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Installation Guide for Shopware 6 Novalnet Plugin

Version	Date	Remarks
13.5.4	03.10.2024	**[Enhanced]** Dynamically displays the payment name in place of Novalnet Payment on the Admin customer details page and on the shop overview page **[Enhanced]** Dynamically displays the payment name in the language of your order for the Credit note, Delivery note, and Cancellation note **[Enhanced]** Dynamically displays the payment name and description in the Shop Order Confirmation Email **[Enhanced]** Adjusted Novalnet Payment plugin to update status for subscription chargeback orders

ⓘ For previous version changelog, go to

https://github.com/Novalnet-AG/shopware-6-payment-integration-novalnet/releases

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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 sales@novalnet.de

This Novalnet payment plugin version (13.5.4) supports the following versions of Shopware 6:

6.6.0.0 - 6.6.9.0

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
```

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

```
php bin/console plugin:refresh
```

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

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

☛ Once you have installed the Novalnet payment plugin through composer, skip the section 1.1.2 Plugin Installation via Package.

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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** → **My extensions** in your shop admin panel as shown below.

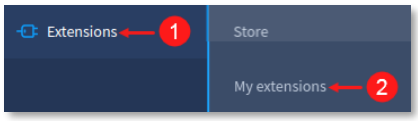

Figure 1

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

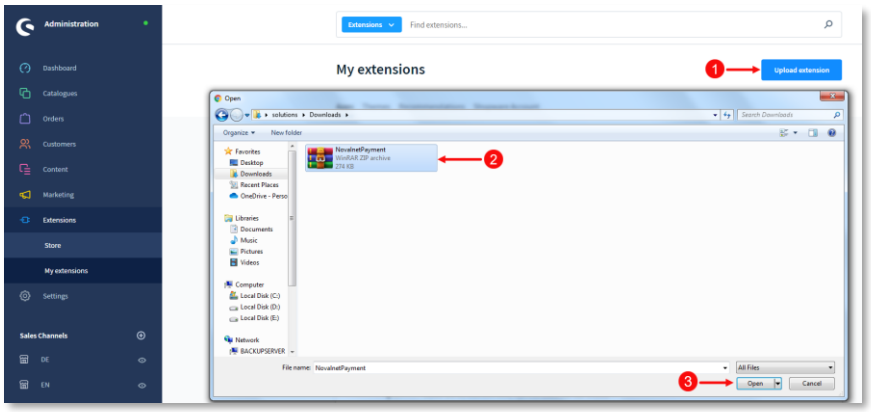

Figure 2

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

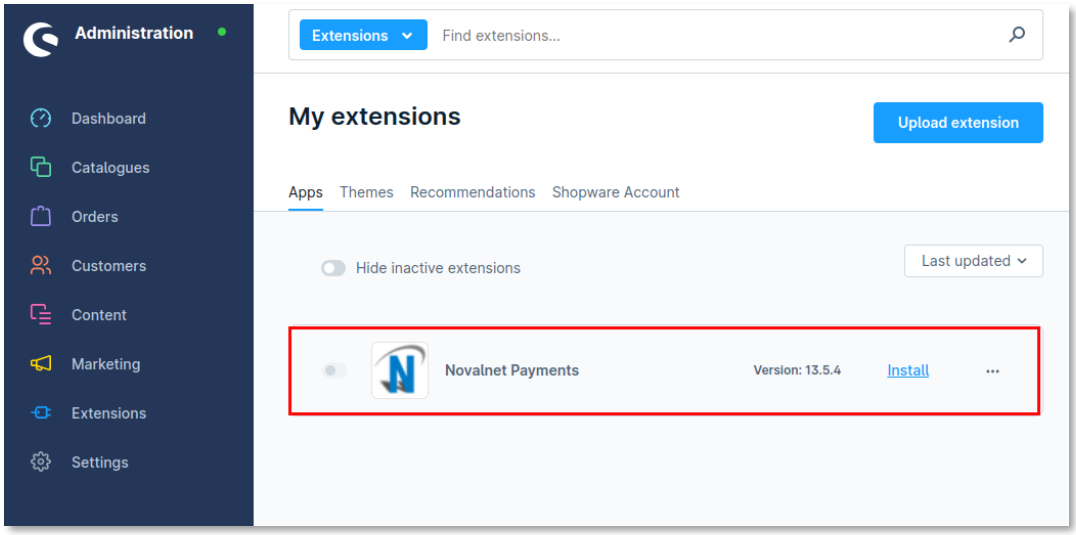

Figure 3

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

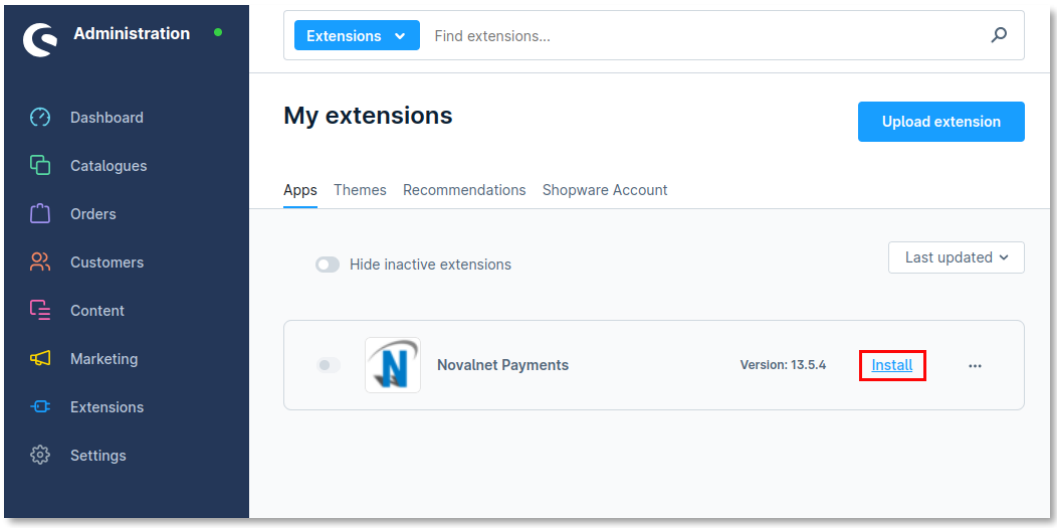

Figure 4

1.1.3 Upgrading the Novalnet Payment Plugin

- You can get the updated plugin directly from the Shopware store 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 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
```

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

```
composer require novalnet/shopware6-payment
```

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

```
php bin/console plugin:refresh
```

