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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									
		ayment 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									
		hop 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 <u>sales@novalnet.de</u>

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



To get started:

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

# **1.1 Plugin Installation**

# 1.1.1 Plugin Installation via Composer

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

### composer require novalnet/shopware6-payment

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

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

Installation via Package.

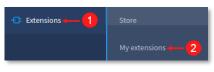
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# 1.1.2 Plugin Installation via Package

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

**Step 1:** Navigate to **Extensions**  $\rightarrow$  **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.

G Administration	• Extensions V Find extensions	م
	My extensions	
	C Open	*
	Crganize * New folder	<ul> <li>✓ <sup>4</sup>y</li> <li>Search Downloads</li> <li>Ø</li> <li>✓ <sup>1</sup></li> <li>Ø</li> </ul>
		5- * 🖬 🕊
	Downloads	
	Macent Places CondUrive - Perso	
Extensions	Libraries     Tocuments	
	J Music     E Pithares	
My extensions	Videos	
	[편 Company 출 Land Dia (C) 그 Land Dia (D) 그 Land Dia (D) 그 Land Dia (D)	
Sales Channels	Autork     ActiveStrict	
	File name: NovalnetPayment	- All Files -
		3> Open 🔽 Cancel

### Figure 2

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

6	Administration •	Extensions V Find extensions	Q
Ø	Dashboard	My extensions	Upload extension
Ъ	Catalogues	Apps Themes Recommendations Shopware Account	
Ê	Orders	Apps Themes Recommendations Shipware Account	
e S	Customers	Hide inactive extensions	Last updated v
ſ	Content		
8	Marketing	Novalnet Payments     Version: 13.5.4	<u>Install</u> …
-0:	Extensions		
	Settings		



5



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

6	Administration •	Extensions V Find extensions	Q
Ø	Dashboard	My extensions	Upload extension
Ф	Catalogues	Apps Themes Recommendations Shopware Account	
Ċ	Orders	Apps Themes Recommendations Shopware Account	
ŝ	Customers	Hide inactive extensions	Last updated 🗸
ſ	Content		
Å	Marketing	Novalnet Payments     Version: 13.5.4	Install
÷Œ	Extensions		
	Settings		

Figure 4

# 1.1.3 Upgrading the Novalnet Payment Plugin

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

# 1.1.4 Plugin Update via Composer

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

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

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

bin/console plugin:uninstall NovalnetPayment

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>.

6	Administration •	Extensions 🗸 Find extensions	Q	
Ø	Dashboard	My extensions		Upload extension
6 M	Catalogues	Apps Themes Recommendations Shopware Account		
с П П	Orders Customers	Hide inactive extensions		Last updated V
Ē	Content			
₽	Marketing	Novalnet Payments	Version: 13.5.3 Update	•••
e	Extensions		[	Update to 13.5.4
¢\$	Settings			Ohinstatt

### Figure 5

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

6	Administration •	Extensions V Find extensions	م
0 6	Dashboard Catalogues	My extensions	Upload extension
С Х С	Orders Customers Content	Apps Themes Recommendations Shopware Account Hide inactive extensions	Last updated ~
;= ₽ ₽	Marketing Extensions	Novalnet Payments     Version: 13.5.4 Installed: 09/09/2024	
ŝ	Settings		

Figure 6

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

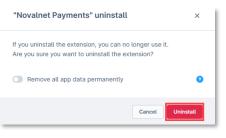
6	Administration •	Extensions V Find extensions	Q
Ø	Dashboard	My extensions Upload extension	a(
С	Catalogues	Anna Theres Development Annali	
۵	Orders	Apps Themes Recommendations Shopware Account	
er er	Customers	Hide inactive extensions     Last updated	~
ſ⊒	Content		
<b>V</b>	Marketing	Novalnet Payments (inactive)     Version: 13.5.4     Installed: 09/09/2024	
Ð	Extensions	Uninstall	μ
ŵ	Settings		

### Figure 7

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**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**  $\rightarrow$  **Extensions**  $\rightarrow$  **Novalnet** as shown below.

6	Administration •	Find products, customers, orders	Q	4
Ø	Dashboard			
Ф	Catalogues	Settings		
ĉ	Orders			
ŝ		Shop System		
G		Extensions Novalnet - 3		
Å	Marketing			
	Extensions	2		
Ø	Settings 1			

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.

