

Gutenbergstr. 7 D-85748 Garching Germany Tel: +49 89 9230683-19 Fax: +49 89 9230683-11

Installation Guide for

Shopware 6 Novalnet Plugin

Version	Date	Remarks			
13.5.0	11.04.2024	ix] Compatibility for Shopware 6.6 series			
		[Enahnced] Novalnet Order confirmation email templates now support			
		attachments and customized headers and footers			

For previous version changelog, go to <u>https://github.com/Novalnet-AG/Shopware-6-payment-integration-novalnet/blob/master/changelog.txt</u>

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1 QUICK SETUP

This guide describes the quick installation procedure of the Novalnet payment plugin with your shop system and how to start accepting payments worldwide. For this integration, a Novalnet merchant account is needed to accept Novalnet payments, so please make sure that you have received your merchant account details from our sales team. If not, drop a mail to <u>sales@novalnet.de</u>

This Novalnet payment plugin version (13.5.0) supports the following versions of Shopware 6:



To get started:

- 1. Log in to the Novalnet Admin Portal with your merchant account details (user credentials).
- 2. Log in to your Shopware 6 shop system.
- 3. Make sure that you have extracted the payment plugin package from the zip file you have received. If you have received only the installation guide without the payment plugin package (zip file), install the payment plugin via composer.

1.1 Plugin Installation

1.1.1 Plugin Installation via Composer

Follow the steps below to install the Novalnet payment plugin via composer from the shop root directory. **Step 1:** Run the following command in your terminal to upload the Novalnet payment plugin,

composer require novalnet/shopware6-payment

Figure 1

Step 2: Run the following command in your terminal to refresh the Novalnet payment plugin and its status,

php bin/console plugin:refresh

Figure 2

Step 3: Run the following command in your terminal to install, activate and clear the cache,

php bin/console plugin:install --activate --clearCache NovalnetPayment

Figure 3

Once you have installed the Novalnet payment plugin through composer, skip the section 1.1.2 Plugin

Installation via Package.

1.1.2 Plugin Installation via Package

To install the Novalnet Payment Plugin, please go to your shop admin panel and follow the below steps,

Step 1: Navigate to **Extensions** \rightarrow **My extensions** in your shop admin panel as shown below.



Figure 4

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Step 2: Click **Upload extension** and choose the **NovalnetPayment.zip** file included in the Novalnet Shopware6 plugin package.

ଡ଼	Administration •	Extensions ~ Find extensions	م
0		My extensions	Upload extension
Ф		C Open	
Ô		ن به solutions » Doueloads »	• 4y Search Downloads P
8		Crganize * New folder * Favorites a NewlinetPayment	8 • 3 0
G		Dexistop Dexistop Dexistop Z74 x3	
4		Recent Places CheDrive - Perso	
e	Extensions	Coursents =	
	My extensions	🖬 Videos	
٢		M Computer	
Sales	s Channels ③	Network	
B		Pe BACKUPSENER - File name: NavalnetPayment	All Files
6			3> Open 💌 Cancel

Figure 5

Step 3: Once uploaded, the Novalnet Payments plugin will be shown under the Apps tab as shown below.

6	Administration •	Extensions Y Find extensions	Q		
Ø	Dashboard	My extensions	Upload extension		
С	Catalogues				
۵	Orders	Apps Themes Recommendations Shopware Account			
လို	Customers	Hide inactive extensions	Last updated 🗸		
G	Content				
₽	Marketing	Novalnet Payments Version: 13.5.0	Install		
-0:	Extensions				
ŝ	Settings				

Figure 6

Step 4: Now click Install to set up Novalnet Payments.

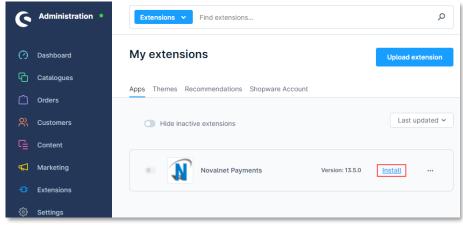


Figure 7

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Step 5: Then click the
toggle switch to activate Novalnet Payments.

Administration
Extensions
Find extensions...

Dashboard
Apps
Themes
Recommendations
Shopware Account

Orders
Catalogues
Apps
Themes
Recommendations
Shopware Account

Orders
Customers
Customers
Hide inactive extensions
Last updated ~

Marketing
Extensions

Extensions

Figure 8

1.1.3 Upgrading the Novalnet Payment Plugin

- You can get the updated plugin directly from the Shopware store by contacting our <u>technical team</u> or via <u>Novalnet homepage</u>.
- Earlier version of the Novalnet Payment plugin should be installed in the shop to make the Store update.

1.1.4 Plugin Update via Composer

Update the Novalnet Payment plugin in your shop system to the current version without changing the previous plugin configurations. Before upgrading the plugin, uninstall the existing Novalnet payment plugin.

Follow the below steps to upgrade the latest Novalnet payment plugin via composer from the shop root directory,

Step 1: Run the following command in your terminal to uninstall Novalnet payment plugin,

bin/console plugin:uninstall NovalnetPayment

Figure 9

Step 2: Run the following command in your terminal to upload the updated Novalnet payment plugin,

composer require novalnet/shopware6-payment

Figure 10

Step 3: Run the following command in your terminal to refresh the Novalnet payment plugin status,

php bin/console plugin:refresh

Figure 11

Step 4: Run the following command in your terminal to **update** and **clear the cache** in the Novalnet payment plugin,

php bin/console plugin:update --clearCache NovalnetPayment

Figure 12

Step 5: Run the following command in your terminal to install, activate and clear the cache.

php bin/console plugin:install --activate --clearCache NovalnetPayment

Figure 13

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1.1.5 Updates (Local Update)

You can update the Novalnet Payment plugin to the current version in your shop backend without changing the previous plugin configurations.

✤ The local update doesn't require a Shopware account login.

Follow the below steps to update the plugin.

Step 1: Navigate to Extensions → My extensions and click Upload extension as shown in Figures 4 and 5.

Step 2: Click more options icon under **Novalnet Payments** and then click **Update** to < latest version>.

6	Administration •	Extensions V Find extensions	Q
0	Dashboard	My extensions	Upload extension
С С	Catalogues Orders	Apps Themes Recommendations Shopware Account	
с К	Customers	Hide inactive extensions	Last updated 🗸
ſ	Content		
8	Marketing	Novalnet Payments Version: 13.4.1 Undate Installed: 10/04/2024	•••
÷	Extensions		Update to 13.5.0 Uninstall
ŝ	Settings		

Figure 14

Step 3: Next, the updated version of the Novalnet Payment plugin will be listed under **Apps**, as shown below.

6	Administration •	Extensions V Find extensions	Q
Ø	Dashboard	My extensions	Upload extension
С	Catalogues		
ĉ	Orders	Apps Themes Recommendations Shopware Account	
о С	Customers	Hide inactive extensions	Last updated 🗸
G	Content		
₽	Marketing	Version: 13.5.0 Novalnet Payments Urstalite: 10/04/2024	
Ð	Extensions		

Figure 15

Step 4: Uninstall the plugin as a next step to update it.

