October 20, 2020 — 1.2041 Service Update

Production Tenant Features

eCommerce Functionality

- **Order Minimum Discount Enhancement:** A new discount setting, usePostDiscountedOrderValue, has been added that improves order-level discounts with minimum order total requirements. When this setting is enabled, order totals will be calculated based on the item totals after any item-level discounts have been applied. Previously, order totals were calculated based on the pre-discounted item totals, which meant that some orders were eligible for discounts with minimum order total requirements even if the actual order total was less than the minimum after item-level discounts were used.

  For example, under the previous behavior, if an order total was $40 and then reduced to $30 with item-level discounts then the order could still receive an order-level discount with a minimum total requirement of $40. With the new setting, this order would not be able to take advantage of the order-level discount because it does not fit the minimum requirement after the item-level discounts are factored in.

  This setting is disabled by default, so current functionality will not be affected unless enabled. Currently, this setting must be set through API. This means that administrators cannot change the setting themselves and must submit a request to Kibo. A button in the UI will be added with Version 1.2041, which will allow administrators to change this discount setting on their own.

- **Customer Shipment History:** The customer order history displayed on the storefront has been enhanced to add shipment details, with a complete list of order items displayed at the top of the history with shipments detailed below. This includes the fulfillment status, tracking information, ship-to address, pickup information, and carrier information for each shipment.

Order Management Functionality

- **Product Identifiers in FFUI:** The part number, SKU, and UPC product identifiers were previously listed in separate columns in the Fulfiller UI when viewing shipment details but have now been combined into one "Product Identifier" column. Any identifiers are listed in this column with a label specifying the type of ID they are, and additional types of identifiers can be used as long as they are provided in the shipment data.

- **Shipping Label Cancellation:** When a shipment is cancelled or has its tracking number removed, the system automatically calls the appropriate carrier's API to cancel the shipping label (including cancelling the label for manifests when using a carrier such as Canada Post). The label is removed from the shipment details upon this cancellation.

Monetate Integrations

- **Monetate Email Recommendations:** For clients integrated with Monetate in addition to KCCP, Monetate product recommendations can be embedded in any email that is sent by KCCP. This will display personalized product recommendations to the shopper when they view their email. With a fully set-up Monetate account, an HTML snippet can be provided that can then be copied into any email template.

Curbside Delivery Functionality

- **Curbside+OMS:** Curbside Delivery can now be integrated alongside Order Management implementations as an additional shipment type alongside STH, BOPIS, and Transfer shipments. These Curbside shipments follow the same process as BOPIS shipments, with the addition of all Curbside notifications for customers to communicate with the retailer about their delivery.
- **Curbside Order Cancellation:** When all shipments for a Curbside order are cancelled, the order is automatically canceled upon the last shipment. If an order only consists of a single shipment, then the order is automatically cancelled when that shipment is cancelled.
- **Curbside Partial Pickup Landing Page:** An additional landing page has been created for partial pickup cases. When a shipment is ready for partial pickup, this landing page can display more detailed information about the items that are not included in the pickup. This is formatted like the existing Curbside Partial Pickup Ready email template, and also accessible via a link in the Partial Curbside Ready SMS notification that prompts the user to review their order and its unavailable items.
- **Import Order Queue:** OMS and Curbside orders can now be queued for import, to better handle failures and retry attempts when order validation fails. With the new queue system, orders are more likely to validate properly and will be re-queued if unable to process so that they can be attempted again later.

Production Sandbox 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.

Bug Fixes

The following list summarizes resolved issues for this release.

Status	Resolution
Targeted for Production Tenants	When viewing a new or recently updated product in the Edit Product page of the UI, the default product image group displayed the expected images. However, the images were not displayed for groups such as color. This has been fixed so that image groups are properly shown.
Targeted for Production Tenants	The store hours listed for some fulfillment locations in the Location Admin view were not reflected in the front-end store details, which displayed incorrect open and close times. This has been corrected so that the hours are properly updated in the storefront when set in the Admin.

Status	Resolution
Targeted for Production Tenants	Adding a product with extras to an offline cart caused errors when Canada Post was selected as the carrier. This has been fixed so that product extras can be successfully included in orders with Canada Post.
Targeted for Production Tenants	Filtering customer data by updatedDate was not working, preventing customer data from being exported based on whether they were modified or created in the past 24 hours. This has been fixed so that the API calls and export functions can properly filter the customer data as needed.
Targeted for Production Tenants	Closing a pick wave did not automatically update the shipment status information of shipments included the pick wave. Now, shipments are appropriately advanced in their workflows after items are picked. BOPIS shipments are moved from the Accept Shipment state to the Ready for Pickup state upon finishing a pick wave. STH shipments are moved from Accept Shipment to Prepare for Shipment.
Targeted for Production Tenants	Filtering customer data by updatedDate was not working, preventing customer data from being exported based on whether they were modified or created in the past 24 hours. This has been fixed so that the API calls and export functions can properly filter the customer data as needed.
Targeted for Production Tenants	User accounts were unable to be searched by username in the fulfiller interface, preventing edits from being made to the accounts. This has been fixed so that user accounts can be properly searched and retrieved.
Targeted for Production Tenants	The user display name was not being displayed in the shipment history log of the fulfiller interface. This has been corrected so that the user who performed an action on the shipment is clearly noted in each entry of the log.

Status	Resolution
Targeted for Production Tenants	Curbside customer surveys experienced errors and were unable to be saved due to how the data was processed with certain characters. This has been corrected so that surveys can be successfully saved.
Targeted for Production Sandboxes	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.
Targeted for Production Sandboxes	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 Sandboxes	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 Sandboxes	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.