

Hold Shipments

The Hold Shipments feature allows shipments to be paused during the fulfillment process. Unlike configurable shipment creation, which delays shipment creation itself, Hold Shipments apply after shipments are created and already have inventory reserved.

Hold shipments are useful when you want to temporarily prevent shipments from progressing to fulfillment—for example, to align with business hours, prevent premature release, or apply a review period.

Hold Shipment Creation

Shipments can be automatically placed into Hold status with an associated release date, during the shipment creation process via shipment API extensions. Clients can create their business rules to create Shipments in Hold Status.



Release Date is optional. If a shipment is created without release date it will be held for indefinite period until user manually release the shipment from order admin UI.

When a shipment is placed on Hold, its associated inventory is still reserved.

Additionally, an existing **Ready** shipment can be moved into Hold status via the Hold API.



Hold status is applicable to all shipment types: BOPIS, STH, Delivery and Transfers. It is up to the business user to determine to intercept before shipment creation, to put shipments on hold. This can include transfers to be put on hold if the client wants it.

Release Shipments on Hold

Hold shipments can be released manually or automatically. Under **System > Settings > General > Site > Fulfillment Settings** there is an option to enable Shipment on Hold Release .

General Settings

Sagar-EcommPlusOms

MASTER

SITES: Sagar-EcommPlusOmsSagar Hindi SiteSagar random

Email

Storefront

Analytics Tools

Site

Subscriptions

Fulfillment Settings

Fulfillment

Action on BOPIS/STH-C reject

Substitution

Reprice on substitution

Edit data on shipment

Shipments on hold

Manual release

Auto release

Shipment release job interval

2

Select unit

Minutes

Manual Release

When the **Manual Release** option is enabled in Site Settings, the **Release for Fulfillment** button appears on the Shipments tab in Order Admin. This button is only available for shipments in Hold status.

Order Details

Shipments

Payments

Returns

Audit Log

Type

Shipment

Last Updated

Status

Shipment Step Id

Fulfillment Step

Total

Reassign Shipment

Update Shipment

Store Pickup

3155

09/18/25 10:26:14

HOLD

150929

Accept Shipment

\$97.99

▼

Items (1)

Pickup From

001

Custom Data

Shipment Notes

Shipment History

Release for Fulfillment

Cancel Shipment

Line	Image	Code	Name	Unit Price	Qty	Tax	Discount	Subtotal	Qty to Pickup
1		Code: sp_01	Standard Product 1	\$90.00	1	\$7.99	\$0.00	\$90.00	

- Clicking **Release for Fulfillment** changes the shipment status from **Hold** to **Ready**, allowing shipment to continue through the normal fulfillment workflow.

Automatic Release

When the **Automatic Release** option is enabled and configured with an interval, a Kibo background job `ReleaseHoldShipment` runs at the specified frequency.

- The job scans all shipments in Hold status.
- Any shipment whose **Shipment Release Date** is less than or equal to the current timestamp is automatically released and moved to **Ready**.

Update Shipment Release Date

If a shipment is in Hold status and has a **Shipment Release Date**, Users can update this date from the **Shipments tab** in Order Admin.

Type	Shipment	Last Updated	Status	Shipment Step Id	Fulfillment Step	Estimated Delivery Date	Shipment Release Date	Total		
Ship to Home	312	09/23/25 16:48:12	HOLD	344890	Accept Shipment	03/02/2026	09/30/2025	\$75.86	Reassign Shipment	Update Shipment

Items (1)

Shipped From Loc1

Transfers

Custom Data

Shipment Notes

Shipment History

Line	Image	Code	Name	Unit Price	Qty	Tax	Discount	Subtotal	
1		Code: bluepen	Blue Pen	\$10.00	3	\$2.48	-\$20.00	\$50.00	



Shipment Release Date can also be updated via `holdReleaseDate` API.