

Installation Guide for Novalnet Shopware 6 Plugin

Version	Date	Remarks
13.1.0	08.09.2023	[Fix] Payment Plugin build executed for proper installation

- 👉 For previous version changelog, go to <https://github.com/Novalnet-AG/shopware-6-payment-integration-novalnet/tree/v13.1.0>

TABLE OF CONTENTS

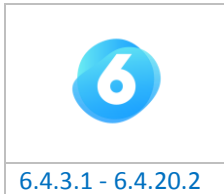
1 QUICK SETUP	4
1.1 Plugin Installation	4
1.1.1 Plugin Installation via Composer	4
1.1.2 Plugin Installation via Package	5
1.1.3 Upgrading the Novalnet Payment Plugin	6
1.1.4 Plugin Update via Composer	6
1.1.5 Updates (Local Update)	7
1.2 Global Configuration in the Shopware shop system	9
1.2.1 Notification/Webhook configuration in the Novalnet Admin Portal	11
1.3 Payment Activation in the Novalnet Admin Portal	12
1.4 Payment Configuration in the Shopware shop system	15
1.5 Payment Configuration in the Novalnet Admin Portal	16
1.6 Readme procedures to display the Novalnet transaction details	16
2 TESTING AND GOING LIVE	17
3 ADDITIONAL CONFIGURATION	18
3.1 Additional configuration for all the payment methods.....	18
3.2 Additional configuration for Credit/Debit Cards	22
3.3 Additional configuration for Apple pay payment.....	22
3.4 Additional configuration for Google Pay Payment	22
4 MANAGING SHOPWARE ADMIN PANEL	23
4.1 Order Management.....	23
4.2 Transaction overview	23
4.3 Order details for Instalment payments	23
4.4 Admin order creation.....	24
4.5 Confirming / Cancelling a transaction.....	26
4.6 Refunding an order	27
4.7 Refunding Instalment orders	28
4.7.1 Cancelling Instalment orders.....	28
4.7.2 Instalment Cancellation Options	29

5 UNINSTALLATION	31
5.1 Plugin Uninstallation via Composer	31
5.2 Plugin Uninstallation via Package.....	31
6 TECHNICAL SUPPORT THROUGH NOVALNET	33

1 QUICK SETUP

This guide describes the quick installation procedure of Novalnet payment plugin with your shop system and 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 sales@novalnet.de

This Novalnet payment plugin version (13.1.0) 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 below steps to install the Novalnet payment plugin via composer from the shop root directory.

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

composer require novalnet/shopware6-payment:13.1.0

```
File Edit View Search Terminal Help
novalnet@stn130:~$ composer require novalnet/shopware6-payment:13.1.0
```

Figure 1

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

php bin/console plugin:refresh

```
File Edit View Search Terminal Help
novalnet@stn130:~$ php bin/console plugin:refresh
```

Figure 2

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

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

```
File Edit View Search Terminal Help
novalnet@stn130:~$ 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 bellow steps,

Step 1: Navigate to **Extensions** → **My extensions** in your shop admin panel as shown below,

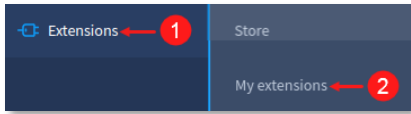


Figure 4

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

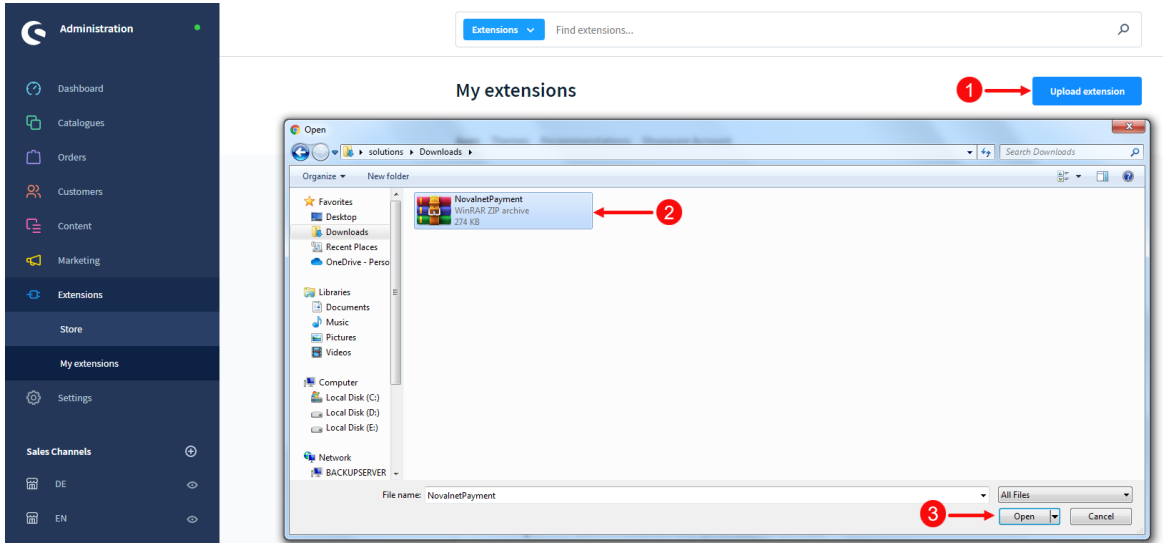


Figure 5

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

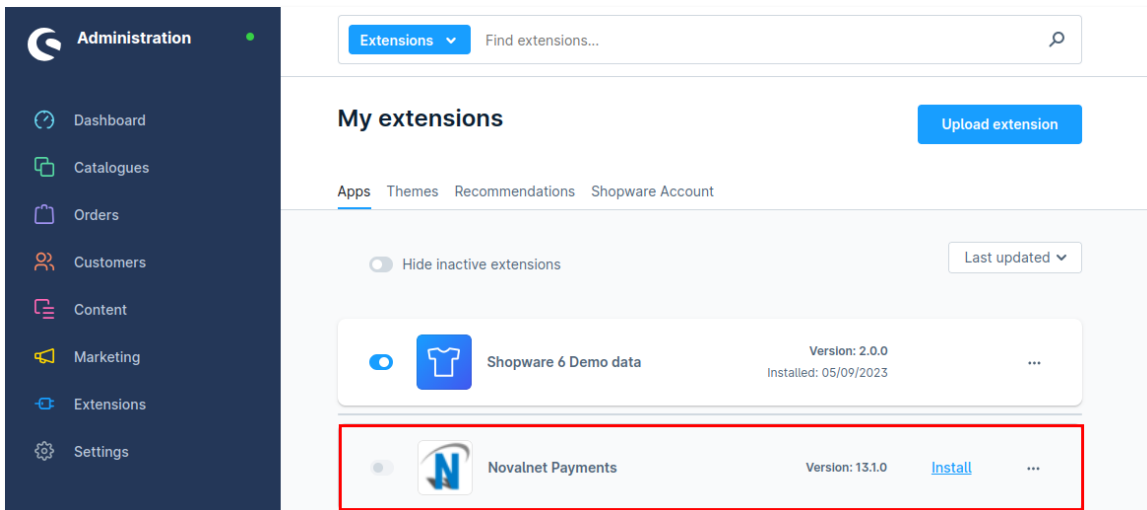


Figure 6

Step 4: Now click **Install** to install the **Novalnet Payments**.

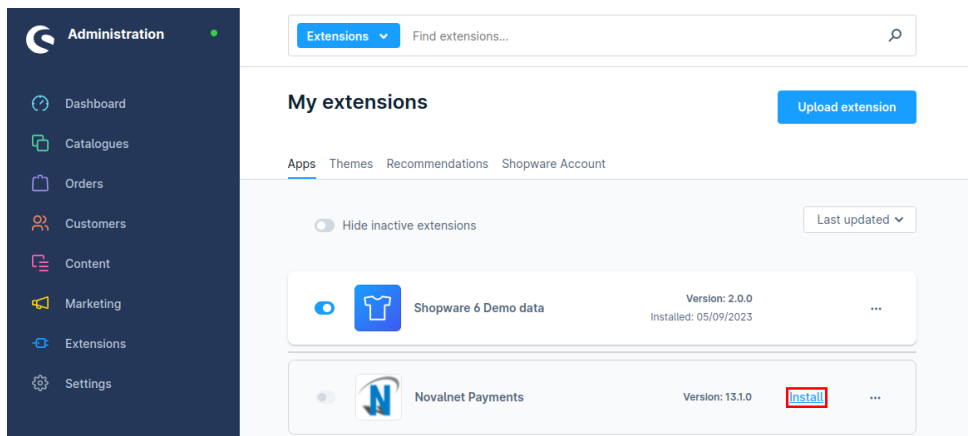


Figure 7

Step 5: Then click the  slide to activate **Novalnet Payments**.

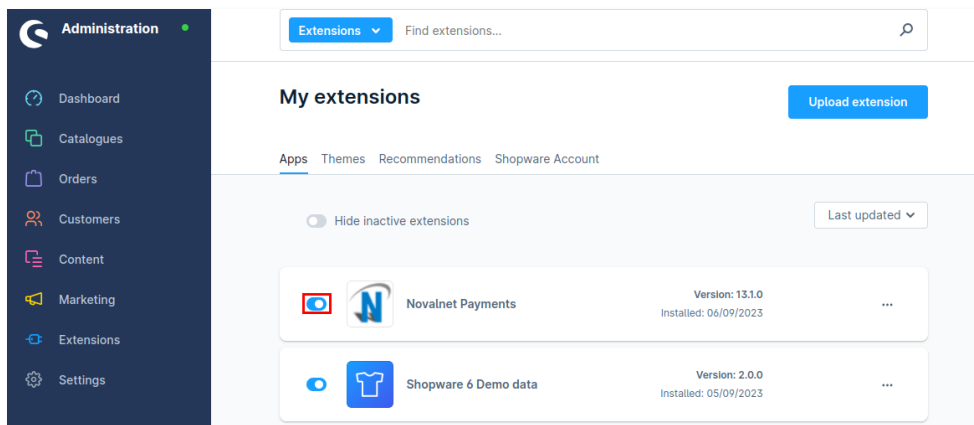




Figure 8

1.1.3 Upgrading the Novalnet Payment Plugin

 You can get the updated plugin either directly from the Shopware store, or by contacting our [technical team](#) or via [Novalnet homepage](#).

 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 backend to the current version without changing the previous plugin configurations. Before update the plugin, Uninstall the current version plugin.

Follow the below steps to update 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

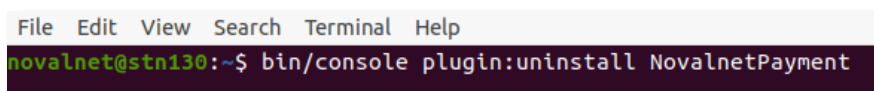


Figure 9

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

composer require novalnet/shopware6-payment:13.1.0

```
File Edit View Search Terminal Help
novalnet@stn130:~$ composer require novalnet/shopware6-payment:13.1.0
```

Figure 10

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

php bin/console plugin:refresh

```
File Edit View Search Terminal Help
novalnet@stn130:~$ php bin/console plugin:refresh
```

Figure 11

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

php bin/console plugin:update --clearCache NovalnetPayment

```
File Edit View Search Terminal Help
novalnet@stn130:~$ 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** in Novalnet payment plugin,

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

```
File Edit View Search Terminal Help
novalnet@stn130:~$ php bin/console plugin:install --activate --clearCache NovalnetPayment
```

Figure 13

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.