ଡ଼	Administration •	Extensions V Find extensions	Q
Ø	Dashboard	My extensions	Upload extension
Ф	Catalogues		
Ê	Orders	Apps Themes Recommendations Shopware Account	
е С	Customers	Hide inactive extensions	Last updated 🗸
G	Content		
Å	Marketing	Novalnet Payments Version: 13.5.0 Installed: 10/04/2024	•••
÷Œ	Extensions		Uninstall
ŝ	Settings		

Figure 16

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Step 5: Disable the toggle **Remove All App Data Permanently** in the pop-up notification and click **Uninstall**.

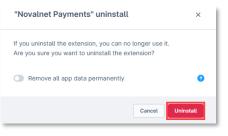


Figure 17

Step 6: Refer to the topic <u>1.1.2 Plugin Installation via Package</u> to install the plugin as shown in Figure 7 and 8.

1.2 Global Configuration in the Shopware shop system

The main configuration occurs in your Shopware 6 shop system as well as in the Novalnet Admin Portal.

In your Shopware 6 shop admin panel navigate to **Settings** \rightarrow **Extensions** \rightarrow **Novalnet** as shown below.

6	Administration •	Find products, customers, orders	Q	4
Ø	Dashboard			
ው	Catalogues	Settings		
ĉ	Orders			
လို		Shop System		
G		Extensions Novalnet - 3		
4	Marketing			
		2		
٢	Settings 🔶 🚺			

Figure 18

Next, you will be forwarded to the Global Configuration page to enter the following keys in Novalnet API Configuration:

- **Product activation key** a unique token for merchant authentication and payment processing.
- Payment access key a secret key assigned to each merchant that encrypts the data to avoid user manipulation and fraud.
- **Tariff ID** a unique identifier created based on the tariff type at Novalnet.



Novalnet API Configuration
Your project is in test mode
Please read the Installation Guide 🕫 before you start and login to the Novalnet Admin Portal 🕫 using your merchant account. To get a merchant account, mail to sales@novalnet.de or call +49 (089) 923068320
Important notice: Payment plugin configurations are now available in the Novalnet Admin Portal 2. Navigate to the Projects > choose your project > Payment plugin configuration, to configure them.
Novalnet allows you to verify the payment method behaviour before going into production mode by using test payment data. Access the Novalnet test payment data available Here 🛛
Product activation key *
Payment access key *
Select Tariff ID *

Figure 19

To get your **Product activation key** and **Payment access key**, go to the **Novalnet Admin Portal**, navigate to the **Projects** menu and choose your project as shown below.

						Q Se	arch	MID 4 A TEST MODE	-	88	۵
Empowering Payment											
Q Search	Own Projects 👻								Create ne	w project	
Statistic	Projects (URL's/Sale	s channels) processed at Nov	alnet. Here you can add new pr	rojects by clicking on "Create new project"	button at the top right						
😰 Dashboard	¢ S.No	Project ID	\$	Project		URL	On-Hold	Activated			
Manual processing	1	14	SHOPWARE DEMO SHOP		https://shopware.novalnet.de		0	0		<i>m</i>	
Dunning & Debt collection										Ţ	
										2	
Additional Services											
🛦 Projects 🔶 🚺											

Figure 20

Click API credentials, and copy the API Signature (Product activation key) and Payment access key.

		💉 Q, Search MID 4 🔺 TEST MODE 🗮 😆 🚊
Q Search	Own Projects > SHOPWARE DEMO SHOP (14) Third party Projects	> Create new project
Dashboard	Project Overview Payment Methods Fraud Modules Payment form API credentials Email notifications	Payment plugin configuration
🗠 Statistic		> Create new Tartiff
Hanual processing	Payment access key a87ff679a2(3e71d9181a67b7542122)	ic 🔶 3
🚉 Debtor management	Project ID 14	
Dunning & Debt collection	API Signature (Product activation key) n7lbc7ob5t [doU3HUVoym7MQ24qon Tariff ID's 30 SHOPWARE DEMO	abobijbinmdil0p qJEH3gNbeWJfHah f7cpn7pc — 2
₽ Invoice & Payout		



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Paste the Product activation key and Payment access key in the respective fields in your shop admin panel. Next, choose the Tariff ID from the Select Tariff ID drop-down menu you have created at the Novalnet Admin Portal.

lovalnet API Cor	
Your project	t is in test mode
Please read the <u>Insta</u> nerchant account, m	Itation Guide ♂ before you start and login to the <u>Novalnet Admin Portal</u> ♂ using your merchant account. To get all to sales@novalnet.de or call + 49 (089) 923068320
mportant notice: Pa /our project > Payme	/ment plugin configurations are now available in the <u>Novatnet Admin Portat</u> & Navigate to the Projects > choose Int plugin configuration, to configure them.
lovalnet allows you t he Novalnet test pay	o verify the payment method behaviour before going into production mode by using test payment data. Access ment data available $\underline{Here}\ \mathfrak{G}$
Product activation ke	/*
7ibc7ob5 xtJEH3g	NbeWJflHah nbobijbnmdli0poyw doU3HJVoym7MQ44qf7cpn7pc
ayment access key a87ff679a2f3e71d	
Select Tariff ID *	
One-time pay with	transferred amount 🗸
Enable Order Co	nfirmation E-mail
	Figure 22
	Save

Then click

to update the changes.

Enable Order Confirmation E-mail

Enable this configuration to send another Order Confirmation e-mail with Novalnet transaction details to the end customer for orders made through Invoice, Invoice with payment guarantee, Instalment by invoice, Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Prepayment, Cashpayment, and Multibanco payments.



Figure 23

🖤 (By default initial Order confirmation e-mail will send to end customers without Novalnet transaction details)

Payment onhold status

Set the status that will be used for on-hold orders until the transaction is confirmed or cancelled.

Authorized	~

Figure 24

Payment completion status

Set the status that will be used for completed orders.

~

Figure 25

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1.2.1 Notification/Webhook configuration in the Novalnet Admin Portal

In the **Global Configuration** page, you will find your **Notification / Webhook URL** under **Notification / Webhook URL Setup**, as shown below.

https://shopware	.novalnet.de/novalnet/callback	

Figure 26

Click Configure to setup your Notification / Webhook URL in the Novalnet Admin Portal.

Notification / Webhook URL						
https://shopware.novalnet.de/novalnet/callback						
Configure						

Figure 27

After successful configuration, your shop **Notification / Webhook URL** will be linked with your Novalnet Merchant account, which can be seen under the **Vendor script URL/ Notification & Webhook URL** field of your project as shown below.

NOVALNET AG			💽 Q. Search MID 4 📥 TEST MODE 💻 🐯 🔮
Q Search	Own Projects > SHOPWARE DEMO SHOP (14) *	Third party Projects 👻	> Create new project
Dashboard	Project Overview Payment Methods	Fraud Modules Payment form API credentials Email	notifications Payment plugin configuration
₩ Statistic			> Create new Terriff
Manual processing	Vendor script URL / Notification & Webhoo	k URL https://shopware.no	ovalnet.de/novalnet/callback 🧪 tdn
Debtor management			

Figure 28

In your shop system, you can also manually test the Webhook URL manually and send notification emails to specific email address mentioned here.

