

## Installation Guide for Novalnet PrestaShop Module

Version	Date	Remarks
13.0.1	13.02.2024	<b>[Fix]</b> Plugin made compatible for PHP version 8.1

👉 For previous version changelog, go to

<https://github.com/Novalnet-AG/prestashop-payment-integration-novalnet/blob/master/changelog.txt>

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## 1 QUICK SETUP

This guide describes the quick installation procedure of Novalnet payment module in your shop system and to start accepting payments worldwide. For this integration, a Novalnet merchant account is needed to accept Novalnet payments, so please make sure that you have received your merchant account details from our sales team. If not, drop a mail to [sales@novalnet.de](mailto:sales@novalnet.de)

This Novalnet payment module version (13.0.1) supports the following versions:

	
1.7.8.0 - 8.1.4	13.0.1

To get started:

1. Log in to the [Novalnet Admin Portal](#) with your merchant account details (user credentials)
2. Log in to your PrestaShop system.
3. Make sure that you have extracted the payment module package from the zip file you have received. If you have received only the installation guide without the payment module package (zip file), please send us a mail to [technic@novalnet.de](mailto:technic@novalnet.de) with your merchant ID.

### 1.1 Module Installation

To install the Novalnet Payment Module, please go to your shop system and follow the steps below.

**Step 1:** Navigate to **Modules** → **Module Manager** in your shop admin panel as shown below

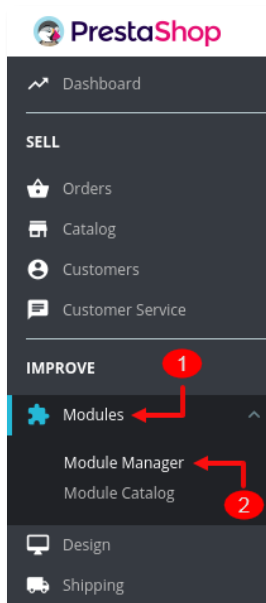


Figure 1

**Step 2:** Next, click **Upload a module**.

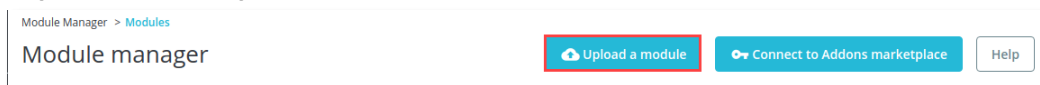


Figure 2

**Step 3:** In the next window that appears, click **select file** and choose the file **novalnet.zip**

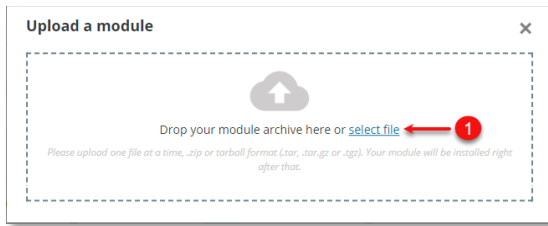


Figure 3

**Step 4:** After the successful installation, click **CONFIGURE** as shown below,

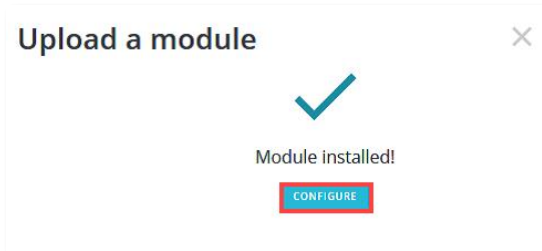


Figure 4

## 1.2 Updates (Local Update)

You can update the Novalnet payment module to the current version in your shop backend without changing the previous plugin configurations. Follow the below steps to update the plugin.

Before upgrading the plugin, uninstall the existing Novalnet payment module by navigating to **Modules** → **Module Manager** → **Novanet**, and by clicking **Uninstall**.

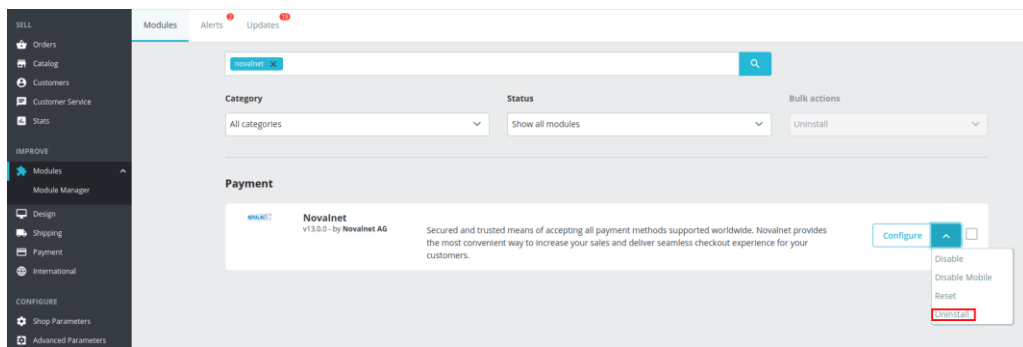


Figure 5

Confirm uninstallation by clicking **Yes, uninstall it** on the confirmation popup that appears.

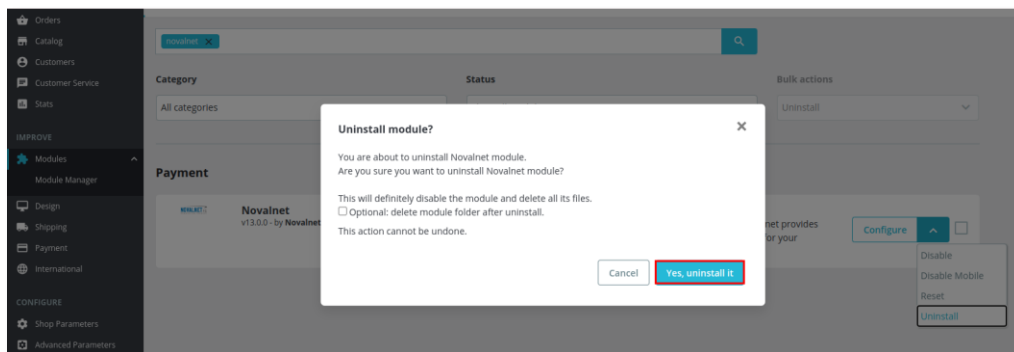


Figure 6

Then, click **Upload a module** from the **Module Manager** page as shown below

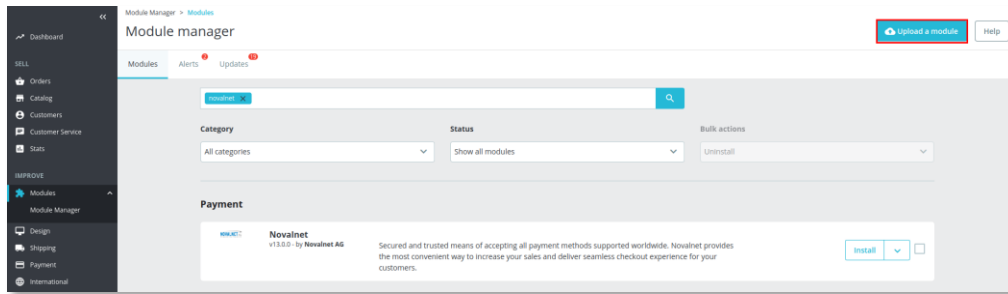


Figure 7

Click **Select file** to upload the module.