 This update doesn't require a Shopware account login.

Step 1: Navigate to **Extensions** → **My extensions** and click **Upload extension** as shown in [Figure 4](#) and [5](#).

Step 2: Click  icon under **Novalnet Payments** and then click **Update to [version number.]**

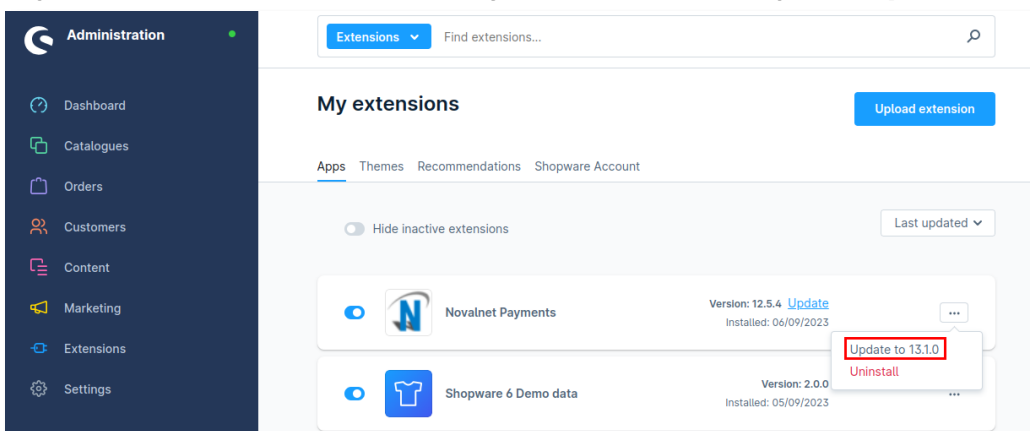


Figure 14

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

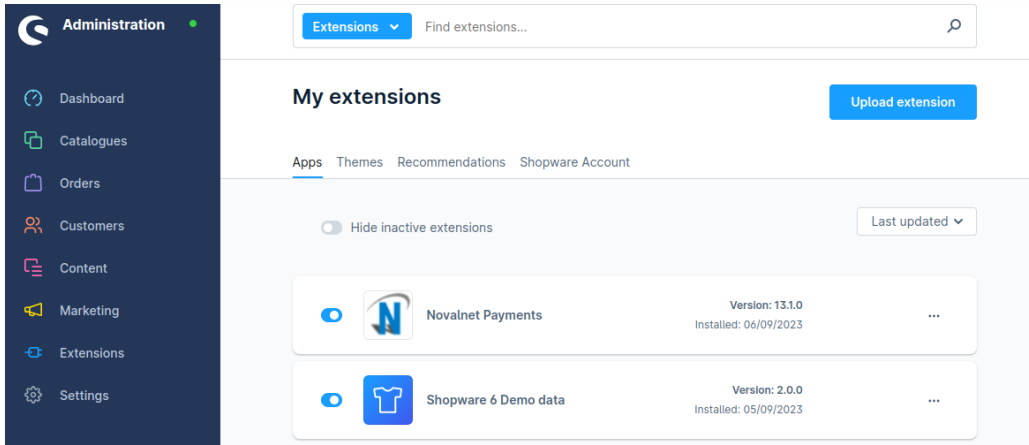


Figure 15

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

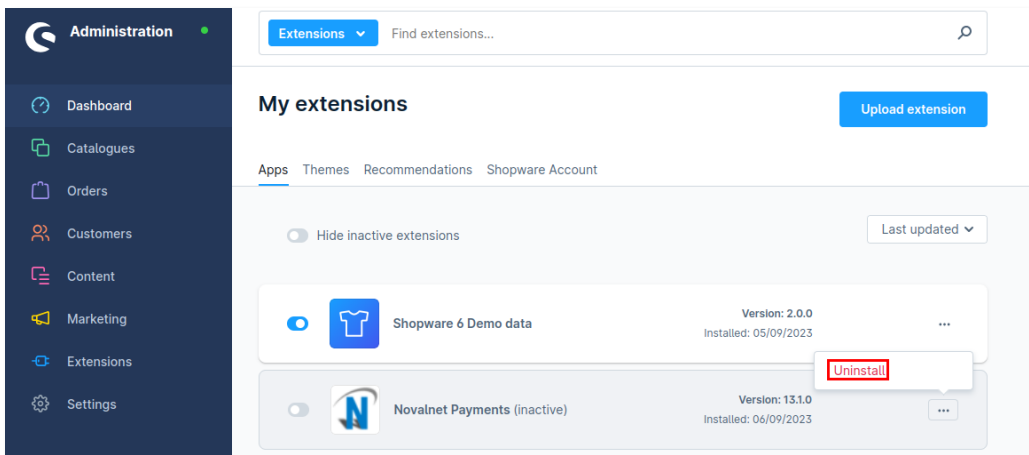


Figure 16

Step 5: In the pop-up notification, click **Uninstall**.

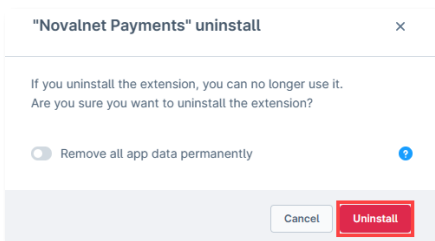


Figure 17

Step 6: Refer to the topic [1.1.2 Plugin Installation via Package](#) to install the plugin as shown in Figure 6 - Figure 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** → **Extensions** → **Novalnet** as shown below,

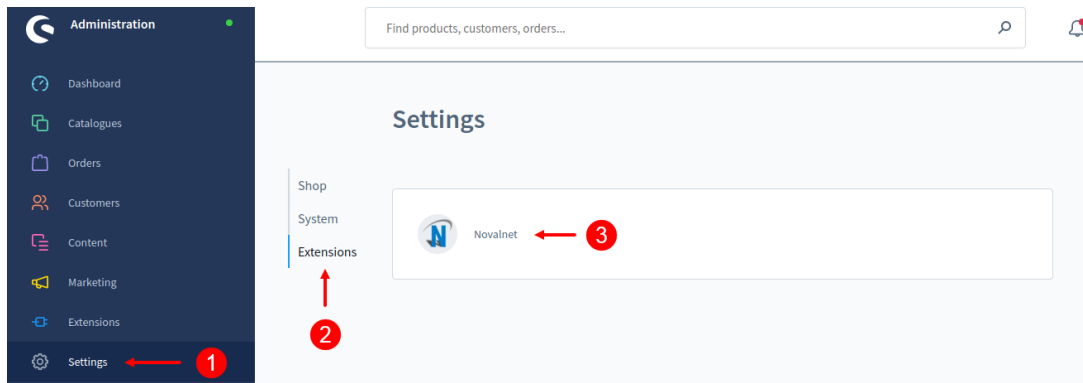
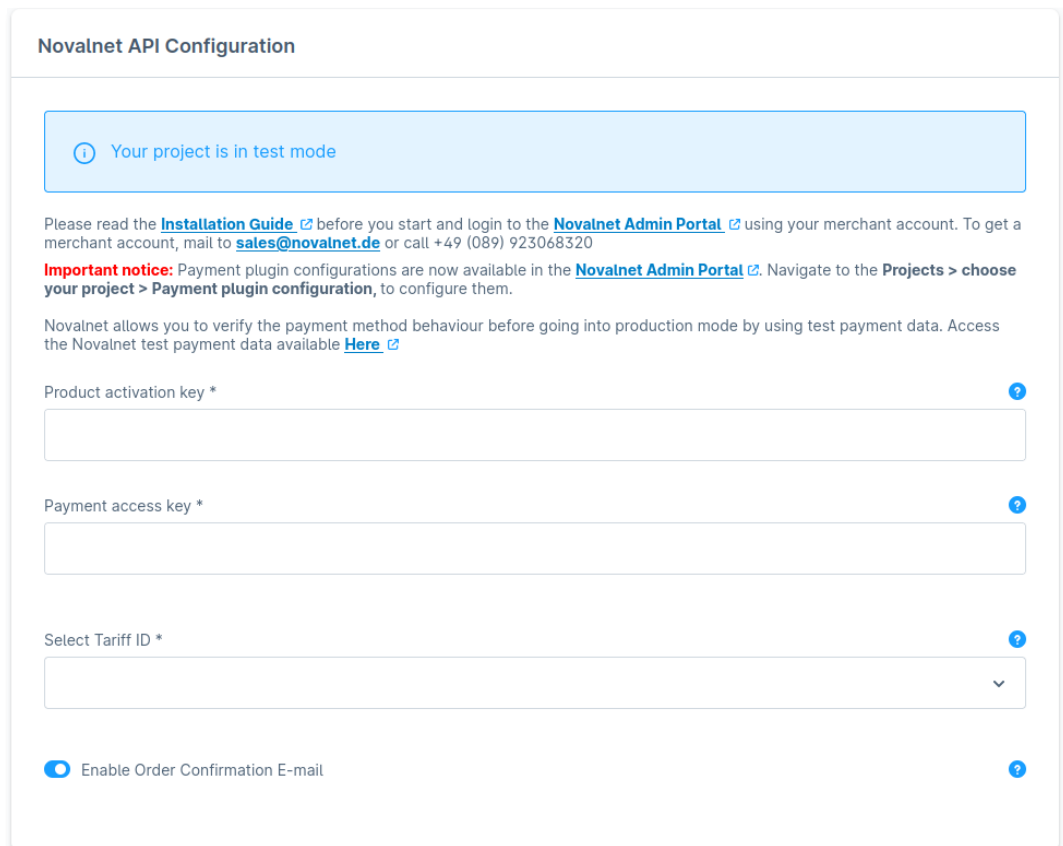


