FastSpring

2017 Changelog

IMPROVEMENTS - November 15, 2017

- Corrected an error message that could occur when setting a product's volume discount to $0 in the Dashboard.
- Resolved an issue that prevented mailingListEntry.updated and mailingListEntry.removed webhook events from being fired for customers who have abandoned the cart OR completed a purchase and selected (or cleared) the check box.

IMPROVEMENTS - October 31, 2017

- Resolved a problem that caused VAT or other taxes to incorrectly be collected on subscriptions with physical products.
- Fixed an issue that resulted in some traffic coming from Google AdWords ads showing up as "direct".
- Corrected an issue with webhook expansion that caused the pricing for a subscription product variation to incorrectly reflect the parent product's pricing instead, within the expanded product object. (The transaction and subscription pricing info were not affected.)
- Resolved a problem that could result in the same license key being issued for two orders that were placed at exactly the same time.

IMPROVEMENTS - October 3, 2017

- We've made various updates to sales tax collection in the United States, including updating the rate in Wyoming and beginning to collect sales tax in Texas.
- Fixed an "Expired" error that could occur when processing a PayPal payment where the customer's location is in a country other than the country associated with the PayPal account.
- Fixed an issue with transparency not being properly saved when changing the colors in a Storefront's SETTINGS.

IMPROVEMENTS - July 25, 2017

- VAT is now being collected and remitted on orders for customers in Taiwan.
- Order tags and product attributes can now be updated for existing orders using the FastSpring API.
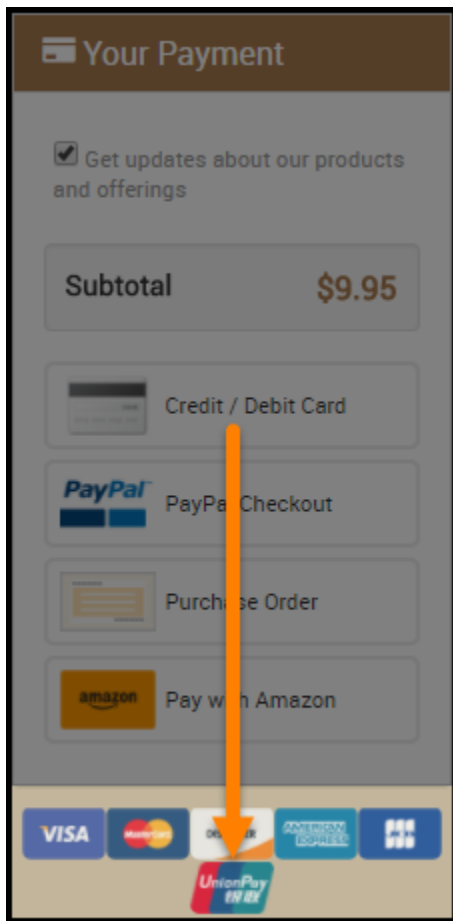
IMPROVEMENTS - July 25, 2017

- Fixed: When running a test for a license generator fulfillment action using a remote server request, product attributes were not properly populated.
- Fixed: A recently-created US ZIP code was not being identified correctly in customer address information.
- Fixed: Attempting to prorate following a subscription edit on a trial subscription resulted in an error message.
- Fixed: Order tags and product attributes were not being passed to the external fulfillment scripts (e.g. for license generators using a remote server request). They are now properly passed as JSON strings.

IMPROVEMENTS - July 11, 2017

We have implemented multiple tax compliance updates. This includes the ability for buyers in Australia, India, New Zealand, and South Korea to enter tax IDs in the Storefronts to demonstrate exempt status and prevent taxes from being applied to their orders.

NEW FEATURES - July 11, 2017

UnionPay is now accepted as a payment method.

IMPROVEMENTS - June 28, 2017

- Fixed: Sessions created from the API and checked out using a Popup Storefront and PayPal were not always returning to the original page.
- For standard (not managed) subscriptions using credit cards issued in the United States, we now automatically request updated card account info from the cards' issuers prior to attempting subscription rebills. This helps to reduce the occurrence of renewal declines due to expired or updated cards.
- We have improved handling of mixed-case email addresses. Buyers' email addresses are now stored in all lowercase and buyers can now use any combination of case when entering their email addresses to request login links for the account management site.

