

# December 15, 2020 — 1.2049 Service Update

## Note

- **SOLR Search Upgrade:** Kibo Search is being upgraded from SOLR 5 to SOLR 8. Elements of this upgrade are going into both production tenants and sandboxes in this release, and will improve search functionality.

## Production Tenant Features

### Order Management and Fulfillment Functionality

- **Curbside Vehicle Enhancement:** The vehicle information provided by the customer for Curbside Delivery is now displayed better in the Fulfiller Interface as part of the shipment information in the Provide to Customer fulfillment step. Headers are now included to better call out the information for store associates, where previously the customer's text was displayed inline.
- **Advanced Fulfiller Search:** The Advanced Search filters from the Order Admin UI have been added to the Fulfiller UI, allowing fulfiller users to perform detailed and specific searches using the advanced options from the Admin UI. This includes the ability to search by a specific Shipment Status, such as "CANCELLED" or "BACKORDER."
- **Return & Restock Locations:** Customer service representatives can now identify a return location while initiating returns in the Order Admin UI. The return label will be generated with the selected return location on it. If a default return address is set in the site settings, then the selector will default to that location but will allow the CSR to change to another location. Additionally, the CSR can select a restock location during the Receive Package step of processing a return. This will restock, or update, the inventory levels at that location (though only locations that support inventory management can be selected). The CSR can specify different return locations for quantities within one line item, such as if 5 of the product were returned to one location and 5 to another location.
- **Order Routing Action Enhancement:** Improvements have been made to Order Routing failover actions, particularly to account for BOPIS scenarios. Previously, failover actions did not take into account all of the filter criteria on items. Thus, there was no way to handle single items in an order that were supposed to be non-transferable between locations even if out of stock (such as large BOPIS items), and routing actions were taken even if they

conflicted with those filters. Now, the failover actions are more consistent with filters and are only performed if they match the filter criteria. If there is a conflict, order routing will move to the next location group and attempt to assign the order there without initiating a transfer.

## Production Sandbox Features

### eCommerce Functionality

- **Acknowledge Credit Error:** An option to “Acknowledge Error” can now be selected in the payments view of an order in the Order Admin UI when an error occurs on a credit. Selecting this option will allow the administrator or customer service representative to confirm the issue and forcibly remove the credit from the errored state. This will move the credit to “AcknowledgedError” status instead.

### Order Admin and Fulfiller Functionality

- **Pick Wave Departments:** The Pick Wave view of the Fulfiller Interface can now display a “Department” column that references custom data (shipment.item.data.department) that displays the department that each item belongs to. This is not automatically applied to all tenants, as it was a client customization request – however, it can be enabled on any tenants that wish to have it and use the appropriate custom data.
- **Print Transfer Pickup Slip:** The Receive Transfer screen of the Fulfiller interface, during the transfer shipment process for customer pickup, now includes a “Print Pick Sheet” button that allows the pickup slip to be printed and attached to the product. This sheet can then be provided to the customer along with their transferred items as is usual with non-transfer orders.
- **Focused Transfer Locations:** If a fulfiller user has “All Stores” selected as their location in the FFUI and steps into a transfer, they have previously been presented with a store selector that they must choose a location from in order to continue fulfillment. This has been changed so that when they step into a transfer shipment, they are automatically set to that transfer’s location (if they have the appropriate permissions for that location). If they do not have appropriate permission, they will not be able to modify the transfer shipment.
- **Fulfiller Search Errors:** The quick search and advanced search tool in the Fulfiller Interface experienced some circular dependency issues as well as other errors. These have been corrected to improve search functionality and make them more responsive.

### Curbside Delivery Functionality

- **Curbside Enhancements:** Curbside Delivery notifications and landing pages have received

minor updates to correct typos, improve verbiage, and make some adjustments to formatting to better display on mobile devices.

- **Curbside SMS STOP:** Curbside SMS notifications to customers now include a code that the customer can reply with to stop receiving SMS messages, such as “Reply 11111 to opt out.” If the customer sends this code, they will receive a notification that they have successfully opt out and then they will not receive any further fulfillment SMS notifications.

## Bug Fixes

The following list summarizes resolved issues for this release.

| Status                             | Resolution  |
|------------------------------------|---|
| Targeted for Production<br>Tenants | Inherited category facets were unable to be reordered by manual ranking in the Site Builder, as the facets automatically returned to their previous position. This has been fixed so that the facets can be properly managed by manual ordering.  |
| Targeted for Production<br>Tenants | Several bugs affected guest checkout and creating new user accounts during checkout for the eCommerce front end, blocking new customer accounts from being created and causing errors for guest shoppers. Fixes have been implemented to improve this process and allow new shopper accounts to be successfully created on order placement. |
| Targeted for Production<br>Tenants | Legacy eCommerce orders could not be queried for their tracking numbers after they were imported into KCCP. This has been corrected so that tracking numbers can be properly retrieved for these legacy orders.   |
| Targeted for Production<br>Tenants | Pick waves were slow to be closed, causing a long wait time for the Fulfiller Interface user. Enhancements have been done to speed up this closure process.   |

| <b>Status</b>                     | <b>Resolution</b>  |
|-----------------------------------|--|
| Targeted for Production Tenants   | Some errored orders were created and placed into the Validated order status despite returning an error message claiming that the action had failed. This was related to inventory services being down and failing to generate shipments for the order. This has been corrected so that these scenarios are handled properly, and valid orders can still have shipments generated if inventory is temporarily down. |
| Targeted for Production Sandboxes | Shipping, duty, and handling fees were not calculated correctly after orders were imported to KCCP order management from a non-Kibo storefront. These calculations have been fixed so that they properly reflect the fees that should be applied to the order.   |
| Targeted for Production Sandboxes | Ready Shipment notifications were being sent for canceled shipments due to message metadata that still listed the READY status. This has been fixed so that once a shipment is cancelled, the data is updated and a ready notification is not triggered.   |
| Targeted for Production Sandboxes | Purolator tracking numbers were not displayed as clickable links in Shipment Confirm emails. The email template and fulfillment data have been updated to ensure that Purolator tracking numbers are clickable in these customer emails.   |