Figure 18

Next, you will be forwarded to the Global Configuration page as shown below to enter the following keys:

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



The screenshot shows the 'Novalnet API Configuration' page. At the top, there is a blue notification box that says 'Your project is in test mode'. Below this, there is a paragraph of text: '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'. Below this is an **Important notice**: 'Payment plugin configurations are now available in the [Novalnet Admin Portal](#). Navigate to the **Projects > choose your project > Payment plugin configuration**, to configure them.' Another paragraph follows: '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](#)'. The configuration form consists of four fields: 'Product activation key *' (text input), 'Payment access key *' (text input), 'Select Tariff ID *' (dropdown menu), and 'Enable Order Confirmation E-mail' (checkbox).

Figure 19

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

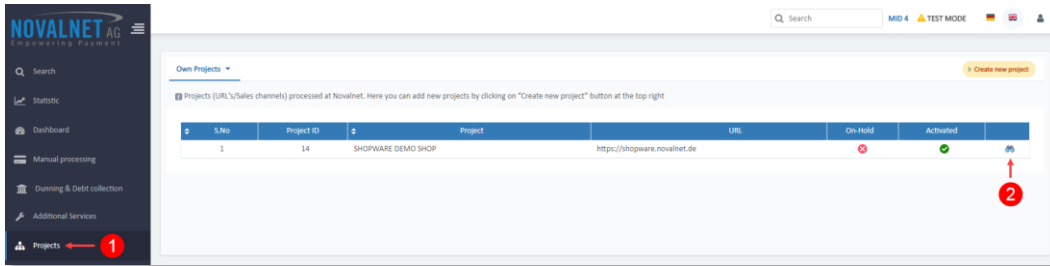


Figure 20

Click **API credentials**, copy the **API Signature (Product activation key)** and **Payment access key** as shown below,

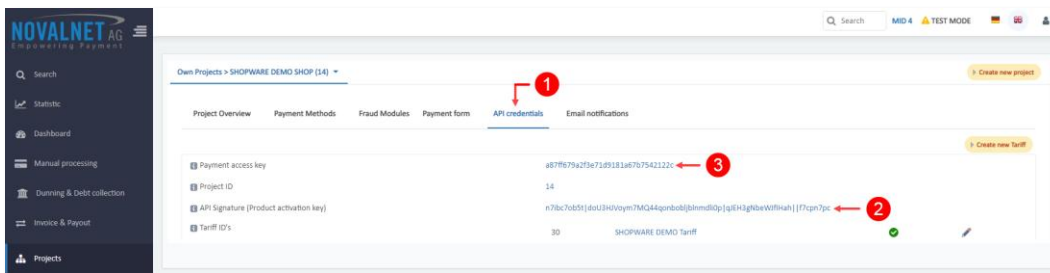


Figure 21

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 that you have created.

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](#). 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 * ?

7ibc7ob5|xtJEH3gNbeWJfIHah||nbobljbnmdli0poyw|doU3HJVoym7MQ44qf7cpn7pc

Payment access key * ?

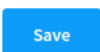
a87ff679a2f3e71d9181a67b7542122c

Select Tariff ID * ?

One-time pay with transferred amount

Enable Order Confirmation E-mail ?

Figure 22



Then click **Save** to update the changes.

1.2.1 Notification/Webhook configuration in the Novalnet Admin Portal

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

Notification / Webhook URL

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

Figure 23

Click **Configure** to setup your **Notification / Webhook URL** in to the [Novalnet Admin Portal](#) as shown below,

Notification / Webhook URL

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

Configure

Figure 24

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

NOVALNET AG

Own Projects > SHOPWARE DEMO SHOP (14)

Project Overview Payment Methods Fraud Modules Payment form **API credentials** Email notifications

Vendor script URL / Notification & Webhook URL https://shopware.novalnet.de/novalnet/callback/ Edit

Figure 25

In your shop system, you can additionally test the Webhook URL manually and send notification emails to specific email addresses as shown below,

Notification / Webhook URL Setup

Notification / Webhook URL

http://shopware.novalnet.de/novalnet/callback

Configure

Allow manual testing of the Notification / Webhook URL

Send e-mail to

Figure 26

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

1.3 Payment Activation in the Novalnet Admin Portal

All the Novalnet supported payment methods can be viewed here: www.novalnet.com/payment if you have any questions on the payment methods or have additional payment method requests, please contact sales@novалnet.de

To activate the [preferred payment methods](#) for your website, navigate to [Novalnet Admin Portal](#) → **Projects** → choose your project → **Payment Methods** → click **Edit Payment Methods** in the top right corner as shown below,

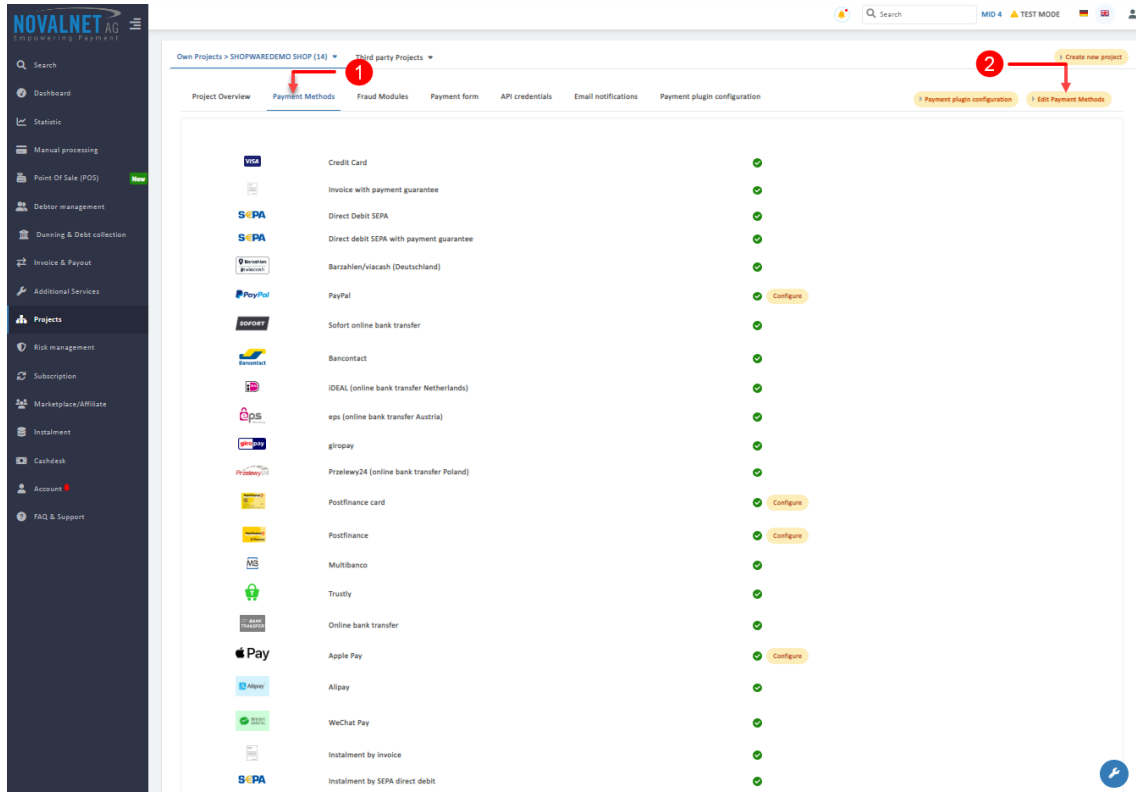


Figure 27

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

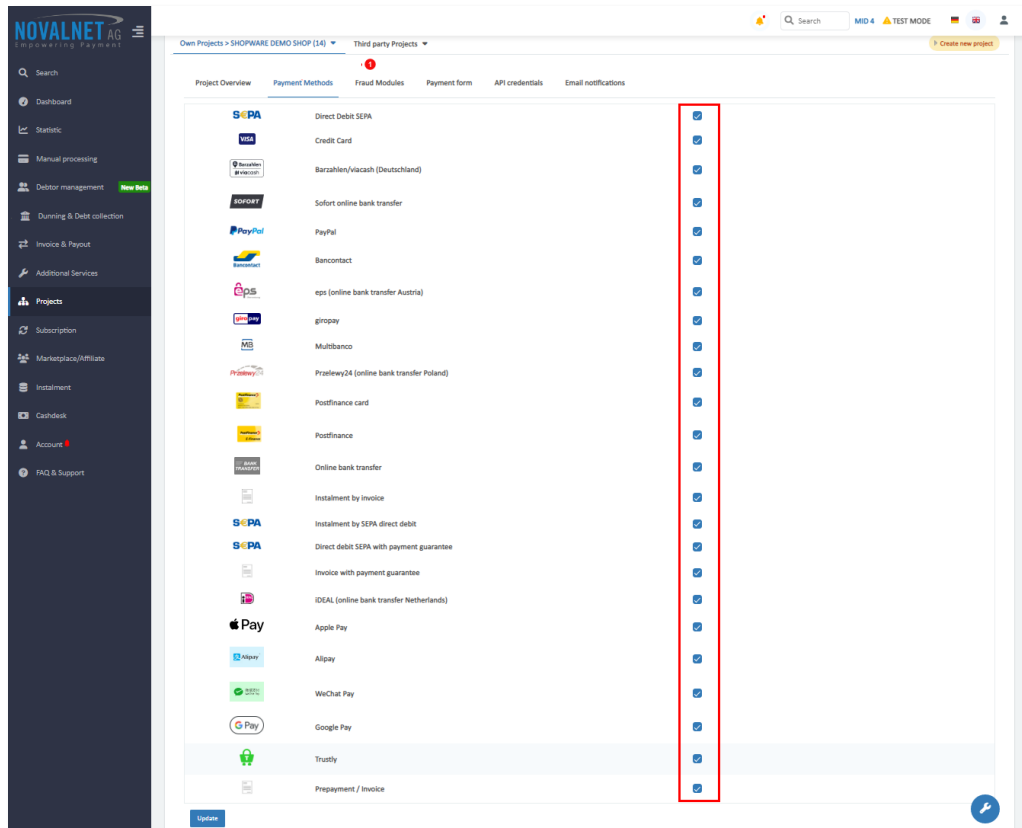


Figure 28

To use the Apple Pay payment method, go to **Apple Pay** → **Configure** → **Add new domain** in the [Novalnet Admin Portal](#) as shown below,

