



# 2020 Changelog

## IMPROVEMENTS - DECEMBER 22, 2020

### New Features & Improvements

- Starting Jan 1, 2021, all ecommerce transactions in the European Economic Area (EEA) will be eligible for Strong Customer Authentication (SCA). European buyers will only be affected if their issuing bank requires them to go through the SCA flow for a specific transaction. If this is the case, they may be required to enter 2-factor authentication to complete their purchase.

FastSpring is fully prepared to support these changes on the seller's behalf and deliver a seamless experience for buyers. FastSpring sellers do not have to take any additional action to be compliant.

### Bug Fixes

- We discovered a bug that caused Wire Transfer and Purchase Order payment methods to be displayed on checkout when a seller created a custom order with a subscription, even though these payment methods are not supported for automatic subscriptions. This bug has been fixed.
- A bug caused the FastSpring Payouts button in Classic to display twice after the seller had activated the Payouts account. When a Seller activates their Payouts Account, the button should display "FastSpring Payouts Portal". If the seller has yet to activate their account, the button should display "Activate FastSpring Payouts Account". This bug has now been fixed.
- We have made several Japanese translation improvements for the Popup and Web Storefronts.
- If we go to Sales → Subscription → and then the Charges tab in the app and create a report with one of the following filters; Created, Live, Product or Date Range, a bug was discovered that prevented the results of the report from reflecting the selected filters. This bug has been fixed.

## IMPROVEMENTS - DECEMBER 8, 2020

## New Features & Improvements

- We are excited to announce the Early Access launch of FastSpring Quotes! FastSpring Quotes allows sellers to create and manage quotes for their customers directly within the FastSpring App, enabling them to seamlessly process and collect payments on B2B orders. Please contact us for more information.

## Bug Fixes

- A bug caused classic orders to fail due to being generated as “accepted” instead of “order complete” in Springboard. TNP-8219

## IMPROVEMENTS - NOVEMBER 24, 2020

### New Features & Improvements

- To better position the product to support the new B2B functionality coming in 2021, we renamed the “Activity” section in the navigation bar “Sales” and made “Orders” the default page. Additionally, we moved “Custom Orders” to the right-most tab on the Orders page, and made it so that the “Pending Approval” tab only shows if the store has orders that are pending approval.

### Bug Fixes

- In the Popup and Web Storefronts, we discovered a bug that caused the VAT amount to display as \$0 although tax was calculated on both the invoice and checkout. VAT should now display correct tax information.
- We discovered a bug that caused pricing to be displayed incorrectly in the checkout flow. The bug affected orders with ten units or more when a discount was applied. This bug has been fixed.

### Coming Soon

- We are continuing to make progress on the highly-awaited B2B initiative! We plan to release the MVP to a handful of strategic sellers in early December.

## IMPROVEMENTS - NOVEMBER 10, 2020

### Bug Fixes

- For custom orders generated from Reseller stores, changing the quantity of a product to zero during checkout did not remove the product from the order, as expected. Additionally, if the product had a license associated with it, the zero quantity item was also being fulfilled. This has now been resolved.
- We discovered a bug that caused subscriptions with trial, discount on price, and via coupons to produce a negative price. The problem existed in both pricing modes (net and gross). This bug has been fixed.
- Our system has been known to send the same webhook twice, we have identified the root cause and duplicate webhooks should not be firing. We have identified a use-case/situation in our system where we inversely sent duplicate webhooks.

## Coming Soon

- We are continuing to make progress on the highly-awaited B2B initiative! We plan to release the MVP to a handful of strategic sellers in early December.

## IMPROVEMENTS - OCTOBER 28, 2020

### Bug Fixes

- In some cases, custom order links on Classic were displaying inconsistent pricing. This has been fixed.
- When copying an order to a new custom order, we discovered an issue that caused the modal to continuously spin in the loading state. This has been fixed.
- We have made some improvements to increase the reliability of Alipay orders. Alipay orders should now be processed and completed as expected.
- We discovered a bug that caused subscription prorations to sometimes result in a negative tax value, which would cause the subscription to go into dunning.
- Fixed a bug that caused Colombian taxes to be added to a product that was sold in gross pricing mode.

