

# February 19, 2025 — 1.2506 Service Update

## Production Tenant Features

### Commerce

- **Call Center Filters:** You can now apply filters when searching for orders, customers, or returns in the [Call Center UI](#) to fine-tune your results. These are the same advanced filters that are already available in the Orders, Customers, and Returns dashboards of the Admin UI.

### Import/Export

- **Export First Available Date:** When exporting the [ProductCatalog sheet](#) with the Import/Export 3.0 tool, the `datefirstAvailableInCatalog` field will now be included. This corresponds to the First Available Date in [product configurations](#). See the sandbox updates for the ability to select this field while configuring an export via the UI.

### Inventory

- **Add/Edit Safety Stock:** You can now set a Safety Stock value when [creating a new inventory record](#) in the Inventory UI, as well as edit Safety Stock when updating an existing inventory record.
- **Granular Inventory Updates:** Several updates have been made for granular inventory to improve the management of granular levels and handle substitution cases.
  - You can now [add granular inventory fields](#) when creating a new inventory record directly from the UI, where previously granular inventory had to be set up via API.
  - You can now [edit granular inventory fields](#) while updating an existing record.
  - You can now use `showGranularInventory` and `showExtraGranularProductFields` flags in the Get Inventory API to choose whether the returned inventory values include Safety Stock, LTD, and Floor values at the granular level. See the [Granular Inventory Fields guide](#) for more details.
  - A new API, `.../commerce/shipments/{shipmentId}/items/{itemId}/updateInventoryAllocation`, can now be used to update the shipment item allocation data to adjust granular quantity and add new granular records. This allows granular levels to be adjusted when there are discrepancies that require reallocation such as damaged inventory or mismatched data. The API documentation will be updated soon.

## Production Bug Fixes

Service	Resolution
Catalog	Not all variant products were being updated after upload via either the Products API or the Import/Export tool. This was due to an issue with the system processing permutations of different products, but has been corrected so that variant products can be successfully updated.
Commerce	Returns were unable to be initiated for some orders, due to a discrepancy with Order Item IDs that occurred when initial line items were deleted from the order before submission. This has been fixed so that these IDs are mapped correctly and returns can be successfully initiated.

## Production Sandbox Features

### Commerce

- **Reverse Logistics:** When this feature is enabled, Order Routing will be integrated into the return process. Upon initiating a return in the Admin UI, Order Routing will automatically suggest the best location to accept the items. Then, you can decide how to handle items (such as restock or disposition) and retrieve Order Routing suggestions for the best location to do so based on the item's condition and your configured routing logic. As part of this update, the return and restock process has been slightly modified for all users even if not using Reverse Logistics. Refer to the [Reverse Logistics overview](#) and [Receive a Return](#) for more information.
- **Substitutions in Order Admin:** Manual substitutions can now be performed [via the Order Admin UI](#), allowing customer service representatives to substitute order items as needed prior to fulfillment. This can be done on Pending orders, shipments in the Accept Shipment step, and when creating a new shipment on an order.
- **Auto Substitution Email Update:** The shipment email enabled via the [site setting](#) "Substitution - payment required" will now be sent when a substitution is made automatically and additional payment is required from the shopper. Previously, this email was only triggered by manual substitutions.
- **Location Group BPM Update:** The [location group configurations](#) to select fulfillment method BPMs have been updated to include Delivery.

## Fulfillment

- **Substitutions in FFUI:** Substitutions made either from the Order Admin UI or automatically by the system prior to fulfillment will now be listed in the [Fulfiller UI shipment details](#). These line items are displayed in a separate table, which allows you to easily identify substitutes as well as update their quantities during the Validate Stock step or remove substitutes if needed.
- **Delivery Substitutions:** [Manual substitutions](#) can now be made on Delivery items via the Fulfiller UI, using the same process as STH and BOPIS substitutions. Support for automatic substitutions on delivery items will be added in a future update.
- **Location Fulfillment Limits:** Previously, Order Routing scenarios included a configuration that restricted how many shipments a location could fulfill before being temporarily cut off from assignment. That option has now been moved to the [Admin UI location configurations](#) under the name Fulfillment Capacity. Locations are unlimited by default, but if you enter a number of shipments and unit of time (hours, days, weeks, or months) then Order Routing will use it as a constraint. Once the limit is reached, Order Routing will exclude the location from assignment when evaluating orders for the time period.



This change allows for more accurate application of a location's limits across all routes, but certain implementations who rely on the Order Routing setting will need to update their configurations. Kibo will reach out to those implementations to provide more details and determine a migration plan before updating your tenants, so your functionality will not be immediately affected.

## Import/Export

- **Export Option Updates:** The `DateFirstAvailableInCatalog` field added in Version 1.2504 is now displayed as a column option for the ProductCatalog sheet when configuring [catalog exports](#). Additionally, an `Order` column has been added to the ProductTypeAttributeValues sheet options which determines the order in which values are displayed on an attribute.

## Inventory

- **Granular Field Updates:** Several updates have been made for granular inventory field management and fulfillment.
  - If a item with a [granular condition](#) is substituted, then substitute items will now only be available to select from if they have available inventory with the same condition.
  - Granular fields are now editable in the [Validate Stock step](#), allowing Fulfiller UI users to modify the records that they are allocating from. This ensures better tracking of

granular inventory even when changes occur during fulfillment.

- You can now delete specific granular inventory records based on their field without deleting the entire UPC-Location. The API documentation will be updated with the current Delete Inventory API model soon, but for now refer to the [Inventory API Overview](#) for more information.

## Sandbox Bug Fixes

Service	Resolution
Catalog	Some order totals were off by one penny due to a rounding issue, resulting in the order being moved to Errored status. This has been fixed so that order totals are rounded more accurately.
Commerce	When creating a new BOPIS shipment on an order, the location options did not include all pickup locations with inventory as expected. This has been corrected so that all locations are displayed and paginated correctly.
Fulfillment	Incorrect UPCs were sometimes displayed as product identifiers on product variations in the Fulfiller UI. These mappings have been updated so that they match the expected product variant UPC.
Fulfillment	When an automatic substitution was performed for the full quantity of an item and then the shipment was reassigned, the original shipment was still displayed in the Ready state when it should be marked as Reassigned. This has been fixed so that new and old shipments are placed in the appropriate statuses.
Inventory	Some inventory was allocated twice due to reservations not being flagged on the shipment data, in which Fulfiller would allocate the quantity at shipment creation even when if a reservation was already made. This has been corrected so that reservations are successfully flagged and allocations are not duplicated.
Fulfillment	A 500 Error was sometimes experienced when creating an order from a subscription, due to a null error that occurred when splitting the order into shipments. This has been fixed so that the process to reassign or reject quantity as needed to split items into transfers can successfully complete.