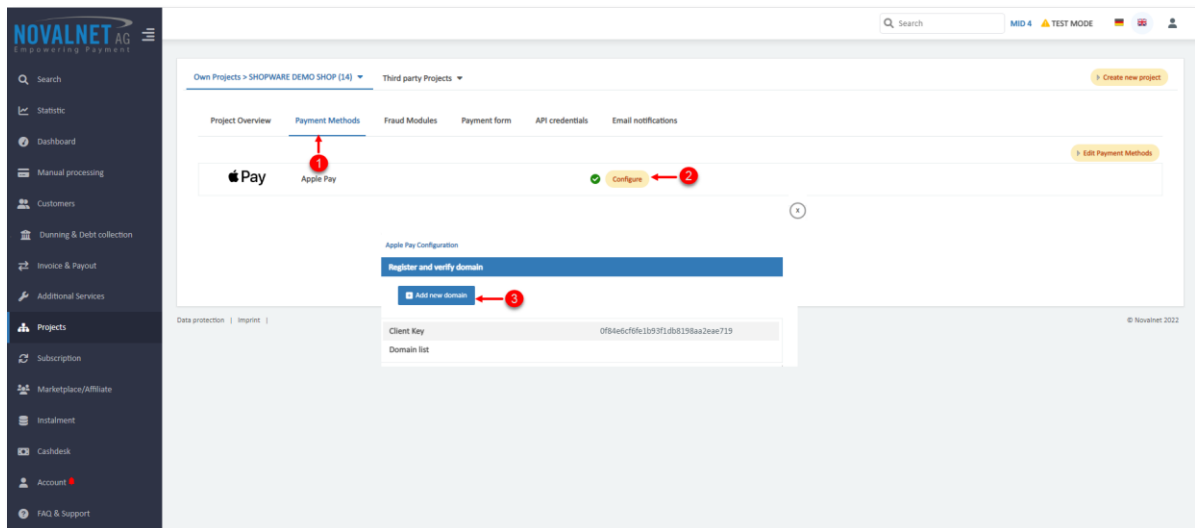


Figure 29

Then, paste your shop domain for which you enable Apple Pay, and click **Download verification file**. You will need to host that verification file in your domain's root directory.

For example: the path should be, <https://shopware6.novalnet.de/.well-known/apple-developer-merchantid-domain-association>

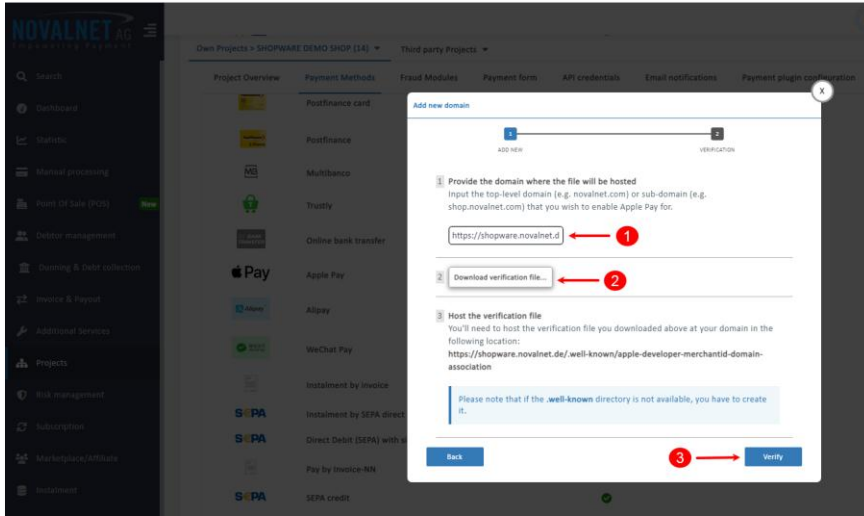


Figure 30

⚡ Please note that if the **.well-known** directory is not available, you have to create it.

To use the **PayPal** payment method, configure the **PayPal API** details in the [Novalnet Admin Portal](#) as shown below,

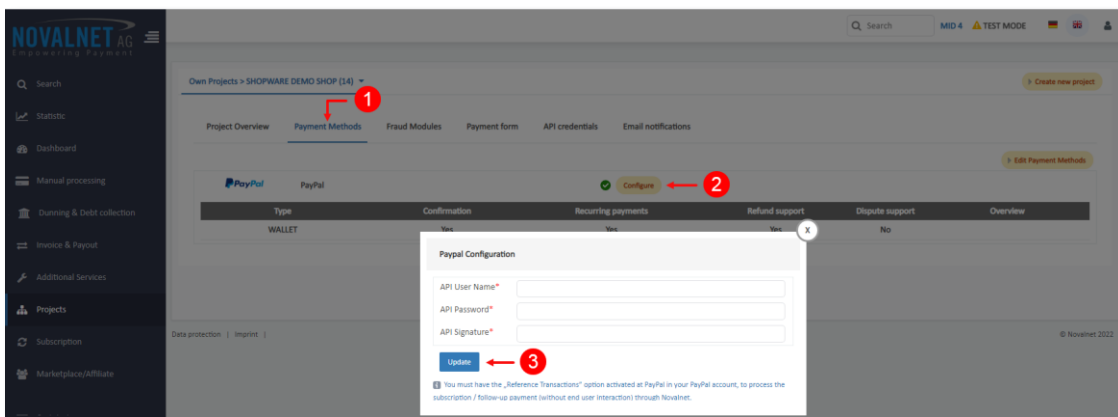


Figure 31

To use the **PostFinance** payment method, configure **Ep2-Merchant ID** details in the [Novalnet Admin Portal](#) as shown below,

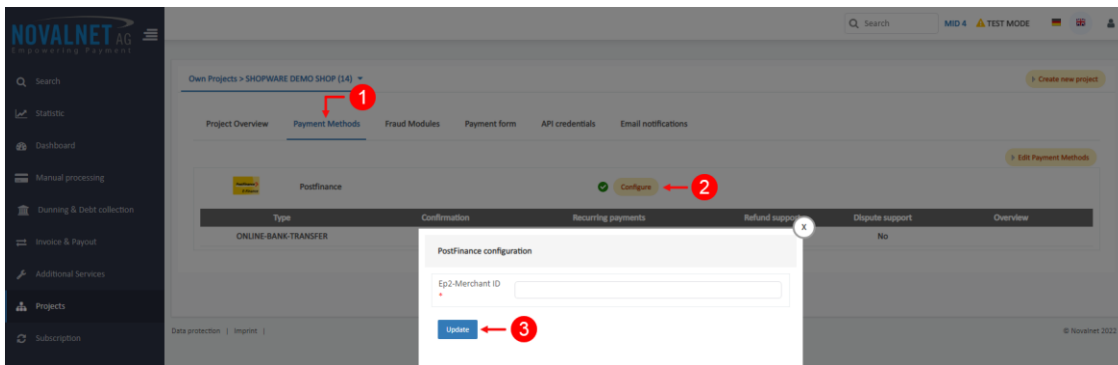


Figure 32

1.4 Payment Configuration in the Shopware shop system

After activating the payment methods in the [Novalnet Admin Portal](#), you must enable these payment methods in your shop admin panel to display them on your Shopware 6 checkout page. Navigate to **Settings → Shop → Payment methods** as shown below,