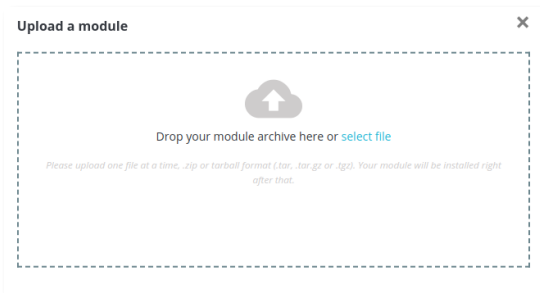


Figure 8

The module is then uploaded as shown below

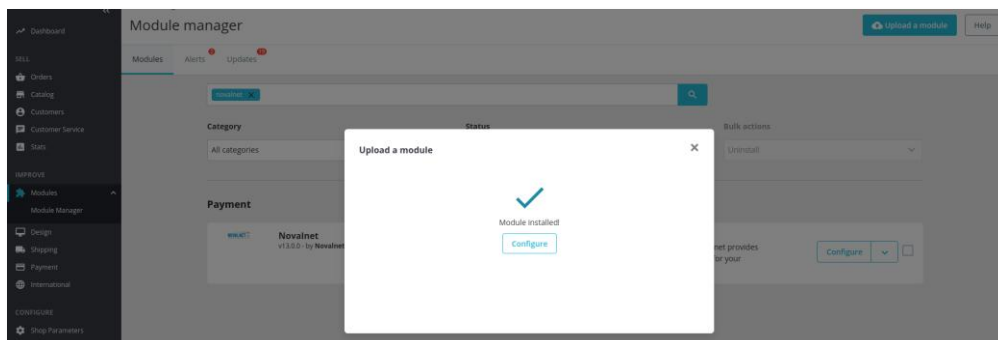


Figure 9

### 1.3 Global Configuration in the PrestaShop system

The main configuration occurs in your PrestaShop system as well as in the [Novalnet Admin Portal](#).

In your PrestaShop system navigate to **Modules** → **Module Manager** → **Novalnet Global Configuration**.

Enter the following keys:

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

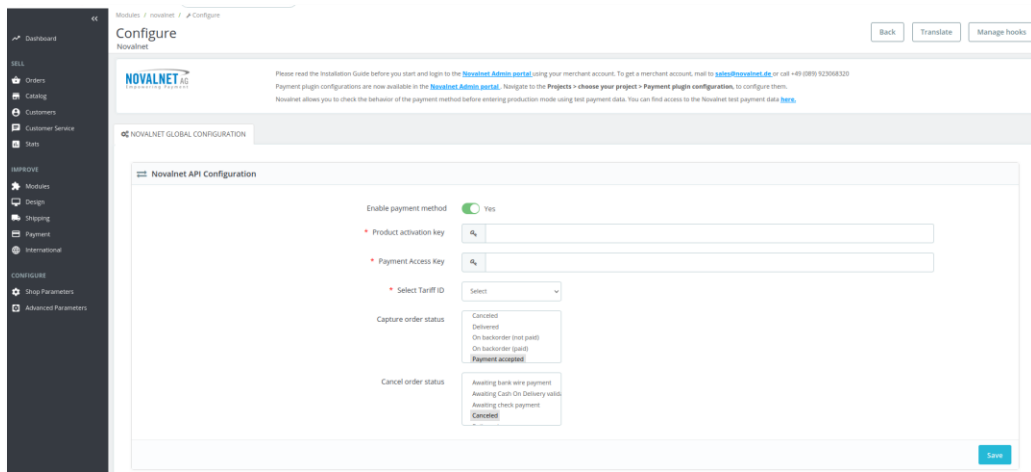


Figure 10

To get your **Product Activation key**, go to the [Novalnet Admin Portal](#), navigate to **Projects** menu and click view icon on the right of your project to view the project details.

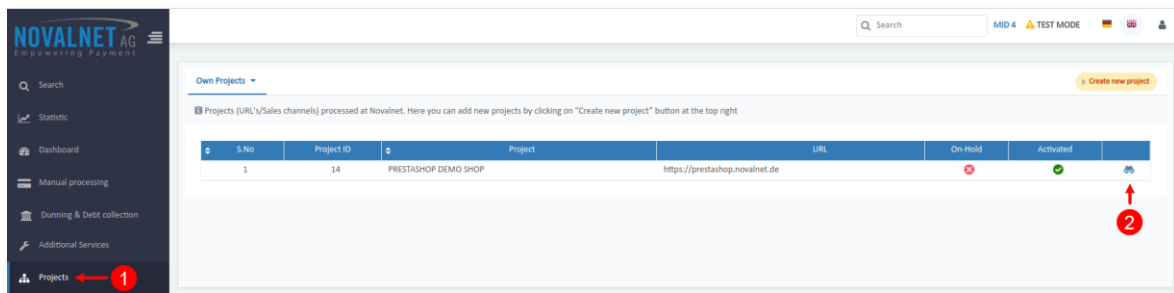


Figure 11

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

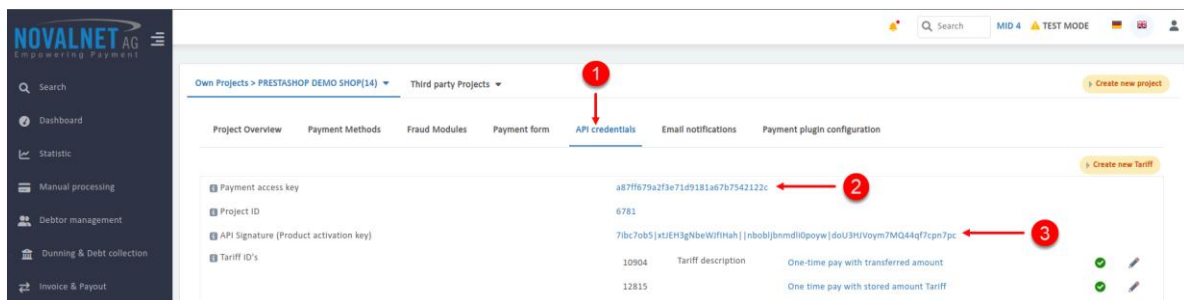


Figure 12

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 that you have created.

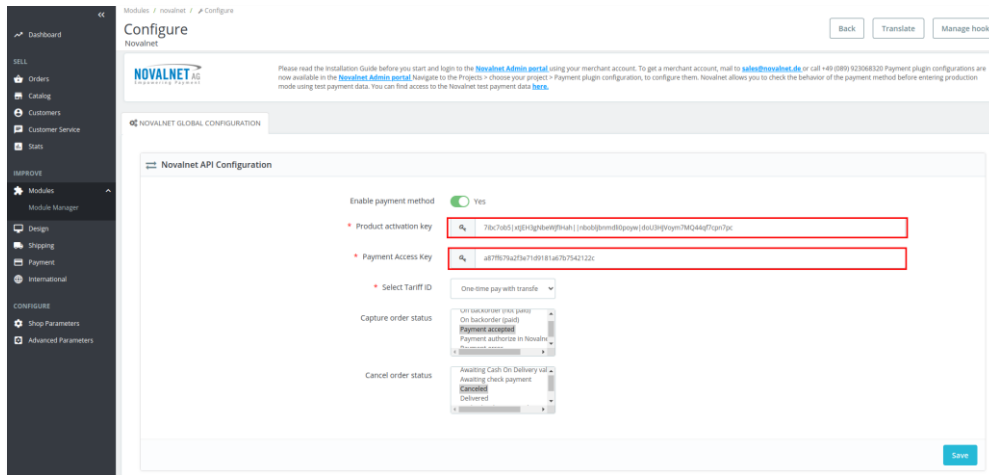


Figure 13

Then click  to update the changes.

### 1.3.1 Payment Activation in the Prestashop system

To display payment methods on the shop checkout page, enable **Yes** under the **Enable payment method** drop down on the **NOVALNET CONFIGURATION PAGE** page. Saving the configuration settings will enable the payment methods activated in the [Novalnet Admin Portal](#).