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
```

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

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


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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 1 and 2

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

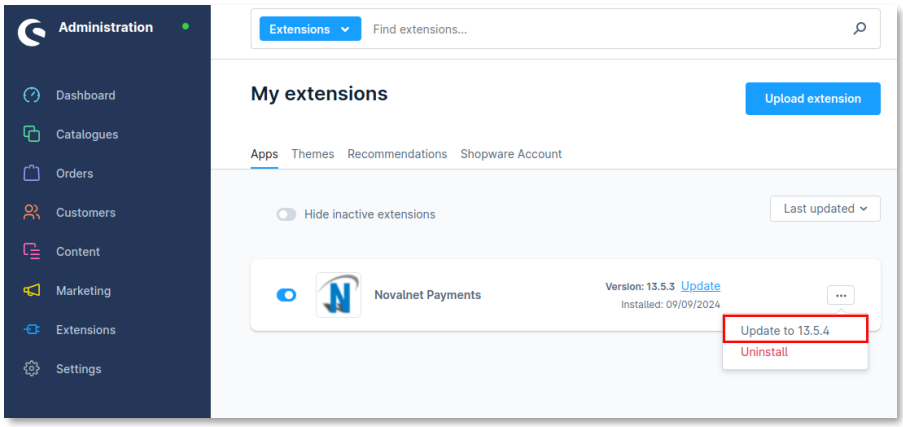

Figure 5

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

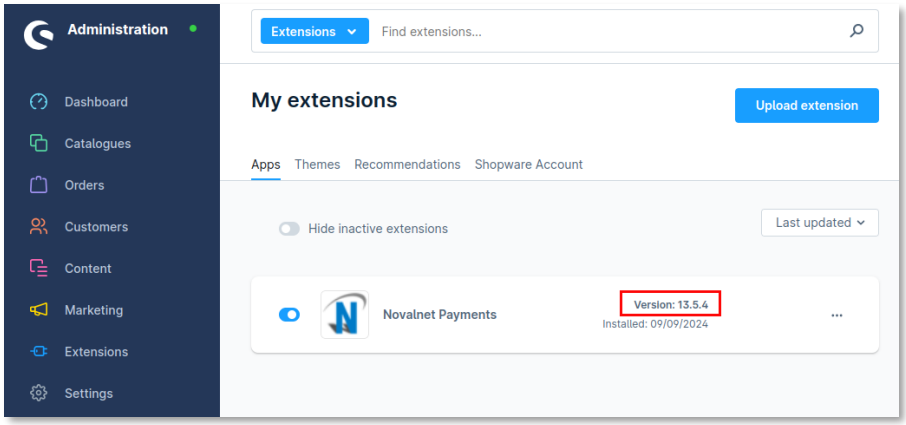

Figure 6

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

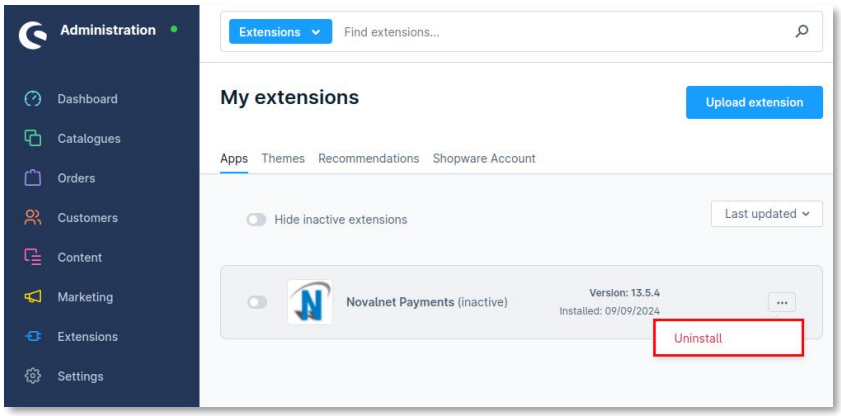

Figure 7

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

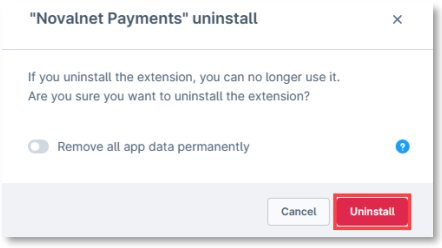

Figure 8

Step 6: Refer to the topic 1.1.2 Plugin Installation via Package to install the plugin as shown in Figure 4

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.

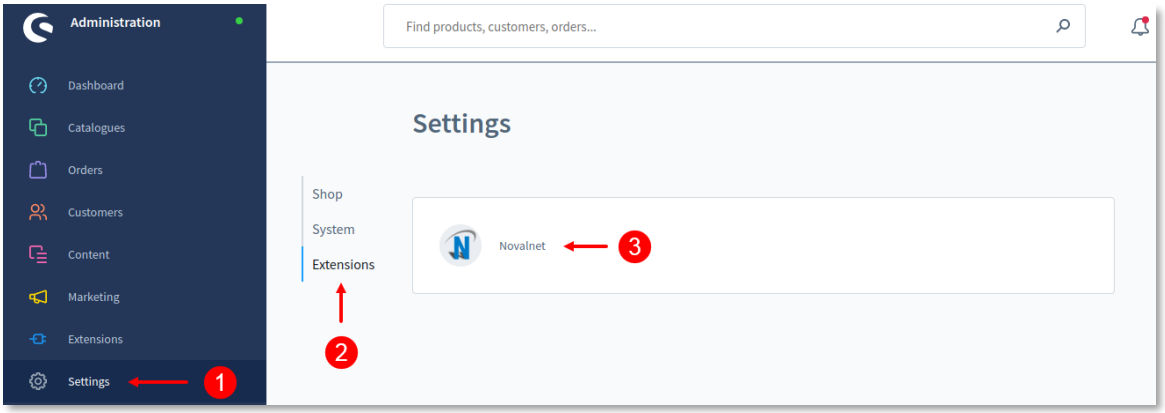

Figure 9

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.

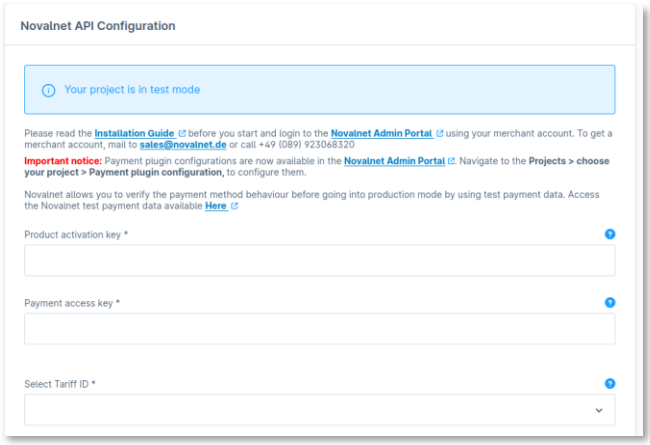

Figure 10

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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.

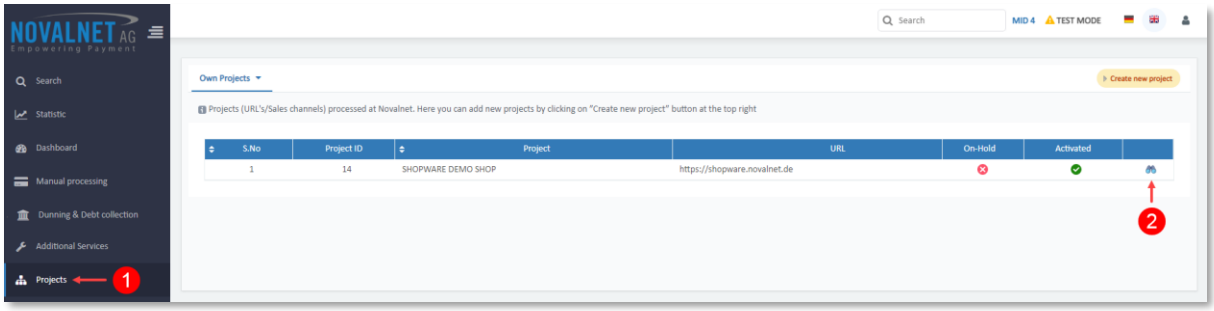

Figure 11

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

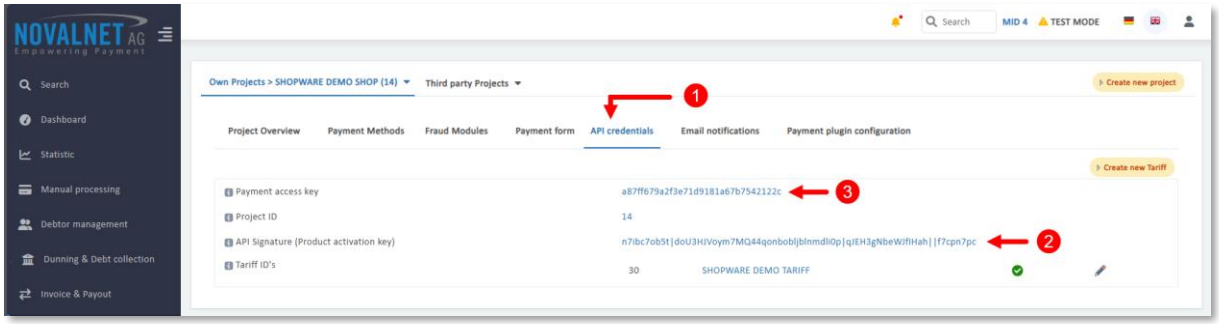

Figure 12

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.

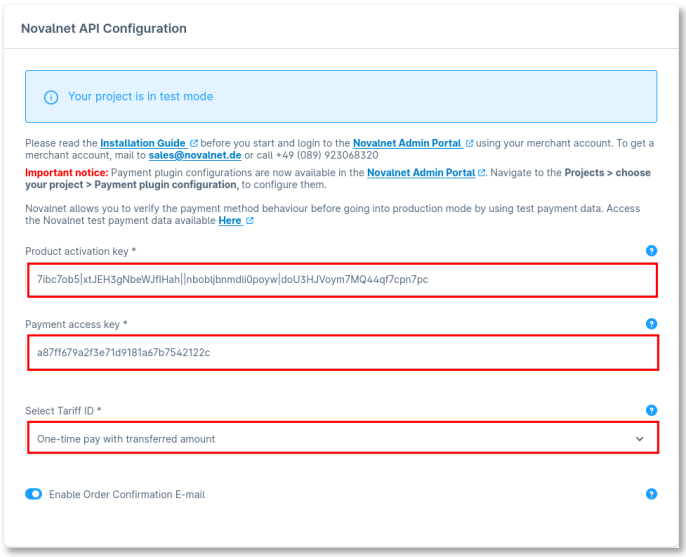

Figure 13

Then click to update the changes.

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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 14

(*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.

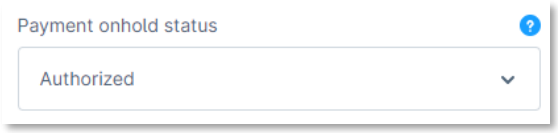

Figure 15

Payment completion status

Set the status that will be used for completed orders.