Notification / Webhook URL Setup	
Notification / Webhook URL	?
http://shopware.novalnet.de/novalnet/callback	
Configure	
Allow manual testing of the Notification / Webhook URL	0
Send e-mail to	0

Figure 29

- Notification / Webhook URL Required to keep the merchant's database/system updated and synchronized with Novalnet (for example, up-to-date transaction status delivery).
- Allow manual testing of the Notification / Webhook URL Enable this to manually test the Novalnet Notification / Webhook URL. Disable this before setting your shop system live, to block unauthorized API calls from external parties.
- Send e-mail to Every execution will be sent as a message to the e-mail address defined in this field.

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1.3 Payment Activation in the Novalnet Admin Portal

All the Novalnet-supported payment methods can be viewed here: <u>www.novalnet.com/payment</u>. If you have any questions related to the payment methods or have additional payment method requests, please contact <u>sales@novalnet.de</u>

To activate the <u>preferred payment methods</u> for your website, navigate to <u>Novalnet Admin Portal</u> \rightarrow **Projects** \rightarrow choose your project \rightarrow **Payment Methods** \rightarrow click **Edit Payment Methods** in the top right corner as shown below.

NOVALNET AG				Q. Search MID 4 A TEST MODE
Q Search	Own Projects > SHOPWAREDEMO SHOP (14) • Third party Projects •		2 Create new project
Ø Dashboard	Project Overview Payment Met	thods Fraud Modules Payment form API credentials	Email notifications Payment plugin configuration	Payment plugin configuration Edit Payment Methods
🗠 Statistic				
Manual processing	VEA			
🚔 Point Of Sale (POS) New		Credit Card	0	
🚉 Debtor management		Invoice with payment guarantee	•	
m Dunning & Debt collection	SEPA	Direct Debit SEPA Direct debit SEPA with payment guarantee	0	
Z Invoice & Payout	@ Borahim #Viecch	Barzahlen/viacash (Deutschland)	0	
🖉 Additional Services	#vieceh	PayPal		
A Projects			Configure	
Risk management	SOFORT	Sofort online bank transfer	0	
	Dancentact	Bancontact	0	
C Subscription	12	IDEAL (online bank transfer Netherlands)	٥	
Marketplace/Affiliate	êps	eps (online bank transfer Austria)	0	
S Instalment	giro pay	giropay	0	
Cashdesk	Proteiny	Przelewy24 (online bank transfer Poland)	0	
🚊 Account	9	Postfinance card	Configure	
Ø FAQ & Support	Name:	Postfinance	Configure	
	<u>M</u>	Multibanco	0	
		Trustly	0	
	— Ванк ТРАнSFER	Online bank transfer	ø	
	∉ Pay	Apple Pay	Configure	
	🛃 Alipay'	Alipay	0	
	• mm	WeChat Pay	0	
		Instalment by invoice	•	
	S€PA	Instalment by SEPA direct debit	0	

Figure 30

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Next, select the preferred payment methods and click **Update** to activate them, as shown below.

NOVALNET AG =			🛕 Q. Search MID 4 🔺 TEST MODE 🗮 👪 💄
Empowering Payment	Own Projects > SHOPWARE DEMO S	SHOP (14) Third party Projects 🔻	Create new project
Q Search	Project Overview Payme	O Int Methods Fraud Modules Payment form API credentials Email notifications	
Ø Dashboard	SEPA	Direct Debit SEPA	8
🗠 Statistic	VZSA	Credit Card	
Manual processing	Ø Barzahlen # viscosh	Barzahlen/viacash (Deutschland)	
Rev Beta			
Dunning & Debt collection	SOFORT	Sofort online bank transfer	0
굳 Invoice & Payout	PayPal	PayPal	
🎉 Additional Services	Bancontact	Bancontact	9
A Projects	eps	eps (online bank transfer Austria)	•
C Subscription	giro pay	giropay	9
Marketplace/Affiliate	MB	Multibanco	
	Przekowy24	Przelewy24 (online bank transfer Poland)	
🛢 Instalment	Patternet)	Postfinance card	•
Cashdesk	Nutrient)	Postfinance	
🚊 Account 🗎	BANK TRANSFER	Online bank transfer	
FAQ & Support			
		Instalment by invoice	
	SEPA	Instalment by SEPA direct debit	
	SEPA	Direct debit SEPA with payment guarantee	
		Invoice with payment guarantee	
	i	iDEAL (online bank transfer Netherlands)	
	é Pay	Apple Pay	0
	💽 Alipary'	Alipay	0
	S225	WeChat Pay	8
	G Pay	Google Pay	
	•	Trustly	
		Prepayment / Invoice	
	Update		

Figure 31

To use the Apple Pay payment method, go to **Payment Methods** \rightarrow **Apple Pay** \rightarrow **Configure** \rightarrow **Add new domain** in the <u>Novalnet Admin Portal</u> as shown below.

NOVALNET AG						Q Search	MID 4 🛕 TEST MODE 🗮 👼 💄
Q Search	Own Projects > SHOPWAR	E DEMO SHOP (14) 🔻	Third party Projects 💌				Create new project
🗠 Statistic	Project Overview	Payment Methods	Fraud Modules Payment form API cre	ientials Email notifications			
Ø Dashboard		1					Edit Payment Methods
Manual processing	∉ Pay	Apple Pay		🖉 Configure 🔶 2			
Sustomers					×		
. 🏦 Dunning & Debt collection			Apple Pay Configuration				
₽ Invoice & Payout			Register and verify domain				
🔑 Additional Services			🖬 Add new domain 🛛 🛶				
📥 Projects	Data protection Imprint		Client Key	0f84e6cf6fe1b93f1db8198aa2eae719			© Novainet 2022
€ Subscription			Domain list				
Marketplace/Affiliate							
S Instalment							
Cashdesk							
🚊 Account							
🚱 FAQ & Support							



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Next, enter the shop domain where you want to enable Apple Pay and click 'Download verification file.' Host this verification file in the root directory of your domain.

For example, the path should be:

https://shopware6.novalnet.de/.well-known/apple-developer-merchantid-domain-association

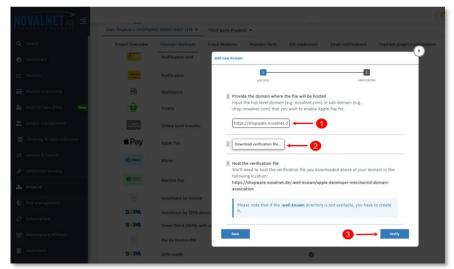


Figure 33

← Please note: If the '.well-known' directory is not found, create it before proceeding.

To use the **PayPal** payment method, configure the **PayPal API** details in the <u>Novalnet Admin Portal</u> as shown below.

NOVALNET AG					Q Search Mil	0.4 🔺 TEST MODE 🗮 👪
Q Search	Own Projects > SHOPWARE DEMO SHOP (14)					Create new project
Statistic	Project Overview Payment Methods	Fraud Modules Payment form	API credentials Email notifications			
😰 Dashboard						Edit Payment Methods
Manual processing	PayPal PayPal		Configure -	2		
Dunning & Debt collection	Туре	Confirmation	Recurring payments	Refund support	Dispute support	Overview
≓ Invoice & Payout	WALLET	Yes Paypal Configuration	Чик	Yes X	No	
Additional Services		API User Name*				
Projects		API Password*				
3 Subscription	Data protection Imprint	API Signature*				© Novain
🚰 Marketplace/Affiliate			Transactions" option activated at PayPal in your PayPal vi	account, to process the		

Figure 34

To use the **PostFinance** payment method, configure **Ep2-Merchant ID** details in the <u>Novalnet Admin Portal</u> as shown below.

