January 6, 2026 — 1.2552 Service Update

Announcements

Code Freeze

KIBO is still in a "code freeze" for the peak holiday season, in which no more updates will be pushed to production tenants. 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 Sandbox Features

Catalog

- **Bulk Removal of Price Overrides**: The Price List Entry import experience has been updated to allow for the explicit clearing of price values via CSV. You can now set `SalePrice` , `MSRP` , `MAP` , or `Cost` to a null state by entering **"NULL"** (case-insensitive) in the respective column during import. This enhancement ensures that price overrides can be effectively removed and price modes updated without deleting the entire record, providing merchants with precise control over price lifecycle management while preserving existing values when columns are left blank.

Commerce

- **B2B Custom Roles:** You can now create and manage custom buyer roles with configurable permissions at the account level. Roles can be applied across parent-child account hierarchies, giving businesses granular control over 11 permission categories spanning buyers, orders, returns, payments, quotes, carts, lists, and more.

Order Routing

- **B2B Attribute Support in Order Routing Filters:** Order Routing now supports B2B-specific attributes in filters, allowing orders to be routed based on account type, organization name, and other B2B first-class and custom attributes. This enhancement enables B2B retailers to optimize fulfillment strategies by setting up business rules fine-tuned to specific B2B accounts.
- **Complex Filters for Order Routing Scenarios :** Order Routing filters have been enhanced to support 'OR' operators and complex conditional logic while maintaining backward compatibility with existing AND-based filters. This allows you to create sophisticated routing rules with filters: (Filter A OR Filter B) AND Filter C.

Note: Above UI enhancements for Order Routing are only available on the New Order routing UI

Sandbox Bug Fixes

Service	Resolution
Locations	Errors were occurring with Location Admin APIs where PUT requests failed for empty or identical attribute values, and POST updates were not reflecting in the Admin UI. Additionally, Location Groups could only be modified using an array index, causing integration difficulties. This has been corrected so that attributes update reliably regardless of value state, API data syncs correctly to the UI, and locations can now be removed from groups using the `locationCode` .
Commerce	Resolved an issue where order search queries containing OR conditions experienced high latency. OR filters are now handled correctly for improved performance and stability.
Commerce	Fixed an issue where the `label` field on a customer account contact would not update unless other contact fields (such as Name or Phone Number) were also modified.

Service	Resolution
Commerce	Resolved an issue where subscription reminder emails were not consistently sent. The reminder processing job now runs more frequently to ensure timely delivery.
Commerce	Fixed an issue where customer details, such as first name and last name, were missing from One-Time Password (OTP) email templates. User information is now correctly populated in these emails.
Fulfillment	Fixed the locator name refresh logic to ensure the Fulfiller UI correctly displays the current fulfillment location's inventory locator name after order reassignment.
Inventory	Inventory file processing has been fixed and enhanced to be more resilient, with automatic recovery from failures. This ensures accurate real-time inventory levels and prevents silent service degradation.
Order Routing	Order Routing has additional optimization built in to minimize the number of shipments when selecting a consolidation location. However, in this optimization process, the system bypassed the original filters that were applied in the initial step. The system now has an additional check that re-validates all applicable filters before assigning items. Items that fail any filter in applicable scenarios will not be assigned to the consolidation location, even if inventory is available. To trigger this additional check, please contact KIBO support to enable the tenant flag: `ConsolidationFilterMinimizationValidationEnabled` .