

# July 13, 2021 — 1.2126 Service Update

## Production Tenant Features

### eCommerce Functionality

- **Preparation & Delivery:** Merchants can now offer preparation and/or delivery services, which shoppers select when adding items to their cart and placing the order. Delivery is a new shipment type in which fulfillers personally deliver a product from the store to the customer, while preparation includes any additional tasks to ready the product such as assembly or warranty. These options, which are handled as “service items,” must be configured in the product catalog and enabled at the location level (in the case of delivery) before they are available to shoppers. See the [documentation for more information](#).
- **Refund Ranking:** As with existing payment rankings for capture, you can now use site settings to specify the preferred order in which payment should be refunded. When creating a refund, the system will set default payment amounts based on the rankings starting from the one given highest priority. This is supported for both the one-click Initiate Refund and the manual Issue Refund options in the Order Admin. Auto crediting will also refer to refund ranking when it determines which payment methods to credit. If no refund ranking is set, then refunds and credit will be processed in the reverse order of payment ranking. If a payment type is not specified, then it will be processed last. For more information about rankings, see the [Payment Settings guide](#).
- **Multiship with Auto Capture:** Automatic payment capture is now supported alongside multiship. When both of these features are enabled, then the auto capture will check all of the child orders on a multiship order to determine the total amount that needs to be captured, check all sibling orders to determine the total amount to reauthorize, and update the payment status on all child orders. In the event of a cancellation, the auto process will also determine the amount to be credited across all sibling orders. See the [Auto Capture](#) and [Multiship](#) documentation for more information.
- **Updated Gift Card Email:** When resending digital gift card emails from the Order Admin UI, the email template will now always retrieve the current gift card message from the API. This means that if a CSR changes the message and resends the email, then the email will reflect their update instead of displaying the old version. The card number and other data in the email will not change.

### Order Management & Translated API Functionality

- **Transfer Shipment Updates:** A couple of enhancements have been made to the transfer

shipment process. When viewing the list of pickup locations in the Order Admin to assign a transfer, the location options are offered based on inventory availability so that only correct pickup locations can be selected. Backorder shipments will now be created if there is excess quantity requested than available for transfer and pickup (if backordering is enabled, otherwise an error will be returned). Additionally, shoppers are able to add pickup items to their cart if inventory is available at pickup stores OR transfer locations, as transfer locations could supply the product to the pickup store even if the store is already out of stock. However, there is no core theme update to calculate this in the storefront. It will require custom code to make two API calls: one for inventory at the pickup location and one for aggregate inventory across transfer locations.

- **Item Identifiers in TLogs:** Item identifiers (such as physical gift card numbers and PINs that fulfillers record during fulfillment) are now displayed in the sales, returns, credits, and cancels transactional logs. When identifiers exist for an order item, new “unit” fields in the item element will report the name and value of the identifier such as . There will be a separate unit field for each identifier on that item. For more information about transactional logs, refer to the [documentation](#).
- **Exclude Future Assignment Toggle:** The “Exclude Future Assignment” button that is displayed in steps of the Fulfiller UI such as Validate Stock can now be hidden from users who are not administrators or managers. The localization file within the theme now has a tenant setting for “isAllowExcludeLocation” that can be set to true or false to toggle the button. If toggled off, another setting will confirm whether to display the button for admins and managers or hide the button for all users. This prevents employees without higher access level from selecting that option. It is toggled on for all users by default.
- **Historical Order Import Updates:** Several improvements have been made to the historical order import process that copies orders from the previous version of Order Management to KCCP. An *isHistoricalImport* flag has now been added to the order data and a Site ID is now required. This process will also update the customer’s lifetime value in KCCP and use a separate queue to process these imports than the live KCCP orders. Note that historical orders’ status must be Completed or Cancelled and will result in an error otherwise. No fulfillment or shipment creation is done to these imported orders.
- **Translated Gift Card Items:** The Create Order API fields for a gift card recipient’s name, email address, and gift card message are now mapped to be supported by the translated APIs. Sending a Create Order request through the API translation layer with a request based on the previous version of OMS will convert the data and create a new order in KCCP with a digital gift card as an order item. See the [API documentation](#) for more information about translated APIs.