NEW FEATURES - June 28, 2017

Store Builder Library (SBL) has been updated to version 0.7.4. We strongly encourage everyone who currently uses SBL to update to the latest version in order to take full advantage of the latest features and improvements. Version 0.7.4 remains backward compatible, so the update can be as simple as obtaining the latest SBL code / URL from the LINKS dialog of your Web Storefront(s) and / or the PLACE ON YOUR WEBSITE dialog of your Popup Storefront(s) and updating your store page(s).
If you do not use Store Builder Library, you can disregard this notice.

IMPROVEMENTS - June 22, 2017

In order to maintain the security of your FastSpring e-commerce experience, we no longer support older, less effective technologies for securing communications across computer networks.
We now require that all connections to FastSpring APIs must support TLS 1.2 encryption. FastSpring API connection requests that are not secured using TLS 1.2 or greater will not be accepted.

IMPROVEMENTS - June 13, 2017

- Fixed: An issue prevented widget-based payment methods like Sofort or iDeal from working correctly on mobile phones.
- Event labels and checkout steps are now using consistent naming when reported to Google Analytics.
- Default subscription notification settings are now more reflective of our recommended best practices.
- Fixed: The Test tab was not appearing when editing the template for a Customer Notification.
- The login link email message for customer-facing account management has been updated to reflect that sessions now last twenty-four hours rather than one hour.

IMPROVEMENTS - May 31, 2017

- Fixed: When using Store Builder Libray to display prices or visiting a Storefront's homepage, VAT was not included in prices until a product was selected for purchase.
- Corrected a problem that prevented the Enter VAT ID link from being shown when the order consisted only of a subscription with a free trial period.
- Storefronts have been updated with all previously missing translations for supported languages. For Stores that do not have customized Customer Notification email translations, email translations have also been fully updated.

NEW FEATURES - May 31, 2017

German visitors must now select a checkbox indicating their agreement with FastSpring's localized terms of service and privacy policy before they can continue with their purchases.

IMPROVEMENTS - May 16, 2017

- For orders associated with existing customer accounts, the country is now properly identified when the order is initiated, instead of using the country on the account. The previous behavior could result in the inability to complete the order due to risk issues, under certain circumstances.
- We have updated sales tax rates for South Dakota and Tennessee.
- We are no longer collecting VAT on orders from customers in Russia. Previously collected VAT will be remitted to the appropriate authorities with the Russian Federation.

IMPROVEMENTS - May 3, 2017

- The timeout for account management sessions (and the login links emailed to customers) has been increased from 1 hour to 24 hours.
- Fixed: Changing a managed subscription to a standard subscription with a free trial resulted in error.
- Fixed: Protating a subscription edit could incorrectly trigger a "subscription.charge.failed" webhook event.
- The order.completed webhook event no longer fires when a customer updates his or her payment method via the account management site.
- Fixed: License names for CocoaFob licenses were not displayed on the order completion page.
- Added FastSpring's local tax ID numbers to the invoice for customers in India, Japan and New Zealand.

IMPROVEMENTS - April 18, 2017

- Corrected a problem that could result in lost webhook configurations for certain Stores.
- Fixed: quantityDefault, quantityBehavior and quantityDiscounts could not be set via the secure payload.
- Fixed: Account management pages were displaying failed subscription charge attempts as orders.
- Resolved an issue with Custom Orders that could result in the Storefront using a currency other than that specified for the custom order.
- Fixed: A customer account's email address could not be updated using the /accounts API endpoint.

- We've made multiple fixes related to subscriptions that have entered the failed / canceled / deactivated states.
- Fixed: Aquatic Prime and other file-based licenses were not being displayed on the order completion page.
- Fixed: Signed PDFs were not being generated on successful orders for applicable products.
- Fixed: After the customer enters a valid VAT ID to remove VAT from an order, the resulting product price without VAT could be slightly higher than the base price.

IMPROVEMENTS - April 4, 2017

- Corrected an issue that could cause a red bar to appear very briefly when loading the checkout dialog of a Popup Storefront.
- When a bundle is sold as a cross-sell, fulfillment actions for the bundle children are now properly rendered on the completion page and in the receipt email message.
- Resolved an issue that could cause a 502 error to appear when using Store Builder Library under certain circumstances.
- Fixed a problem that could occur when automatically retrying webhook postings for events that had failed due to a problem with the response received from the seller's endpoint.
- Added validation for file names when uploading image files via the Dashboard, to disallow file names that contain certain invalid characters.
- Corrected an issue that could prevent the Extended Download Service (EDS) from being enabled for certain Stores.
- Resolved a problem that caused South African VAT to be recorded as part of the order subtotal rather than as a separate tax item.
- Fixed an issue that could prevent subscription proration from happening when triggered in the same request to modify a subscription via the /subscriptions API endpoint.
- Fixed: VAT was not properly charged on subscriptions after updating a subscription with a new product.
- Resolved an issue that caused the Subscriptions tab of the customer-facing account management site to display subtotals rather than the total amount to be billed including VAT or tax.