## IMPROVEMENTS - OCTOBER 13, 2020

### New Features & Improvements

- We are excited to announce that our upgraded tax management service, Avalara, is now live. With this upgrade, sellers are now able to select a more accurate product tax category in the FastSpring App by specifying a product tax category that best describes the product they are selling. They will do this by filling out a multi-level questionnaire for every product they intend to sell.

- We will now collect first name, last name, and email from the buyer before they are redirected to Paypal or Amazon for payment completion. This enables us to assess the buyer for risk/fraud before attempting to collect payment.
- To ensure FastSpring is compliant with Taiwan e-Invoicing regulations, buyers in Taiwan will now receive a secondary e-Invoice generated by the Taiwan Ministry of Finance. Additionally, the FastSpring-generated invoice will now include a unique GUI number that matches the number on their e-Invoice.

## Bug Fixes

- For buyers paying with iDeal, our system would sometimes collect funds but fail to complete the order, resulting in a confusing buyer experience and the order getting stuck in the “pending payment” state. This issue has now been fixed.
- When creating a new custom order with buyer address information, the “State” field was not persisting after saving. This has been corrected.
- We recently updated invoices to include the original order date, but this field was not populating for specific orders. This has been fixed.

## IMPROVEMENTS - SEPTEMBER 29, 2020

### New Features & Improvements

- To improve the buyer experience, we updated invoices to include the original order date. Going forward, all invoices will now show the order date as “Issued: [date]” under the order ID and above the due date (if applicable).

### Bug Fixes

- We discovered a bug with FastSpring Payouts which ignored the seller’s preferred currency and displayed funds in USD for all sellers. This bug has been fixed, and the correct currency is being displayed accurately in the seller’s account.
- When creating a new custom order, the title field was highlighted in red as soon as the user clicked outside of the field, regardless of the validity of the input. The seller was still able to save the custom order, but it created a confusing UX. Generally, the title field should only highlight red when input is invalid or title has been used by another order before. This bug has now been resolved.
- In the Web Storefront, we discovered a bug that caused product images with long text to display in bad resolution. This bug has now been fixed and all product images should display in correct resolution and good quality.
- We fixed a bug that caused data to be missing in some data exports.
- Fixed a bug in Classic which caused checkout to calculate the wrong tax amount for some non-US customers purchasing subscriptions.

## IMPROVEMENTS - SEPTEMBER 15, 2020

### Bug Fixes

- We fixed a bug that caused some special characters to be displayed incorrectly on invoices.
- We experienced a bug that caused Paypal orders to briefly populate null contact information in the account.created webhook. This has been fixed.
- There was a bug causing the prorated charge to be inaccurately displayed when the seller tried upgrading a subscription. This bug has now been fixed, and all prorated charges are being accurately calculated in our systems.

## IMPROVEMENTS - SEPTEMBER 1, 2020

### New Features & Improvements

- To better support in-app implementations of the Popup Storefront, we have added a storefront setting to allow Popup Storefront links (such as privacy policy, Norton logo, etc) to open in overlays in the same viewport instead of new browser windows.
- If a buyer has an active subscription where the currency is different from the account's default currency, they were previously unable to update their payment method, causing the subscription to deactivate. To improve the buyer experience, we will now allow the buyer to update their payment method for active subscriptions regardless of their account currency.
- We updated the Russian VAT rate from 15% to 20%.

### Bug Fixes

- We fixed a typo in the failure test credit card number under Products > Checkout Links for the Popup Storefront.

## IMPROVEMENTS - JUNE 21, 2020

### New Features & Improvements

- Previously, any errors detected when creating a custom order (i.e. missing field or duplicate title) would result in all progress being lost. We have improved this so that field validation errors are displayed within the configuration window without losing progress.

- Now, when a custom order is created from an existing order, all order tags and product attributes from the original order will be automatically copied over.
- When a buyer makes a tax-exempt purchase, their tax-exempt status will now be set on their account so that all future orders initiated via the API for that buyer are automatically tax-exempt.
- Reduced the lag time of webhook notifications from 30s to 10s to improve webhook delivery timeliness.
- To improve API usability, GET /products/{product} API calls are no longer cached, ensuring users receive the most up-to-date response back. TNP-7589
- Buyers now receive a subscription updated email when their canceled subscriptions are uncanceled. TNP-4325
- The 'order.complete' webhook now includes a dedicated coupon object to help sellers view all discount/coupon details for an order.

