September 21, 2021 — 1.2136 Service Update

Production Tenant Features

eCommerce Functionality

- **Refund/Credit to Gift Card Updates:** Initiating an automatic refund now refers to the new payment settings added in Version 1.2132 to determine whether the refund is made to a new or existing gift card, instead of only refunding to a new gift card by default. Additionally, when a credit or refund has been made to a new gateway gift card, the ability to resend the new gift card email to the billing contact is now supported. This option (a "Resend New GC Email" button) is available from the credit payment section of an order's payment information or the refund payment section on the order in the Admin UI.

- **Amazon Pay Capture Window**: Orders created with Amazon Pay payment methods previously failed capture after they were in Pending status for 7 days and did not support manual payment capture. However, Amazon has a 30-day window for capture on a payment authorization. Kibo Composable Commerce Platform payment processes have now been updated to support Amazon's longer capture window, and will not forcibly fail the order while the pending payment is still valid in Amazon.

Order Management Functionality

- **Suggestion Test UI:** As part of ongoing updates to the UI, a new Suggest Debug page of Order Routing will allow to user to test detailed routing suggestion calls by configuring the desired item data, as well as generating the inventory response and routing group information. This is an expansion to the capabilities currently provided by the existing Suggestion Logs page, which only retrieves logs for a suggestion already performed via API. See the Order Routing UI guide for more information.

- **Shipping & Location Settings Updates**: The shipping carrier site settings now list the available carriers in a dropdown menu instead of a horizontal row displaying all carriers by default. This better supports adding more carriers in the future while maintaining a better user experience. Likewise, the display of carrier options in location group configurations has been updated to better display the enabled carriers, printing options, and other related settings including the supported box types. Functionality has not changed, only the UI layout. See the shipping settings and location group settings documentation for more information.

- **Transfer Setting Rename:** In the general site settings, the "Transfer" button to enable transfer shipments has been renamed to "BOPIS Transfer" for better clarity in the future. The

functionality has not changed; this button will determine whether transfers are allowed to be created to fulfill BOPIS shipments or not.

- **More HTML API Support:** As a follow-up to the 1.2130 update to add HTML support for printing pick list and pick wave documents from the API, the same functionality has been extended to the shipment packing slips (shipments/{shipmentNumber}/rendition/html), return receipts (fulfillment/returns/{returnId}/receipt/html), order summaries (fulfillment/orders/{orderId}/summary/html and shipments/{shipmentNumber}/order-summary/html), and order pick sheets (pickwaves/{pickWaveNumber}/order-pick-sheets/html). When GET calls are made to these endpoints, the responses will be in HTML format and can be printed.

- **Custom BPM Enhancement:** In the standard BPM for transfer shipments, when a transfer order is shipped to the receiving location then the assignedLocationCode field would be updated to the receiving location. However, this did not occur for custom SAP BPMs using a workflow state of SHIPPED instead of VALIDATE_INCOMING_TRANSFER. This required those implementations to make additional API calls during the transfer process. Now, that behavior has been added to the logic supporting that custom workflow and the assigned location will automatically update when a transfer ships.

- **Import Order Queue Update:** The order import process used by OMS-only clients (including Curbside-only clients) to pull orders into KCCP from their front-end is no longer dependent on the payment service. This means that if the payment service is down, then orders are still able to be imported successfully for fulfillment and then processed once the service is available again.

- **Expected Delivery Date in Admin UI:** The Expected Delivery Date field added in Version 1.2132 is now also displayed in the shipment details tab of the Order Admin UI if a date has been set for the shipment from the Fulfiller UI or API. This allows the expected dates for STH, BOPIS, Curbside, and Transfer shipments in addition to Delivery to be easily referenced by customer service representatives and administrators.

Translated OMS Functionality

- **Tax Overrides:** As a follow-up to recent tax override enhancements for translated APIs in Version 1.2128, those overrides (itemTaxRateOverride and shippingTaxRate) are now passed to the appropriate Commerce APIs during order creation. This allows the proper tax rates to be used when calculating the item totals for implementations based on transated APIs. Thus, updating the unit prices in the Admin UI will result in the tax rates being appropriately re-adjusted based on the override rates and the unit price change. See the Translated API user guides for more information about the APIs as needed.