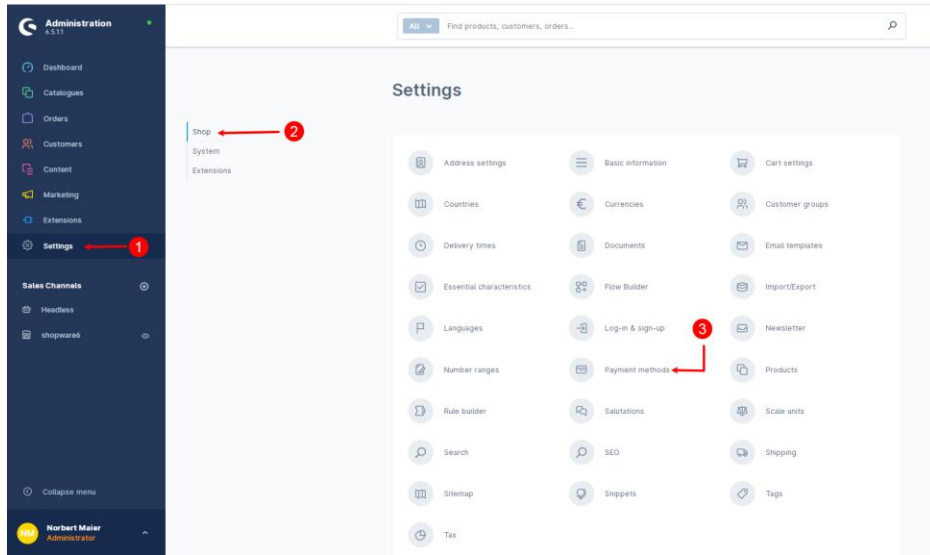


Figure 33

Novalnet payment method will be shown below,

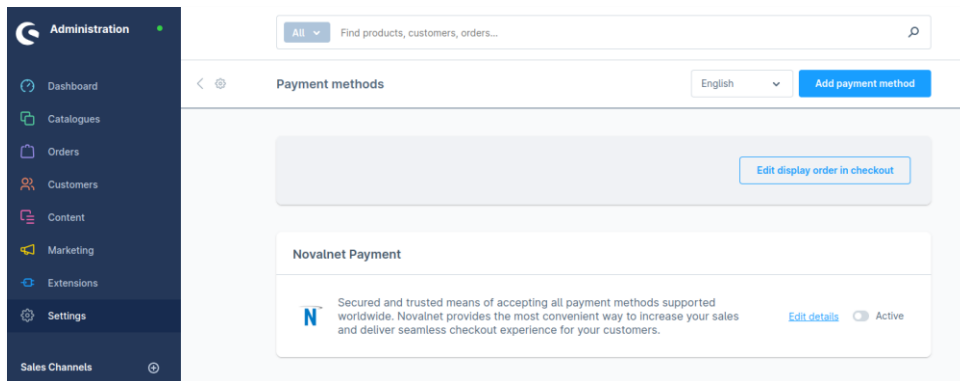


Figure 34

Click  to activate the particular payment methods as shown below,

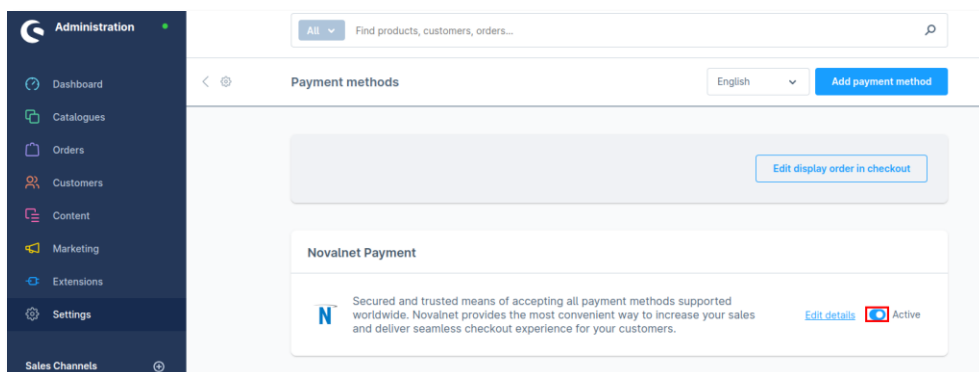


Figure 35

Refer chapter [3 ADDITIONAL CONFIGURATION](#) for more payment configurations.

- ❗ If you have any recommendations or suggestions for improvement kindly share your thoughts with us on 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 [here](#)

1.5 Payment Configuration in the Novalnet Admin Portal

For additional payment configuration settings for each payment method, navigate to [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **Payment plugin configuration** on the right. Then, choose the required payment methods, configure the additional payment settings and save the changes made.

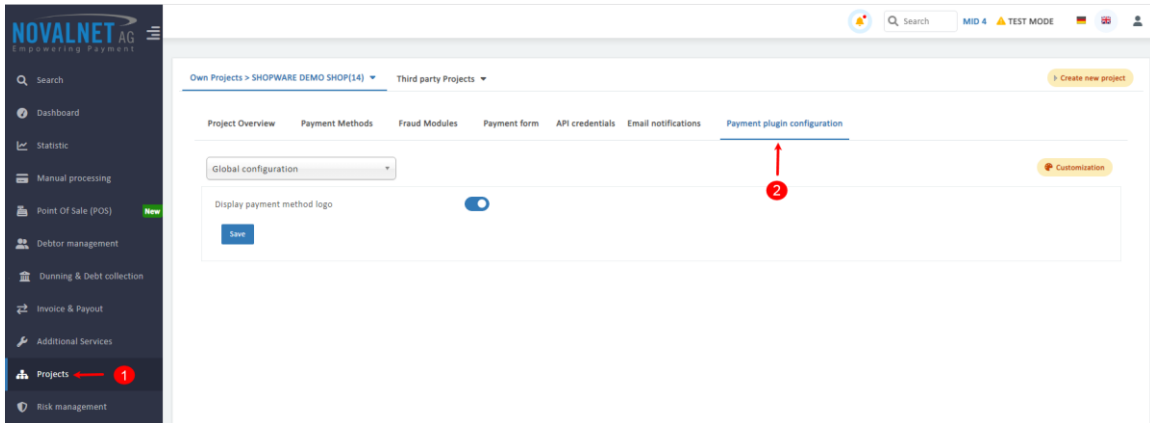


Figure 36

Refer chapter [3 ADDITIONAL CONFIGURATION](#) for more payment configurations.

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

1.6 Readme procedures to display the Novalnet transaction details

To display the Novalnet transaction comments in shop order mail, follow the below steps.

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

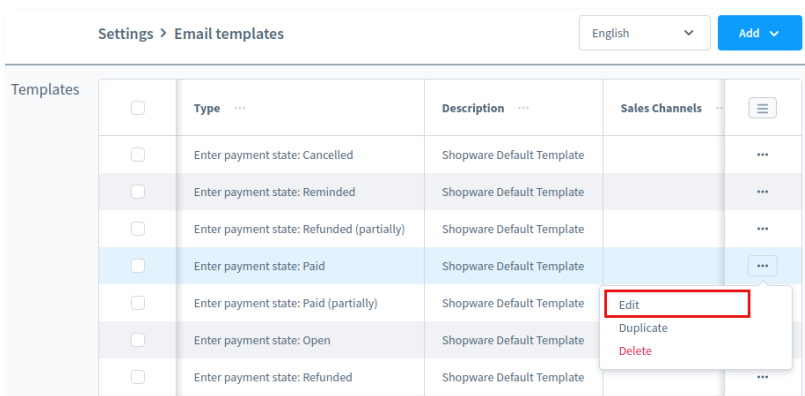


Figure 37

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

Add the following code based on your wish in HTML block

```
{% set comments = '' %}
{% for transaction in order.transactions|sort((a, b) => a.createdAt <=> b.createdAt) %}
{% if transaction.customFields['novalnet_comments'] != '' %}
{% set comments = transaction.customFields['novalnet_comments'] | split('&&') %}
{% endif %}
{% endfor %}
{% if comments != '' %}
<br><strong>{{"NovalnetPayment.text.commentsHeader"|trans}}</strong><br>
{{ comments[0]|replace({'/': '<br>')}} | raw }}<br>
{% endif %}<br>
```

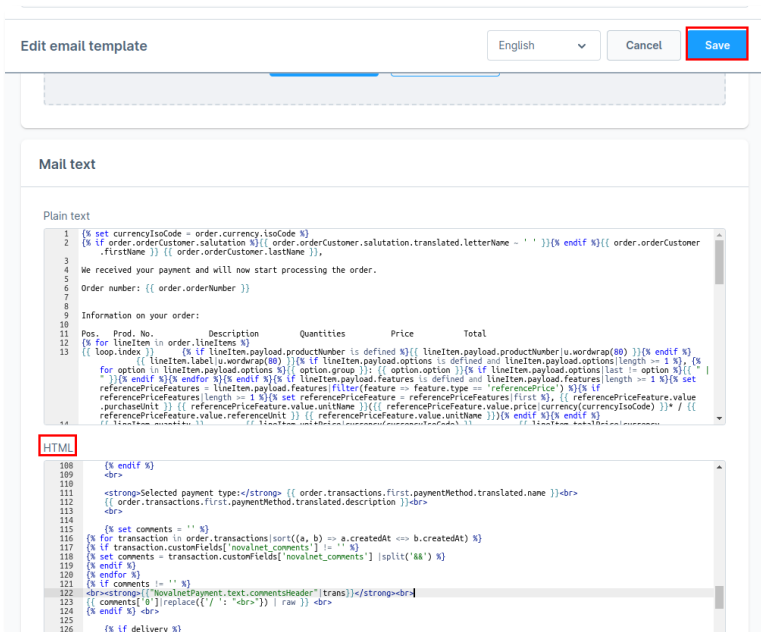


Figure 38

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

2 TESTING AND GOING LIVE

Execute test transactions by navigating to [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **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.



Figure 39

Refer below URL for the Novalnet test payment data for testing

<https://developer.novalnet.de/testing/>

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 [Novalnet Admin Portal](#).

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

3 ADDITIONAL CONFIGURATION

3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment methods, navigate to [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **Payment plugin configuration** in the top right corner. Then, choose the payment methods and configure the required additional payment settings as shown below.

Payment due date (in days)

Payment due date (in days) refers to the duration (number of days) given for 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.




Figure 40

- ❗ For **Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 2 and 14 days).
- ❗ For **Payment by Invoice**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If this field is left blank, 14 days will be set by default.
- ❗ For **Prepayment**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If this field is left blank, 14 days will be set by default.
- ❗ For **Barzahlen/viacash**, enter the number of days given to the buyer to pay at a store near by. If this field is left 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 options 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, Googlepay and Applepay.

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



Figure 41

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



Figure 42

- ❗ **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.