## Bug Fixes

- Fixed a bug in which users with the Account role no longer had access to download reports and users with Store Order Support role could no longer create custom orders.
- Fixed an issue causing accented characters to display incorrectly in the Purchaser section of invoices.
- We recently added a download button to invoices allowing the invoice to be downloaded as a PDF, but this button was not working on Classic invoices. This has been corrected.
- Previously, some buyers never received the email with instructions for accessing their Account Management portal. This has been fixed. TNP-7434
- The company field can now be successfully passed to checkout in the contact object of a secure payload.
- Previously, the Company field was not persisting to checkout when added to a custom order. This has been corrected.

## IMPROVEMENTS - MAY 26, 2020

- We've made updates to our navigation bar to improve overall usability - particularly for mobile. The left-hand menu is now collapsable and has improved spacing and margins making it easier to use.
- Fixed a bug that was causing some inaccuracies when using our "price decoration" feature (ie rounding pricing after converting the currency).
- Fixed a bug on the Activity page that caused special characters to not display correctly.
- Fixed a bug for re-seller stores that was causing the Reference Number value to not save upon new order creation.

- When a buyer cancels an overdue subscription we now deactivate the subscription immediately and prevent dunning recharge attempts.
- Fixed an issue that caused an intermittent "Unexpected Error" to occur on the Web Storefront for buyers in certain countries.

## IMPROVEMENTS - MAY 12, 2020

- The new user interface is here! Make sure to bookmark the new URL, [app.fastspring.com](https://app.fastspring.com) for quick access. The robust capabilities of the platform are now more intuitive, making you more productive and efficient. For a full list of the changes made, please visit this [Knowledge Article](#). Some highlights include:
  - New vertical left-hand navigation bar for quick access, platform navigation, and improved mobile responsiveness
  - Updated product catalog layout to streamline workflows and navigation across multiple products
  - Updated pages for Activities, Order Details, and Subscription Overview
  - Ability to switch between seller stores more quickly



- Added functionality that provides subscription billing token flexibility by improving our ability to move tokens from one processor to another.

- Added Arabic translations to the Web and Popup Storefronts so that Arabic speaking buyers can checkout and receive buyer-facing communications in their native language.
- Fixed a bug that caused some Alipay orders to be displayed in the platform with an outdated due date.
- Fixed an issue that caused multiple orders to be created in our system for each successful Alipay purchase, leading to an abundance of canceled orders displayed in the platform.

## IMPROVEMENTS - April 14, 2020

### FastSpring API Improvements

- When creating or updating a product via the `/products` endpoint, you can now pass date limitations for product discounts. For an example of how to pass the dates, please check out our [/products Knowledge Base article](#).
- You now have the option to delete one or more products using `DELETE/products/{id1},{id2},{id3}`. Product deletion is permanent and irreversible. For more information and an example, please check out our [/products Knowledge Base article](#).
- When you call `GET /products/price` to obtain current localized pricing, the API response now includes product-level discount details.
- When a product was created via the `/products` endpoint without pricing data, it was impossible to subsequently update the pricing using the API. This has been corrected, so API pricing updates now work correctly even if the pricing was originally null.
- When creating a product via the `/products` endpoint, if the POST body included typos in certain product fields, the API could incorrectly return a '200 OK' response when in fact the product was not created. This has been corrected, so the API now responds with `400 bad request - Field was not recognized` in such cases.

### FastSpring Dashboard Improvements

- You can now include the customer's address information when creating a custom order. The order creation form now includes *Address Line 1*, *Address Line 2*, *City*, and *State/Region* fields.
- To prevent accidental loss of progress in modal windows such as the custom order creation window, clicking outside the window no longer closes the window. You can still close modal windows by clicking X or pressing Escape.



## IMPROVEMENTS - March 31, 2020

- We have resolved an issue that could occasionally cause an unexpected error message when a customer enters a VAT ID during the process of paying for a purchase order transaction.
- When making a series of multiple updates to a subscription and triggering proration on each change, the amount of the prorated charge could be incorrect by a small amount (e.g., less than \$1). This has been improved to use the correct charge amount.
- As part of our ongoing efforts to improve security, we have implemented a user lockout feature on the Dashboard. If you try to log in using invalid credentials too many times in a row, your user account will be locked. In that case, you can use the *Forgot Password?* link or contact FastSpring Support for assistance with logging in.
- Customers visiting your Web Storefront who made a typo in their credit card information would not always receive an error message; instead, the payment information dialog would just reload. This has been corrected; an error message now appears, as intended.