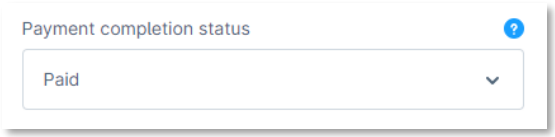

Figure 16

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.

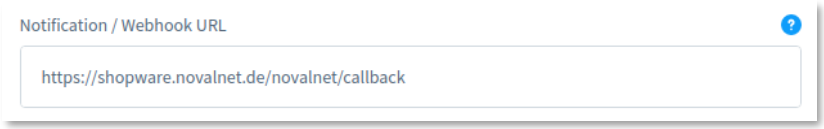

Figure 17

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

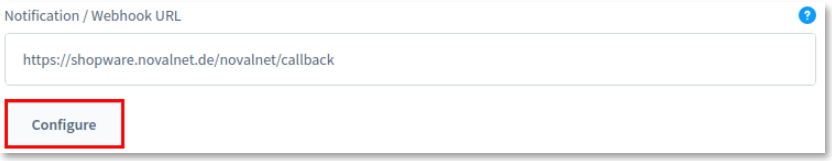

Figure 18

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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.

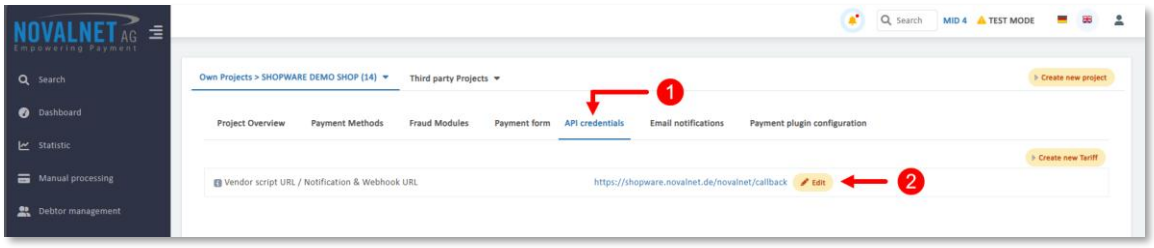

Figure 19

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

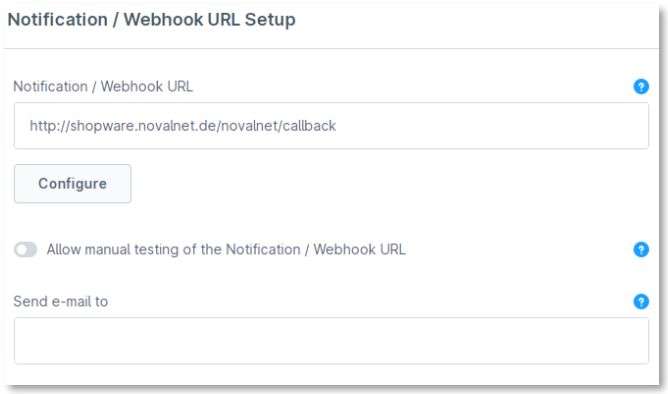

Figure 20

- **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: www.novalnet.com/payment. If you have any questions related to the payment methods or have additional payment method requests, please contact sales@novalnet.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.

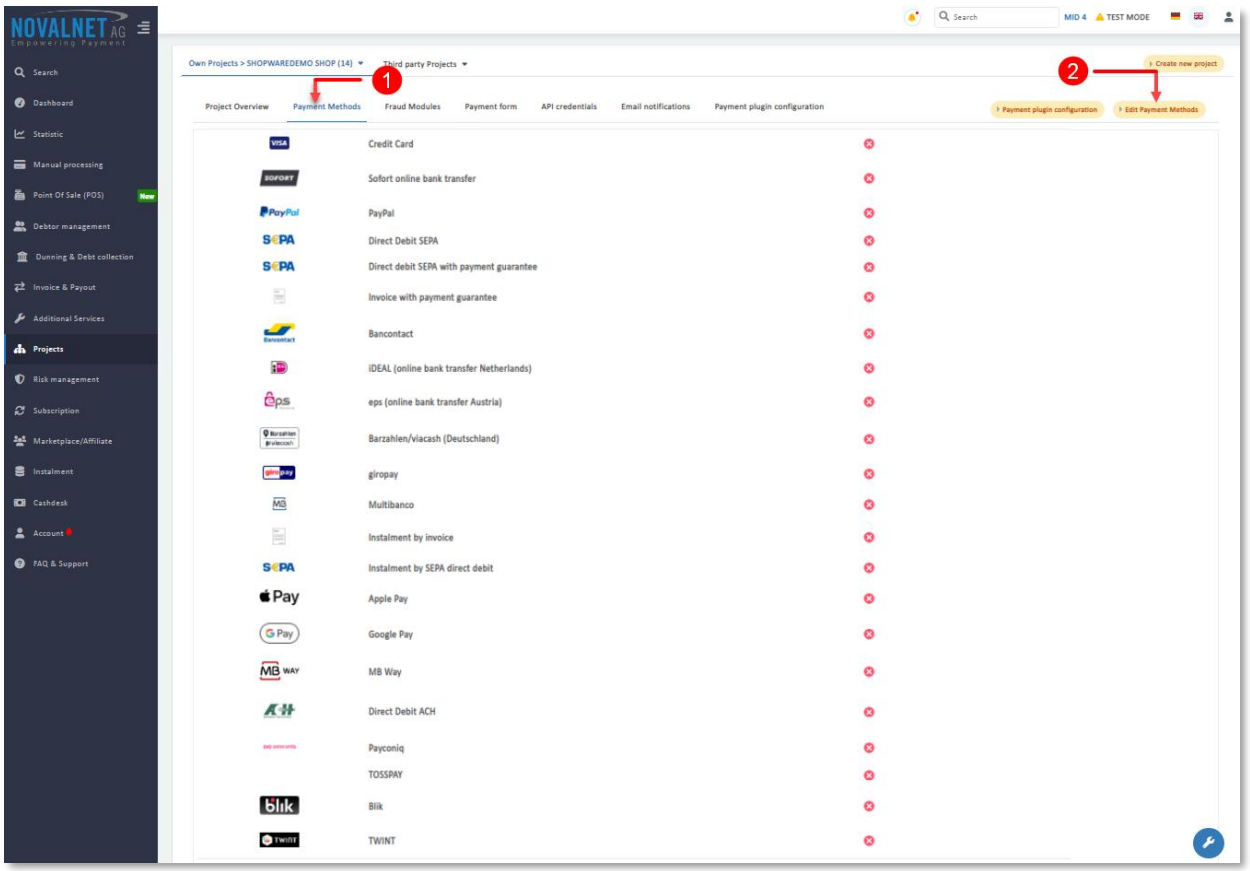

Figure 21

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

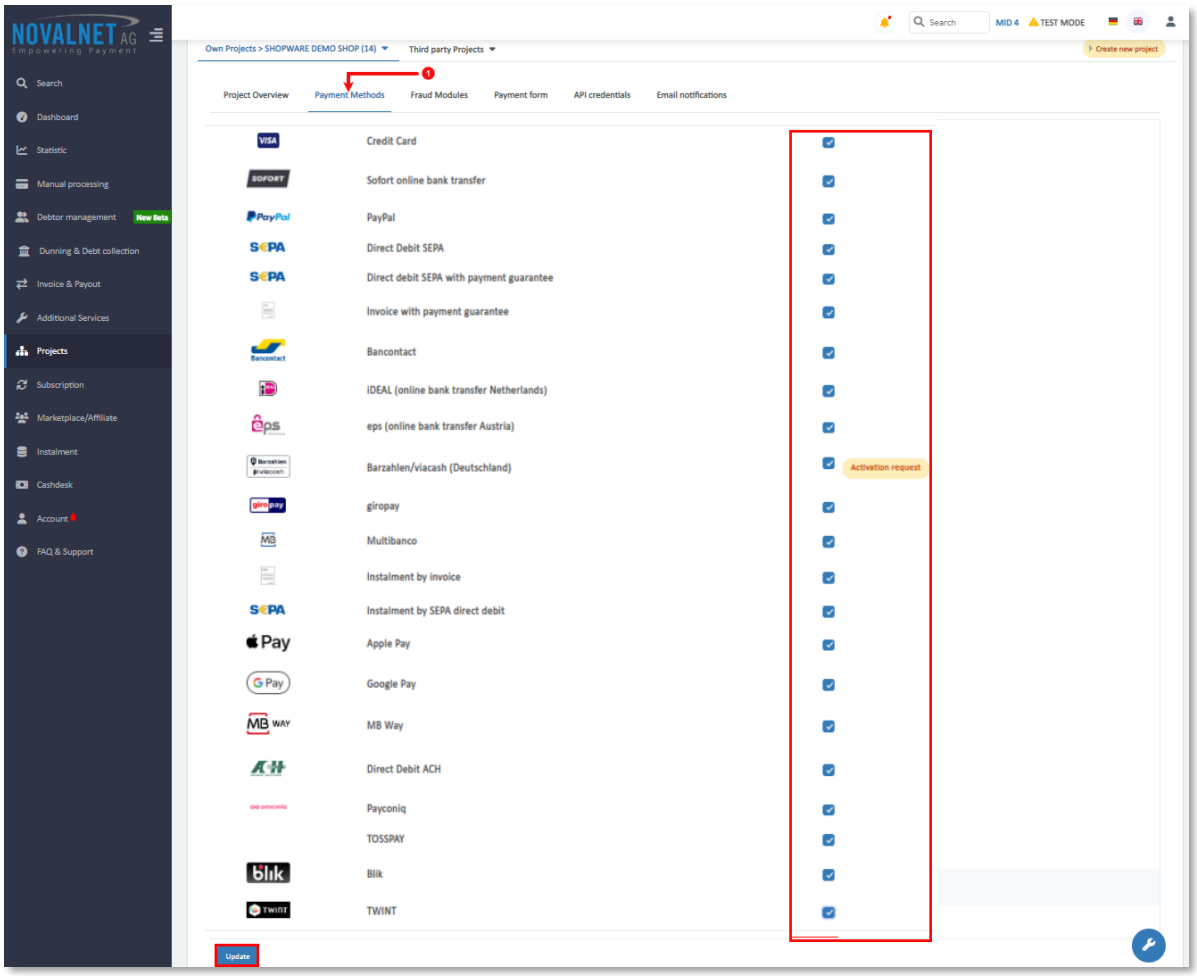

Figure 22

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

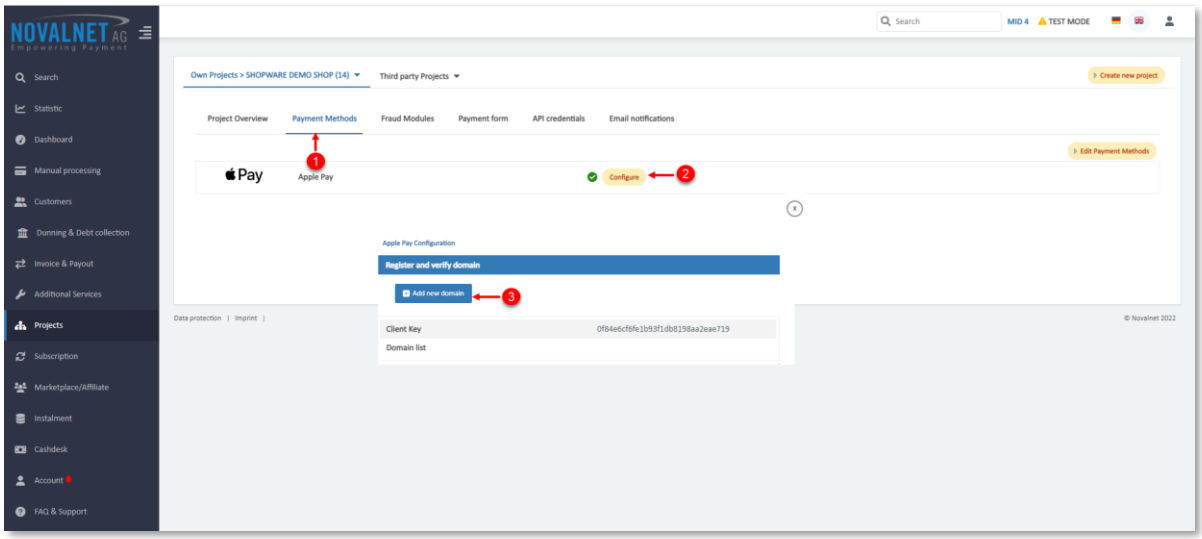

Figure 23

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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

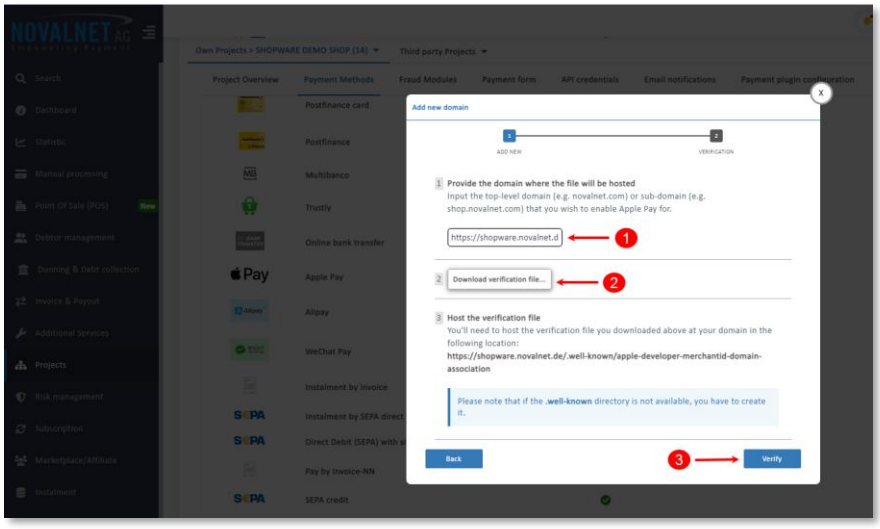

Figure 24

👉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 Novalnet Admin Portal as shown below.

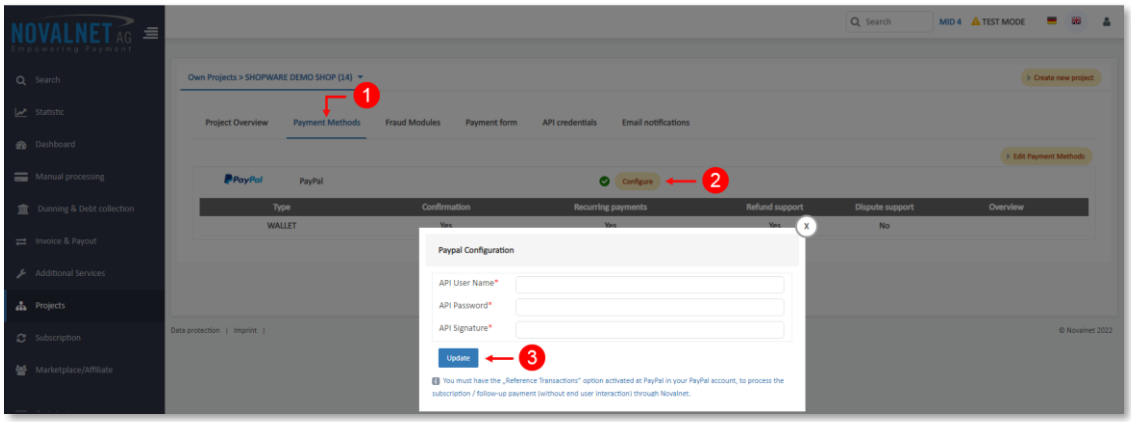

Figure 25

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

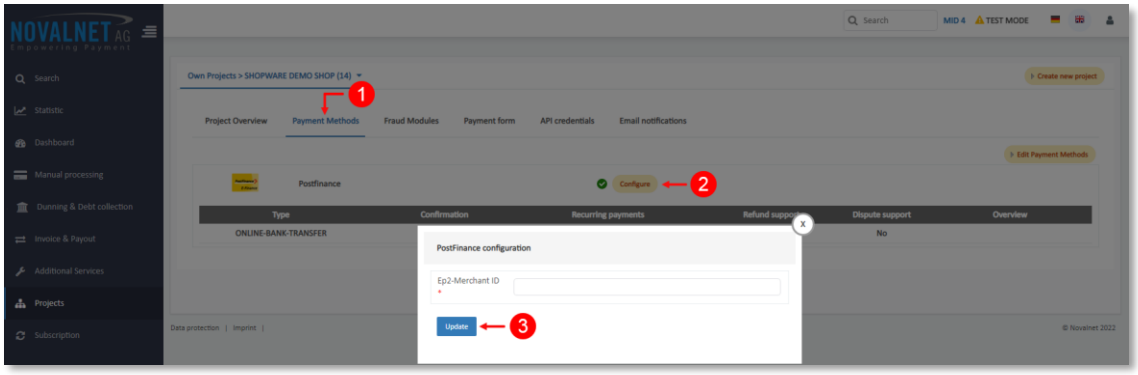

Figure 26

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1.4 Payment Activation 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 shop checkout page. Navigate to **Settings → Shop → Payment methods** as shown below.

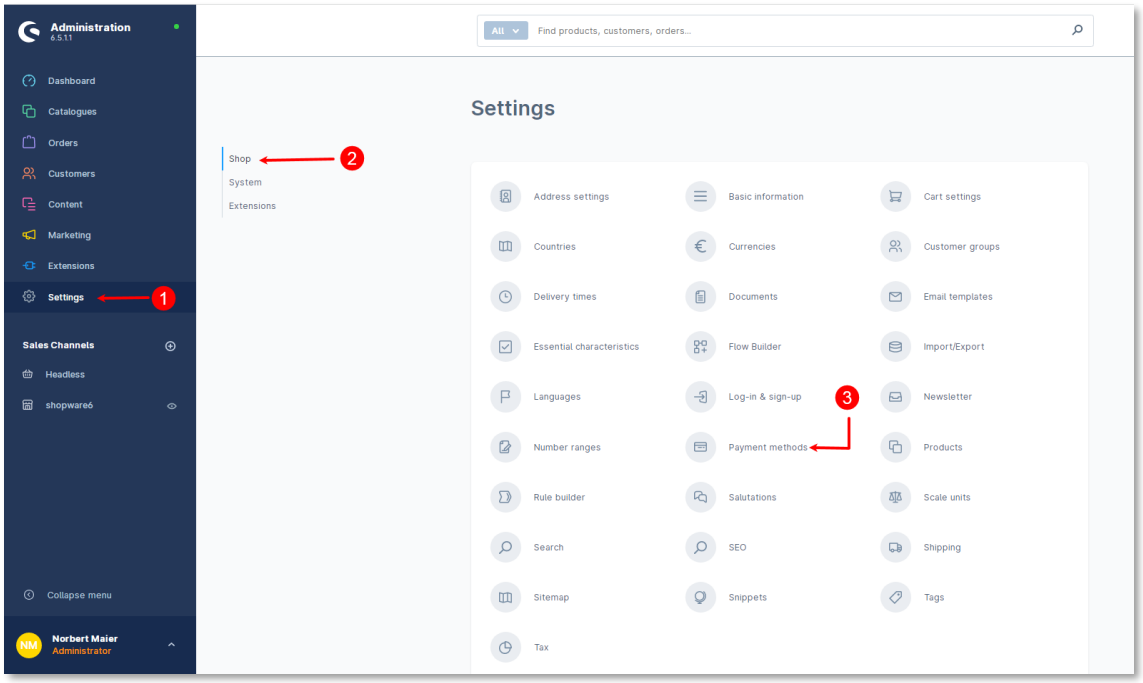

Figure 27