					Q Search	MID 4 🗚 TE	ST MODE 🗮	86	
Q Search	Own Projects > SHOPWARE DEMO SHOP (14) *) Create	ew project	
🛃 Statistic	Project Overview Payment Methods	Fraud Modules Payment form	VPI credentials Email notifications						
🚳 Dashboard							• Edit Payment	Aethods	
Manual processing	Postfinance		©						
Dunning & Debt collection	Туре	Confirmation	Recurring payments	Refund support	Dispute support		Overview		
≓ Invoice & Payout	ONLINE-BANK-TRANSFER	PostFinance configuration		×	No				
J Additional Services		Ep2-Merchant ID		_					
A Projects		•							
₿ Subscription	Data protection Imprint	Update 🔶 3						© Novainet	2022

Figure 35

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1.4 Payment Activation in the Shopware shop system

After activating the payment methods in the <u>Novalnet Admin Portal</u>, you must enable these payment methods in your shop admin panel to display them on your shop checkout page. Navigate to **Settings** \rightarrow **Shop** \rightarrow **Payment methods** as shown below.

G Administration *		All V Find products, customers, or	ders		Q
 Dashboard Catalogues Orders 		Settings			
옷 Customers 말 Content 도 Marketing	Shop 2 System Extensions	Address settings	Basic Information	Cart settings	
 Extensions Settings 		Countries Countries	Currencies	Email templates	
Sales Channels 🛛 🛞		Essential characteristics	Re Flow Builder	Import/Export	
🖻 shopwareó 🗢		Languages	-E Log-in & sign-up	Newsletter	
		Number ranges Rule builder	Payment methods	Products	
		O Search	D SED	Ce Shipping	
Collapse menu		Sitemap	Snippets	Tags	
Administrator		Ф Тах			

Figure 36

Novalnet payment will be shown as below,

G Administration •	All V Find products, customers, orders
⑦ Dashboard	Add payment methods English v Add payment method
Catalogues	
C Orders	
OC Customers	Edit display order in checkout
C Content	
K Marketing	Novalnet Payment
- Extensions	
Settings	Secured and trusted means of accepting all payment methods supported worldwide, Novalnet provides the most convenient way to increase your sales <u>Edit details</u> Active and deliver seamless checkout experience for your customers.
	and deuver seamless checkout experience for your customers.
Sales Channels 🛛 🕀	

Figure 37

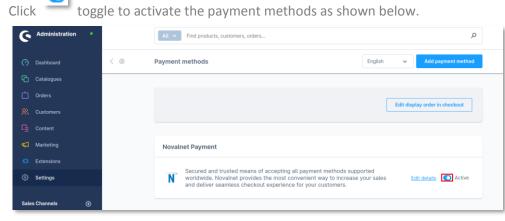


Figure 38

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1.4.1 Payment Activation in the Sales Channel in the Shopware shop system

Once the payment methods are enabled, you must enable **Novalnet Payment** separately for each Sales Channel available in your shop system by navigating to each Sales Channel from the main menu. Under **Payment and shipping**, choose **Novalnet Payment** and click **Save** as shown below.

G Administration •	All v Find products, customers, orders	م
 Dashboard Catalogues 	< 🖻 Demoshop	English V Save
C Orders	Payment and shipping — 2	4
<mark>읹</mark> Customers	Payment methods	Default payment method *
Centent	Cash on delivery Novalnet Payment	Cash on delivery 🗸
📢 Marketing		Default shipping method *
-C: Extensions	Multibanco PayPal Products for Shopware 6 MyBank PayPal Products for Shopware 6	Standard 🗸
ô Settings	Novalnet Payment 3	Default currency *
Sales Channels 🛛 🕣	OXXO PayPal Products for Shopware 6 Paid in advance	Euro 🗸
🖩 Demoshop 🔶 🚹 📀	Pay Later PayPal Products for Shopware 6	0
曲 Headless	Line by line (horizontal) calculation VAT is calculated for each shopping cart position. During checkout each position's individual V VAT amount is calculated by adding up all individual VAT values.	/AT is displayed. The total

Figure 39

When the Novalnet payment methods are enabled for a Sales Channel in the shop admin panel, they will be listed on the shop checkout page as shown below.

Terms and conditions and cancellat	tion policy		
Please note our cancellation policy.			
I have read and accepted the general	terms and conditions.		
Shipping address		Billing address	
Norbert Maier		Max Mustermann	
Hauptstr, 9 66862 Kalserslautern		Musterstr. 2 12345 Musterhausen	
Germany		Poland	
Change shipping address		Change billing address	
Payment method		Shipping method	
-		Standard	
Credit/Debit Cards	VISA 👥 🔤	⊖ Express	
MB Way	MB way		
O Direct Debit ACH	<u>A</u> #		
🔿 Payconiq	(b) paramite		
O Invoice			
Prepayment			
O PayPal	Perpert		
Bancontact	-		

Figure 40

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1.5 Payment Configuration in the Novalnet Admin Portal

For additional payment configuration settings for each payment method, navigate to <u>Novalnet Admin</u> <u>Portal</u> \rightarrow **Projects** \rightarrow {choose your project} \rightarrow **Payment plugin configuration** on the right. Then, choose the required payment methods, configure the additional payment settings, and save the changes made.

NOVALNET AG		۲	Q Search	MID 4	🔺 TEST MO	DE =	88	*
Q Search	Own Projects > SHOPWARE DEMO SHOP +					Create n	ew projec	•
🥑 Dashboard	Project Overview Payment Methods Fraud Modules Payment form API credentials Email notifications Payment plugin configuration							
🗠 Statistic		-						
Manual processing	Global configuration *					Customiza	ation	
🚉 Debtor management	Display payment method logo 💽 📀							
. 🏦 Dunning & Debt collection	List of payments for the shop backend Payment X Multibanco X Direct debit (SEPA) X Cash Payment X							
₽ Invoice & Payout	See							
🔑 Additional Services	-							
🔥 Projects 🔶 🚹								

Figure 41

1.5.1 Display payment method logo

By enabling this option, all payment logos will be displayed on the checkout page.

Display payment method logo

Figure 42

1.5.2 Display invoice payments

This option is available only for **Payment by invoice** and **Prepayment** methods:

The payment name will be displayed on the checkout page by enabling these payments.

y invoice payments Payment by invoice 🗙	Prepayment ×
---	--------------

Figure 43

1.5.3 List of payments for the shop backend

This option is available only for the following payment methods:

Payment by invoice, Prepayment, Multibanco, Direct Debit SEPA and Barzhalen/viacash methods:

Select the desired payment methods to enable order creation from the shop admin panel.

List of payments for the shop backend Payment by invoice X Prepayment X Multibanco X Direct debit (SEPA) X Cash Payment X

Figure 44

Refer to the chapter <u>4.4 Admin order creation</u> for more information about creating an order from the shop admin panel.

