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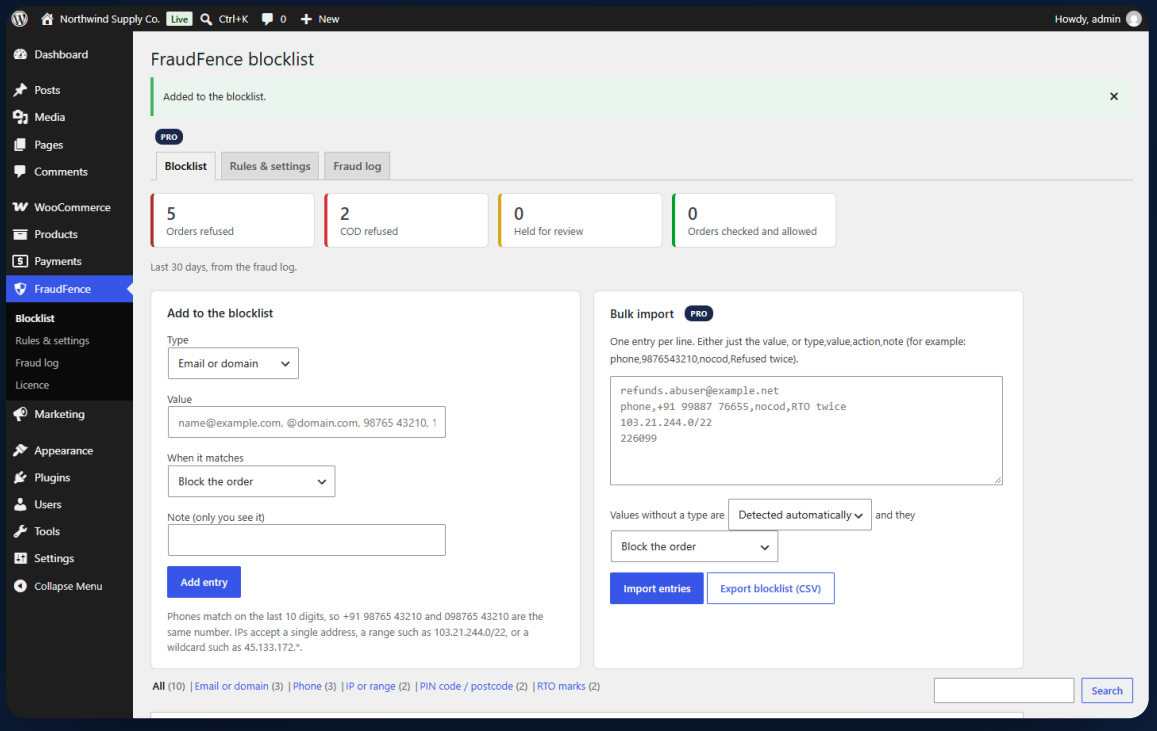
WOOCOMMERCE PLUGIN · USER GUIDE

FraudFence — Fake Order & COD Fraud Blocker for WooCommerce

Version 1.0.0 · Installation, licence activation, every setting explained, FAQ and troubleshooting.



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FraudFence — user guide

FraudFence is a WooCommerce fraud prevention plugin for stores that lose money to fake orders, Cash on Delivery (COD) abuse and card testing. It checks every order on the **block checkout** and the **classic checkout** before it is placed, and refuses the order — or only Cash on Delivery — when one of your rules matches. Everything runs on your own server with your own store data; FraudFence never sends customer data to an outside service.

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1. Installation

1. In WordPress go to **Plugins** → **Add New** → **Upload Plugin** and upload `fraudfence.zip` (Free) or the Pro zip from your coodecraft.com account.
2. Click **Activate**. WooCommerce 8.9 or newer must be active.
3. A new **FraudFence** menu appears in the admin sidebar with three tabs: **Blocklist**, **Rules & settings** and **Fraud log**.

