

October 3, 2023 — 1.2338 Service Update

Announcement: Order Routing API Migration

Kibo will begin migrating Order Routing APIs to use the real-time inventory version of the Get Inventory call for clients beginning October 3, 2023. This update is seamless and does not require any action from you. Please contact if you have any questions.

Production Tenant Features

Catalog

- **Selectable Variant Codes:** The variant product codes displayed in the [product configurations](#) (under the Edit Variants table) are now selectable, making it easier for the user to copy the text in order to paste it elsewhere as needed.

Commerce

- **USPS Ground Advantage:** USPS has deprecated its Ground and First Class shipping methods, replacing them with a new [Ground Advantage method](#). To support this change, Kibo is discontinuing the deprecated methods and replacing them with Ground Advantage. If your implementation was using any deprecated methods, you should update the shipping method configuration in [those location group configurations](#) and select the new "Ground Advantage" option.

Inventory

- **GraphQL Support for OMS-Only:** Order Management Only implementations have now been enabled to use GraphQL queries with the real-time inventory service, which can be externally called and are optional to use as best fits your business needs. Refer to the [Real-Time Inventory Service guide](#) or more information about this feature, and the [Real-Time Inventory Service API documentation](#) for more details about GraphQL calls. Please contact if you have any questions or are not enabled yet.

Search

- **Sort Merchandizing Rules:** You can now sort merchandizing rules by their start/end dates, name, status, code, or last modified date by clicking the column header of the table on the [Merchandizing Rules](#) page.

Subscriptions

- **Display All Customer Subscriptions:** The [Subscriptions section of customer details](#) will now display the entire list of a customer's subscriptions across all sites on the tenant.
- **Subscription Actions Update:** Actions that were previously blocked by a subscription's Errored status [are now available](#), allowing you to update the next order only, next order date, frequency, shipping and payment details, coupons, line items and their quantities, attributes, and perform other adjustments in addition to skipping the next order or cancelling the subscription entirely. The only actions still not supported for Errored or Failed subscriptions are Pause and Order Partial Items Now.

Sandbox Bug Fixes

Service	Resolution
Fulfillment	Some users were intermittently unable to process transfer shipments in the Fulfiller UI, as they would be redirected back to the dashboard instead. This was due to a caching problem in which fulfillment calls did not always return the required fulfillment settings. This has been corrected so that the expected data will be passed and transfers will be fulfillable.
Fulfillment	The "Order Read" role behavior was not allowing some users to view order details as expected, as the system was checking for the Order Ship behavior instead. This has been fixed so that Order Read will now allow the user to view order details as intended.
Search	The number of products displayed on a merchandizing rule's details page did not match the actual number of products. This has been fixed so that all available products are displayed as expected.
Subscriptions	If subscriptions were enabled on one master catalog but not another, then attempting to create a discount on the non-subscription catalog would result in an error message. This error indicated that a subscription frequency was not found. This has been fixed so that subscription calls are not made when creating discounts for catalogs where subscriptions are not enabled.

Production Sandbox Features

Commerce

- **Customer Contact Limit:** There is now a maximum limit of 20 contacts per [B2C customer](#)

[account](#). If a new contact is added when the limit has been reached, then the oldest contact that is not set as the primary billing or shipping address will be deleted and replaced by the new contact. For [B2B](#), accounts with more than 20 users will allow more contacts to be created but any new non-primary contacts will replace the oldest non-primary contact. For example, if there are 21 primary contacts in a B2C account then you will be able to add a 22nd non-primary contact. But if you then add a 23rd contact, that 22nd contact will be deleted assuming it is still the oldest non-primary contact. This feature was released to sandbox with Version 1.2336, but is remaining in sandbox for an extended period and will go out to production tenants on October 17 with 1.2338.

