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.

> ℹ️ 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.

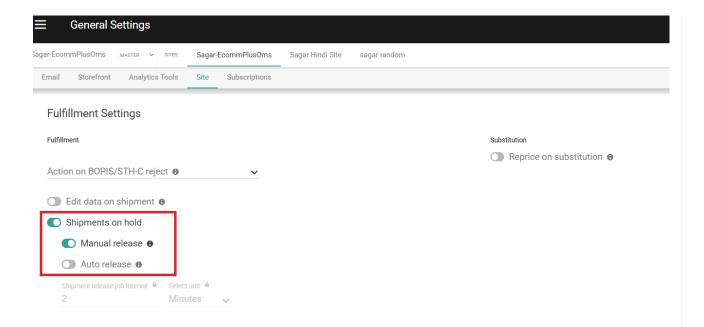When a shipment is placed on Hold, its associated inventory is still reserved.

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

> ℹ️ 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.
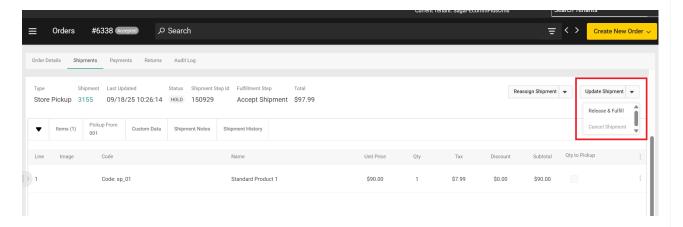
Release Shipments on Hold

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 .

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Fulfillment Settings

Fulfillment

Substitution

⊙ Reprice on substitution ⓘ

Action on BOPIS/STH-C reject ⓘ ▾

⊙ Edit data on shipment ⓘ

🔘 Shipments on hold

   🔘 Manual release ⓘ

   ⊙ Auto release ⓘ

Shipment release job interval 🔒 Select unit 🔒

2 Minutes ▾

Manual Release

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

Current Tenant: Sagar-EcommPlusOms Search Tenants

☰ Orders #6338 `Accepted` 🔍 Search ☰ ‹ › Create New Order ▾

Order Details Shipments Payments Returns Audit Log

Type	Shipment	Last Updated	Status	Shipment Step Id	Fulfillment Step	Total			
Store Pickup	3155	09/18/25 10:26:14	HOLD	150929	Accept Shipment	$97.99		Reassign Shipment ▾	Update Shipment ▾

Release & Fulfill

Cancel Shipment

▾	Items (1)	Pickup From 001	Custom Data	Shipment Notes	Shipment History

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 & Fulfill** changes the shipment status from **Hold** to **Ready**, allowing shipment to continue through the normal fulfillment workflow.
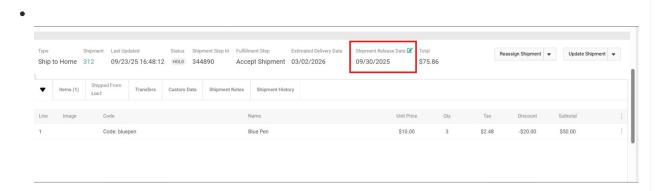
Automatic Release

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.

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