Right after activation two rules are already on: disposable-email blocking and an order limit of 5 orders per IP address in 60 minutes. Nothing else changes until you add entries.

Replacing Free with Pro: delete the Free plugin and upload Pro. Your blocklist, log and settings stay (they are only deleted if you ticked "Delete all plugin data" first).

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2. Licence activation (Pro)

1. Go to **FraudFence** → **Licence**.
2. Paste the licence key from your coodecraft.com account and click **Activate**.
3. The Pro cards on **Rules & settings** unlock.

Each key works on one live domain. Monthly and yearly keys switch Pro off when they end and back on when you renew; FraudFence then keeps running with the Free rules and keeps every Pro setting, score and RTO mark in the database. After paying a renewal, click **I have paid — check again** on the Licence screen.

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3. Blocklist (screenshot: pro-04-blocklist.png)

Add an entry with the **Add to the blocklist** form:

Type	What you can enter
Email or domain	`name@example.com`, or a whole domain as `@example.com` (or `example.com`)

Type	What you can enter
Phone	Any format. FraudFence keeps the last 10 digits, so `+91 98765 43210`, `098765 43210` and `9876543210` are the same number.
IP or range	A single IP (`157.38.211.40`), a CIDR range (`103.21.244.0/22`, IPv6 too) or a wildcard (`45.133.172.*`)
PIN code / postcode	`110099`, `SW1A 1AA` (spaces are ignored)

When it matches:

- **Block the order** — the checkout shows your "refused order" message.
- **Only block Cash on Delivery** — the customer can still pay online. COD is hidden in the payment list as soon as their phone, email or PIN code matches, and refused if they try it.

The note is only for you. The **Matches** column counts how often an entry stopped or tagged a checkout. Use the tabs to filter by type, the search box to find a value, and the checkboxes + **Remove selected** to delete entries.

The four boxes at the top show the last 30 days from the fraud log: orders refused, COD refused, orders held for review and orders checked and allowed.

Bulk import and export (Pro) (screenshot: pro-12-bulk-import.png)

Paste one entry per line into **Bulk import**. A line is either just the value — FraudFence detects whether it is an email, domain, phone, IP or PIN code — or `type,value,action,note`, for example `phone,9876543210,nocod,Refused twice`. Invalid lines and values already on the list are skipped and counted in the result message. **Export blocklist (CSV)** downloads every entry with its action, note, match count and date.

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4. Rules & settings (screenshots: pro-05-rules-settings.png, pro-06-risk-settings.png)

Checkout protection

- **FraudFence** — switch all checks on or off.
- **Message for refused orders** — what the shopper sees. It never says which rule matched. Disposable emails, the per-IP limit and the card-testing limiter show their own short message.
- **Message when COD is refused**.

Fake-order rules (Free)

- **Disposable emails** — refuses about 65 well-known throwaway email services (mailinator, yopmail, 10minutemail, guerrillamail, temp-mail ...). Add your own domains one per line.
- **Orders per IP** — at most N orders from one IP address in M minutes (default 5 in 60).

- **COD order limit** — hide Cash on Delivery when the order total is above this amount.

Allowlist (Free)

Emails, `@domains`, IPs and IP ranges listed here skip every rule, including Pro checks — useful for your own staff, B2B buyers or a known office network.