- **Custom Flat Rate Shipping:** You can now use a site setting (Retain Flat Rate Per Order) to enforce always charging customers the entire flat rate fee for orders from particular carriers. This means that if one shipment is cancelled then the fee is redistributed to another Active shipment, and if a reprice occurs on one shipment then the flat rate shipping will not be affected. For more details, see the [Create a Custom Rate section of the Shipping Carrier documentation](#).
- **eCommerce Backorder Release:** The backorder release job previously only ran for eCommerce+OMS and OMS-Only implementations, and was not supported on eCommerce-Only tenants. This prevented BOPIS backorders from being automatically released to their known pickup locations, as well as release of orders assigned to the single STH location allowed for these tenants. This process has now been updated so that this backorder release job can be run for these eCommerce-Only cases.
- **Synchronous Auth and Capture:** When a credit card or third-party payment type is set to [Auth and Capture on Order Placement](#), the auth and capture process will now be performed synchronously. This means that the customer will be immediately notified of a payment issue for them to address and the order will not be submitted. Previously, the order would be submitted even with incorrect payment information which caused order confirmation emails to be erroneously sent and required customer service representatives to contact the customer.

Inventory

- **RIS Get Inventory Endpoint:** The Get Inventory API should now be called via the endpoint `/api/commerce/realtime-inventory/v5/inventory`. This is the same POST request as the standard version of the API and returns all fields previously supported. It also returns additional fields for accurate fulfillment date features.
- **Future Inventory in the UI:** You can now view future inventory levels in the Inventory UI when that information exists for an inventory item and a future date is selected. Once the

date is chosen, inventory records will become expandable. Expanding a record will display a table breaking down the Total, Available, and Allocated inventory levels and a link that opens a pop-up with a list of all future inventory that is expected up to that date. This is supported for both non-segmented inventory and inventory segmented by tags. See the [Future Inventory documentation](#) for more details and a walkthrough of this UI.

Search

- **Vector Search:** Rather than matching words to a query, this new search method uses machine learning to associate documents with vectors (a series of numbers) and then the search query checks those vectors to find the most similar results. This provides the benefit of retrieving results based on the meaning of the search query, rather than simply matching words or phrases. This feature must be turned on via your tenant attributes, so contact if you are interested in using Vector Search. For more details, refer to the [Vector Search guide](#).

Subscriptions

- **Error Message and Retry Button:** As a follow-up to the subscription action update in the previous release, an error message will now be displayed in a banner at the top of the subscription details [when viewing an Errored subscription](#). This message will indicate the reason for the subscription's error. Additionally, a Retry button is now available on Failed and Errored subscriptions that allows you to quickly re-attempt creating a continuity order from the subscription. If the order creation is successful, then the subscription will be changed back to the Active state.

Sandbox Bug Fixes

Service	Resolution
Applications	A particular implementation was unable to create a new application version for the ShipStation application, as attempting to do so resulted in a validation error. This has been corrected so that new versions of this application are able to be successfully created.
Commerce	The Update Inventory API was returning Forbidden errors when attempting to perform a restock return via direct API call, meaning that this behavior was only functional when done through the Admin UI. Support for direct API calls has been added, allowing restock returns to be made via these calls and inventory updated appropriately.

Service	Resolution
Content	<p>For clients using the eCommerce Content Editor (AKA Site Builder), the Edit Image widget resulted in an error message if the user clicked Select Existing. Then, the Edit Image window would appear blank if clicked again. This has been fixed so that these windows load properly and allow the user to edit the image and navigate back and forth as expected.</p>
Fulfillment	<p>A particular implementation's <code>serialNumber</code> value was not being passed from a BOPIS transfer shipment to its parent shipment as expected. This has been corrected so that the associated serial number is populated on the parent shipment being picked up.</p>
Other	<p>Complexity and length requirements were not being enforced for a particular implementation's login page, as the system accepted setting a password that was not the appropriate length. This has been checked to ensure that passwords must have a minimum of eight characters with one number, one uppercased letter, and one special character.</p>
Subscriptions	<p>Subscriptions were being created with credit card payments in the Declined status instead of Valid or Authorized. This has been fixed so that subscriptions are created with new payments in the proper status.</p>
Subscriptions	<p>Initial and continuity orders for subscriptions did not properly track sequence numbers (also known as ordinals), as the initial order would have a sequence number of 0 and the first continuity order would have a number of 2. This affected discounts that were intended to apply to continuity orders in a specific sequence, preventing them from being applied and displayed properly. This has been corrected so that continuity orders follow the proper sequence and discounts can be applied as configured.</p>