

October 15, 2025 — 1.2540 Service Update

Production Tenant 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](#).
- **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](#). 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.
- **In/Out-of-Stock Event Filtering:** A new tenant attribute `catalog-inventoryIngest-filterStockInOutEventsToLocationSites` enables site-based filtering of in-stock and out-of-stock inventory event notifications. Events can be limited to affected sites by SKU/Location or continue with the legacy behavior of receiving events for all sites. This enhancement reduces event noise and ensures that only relevant inventory events are processed.

Order Routing

- **Prioritize by Excess Inventory:** Two new "Excess Inventory" sort options have been added to [Order Routing scenarios](#): Sort by Excess Count and Sort by Excess Percentage. These prioritize locations with surplus inventory for routing decisions, helping optimize inventory turnover. Excess inventory thresholds can be set via API or file import and are displayed in the Inventory UI.

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

Production 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

Service	Resolution
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.
Commerce	Discounts are redeemed upon entering the "Pending Shipment" status and are automatically reconciled at Accept Order to account for any order edits.
Commerce	Resolved an issue with Adyen payments where orders were not correctly entering an "Authorize Pending" status, which prevented 3D Secure authentication from completing.
Commerce	Imported orders with a discount code will no longer get stuck in Pending Shipment. The system now correctly processes these orders to an Accepted status.
Fulfillment	Added a loading spinner to the Manage Blocked Locations feature to provide a better user experience during data fetching.

Production Sandbox Features

Commerce

- **Multi-Select for Customer Attributes:** You can now use the admin UI to enable multi-select for customer attributes with a list input type. This new capability allows you to capture and view more comprehensive customer data in a single attribute.
- **Item Level Shipping Method Visibility in Admin UI:** You can now see shipping methods applied to individual items directly in your order details within the admin UI. When shipping

methods are assigned to specific items, a Shipping Method column displays how each item will be shipped.

- **Order edits** now support item level shipping methods in addition to order level shipping methods. Additionally, if [Delivery](#) is selected as a fulfillment method, the admin UI will show the available aggregate inventory.
- **Shipment Details in Admin UI:** You can view delivery shipments with properly labeled details in the Admin UI. Delivery shipments will display "Delivery" instead of "Shipping" for labels including subtotal and tax, with corresponding shipping method shown accordingly.
- **New Shipment Creation Enhancements:** You can now view aggregated inventory across all locations when selecting [delivery](#) fulfillment, without needing to choose specific locations.

Inventory

- **Partial Backorder Release:** Partial [Backorder](#) release now also supports Delivery Fulfillment.

Sandbox Bug Fixes

Service	Resolution
Catalog	Date Picker: Date fields were reverting to an earlier date when reopened, causing selected dates to shift backward by one day in certain time zones. This has been corrected so that date fields now retain the correct value when saved and reopened.
Commerce	Resolved an issue where the Amount Available for Refund was not being calculated and populated for imported orders. The system will now correctly set this value, which allows for refunds to be processed.
Commerce	Fixed an issue where FedEx International Economy shipping rates weren't being returned for shipments to Puerto Rico (PR) and the U.S. Virgin Islands (VI).
Fulfiller	Redis cache configuration is updated to use JSON-based serialization instead of default JDK serialization. This change allows the cache to properly serialize SLA service objects from the Kibo SDK that don't implement the <code>Serializable</code> interface.
Fulfiller	Fixed an issue with digital shipments not auto-fulfilling by enhancing the shipment event publishing system to ensure all required status change events are correctly published.