Refer to chapter <u>3 ADDITIONAL CONFIGURATION</u>, for more payment configurations.

- If you have any recommendations or suggestions for improvement, kindly share your thoughts on further developing our payment plugin at <u>technic@novalnet.de</u> or call us at +49 89 9230683-19.
- Are you happy with our service and support? Please spend a few minutes to share your success <u>here</u>.

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1.6 Readme procedures

1.6.1 To display the Novalnet transaction details

Follow the steps below to display the Novalnet transaction comments in the shop order mail.

Step 1: Navigate to Settings \rightarrow Shop \rightarrow Email templates \rightarrow Type \rightarrow choose Enter payment state: Paid and click Edit to view the HTML section under Mail text.

	Settings > I	Email templates		English 🗸	Add 🗸
Templates		Туре …	Description	Sales Channels	. =
		Enter payment state: Cancelled	Shopware Default Template		
		Enter payment state: Reminded	Shopware Default Template		
		Enter payment state: Refunded (partially)	Shopware Default Template		
		Enter payment state: Paid	Shopware Default Template		
		Enter payment state: Paid (partially)	Shopware Default Template	Edit	
		Enter payment state: Open	Shopware Default Template	Duplicate Delete	
		Enter payment state: Refunded	Shopware Default Template		

Figure 45

Step 2: Add the below code in the **HTML** block and click **Save** to save the changes as shown below.

Add th	ne following code based on your wish	in HTML block	
{% for t {% if tra {% set o {% end {% end {% if co <st< th=""><th>for %} imments != '' %} trong>{{"NovalnetPayment.text.commen</th><th>ents'] != '' %} ovalnet_comments'] split('&&') ! tsHeader" trans}}</th><th></th></st<>	for %} imments != '' %} trong>{{"NovalnetPayment.text.commen	ents'] != '' %} ovalnet_comments'] split('&&') ! tsHeader" trans}}	
	nents['0'] replace{{'/ ': " "}) raw }} < if %}	LO[>	
Edit ema	ail template	English v Cancel	Save
Mail 1 Plain 1 1 2 3 3 4 5 5 6 7 7 9 9 9 9 9 9 9 9 9 9 9 10 11 12 2 13	lext (K set currencyTopTote = order, currency, topTote %)	Total Total Instated.letterName - ' ')}(% endif %){(order.orderCustoner Total instan, appload, productNumber (u. worderap(%)) }}(% endif %) is is officed and liveltern, payload options[length -= 1 %)[(f officed and liveltern, payload options[length -= 1 %)[(f officed and liveltern, payload options[length -= 1 %)[(f officed and liveltern, payload records)[(f) (f officed and liveltern, payload records)[(f) (f officed and liveltern, payload records)[(f) (f) (f) officed and liveltern, payload records)[(f)	
HTML 188 199 111 111 112 113 114 115 116 117 118 119 120 122 122 123	<pre>(% end(f %) drs estrop-Selected payment type://strongp ((order.transactions.first.pay () order.transactions.first.paymentWethod.translated.description)).drs () or transactions in order transactions]iort((s, b) >> s.createdat =>> b.c () of transaction.custorields['novelnet_covents]] => `` %) () of transaction.custorields['novelnet_covents]] [split(*&*) or of constraints' transactions/ind(s) "novelnet_covents]] [split(*&*) of constraints' transactions/ind(s) "novelnet_covents]] [split(*&*) of constraints' in order transactions/ind(s) "novelnet_covents"] [split(*&*) of constraints' () (Novelnet appendix text.coventSeder" trans])/strong-odr/</pre>	mentHethod.translated.name]]-br> reatedAt) %]	

Figure 46

- Based on the shop languages, you must configure the code mentioned above for an Email template.

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1.6.2 To display payment method name in order update emails

To display the payment method's name and update emails, follow the steps below.

Step 1: Navigate to **Settings** \rightarrow **Shop** \rightarrow **Email templates** \rightarrow **Type** \rightarrow choose the relevant status and click **Edit** to view the **HTML** section under **Mail text**. Refer to the **Figure 45**.

Step 2: Replace the below code in the HTML block and click Save to save the changes as shown below.

Search the below line
Selected payment type: {{ order.transactions.first.paymentMethod.translated.name }}
Replace the searched line with the following code. If the searched line is unavailable, copy and paste the code. {% set paymentName = order.transactions.first.paymentMethod.translated.name %}
<pre>{% if order.transactions.last.paymentMethod.customFields is not empty %}</pre>
Selected payment type: {{ paymentName }}
After adding the codes save the file.

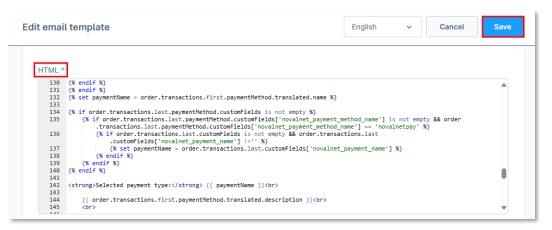


Figure 47

The Based on the shop languages, you must configure the code mentioned above for an Email template.



2 TESTING AND GOING LIVE

Execute test transactions by navigating to <u>Novalnet Admin Portal</u> \rightarrow **Projects** \rightarrow {choose your project} \rightarrow **Payment plugin configuration**. Select the preferred payment methods and enable the **Test mode**. In the test mode the transaction amount will not be charged by Novalnet.

Test mode	
-----------	--

Figure 48

Refer to the URL below for the Novalnet test payment data for testing <u>https://developer.novalnet.com/testing/</u>

Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to disable the **Test Mode** for the preferred payment methods in the <u>Novalnet Admin Portal</u>.

- If you have any recommendations or suggestions for improvement, kindly share your thoughts on further developing our payment plugin at <u>technic@novalnet.de</u> or call us at +49 89 9230683-19.
- Are you happy with our service and support? Please spend a few minutes to share your success <u>here</u>.

3 ADDITIONAL CONFIGURATION

3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment methods, navigate to <u>Novalnet Admin</u> <u>Portal</u> \rightarrow **Projects** \rightarrow {choose your project} \rightarrow **Payment plugin configuration** in the top right corner. Then, choose the payment methods and configure additional payment settings, as explained below.

Payment due date (in days)

Payment due date (in days) refers to the duration (number of days) given for the buyer to complete the payment. The payment process and duration may differ for each payment method.

- This option is available only for the following payment methods:

Direct Debit SEPA, Payment by Invoice, Prepayment and Barzahlen/viacash.

in Days

Due date

Figure 49

- For Direct Debit SEPA, enter the days after the payment is debited (between 2 and 14 days)
- For Payment by Invoice, enter the number of days the buyer gives to transfer the amount to Novalnet (must be greater than 7 days). If this field is blank, 14 days will be set by default.
- For **Prepayment**, enter the number of days the buyer gives to transfer the amount to Novalnet (must be greater than 7 days). If this field is blank, 14 days will be set by default.
- For Barzhalen/viacash, enter the number of days given to the buyer to pay at a nearby store. If this field is blank, 14 days will be set by default for slip expiry.