Click toggle to activate the **Novalnet payment** as shown below.

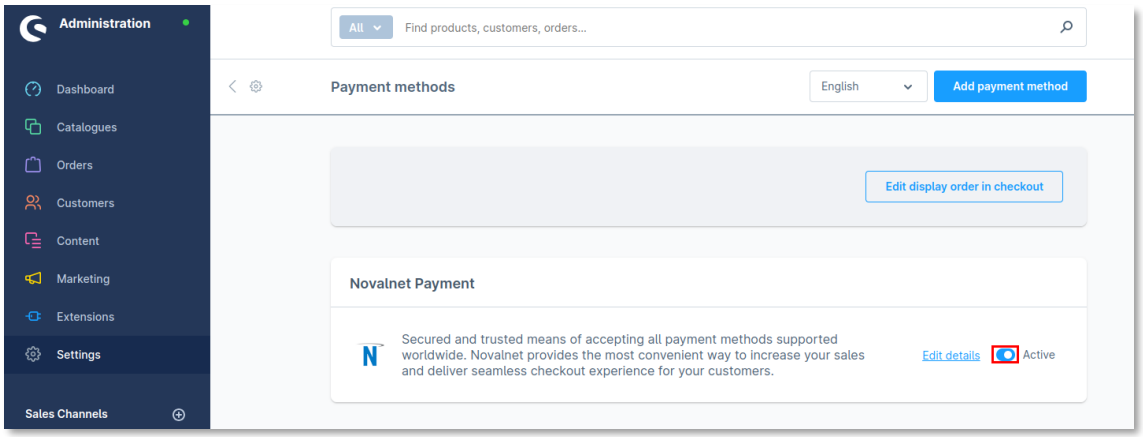

Figure 28

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Fax: +49 89 9230683-11
E-Mail: technic@novalnet.de
Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO)
Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

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.

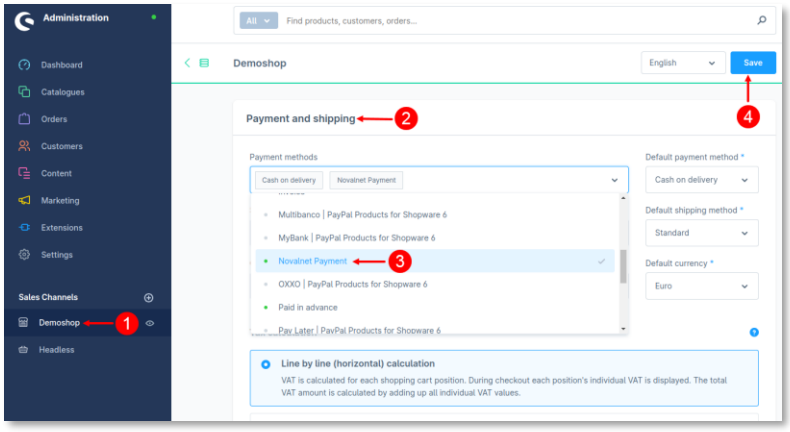

Figure 29

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.

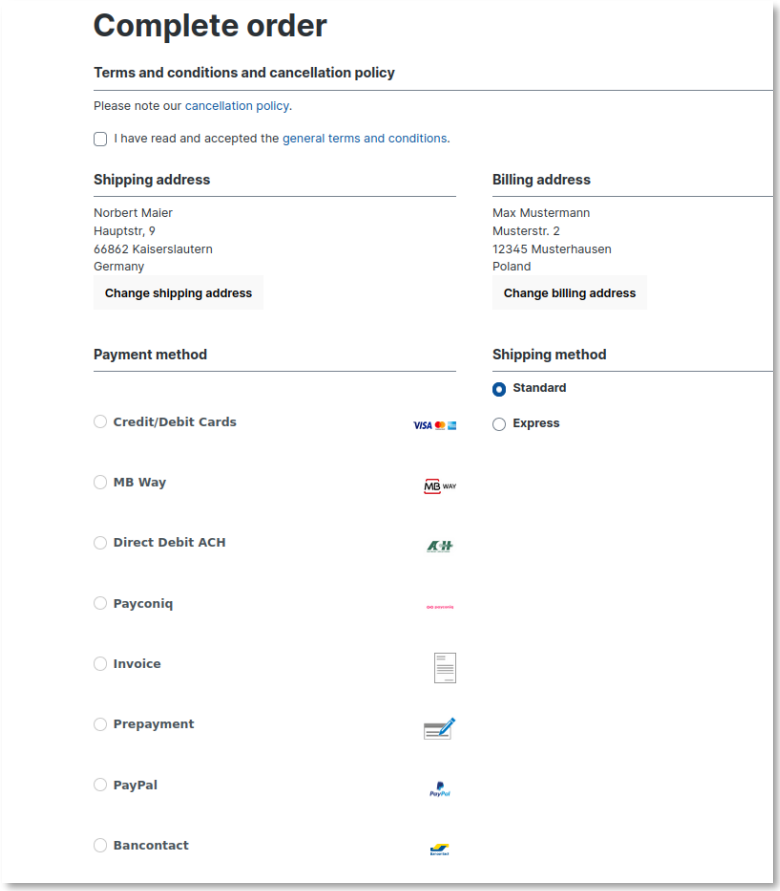

Figure 30

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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.

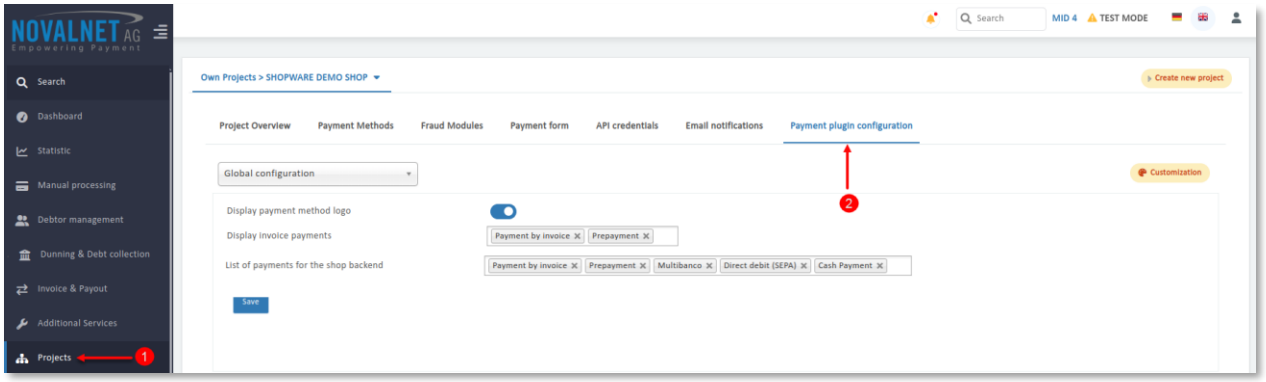

Figure 31

1.5.1 Display payment method logo

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

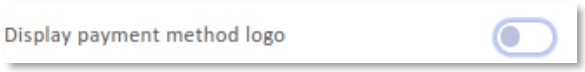

Figure 32

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.

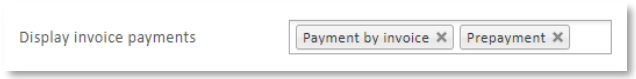

Figure 33

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.

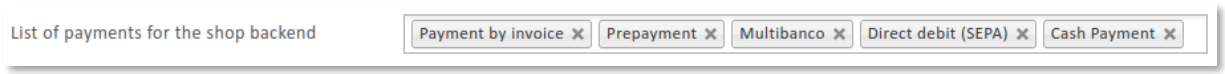

Figure 34

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

Refer to chapter 3 ADDITIONAL CONFIGURATION, for more payment configurations.

👉 If you have any recommendations or suggestions for improvement, kindly share your thoughts on further developing our payment plugin 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 here.

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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 → Shop → Email templates → Type →** choose **Enter payment state: Paid** and click **Edit** to view the **HTML** section under **Mail text**.

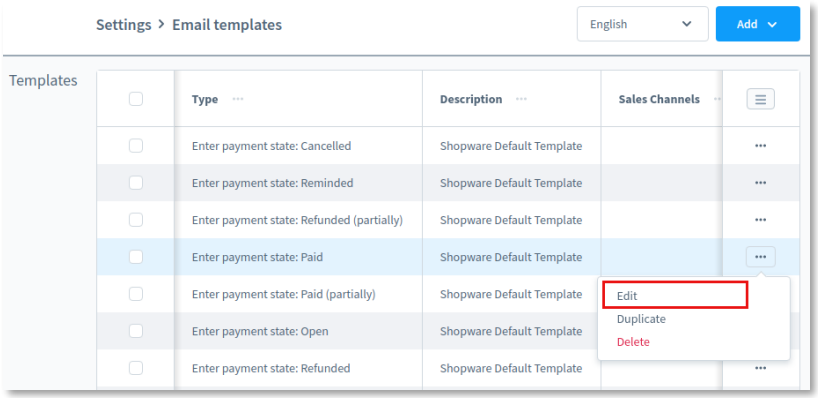

Figure 35

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>
```