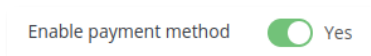


Figure 14

### 1.3.2 Notification/Webhook configuration in the Novalnet Admin Portal

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

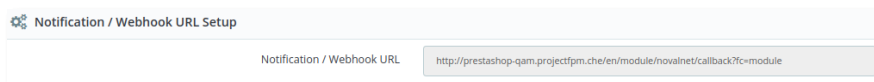


Figure 15

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

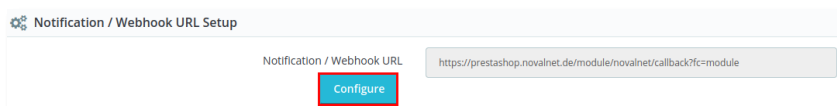


Figure 16

After successful configuration, your shop **Webhook URL** will be linked with your Novalnet Merchant account in the [Novalnet Admin Portal](#) under **Vendor script URL/ Notification & Webhook URL** field of your desired project as shown below

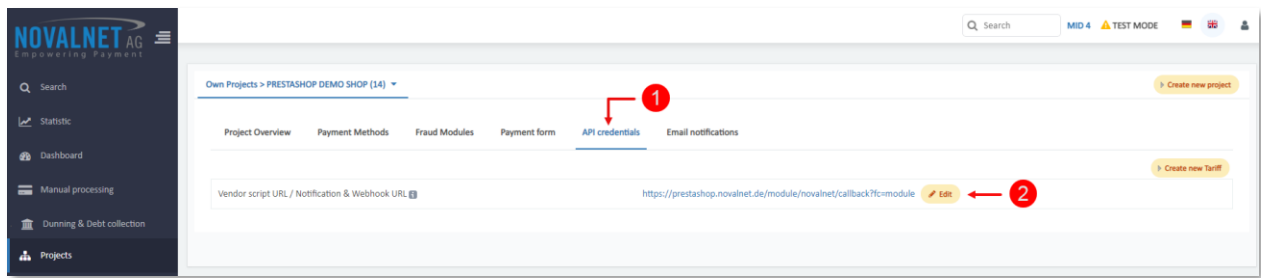


Figure 17

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

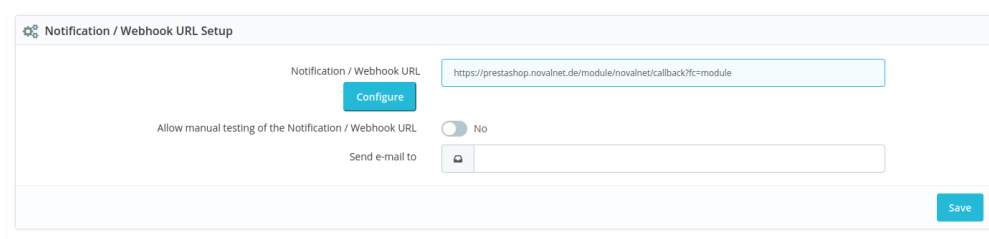


Figure 18

- ① **Notification / Webhook URL** - Required to keep the merchant's database/system up to date and synchronized with Novalnet always (for example: up-to-date transaction status delivery).
- ① **Allow manual testing of the Notification / Webhook URL** - Enable this to test the Novalnet Notification / Webhook URL manually. Disable this before setting your shop system into live, to block unauthorized calls from external parties.
- ① **Send e-mail to** - Every execution will be sent as a message to the e-mail address defined in this field.



## 1.4 Payment Activation in the Novalnet Admin Portal

All the Novalnet supported payment methods can be viewed here: [www.novalnet.com/payment](http://www.novalnet.com/payment). If you have questions on the payment methods or have additional payment method requests, please contact [sales@novалnet.de](mailto:sales@novалnet.de)

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

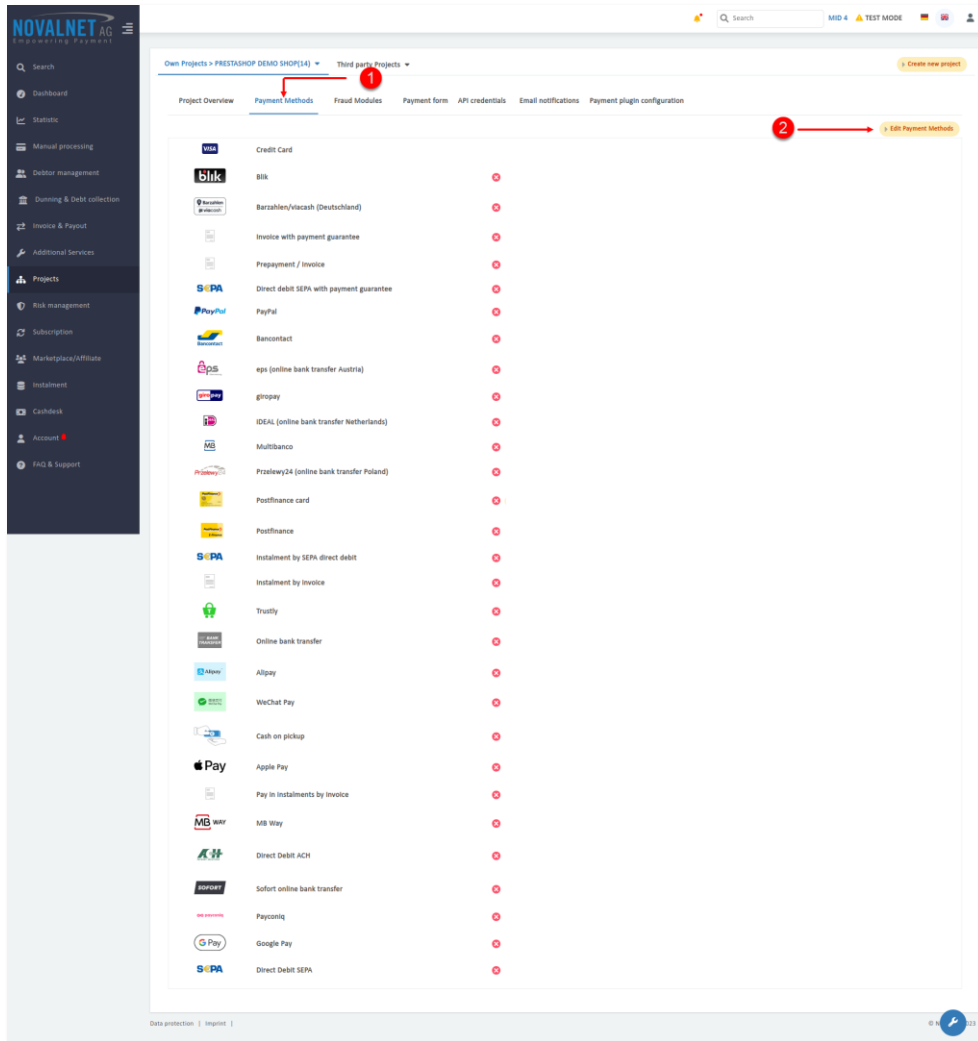


Figure 19

Now, select the preferred payment methods and click **Update** to activate them.