Iovalnet 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
mportant notice: Payment plugin configurations are now available in the <u>Novalnet Admin Portat</u> I2. Navigate to the Projects > choose our project > Payment plugin configuration, to configure them.
vovalnet allows you to verify the payment method behaviour before going into production mode by using test payment data. Access he Novalnet test payment data available <u>Here</u> C
Product activation key *
Payment access key *
Select Tariff ID *
v

#### 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.

NOVALNET AG							Q Search		MID 4 🛕 TEST	MODE	- (	88	4
Q Search	Own Projects 👻									• 0	Create new	project	
Statistic	Projects (URL's/Sale	s channels) processed at Nov	alnet. Here you can add new pro	jects by clicking on "Create new project"	button at the top right								
Dashboard	⇔ S.No	Project ID	\$	Project		URL		On-Hold	Activ	ated			
Manual processing	1	14	SHOPWARE DEMO SHOP		https://shopware.novalnet.de			8	(	9	4	% <b>↑</b>	
. 🏦 Dunning & Debt collection											6	2	
Additional Services													
🛔 Projects 🔶 🚺													

#### Figure 11

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

NOVALNET AG				🧳 Q, Search MID 4 🔺 TE	IST MODE 📕 📾 💄
Q Search	Own Projects > SHOPWARE DEMO SHOP (14) -	Third party Projects 💌	_ 0		Create new project
Ø Dashboard	Project Overview Payment Methods	Fraud Modules Payment form API cre	edentials Email notifications Payment plugin configur	ation	
🗠 Statistic					Create new Tariff
Manual processing	Payment access key		a87ff679a2f3e71d9181a67b7542122c 🔶 3		
🚉 Debtor management	Project ID		14		
Dunning & Debt collection	<ul> <li>API Signature (Product activation key)</li> <li>Tariff ID's</li> </ul>		n7ibc7ob5t doU3HJVoym7MQ44qonbobljblnmdli0p qJEH3gNb 30 SHOPWARE DEMO TARIFF	eWifiHah] f7cpn7pc 🔶 2	/
₽ Invoice & Payout					-

### 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**.

<ul> <li>Your project</li> </ul>	is in test mode
	tion Guide © before you start and login to the <u>Novalnet Admin Portal</u> © using your merchant account. To ge to sales@novalnet.de or call +49 (089) 923068320
	ent plugin configurations are now available in the <u>Novalnet Admin Portal</u> @. Navigate to the Projects > choor t plugin configuration, to configure them.
	verify the payment method behaviour before going into production mode by using test payment data. Access ent data available ${\rm Here}~{\cal C}$
Product activation key *	
7ibc7ob5 xtJEH3gNb	eWJfiHah  nbobijbnmdli0poyw doU3HJVoym7MQ44qf7cpn7pc
Payment access key * a87ff679a2f3e71d918	i1a67b7542122c
Select Tariff ID *	
One-time pay with tra	ansferred amount
Enable Order Confi	irmation E-mail

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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.

<b>O</b> E	Enable Order Confirmation E-mail	0
	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.

yment onhold status	2
Authorized	~

#### Figure 15

# Payment completion status

Set the status that will be used for completed orders.

Payment completion status	•
Paid	~

### 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.

Notification / Webhook URL	0
https://shopware.novalnet.de/novalnet/callback	

# Figure 17

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

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

Figure 18

10



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

NOVALNET AG			۲	Q, Search MID 4 🔺 TEST MODE 🗮 🗃 🏦
Q Search	Own Projects > SHOPWARE DEMO SHOP (14) -	Third party Projects 👻	_0	> Create new project
Dashboard	Project Overview Payment Methods	Fraud Modules Payment form API credentials	Email notifications Payment plugin configuration	1
₩ Statistic				> Create new Tariff
Manual processing	Vendor script URL / Notification & Webhool	URL https:/	/shopware.novalnet.de/novalnet/callback 📝 Edit	- 2
Bebtor management				

#### 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: <u>www.novalnet.com/payment</u>. If you have any questions related to the payment methods or have additional payment method requests, please contact <u>sales@novalnet.de</u>