Payment Action (Debit immediately / Reserve funds for later/ Authorize with zero amount)

You can choose between two options - **Capture** and **Authorize**, which are both explained below, *This option is available only for the following payment methods:*

Credit Card, Direct Debit SEPA, Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Payment by Invoice, Invoice with payment guarantee, Instalment by invoice, PayPal, Direct debit ACH, Google Pay and Apple Pay.

Capture - This is the default setting where payments are directly executed, and funds are automatically transferred from the buyer's account to the merchant account. This can be changed as per your business requirement.

Payment action	Capture	•
		_

Figure 50

Authorize - Payment details are verified while the funds are reserved, which will be captured later.

Payment action	Authorize
----------------	-----------

Figure 51

Minimum transaction amount for authorization - Transactions from this amount will be "authorized" (reserved) only and captured later. Leave the field blank to authorize all transactions.

Minimum transaction amount for authorization	
--	--

Figure 52

Authorize with zero amount

This option is available only for the Credit Card, Direct Debit SEPA, Direct Debit ACH, Google Pay and

Apple Pay.

If the purchase order succeeds, a transaction with the amount 0 is executed. This gives you the advantage of deducting the amount from the buyer in advance (For example, if certain goods have yet to be manufactured or are not in stock).

For the desired payment type, select Authorize with zero amount and click Save.

Payment action	Authorize with zero amount	٣
	Figure 53	

2 1



To set an amount for each transaction with the amount 0, navigate to **Orders** \rightarrow **Overview** and Select the respective order of the Novalnet transaction details under the **Details** tab. Click **Book Amount**, enter the desired amount for the \notin 0 transaction (enter 1999 = \notin 19.99 in the smallest currency unit) and click **Book**.

6	Administration	All V Find products, customers, orders	
0	Dashboard	< Order 10067 English Cancel Save	
ሪ	Catalogues		
Ċ	Orders	Novalnet	
ŝ	Customers	Payment status	
G	Content	Authorized ✓ Status set 4 minutes ago by System Show status history →	
Å	Marketing		
֩	Extensions	Norbert Maier €19.99 flaranceds_p@novalnetsolutions.com + €0.00	
ŝ	Settings	flaranceds_p@novalnetsolutions.com - 60.00 0 29 November 2023 at 10:57	
		Book Amount	
Sales	s Channels 🛛 🕀		
ß	Demoshop 📀	Comments	
畲	Headless	Novalnet transaction ID: 14854100068712909 Test order	
		This order processed as a zero amount booking	

Figure 54

Book Amount	×
Order Booked for this amount	0
1999	
	Book

Figure 55

The amount will be debited, and a new TID will be generated.

6	Administration	•	All - Find products, customers, orders	م
Ø	Dashboard	< 🗅	Order 10067	English ~ Cancel Save
Ф	Catalogues		Novalnet	
ĉ	Orders		Payment status	
R			Paid Status set 3 minutes ago by shop admin	Show status history →
G				
Å	Marketing		Norbert Maier	€ 19.99 + €19.99
÷œ			NorDert Maler flaranceds_p@novalnetsolutions.com	- €0.00 0 29 November 2023 at 10:45
٨	Settings		Refund	
Cala	s Channels	Ð		
oate	s Channets	Ð	Comments	
	Demoshop	•	Novalnet transaction ID: 14854100068712909 Test order	
۵	Headless		This order processed as a zero amount booking	
			Your order has been booked with the amount of €19.99. Your new TID for the booked amount: 14854100069514041	



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Guarantee payment configuration

This option is available only for Direct Debit SEPA with payment guarantee and Invoice with payment

guarantee.

When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about guaranteed payments and basic requirements, please visit: https://developer.novalnet.com/onlinepayments/aboutguarantee#basic-requirements

Force Non-Guarantee payment

Enable this option to process payments as non-guarantee payments when the guarantee conditions are not met.



Allow B2B Customers

This option is available only for Direct Debit SEPA with payment guarantee, Invoice with payment

guarantee, Instalment by Direct Debit SEPA and Instalment by Invoice.

Enabling this option will allow B2B buyers in your shop system.

Allow B2B customers

Figure 58

Allowed currencies

This option is available for all payment methods

Select the currencies for which the payment methods can be processed.

Allowed currencies EUR ×

Figure 59

Allowed countries

- This option is available for all payment methods

Select the countries to which the payment method is applicable to be displayed on the checkout page.

Allowed countries Austria × Germany ×

Figure 60

Allowed countries (B2B)

This only for the following payment option is available methods:

Direct debit SEPA with payment guarantee, Invoice with payment guarantee, Instalment by SEPA direct debit and Instalment by invoice

Select the countries where payment methods should be displayed on the checkout page for B2B categories.

Allowed countries (B2B)

Austria 🗙 Switzerland 🗙 Germany 🗙

Figure 61

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Allowed countries (B2C)

This option is available only for the following payment methods:

Direct debit SEPA with payment guarantee, Invoice with payment guarantee, Instalment by SEPA direct debit and Instalment by invoice.

Select the countries where payment methods should be displayed on the checkout page for B2C categories.

Allowed countries (B2C)

Austria 🗙 Switzerland 🗙 Germany 🗙

Figure 62

Instalment payments configuration

This option is available only for **Instalment by Direct Debit SEPA** and **Instalment by Invoice**.

When the basic requirements are met, Novalnet offers you the option to process payments as instalment payments. For more information about instalment payments and basic requirements, please visit: https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements

Instalment cycles

Instalment cycle refers to the pre-defined period for partial payments, allowing buyers to pay their total order amount in parts. The intervals or cycles vary based on shop admin configuration.

Define which installment cycles you wish to offer in your shop (e.g., 2 cycles, 3 cycles, 4 cycles, 6 cycles etc.) and click **Save**. The buyer can then choose among these instalment cycles if they wish to pay in instalments.

Instalment cycles X 2 Cycles X 3 Cycles X 4 Cycles X 5 Cycles X 6 Cycles X 9 Cycles X 10 Cycles X 11 Cycles X 12 Cycles X 36 Cycles X

Figure 63

The pre-defined instalment details will be visible for the buyer under the chosen instalment payment method as shown below.

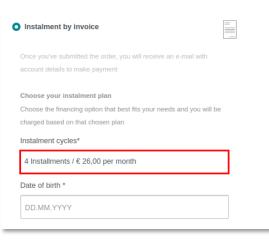


Figure 64



3.2 Additional configuration for Credit/Debit Cards

Enforce 3D secure on payment outside EU

This option will authenticate all payments from cards issued outside the EU via 3DS 2.0 SCA.

Enforce 3D secure payment outside EU

Figure 65

3.3 Additional configuration for Apple Pay payment

Business Name

This text appears as PAY 'BUSINESS NAME' on the Apple Pay modal payment sheet.

Business name shopware.novalnet.de

Figure 66

3.4 Additional configuration for Google Pay Payment

Enforce 3D secure payment outside EU

This option will authenticate all payments from cards issued outside the EU via 3DS 2.0 SCA.

Enforce 3D secure payment outside EU

Figure 67

Business name

This text appears as PAY 'BUSINESS NAME' on the Google Pay modal payment sheet.

Business name shopware.novalnet.de

Figure 68

4 MANAGING SHOPWARE ADMIN PANEL

4.1 Order Management

Manage your orders and view their details under **Orders** \rightarrow **Overview** in your Shopware admin panel as shown below.





