

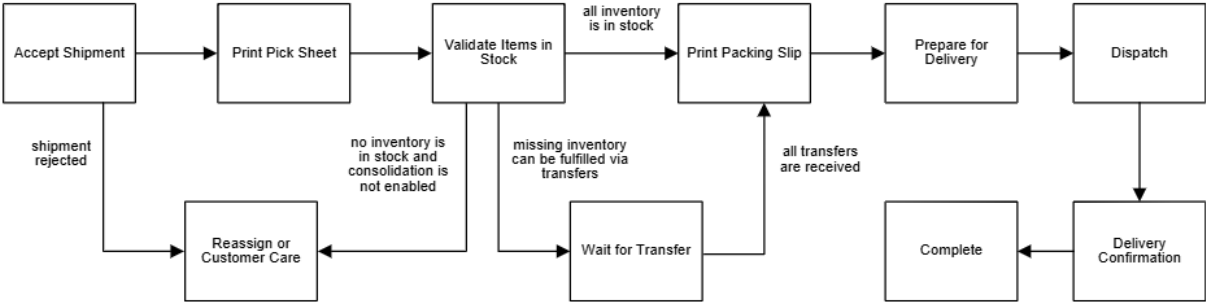
# Fulfillment Service Items

Service items are extras in the product catalog that represent an additional service performed as part of the fulfillment process. This is often some sort of item preparation or assembly, which this guide uses as its primary example. However, other options such as warranty can be configured in the same manner to offer those services to the shopper as well.

## Shipment Preparation Process

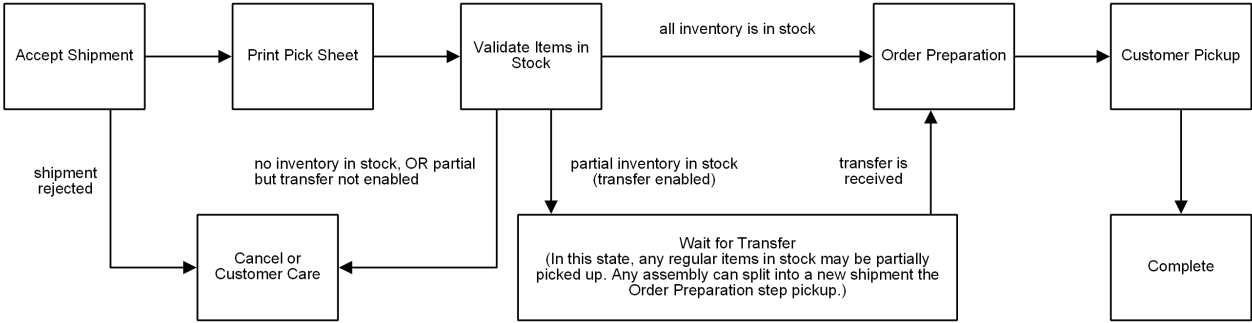
Assembly is supported with the BOPIS and Delivery fulfillment types. In the case of Delivery, the preparation is done as part of the Prepare for Delivery step.

### Delivery Shipment



If the customer requests assembly for an item but does not want delivery, then the item is automatically placed into a BOPIS or Pickup shipment. These shipments with assembly items use an altered version of the usual BOPIS process with an Order Preparation step for the service between Validate Stock and Customer Pickup.

### BOPIS Shipment with Assembly



Note that when a transfer is created for items that need assembly, only the parent item (the actual product) will be placed in the transfer shipment. Service items will

remain on the parent shipment, as the end fulfillment location will always be the one performing the service instead of the location supplying the transfer items.

## Storefront Options

When the shopper is browsing the storefront, they are able to select **Assembly** from the product details page for any product that has been configured with the assembly product extra.

KCCP cannot run promotions on extras, so it is recommended to set up separate products in the catalog for service items. This allows the preparation fees to be set as the unit price and any promotions or pricelists to be applied. Custom logic will then be required to display these items as part of the physical product, rather than separate items.

### Grill - #1 Dad Edition



#### Options

Assembly

#### Price

\$599.99

Product Code: 123454321

Qty

Add To Cart

Check Local Stores

## Configure Order Preparation

To configure, you must first create a product type for it and then apply that to your physical products as an extra.

### Create Product Type

For each preparation service that you want to offer, add a new product type in the schema:

1. Go to **System > Schema > Product Types**.
2. Click **Create New Product Type**.
3. Give this product type the name of the service, such as "Assembly."
4. Under Advanced at the bottom of the page, select **This product type is for service items**.
5. Click **Save**.

Advanced

- This product type is for physical items
- This product type is for service items
- This product type is a digital gift card

It is also recommended to select an option for handling rejected shipments before fulfilling preparation orders. The below site setting determines whether a rejected shipment is cancelled or sent to the Customer Care state.

1. Go to **System > Settings > General**.
2. Expand the dropdown menu for **Action on BOPIS Reject**.
3. Select either **Cancel** or **Customer Care**.
4. Click **Save**.

Action on BOPIS Reject ⓘ

Customer Care



Cancel

Customer Care

## Create Product Extra

First, create the extra:

1. Go to **Settings > Schema > Product Attributes**.
2. Click **Create New Attribute**.
3. Give the extra a label and name, such as Assembly.
4. Indicate **Yes/No** (in most preparation cases) for the Input Type.
5. Set **Extra** as the Attribute Type.
6. Enable filtering and sorting on the extra if desired.
7. Click **Save**.