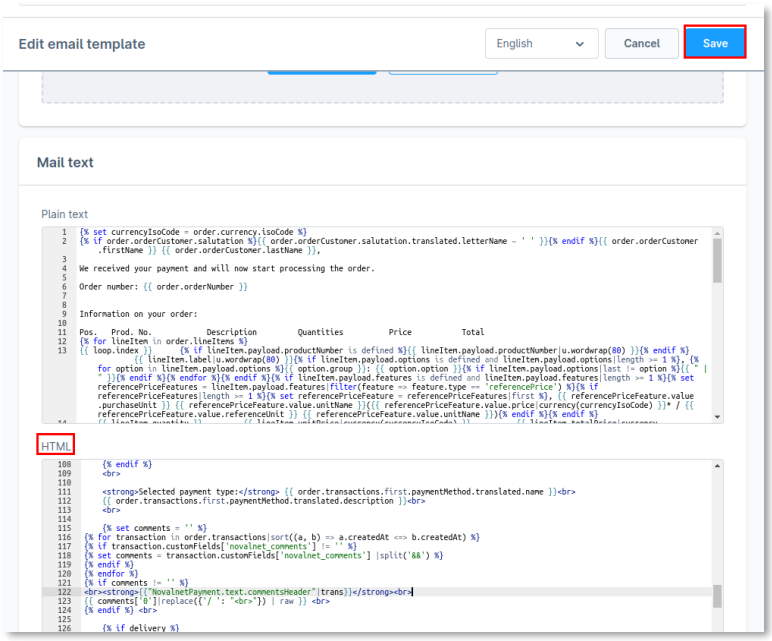

Figure 36

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 and description in order update emails

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

Step 1: Navigate to **Settings** → **Shop** → **Email templates** → **Type** → choose the relevant status and click **Edit** to view the **HTML** section under **Mail text**. Refer to the Figure 35.

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

Search the below line

```
<strong>Selected payment type:</strong> {{ order.transactions.first.paymentMethod.translated.name }}<br>
{{ order.transactions.first.paymentMethod.translated.description }}<br>
```

