

March 4, 2025 — 1.2508 Service Update

Production Tenant Features

Commerce

- **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.

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.

Production 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.

Production Sandbox Features

Commerce

- **B2B Order Release:** You can now [extend configurable shipment release to hold B2B orders](#) for a period of time before releasing them in a certain order based on the priority that you assign to each B2B account. This allows you to prioritize fulfilling certain B2B account's orders over other B2B or B2C orders with the same items when needed. You can either manually release orders from the Admin UI or set it to occur automatically at a specific interval of time.
- **Rules Configuration:** You can now set up "rules" that automatically set safety stock values on location inventory, enforce purchase limits on B2B accounts when releasing their orders, or configure custom return policies. These rules are built on expressions and depending on the type, can be based on product type, code, variant, static category, attribute, customer account, customer segment, or other first class fields. See the [Purchase Limit Rules](#), [Return Rules](#), and [Safety Stock Rules](#) documentation for more details about how each rule type works.



The sandbox release of all rules have been pushed back to Wednesday, March 5.

- **Handling Fee Retention:** You can now have your tenant configured to [retain an item's handling fee when it is cancelled](#). In OMS-Only implementations, the line item's handling fee will be redistributed onto other items in the shipment (or onto another active STH shipment in the order, if the [entire shipment was cancelled](#)). In eCommerce+OMS implementations that do not distinguish between order-level and item-level handling fees, the total handling fee will be retained.

Fulfillment

- **SLA Tracking Update:** In addition to the Shipment Status and Shipment Workflow State, you can now also configure your [SLAs](#) to track shipments based on their Shipment Workflow Task.
- **SLA User Permissions:** Behaviors for SLA Create, SLA Read, SLA Update, and SLA Delete have been added to let you fine-tune which users are able to access and modify SLAs. These behaviors are automatically included on Admin and SuperAdmin [user roles](#).

Order Routing

- **STH Consolidation Grouping:** The Suggestion API now supports inclusion of STH

Consolidation transfer shipments in [its shipment grouping](#).

1.2506 Updates

The following features were released to sandboxes in Version 1.2506 and are being held there for additional time before releasing to production. The production release date of Reverse Logistics is currently targeted for April 1, and Location Fulfillment Limits for March 17.

- **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.
- **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 is reaching 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.

Sandbox Bug Fixes

Service	Resolution
Catalog	Pricelist imports were not being correctly filtered when two master catalogs in the same tenant each used a pricelist with the same code. This has been corrected so that only the expected catalog is used when duplicate pricelist names and codes exist across different master catalogs.

Service	Resolution
Catalog	Child product types did not inherit their base product's variation properties like they did options, extras, and non-variant properties. This has been fixed so that when a base product type has variation properties, those are added onto its child property types as expected.
Commerce	Page Not Found errors were being experienced after refreshing some pages in Site Builder or via direct link. This was due to an issue with URLs containing the word "access" such as in "accessories," which has now been fixed so that these pages can be successfully displayed.
Inventory	Some backorder jobs were running at random rates across multiple tenants and sites when they were supposed to be triggered every 15 minutes. This included not triggering at all for several hours. The job process has been updated so that backorders are released at the expected rate again.