

September 30, 2025 — 1.2538 Service Update

Production Tenant Features

Commerce

- **Return Attributes:** You can now define and manage [custom return attributes](#) in the Admin UI. These attributes provide flexibility to capture additional return details and can be applied at both the return level and line-item level during return creation and processing

Fulfillment

- **Update Estimated Delivery Date (EDD) on Shipments:** You can now [view and edit the EDD on the Admin UI](#) , allowing you to update the estimated delivery date for current and future shipments.
- **Advanced Filter to select Pick Wave Rules:** An [Advanced Filter](#) has been added to narrow the list of pick wave rules available to select from when creating a pick wave.

Inventory

- **Enhanced Inventory import error/exception emails:** The email notifications for Inventory import errors has been enhanced to include a concise summary (file name, total error count, basic metadata), include a CSV file attachment containing detailed error information & each error entry includes relevant context (line numbers, field names, specific validation failures).

Order Routing

- **Shipping Method Filter** : Support for [filtering by Shipping method](#) has been added to the Order and Product filters, allowing users to filter Orders and Order Items by shipping method.
- **'Does not Contain' Logical Operator:** Order Routing has been enhanced to support a new Logical Operator 'Does not Contain' as a condition for string type filters.

Note: UI enhancements for Order Routing are only available on the [New Order UI](#)

Production Bug Fixes

Service	Resolution
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Service	Resolution
Commerce	AddSegmentAccounts API now uses proactive validation to prevent duplicate account-segment relationships, delivering clear error messages, database-agnostic support, and safer handling of edge cases
Commerce	Resolved issue where Cybersource V2 gateway always invoked Decision Manager by default, even when not installed. Added configurable option to skip Decision Manager calls using <code>actionList: "DECISION_SKIP"</code> parameter for improved payment.
Commerce	Resolved issue with Decision Manager job triggering erroneously and causing multiple void interactions.
Fulfillment	Fixed an error that occurred when creating shipments for orders without LGC settings. The fix ensures that shipment creation processes properly handle cases where LGC settings are not configured, preventing failures during order fulfillment.
Fulfillment	Fixed an issue where inventory allocation against shipments was appearing blank in the inventory dashboard when products had different UPC and product codes.
Fulfillment	Fulfillment Settings API was not properly honoring tenant attribute overrides for the rule-based pick waves feature flag, preventing clients from enabling the "Pick Wave Rules" option in FFUI despite correct tenant configuration.
Inventory	Fixed an issue where future inventory with granular fields (condition, lot code, serial number) was not properly preserving these fields when being released to current inventory.

Production Sandbox Features

Commerce

- **Email API Extensions:** The new API extensions allow you to conditionally suppress email delivery, customize email subject lines with dynamic content like order numbers and customer names, and enhance content in the email body for all transactional emails supported out of the box by Kibo.

Fulfillment

- **Return Creation :** [Fulfiller return](#) creation experience has been updated with a modern

interface to ensure a comprehensive and unified user experience across the platform. A new "Create Returns" option has been added to the FFUI hamburger menu, allowing fulfillers to search for eligible orders and initiate returns. The feature includes order search functionality, returnable item selection with quantity management, and return location selection, providing fulfiller user with comprehensive return creation capabilities alongside the existing return processing feature.

- **Shipment on Hold:** You can now place [shipments in a HOLD status](#) to prevent fulfillment based on business rules. When creating a shipment, you can specify an initial HOLD status with an optional hold release date. New Hold/Release APIs allow you to manage the shipment lifecycle, putting shipments on hold or releasing them for fulfillment as needed. During the hold period, inventory allocation is preserved for the held shipment, ensuring items remain reserved. Held shipments can be manually released from the Shipments tab in the Order Admin UI or automatically released through Jobs configuration in [site settings](#). This feature supports all shipment types including BOPIS, STH, Delivery, and Transfers.
- **Extensible Shipment Attributes:** You can now define and manage [Extensible shipment attributes](#) at the shipment level, providing enhanced shipment metadata capabilities beyond standard fields. These extensible attributes can be set via shipment creation and update APIs or through the [fulfillment process](#). The attributes enable better shipment tracking and management by capturing custom shipment characteristics such as special handling requirements, carrier preferences, or delivery instructions
- **Shipping Label API Extensions:** The Shipping Runtime's GetLabel API includes extensibility hooks that allow you to intercept label requests and modify carrier selection based on your custom business rules.

Inventory

- **Assume Infinite Inventory:** The Assume Infinite Inventory feature allows allocation beyond available inventory levels for specific inventory records. You can set this flag via the [Refresh](#) and [Adjust](#) APIs or [inventory import process](#). It can also be applied at a [inventory segmentation Level](#), [granular inventory level](#) or on [future inventory](#). When enabled, this Boolean field overrides standard allocation rules, permitting allocation even when inventory is not available. To identify which inventory records have this flag enabled, use the [Get Inventory](#) API with the parameter `includeItemsWithInfiniteInventoryFlag`. Records with infinite inventory will return `hasInfiniteInventory: true` in the response.
- **Extensible Inventory Attributes:** You can now define and manage [Extensible inventory attributes](#) at the Product-Location level, providing enhanced inventory metadata capabilities beyond standard fields. These extensible attributes can be set via the

[Refresh](#) and [Adjust](#) APIs or [inventory import process](#). The attributes integrate with [Order Routing Filter](#) logic, enabling routing decisions based on custom inventory characteristics such as temperature requirements, expiration dates, or quality ratings.

Order Routing

- **Prioritize by Excess Inventory:** Two new "Excess Inventory" sort options have been added to [Order Routing scenario](#): Sort by Excess Count and Sort by Excess Percentage. These options prioritize locations with the highest amount of excess stock for routing decisions, helping optimize inventory turnover and reduce carrying costs by preferentially routing orders to locations with surplus inventory. The [Get Inventory](#) API now calculates and returns excess inventory count and percentage values based on configurable excess inventory thresholds, enabling data-driven routing decisions to improve inventory management efficiency.

Sandbox Bug Fixes

Service	Resolution
Catalog	Duplicate Category filters were appearing on the search results page, causing confusion and preventing filtering from working correctly. This has been corrected so that only a single Category filter is displayed and filtering now works as expected.
Catalog	Bulk updates of product extras were failing during import, even though the operation appeared successful in logs. This has been corrected with support for currency-specific headers while maintaining backward compatibility, so that bulk updates of product extras now import successfully and update data as expected.
Catalog	PriceListEntries exports were generating a mismatch between header and data columns, which caused issues when parsing the resulting file. This has been corrected so that the header and data columns now align properly and exports work as expected.
Commerce	Resolved an issue where subscription reminder emails were not being sent consistently to customers. A fix was made to run the job hourly.
Commerce	Fixed an issue with Digital Subscription products not showing Digital as an available FFMT Type in admin UI.

Service	Resolution
Commerce	Discounts are redeemed upon entering the "Pending Shipment" status and are automatically reconciled at Accept Order to account for any order edits.
Fulfiller	Added a loading spinner to the Manage Blocked Locations feature to provide a better user experience during data fetching.