What's New in NS8 V2.0 for PrestaShop

NS8 is excited to launch V2.0 of our best-selling software for our PrestaShop merchants.
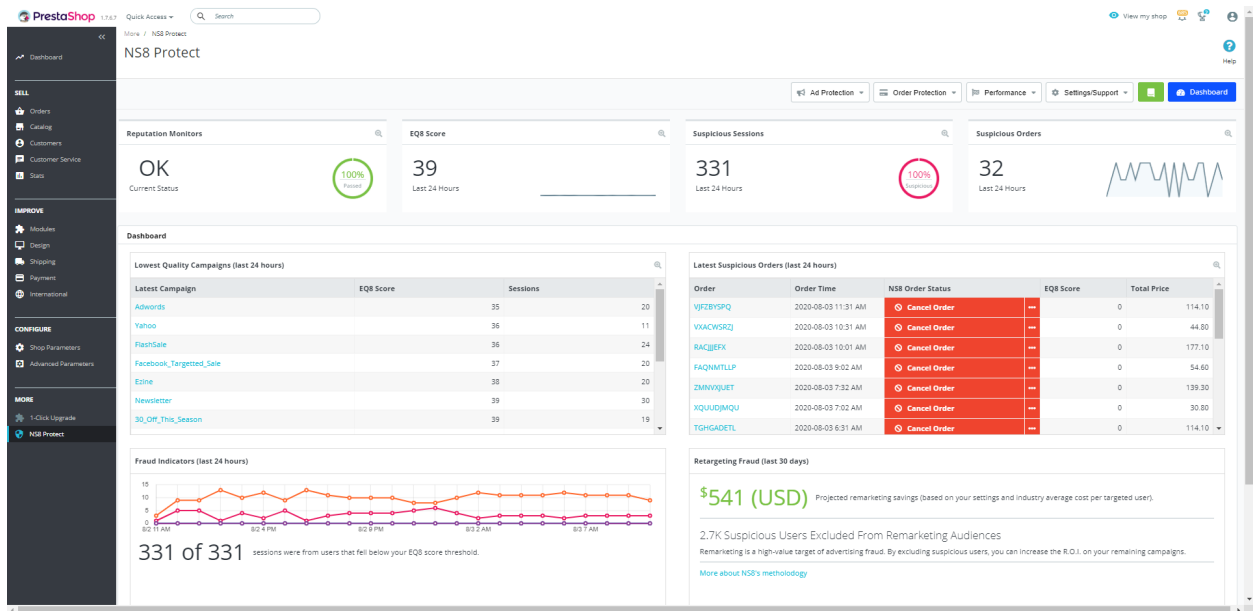

What can you expect out of V2.0? Let's jump right in!

Getting Started with V2

Check out our NS8 v2.0 overview to see our general updates and our v2.0 migration checklist.

Order Intercept

PrestaShop merchants can now leverage order intercept in NS8. From the **Settings** screen, merchants can scroll to **Order Intercept** and choose their intercept point:

- **Intercept between Payment Capture and Order Fulfillment** - Orders are held for review after payment is captured, and you can choose whether to approve, verify, or cancel the order.
- **Manual Mode** - NS8 scores users and orders but does not interfere with the order processing workflow.

Want to learn more about what's new on the V2.0 settings screen? Check out the full settings overview here.

Suspicious Orders and Refunds

The Order Review screen includes a banner to remind merchants that canceled orders are not automatically refunded through NS8.

Order Number:
MGUCMXPOE

Order Time: (24 days ago)
10:58 AM 07-10-20

Order Total:
26.12

NS8 Order Status:
Canceled ❓

NS8 Risk:
High ❓

Action:

🚫 Canceled

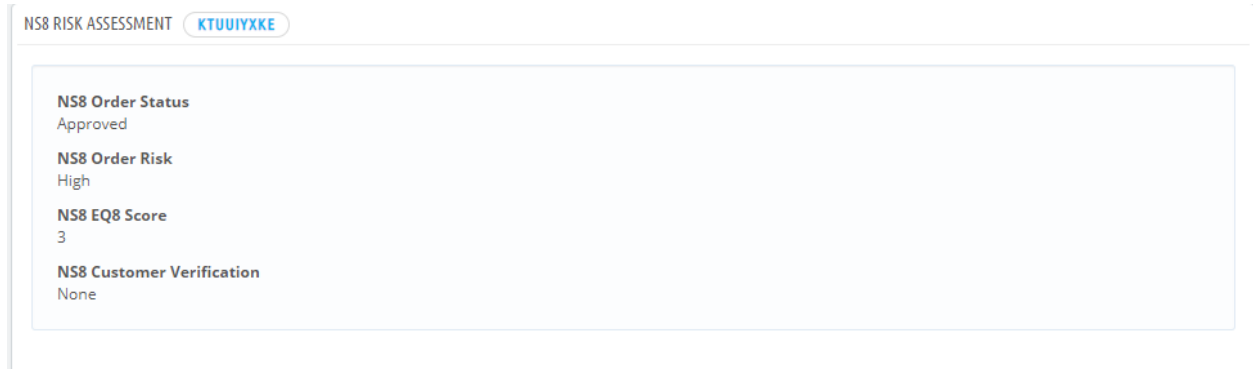⚠️💲 NS8 Protect cannot automatically refund all orders. Please confirm through your ecommerce platform that any desired refund has been processed.

Order Log: ❓

Time	Action
00:00:03	Merchant Settings: Updated Risk to Low
00:00:03	Merchant Settings: Added Ekata Assessment
00:00:03	Order Rules: Updated Risk to High by an unn...
24 days	Merchant: Updated Status to Canceled

NS8 Risk Assessment

The Order screen on the PrestaShop backend now includes an **NS8 Risk Assessment** section, which shows the key insights NS8 provided on the order. Merchants can click the blue order number hyperlink to view the order in NS8.

This section replaces a banner in V1.0 that displayed the EQ8 score and NS8 recommendation.

Order Statuses
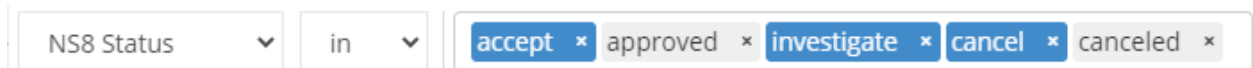
In V2.0, the NS8 order statuses have been refined and simplified to: **approved**, **merchant review**, and **canceled**.

In V1.0, the NS8 order statuses included: **accept**, **approved**, **investigate**, **cancel**, and **canceled**.

Navigation History

If friendly URLs are enabled, merchants can see a consumer's navigation history from the Order Review screen. We recommend leaving friendly URLs enabled to ensure you have access to all the consumer data we provide.

If friendly URLs are disabled, the navigation history functions the same way it did in V1.0, and only shows Home.

View and Enable Friendly URLs

To access friendly URLs, navigate to the **Configure** section in the PrestaShop sidebar navigation. Expand the **Shop Parameters** options and select **Traffic & SEO**. The **SEO & URLs** page opens and displays all the configured URLs for the site, as well as the associated friendly URL.

Scroll down to the **Set up URLs** section. The **Friendly URL** field displays first, and can be toggled to **No** or **Yes**.

For more information on friendly URLs, see PrestaShop's documentation on SEO & URLs Preferences.

New Look and Feel

V2.0 is a big UI upgrade for our PrestaShop merchants who are accustomed to using V1.0 of NS8. Here are a few snapshots to show just how much has changed:

Navigation

V2.0 Navigation Bar

Our navigation menu got a full redesign, and now includes our live chat icon (in V1.0, the chat icon was available at the bottom of the screen).
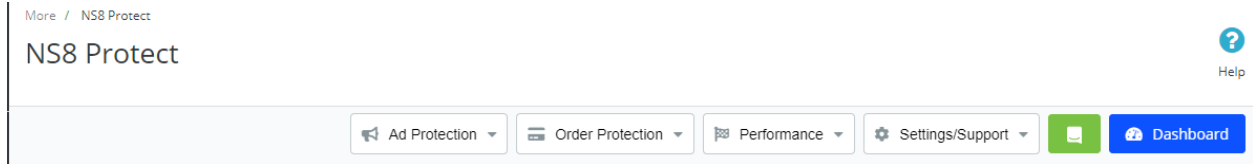
V1.0 Navigation Bar
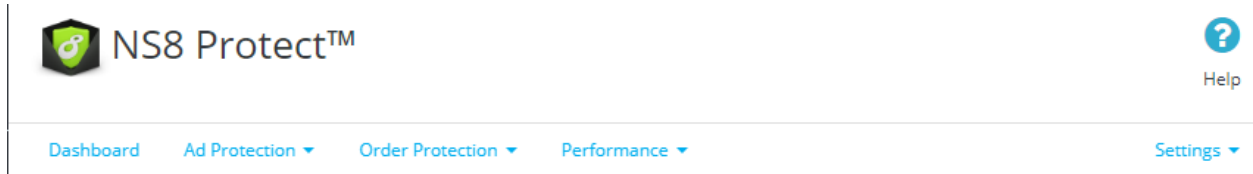
Settings

V2.0 Settings

In addition to the new look and feel, we've also added our available extensions (Ekata and Verifi) to the Settings screen.