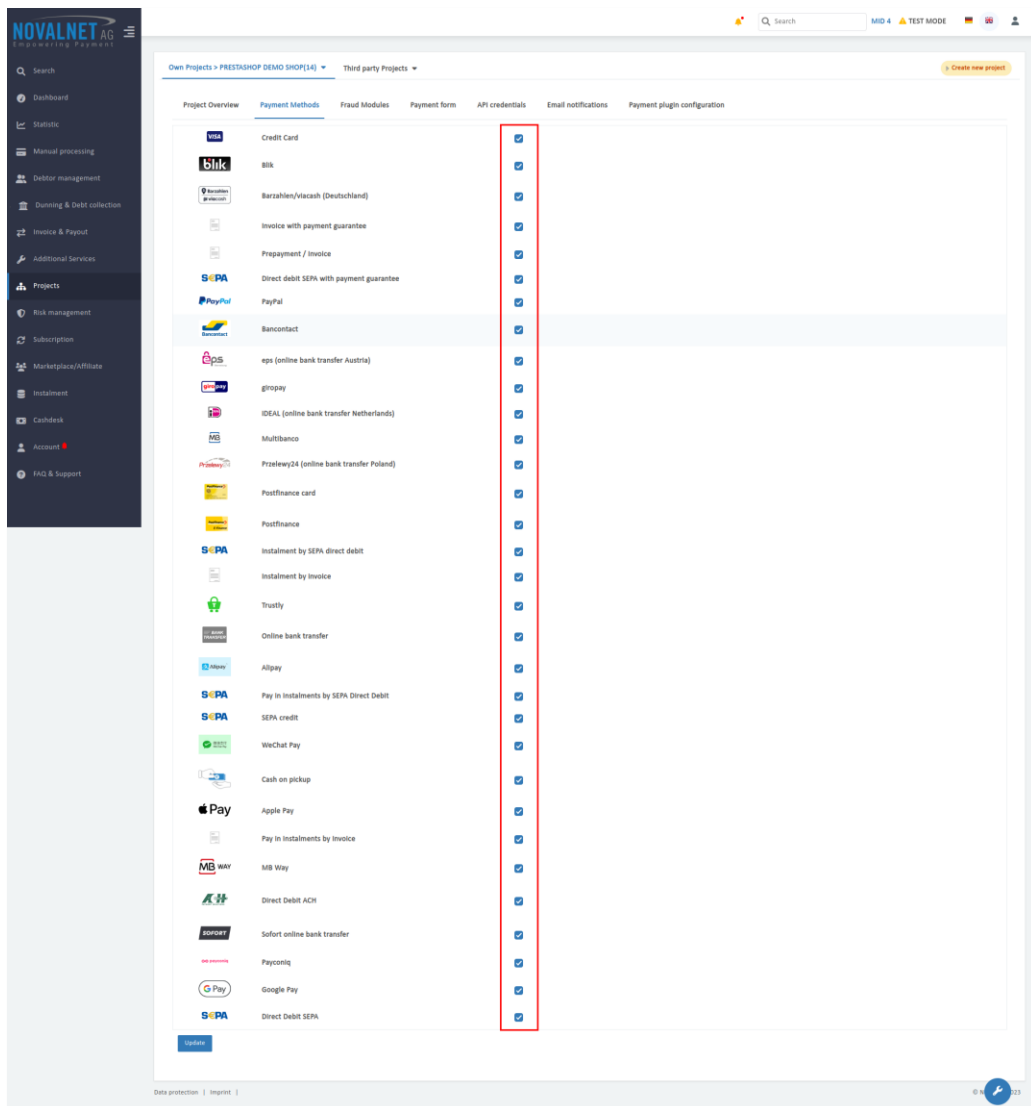


Figure 20

You can also sort the payment methods in any order through 'Drag and Drop' positioning. Finally, click **Update** to save them on the checkout page.

