

October 28, 2025 — 1.2542 Service Update

Announcements

Code Freeze

Kibo is entering its "code freeze" for the peak holiday season. This production release of Version 1.2540 is the final major update being pushed to production tenants until January. Changes will continue to be added to sandbox environments per the below schedule and will be released to production on January 20, 2026:

- Version 1.2542: October 28
- Version 1.2544: November 12
- Version 1.2546: November 25
- Version 1.2548: December 9
- Version 1.2550: January 6
- Version 1.2552: January 6

Kount 360 update

Kount is requiring users to migrate to their go-forward platform Kount® 360. This change will affect clients using the Kount order review and fraud protection services with KIBO. KIBO will support this transition with a new Kount® 360 compatible application, available in **Production Sandbox from November 12, 2025.**

You should test all relevant scenarios to make sure they still work as expected. You will have until Kount's final deadline of January 20, 2026 to switch over in production. Please contact [Kibo Support](#) if you have any questions.

Production Tenant 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.

Production 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.

Production Sandbox Features

Order Routing

- **Estimated Delivery Dates API Updates:** The EDD suggestion API is updated to return Fulfillment Date in the API response

Sandbox Bug Fixes

Service	Resolution
Commerce	Previously, the <code>http.commerce.routing.candidates.after</code> Arc action failed to execute, preventing custom routing logic from accessing and modifying candidate responses. This fix ensures that all routing Arc actions now trigger as expected.
Inventory	Resolved an issue that could cause system errors when processing large inventory or job IDs by updating internal handling to support higher ID values. This ensures smoother API operations and improved system stability.