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

ALNET AG			Q Search MID 4 A TEST MODE BB
an ann an an ann an ann an ann an ann an a	Own Projects > SHOPWAREDEMO SHOP (14)	Third party Projects *	2 Create new proj
board	Project Overview Payment Methods	Fraud Modules Payment form API credentials Email notifications Payment plugin configuration	Payment plugin configuration     Edit Payment Methods
itie	1954	Credit Card	0
al processing	SOFORT	Sofort online bank transfer	0
Of Sale (POS)	PayPal	PayPai	0
or management	SEPA	Payrai Direct Debit SEPA	0
ning & Debt collection	SEPA	Direct debit SEPA with payment guarantee	0
ce & Payout		Invoice with payment guarantee	0
tional Services		Bancontact	0
ets	Bancantact	IDEAL (online bank transfer Netherlands)	0
nanagement			
sption	êps	eps (online bank transfer Austria)	0
etplace/Affiliate	Aurushian     Brviecon/r	Barzahlen/viacash (Deutschland)	0
ment	ginepsey	giropay	0
lesk	MB	Multibanco	0
nt 📕	<b>E</b>	Instalment by invoice	0
Support	SEPA	Instalment by SEPA direct debit	0
	<b>∉</b> Pay	Apple Pay	0
	G Pay	Google Pay	0
	MB WAY	MB Way	0
	<u>承</u> 册	Direct Debit ACH	0
	(xe) selected a	Payconiq	0
		TOSSPAY	٥
	Ыık	Biak	0
	( Twint	TWINT	0

Figure 21

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

			≰ 🔍 Search MID 4 🔺 TEST MODE 🗮 👪 😩
Empowering Payment	Own Projects > SHOPWARE DEMO SHO	-	Deate new project
Q Search	Project Overview Payment	Methods Fraud Modules Payment form API credentials Email notifications	
Ø Dashboard			
⊻ Statistic	VISA	Credit Card	8
Manual processing	SOFORT	Sofort online bank transfer	
Rev Beta	PayPal	PayPal	8
. 🏦 Dunning & Debt collection	SEPA	Direct Debit SEPA	8
굳 Invoice & Payout	SEPA	Direct debit SEPA with payment guarantee	8
👂 Additional Services	2	Invoice with payment guarantee	
A Projects	Barcontact	Bancontact	
8 Subscription	1	iDEAL (online bank transfer Netherlands)	8
Marketplace/Affiliate	êps	eps (online bank transfer Austria)	
🛢 Instalment	G Barrahian Biviacosh	Barzahlen/viacash (Deutschland)	Activation request
Cashdesk			
💄 Account 🖡	giro pay	giropay	
(?) FAQ & Support	MB	Multibanco	8
		Instalment by invoice	8
	S€PA	Instalment by SEPA direct debit	8
	€ Pay	Apple Pay	8
	(G Pay)	Google Pay	•
	MB WAY	MB Way	•
	<u>K</u> H	Direct Debit ACH	•
	Qie provonia	Payconiq	•
		TOSSPAY	
	Бlık	Blik	6
	() TWINT	TWINT	
	Update		V

### Figure 22

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

NOVALNET AG						Q Search	MID 4 A TEST MODE 📕 🐻 🚊
Q Search	Own Projects > SHOPWAR	E DEMO SHOP (14) 🔻	Third party Projects 💌				Create new project
₩ Statistic	Project Overview	Payment Methods	Fraud Modules Payment form API credent	ials Email notifications			
🕑 Dashboard		1					Edit Payment Methods
Manual processing	<b>∉</b> Pay	Apple Pay		🛛 Configure 🔶			
Customers					×		
Dunning & Debt collection			Apple Pay Configuration				
₽ Invoice & Payout			Register and verify domain				
🔑 Additional Services			Add new domain 👝 3				
A Projects	Data protection   Imprint		Client Key	0f84e6cf6fe1b93f1db8198aa2eae719			© Novainet 2022
$\mathcal{C}$ Subscription			Domain list				
Marketplace/Affiliate							
🛢 Instalment							
Cashdesk							
🚊 Account 🖣							
FAQ & Support							



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

For example, the path should be:

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

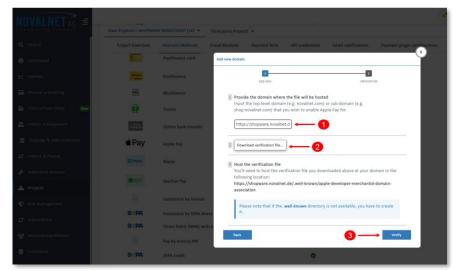


Figure 24

← 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 <u>Novalnet Admin Portal</u> as shown below.