- **Translated Routing Candidates:** The POST request to retrieve order routing location candidates at `.../api/v1/routing/candidates` is now supported by the translation layer between KCCP and the previous version of OMS, allowing upgraded clients who are using translated APIs to continue making their existing requests to this API. See the [API documentation](#) for more information about translated APIs.

## B2B Functionality

- **Sales Representative Behaviors:** The B2B Sales Representative role has been updated with additional behaviors to manage their B2B accounts. Previously, they did not have authorization to enable purchase orders, add customers or segments, add/update/delete users of B2B accounts, and perform other expected actions. This role now has an updated list of permissions and is able to manage B2B account users and customer segments, create and update purchase orders, manage pricelists, etc. See the [B2B](#) and [User Roles](#) documentation for more information.
- **Account Upgrades:** B2B APIs now better support the process of upgrading to KCCP from a previous version of Kibo eCommerce, allowing existing B2B accounts to be more easily upgraded without breaking due to missing approval statuses that are required in KCCP but may not exist in older instances. See the [B2B documentation](#) for more information.

## Production Sandbox Features

### Order Management & eCommerce Functionality

- **Get Inventory Bins Update:** The `searchTerm` parameter has now been made optional in the Get Inventory Bins API at `... /v1/bin/` where previously it was required. This change allows a user to retrieve a list of all bins within a `locationCode` without filtering by bin names. The `locationCode` is still required to be appended to the endpoint as the filter `?locationCode={locationCode}`. See the API documentation here.
- **Item Details in Admin:** The SKU, Part Number, and product image are now displayed at the item level when viewing order or return details in the Admin UI. The SKU, Part Number, Code, and product image are also displayed at the item level of the shipment details tab when viewing an order or creating a new shipment. If any of these values are not applicable to the item, then the label will not be displayed. See the user guides for more information about the [Order Admin](#) and [Returns](#) in general.
- **Historical Order UI Updates:** In addition to other recent updates to the historical order import process, the Order Admin UI has also been updated to better display these orders. These imported orders are displayed in the Order Admin in a read-only state, allowing order

details to be viewed without having any edit capabilities (including placing returns or performing payment actions).

- **Site Builder Updates:** Improvements have been made to the Site Builder behavior when editing email information. The Save button is now only enabled if changes have been made to the name, email, or gift card message. In this case, the Resend Email is disabled and will not be available until the changes have been saved. If no changes have been made, then the Save button is disabled while Resend Email is enabled.
- **Sandbox Provisioning:** Kibo Composable Commerce Platform admin users are now able to provision new sandboxes from the Dev Center. This self-service allows users to create a new tenant and select a sandbox type depending on the options their implementation supports (i.e. eComm Only, eComm + OMS, OMS Only, or Curbside Only). Classic eCommerce users are also able to provision their own sandboxes, but the only type available to them will be Classic. See the [Dev Center documentation](#) for more information.

## Search Functionality

- **Preview Search Campaigns:** Previewing a Search campaign is now supported for all Search types – site search, product suggest, and listings. While the site search and product suggest prompt you to enter a search term before previewing, listings are previewed by category instead. When creating a new campaign and depending on the type of Search, enter the search term or select the category and then click Preview to test the search results. The results include an information pop-up for each item that will display factors such as relevancy and the total score to help you with further edits. See the Campaign user guide for more information.
- **Search Redirects Update:** The KCCP navigation menu has been updated to replace “Redirects” with “Search Redirects” in the list of pages at Main > Marketing.

## Fulfiller Functionality

- **Validate Stock Defaults:** Previously, the Fulfiller UI defaulted to 0 during the Validate Stock step which required fulfiller users to always input the available stock amount. Now, the Validate Stock values will default to the quantity requested in the shipment – as long as the user is not using a scanner. If a scanner is being used, then the stock amount will still default to 0. A custom theme can be used to set a third option – setting the default as the inventory amount at that location. See the [FFUI guide](#) for more information about this UI in general.
- **Item Identifiers in Transfers:** As with other shipments, item identifiers can now also be provided by fulfillers at the Validate Stock step for transfer shipments. This allows fulfiller users at the location that’s supplying the transfer to set the identifier values for that item.