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 %}
{% set paymentDescription = order.transactions.first.paymentMethod.translated.description %}
{% if order.transactions.last.paymentMethod.customFields is not empty %}
{% if order.transactions.last.paymentMethod.customFields['novalnet_payment_method_name'] is not empty &&
order.transactions.last.paymentMethod.customFields['novalnet_payment_method_name'] == 'novalnetpay' %}
{% if order.transactions.last.customFields is not empty &&
order.transactions.last.customFields['novalnet_payment_name'] !='' %}
{% set paymentName = order.transactions.last.customFields['novalnet_payment_name'] %}
{% endif %}
{% if order.transactions.last.customFields is not empty &&
order.transactions.last.customFields['novalnet_payment_description'] !='' %}
{% set paymentDescription = order.transactions.last.customFields['novalnet_payment_description'] %}
{% endif %}
{% endif %}
{% endif %}
<strong>Selected payment type:</strong> {{ paymentName }}<br>
{{ paymentDescription }}<br>
```

After adding the codes save the file.

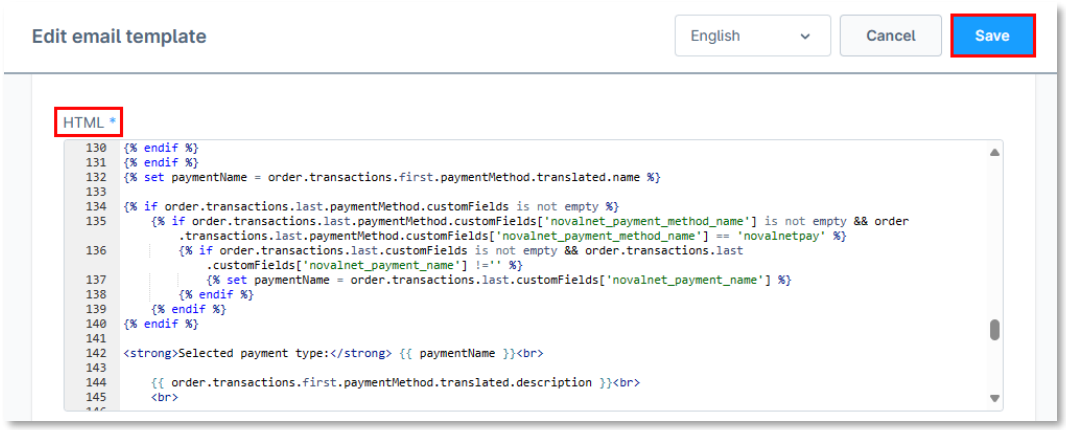

Figure 37

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

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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 38

- Refer to the URL below for the Novalnet test payment data for testing https://developer.novalnet.com/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 on further developing our payment plugin 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 here.

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 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.***

Figure 39

- 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.

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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.

Figure 40

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

Figure 41

☛ **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.

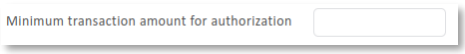

Figure 42

☛ **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**.

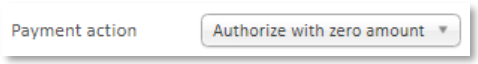

Figure 43

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Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

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**.

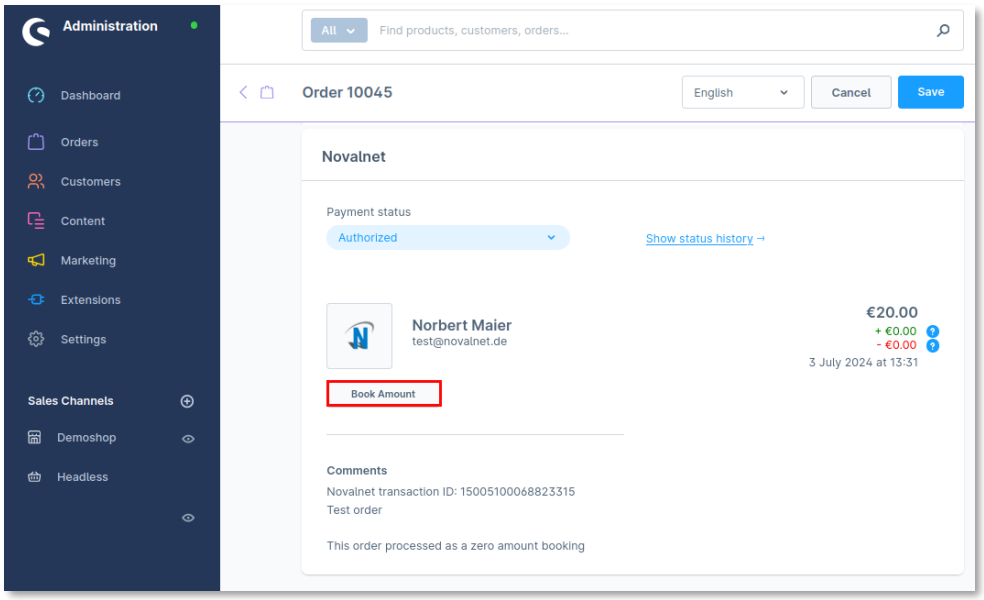

Figure 44

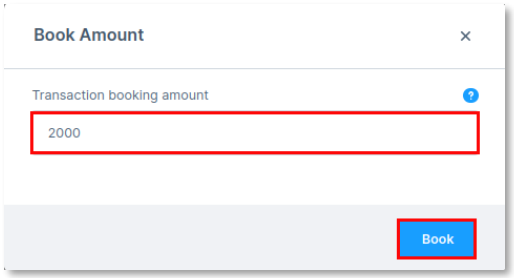

Figure 45

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

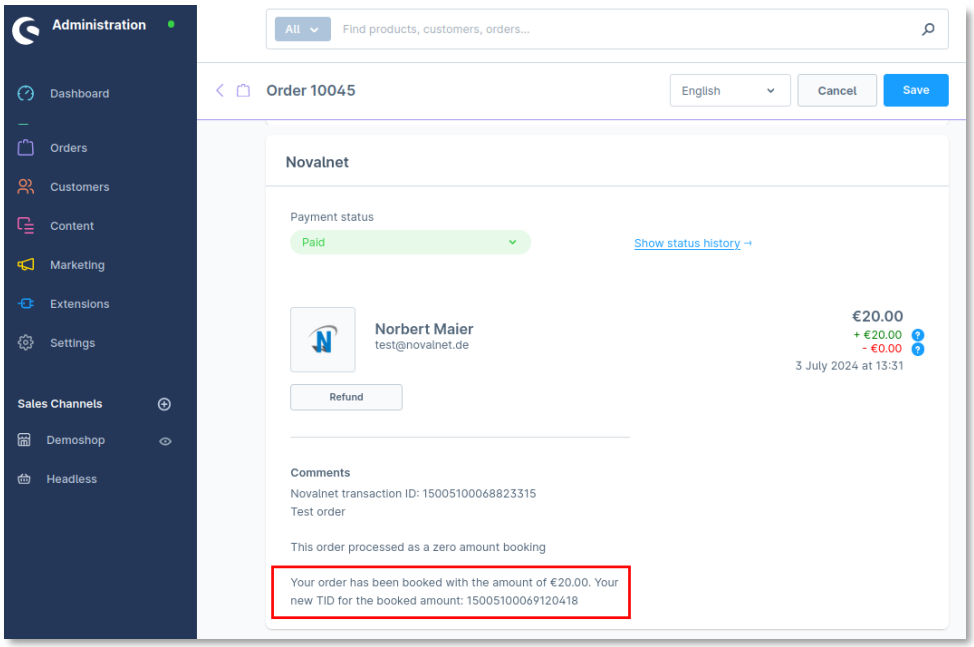

Figure 46

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Commercial register number: HRB 167381

Minimum Order Amount

☛ *This option is available for all payment methods.*

Enter the minimum value of goods for which the payment method will be displayed to the customer during checkout.

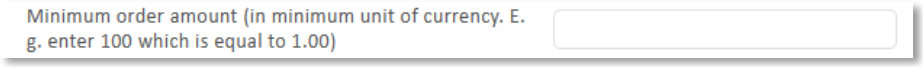

Figure 47

Maximum Order Amount

☛ *This option is available for all payment methods.*

Enter the maximum value of goods for which the payment method will be displayed to the customer during checkout.

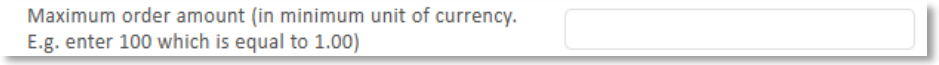

Figure 48

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.

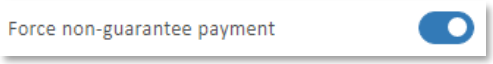

Figure 49

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.

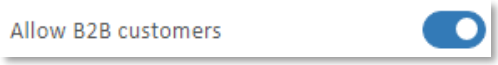

Figure 50

Allowed currencies

☛ This option is available for all payment methods.

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

Figure 51

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Commercial register number: HRB 167381

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.

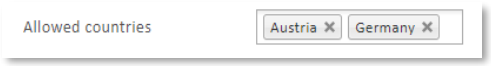

Figure 52

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 Direct Debit SEPA *and* ***Instalment by invoice.***

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

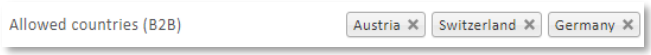

Figure 53

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 Direct Debit SEPA *and* ***Instalment by invoice****.*

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

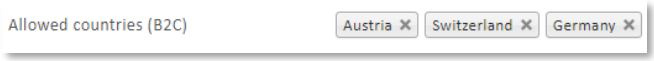

Figure 54

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.

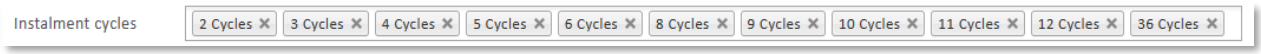

Figure 55

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

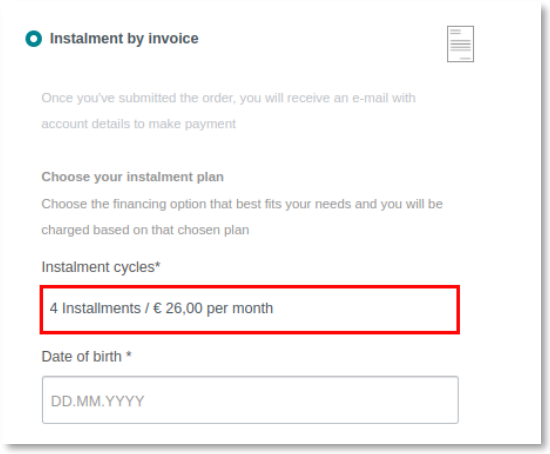

Figure 56

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.

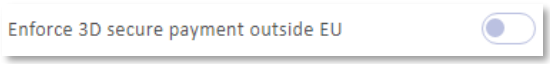

Figure 57

3.3 Additional configuration for Apple Pay payment

Business Name

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

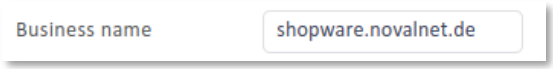

Figure 58

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.