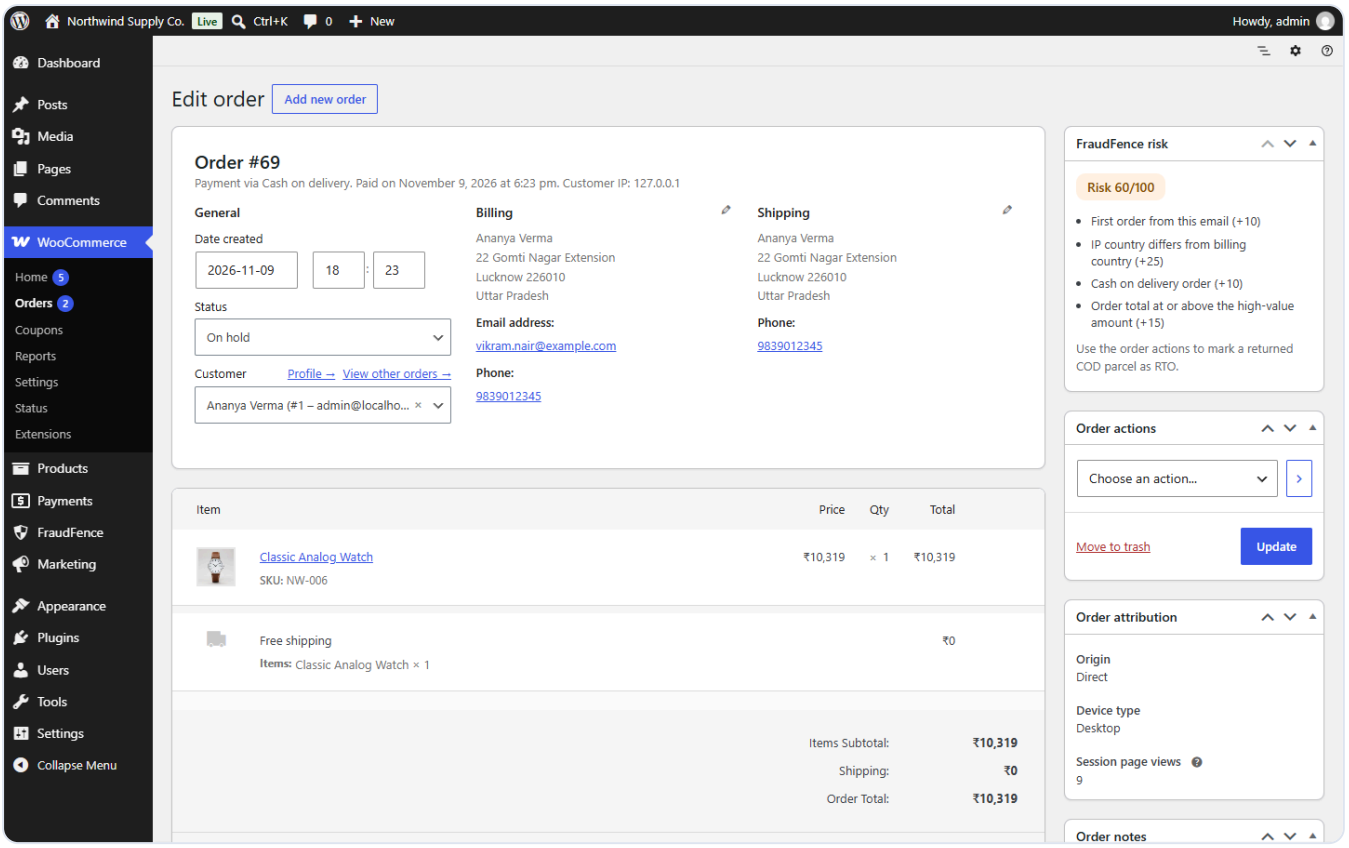
Risk score (Pro)

