

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

Installation Guide for Shopware 6 Novalnet Plugin

| Version | Date | Remarks | | | | | | | | | |
|---------|------------|---|--|--|--|--|--|--|--|--|--|
| 13.5.4 | 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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| Pa Gu | WALNET AG yment Institution tenbergstr. 7 35748 Garching | Tel.: +49 89 9230683-19 Fax: +49 89 9230683-11 E-Mail: <u>technic@novalnet.de</u> Tax id: DE254954139 | Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO) Chairman of the supervisory Board: Frank Haussmann Commercial register number: HRB 167381 |



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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.

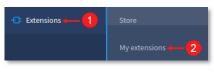


Figure 1

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 | ✓ ⁴y Search Downloads Ø ✓ ¹ Ø |
| | | 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 | | |
| V | 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**.

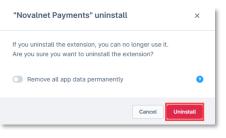


Figure 8

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 | % ↑ | |
| . 🏦 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 | API Signature (Product activation key) Tariff ID's | | 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**.

| Your project | 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.

| O 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 📕 | E | Instalment by invoice | 0 |
| Support | SEPA | Instalment by SEPA direct debit | 0 |
| | ∉ 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 | ∉ 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

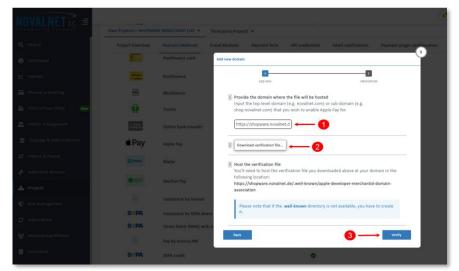


Figure 24

← 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 |

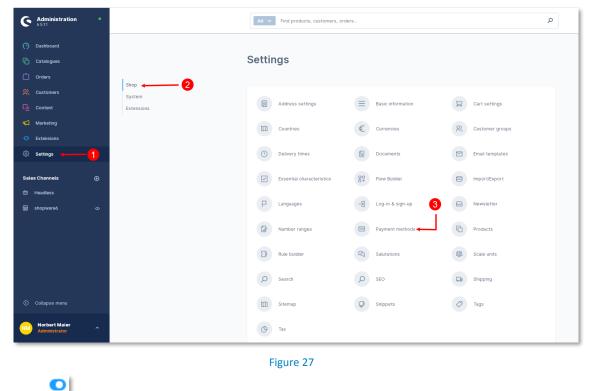


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1.4 Payment Activation in the Shopware shop system

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.



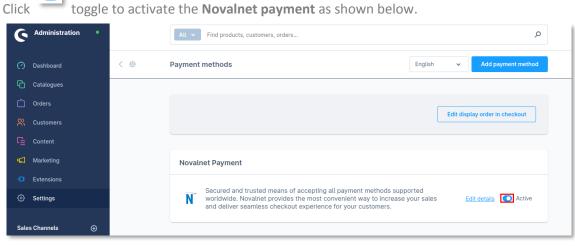


Figure 28



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 * | |
| | | | OXXO PayPal Products for Shopware 6 | - 1 | Euro | ~ |
| Sales | Channels (| Ð | Paid in advance | | | |
| 8 | Demoshop - 1 | ⊘ | | - | | 0 |
| | Headless | | Line by line (horizontal) calculation 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. | 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 | † | | | | | | | |
| 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) => a.createdAt <=> b.createdAt) %} {% if transaction.custonFields['novalnet_comments'] != ' %} % set comments = transaction.custonFields['novalnet comments'] !split('8&') %}</pre> | |
| 119 120 | (X endif %) (X endfor %) | |
| 121 | (% if connents != '' %) | |
| 122 123 124 | <pre>sdrs=strong>(("NovalnetPayment.text.commentsHeader" trans])dr> {(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>Selected payment type: {{ 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 && order .transactions.last.paymentMethod.customFields['novalnet_payment_method_name'] == 'novalnetpay' %}</pre> | |
| 136 | <pre>{% if order.transactions.last.customFields is not empty && 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 | Selected payment type: {{ paymentName }} | |
| 143 | | |
| 144 | <pre>{{ order.transactions.first.paymentMethod.translated.description }} ></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 | | | |
| ප 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 | | | |
| a | 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.

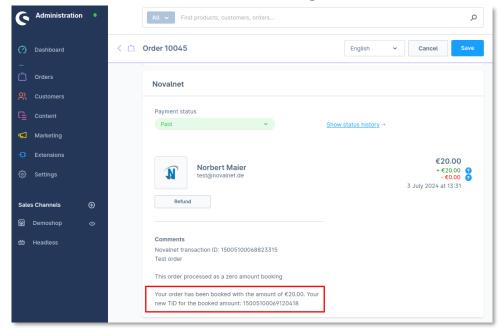


Figure 46

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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: 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.

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: https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements

Instalment cycles

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

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

Instalment cycles 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 | In Progress | 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 | | €20.00 + €20.00 - €0.00 5 June 2023 at 08:01 |
| Refun | nd | | |
| Comments Novalnet tra Test order | insaction ID: 14787700040 | 516118 | |

Figure 63

26



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 | Status set 5 minutes ago by System | 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 | |
| - : - - - - - | | | |



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 ? 00 ? |
| 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.

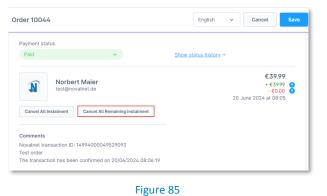
| rder 1004 | 4 | English v Cancel Save |
|-------------|--|---------------------------------------|
| Payment st | atus | |
| Paid | v | Show status history → |
| N | Norbert Maier test@novalnet.de | € 39.99 + €39.99 - €0.00 |
| | | 20 June 2024 at 08:05 |
| Cancel All | Instalment Cancel All Remaining 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**.

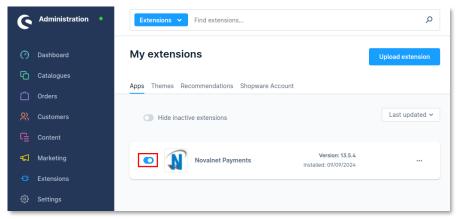


Figure 88

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

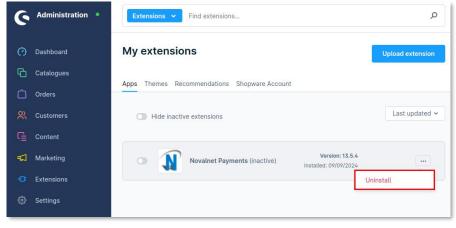


Figure 89

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

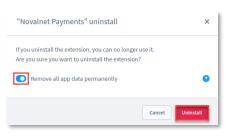


Figure 90

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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