## NEW FEATURE - March 17, 2020

### Store Builder Library

Store Builder Library (SBL) has been updated to version 0.8.3. 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. See below for more details.

### New Features in Version 0.8.3

On mobile devices running iOS, Popup Storefronts previously opened in a separate browser tab. Now, they correctly open in the same browser tab as your page.

### About SBL Version 0.8.3

Version 0.8.3 remains backward compatible, so updating can be as simple as modifying the src URL in the SBL script on your page(s). In the URL, simply replace 0.8.2 with 0.8.3, like this:

<https://d1f8f9xcsvx3ha.cloudfront.net/sbl/0.8.3/fastspring-builder.min.js>

## IMPROVEMENTS - March 17, 2020

- Previously, the completion page for wire transfer orders on Web Storefronts was not displaying tax details. We have improved this so that complete tax information and order total will be displayed on the completion page for wire orders on the Web Storefront. We will also now include an "Amount" field in the payment instructions to indicate the final amount due.
- To improve the checkout experience for B2B buyers, we have improved the tax exemption messaging on Popup Storefronts across all languages.
- When clicking Approve - Deliver Before Payment on a purchase order, fulfillment details were being included in the *Payment Required* email message sent to customers, but the products' Post Order Instructions were not appearing in that message. This has been corrected.
- We have corrected an issue that could cause proration charge amounts to be off by a few cents when making multiple prorated adjustments on the same day for subscriptions that have subscription addons.

## IMPROVEMENTS - March 3, 2020

- When we collect a customer's physical address in a Popup Storefront, the customer can now click the *Country* field to open the Country and Language selector.
- Previously, when clicking Approve - Deliver Before Payment on a purchase order, fulfillment details were not always sent to the customer. Now, for Stores where the *Payment Required for the Order* email template has never been modified, fulfillment details are included in that message when you choose this approval option.
- We have resolved an issue that prevented the Store Builder Library's data-validation-callback from working correctly.
- On mobile devices running iOS, Popup Storefronts previously opened in a separate browser tab. Now they correctly open in the same browser tab as your page.
- We have improved the accuracy of localization translations in Popup Storefronts.
- We have corrected a problem that could prevent customers from un-canceling certain subscriptions via the customer-facing Account Management site.
- When you choose to hide the quantity for a product, the optional Popup Storefront cart now displays the extended price for the order line (price \* quantity) rather than the base price.

- If you subscribe to the *mailingListEntry.updated* webhook event, the event could sometimes fire incorrectly with a "list" value of "abandoned" for customers who had actually purchased successfully. This has been corrected.

## IMPROVEMENTS - February 18, 2020

- Subscription-related webhook events and the GET/*subscriptions* API response now include fulfillment information. For subscriptions where the most recent billing had fulfillments, those fulfillments are included in the JSON data. For subscriptions where the most recent billing did *not* have fulfillments, any fulfillments from the original order are included.
- When using the *EDIT CUSTOMER DETAILS* command to change the email address on a subscription to a new (non-existing) email address, a message indicating that the new email address is already in use was appearing incorrectly under certain circumstances. This has been corrected.
- Previously, it was possible to create a product whose *product path/product ID* was identical to the URL of one your Storefronts. This could cause problems when trying to visit the Storefront, and we have fixed this.
- When creating a Data Export including the variable *#{order.coupons}*, coupon codes were not being rendered even when they had been used for an order. We have corrected this.

## IMPROVEMENTS - February 6, 2020

- The *return.completed* webhook event and responses from the */returns* endpoint of the FastSpring API now include a *type* field to indicate whether or not a return resulted from a chargeback.
- We have made adjustments to maintain our compliance with applicable VAT, GST, and state sales tax laws, including updating the rate at which we collect sales tax in Vermont (now 6%).
- After using the FastSpring API to change a customer's subscription instance from one product to another, fulfillments for the original product (not the updated product) would incorrectly be issued on subsequent rebills. Likewise, subscription reports in Dashboard would continue to reflect the subscription instance under the original product. These issues have been corrected.
- Coupon codes with a limited number of uses now remain in the View Codes dialog even after reaching their usage limit. They now appear with (0 uses) rather than disappearing from the list entirely.