Settings

Timezone for Reports
Select the timezone to use when displaying reports.

Choose a timezone

America/Los_Angeles ▾

Valid vs. Suspicious Sessions Threshold
Select the EQ8 score that determines whether a session is valid or not. Sessions below this score will be marked as suspicious.

Choose a custom EQ8 score. The default is 200

0 ——————[200]————————— 1000

Assign NS8 Risk for Orders
Every time a user visits your store, each action they take is scored by the EQ8 engine to determine their risk for fraud.

Negative attributes (such as a user trying to hide their location or identity) will push their score down. Positive attributes (such as natural phone movements) will push their score up.

NS8 Risk is determined by the initial scoring of the EQ8 engine prior to any Order Rules being checked.

Select the EQ8 score that determines whether an order is High, Medium, or Low Risk. Orders within this score range will be assigned an NS8 Risk value accordingly on the individual order's review screen.

Choose custom ranges for the EQ8 Score.
The default for High Risk is **<200**, Medium Risk is **201-600**, and Low Risk is **>601**.

High Risk (0-200) ———— Medium Risk (201-599) ———— Low Risk (300-1000)

Order Intercept
This setting allows NS8 Protect to intercept an order between payment authorization and order fulfillment. Once intercepted, the order rules can be applied to determine if an order is approved, canceled, sent for additional analysis or held for manual review.

Choose the order intercept point:

◉ **Intercept between Payment Capture and Order Fulfillment**
After the payment is captured, orders are held for you in order status "NS8 - Merchant Review". When approved in NS8 Protect, orders are updated to "Processing in progress".

○ **Manual Mode**
NS8 will continue to score users and their orders but will have no impact on the processing of the order.

Order Creation → Payment Capture → **Intercept** → Order Fulfillment

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Scoring Extensions
NS8 Extensions can be added to extend scoring functionality to NS8 Protect.

EKATA 🔘

Run an identity check on customer's orders with Ekata. This lets you instantly know if a name, address, phone number, email, and IP address all belong to the same person. Each lookup costs 10¢ and the cost will simply be added to your monthly bill.

Choose a custom EQ8 Score range to determine when a Ekata Identity Check will be run automatically on an order. Actions can be applied to orders in this range in Order Rules ▸

0 ——[200]————[600]———— 1000

Additional Extensions
Extensions provided by third parties can be added to NS8 Protect to extend scoring functionality.

VERIFI [⚙ Settings]

Verifi Cardholder Dispute Resolution Network allows store admins to resolve a pending chargeback before it becomes a chargeback on your merchant account. Too many chargebacks can lead to costly fees, fines, and penalties. If a customer initiates a chargeback case, Verifi will alert the store admin and provide a window to resolve or dispute the case before it becomes a chargeback.

Customer Verification
Customer Verifications provide an identity verification tool for when you are unsure if you want to approve an order. It works as follows:

An email is sent from approveyourorder.com to the customer which asks them to verify a recent order and confirm their identity. The customer is presented with two options, confirm or deny the order:

If they click to confirm the order in the email, they are directed to a page and asked to enter a mobile number to receive a final confirmation code via SMS.

After receiving the confirmation code via SMS, the customer can then enter the code to verify their recent order.

If they deny the order on the original email, it directs them to a page where they can reject the order and you are notified accordingly.

If there is no response, no actions are taken and the order will remain in Merchant Review.

You can also automatically trigger a Customer Verification on orders with Order Rules. Visit our guide on the Customer Verification Flow to learn more.

Settings

Expiration Window
☑ Enable expiration window
[1] day(s)
The number of days a customer has to verify themselves before the request has expired.

Auto-cancel Window
☑ Enable Auto-cancel window
[1] day(s)
The number of days after a customer verification request has expired before the order is automatically canceled.