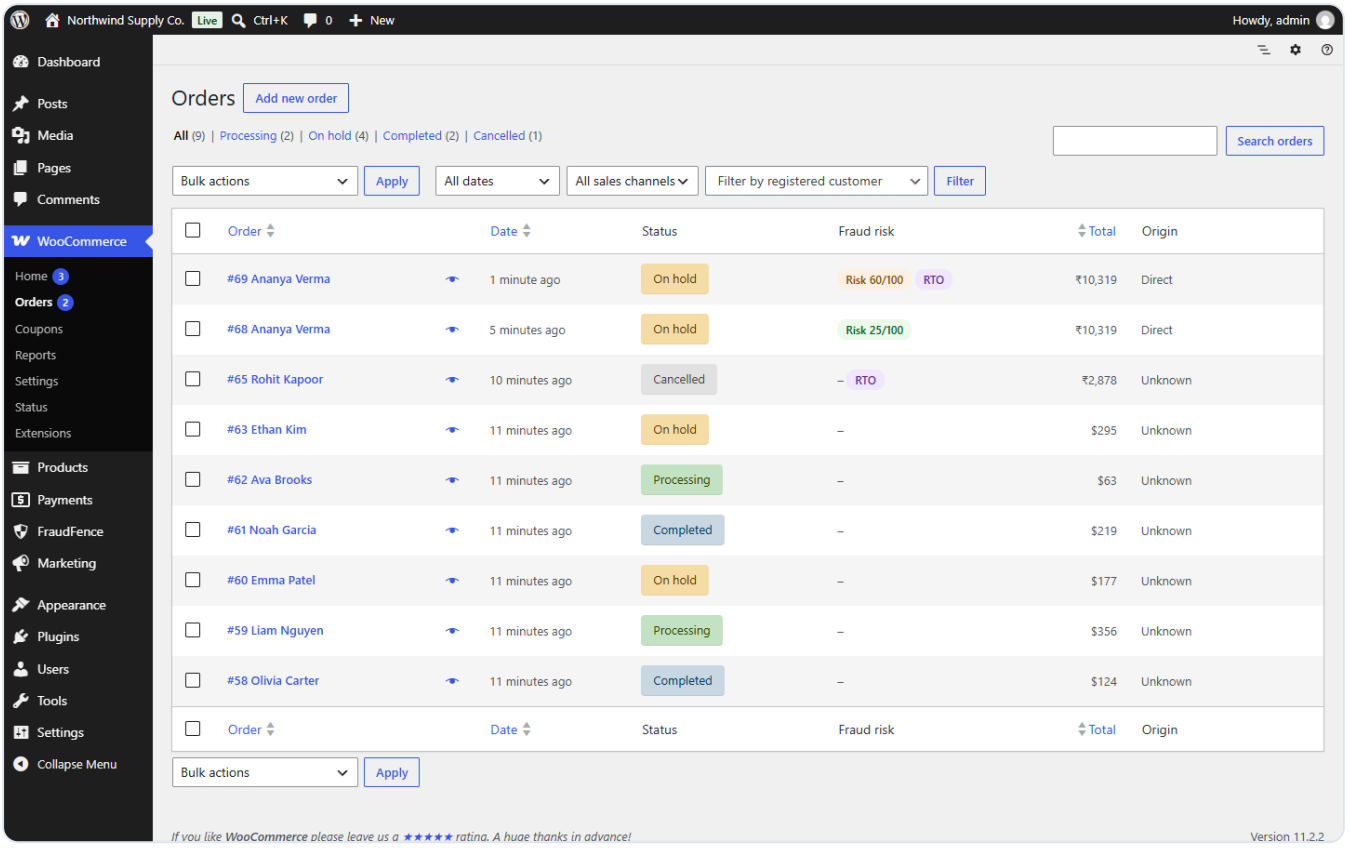
Every order placed through the checkout gets a score from 0 to 100. Each signal adds the points you set (negative points lower the score; 0 switches a signal off):

Signal	Default points
Earlier orders returned to origin (RTO)	40
Two or more earlier failed or cancelled orders with this email	20
First order from this email	10
Two or more completed orders before (trusted)	−20
Billing and shipping country differ	15
IP country differs from billing country	25
Cash on delivery order	10
Order total at or above the high-value amount (default 5000)	15
Indian mobile number looks invalid (billing country India, not 10 digits starting 6–9)	25
Email name has 5 or more digits	10

What happens: from the *flag* score (30) the order is marked "Flagged" in the log and gets an order note; from the *hold* score (50) it is put **On hold** for you to review; from the *high risk* score (80) it is either **refused at checkout** or **placed and then cancelled**. Cancelling only applies to Cash on Delivery, bank transfer and cheque orders — an order that was paid online is put on hold instead, never cancelled.

