

September 3, 2025 — 1.2534 Service Update

Production Tenant Features

Commerce

- **Storefront 2FA and OTP:** The [Two-Factor Authentication and One-Time Password features](#) that were previously released to sandbox and held there for additional time are now being pushed to production. When either one is triggered (either because you've configured your storefront process to always require it, or because the user's device fingerprint or region changed), the customer will have three minutes to input a code sent to them via email. If the time expires or they enter an incorrect code three times, they must request a new one.

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.

All sandbox tenants will receive the new UI on September 3, unless you have specified to opt out by notifying Kibo Support. Coordinate with Kibo to migrate your production tenants at any point between September and end of January 2026.

Sandbox Bug Fixes

Service	Resolution
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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.

Production Sandbox Features

Fulfillment

- **Package Consolidation Update:** Whenever a shipment is removed from a [package consolidation](#) group for any reason (such as if it's canceled, reassigned, or moved to Customer Care), the system will now check to see if only one shipment remains in the group. If so, that shipment will be released from the group so that it can be immediately fulfilled.
- **Search Pick Wave Rules:** You can now use the search bar at the top of the [Pick Wave Rules](#) page to look up a rule name or rule code, as well as expand the Advanced filter menu to search by keyword, status, or creator. A filter button is also displayed on the [pick wave creation screen](#) which allows you to more quickly select the rule you want to use.

Sandbox Bug Fixes

Service	Resolution
Catalog	The KRW currency symbol was displaying as a question mark (?) on the storefront and Admin UI. This has been fixed so that the correct symbol is displayed.

Service	Resolution
Commerce	Attempting to create a new customer account from the storefront resulted in an exception error indicating a missing Cart ID or User ID. This has been corrected so that accounts can be successfully created as expected.