					Q Search MI	04 🔺 TEST MODE 🛛 🗮 👪 🛔
Q Search	Own Projects > SHOPWARE DEMO SHOP (14)					> Create new project
🛃 Statistic	Project Overview Payment Methods	Fraud Modules Payment form	API credentials Email notifications			
🚳 Dashboard						F Edit Payment Methods
Manual processing	PoyPol PayPal		🛛 Configure 🔶			
	Туре	Confirmation	Recurring payments	Refund support	Dispute support	Overview
	WALLET	Yes Paypal Configuration	Yes	Yes X	No	
		API User Name*				
		API Password*				
	Data protection   Imprint	API Signature*				© Novainet 202
		You must have the "Referen	ce Transactions" option activated at PayPal in your PayPal at (without end user interaction) through Novalnet.	count, to process the		

Figure 25

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

			Q, Sear	ch MID 4 🛦 TEST MODE 🗮 👪 🛔
Q Search	Own Projects > SHOPWARE DEMO SHOP (14)			() Create new project
Statistic	Project Overview Payment Methods Fr	raud Modules Payment form API credentials Email notifications		
Dashboard				> Edit Payment Methods
Manual processing	Postfinance	Cantigure 🔶	2	
Dunning & Debt collection	Туре	Confirmation Recurring payments	-	e support Overview
≓ Invoice & Payout	ONLINE-BANK-TRANSFER	PostFinance configuration		No
🔑 Additional Services		Ep2-Merchant ID		
A Projects		•		
C Subscription	Data protection   Imprint	Update 🔶 3		© Novelnet 2022

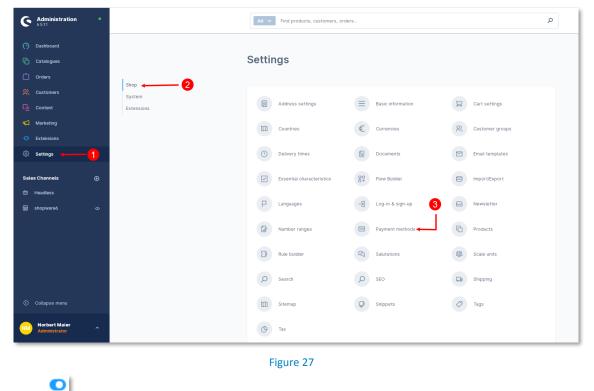


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# 1.4 Payment Activation in the Shopware shop system

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



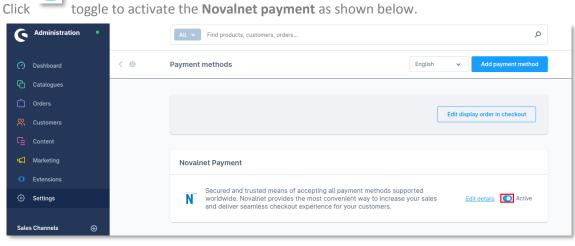


Figure 28



# 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.

ଡ଼	Administration	•	All V Find products, customers, orders			Q
		< 8	Demoshop		English 🗸	Save
						1
			Payment and shipping - 2			4
			Payment methods		Default payment methor	vd •
			Cash on delivery Novalnet Payment	~	Cash on delivery	~
	Marketing			-	Default shipping method	d •
			Multibanco   PayPal Products for Shopware 6     MyBank   PayPal Products for Shopware 6		Standard	~
				-	Default currency *	
			<ul> <li>OXXO   PayPal Products for Shopware 6</li> </ul>	- 1	Euro	~
Sales	Channels (	Ð	Paid in advance			
8	Demoshop - 1	⊘		-		0
	Headless		<ul> <li>Line by line (horizontal) calculation</li> <li>VAT is calculated for each shopping cart position. During checkout each position's ine VAT amount is calculated by adding up all individual VAT values.</li> </ul>	dividual VA	T is displayed. The total	

### 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.

Complete order					
Terms and conditions and cancellation	on policy				
Please note our cancellation policy.					
I have read and accepted the general te	rms and conditions.				
Shipping address		Billing address			
Norbert Maler Hauptstr, 9 66862 Kalserslautern Germany		Max Mustermann Musterstr. 2 12345 Musterhausen Poland			
Change shipping address		Change billing address			
Payment method		Shipping method			
		Standard			
Credit/Debit Cards	VISA 👥 🔤	⊖ Express			
MB Way	MB way				
O Direct Debit ACH	<u>K#</u>				
O Payconiq	00 sakang				
O Invoice					
O Prepayment					
O PayPal	PayPort				
O Bancontact	-				

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

NOVALNET AG		۲	Q Search	MID 4	A TEST MO	DE	**	*
Q Search	Own Projects > SHOPWARE DEMO SHOP 👻					Create n	ew projec	t
🕜 Dashboard	Project Overview Payment Methods Fraud Modules Payment form API credentials Email notifications Payment plugin configuration	n						
🗠 Statistic	<b>†</b>							
Manual processing	Global configuration *					P Customiza	ition	
Rebtor management	Display payment method logo O Display invoice payments Prepayment X							
. 🏦 Dunning & Debt collection	List of payments for the shop backend Payment by invoice X Prepayment X Multibanco X Direct debit (SEPA) X Cash Payment X							
₽ Invoice & Payout	Save							
🔑 Additional Services								
🚓 Projects 🔶 🚺								

#### Figure 31

# 1.5.1 Display payment method logo

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

Display payment method logo

#### Figure 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.

Display invoice 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.