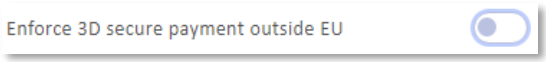

Figure 59

Business name

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

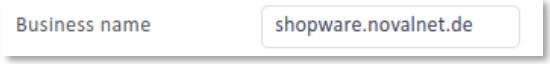

Figure 60

NOVALNET AG
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D-85748 Garching

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Fax: +49 89 9230683-11
E-Mail: technic@novalnet.de
Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO)
Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

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.

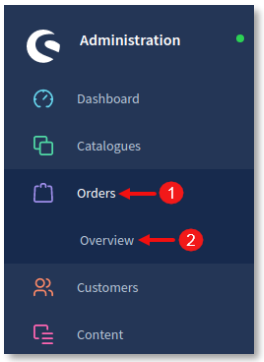

Figure 61

4.2 Transaction overview

Click the order number as shown below.

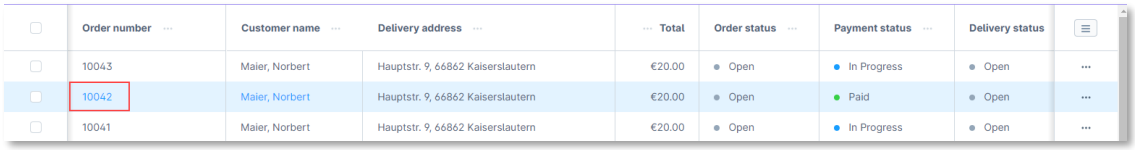

Figure 62

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

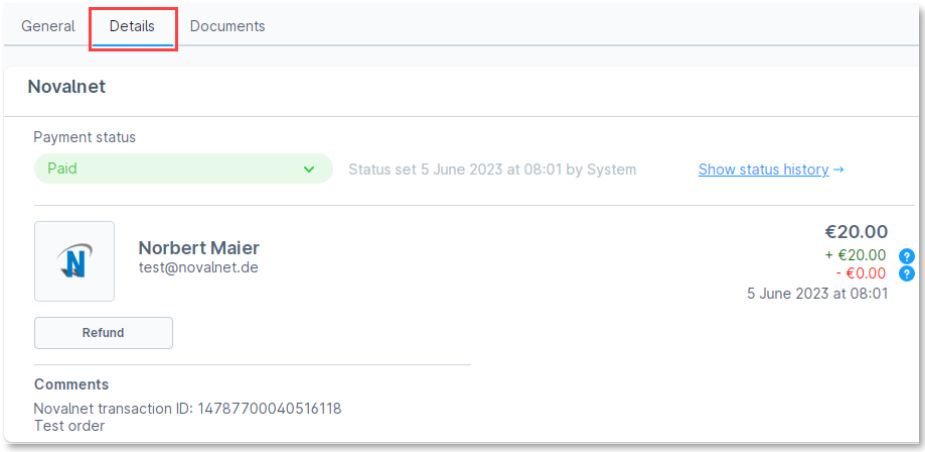

Figure 63

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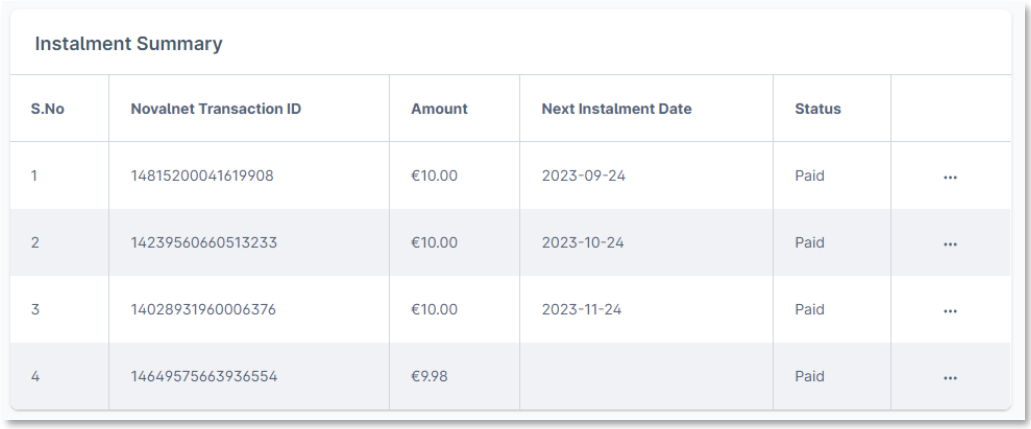
4.3 Order details for Instalment payments

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 64

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 61. Click **Add order** as shown below.

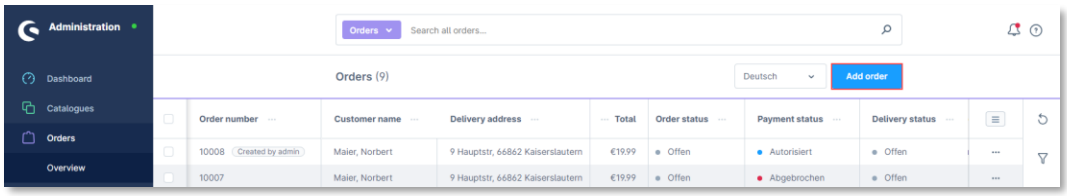


Figure 65

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.

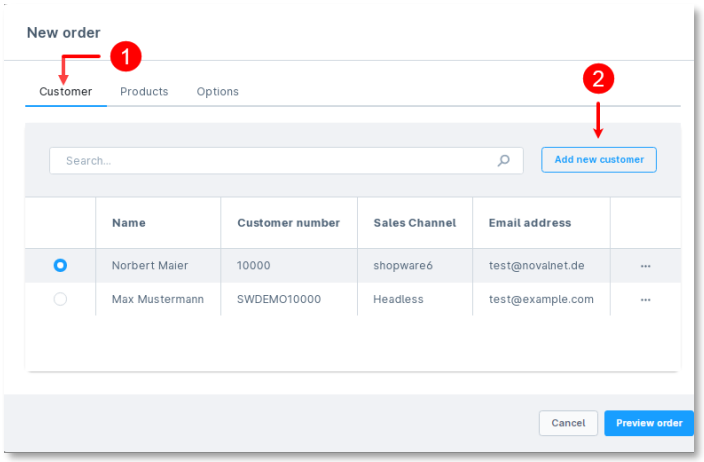


Figure 66

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

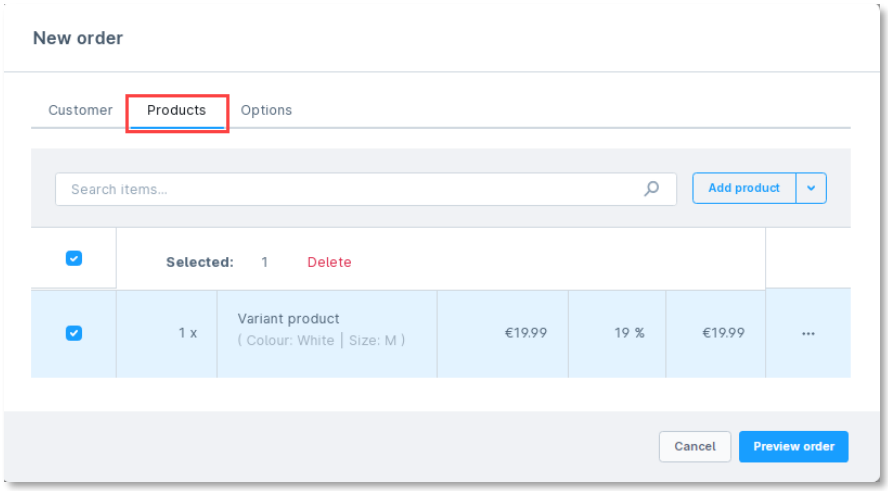

Figure 67

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

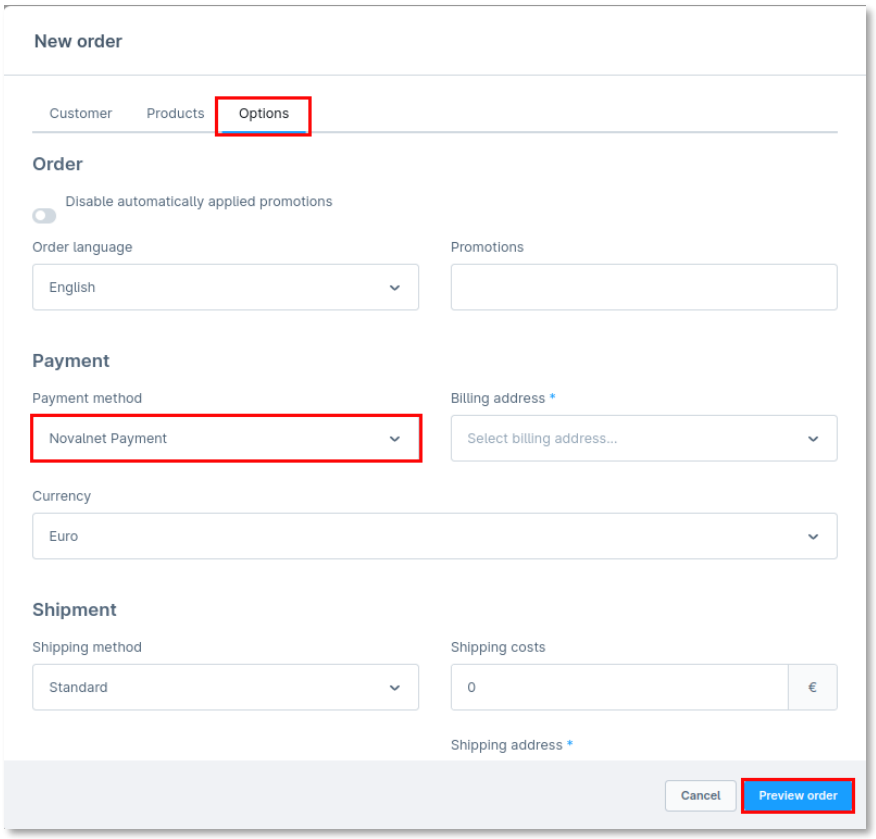

Figure 68

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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**.

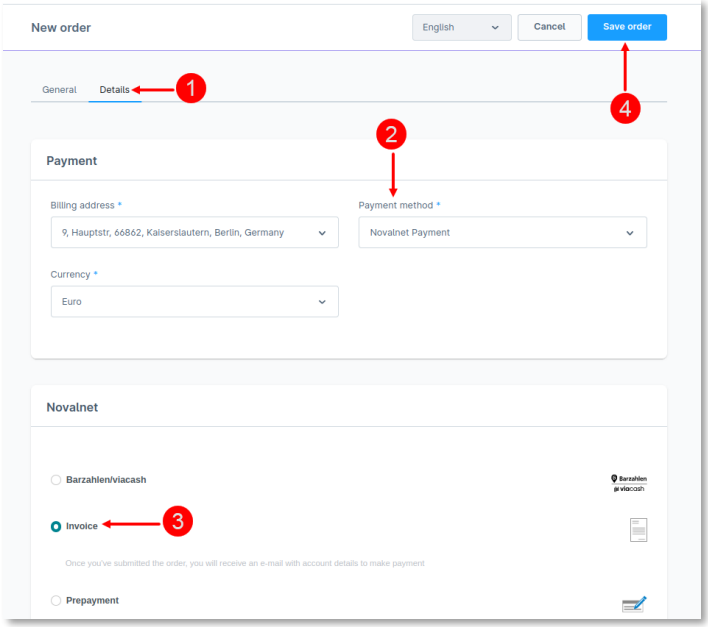

Figure 69

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

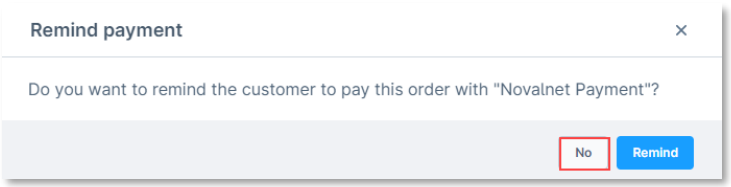

Figure 70

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

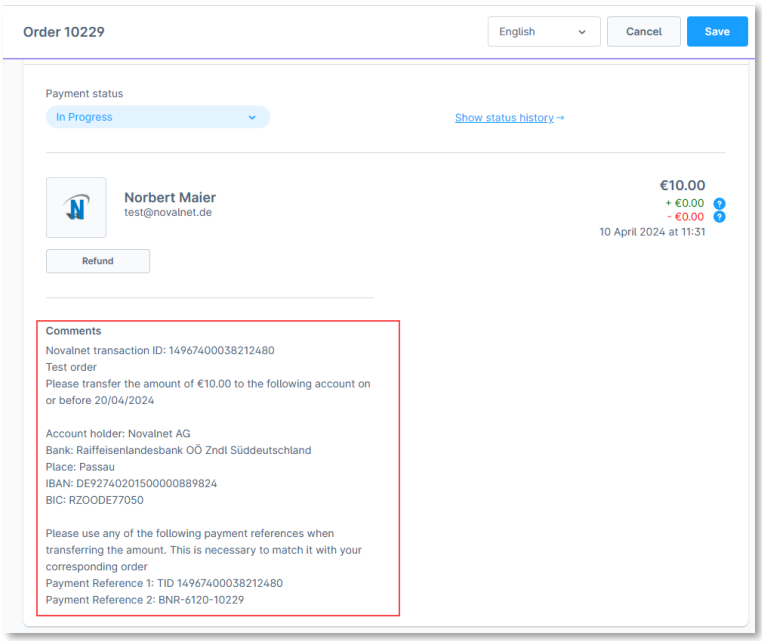

Figure 71

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4.5 Confirming / Cancelling a transaction

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

☛ **"Authorized"** payment status is set by default for **Credit/Debit Cards, Invoice, Direct Debit SEPA, Direct Debit SEPA with payment guarantee, Instalment by Direct Debit SEPA, Invoice with payment guarantee, Instalment by Invoice, PayPal, Google Pay** and **Apple Pay** based on your Payment action.

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

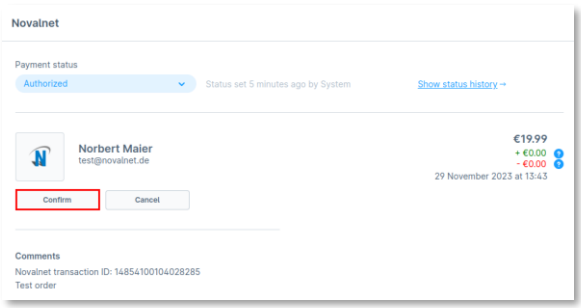

Figure 72

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

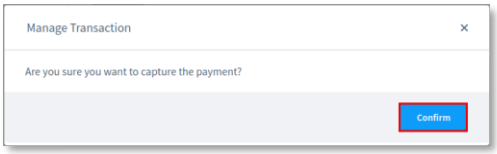

Figure 73

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

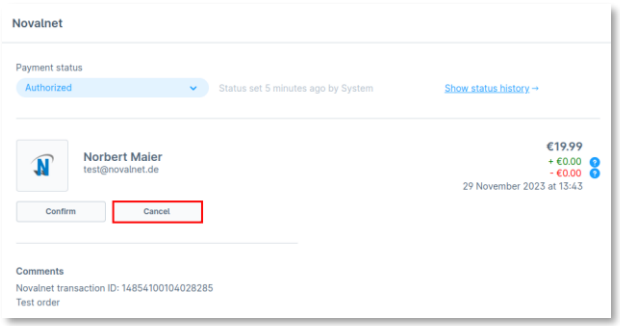

Figure 74

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

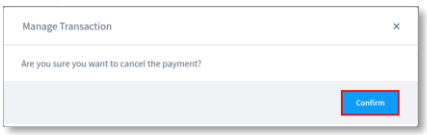

Figure 75

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Commercial register number: HRB 167381

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**.

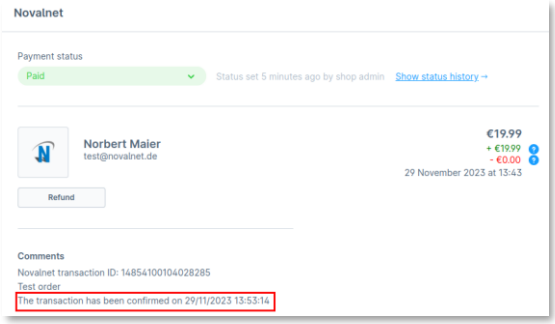

Figure 76

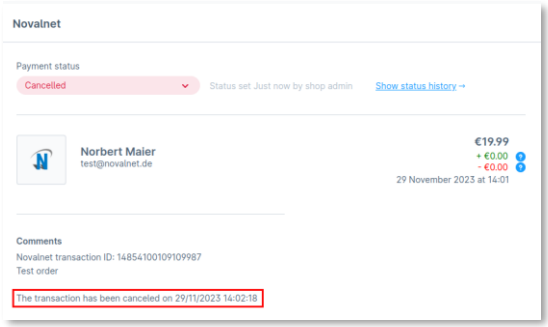

Figure 77

4.6 Refunding an order

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

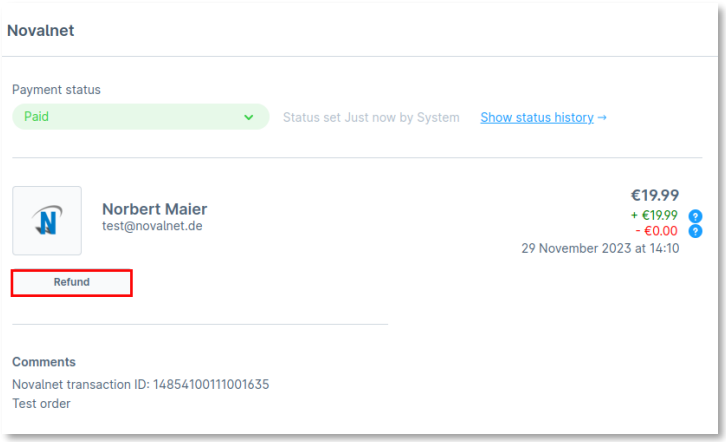

Figure 78

Please follow the steps below to issue a refund.

Step 1: Enter the **Refund amount**.
Step 2: Note the **Refund / Cancellation Reason** for your future reference (only for existing transactions).
Step 3: Click **Refund** to refund the amount to the buyer.

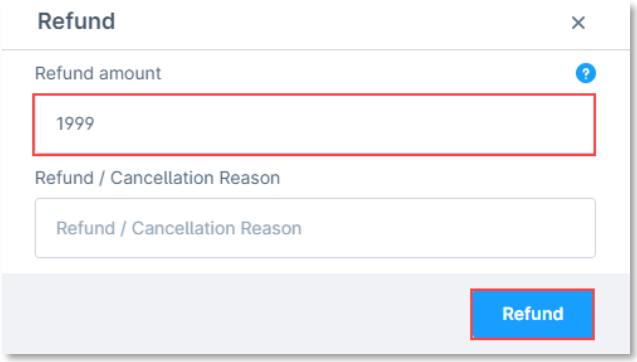

Figure 79

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 4.2 Transaction Overview for more details about the **Comments**.

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Commercial register number: HRB 167381

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 icon & click **Refund** next to the Paid instalment cycle that should be refunded.

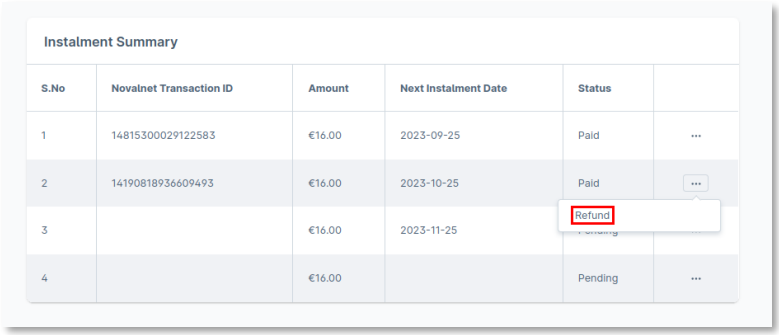

Figure 80

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

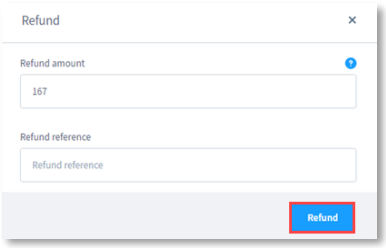

Figure 81

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 4.2 Transaction Overview for more details about the **Comments**.

4.8 Cancelling instalment orders

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

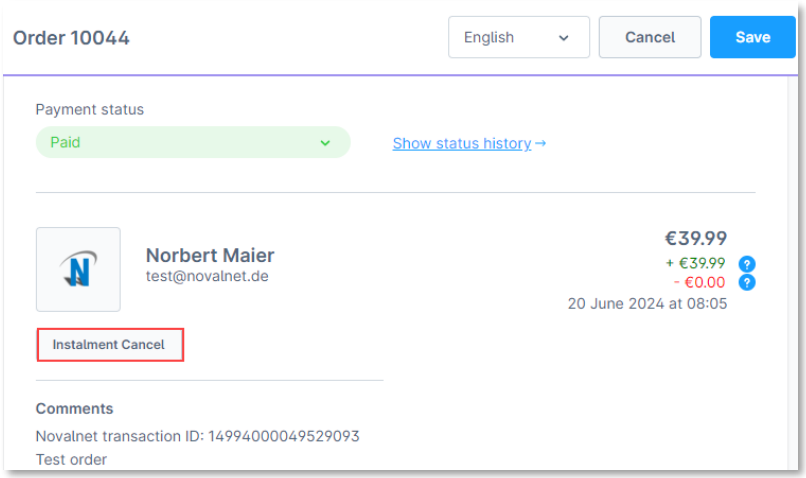

Figure 82

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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.

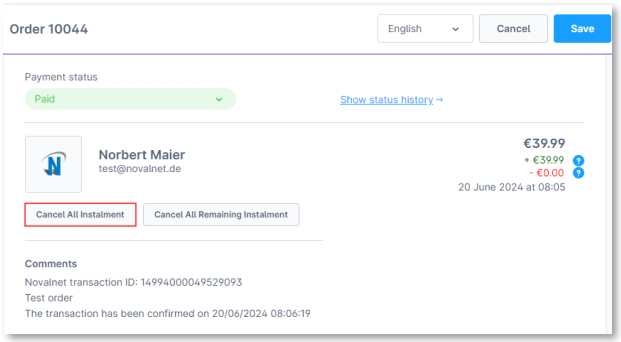

Figure 83

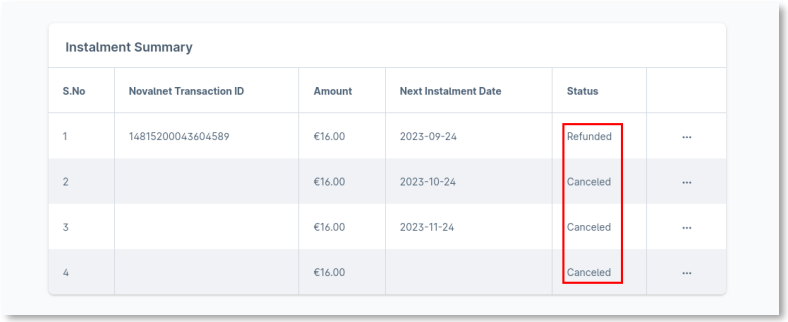

Figure 84

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

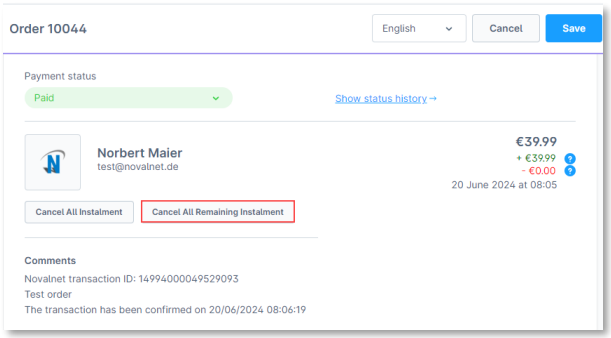

Figure 85

Figure 86

ⓘ 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
```