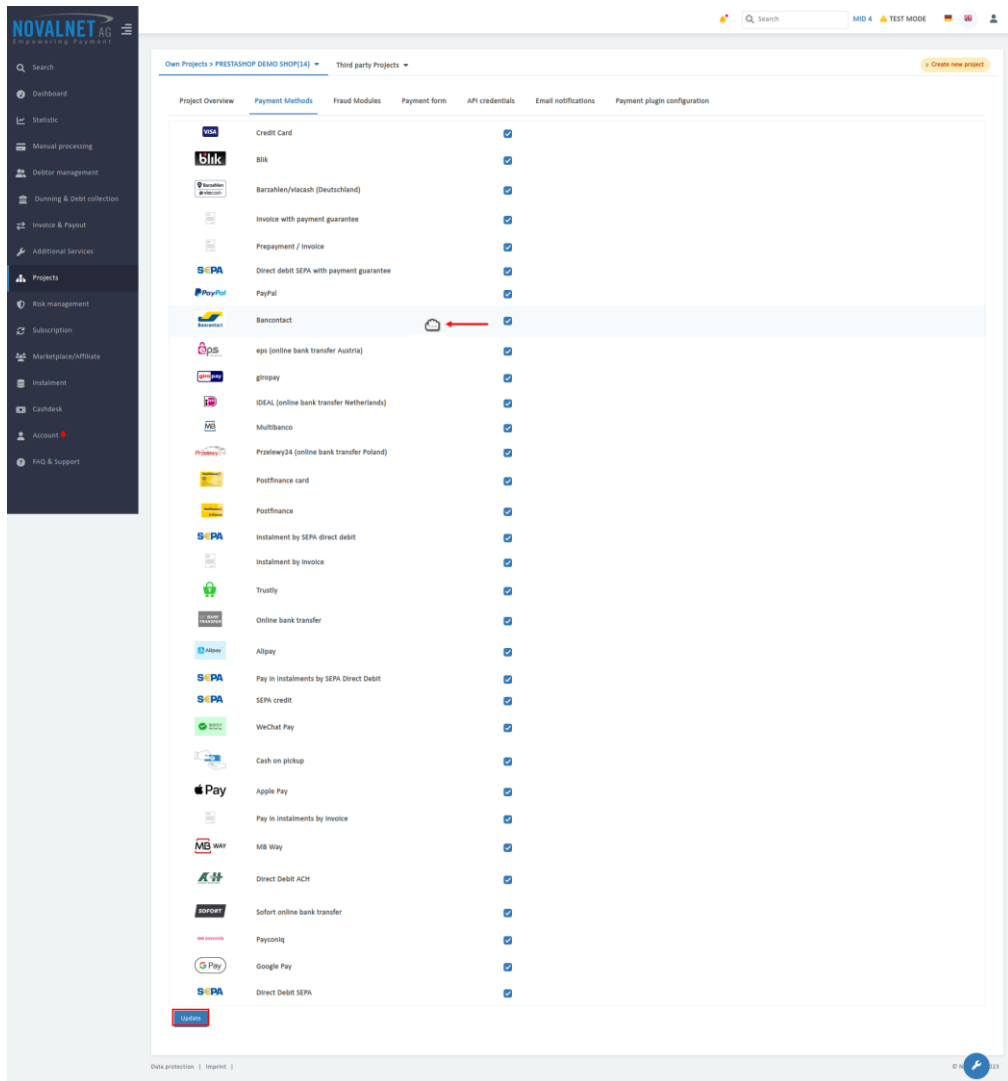


Figure 21

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

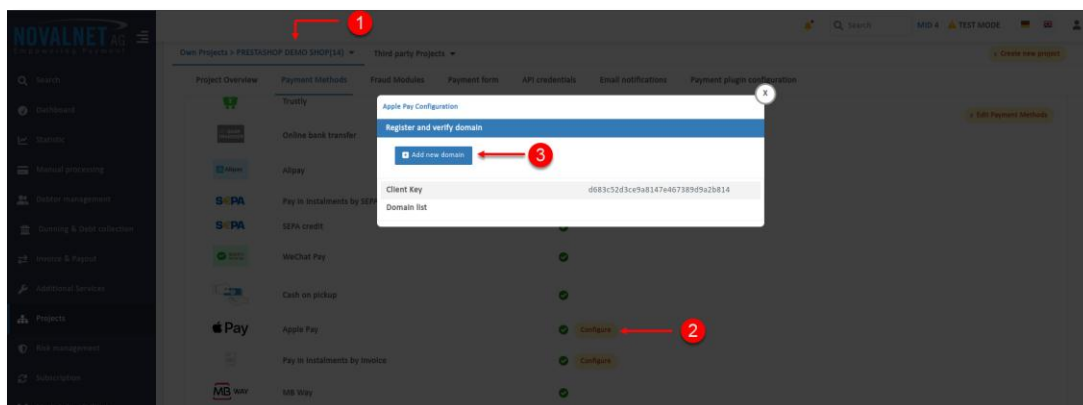


Figure 22

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

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

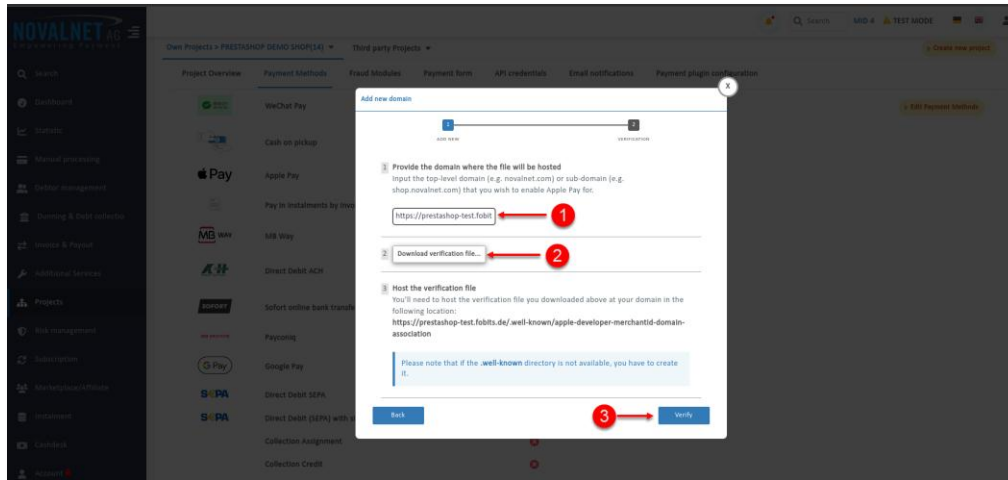


Figure 23

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

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

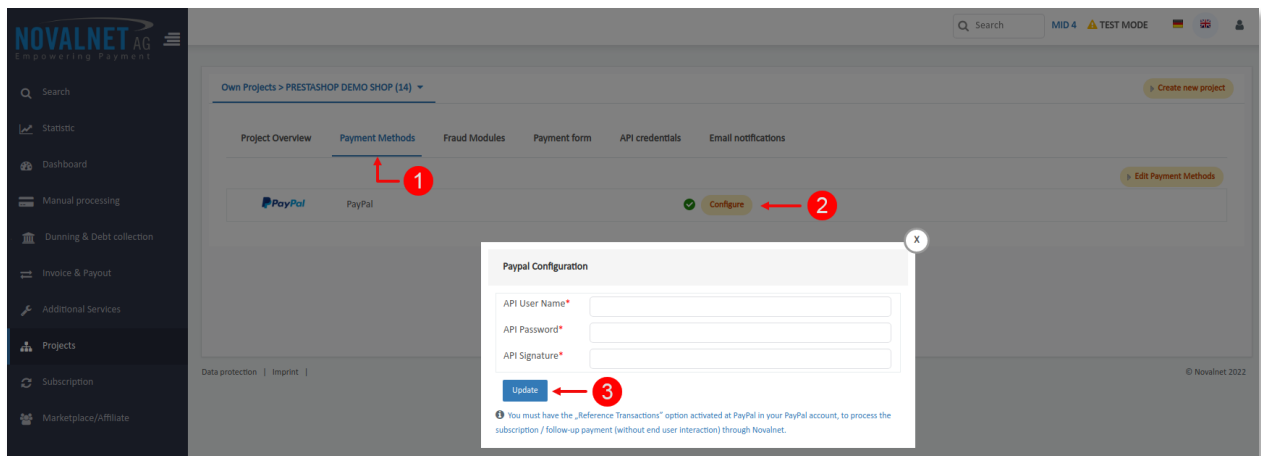


Figure 24

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

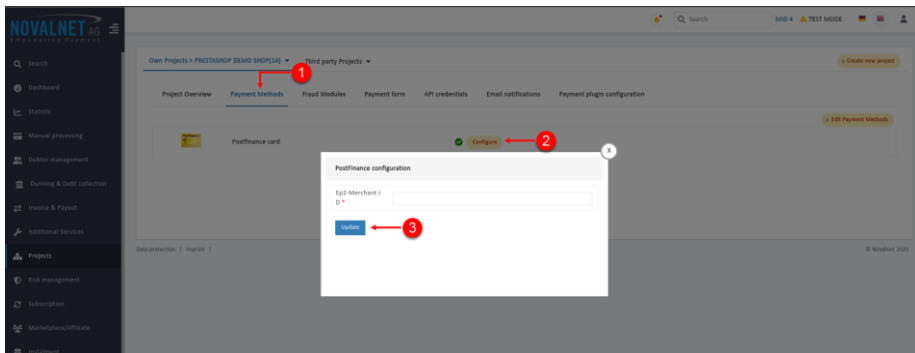


Figure 25

### 1.5 Payment Configuration in the Novalnet Admin Portal

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

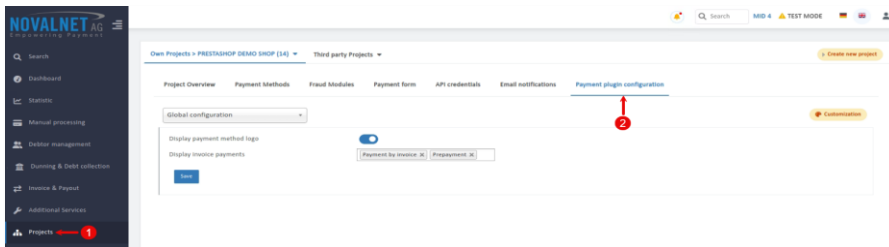


Figure 26

### SameSite Cookies handling

To avoid the SameSite cookie error during the payment processing, follow the below steps, **Step 1:** Navigate to **CONFIGURE** → **Advanced Parameters** → **Administration** in your shop admin panel as shown below,

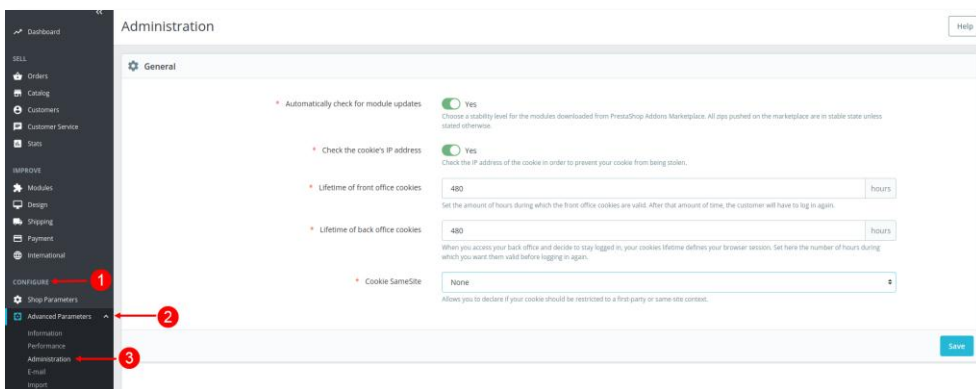


Figure 27

**Step 2:** Next, select the option **None** from the dropdown menu in the **Cookie SameSite** field and Click **Save** as shown below,

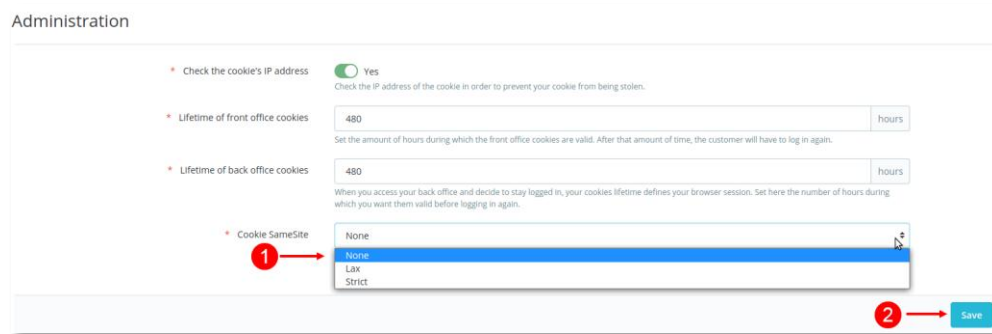


Figure 28

### 1.5.1 Display payment method logo

By enabling this option, all payments logo will be displayed on the checkout page.



