expanding the arrow on the left.

SLA

Code	Name	Fulfillment Type	Assign to Location	Time	Target Time	Target SLA Percentage		
Select Fulfillment Type								
>	1	Example SLA	All	<input type="checkbox"/>	0 hours, 5 minutes	0 hours, 5 minutes	100	▲▼
>	2	SLA 2	All	<input checked="" type="checkbox"/>	5 hours	5 hours, 15 minutes	105	▲▼
>	3	Pickup SLA	Pickup	<input checked="" type="checkbox"/>	120 hours	162 hours	135	▲▼

3. Use the checkboxes to assign one or more SLAs to this location group.
4. Use the up and down arrows to adjust the **Target SLA Percentage** for each assigned SLA.
5. Click **Save** in the top right.

View SLAs in the Fulfiller UI

The [Fulfiller UI dashboard](#) displays a real-time map of fulfillment locations and their SLA statuses. You can filter this map by specific location(s), look back period, shipment type, and specific SLA. Clicking on one displays a pop-up of the address and shipment count, with a graph visualizing the percentage of shipments in each threshold.

Thresholds are color-coded as green (Compliant), yellow (At Risk), or red (Non Compliant). You can rename them [in the theme](#) if you would prefer different labels, such as changing them to On Time, Tardy, and Late.

The screenshot shows the Fulfiller UI dashboard. At the top, there are filters: '11 Locations Selected', 'Select Period', 'Select Shipment Type', and 'Select SLA', followed by a 'Filter' button. Below the filters is a map of the United States with several red location pins. A pop-up window for 'Example Store' at 3914 Khale Street is open, showing a donut chart with 2333 shipments. The chart is divided into three segments: green (Compliant), yellow (At Risk), and red (Non Compliant). The map also shows various cities and states across the United States.

A shipment's current SLA threshold will also be indicated with an icon in the shipment list view, which you can also filter by specific SLA and/or threshold.

Filters

11 Locations Selected | Select Shipment Type | Select Shipment Step | Select SLA | Select Threshold | Filter

Location	Shipment Type	Shipment Number	Shipment Date	Order Number	Time on Shipment	Step	Time on Step	Order Note
● Example Store	BOPIS	7514	10/08/2024, 1:57:59 AM GMT-4	5347	12hr 03min	Accept Shipment	12hr 03min	
● Example Store	BOPIS	7512	10/07/2024, 4:03:04 AM GMT-4	5337	1d 9hr 58min	Print Pick List	1d 9hr 53min	
● Example Store	BOPIS	7510	10/07/2024, 1:32:53 AM GMT-4	5335	1d 12hr 28min	Print Pick List	1d 12hr 25min	