March 18, 2025 — 1.2510 Service Update

Announcement: FFUI Dashboard Migration

In 2024, Kibo made a new version of the Fulfiller UI dashboard available for enablement. We will now begin the process of upgrading all clients who use the FFUI to this new dashboard. Dates will be communicated soon.

This version also enables you to implement Fulfillment SLAs if you want to use them. Please review the Fulfiller documentation for more information about both the dashboard and SLAs.

Announcement: FFUI Returns Update

An update in which the Admin UI's return dashboard is embedded within the Fulfiller UI has been added to sandboxes as of Version 1.2510, giving fulfillers more robust return management. This is not yet enabled on all implementations, but Kibo will be upgrading all Fulfiller users to the new process over the next few weeks. Dates will be communicated soon.

See the Fulfiller and Admin return guides for more information about these processes. Please contact if you have any questions.

Production Tenant 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.
- **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.

Order Routing

- **STH Consolidation Grouping**: The Suggestion API now supports inclusion of STH Consolidation transfer shipments in its shipment grouping.

Production Bug Fixes

Service	Resolution

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.
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.

Production Sandbox Features

Commerce

- **Substitute Bundles**: Bundles can now be selected as substitute products, allowing cases such as substituting a 90oz product with a bundle that consists of a 60oz and a 30oz product. Each bundle component will be displayed in the Order Admin and Fulfiller shipment details and substitution selection options, labelled under the bundle name. See the Substitutions documentation for more details and examples, including how repricing works.

Fulfillment

- **Collapsible Map Setting:** While the map on the FFUI dashboard is expanded by default, you can now change it to be collapsed by default instead by setting the `isMapViewCollapsedByDefault` theme setting to 1.
- **Pick Wave Updates**: A couple updates have been made to pick waves:
  - The UPC column of the pick sheet now includes a scan field, in which scanning the

barcode of those items will update the current picked quantity. The row will be highlighted green once the scanned quantity matches the needed quantity. This scannable field can be enabled or disabled with the `isItemUPCScanAllowed` tenant setting in your Fulfiller UI theme (in which "1" is enabled). Note that this setting also controls scanning functionality in the Validate Stock step.

- The Close Pick Wave API now supports a `quantities.shortageReason` such as in the example shown below, which will also be included in GET data. An option to select a reason will be displayed when closing a pick wave via the Fulfiller UI. This is mandatory when the actual picked quantity is less than the required quantity, as it explains the difference in inventory. The API documentation will be updated soon.

```
{
"createRecovery":false,
"quantities":
[
 {
  "actualQuantity":1,
  "binName":"Default",
  "productCode":"12345",
  "shipmentNumber":111,
  "shortageReason":
   {
  "reasonCode":"ItemNotAvailable",
  "moreInfo":""
 }
 }
]
}
```

- STH shipments can now be moved to a configured fulfillment step upon closing a pick wave, where previously they were always taken to Prepare for Shipment. Shipments are still moved into Prepare for Shipment step by default, so the current functionality is not affected for existing implementations. If you want to change your implementation's behavior, contact your Kibo team for more details.

Inventory

- **Inventory Locator Update**: The character limit of the `items.inventoryLocatorName` field in Inventory APIs, such as the Refresh call, has been raised to 5000 characters. This allows more flexibility in tracking custom attributes and sorting pick waves.

1.2506 Updates

The following feature was released to sandboxes in Version 1.2506 and is being held there for additional time before releasing to production, which is currently targeted for April 1.

- **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.

Sandbox Bug Fixes

Service	Resolution
Commerce	If an error occurred while submitting a subscription continuity order, multiple orders would be created for the same subscription and authorized. This has been corrected so that only one order is retried and created.
Fulfillment	UPCs were not appearing correctly on the Fulfiller UI dashboard while viewing it on a mobile device. This has been fixed so that UPCs are properly displayed.
Fulfillment	The Pick & Pack link on the Fulfiller UI navigation menu was not always displayed for location-specific users that should have access. This has been corrected so that the link is properly displayed for appropriate users.
Fulfillment	When viewing the mobile version of the Fulfiller UI, the toggle to switch between the map and grid views was covered up by the search bar. This has been updated so that it displays correctly.
Inventory	Caching issues caused Inventory Export APIs to return Bad Request errors, stating that the given site ID did not match the tenant. This has been fixed so that export calls for appropriate sites and tenants can be made successfully.
Inventory	Performance issues were experienced when deleting large numbers of product codes. The Delete Inventory API process has now been optimized for better performance.