Successful Customer Verification

When a Customer Verification request receives a "confirm order" response from the customer:
Do not change NS8 Order Status ▾

When a Customer Verification request receives a "confirm order" response from the customer:
Set NS8 Risk to Low ▾

Failed Customer Verification

When a Customer Verification request receives a "cancel order" response from the customer:
Set NS8 Order Status to Canceled ▾

When a Customer Verification request receives a "cancel order" response from the customer:
Do not change NS8 Risk ▾

Customer Verification Branding
NS8 Protect allows you to customize the subject, body, and header of the emails that are sent to your customers when you request additional verification for an order. Please refrain from using HTML tags when writing the subject or body of these emails; only plain text and merge tags are supported.

Merge Tags
Merge tags can be used to insert dynamic content into the subject and body of your verification emails. These merge tags will automatically populate the email with relevant information and allow you to create generic templates that will be tailored for each individual message. Merge tags must be entered exactly as they appear.

%%STORE NAME%%
This merge tag will insert the name of the store from which an order was placed.

%%CUSTOMER NAME%%
This merge tag will insert the name or email address of the customer who placed the order.

%%FIRST ITEM%%
This merge tag will insert the name of the highest-value item from the order.

%%SUPPORT CONTACT%%
This merge tag will insert the name, phone number, and email of your designated support contact, as shown:

John Dough
john.dough@domain.com
+18005551212

Please fill in the **Verification Support Contact** details to use this merge tag. This will be your support contact that will field incoming questions from your customers. If no contact information is provided, this will default to your store name.

Verification Email Content

Email Subject:
Please verify your recent order with %%STORE NAME%%. Thank you

Email Header Logo:
[logo] 🔓 🗑

You may upload an image of your store's logo to be displayed in the verification email. JPG and PNG file types are supported, with a recommended image size of 700x350 pixels. This image will be displayed at the top of the body of the email.

Email Body:
Hello, %%CUSTOMER NAME%%!

Your recent purchase from %%STORE NAME%% including %%FIRST ITEM%% requires verification. Please use the links below and follow the outlined steps to verify your order TEST TEST. Thank you

[✉ Send Test]

Verification Support Contact

Contact Name:
Sally Doe

Email:
sally@mystore.com

Phone:
+18005551212

Google Analytics Integration
By integrating this app with your Google Analytics account, we will create a filtered remarketing audience that you can use to protect your remarketing campaigns from traffic fraud.

In addition, we will create custom elements that allow you to report on your valid vs. suspicious users.

You are not currently integrated with Google Analytics.

If you wish to change this, you can authorize your Google Analytics account and select a web property.

[Authorize an account]

Choose a custom EQ8 score threshold for remarketing. The default is 100.

0 —[100]—————————————— 1000

V1.0 Settings

Settings

Timezone for reports
Select the timezone to use when displaying reports.

Choose a timezone.

European Central Time (ECT) ⌄

Valid vs. Suspicious Users
Select the EQ8 score that determines whether a user is valid or not. Users below this score will be marked as suspicious.

Choose a custom EQ8 score. The default is **100**.

0   200   1000

⬤ Flag Orders in Admin
Set the EQ8 score to flag orders to investigate
The order details page in the admin will show the order's score and status.

Choose a custom EQ8 score. The default is **100**.

0   320   1000

○ SMS Verification for Suspicious Orders
Send an SMS verification request for suspicious orders. These are handled as follows:
- An email is sent to the user with a link to a page with instructions to enter a mobile number to receive an SMS message.
- If the same mobile number is used for a abnormally large number of orders, the order risk will be raised to high.
- Otherwise, if the user confirms the order, the order risk will be removed.
- If the user replies they did not place the order, the order risk will be raised to high.

Email message to send to user (emails are sent from 'approveyourorder.com'):

Subject:

Please verify your recent order with %%STORE NAME%%. 321

Personal Message:

Your recent purchase at %%STORE NAME%% needs to be verified. Please use the link below and follow the steps to verify your order.

[Save]

Google Analytics Integration ACTIVE
By integrating this app with your Google Analytics account, we will create a filtered remarketing audience that you can use to protect your remarketing campaigns from traffic fraud.

In addition, we will create custom elements that allow you to report on your valid vs. suspicious users.

Your currently integrated Google Analytics web property is: **UA-91860011-1**

If you wish to change this, you can re-authorize your Google Analytics account and select a new web property.

[Click here to authorize a different account]

Google Analytics Remarketing
Only users above this score will be included in remarketing audiences. This feature requires that you have integrated Google Analytics into this app.