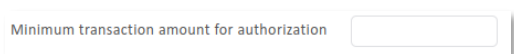


Figure 43

i Authorize with zero amount

👉 This option is available only for the **Credit Card, Direct Debit SEPA, and Google pay.**

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

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

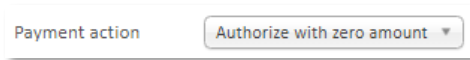


Figure 44

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

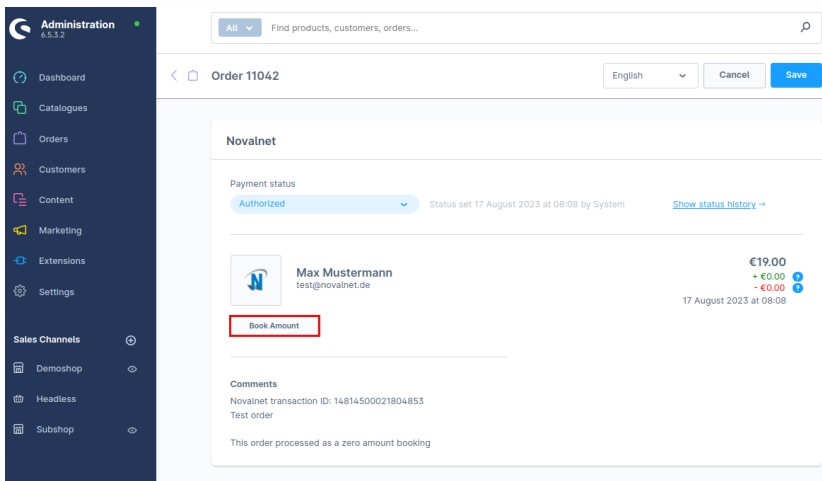


Figure 45

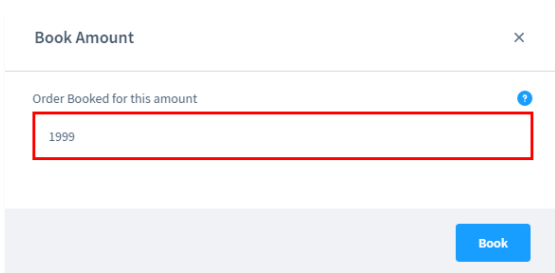


Figure 46

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

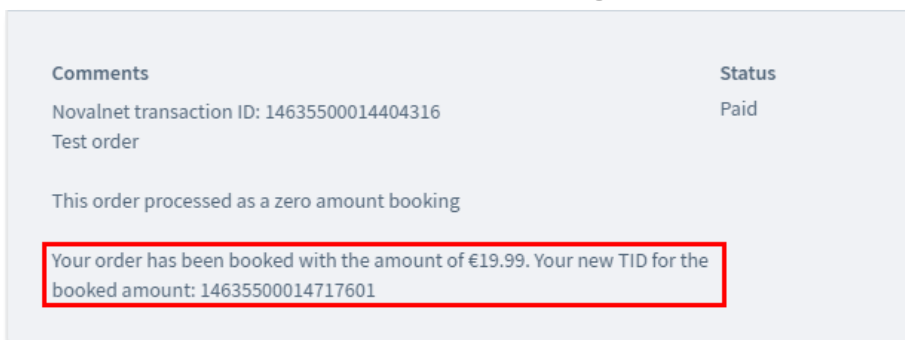


Figure 47

Payment guarantee configuration

When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about Novalnet guarantee payments,

Please visit: <https://developer.novalnet.de/onlinepayments/aboutguarantee>

☛ This option is available only for **Direct Debit SEPA with payment guarantee, Instalment by Direct Debit SEPA, Invoice with payment guarantee and Instalment by Invoice.**

Basic requirements:

- Allowed B2C countries: Germany, Austria, Switzerland
- Allowed B2B countries: European Union
- Allowed currency: €
- Minimum order amount: 9,99 € or more
- Age limit: 18 years or more
- The billing address must be the same as the shipping address

Force Non-Guarantee payment

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

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

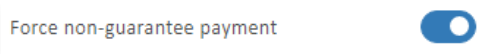


Figure 48

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.

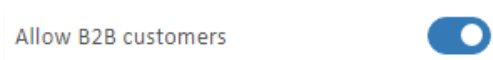


Figure 49

Allowed currencies

☛ This option is available for all payment methods

Select the currencies to which the payment methods to process.



Figure 50

Allowed countries

☛ This option is available for all payment methods

Select the countries to which the payment method should applicable or to display in the checkout page.



Figure 51

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.



Figure 52

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.



Figure 53

Instalment cycles

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

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

Define which instalment 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.

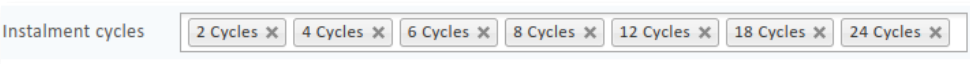


Figure 54

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

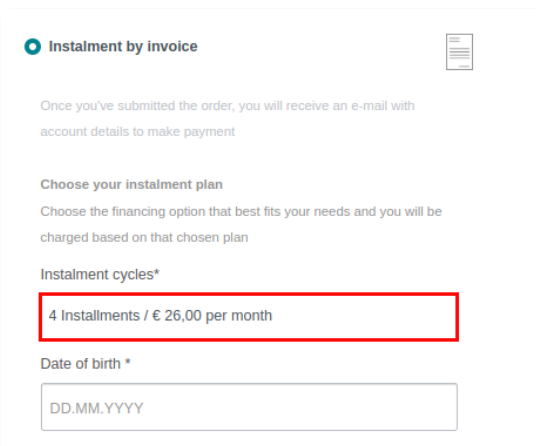


Figure 55

3.2 Additional configuration for Credit/Debit Cards

Enforce 3D secure on payment outside EU

By enabling this option, all payments from cards issued outside the EU will be authenticated via 3DS 2.0 SCA.



Figure 56

3.3 Additional configuration for Apple pay payment

Business Name

This is the text that appears as PAY 'BUSINESS NAME' in the Apple Pay modal payment sheet.

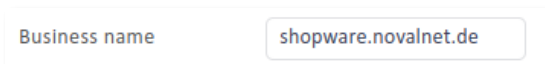


Figure 57

3.4 Additional configuration for Google Pay Payment

Enforce 3D secure payment outside EU

By enabling this option, all payments from cards issued outside the EU will be authenticated via 3DS 2.0 SCA.

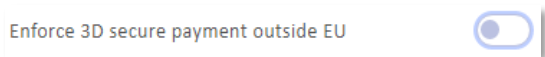


Figure 58

Business name

This is the text that appears as PAY 'BUSINESS NAME' in the Google Pay modal payment sheet.

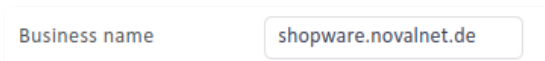


Figure 59

4 MANAGING SHOPWARE ADMIN PANEL

4.1 Order Management

Manage your orders and view their details under **Orders** → **Overview** in your Shopware admin panel as shown below,

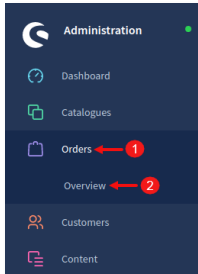


Figure 60

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	
10108	Demoshop	Tester, Novalnet	Feringastr.4, 65774 Unterföhring	3,00 €	Open	Paid	Open	...
10107	Demoshop	Tester, Novalnet	Feringastr.4, 65774 Unterföhring	3,00 €	Open	Paid	Open	...
10106	Demoshop	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	20,00 €	Open	Open	Open	...

Figure 61

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

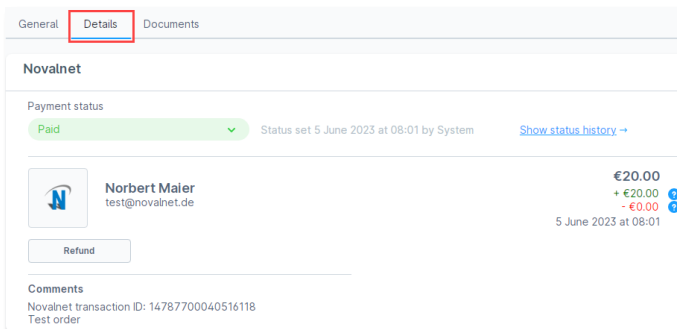


Figure 62

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,

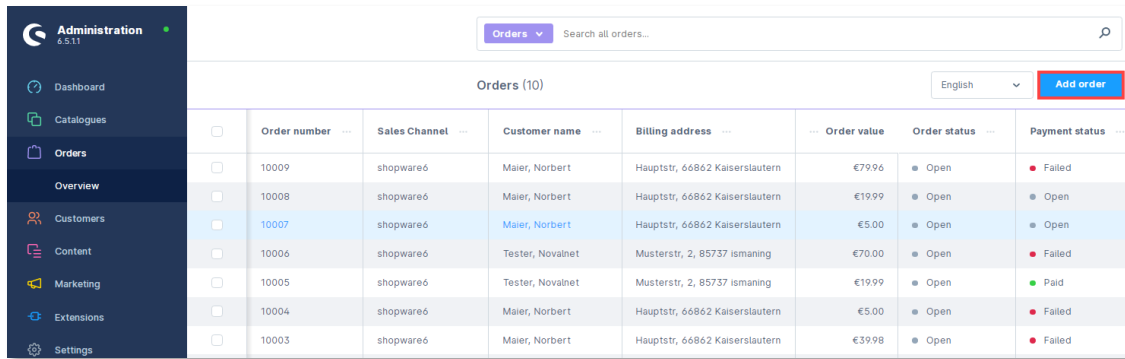
Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	
1	14815200041619908	€10.00	2023-09-24	Paid	...
2	14239560660513233	€10.00	2023-10-24	Paid	...
3	14028931960006376	€10.00	2023-11-24	Paid	...
4	14649575663936554	€9.98		Paid	...

Figure 63

4.4 Admin order creation

☛ This order creation process supports only for the *Payment by Invoice, Prepayment, Barzahlen/viacash and Multibanco*.