Figure 29

### 1.5.2 Display invoice payments

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

By select this payments, the payment method will be displayed on the checkout page.

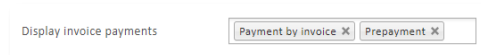


Figure 30

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

- 📌 If you have any recommendations or suggestions for improvement, kindly share your thoughts with us on [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.

## 2 TESTING AND GOING LIVE

Execute test transactions by navigating to [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **Payment plugin configuration** select the preferred payment methods and enable the **Test mode**. In the test mode the transaction amount will not be charged by Novalnet.



Figure 31

- 📌 Refer below URL for the Novalnet test payment data for testing <https://developer.novalnet.de/testing/>

### Execute orders in LIVE MODE

To proceed with **LIVE** orders, Don't forget to disable the **Test Mode** for the preferred payment methods in the [Novalnet Admin Portal](#).

- 📌 If you have any recommendations or suggestions for improvement, kindly share your thoughts with us to develop our payment plugin further [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.
- 📌 Are you happy with our service and support? Please spend a few minutes to share your success [here](#)

### 3 ADDITIONAL CONFIGURATION

#### 3.1 Additional configuration for all the payment methods

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

#### Payment due date (in days)

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

☛ *This option is available only for the following payment methods:*

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



Due date  in Days

Figure 32

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

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

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

☛ *This options is available only for the following payment methods:*

**Credit Card, Direct Debit SEPA, Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Payment by Invoice, Invoice with payment guarantee, Instalment by invoice, PayPal, Direct Debit ACH, Googlepay and Applepay.**

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



Payment action Capture

Figure 33

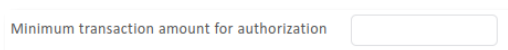
- ❗ **Authorize** - Payment details are verified while the funds are reserved, which will be captured later.



Payment action Authorize

Figure 34

- ❗ **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 35

### 📘 Authorize with zero amount

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

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

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



Figure 36

To set an amount for each transaction with the amount 0, navigate to **Orders** → **Orders** and Select the respective order under the **Transaction booking amount** tab. Enter the desired amount for the €0 transaction (enter 1999 = €19.99 in the smallest currency unit) and click **Book**.

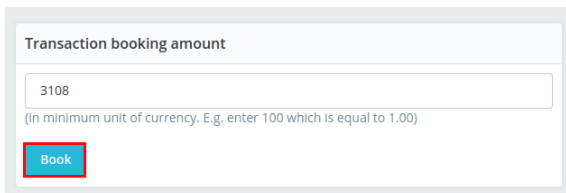


Figure 37

Once the order amount is booked, a new transaction (TID) will be generated. You will see the new transaction details under **Novalnet transaction details** of the order as shown below,

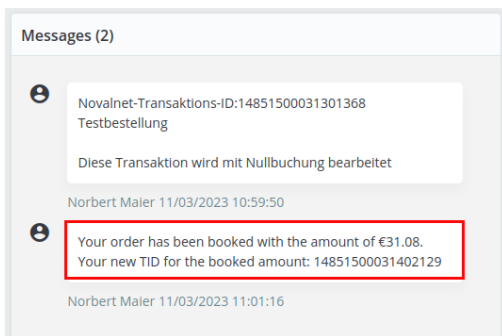


Figure 38

### Payment guarantee configuration

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

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

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

#### Basic requirements:

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



## Force Non-Guarantee payment

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

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

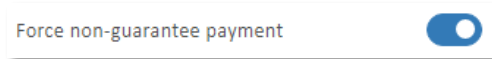


Figure 39

## Allow B2B Customers

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

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

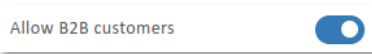


Figure 40

## Allowed currencies

☛ This option is available for all payment methods

Select the currencies to which the payment methods to process.



Figure 41

## Allowed countries

☛ This option is available for all payment methods

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



Figure 42

## Allowed countries (B2B)

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

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

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



Figure 43

### Allowed countries (B2C)

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

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

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



Figure 44

### Instalment cycles

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

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

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

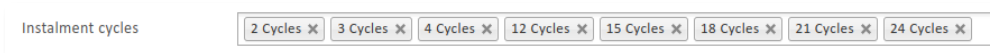


Figure 45

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

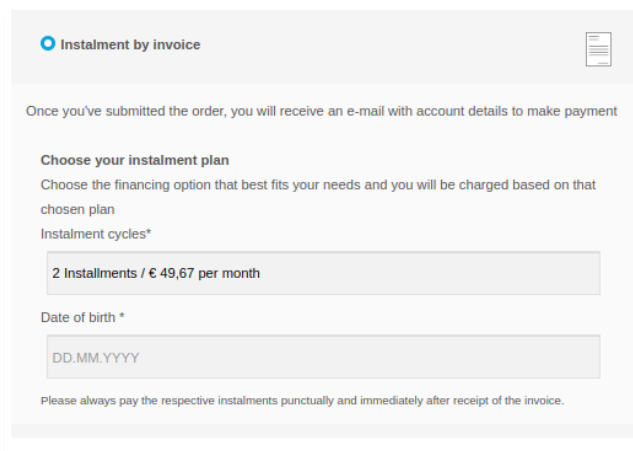


Figure 46

## 3.2 Additional configuration for Credit/Debit Cards

### Enforce 3D secure on payment outside EU

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

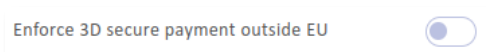


Figure 47

### 3.3 Additional configuration for Apple Pay payment

#### Business Name

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

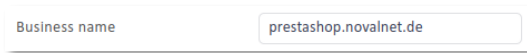


Figure 48

### 3.4 Additional configuration for Google Pay Payment

#### Enforce 3D secure payment outside EU

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

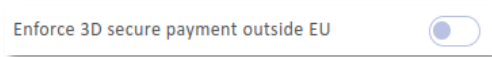


Figure 49

#### Business name

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

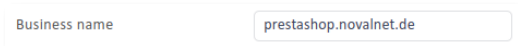


Figure 50

## 4 MANAGING PRESTASHOP ADMIN PANEL

### 4.1 Order Management

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

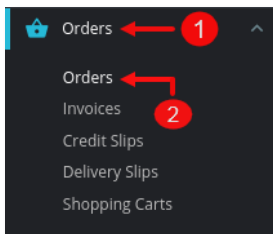


Figure 51

### 4.2 Transaction Overview

Click the order to view the overview of the Novalnet transaction details for that order.