- **Order Import API:** The Import Order API now improves the importation of historical OMS orders for upgraded clients using the translated APIs. These OMS orders are displayed in the Admin UI, the same way as orders imported from the previous version of eCommerce – no edits are allowed, though order data may be viewed. Only orders in the fulfilled or canceled statuses can be imported into KCCP from Classic using this API. See this API documentation in the Translated API user guides.
- **Custom Data:** Improvements have been made to the Translated OMS APIs so that they can pull custom order data from an order's shipment objects. The Kibo Composable Commerce Platform tracks custom data at the shipment level and does not allow it to be edited at the order level (any changes to custom data in the UI will be present only on the order's shipments). This also allows custom data to be displayed in transaction logs, though if you want to retrieve custom data via API call then you must use the Get Shipment API instead of Get Order. See the Translated API user guides for more information about the APIs as needed.

Production Sandbox Features

eCommerce & Order Management Functionality

- **Appeasement Reasons:** The Fulfiller UI now allows BOPIS shipments to be edited during the final Provide to Customer step, in which the quantity or unit price can be altered. Doing so will prompt the user to select an appeasement reason for the change. In the Admin UI, these values can also be changed at the line item level (including allowing for unit price adjustments on fulfilled shipments) and will also prompt an appeasement reason to be selected. Making any other shipment-level adjustments will also require a reason to be provided. These changes are then reported in the audit logs for that shipment history. Although a list of standard appeasement reasons are provided by default, this list can be customized via the Refund Reasons Arc.js action.
- **Refund/Credit to Gift Cards Updates:** Additional updates to support the refunding to new gift cards functionality have been made. The Auto Refund API has been updated to refer to the user's selection of refunding to a new gift card when handling a return. When a return has been created but a refund has not yet been issued, the return details page in the Admin UI will have the option to "Refund to New Gift Card." When selected, any refunds made on the return will then be made to new gift cards. You must enable the "Display Refund to New Gift Card Selection" button in the general site settings for this option to be available on the returns page.
- **Audit Log for Credits/Refunds:** As a follow-up to the feature to process credits to either a new gateway gift card or an existing gift card, credits made to new cards will now be reported

in audit log entries. These logs are displayed when viewing order details in the Admin UI and include information about the transaction ID, the original payment information, and the amount credited. Likewise, audit log entries for refunds (which are not restricted to only gift cards, but all refund cases) will also be displayed with this transaction, payment, and refund amount data. See the Admin UI guide for where these audits are located.

- **Refund API Update:** The Auto Refund API can now account for return processing and shipping/handling fees when calculating the refund amount. This API now supports fields for the line item ID, return processing fee, and a Boolean flag indicating whether or not to include the S&H fee in the return. These options can also be set when initiating a refund in the Admin UI. This will support an update in an upcoming release that will allow KCCP to track these values and better communicate refund amounts to Order Admin UI users.

- **Backorder Release Update:** Backorders void and re-auth credit card payments upon release, but previously they would be sent to Customer Care when there were no payments to re-auth. For instance, payments made through store credit or PayPal are fully captured upon order placement and cannot be re-authed later. In these cases where payment has already been fully processed and does not need to be authorized and captured again, the backorder will now be successfully released for fulfillment without going to Customer Care first.

Order Management Functionality

- **Expected Delivery Date Update:** A shipment's Expected Delivery Date is now displayed in both the Order Preparation step for BOPIS/Curbside shipments and the Delivery Preparation step (in addition to the fulfillment type and delivery notes) for Delivery shipments in the Fulfiller UI. By default, calendar icons to change this date are always displayed but can be hidden by toggling off the displayExpectedDeliveryCalendarIcon setting in the customization theme.