Attribute Label \*

Assembly

Administration Name \*

Assembly

Attribute Code

assembly

Input Type \*

Yes No

Attribute Type \*

Extra

Search Options

Available as Filter & Sort ⓘ

## Add Extra to Products

Then, apply the extra to applicable products:

1. Go to **Main > Catalog > Products**.
2. Click a product (or click **Edit** from the dropdown menu on that product in the table).
3. In the Extras section, click **Add Extra** and select the preparation option.
4. Apply any additional fields as needed, such as requiring a shopper to select preparation for this product.
5. Click **Save**.

## Extras

Add Extra ▼

### Assembly

Extra Cost

0

Required by Shopper

## Fulfillment Example

Assembly-only shipments do not have their own table. Instead, they are accessible through the Order Preparation and Prepare for Delivery steps of the BOPIS or Delivery shipment list.

| Pickup                  |   |
|-------------------------|---|
| Accept Shipment         | 3 |
| Print Pick List         | 0 |
| Validate Items In Stock | 2 |
| Order Preparation       | 1 |
| Customer Pickup         | 1 |


When viewing shipment details, the service items are listed as line items in the shipment alongside their parent products. However, they will not require any stock to be confirmed during the Validate Items in Stock step, as they are non-physical items that are automatically validated.


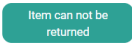
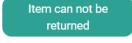
### Shipment #6: Assigned to Location 1

Order #292

Status: READY

| Placed                       | Assigned to Your Store       | Accepted by Your Store | Picked Up |
|------------------------------|------------------------------|------------------------|-----------|
| 06/24/2021, 8:06:05 PM GMT-4 | 06/24/2021, 8:06:05 PM GMT-4 | -                      | -         |

| Fulfillment Type | Excepted Delivery Date | Delivery Notes  |
|------------------|------------------------|---|
| Delivery         | 06/25/2021             |  Delivery instructions: My gate code is 012345. |

| Image   | Product                | Product Identifiers   | Return Status   | Quantity | Price Paid   | Discount   | Subtotal     |
|---|------------------------|---|---|----------|--------------|------------|--------------|
|  | Grill - #1 Dad Edition | Assembly : TRUE<br>UPC : 123454321<br>Product Code :<br>123454321 |  | 1        | USD \$599.99 | USD \$0.00 | USD \$599.99 |
| Image not available   | Assembly Service       | UPC : ASSEMBLY<br>Product Code :<br>ASSEMBLY                      |  | 1        | USD \$15.00  | USD \$0.00 | USD \$15.00  |

The Order Preparation step of a BOPIS shipment with assembly prompts you to prepare the order by assembling the parent item(s). This step in the FFUI will prompt you to assemble the product(s). When **Assembly Completed** is checked and you click **Ready for Pickup**, the order will enter the Customer Pickup step to complete fulfillment.

Do you have all these items ready for the customer?

Assembly Completed


Ready for Pickup


If the shipment includes both regular and assembly items and is in the Wait For Transfer step prior to Order Preparation, you can choose to offer a partial pickup:

- If regular items are in stock and assembly items are not, the regular items can be [partially picked up](#) just like standard BOPIS shipments.
- If any assembly items are in stock and you would like to move them to Order Preparation so that they can be picked up, you can click "Split for Order Preparation." This will split the in stock assembly items to a new shipment in the Order Preparation step. You can still perform a partial pickup on the parent shipment for any regular items that may also be in stock.


4 Waiting For Transfer

Items Available for Customer Pickup

| Image   | Product           | Product Identifiers                               | Quantity |
|---|-------------------|---|----------|
|  | Bed with Assembly | UPC : 725684730707<br>Product Code : 725684730707 | 1        |

Split For Order Preparation 

Shipment # 941 Transferred from 000004 - Prescott Bearings (Not yet shipped)

| Image   | Product | Product Identifiers                               | Quantity |
|---|---------|---|----------|
|  | Dresser | UPC : 784512326598<br>Product Code : 784512326598 | 1        |

Review This Transfer

## Canceling and Refunding Service Items

If the physical product is cancelled, then its associated service items will be automatically cancelled as well. When performing a refund on a return in the Fulfiller UI, amounts can be

refunded for the service fees as line items.

Refund for Return # 522 ×

REFUND CALCULATOR

| <input type="checkbox"/>            | Product                      | Type   | Quantity | Price & Tax Paid | Preparation | S&H/Delivery | Return Processing Fee | Already Refunded | Refund Amount |
|-------------------------------------|------------------------------|--------|----------|------------------|-------------|--------------|-----------------------|------------------|---------------|
| <input checked="" type="checkbox"/> | Boat headphone #904130947806 | Refund | 1        | \$199.00         | \$20.00     | \$20.00      | \$5.00                |                  | \$194.00      |

Calculated Refund Amount  
**\$194.00**

## API Integration

In the API, service items have attributes that indicate them as non-physical and what actual products they apply to in a parent-child relationship. This relationship determines the grouping of items within shipments to ensure that the shopper's requested services are being associated with the correct physical products.

In the item object payloads of Commerce APIs, the `goodsType` field indicates that the order item is a service item when set to the value `"service"`. Assembly service items also need the additional attribute to be set:

- `parentItemId` : The product that is being assembled.

While the physical parent item requiring assembly has the following attributes:

- `isAssemblyRequired` : Indicates whether the item requires assembly.
- `childItemIds` : The ID of the assembly service item.

The [Carts and Checkouts APIs](#) include this information in the cart and order information to support the shopper's selections when placing their order. The [Orders](#) and [Shipments](#) APIs also support these values in their item data for order management and fulfillment.