Orders Add new order Recommended Modules and Services Help

ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	Shop	Actions	
<input type="checkbox"/>	228	SAAZDQCR	No	Germany	N. Maier	€19.80	Direct Debit SEPA	Payment accepted	04/20/2022 11:59:45	shopadmin	
<input type="checkbox"/>	227	BBPROSYHK	No	Germany	N. Maier	€33.32	Direct Debit SEPA	Payment accepted	04/20/2022 11:59:03	shopadmin	
<input type="checkbox"/>	226	KLKXBSKAB	No	Germany	N. Maier	€19.80	Direct Debit SEPA	Payment accepted	04/20/2022 07:03:43	shopadmin	
<input type="checkbox"/>	224	IFGPTMMCK	No	Germany	N. Maier	€33.32	Direct Debit SEPA	Payment accepted	04/19/2022 14:47:05	shopadmin	

Figure 52

The **Messages** on the left panel displays the actual Novalnet transaction status as shown below,

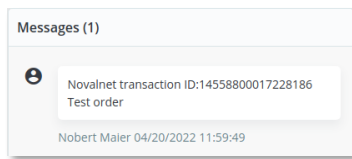


Figure 53

### 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 Orders Details** section as shown below,

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14851800034501773	€19.15	12/06/2023	Completed	<a href="#">Refund</a>
2		€19.15	01/06/2024	Pending payment	
3		€19.15	02/06/2024	Pending payment	
4		€19.14		Pending payment	<a href="#">Instalment Cancel</a>

Figure 54

### 4.4 Order status management for on-hold transaction (-s)

The Novalnet payment module gives various options to select multiple statuses as order status when you capture and cancel payments for on-hold transactions. Go to **Modules → Module Manager → Novalnet Global Configuration → Novalnet API Configuration**. Select one or more status under **Capture order status** and **Cancel order status** respectively.

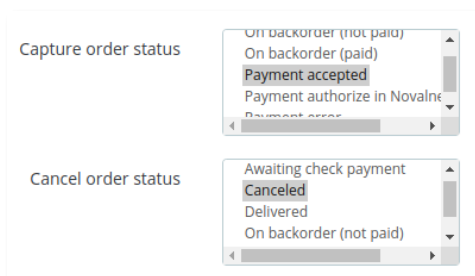


Figure 55

### 4.5 Confirming / Cancelling a transactions

Depending on your [“Payment action”](#) configuration, the order status might be automatically set to **“On hold”** if authorization (reservation) is required for an order.

To confirm or cancel the transaction for an **“On hold”** order, navigate to **Orders** in your shop admin panel and click on the respective order. Under **STATUS**, choose the assigned **capture order status / cancel order status** from the drop-down list to confirm / cancel the order.

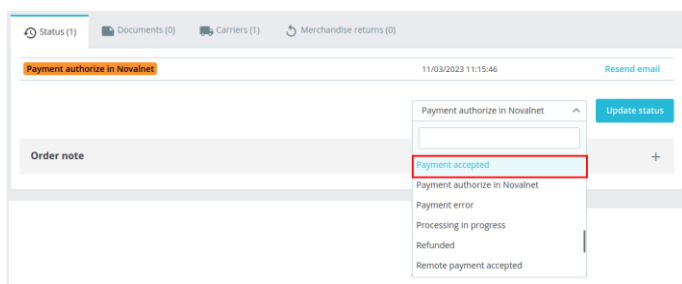


Figure 56

Now click **Update status** as shown below. After manual confirmation, Novalnet will process the transaction.

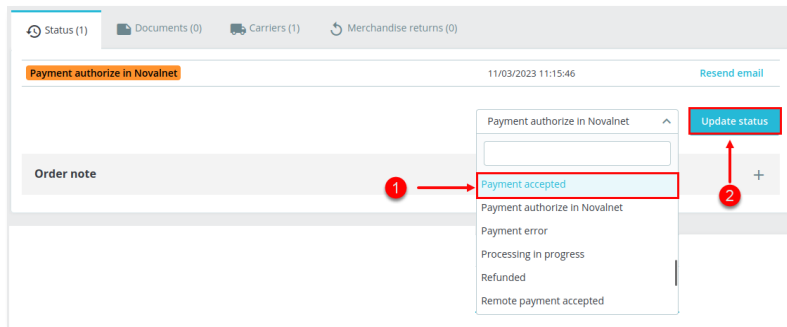


Figure 57

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

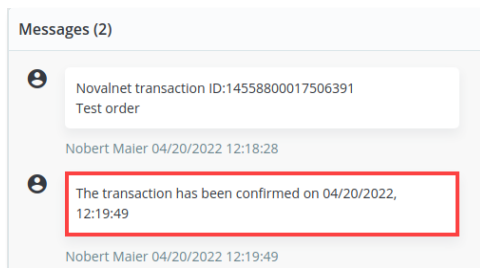


Figure 58

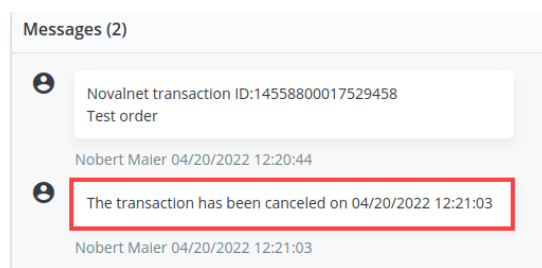


Figure 59

#### 4.6 Refunding an order

You can refund the **Full order amount** to the buyer. Refund can be initiated by navigating to **Orders** → **Orders**, selecting the particular order on the right tab of the Transaction Refund under the Order details page. Click the drop down and selecting **Refunded** status then click **Update status** as shown below,

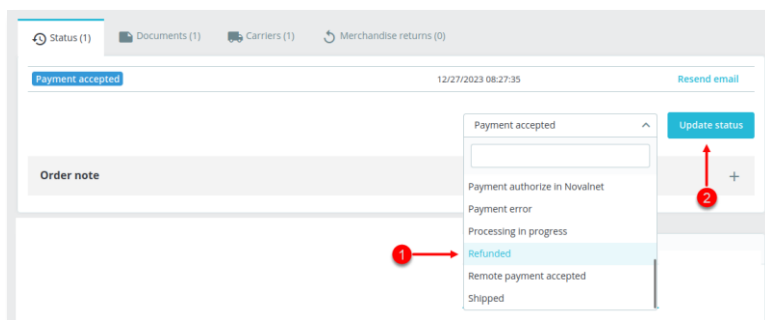


Figure 60

Once the full amount has been successfully refunded, the order status gets changed. At this point, a new transaction (TID) will be generated. You will see the new transaction status under **Messages** section of the order. Refer to section [4.2 Transaction Overview](#) for more details about the Messages.

### 4.6.1 Standard Refund

Under Order details click **Standard refund** by edit the quantity and shipping details if necessary and then, click **Standard refund** to refund the full order amount.