- **Import Order Part Numbers/SKUs:** If an item is not found in inventory records when importing STH orders via the Create Order API, then KCCP will set its Product Number and SKU as the values that were passed in with the Import Order API call. Previously, the Product Number and SKU would not be populated if inventory wasn't found even if those values were provided in the import call. See the API documentation here.

eCommerce Functionality

- **CyberSource Apple Pay Support:** The CyberSource Decision Manager app now supports Apple Pay. When configuring the Decision Manager application, there is now an additional check box for Apple Pay that will enable the app to process fraud checking for payments

made through with Apple Pay.

- **Item Sold Out Notice:** If a customer puts items in a cart and then the items are sold out before they complete the checkout process, they will now receive an error informing them that the item is out of stock. Previously, no error was provided – the item would simply be removed from the checkout.

Bug Fixes

The following list summarizes resolved issues for this release.

Status	Resolution
Targeted for Production Tenants	In Version 1.2132, a quick fix was implemented to display more than 25 stores when selecting a fulfillment location while creating an order from the Admin UI. This fix has been enhanced as a long-term solution, in which proper pagination has been added to the dropdown location menu.
Targeted for Production Tenants	The currency code was not displayed in the Credits transaction log when the payment type was PayPal (PayPalExpress2). This has been fixed so that the Tlogs always display the proper currency code for payments.
Targeted for Production Tenants	Passing product dimensions into the Product API using the metric system resulted in an error response stating that only imperial was allowed. This API has been updated to allow for metric units of length, weight, and volume.
Targeted for Production Tenants	When issuing a refund in the Admin UI, any overridden price or product duty amounts added to an order item via API were not factored into the refund amount. This has been corrected so that the refunds are appropriate calculated.
Targeted for Production Tenants	Item options were not being displayed in pick sheets, as they were missing from the pick wave content model and thus not available in the theme. These values are now able to be successfully plugged into pick wave documents.

Status	Resolution
Targeted for Production Tenants	To follow up on a 1.2132 fix for courier labels, shipping labels that were missing order and shipment ID information for a particular implementation have now been fixed. This data will now be populated again on affected shipping labels.
Targeted for Production Tenants	Adding an expression to boost InStock products resulted in a 500 error when using the storefront search and Product Search API. This has been corrected so that available products can be boosted and searched successfully.
Targeted for Production Sandboxes	A particular configuration experienced their payment settings being reset on occasion, due to site settings reverting to the sandbox version when a database error was encountered. The error fallback options have been updated so that these settings will not be unnecessarily reset.
Targeted for Production Sandboxes	The date filter was not working in the action logs of the Dev Center, only showing logs for the current date. This has been fixed so that action logs can be successfully filtered based on the selected date.
Targeted for Production Sandboxes	An error was occasionally encountered when building category structures, due to a disabled parent category existing in the hierarchy with an active child category. The validation logic for categories has been updated to prevent this scenario in the future, as disabling a parent category should also disable its associated children.
Targeted for Production Sandboxes	When the ProductSearch Suggest API was queried for a specific category, some product code results that were returned did not belong to that category. This has been corrected so that specifying categories will successfully filter the search results to only products that exist within those categories.

Status	Resolution
Targeted for Production Sandboxes	Transaction logs were failing to properly report all cancel and return cases after the parent order had already been included in a previous report – for example, if an order had two shipments and only the first shipment was fulfilled when a Tlog was generated, then the next Tlog would not include the order information again even if the second shipment was fulfilled in the meantime. This has been fixed so that these Tlogs will include all applicable cases even if a previous event had already been reported for that order.
Targeted for Production Sandboxes	The Pickup Ready email for BOPIS orders was sent to the email of the customer that was billed for the order instead of the fulfillment contact (the person picking up the order) that was designated during checkout. This has been corrected so that these email notifications are delivered only to the pickup contact.
Targeted for Production Sandboxes	The PayPal order processing setting of "AuthAndCaptureOnOrderPlacement" was not being honored, as orders were only placed into the Authorized state instead of being captured. This has been corrected so that orders are marked as Paid upon order creation under this setting.