- When running Orders reports and selecting the option to break down by country, a generic FastSpring error could occur under certain circumstances. This has been fixed.
- We have updated our VAT validation methods to successfully validate newly issued Dutch VAT IDs entered by customers.
- We have fixed a bug that caused the optional Popup Storefront cart to show incorrect values for the *Subtotal* in certain cases when the Store was in net pricing mode and a coupon had been applied to the order.

## IMPROVEMENTS - January 21, 2020

- When using the optional cart in a Popup Storefront, the cart shortcut button on the main checkout page now indicates the total quantity of all items in the cart as intended, rather than the total number of products.
- On Web Storefronts and Popup Storefronts, customers using mobile devices in the U.S. will now have a more convenient means of entering their ZIP codes via a virtual number pad rather than the entire keyboard.
- We have resolved an issue that could cause certain subscription rebills to be incorrectly declined.
- Customers' IP addresses are now included in various order-related webhook events and in responses from the */orders* API endpoint.
- When updating the quantity of a subscription addon via the */subscriptions* API endpoint, duplicate "subscription updated" email messages were being sent to the customer. This has been corrected, so only one message is sent, as intended.
- We have fixed an issue that could cause incorrect subscription proration adjustments when prorating subscription changes multiple times during the same billing period.
- A problem that caused bundled products to be added to the Web Storefront or Popup Storefront cart more than once after removing and re-adding the bundle has been corrected.

## NEW FEATURE - January 7, 2020

### Store Builder Library

Store Builder Library (SBL) has been updated to version 0.8.2. 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. See below for more details.

## New Features in Version 0.8.2

When adding a product to the order, if you do not pass a product quantity, the product's default quantity will now correctly be used. This includes adding products via the session object, via a [secure payload](#), or via `fastspring.builder.add()`.

The normal SBL methods of setting the quantity still apply. However, if the product's default quantity is locked or hidden, you can only override it using a secure payload.

Note: The default quantity can be set in the *Pricing* field of a product, bundle or subscription. It can be set using the Dashboard or the *quantityBehavior* and *quantityDefault* fields in the *pricing* object when posting to the [/products](#) API endpoint.

## About SBL Version 0.8.2

Version 0.8.2 remains backward compatible, so updating can be as simple as modifying the src URL in the SBL script on your page(s). In the URL, simply replace 0.8.1 with 0.8.2, like this:

<https://d1f8f9xcsvx3ha.cloudfront.net/sbl/0.8.2/fastspring-builder.min.js>

## IMPROVEMENTS - January 7, 2020

### General Improvements

- Customers whose subscriptions have been canceled but not yet deactivated can now un-cancel their subscriptions via [account management](#).
- In the optional Popup Storefront cart, product options and subscription addons that have summary descriptions now include a Details link that customers can click to view the products' summaries.
- When bypassing the checkout and sending customers directly to the optional cart in a Popup Storefront via `fastspring.builder.viewCart()`, the *back arrow* button no longer appears at the top left corner of the popup cart.
- The optional Popup Storefront cart now respects the optional *Hidden* status for product quantities as configured in Dashboard.
- To improve application security, we have now implemented a lockout state when several Dashboard login attempts are unsuccessful.
- We have corrected an issue that could cause an error message when purchasing a product with free cross-sells from a United States postal code where there is no sales tax.
- An issue that caused product names containing the ampersand character (&) to be rendered incorrectly in Dashboard and in Storefronts has been corrected.

- When editing a subscription with a free base product and non-free subscription addons, the amount of optional prorated charges could be calculated incorrectly. This has been corrected.
- To ensure accurate sales tax collection, U.S. customers who add a new subscription payment method via the [account management site](#) using Amazon Pay or PayPal may now be prompted to enter their ZIP code if it is not currently on file.

## FastSpring API Improvements

- You can now query the */subscriptions* endpoint for a specific customer account ID, like this: GET */subscriptions?accountId=<id>*.
- When creating or updating a customer account via POST */accounts*, you can now optionally include the customer's address in the payload of your post. Please see [/accounts](#) for more information.