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

### Figure 34

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

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

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



# 1.6 Readme procedures

# 1.6.1 To display the Novalnet transaction details

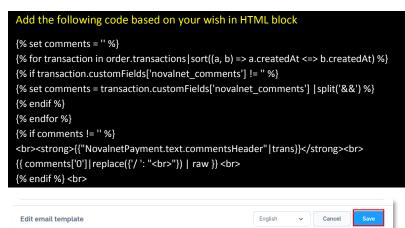
Follow the steps below to display the Novalnet transaction comments in the shop order mail.

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

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

Figure 35

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



Mail te	ext	
Plain te	xt	
2	<pre>(% set currencyIsoCode = order.currency.isoCode %) (% if order.orderCustomer.salutation %)( order.orderCustomer.salutation.translated.letterName = ' ' )){% endif %}(( order.orderCustomer. firstName ))( order.orderUstomer.lastName }),</pre>	*
3	We received your payment and will now start processing the order.	
5 6 7	Order number: {{ order.orderNumber }}	1
8	Information on your order:	
10 11 12 13	anorization of you over the second of the se	
	((linetter.label[u.wordrafg(00)])[% if linetten.payload.options is defined and linetten.payload.options[lingtin] = 13, [% for option in linetten.payload.options[lingtin] = 13, [% for option] =	1
HTML	[[] linathan mushiku ]] [[] linathan mikholon]eureannutartada) ]] [[] [] linathan kakalbelan]eureannu	
108	(% endif %)	
109 110		
110 111 112 113 114	<pre><stronp>Selected payment type:</stronp> {{ order.transactions.first.paymentHethod.translated.name }}</pre>	
115	{X set comments = '' X}	
116 117 118	<pre>{% for transaction in order transactions sort((a, b) =&gt; a.createdAt &lt;=&gt; b.createdAt) %} {% if transaction.custonFields['novalnet_comments'] != ' %} % set comments = transaction.custonFields['novalnet comments'] !split('8&amp;') %}</pre>	
119 120	(X endif %) (X endfor %)	
121	(% if connents != '' %)	
122 123 124	<pre>sdrs=strong&gt;(("NovalnetPayment.text.commentsHeader" trans])dr&gt; {( comments[0  ]replace({' / ': "sdrs"})   raw }) <dr> {% end(f %) <dr> </dr></dr></pre>	1
125 126	(% if delivery %)	



- 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**  $\rightarrow$  **Shop**  $\rightarrow$  **Email templates**  $\rightarrow$  **Type**  $\rightarrow$  choose the relevant status and click **Edit** to view the **HTML** section under **Mail text**. Refer to the **Figure 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	
<pre><strong>Selected payment type:</strong> {{ order.transactions.first.paymen {{ order.transactions.first.paymentMethod.translated.description }} </pre>	ntMethod.translated.name }}
Replace the searched line with the following code. If the searched line is una {% set paymentName = order.transactions.first.paymentMethod.translated.r {% set paymentDescription = order.transactions.first.paymentMethod.translated.r {% if order.transactions.last.paymentMethod.customFields is not empty %} {% if order.transactions.last.paymentMethod.customFields['novalnet_payment_n {% if order.transactions.last.paymentMethod.customFields['novalnet_payment_n {% if order.transactions.last.customFields['novalnet_payment_n {% if order.transactions.last.customFields['novalnet_payment_n {% set paymentName = order.transactions.last.customFields['novalnet_paym {% endif %} {% if order.transactions.last.customFields is not empty && order.transactions.last.customFields is not empty && order.transactions.last.customFields['novalnet_payment_description'] !=" % {% set paymentDescription = order.transactions.last.customFields['novalnet_ {% endif %} {% and f %} {% endif %} {% and f	name %} ated.description %} ent_method_name'] is not empty && nethod_name'] == 'novalnetpay' %} nent_name'] %}
Edit email template	English ~ Cancel Save