Choose a custom EQ8 score score. The default is **100**.

0   123   1000

Order Review

V2.0 Order Review

Order Number:
ZEFTUKIIO

Order Time: (17 minutes ago)
11:49 AM 08-03-20

Order Total:
35.72

NS8 Order Status:
Approved ⓘ

NS8 Risk:
High ⓘ

Action:

✔ Approved

Order Log: ⓘ

Time	Action
00:00:02	Merchant: Updated Status to Approved
00:00:03	Merchant Settings: Updated Risk to High
00:00:04	Order Rules: Updated Risk to High by "Billing...
00:00:06	Merchant: Updated Status to Approved

Payment Transactions:

Status	Card / Last 4	BIN ⓘ	AVS	Message
Success	--	--	--	--

Locations:

Shipping Address
Alyse Peak
241 W Charleston Blvd
#111
Las Vegas, NV
United States 89102

Billing Address
Alyse Peak
241 W Charleston Blvd
#111
Las Vegas, NV
United States 89102

Device Location
Las Vegas, NV
United States 89113

EQ8 Score:

0 | F | **VERY BAD** 0/1000 ⓘ
NS8 scored this order as very bad due to having a large number of risk factors associated with this order.

Primary User Issue:
None - No primary issues found.

Payment Issues:
🚩 The customer's email address is from a free service
🚩 The payment is rated as an extreme risk (more than a 50% chance of fraud)

Session Details	Navigation History (20)
Referrer	Direct
Entry Page	Home Page
Campaign	--
Channel	Direct
Browser	Chrome
Platform	Windows 10
IP Address	68.224.107.137
Language	English (United States)
Device Type	Desktop/laptop

Supplemental Scoring:

EKATA

Run Ekata | Or set a custom EQ8 threshold to auto run Ekata identity check in Order Rules »

Customer Details:

Account Info:

👤 User:
alyse.peak@▓▓▓▓

Verified Email:
🚩 False

Name:
Alyse Peak

Customer Since:
8/3/20

Order Count:
1

Order History: ⓘ

EQ8 Score	NS8 Order Status	Order	Date	Platform Status
-- No Previous Orders Found --				

V1.0 Order Review

NS8 Recommendation: **INVESTIGATE**

Approve   SMS Verify   Cancel

Order Number	Total	Order Placement Time
563	**27.16 USD**	**7/10/2020 5:33:08 PM**

Order Details

EQ8 Score

13 **F**

VERY BAD. 13/1000
Investigation recommended due to matching the following NS8 rule: customerEmail: sushan.shetty@ns8.com

Primary User Issue:

Malware - The user's IP address is in a database of bots engaging in phishing, click fraud, transaction fraud, denial of service attacks or other malicious activity.

Payment Issues:

The payment is rated as an extreme risk (more than a 50% chance of fraud).
Distance from shipping address to the device exceeds 100km
The shipping address is not in the country of the IP address the transaction originated from
Distance from billing address to the device exceeds 100km
The billing address is not in the country of the IP address the transaction originated from

Locations

Billing Address
Sushan Shetty
29, Kon. Wilhelminaplein - G7
Amsterdam 10626
United States

Shipping Address
Sushan Shetty
29, Kon. Wilhelminaplein - G7
Amsterdam 10626
United States

Device Location
Amsterdam, North Holland
Netherlands 1062

ISP / Organization
Ziggo

Navigation

Page	Start (h:m:s)
Home Page	00:00:00
Home Page	00:00:05
Home Page	00:00:12
Home Page	00:00:15
Home Page	00:00:56
Home Page	00:01:08
Home Page	00:01:15
Home Page	00:01:20
Home Page	00:01:40
Home Page	00:10:24
Home Page	00:10:28

User Details:

Account Info

Customer:
sushan.shetty@____.com   Add rule

Name:
Sushan Shetty

Customer History

Customer Since:	Order Count:	Verified Email:
7/10/2020 5:32:12 PM	**0**	**false**

Recent Orders (last 30 days):

EQ8 Score	NS8 Status	Order	Date
F 3	cancel	562	7/10/2020 3:22:56 PM

Session Details

Referrer	Direct
Entry Page	Home Page
Channel	Direct
Browser	Chrome
Platform	Mac OS X 10.14
I.P. Address	80.113.51.139 Add rule
Language	English (United Kingdom)
Device Type	Desktop/laptop