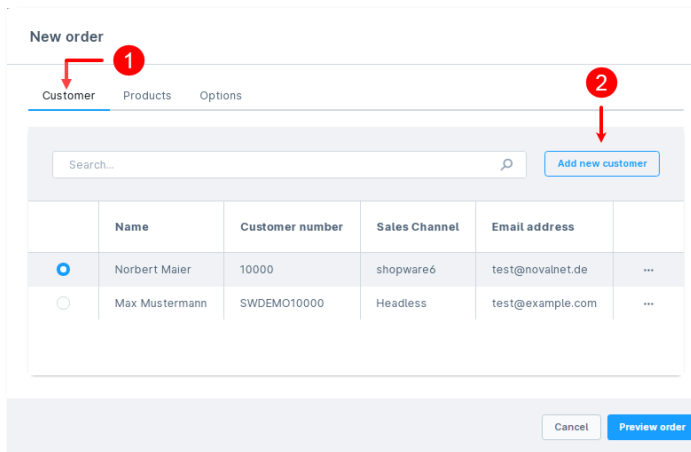
To create an order from the shop admin panel, navigate to **Orders** → **Overview** as shown in [Figure 57](#). Click **Add order** as shown below,



	Order number	Sales Channel	Customer name	Billing address	Order value	Order status	Payment status
<input type="checkbox"/>	10009	shopware6	Maier, Norbert	Hauptstr, 66862 Kaiserslautern	€7996	Open	Failed
<input type="checkbox"/>	10008	shopware6	Maier, Norbert	Hauptstr, 66862 Kaiserslautern	€1999	Open	Open
<input type="checkbox"/>	10007	shopware6	Maier, Norbert	Hauptstr, 66862 Kaiserslautern	€5.00	Open	Open
<input type="checkbox"/>	10006	shopware6	Tester, Novalnet	Musterstr, 2, 85737 Ismaning	€70.00	Open	Failed
<input type="checkbox"/>	10005	shopware6	Tester, Novalnet	Musterstr, 2, 85737 Ismaning	€1999	Open	Paid
<input type="checkbox"/>	10004	shopware6	Maier, Norbert	Hauptstr, 66862 Kaiserslautern	€5.00	Open	Failed
<input type="checkbox"/>	10003	shopware6	Maier, Norbert	Hauptstr, 66862 Kaiserslautern	€3998	Open	Failed

Figure 64

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



New order

Customer Products Options

Search...

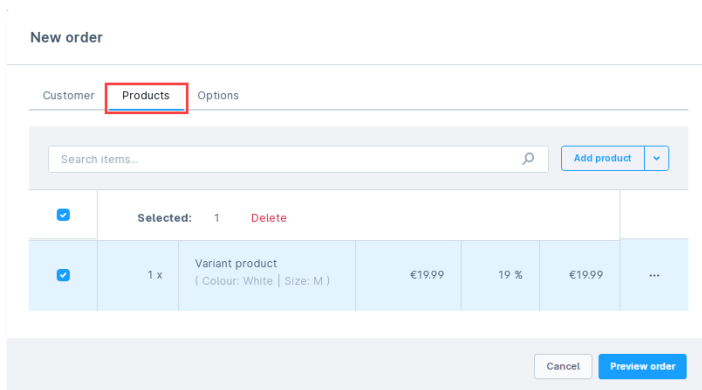
[Add new customer](#)

	Name	Customer number	Sales Channel	Email address	
<input checked="" type="radio"/>	Norbert Maier	10000	shopware6	test@novalnet.de	...
<input type="radio"/>	Max Mustermann	SWDEMO10000	Headless	test@example.com	...

Cancel [Preview order](#)

Figure 65

Then, go to **Products** tab, click **Add Product** and choose the products.



New order

Customer **Products** Options

Search items...

[Add product](#)

Selected: 1 [Delete](#)

<input checked="" type="checkbox"/>	1 x	Variant product (Colour: White Size: M)	€1999	19 %	€1999	...
-------------------------------------	-----	--	-------	------	-------	-----

Cancel [Preview order](#)

Figure 66

Next, go to **Options**, choose the Payment method from the drop-down list, shipping address and click **Preview order**.

New order

Customer Products **Options**

Order

Disable automatically applied promotions

Order language: English

Promotions: [Empty field]

Payment

Payment method: **Novalnet Payment**

Billing address *: Select billing address...

Currency: Euro

Shipment

Shipping method: Standard

Shipping costs: 0 €

Shipping address *

Cancel **Preview order**

Figure 67

After clicking the **Preview order** the **General** tab will appear. Go to **Details** tab to view the order details and payment details. After viewing the details, Select the novalnet payment and click **Save order**.

New order English Cancel **Save order**

General **Details** 1

Payment 2

Billing address *: 9, Hauptstr, 66662, Kaiserslautern, Berlin, Germany

Payment method *: **Novalnet Payment**

Currency *: Euro

Novalnet

Barzahlen/viacash

Invoice 3

Prepayment

Once you've submitted the order, you will receive an e-mail with account details to make payment.

4

Figure 68

Choose the appropriate remind payment setting and click **Remind** in the pop-up as shown below,

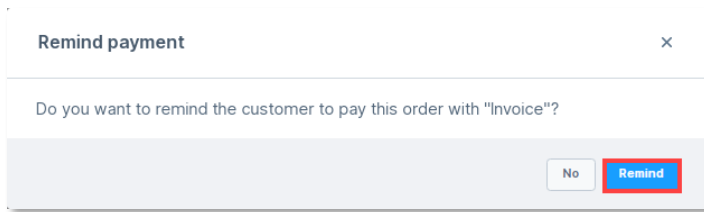


Figure 69

Order is now successfully created and **Comments** are updated in the shop admin panel as shown below

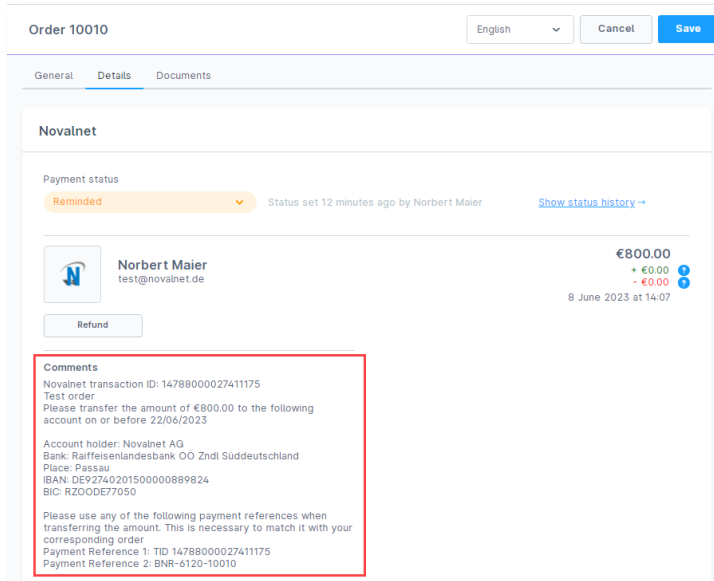


Figure 70

4.5 Confirming / Cancelling a transaction

Depending on your "[Payment action](#)" 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** → **Overview** in your shop admin panel and choose the order. To confirm the "**Authorized** or **Open**" order, click **Confirm** on the order detail page as shown below,

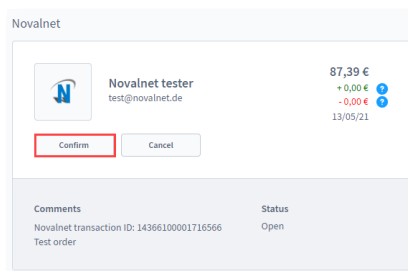


Figure 71

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

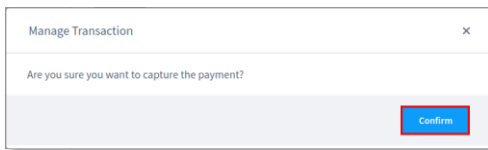


Figure 72

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

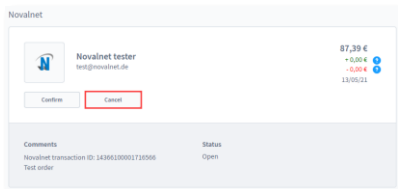


Figure 73

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

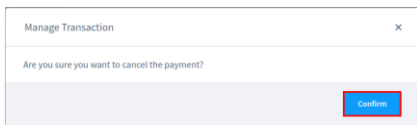


Figure 74

After you have confirmed or cancelled, the new transaction details will be displayed under **Comments** as shown below. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Comments**.

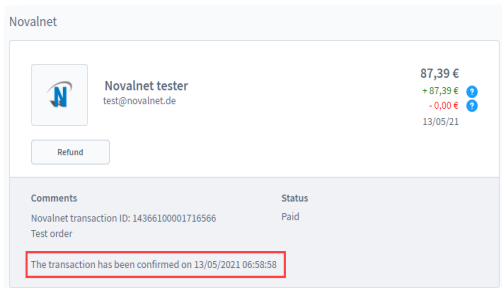


Figure 75

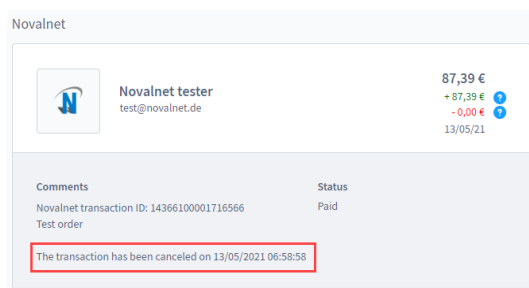


Figure 76

4.6 Refunding an order

You can refund the buyer either the full or partial order amount. Refund can be initiated by navigating to **Orders → Overview**, selecting the particular order and clicking **Refund** as shown below,

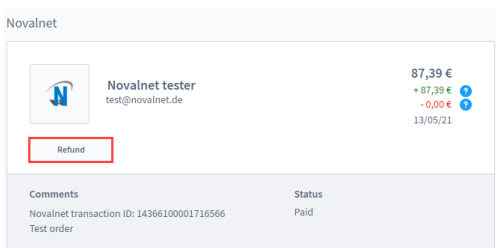


Figure 77

Please follow the steps below to issue a refund.

Step 1: Enter the Refund amount.


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

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

Figure 78

Once the full order amount has been refunded, the order status will be changed. At this point, a new transaction (TID) will be generated. You will see the new transaction status under **Comments** section of the order. Refer to the chapter [4.2 Transaction Overview](#) 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  icon & click **Refund** next to the Paid instalment cycle that should be refund.