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

```
composer remove novalnet/shopware6-payment
```

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.

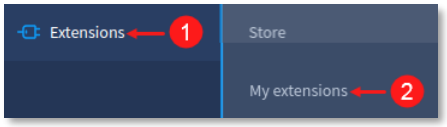

Figure 87

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

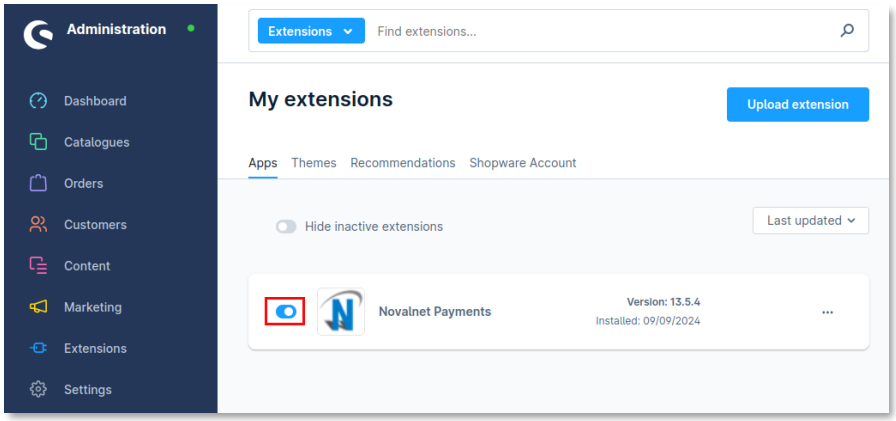

Figure 88

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

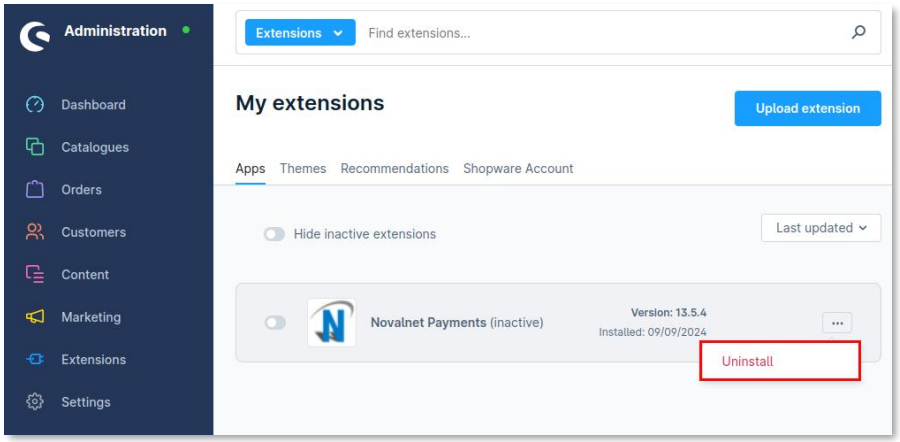

Figure 89

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

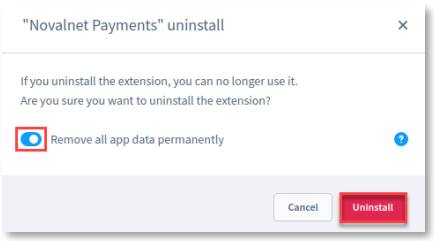

Figure 90

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

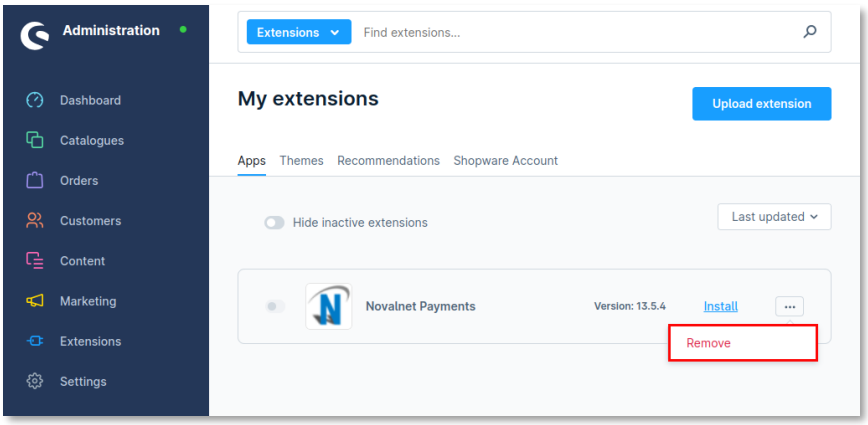

Figure 91

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

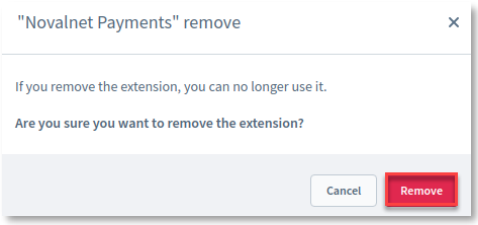

Figure 92

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 technic@novalnet.de or call +49 89 9230683-19.

For a **merchant account, new payment plugin or additional payment methods,** please get in touch with sales@novalnet.de 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 here.

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