June 10, 2025 — 1.2522 Service Update

Announcements

FFUI Dashboard and Returns

In 2024, Kibo made a new version of [the Fulfiller UI dashboard](#) available for enablement, which also enables you to implement [Fulfillment SLAs](#) if you want to use them. Another update in which the [Admin UI's return dashboard](#) is embedded within the [Fulfiller UI](#) was added to sandboxes as of Version 1.2510, giving fulfillers more robust return management.

As of April 30, both of these updates are enabled in all sandbox environments. Please begin testing these features. Most implementations will be switched over to see these updated interfaces in all environments on June 16 unless you have arranged for an extension with Kibo. Please contact if you have any questions.

Cybersource Updates

Cybersource will soon be enforcing new security mandates for integrations currently using their SOAP APIs. As a result, Kibo is releasing a new payment gateway adapter and an updated version of the Decision Manager application that utilize REST API credentials. If you are integrated with Cybersource, you must take action to switch to the new gateway and application in your sandboxes and provide updated credentials according to the directions in the [Payment Gateways](#) and [Decision Manager](#) user guides.

You should test all relevant payment scenarios to make sure they still work as expected. Once this update goes to production tenants on June 24, you will have until Cybersource's final deadline of July 16 to switch over your production gateway and application. Please contact if you have any questions.

Inventory API Migration

As part of ongoing migration of internal inventory endpoints, Kibo will be migrating the import inventory internal endpoints on production tenants from June 10 through July 31. The endpoints on sandboxes were already migrated.

This is the second of three phases of inventory migration planned for 2025. No action is required from you but if you have questions, please contact .

Production Tenant Features

Catalog

- **Discounts by Customer Segment**: You can now display discounts based on customer segments in the product details, product listing, and search pages of your storefront. When

calling the Get Product, Get Products, or Configure Product endpoints with a list of customer segment IDs (such as in `.../products/1234?customerSegments=silver`), then the API will consider discounts with those customer segment conditions in addition to those without any customer-specific conditions. A similar list can be provided in the Product Search API call (`.../productsearch/search?customerSegments=silver`) for the search results. Refer to this Core theme branch as an example of how to update your storefront theme accordingly.

Commerce

- **Estimated Delivery Date Update**: The store hours of a BOPIS pickup location are now factored into the Estimated Delivery Date for BOPIS orders with transfers, where previously any transfers that would arrive at the store outside of its BOPIS cut off hours were not accounted for. Calculations will reflect that if a transfer comes in after the store is closed then it will not be processed until the next opening.
- **Location Settings Update**: Previously, clearing a location's Fulfillment Capacity setting required the user to double click the Hours dropdown option after deleting the text. Otherwise, an error message would appear stating that a value was required. This UI has been updated so that a blank value can be easily selected from the dropdown menu, allowing for more efficient clearing of location capacity settings.

Fulfillment

- **Delivery Shipments in Pick Waves**: If Delivery is enabled under a location group's Pick and Pack settings, you can now initiate pick waves via API for those shipments that are using the updated Delivery BPM. To do this, call the Create Pick Wave endpoint and set `shipmentType` to "DELIVERY" in the request body. All pick wave actions will remain the same as for other shipment types, and these shipments will automatically move to the Prepare for Delivery step upon successful closure of the pick wave. The ability to create pick waves with Delivery shipments in the Fulfiller UI will be added in a future update.
- **Custom BPM Update**: If you have custom fulfillment BPMs that will be used with pick waves, a signal component called "picked" is now required be included after a pick wave is closed. This must be routed to the appropriate user task in the custom workflow, as it allows shipment progression to follow your configured routing logic.

Order Routing

- **Order Routing Settings Update**: The `defaultStateChange` and `tooManyAssignsAction` options of Order Routing settings, which determine what happens when an assignment cannot be found for a routing suggestion as well as what happens when the auto assign limit

is reached, now support the "BACKORDER" value. The default `defaultStateChange` value is also now "CUSTOMER_CARE."

Production Bug Fixes

Service	Resolution
Catalog	After updating categories with the Import/Export tool, the Page Title and SEO URL fields still displayed the previous values. This has been fixed so that category page information is updated to reflects the imported values as expected.
Catalog	Timeout or Out of Memory errors were experienced after deleting complex products and/or those with a large number of child products (such as variations with attributes, extras, localization, etc.). Performance improvements have been done to more efficiently delete these products and reduce errors.
Commerce	If billing details didn't include a last name (as those are not validated for some payments coming from third-party integrations), then the billing address wasn't displayed in the Order Admin UI either. This has been corrected so that billing addresses are always displayed as expected even if a last name is not present.
Commerce	As a follow-up to a previous fix in which inventory was allocated twice due to reservations not being flagged appropriately, that flag is now also passed to transferred items. This should ensure the fix works as expected.
Commerce	Some users with the correct permissions were experiencing errors when trying to update the store hours in location settings. This has been fixed so that location hours can be successfully edited as expected.
Fulfillment	The order item SKU from the Create Order API call was not being populated on the SKU column of pick waves. This has been fixed so that SKUs are appropriately displayed on pick wave items whenever provided.
Site Builder	Image widgets could not be added to some pages in Site Builder, as an error would be displayed instead. This has been corrected so that images can be successfully added, removed, and updated on site pages.

Production Sandbox Features

Commerce

- **Consolidation with Reservations**: Both STH and Delivery Consolidation now work with

inventory reservations, though this may result in multiple consolidated shipments as items are evaluated individually. For example, if the quantity of a line item reserved in the cart is increased or a new item is added, then Order Routing may make a new consolidation suggestion for the additional quantity or new item. This would result in multiple consolidated shipments at the time of shipment creation.

Fulfillment

- **Multiple Location Consolidation**: If a single consolidation location cannot be identified due to location network restrictions (such as if you have transfer hubs that can only transfer inventory to specific shipping locations), then multiple consolidation locations can be used instead. When enabled, Order Routing will be able to filter for an extensible location attribute that you configure to define location relationships in your network.
- **Location Cutoff API Update**: The `.../commerce/locations/cutoffoverrides` endpoint used for location overrides with the Estimated Delivery Dates feature has been changed to `.../commerce/admin/locations/cutoffoverrides`. This will be reflected in the API documentation soon, such as for the associated GET and POST calls.

Order Routing

- **Highest Available Inventory Sort**: A new sorting option for routing scenarios, Highest Available Inventory, is now available that allows you to prioritize locations with the most available inventory.

Sandbox Bug Fixes

Service	Resolution
Catalog	After removing all of the member products from a collection via the Admin UI, the collection would not be saved properly and the items would still be displayed. This has been fixed so that products can be successfully removed from collections.
Catalog	Order-level shipping discounts weren't being applied to orders if any products had a discount restriction. This has been corrected so that order-level discounts are still applied as expected (and only line item discounts are restricted).
Catalog	The localized properties page only displayed an empty grid instead of a full list of properties and their localizations. This has been fixed so that properties will appear as expected.

Service	Resolution
Commerce	No search results would be returned if a space was was included in a zip code. This has been fixed so that spaces are handled properly and the correct results will be returned.
Fulfillment	When inventory was available at only one location, attempting to split the shipment during Validate Stock resulted in an error. This has been corrected so that the remaining quantities will go to Customer Care as expected if inventory cannot be found anywhere.

Service	Resolution