4.2 Transaction overview

Click the order number as shown below.

Order number	Sales Channel	Customer name	Billing address	··· Order value	Order status	Payment status	Delivery status	Ξ
10108	Demoshop	Tester, Novalnet	Feringastr.4, 85774 Unterföhring	3,00€	Open	Paid	Open	
10107	Demoshop	Tester, Novalnet	Feringastr.4, 85774 Unterföhring	3,00€	Open	Pald	Open	
10106	Demoshop	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	20,00€	Open	Open	Open	

Figure 70

You will have a detailed overview of the Novalnet transaction details in the **Novalnet** section under the **Details** tab, as shown below.

General Details Documents		
Novalnet		
Payment status		
Paid	✓ Status set 5 June 2023 at 08:01 by System	Show status history \rightarrow
Norbert Maier test@novalnet.de		€20.00 + €20.00 - €0.00 5 June 2023 at 08:01
Refund		
Comments		
Novalnet transaction ID: 1478770004 Test order	40516118	

Figure 71

4.3 Order details for Instalment payments

To review the completed and pending payments for a particular instalment order, click the order number and scroll down to the **Instalment Summary** section as shown below.

Instalment Summary						
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status		
1	14815200041619908	€10.00	2023-09-24	Paid		
2	14239560660513233	€10.00	2023-10-24	Paid		
3	14028931960006376	€10.00	2023-11-24	Paid		
4	14649575663936554	€9.98		Paid	•••	

Figure 72



4.4 Admin order creation

Follow the below steps to create an order from the shop admin panel:

This order creation process supports only for the payments made through Invoice, Prepayment,
 Direct Debit SEPA, Barzahlen/viacash and Multibanco.

Step 1: Navigate to **Orders** → **Overview** as shown in **Figure 69**. Click **Add order** as shown below.

6 Administration •			Orders V Search all orders					Q	4	•
O Dashboard		Orders (9) Deutsch v Add order					d order			
Catalogues		Order number	Customer name	Delivery address	···· Total	Order status	Payment status	Delivery status		5
Crders	0	10008 Created by admin	Maier, Norbert	9 Hauptstr, 66862 Kaiserslautern	€19.99	Offen	Autorisiert	Offen		
Overview	0	10007	Maier, Norbert	9 Hauptstr, 66862 Kaiserslautern	€19.99	Offen	Abgebrochen	Offen		



Step 2: Go to the **Customer** tab in the pop-up, click **Add new customer** to add a new customer, or choose an existing customer from the list for whom an order needs to be created.

Sea	rch			Add new or	istome
	Name	Customer number	Sales Channel	Email address	
0	Norbert Maier	10000	shopware6	test@novalnet.de	
	Max Mustermann	SWDEM010000	Headless	test@example.com	

Figure 74

Step 3: Move to the Products tab, click Add Product and choose the products,

lew orde	r					
Customer	Products	Options				
Search	items			Q	Add produ	uct 🗸
	Selecte	d: 1 Delete				
۲	1 x	Variant product (Colour: White Size: M)	€19.99	19 %	€19.99	•••
					Cancel	review order





Step 4: Next, go to **Options**, choose the **Novalnet Payment** method from the drop-down list, provide the **Billing address** and click **Preview order**.

New order	
Customer Products Options	
Order	
Disable automatically applied promotions	
Order language	Promotions
English 🗸	
Payment Payment method	Billing address *
Novalnet Payment	Select billing address
Currency	~
Shipment Shipping method	Shipping costs
Standard ~	0 €
	Shipping address *
	Cancel Preview order

Figure 76

Step 5: General tab will appear after clicking the **Preview order**. Go to the **Details** tab to review the order details and payment details. Once the details are verified, select the Novalnet payment (Example: Invoice) and click **Save order**.

General Details				4
Payment	2			
Billing address *	Payment meth	nod *		
9, Hauptstr, 66862, Kaiserslautern, Berlin, Germany 🗸 🗸	Novalnet Pa	ayment		~
Currency *				
Euro				
Novalnet Barzahlen/Viacash Invoice Invoice 3				P Barzahlen givlacoah
Once you've submitted the order, you will receive an e-mail with account de				
O Prepayment				

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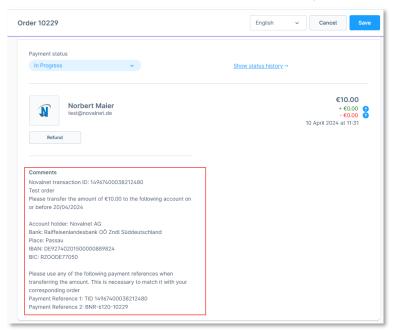


Step 6: Click No in the Remaind payment pop-up as shown below.

Remind payment	×
Do you want to remind the customer to pay this order with	"Novalnet Payment"?
	No Remind

Figure 78

Order will be then created, and **Comments** will be updated in the shop admin panel as shown below.





4.5 Confirming / Cancelling a transaction

Depending on your "<u>Payment action</u>" configuration, the order status will be automatically set to "Authorized / Open" if authorization (reservation) is required for an order.

- "Authorized" payment status is set by default for Credit/Debit Cards, Direct Debit SEPA, Direct Debit

SEPA with payment guarantee, Instalment by Direct Debit SEPA, Invoice with payment guarantee, Instalment by Invoice, Google Pay and Apple Pay based on your Payment action.

****** "Open" payment status is set by default for Invoice and PayPal based on your Payment action.

You can **confirm** or **cancel** a transaction which is either **Authorized** or **Open**. Navigate to **Orders** \rightarrow **Overview** in your shop admin panel and choose the order. On the order detail page, click **Confirm** to confirm the "**Authorized** or **Open**" order.

Novalnet			
Payment status Authorized Status set 5 minutes ago by System Show status history Image: Status			
test@novalne	t.de		+ €0.00 - €0.00
Comments Novalnet transaction ID: 1485 Test order	5410010402828	5	

Figure 80

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Then, click **Confirm** on the **Manage Transaction** popup as shown below. After manual confirmation, Novalnet will process the transaction.

Manage Transaction	×
Are you sure you want to capture the payment?	
	Confirm

Figure 81

To cancel an "Authorized or Open" order, click Cancel on the order detail page as shown below.

Payment status			
Authorized	~	Status set 5 minutes ago by System	Show status history →
Norbert Maier test@novainet.de			€19.99 + €0.00 - €0.00 29 November 2023 at 13.43
Comments Novalnet transaction ID: 14854100	1040282	35	

Figure 82

Then, click **Confirm** on the **Manage Transaction** popup as shown below. After you have cancelled the order, Novalnet will cancel the transaction.

Manage Transaction	×
Are you sure you want to cancel the payment?	
	Confirm

Figure 83

After confirming or cancelling the order, the new transaction details will be displayed under **Comments**, as shown below. Refer to chapter **4.2 Transaction Overview** for more details about the **Comments**.