On the order screen a **FraudFence risk** box shows the score and every reason, and the orders list gets a **Fraud risk** column.





RTO history (Pro)

When a COD parcel comes back, open the order and choose **FraudFence: mark as RTO (returned COD parcel)** in **Order actions**, then **Update** — or tick several orders in the orders list and use the bulk action **Mark as RTO (FraudFence)**. The order gets an "RTO" tag and a note, and its billing phone,

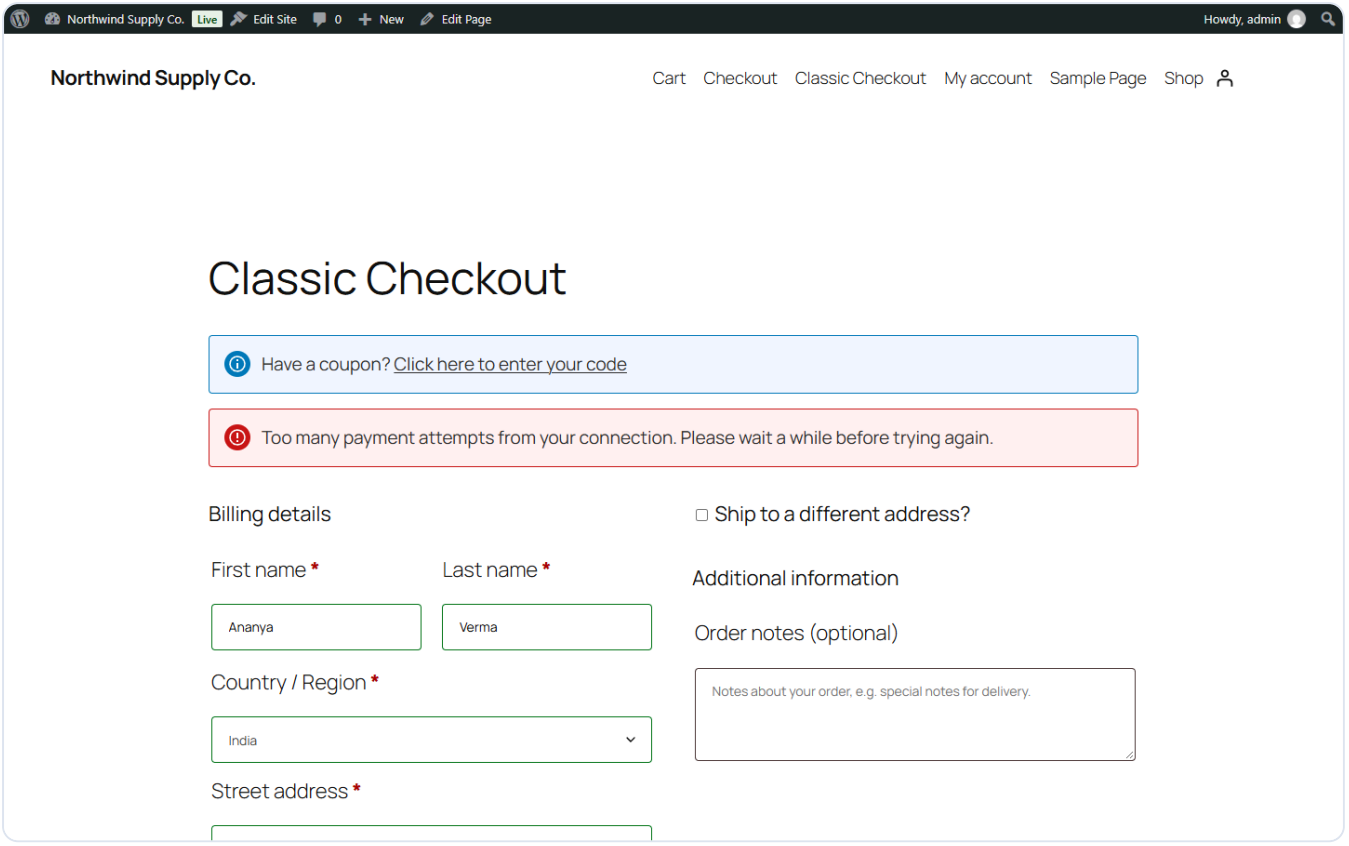
shipping phone and email are stored as RTO history (visible on the Blocklist under **RTO marks**). Choose what happens to customers with RTO history:

