# November 5, 2020 — 1.2043 Service Update

## Production Tenant Features

### Search Functionality

- **Search Schema Editor, Search Settings UIs, and APIs:** Kibo Search is receiving user interface features and capabilities that were previously only made available through the use of the Search API. Now, clients can perform search administration tasks directly in the user interface or via new, enhanced APIs. With the schema editor, manage searchable fields and assign analyzers (field types) for each field. Through the search settings, manage the configurations for site search, product suggestions, category suggestions, and listings.For the site search, the user can enable personalized search and slicing, as well as manage field weights, phrase slop, global boosting, and minimum matching. For product suggestions, the user can enable personalized search and slicing, as well as manage field weights, return fields, and global boosting. For category suggestions, the user can enable personalized search and manage field weights and return fields. For listings, the user can enable personalized search.

### eCommerce Functionality

- **Order Discount Minimum Setting:** To support the recent changes in Version 1.2039 to the order minimum discounts, a "usePostDiscountedOrderValue" option has been added to the Discount Settings page to enable this new functionality, where previously it required the Kibo team to enable the setting via API call. See the description of this feature above.
- **Pricelists API Performance Enhancements:** Performance enhancements have been made to the Pricelists API in the ProductAdmin, after database failures caused issues with loading large amounts of data. These enhancements should reduce the amount of errors and improve the response time of these APIs and related automation processes going forward.
- **Shipment Numbers in Auto Capture:** The record of auto capture instances now includes the specific shipment number that the capture was performed on alongside the payment information, allowing better reporting of funds and shipments.

### Order Management Functionality

- **Fulfiller Error Message Enhancement:** The error alert previously displayed when a shipping label was unable to be created due to a mistake with the shipping information (such as weight or dimensions that were out of scope, or another such restriction) did not include any details about the problem. This alert has been enhanced to provide a more detailed error message, telling the user what should be fixed in the shipment data.
- **Express Shipments Table:** A new Express Shipments tab has been added to the shipments table on the homepage of the Fulfiller UI. This addition allows express orders to be quickly identified and accessed by fulfiller

users. Previously, there was no way to identify express shipments without advancing a shipment into Shipment Integration and viewing the shipment method. This update allows these orders to be more easily fulfilled before standard orders as expected.

- **Customer Information Enhancement:** Improvements have been made to the Customer Information section of the fulfiller interface when viewing shipment data. Now, the customer's email address is displayed under their contact name and their postal code is displayed under their billing and shipping address sections.
- **Bulk Cancel Shipments API:** A Bulk Cancel Shipments API has been created that will cancel all active shipments (in the statuses READY, BACKORDER, and CUSTOMER_CARE), of an order identified in the endpoint via a PUT call made to …/shipments/order/{orderId}/canceled?notifyShopper={boolean}. The notifyShopper parameter specifies whether to publish shopper notification events, and defaults to true if not set.

## Other KCCP Functionality

- **Customer API Performance Enhancements:** Performance enhancements have been made to the Customer API, allowing GET calls to retrieve accounts to have a better response time and fewer timeouts.
- **Time Zone Data Update:** The list of time zones support by KCCP in the platform reference data has been updated and now properly denotes which time zones support daylight savings time. This does not effect any current functionality.

# Production Sandbox Features

## Search Functionality

- **Restored Fields in Search Response:** Certain fields have been added to the returnFields array of the productSuggestSettings API, allowing this data to be returned when using the Suggest (type ahead search) functionality in the storefront. These return fields are categories, productTypeId, and productCode. These fields were previously returned with the previous version of search, but were removed during the Solr 8 upgrade and now added back in for clients who referenced that data in their implementation.

## Order Management Functionality

- **Digital Products:** A "digital" shipment type and fulfillment method is now supported, allowing for products like ebooks to be placed in orders and fulfilled. When products are passed in as a digital product, they are placed into a digital shipment that follows a BPM with only one step, Mark As Fulfilled, since there is no location assignment or picking to be done. KCCP will attempt to automatically fulfill this shipment upon creation and send an email to the customer with the information to access their item (such as a card number or download link). If fulfillment fails, a fulfiller can manually mark it as fulfilled to trigger the email or the shipment can be sent to customer care and be cancelled.
- **Manually Reset Fulfiller Password:** Store managers can now reset users' passwords in the FFUI. This is useful in

cases where a fulfiller user account may not have an email address (which is allowed as long as the user is unique) for the password reset link to be sent to. When the manager clicks Reset Password while editing a user account, a dialog box appears that allows them to enter a new password for the user.