IMPROVEMENTS - March 21, 2017

- Made several improvements to the engine we use for tax calculations.
- Corrected an issue that prevented the newsletter check box from appearing on Web Storefronts.

NEW FEATURES - March 21, 2017

Product discount availability dates are now returned in the GET /products/{product} API endpoint response.

```
"pricing": {
    "quantityBehavior": "allow",
    "quantityDefault": 1,
    "price": {
        "USD": 4.95
    },
    "quantityDiscounts": {
        "1": 15
    },
    "dateLimitsEnabled": true,
    "dateLimits": {
        "start": "2017-03-01",
        "end": "2017-03-31"
    }
}
```

IMPROVEMENTS - March 15, 2017

- Fixed: A "Failing" badge was showing for certain webhook configurations when webhooks were not failing.
- Resolved an issue that caused email notifications for failing webhook configurations to be sent once every ten minutes; now, they are sent once every 24 hours as intended.
- Corrected a problem that had prevented the default template for email order receipts from displaying sales tax and VAT due to an incorrect variable.

IMPROVEMENTS - March 7, 2017

- Fixed: Orders created using the /sessions API endpoint now properly return order ID in the Store Builder Library callback when using a Popup Storefront.
- Resolved a problem that could prevent subscription terms text from being displayed on Web Storefronts in certain circumstances.
- Fixed: A shipping price was not calculated when using a combination of a secure payload and a Popup Storefront under certain circumstances.
- Corrected an issue that could prevent license keys from being displayed on the Completion Page of a Popup Storefront when purchasing a bundle.
- Fixed: The "Multiple Future Charges" popover in a Popup Storefront now correctly includes subscription addon pricing when a coupon has been applied to the order.

NEW FEATURES - March 7, 2017

The template used for account management login link email messages can now be edited via Settings -> Customer Notifications -> Account.

Webhook events that fail to post successfully (meaning that no "success" response is received from your server) will now be retried automatically every 10 minutes for 24 hours or until they are processed successfully. During that period when failed event posts are being retried, a red Failing indicator will appear on the card of the webhook configuration for which posts are failing. Additionally, an "alert email address" can be sent email notifications if your webhook postings fail. For more information, please see our Knowledge Base article here.

IMPROVEMENTS - February 27, 2017

- Receipt email messages and webhooks for orders created prior to FastSpring's on January 26, 2017 can once again be re-sent via the OPTIONS -> Resend Notifications command on the order details page in the Dashboard.
- Fixed: Issues with marking individual webhook events as processed (as opposed to marking all events in the request as processed).
- Resolved an issue that could rarely interfere with submission of new support tickets via the Dashboard's *Contact Support* interface.

- Improved certain French and German translations in Storefronts.

NEW FEATURES - February 27, 2017

Email messages containing login links generated via the customer-facing account management portal now include a message that explains that the links have limited viability in the interest of security.

When you decline a [purchase order](#) in a Store that has the Require Approval option configured, an e-mail message will now be sent to the customer.

IMPROVEMENTS - February 8, 2017

- Fixed: Subscription addons appeared as standalone products if the addons were added to the cart before the subscription product itself.
- Fixed: License Fulfillments failed for some subscription products when testing fulfillments (live orders were not affected).
- Corrected an issue that could result in all selectable colors being set to #000000 (black) when saving Storefront settings in certain circumstances.

NEW FEATURES - February 8, 2017

Major update to the customer-facing account management portal: Buyers can now visit a "generic" account management URL for the seller (e.g. http://furiousfalcon.onfastspring.com/account) and enter their email address to receive a one-time login link by email.

- Sellers can link to this URL from their support pages – it's the same for all buyers
- This URL is included in all customer-facing email messages.
- A buyer only needs to enter an email address used to buy the product, and the login link will be emailed directly to the buyer.

