

April 1, 2025 — 1.2512 Service Update

Announcement: FFUI Dashboard Migration

In 2024, Kibo released a new and improved version of the Fulfiller UI dashboard. We have begun the process of upgrading all clients who use the FFUI to this new dashboard. Sandboxes can begin upgrading as of February 24 and we ask that you test in sandbox once yours is upgraded. Please contact to schedule your upgrade before the target deadline for production cutover, which is currently planned for April 16.

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 is now available in sandboxes as of Version 1.2510, giving fulfillers access to more robust return management. The existing functions to create and process returns within the Fulfiller UI will be removed by the end of April 2025. Over the next few weeks, Kibo will be upgrading all Fulfiller implementations to the new process.

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

Production Tenant 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.
- **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.

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](#).

Production 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.
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.

Production Sandbox Features

Catalog

- **Discount Properties:** You can now create up to 10 custom properties for discounts via [the Admin UI](#) or [Catalog Admin APIs](#). Once created, these properties will be available on all discounts in the master catalog and can have their values set at the individual discount level.

Fulfillment

- **Location Dropdown Update:** When you uncheck all locations in the location dropdown of the [FFUI dashboard](#), an error message will no longer be displayed immediately. You can now continue interacting with the dropdown without interruption, allowing you to more easily select new locations. The error message will only be displayed if you click the Filter button to apply the filter with no locations selected.
- **Mobile UI Improvements:** Some elements of the FFUI are now collapsible on the mobile view of the FFUI to allow for a better user experience and maximize screen space. This includes the header, footer, shipment and customer details on the pick screen, and filters on

the shipment listing page.

- **Pick Wave Updates:** A couple more updates have been made to pick waves:
 - You can now change whether the Print Pick Sheet, Print Packing Slip, and Print Single Order Sheets options are checked by default when [creating a pick wave](#). When `defaultPrintPickSheetCheckBox`, `defaultPrintPackingSlipCheckbox`, or `defaultPrintSingleOrderSheets` are set to 1 in your [theme settings](#), then the corresponding option will be checked.
 - If product identifiers have been set for any shipment items, then an additional Product Identifiers column will be displayed in the pick wave details. This allows item details such as a product code to be displayed for reference alongside the existing UPC and SKU columns.

Sandbox Bug Fixes

Service	Resolution
Catalog	Product options were not updating in the Admin UI after bulk imports. This process has been updated so that imported data is properly displayed.
Catalog	After importing product variants without any localized content, product names were not being displayed on the pricelist entry details. This has been corrected so that product names are not left blank in this case.
Catalog	Object reference errors were experienced when updating some sales prices on product variants through the Admin UI. This has been corrected so that product variations can be updated successfully.
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.
Order Routing	Product attributes that were set up for Order Routing were not being applied during the suggestion process, which caused some issues fulfilling backorder products with extended product information. This has been fixed so that product attributes are correctly carried over into routing results.