ITML *		
130	(% endif %)	
131	(% endif %)	-
132	<pre>{% set paymentName = order.transactions.first.paymentMethod.translated.name %}</pre>	
133		
134	<pre>{% if order.transactions.last.paymentMethod.customFields is not empty %}</pre>	
135	<pre>{% if order.transactions.last.paymentMethod.customFields['novalnet_payment_method_name'] is not empty &amp;&amp; order .transactions.last.paymentMethod.customFields['novalnet_payment_method_name'] == 'novalnetpay' %}</pre>	
136	<pre>{% if order.transactions.last.customFields is not empty &amp;&amp; order.transactions.last .customFields['novalnet_payment_name'] !='' %}</pre>	
137	<pre>{% set paymentName = order.transactions.last.customFields['novalnet_payment_name'] %}</pre>	
138	{% endif %}	
139	{% endif %}	
140	{% endif %}	
141		
142	<strong>Selected payment type:</strong> {{ paymentName }}	
143		
144	<pre>{{ order.transactions.first.paymentMethod.translated.description }} &gt;</pre>	
145	>	

#### Figure 37

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



# **2 TESTING AND GOING LIVE**

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

Test mode		
	Figure 38	

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

# **Execute orders in LIVE MODE**

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

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

# **3 ADDITIONAL CONFIGURATION**

# 3.1 Additional configuration for all the payment methods

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

# Payment due date (in days)

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

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

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

in Davs

Due	date

# 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.

20



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

You can choose between two options - Capture and Authorize, which are both explained below,

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

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

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

Payment action Capture
------------------------

### Figure 40

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

Payment action	Authorize	•
		_

### 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.

Minimum transaction amount for authorization	
--	--

### 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**.

Payment action	Authorize with zero amount		
		_	

Figure 43



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

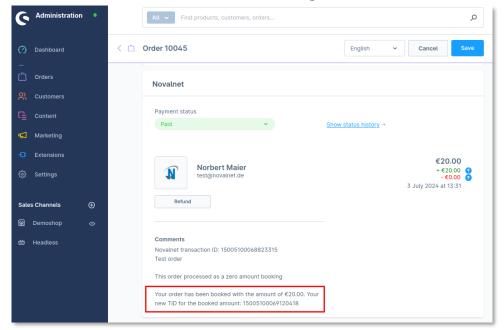
6	Administration	•	All V Find products, customers, orders	Q
Ø	Dashboard		<  C Order 10045 English	Cancel Save
Ċ	Orders		Novalnet	
e S	Customers			
G	Content		Payment status Authorized  Show status history	
Å	Marketing			
<b>ප</b> ලා	Extensions Settings		Norbert Maier test@novalnet.de	€20.00 + €0.00 ? - €0.00 ?
Sale	s Channels		Book Amount	3 July 2024 at 13:31
篇	Demoshop			
<b>a</b>	Headless		Comments Novalnet transaction ID: 15005100068823315 Test order This order processed as a zero amount booking	

Figure 44

Book Amount	×
Transaction booking amount	0
2000	
	Book

Figure 45

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



#### Figure 46

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# **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.

Minimum order amount (in minimum unit of currency. E. g. enter 100 which is equal to 1.00)	

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.

Maximum order amount (in minimum unit of currency.	
E.g. enter 100 which is equal to 1.00)	

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: <a href="https://developer.novalnet.com/onlinepayments/aboutguarantee#basic-requirements">https://developer.novalnet.com/onlinepayments/aboutguarantee#basic-requirements</a>

### **Force Non-Guarantee payment**

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

Force non-guarantee payment

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.

Allow B2B customers



### Figure 50

### **Allowed currencies**

This option is available for all payment methods.

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

EUR ×

Allowed currencies

Figure 51

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# **Allowed countries**

This option is available for all payment methods.

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

Allowed countries Austria X Germany X

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.

Allowed countries (B2B) Austria X Switzerland X Germany X

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.

Allowed countries (B2C) Austria × Switzerland × Germany ×

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: <a href="https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements">https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements</a>

### **Instalment cycles**

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

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

Instalment cycles 2 Cycles X 3 Cycles X 4 Cycles X 5 Cycles X 6 Cycles X 8 Cycles X 9 Cycles X 10 Cycles X 11 Cycles X 12 Cycles X 36 Cycles X

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.

Instalment by invoice		
Once you've submitted the order, yo account details to make payment	u will receive an e-mail with	
Choose your instalment plan Choose the financing option that best charged based on that chosen plan	st fits your needs and you will be	
Instalment cycles*		
4 Installments / € 26,00 per mo	nth	
DD.MM.YYYY		

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.