- **Cannot use Cash on Delivery** (default) — COD disappears for them (screenshot: pro-09-classic-rto-no-cod.png);
- **Cannot order at all**;
- **Only add risk points**;

from 1 (or more) RTO orders. **FraudFence: remove RTO mark** undoes it.

Card testing (Pro)

Card testers try many stolen cards in a short time. FraudFence logs every failed payment (an order moving to *Failed*) with the customer's IP, and pauses checkout for an IP that has **N failed payments in M minutes** (default 3 in 60) or **N checkout attempts in M minutes** (default 10 in 10). Shoppers see "Too many payment attempts from your connection. Please wait a while before trying again.".



Country & IP rules (Pro)

- **Refuse checkouts from IPs in** — pick countries.
- **IP country differs from billing country** — add risk points (default), put on hold, refuse, or ignore.

The IP country comes from WooCommerce's own geolocation: the MaxMind GeoLite2 database if you set it up under **WooCommerce → Settings → Integration**, or a country header that Cloudflare (`CF-IPCountry`) or your web server adds. When the country is unknown these rules are skipped. FraudFence does not call any IP lookup service.

Data

- **Keep the fraud log for** N days (default 90; 0 = forever). Older rows are deleted daily.
- **Delete all plugin data when the plugin is deleted** — off by default.

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5. What shoppers see

- Block checkout (screenshot: pro-07-block-checkout-cod-refused.png): a red notice above the form, for example "Cash on delivery is not available for this order. Please choose another payment method." The shopper can switch to another payment method and order.
- Classic checkout (screenshot: pro-08-classic-disposable-refused.png): the same messages in WooCommerce's normal error box.

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6. Fraud log (screenshot: pro-14-fraud-log.png)

Every refused checkout, refused COD, flagged / held / cancelled order and failed payment is listed with time, checkout type, result, risk score (Pro), the reasons, the customer's email, phone and PIN code, the IP and the order link. Allowed orders are kept too (they power the per-IP limit) but hidden unless you choose **Everything**. Each email, phone, PIN code and IP has a **Block** link that adds it to the blocklist in one click. **Clear the whole log** deletes every row.

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7. FAQ

Does it work with the block checkout? Yes — the order is checked inside the Store API when the Checkout block places it. The classic shortcode checkout is checked the same way.

Does it slow down checkout? The checks are a few indexed database lookups when the order is placed. Pro's risk score adds up to three order lookups by email.

Is it HPOS compatible? Yes.

Will it block me while testing? Add your email or IP to the allowlist.

Does it check orders I create in wp-admin? Not yet — only checkout orders.

Does it work with subscriptions renewals or other automatic orders? It only checks orders placed through the checkout by a shopper.

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8. Troubleshooting

- *A real customer was refused*: open the Fraud log, find their email or IP, read the reason, and remove the blocklist entry or add them to the allowlist.
- *Country rules never fire*: your site has no IP country. Set up MaxMind in WooCommerce or enable Cloudflare's IP geolocation header.
- *Per-IP limit hits customers behind one office network*: raise the limit or allowlist the IP.