

August 19, 2025 — 1.2532 Service Update

Production Tenant Features

Commerce

- **Returns API Extensions:** New [HTTP API Extensions](#) are now available to perform custom functions before and after the Create Return, Restock Return Items, and Dispose Return Items processes.
- **Return Pickup Date:** You can now provide a `pickupDate` in the [Create](#) and [Update Return](#) endpoints, as well as use it to filter the [Get Returns API](#). This allows you to specify the scheduled or requested date when a returned item should be picked up from the customer, and is a date/time in UTC format. The linked API documentation will be updated soon to include that field in the request and response models.
- **Customer Rules Update:** A warning message is now displayed while editing a customer rule that is referred to by another [return rule](#) or [purchase limit rule](#). This message informs the user that edits will apply to all other return or purchase limit rules that the customer rule has been added to.

Inventory

- **Update Available Inventory:** You can now choose to directly modify Available inventory levels with the `quantity` field when calling the [Refresh/Adjust](#) APIs or [importing a file](#), where previously this field was used for the On Hand amount and the system then calculated the appropriate Available count. Likewise, you can enable the ability to modify the Available field [in the Inventory UI](#) where previously only the On Hand field would be editable. Contact if you want to switch to this new behavior; otherwise your existing inventory processes will not be affected.

Production Bug Fixes

Service	Resolution
Catalog	Some product variations were unable to be updated on a particular implementation due to a "Product Variation Product Code Already Exists" error where the code had previously been orphaned. Cleanup has been done to remove these old codes so that they may be reused.

Service	Resolution
Catalog	Products were not being updated with the correct sales rank numbers as expected in cases with multiple master catalogs. This has been correct so that these values are updated appropriately when updates are imported.
Catalog	Some extras were erroneously removed from their product configurations after updating products via the Import/Export tool. This has been fixed so that product files can be imported without losing the configured extras.
Commerce	Digital shipments were intermittently not auto-fulfilling on some production environments. This has been updated so that all digital shipments are automatically fulfilled as expected.
Commerce	Extensible product attributes were not being sent to Order Routing on some orders from OMS-Only implementations. This has been fixed so that these attributes are passed as expected.
Commerce	API Extensions were not being invoked when making Order Routing calls for suggestions with estimated delivery dates. This has been corrected so that API Extensions are correctly called for these cases.
Commerce	A 403 Forbidden error was returned when some Admin users tried to view Pending Shipment orders, even though the users had the appropriate permissions. This has been fixed so that Pending Shipment orders can be successfully accessed.

Production Sandbox Features

Inventory

- **Partial Backorder Release:** You can now configure your [backorder process](#) to release some of a shipment's items or quantities for fulfillment even if others still aren't available. When enabled, the inventory that becomes available will move into a Ready shipment for immediate fulfillment while the remaining amount stays in backorder. You can release partial backorders based on either full line items or quantities.

Order Routing

- **Order Routing UI Upgrade:** The Order Routing UI has been overhauled with an updated look and feel, as well as some functional changes. For instance, strategies now represent a single fulfillment type, all active Admin locations are now available in Order Routing instead of being managed separately, and filters are now created within the context of specific

scenarios instead of globally. See [the Order Routing documentation](#) and [this support article](#) for more details.

The new UI is available to be enabled in your sandboxes with this release. Contact to opt in and begin using it. All sandbox tenants will receive the new UI on September 3, unless you have specified to opt out by notifying Kibo Support. The UI will also be available for production tenants on September 3. Coordinate with Kibo to migrate your production tenants at any point between September and end of January 2026.

Sandbox Bug Fixes

Service	Resolution
Commerce	Some failed PayPal payments resulted in orders being put into the Processing status despite being in the Errored payment status, which caused customers to receive confirmation emails. This process has been updated to better handle this scenario and ensure the correct order statuses are utilized.
Commerce	Attempting to update the shipping or handling on an order in the Admin UI with an Avalara tax integration resulted in a generic error message. This has been corrected so that these values can be edited successfully from the UI.
Fulfillment	Searching for child shipments through the Shipments API resulted in a 404 Error even though the provided shipment numbers were valid. This has been fixed so that the appropriate shipment results will be returned as expected.
Fulfillment	After attempting to Order All Items Now on some subscriptions, an error message instead indicated that the continuity order failed to process. This was due to an issue with some order items being marked for both transfer and cancellation. This has been corrected so that these subscription orders can be successfully created.