Novalnet		Novalnet	
Payment status Paid	dmin <u>Show status history</u> →	Payment status Cancelled Status set Just now by sh	rop admin Show status history →
Nerbert Maier test@rovaitet.de Refund	€19.99	Norbert Maler testignovalnet.de Comments Novalnet transaction ID: 14854100109109987 Test order	€19.99 + 60.00 - 60.00 29 November 2023 at 14.01
Novahort transaction ID: 14854100104028285 Test order The transaction has been confirmed on 29/11/2023 13:53:14 Figure 84		The transaction has been canceled on 29/11/2023 14:02:18	5

B()



4.6 Refunding an order

You can refund the buyer either the full or partial order amount. Navigate to **Orders** \rightarrow **Overview**, select the particular order and click **Refund** as shown below.

Novalnet		
Payment status Paid	✓ Status set Just now by System	Show status history →
Norbert Maier test@novalnet.de Refund		€19.99 + €19.99 - €0.00 29 November 2023 at 14:10
Comments Novalnet transaction ID: 14854100 Test order	111001635	

Figure 86

Please follow the steps below to issue a refund.

Step 1: Enter the Refund amount.

Step 2: Note the Refund reference for your future reference (only for existing transactions).

Step 3: Click Refund to refund the amount to the buyer.

Refund	×
Refund amount	0
300	
Refund reference	
Refund reference	
	Refund

Figure 87

The order status will change once the total order amount has been refunded. At this point, a new transaction (TID) will be generated. You will see the new transaction details under the **Comments** section of the order. Refer to chapter <u>4.2 Transaction Overview</u> for more details about the **Comments**.

4.7 Refunding Instalment orders

To refund an instalment order, navigate to **Orders -> Overview** and click the order. Scroll down to the

Instalment Summary section and select the more options instalment cycle that should be refunded.

S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	
1	14815300029122583	€16.00	2023-09-25	Paid	
2	14190818936609493	€16.00	2023-10-25	Paid	
3		€16.00	2023-11-25	Refund	
4		€16.00		Pending	

Figure 88

NOVALNET AG Payment Institution Gutenbergstr. 7 D-85748 Garching Tel.: +49 89 9230683-19 Fax: +49 89 9230683-11 E-Mail: <u>technic@novalnet.de</u> Tax id: DE254954139



In the refund pop-up that appears, enter the **Refund amount** and click **Refund** as shown below.

Refund	×
Refund amount	0
167	
Refund reference	
Refund reference	
	Refund

Figure 89

Once the instalment order amount has been refunded, you will see the new transaction status under the **Comments** section of the order. Refer to chapter <u>4.2 Transaction Overview</u> for more details about the **Comments**.

4.8 Cancelling instalment orders

To cancel the instalment orders through options, navigate to **Orders** \rightarrow **Overview** and click the **Details** tab under **Novalnet**. Then click **Instalment Cancel** as shown below.

er 11188		English	~	Cancel	s	Sav		
Payment status Paid		~	Status set 35 minutes ago by System	<u>Sh</u>	iow statu	us history →		
	Norbert Maier flaranceds_p@novalnetsolutions.com			24 /	+ (54.00 €64.00 €0.00 t 12:50		

Figure 90

Please follow the below steps to cancel the instalments in two different ways,

Cancel All Instalment - This option will cancel the current and subsequent orders. Also, a refund will be initiated for the previously executed instalment orders.

Payment st	atus		
Paid	*	Status set One minute ago by System	Show status history -+
			€64.00
N	Norbert Maler flaranceds_p@novalnetsolution	ns.com	+ €64.00 - €0.00
			24 August 2023 at 12:12

Figure 91

Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	
1	14815200043604589	€16.00	2023-09-24	Refunded	
2		€16.00	2023-10-24	Canceled	
3		€16.00	2023-11-24	Canceled	
4		€16.00		Canceled	

Figure 92

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Cancel All Remaining Instalment - This option will cancel all the upcoming instalment orders, excluding the current in progress.

Payment sta	itus		
Paid	× .	Status set One minute ago by System	Show status history →
			€64.00
Norbert Maier flaranceds_p@novalnetsolutions.com		+ €64.00 - €0.00	

Figure 93

Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	
1	14815200043515632	€16.00	2023-09-24	Paid	
2		€16.00	2023-10-24	Canceled	
3		€16.00	2023-11-24	Canceled	
4		€16.00		Canceled	

Figure 94

() Further, there will be no recurring instalments for that order.

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5 UNINSTALLATION

5.1 Plugin Uninstallation via Composer

Follow the below steps to uninstall the Novalnet Payment Plugin via Composer from the shop root directory,

Step 1: Run the following command in your terminal to uninstall Novalnet payment plugin,

bin/console plugin:uninstall NovalnetPayment

Figure 95

Step 2: Run the following command in your terminal to remove the Novalnet payment plugin,

composer remove novalnet/shopware6-payment

Figure 96

5.2 Plugin Uninstallation via Package

To uninstall the Novalnet Payment Plugin via package, please follow the steps below,

Step 1: Navigate to **Extensions** → **My extensions** as shown below.



Step 2: Click toggle **O** activated switch to deactivate **Novalnet Payments**.

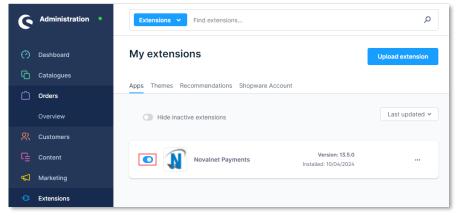


Figure 98

Step 3: Finally, click Uninstall as shown below.

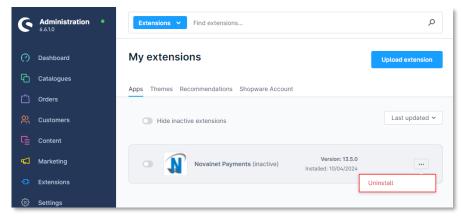


Figure 99

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Step 4: Toggle off **O Remove all plugin data permanently** switch and click **Uninstall** as shown below.

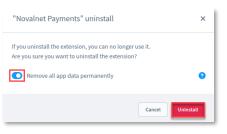


Figure 100

Step 5: Click Remove to delete the Novalnet payment plugin.

G	Administration •	Extensions V Find extensions	م
Ø	Dashboard	My extensions	Upload extension
Ф	Catalogues		
ĉ	Orders	Apps Themes Recommendations Shopware Account	
ŝ	Customers	Hide inactive extensions	Last updated 🗸
G	Content		
4	Marketing	Novalnet Payments Version: 13.5.0	Install
-0:	Extensions		Remove
ŝ	Settings		

Figure 101

Step 6: In the pop-up notification, confirm deletion by clicking click Remove as shown below.

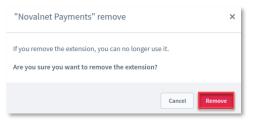


Figure 102

6 TECHNICAL SUPPORT THROUGH NOVALNET

For any questions or further enquiries, please contact one of the following departments per your requirements. Our in-house experts are ready to assist you in case of queries or issues.

For installation assistance contact <u>technic@novalnet.de</u> or call +49 89 9230683-19.

For a **merchant account, new payment plugin or additional payment methods,** please get in touch with <u>sales@novalnet.de</u> or call +49 89 9230683-20.

If you have any recommendations or suggestions for improvement, kindly share your thoughts with us at technic@novalnet.de or call us at +49 89 9230683-19.

Are you happy with our service and support? Please spend a few minutes to share your success <u>here</u>.

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