New webhooks and corresponding email messages are now available:

- order.payment.pending – fires when an order has been processed but payment from the buyer has not yet been completed (for example, when a buyer selects wire transfer as their payment method or buys using a purchase order)

- order.approval.pending – fires when approval is required before an order can be completed (for example, when [purchase orders](#) are enabled for your Store with the Require Approval method configured, and a buyer places an order using a purchase order)

Sellers can now optionally enable subscriptions with a manual renewal policy, meaning that FastSpring will email the customer prior to the payment due date but will not charge the customer automatically. Instead, customers who opt out of automatic billings at the time of the initial purchase will be able to make subscription payments manually through the [customer-facing account management portal](#).

This default setting for this new feature continues current behavior - opting out of automatic rebills is neither mentioned on the Storefront nor nor allowed, by default.

- For Web Storefronts, this feature can be enabled under Storefronts -> Web Storefronts -> SETTINGS -> General Settings.
- For Popup Storefronts, this feature can be enabled under Storefronts -> Popup Storefronts -> SETTINGS -> Checkout.

NEW FEATURES - January 26, 2017

- All e-mail messages and webhook events sent in relation to a subscription are now listed on the subscription's details page in Dashboard. You can drill into an event on this page to view its details (e.g. the complete webhook payload) and you can also re-send individual events from that detail page.
- Similarly, all e-mail messages and webhook events sent in relation to an order are now listed on the order's detials page in Dashboard. You can drill into an event on this page to view its details (e.g. the complete webhook payload) and you can also re-send individual events from that detail page.
- Product availability can now optionally be limited based on the buyer's country. For more information, please see our Knowledge Base article [here](#).
- Store Builder Library's response will now contain an error message if an applied coupon code does not exist or is not applicable to the order.
- When selecting OPTIONS -> Resend Notifications on the order details page, it is now possible to re-send all webhook events associated with an order.

IMPROVEMENTS - January 26, 2017

- Fixed an issue with up-sell offers appearing on the product page twice.
- Resolved a problem that would result in a "product already exists" error message when attempting to create a product, bundle or subscription using the product path of a previously-deleted item.
- Fixed an issue that could cause the subscription details page to reload without applying edits when making edits to an active subscription instance in certain conditions and clicking CONFIRM.
- After changing the e-mail address for an order - which changes the customer account - re-sending e-mail notifications will now correctly go to the new address.

Store Builder Library Version 0.7.3

Store Builder Library (SBL) has been updated to version 0.7.3. We strongly encourage everyone who currently uses SBL to update to the latest version in order to take full advantage of the latest features and improvements. Version 0.7.3 remains backward compatible, so the update can be as simple as obtaining the latest SBL code / URL from the LINKS dialog of your Web Storefront(s) and / or the PLACE ON YOUR WEBSITE dialog of your Popup Storefront(s) and updating your store page(s).

If you do not use Store Builder Library, you can disregard this notice.

IMPROVEMENTS - January 13, 2017

- Corrected an issue that could cause a Springboard Error when loading a Web Storefront page that included a product with a product option configuration that required a selection but did not have any products included in the configuration.
- Resolved an issue that could prevent the subscription.charge.failed webhook event from being fired.
- Fixed a problem that could prevent payment by wire transfer for custom orders.
- Corrected an issue that could prevent proration from occurring when setting prorate to "true" via a POST to the /subscriptions endpoint of the FastSpring API.
- Resolved a problem that prevented the price and subtotal from using the Web Storefront's color settings on the completion page.
- Corrected a display problem that sometimes caused the currency abbreviation to be displayed twice for amounts shown on the Customer-Facing Account Management portal.
- Fixed an issue with the sequence of product options presented on a Web Storefront when a product has both single-choice and multiple-choice options.
- Resolved a problem that could cause an incorrect error message in the Dashboard when saving a custom order that included a leading space in the E-mail field.

- Corrected an issue that caused an extra, unstyled button to appear on Web Storefronts with the SETTINGS -> Buttons -> Short Checkout Flow selected when using a 100% off coupon.

NEW FEATURES - January 13, 2017

The Store Builder Library endpoints have been optimized, resulting in significantly decreased response times, with some Stores seeing load times decreased by a factor of eight.

For purchase order transactions, customers' optional purchase order numbers are now included as customerReference in the order.completed and browser.order.completed webhook events, as well as in responses from the /orders endpoint of the FastSpring API.