- **Set Fulfillment Location on Creation:** An STH item's fulfillment location can now be specified manually in the Create Order call, rather than sending the order through automatic assignment. This is useful for cases where there is a known preferred fulfillment location, or when more detailed pricing is dependent on a particular location. If the selected fulfillment location later rejects the shipment, then it will be reassigned through order routing. To specify a fulfillment location, supply a fulfillmentLocationCode value such as "fulfillmentLocationCode": "location1" in the items data block of the Create Order API.

- **BOPIS Assignment Enhancements:** Enhancements have been made to the BOPIS order assignment process to better check available inventory levels and make sure that orders are not assigned to locations that cannot fulfill them. Usually, if all or partial quantity of an item is unavailable then the missing quantity is placed into backorder if backorders are enabled, otherwise it is placed into customer care or canceled depending on the Action on BOPIS Reject site setting. If no items in the order are available upon order creation, then the order is sent to customer care rather than being assigned to the pickup location.

- **Hide Shipment Types via CSS:** Certain shipment types can be hidden on the dashboard, so that a certain tab of shipments are not displayed in the FFUI. This can now be done via adjustments to CSS in the site theme to block the display of elements (display: none) based on classes given to these tabs per shipment type (e.g. .ui-tabview .ui-tabview-nav li.alert-tab-Ship-To-Home for the homepage tables and .nav-shipments-BOPIS_Curbside for the expandable navigation menu). For more details and assistance with customizing the FFUI, contact the Kibo team.

- **Order Routing UI Update:** As part of additional upcoming changes to the Order Routing UI, the Environments page of the OR UI has now been renamed to Routing Strategies. This better reflects the purpose of this page to manage routing rule strategies and holiday variances.

# Bug Fixes

The following list summarizes resolved issues for this release.

| Status | Resolution |
| --- | --- |
| Targeted for Production Tenants | PayPal Express orders were unable to be created for a particular configuration due to errors with the payment type during OMS import. Corrections to the import process have been made to prevent these errors and allow these orders to be properly created. |

| Status | Resolution |
|---|---|
| Targeted for Production Tenants | Buy Online Pickup In Store orders were showing the incorrect shipping address in the fulfiller interface – it was being displayed as the customer's billing address instead of the store address as expected. This has been fixed so that the proper fulfillment location is displayed along with other appropriate pickup contact information. |
| Targeted for Production Tenants | USPS shipping labels were unable to be printed for recipients in Armed Forced Europe, due to a shipping API error. This has been corrected to allow these shipping labels to be generated properly. |
| Targeted for Production Tenants | When editing or creating a product from the Products page of the user interface, the page would jump around when options were selected instead of remaining on the current section. This only happened on the chrome browser, and has been fixed so that the page scroll position is not disturbed. |
| Targeted for Production Tenants | The order routing filter intended to match locations based on the state or province of the fulfilling location was not working, as state information was not tracked in the order routing location data. This has been fixed so that locations can be properly filtered by state or province. |
| Targeted for Production Tenants | Order routing filters did not work properly whenever they referenced the Pickup Location Code attribute, including displaying the expected location codes as internal IDs. This was due to the system saving IDs as codes. This has been corrected so that the proper codes are saved, displayed, and utilized in filters. |
| Targeted for Production Tenants | Fixes have been made to customer account GET calls that experienced timeouts, causing errors in the Admin UI when looking up customers after attempting to import an order. |
| Targeted for Production Tenants | The item identifier reported in Store Decline and Order Item Modification notifications was incorrect. This has been fixed to reference the proper ID value |
| Targeted for Production Tenants | Previously, the fulfillment limit configuration in order routing that sets how many orders a fulfiller may be assigned in a given time frame was not respected by the system. This has been corrected so that limits are enforced again, preventing them from being overwhelmed with orders. |

| Status | Resolution |
|---|---|
| Targeted for Production Sandboxes | UPCs were not properly validated when scanning items with Zebra scanners in the Fulfiller interface and the user had to click inside each line item's "In Stock" text box in order to scan – this has been updated so that scanning the item will automatically update that field if the UPC is valid. Additionally, line items with multiple quantities were previously marked as fully in stock when scanned – this has been changed so that the quantity is incremented by one for each scan, to more accurately reflect the actual number of items. |
| Targeted for Production Sandboxes | Notifications were not being sent properly after cancelling a shipment or item. This has been fixed so that the proper cancel notifications are sent. |
| Targeted for Production Sandboxes | The Product Return Received email template did not include store location details. The store name, address, city, province, and postal code fields have now been exposed to this template. |
| Targeted for Production Sandboxes | The Product Return Authorized email displayed incorrect return locations, as it instead referenced the default shipping location. This has been corrected so that if a customer service representative selects a different return location, it will be reflected in the email. |
| Targeted for Production Sandboxes | The CreateOrderFromCart API call did not carry over a cart item's tenantOverridePrice field, preventing the override from being performed. This has been corrected so that the API properly processes the given override price data. |