Instalment Summary					
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 79

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

Figure 80

Once the instalment order amount has been refunded, you will see the new transaction status under **Comments** section of the order. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Comments**.

4.7.1 Cancelling Instalment orders

To cancel the instalment orders, navigate to **Orders** → **Overview** in your shop admin panel and select the order. Then, click the **Instalment Cancel** as shown below, after you have cancelled the installment order, Novalnet will Cancel and refund the transaction.

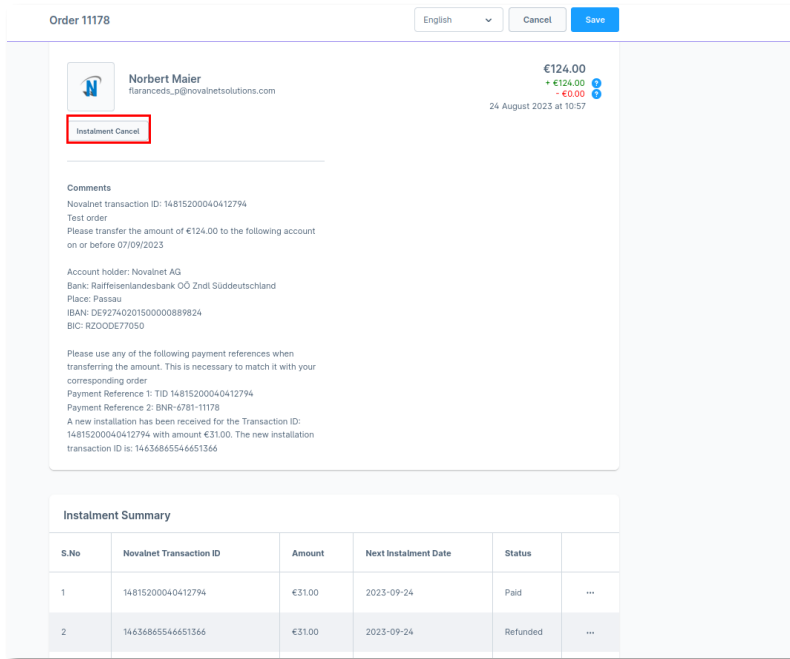


Figure 81

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

Once the instalment order has been successfully cancelled, you will see the new transaction status under **Comments** section of the order. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Comments**.

4.7.2 Instalment Cancellation Options

To cancel the instalment orders through options, navigate to **Orders** → **Overview** in your shop admin panel and select the order. Click **Instalment Cancel** to cancel as shown below,

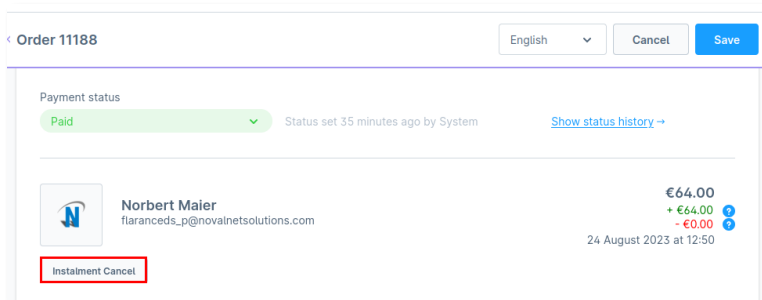


Figure 82

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

Cancel All Instalment - Clicking this option will cancel the current instalment and all the subsequent instalment orders as shown below,

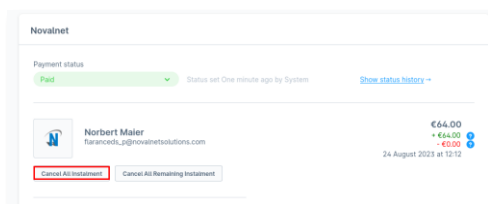


Figure 83

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 84

Cancel All Remaining Instalment - Clicking this option will cancel all the upcoming instalment orders excluding the current instalment in progress as shown below,

Figure 85

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 86

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

```
File Edit View Search Terminal Help
novalnet@stn130:~$ bin/console plugin:uninstall NovalnetPayment
```

Figure 87

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

composer remove novalnet/shopware6-payment

```
File Edit View Search Terminal Help
novalnet@stn130:~$ composer remove novalnet/shopware6-payment
```

Figure 88

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,

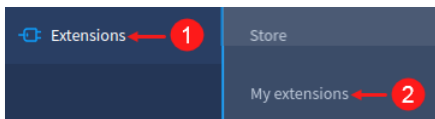


Figure 89

Step 2: Then click  Activated switch to deactivate **Novalnet Payments**.

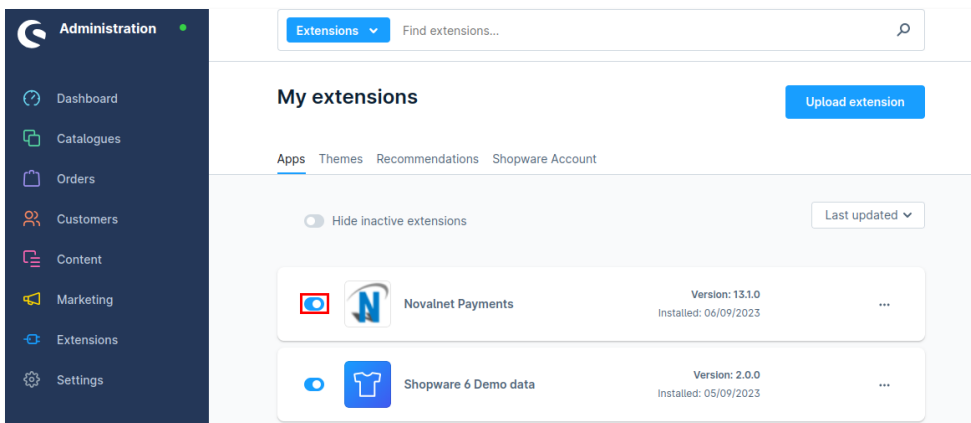


Figure 90

Step 3: Finally, click **Uninstall** as shown below,

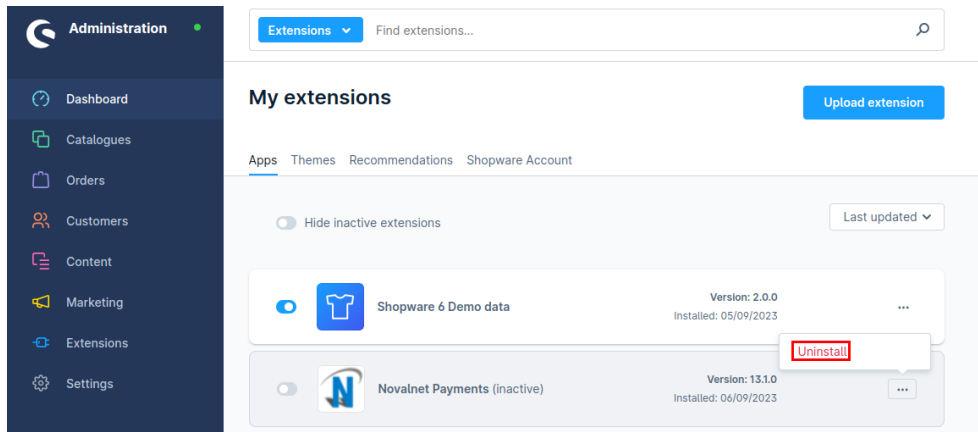


Figure 91

Step 4: Click switch to **Remove all plugin data permanently** and click **Uninstall** as shown below,

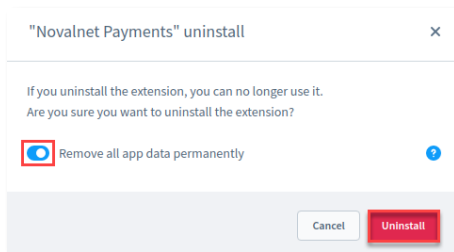


Figure 92

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

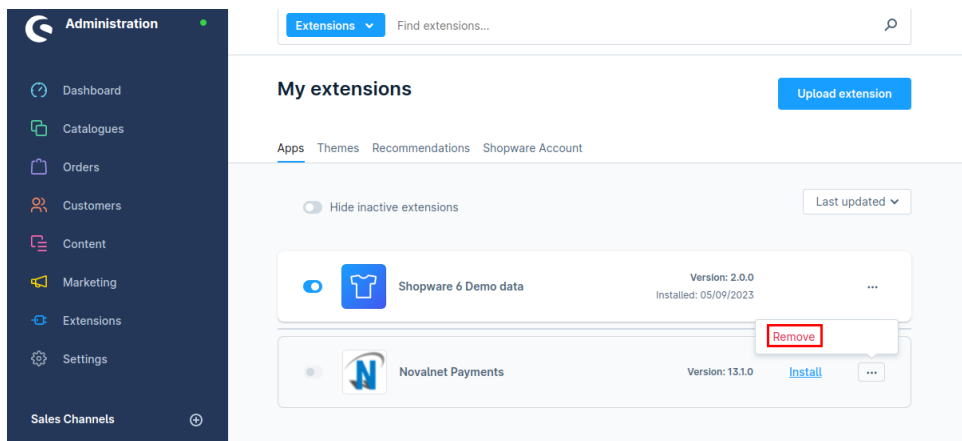


Figure 93

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

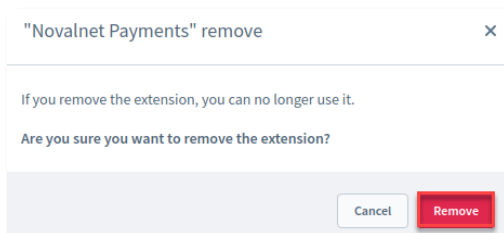


Figure 94

6 TECHNICAL SUPPORT THROUGH NOVALNET

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

For **installation assistance** contact technic@novalnet.de or call +49 89 9230683-19.

For a **merchant account, new payment plugin or additional payment methods**, please contact sales@novalnet.de or call +49 89 9230683-20.

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

For our License details see for [Freeware License Agreement](#).