Enforce 3D secure payment outside EU

#### 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.

Business name

shopware.novalnet.de

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.

Enforce 3D secure payment outside EU

Figure 59

### **Business name**

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

Business name

shopware.novalnet.de

Figure 60



# **4 MANAGING SHOPWARE ADMIN PANEL**

# 4.1 Order Management

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

6	Administration •
Ø	Dashboard
ው	Catalogues
Ċ	Orders 🔶 🚺
	Overview 🔶 2
လို	Customers
G	Content

Figure 61

# 4.2 Transaction overview

Click the order number as shown below.

Order number	Customer name	Delivery address	··· Total	Order status	Payment status	Delivery status	=
10043	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	€20.00	Open	In Progress	Open	
10042	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	€20.00	Open	Paid	Open	
10041	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	€20.00	Open	<ul> <li>In Progress</li> </ul>	Open	

### Figure 62

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

General [	Details Documents		
Novalnet			
Payment sta	itus		
Paid		✓ Status set 5 June 2023 at 08:01 by System	Show status history →
N	Norbert Maier test@novalnet.de		<b>€20.00</b> + €20.00 - €0.00 5 June 2023 at 08:01
Refun	nd		
Comments Novalnet tra Test order	insaction ID: 14787700040	516118	

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.

Instalm	nent 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.

¢	Administration •			Orders 🛩 Search	n all orders				Q	4	0
e	) Dashboard			Orders (9)				Deutsch - Ad	d order		
q	Catalogues		Order number	Customer name	Delivery address	···· Total	Order status	Payment status	Delivery status		5
C	Orders	0	10008 Created by admin	Maier, Norbert	9 Hauptstr, 66862 Kaiserslautern	€19.99	Offen	Autorisiert	Offen		
	Overview		10007	Maier, Norbert	9 Hauptstr, 66862 Kaiserslautern	€19.99	Offen	Abgebrochen	Offen		Y



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

Sea	rch			Add new cu	istomer
	Name	Customer number	Sales Channel	Email address	
0	Norbert Maier	10000	shopware6	test@novalnet.de	
	Max Mustermann	SWDEMO10000	Headless	test@example.com	

Figure 66

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

New order						
Customer	Products	Options				
Search it	tems			م	Add prod	uct 🗸
	Selecte	d: 1 Delete				
۵	1 x	Variant product ( Colour: White   Size: M )	€19.99	19 %	€19.99	
					Cancel	review order
						enew order

### 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**.

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

### Figure 68



**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**.

2			
2			
			4
Ĭ			
Payment method *			
Novalnet Payment			~
			Ø Barzahlen #viocash
s to make payment			
			_
	Novalnet Payment	Novatnet Payment	Novalnet Payment

### Figure 69

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

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

#### Figure 70

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

der 10229	English v Cancel Save
Payment status	
In Progress 🗸	Show status history →
Norbert Maier test@novalnet.de	€10.00 + €0.00 0 - €0.00 10 April 2024 at 11:31
Refund	
Comments	
Novalnet transaction ID: 14967400038212480 Test order	
Please transfer the amount of €10.00 to the following account on or before 20/04/2024	
Account holder: Novalnet AG	
Bank: Raiffeisenlandesbank OÖ Zndl Süddeutschland	
Place: Passau	
IBAN: DE92740201500000889824 BIC: RZOODE77050	
Please use any of the following payment references when	
transferring the amount. This is necessary to match it with your	
corresponding order	
Payment Reference 1: TID 14967400038212480	
Payment Reference 2: BNR-6120-10229	



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# 4.5 Confirming / Cancelling a transaction

Depending on your "<u>Payment action</u>" 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**  $\rightarrow$  **Overview** in your shop admin panel and choose the order. On the order detail page, click **Confirm** to confirm the "**Authorized**" order.

ayment status		
Authorized	<ul> <li>Status set 5 minutes ago by System</li> </ul>	Show status history →
Norbert Maier test@novalnet.de		€19.99 + €0.00 € 29 November 2023 at 13:43
Confirm Cance	м	

### Figure 72

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

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

### Figure 73

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

Novalnet			
Payment status Authorized	~	Status set 5 minutes ago by System	Show status history $\rightarrow$
Norbert Maier test@novalnet.de Confirm Cancel			€19.99 + 6000 - 6000 29 November 2023 at 13-43
Comments Novalnet transaction ID: 14854100104 Test order	02828	5	