See the [FFUI guide](#) for more information about item identifiers and the FFUI in general.

- **Shipment & Gift Card Events:** The event payload of the Fulfillment APIs now includes more shipment data and filters this information for shipment items with target gift cards. If there is a shipment with multiple items and each item has multiple gift cards, then the event will publish a shipment with one item and a single gift card that the email needs to be triggered for. This allows eCommerce gift card emails (which are triggered by these events) to include shipment information from the Order Management side of the Kibo Composable Commerce Platform.
- **Fulfiller Dashboard Defaults:** Theme customization for the Fulfiller UI now supports defining a default tab for the dashboard to determine which shipment listings are displayed first when the page is opened. In the theme language files, the “SHARED.TENANTSETTINGS.defaultDashboardTab” setting can be set to a particular shipment type in order to set that shipment type’s tab as the default. For instance, setting “defaultDashboardTab” : “BOPIS” would result in BOPIS shipments being displayed upon opening the dashboard. This allows the Late Shipment tab, which is the out-of-the-box default, to be removed from the UI with the following code: `.alert-tab-Late { display:none; }`

## Bug Fixes

The following list summarizes resolved issues for this release.

Status	Resolution
Targeted for Production Tenants	Custom data lists based on alphanumeric location codes were unable to be saved in order routing when the data content was configured in the user interface, but the list was successfully saved when the content was uploaded via csv import. This has been fixed so that custom data lists can be created and updated by the order routing user without requiring csv import.
Targeted for Production Tenants	Submitting a multiship that is paid for with store credit resulted in the child orders being created in Pending status instead of Accepted. Attempting to finish submitting the child orders resulted in an error message about a missing email address. Validation has now been improved to better support multiship so that the child orders are successfully created and generate shipments for fulfillment.

Status	Resolution
Targeted for Production Tenants	The tenant switcher in the top navigation bar incorrectly directed dev tenant users to sandboxes instead of production, and vice versa when in the user was in a production tenant. This has been fixed so that users are taken to the correct sandbox or production tenant that they selected.
Targeted for Production Sandboxes	Payments were unable to be voided in the production environment of a particular implementation, making it difficult to cancel orders in the expected process. Attempting to void a payment first resulted in an error indicating that the transaction could not be found in the Worldpay gateway. This has been updated so that the void process is compatible with Worldpay and orders can be canceled.
Targeted for Production Sandboxes	Some active orders did not display any shipments in the shipment details tab of the Order Admin view, even though shipments existed for the order in the API and FFUI. This was due to a missing shipment workflow state in the order data. Updated error handling has been added to the Order Admin so that it can still display shipment information even if that data is unexpectedly missing.
Targeted for Production Sandboxes	Image Groups were not being returned in the Product Storefront API response, though calls made through the Product Admin API did include image groups. This caused issues with displaying images on product detail pages, but has now been fixed so that the Storefront API retrieves all product images.
Targeted for Production Sandboxes	When placing an order with multiship to split an item's quantity between two locations, the user was redirected to the cart page instead of progressing to checkout. An error was displayed saying that "an item with the same key has already been added." This has been corrected so that a shopper can successfully place an order with shipping to multiple addresses.

<b>Status</b>	<b>Resolution</b>
Targeted for Production Sandboxes	The reason code for appeasements was not being populated in the Credits transactional log, as the field (return_notes) was displayed as an empty string instead. This TLog has been updated to properly record reason codes.
Targeted for Production Sandboxes	The Pickup Ready email was being generated for Ship to Home orders after performing pick waves, even though pickup does not apply to STH. This has been fixed so that closing a pick wave does not trigger a Pickup Ready email for all orders included in the pick wave.
Targeted for Production Sandboxes	The ability to preview campaign boosts with and without search terms association was temporarily unavailable. This has been fixed so that the search bar and preview option is displayed for the site search and product suggest.