# Figure 74

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

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



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

Novalnet		Novalnet	
Payment status Paid   Status set 5 minutes ago by shop adm	n <u>Show status history</u> →	Payment status Cancelled  Status set Just now by shop admin	Show status history →
Norbert Maier test@movalnet.de	€19.99 + €19.99 - €0.00 29 November 2023 at 13:43	Norbert Maler testgnowinet.de	€19.99 + €0.00 €0.00 29 November 2023 at 14-01
Comments Novalent transaction ID: 14854100104028285 Test order The transaction has been confirmed on 29/11/2023 13:53:14		Comments Novalnet transaction ID: 14854100109109987 Test order The transaction has been canceled on 29/11/2023 14-02-18	
<b>-</b> : <b>- - - - -</b>			



Figure 77

# 4.6 Refunding an order

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

Novalnet		
Payment status		
Paid ~	Status set Just now by System	<u>Show status history</u> →
Norbert Maier		€19.99 + €19.99 - €0.00
Refund		29 November 2023 at 14:10
Comments		
Novalnet transaction ID: 148541001110016 Test order	35	

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.

Refund	×
Refund amount	0
1999	
Refund / Cancellation Reason	
Refund / Cancellation Reason	
	Refund

### 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 <u>4.2 Transaction Overview</u> for more details about the **Comments**.

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# 4.7 Refunding Instalment orders

To refund an instalment order, navigate to **Orders**  $\rightarrow$  **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.

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 80

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

Refund	×
Refund amount	0
167	
Refund reference	
Refund reference	
	Refund

### Figure 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 <u>4.2 Transaction Overview</u> for more details about the **Comments**.

### 4.8 Cancelling instalment orders

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

rder 10044	English	•	Cancel	Sav
Payment status Paid •	Show status history →			
Norbert Maier test@novalnet.de		20 Ji	€39. + €39 - €0. une 2024 at 08	.99 <b>?</b> 00 <b>?</b>
Comments Novalnet transaction ID: 14994000049529093 Test order	_			



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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.

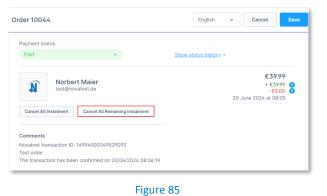
rder 1004	4	English v Cancel Save
Payment st	atus	
Paid	<b>v</b>	Show status history →
N	Norbert Maier test@novalnet.de	€ <b>39.99</b> + €39.99 - €0.00
		20 June 2024 at 08:05
Cancel All	Instalment Cancel All Remaining Instalment	
Comments		
Novalnet tr	ansaction ID: 14994000049529093	
Test order		
The transac	tion has been confirmed on 20/06/2024 08:06:19	

Figure 83

Instaln	nent 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** - This option will cancel all the upcoming instalment orders, excluding the current in progress.



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

### Figure 86

① 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

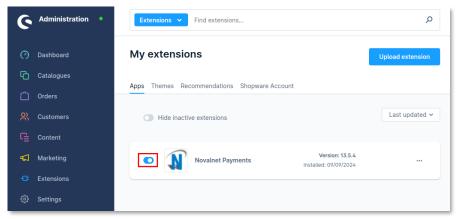
To uninstall the Novalnet Payment Plugin via package, please follow the steps below,

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



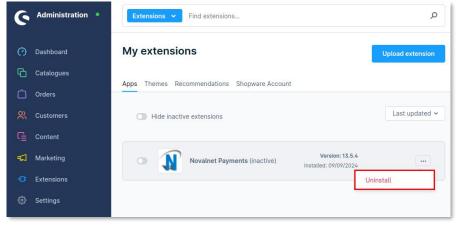
### Figure 87

**Step 2:** Click toggle **O** 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 **O Remove all plugin data permanently** switch and click **Uninstall** as shown below.

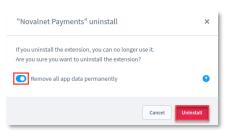


Figure 90

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

G Administration •	Extensions V Find extensions	م
⑦ Dashboard	My extensions	Upload extension
Catalogues		
C Orders	Apps Themes Recommendations Shopware Account	
<mark>앉</mark> Customers	Hide inactive extensions	Last updated 🗸
Ce Content		
📢 Marketing	Novalnet Payments Version: 13.5.4	4 Install
- Extensions		Remove
දිබුදු Settings		

#### Figure 91

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

"Novalnet Payments" remove	×
If you remove the extension, you can no longer use it. Are you sure you want to remove the extension?	
Cancel	e

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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