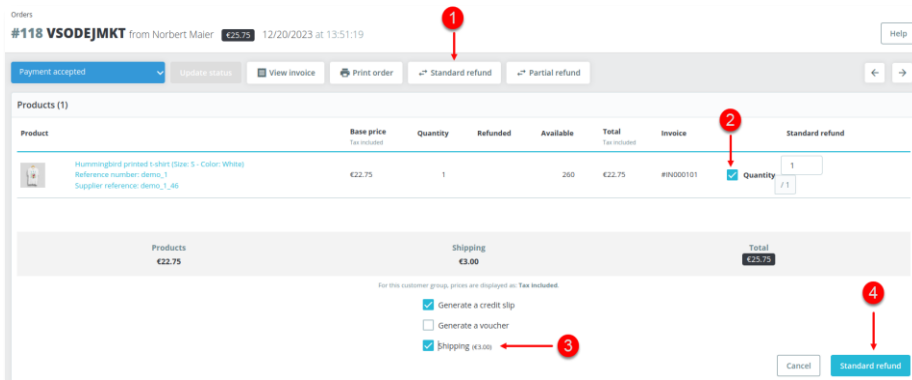


Figure 61

A successful message for amount refunded appears as shown below,

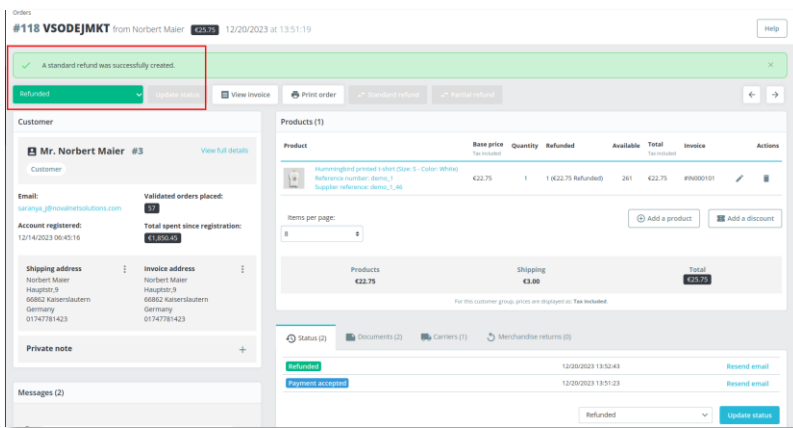


Figure 62

Once the refund is completed, you will see the new transaction status under **Messages** section of the order as shown below

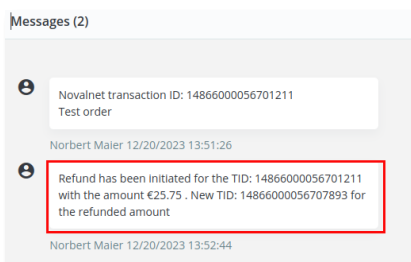


Figure 63

### 4.6.2 Partial Refund

Under Order details click **Partial refund** to edit the quantity, Amount and Shipping details to update the refund amount and then, click **Partial refund** to refund a part of the order amount.

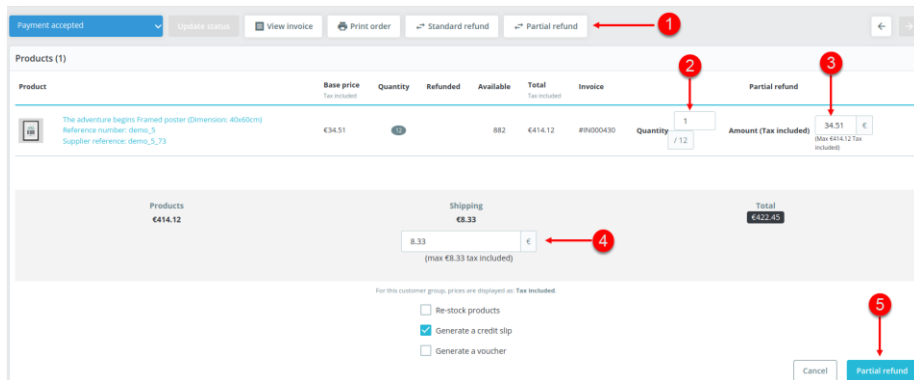


Figure 64

A successful message for partial amount refunded appears as shown below,

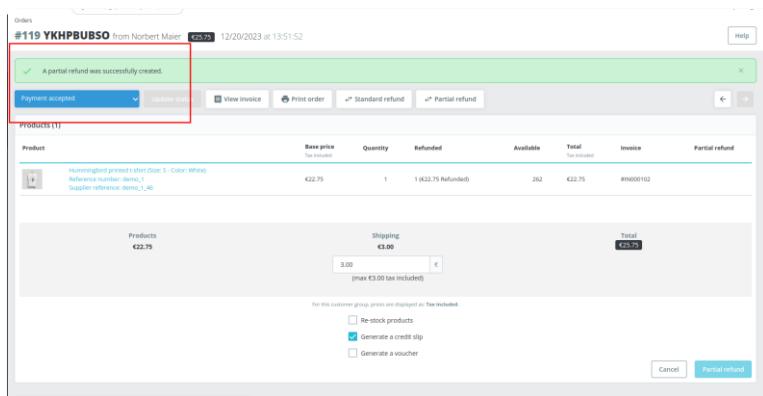


Figure 65

Once the partial refund is completed, you will see the new transaction status under **Messages** section of the order as shown below

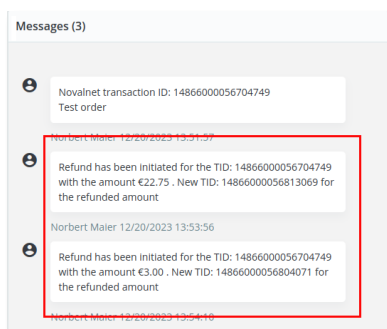


Figure 66

## 4.7 Refunding Instalment orders

To refund an instalment order, navigate to **Orders** → **Orders** and click the order. Scroll down to the **Instalment Order Details** section and click **Refund** next to the Paid instalment cycle that should be refund.

Instalment Orders Details					
S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004216005	€12.70	01/26/2024	Completed	<b>Refund</b>
2		€12.70	02/26/2024	Pending payment	
3		€12.70	03/26/2024	Pending payment	
4		€12.71		Pending payment	

Figure 67

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

Instalment Orders Details					
S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004216005	€12.70	01/26/2024	Completed	Refund amount <input type="text" value="1270"/> <span style="color:red">①</span> Reason for refund (optional) <input type="text"/> <div style="display: flex; justify-content: center; gap: 10px;"> <span style="color:red">②</span> <input type="button" value="Confirm"/> <input type="button" value="Cancel"/> </div>

Figure 68

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

### 4.7.1 Instalment Cancellation Options

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

Instalment Orders Details					
S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004216005	€12.70	01/26/2024	Completed	<b>Refund</b>
2		€12.70	02/26/2024	Pending payment	
3		€12.70	03/26/2024	Pending payment	
4		€12.71		Pending payment	<b>Instalment Cancel</b>

Figure 69

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



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

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004216005	€12.70	01/26/2024	Completed	<a href="#">Refund</a>
2		€12.70	02/26/2024	Pending payment	
3		€12.70	03/26/2024	Pending payment	
4		€12.71		Pending payment	

[Cancel All Instalment](#)      [Cancel All Remaining Instalment](#)

Figure 70

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14840900048800490	€10.12	11/25/2023	refunded	
2	14738624113036842	€10.12	12/25/2023	cancelled	
3		€10.12	01/25/2024	cancelled	
4		€10.10		cancelled	

Figure 71

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

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004216005	€12.70	01/26/2024	Completed	<a href="#">Refund</a>
2		€12.70	02/26/2024	Pending payment	
3		€12.70	03/26/2024	Pending payment	
4		€12.71		Pending payment	

[Cancel All Instalment](#)      [Cancel All Remaining Instalment](#)

Figure 72

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14866600004813621	€12.50	01/26/2024	Completed	<a href="#">Refund</a>
2		€12.50	02/26/2024	Cancelled	
3		€12.51		Cancelled	

[Instalment Cancel](#)

Figure 73

## 5 UNINSTALLATION

To uninstall the Novalnet Payment Module, please follow the steps below.

**Step 1:** Navigate to **Modules** → **Module Manager** as shown below

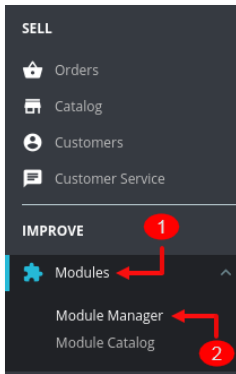


Figure 74

**Step 2:** In Module tab, search for **Novalnet** to get the Novalnet module. Select **Uninstall** from the dropdown list as shown below,

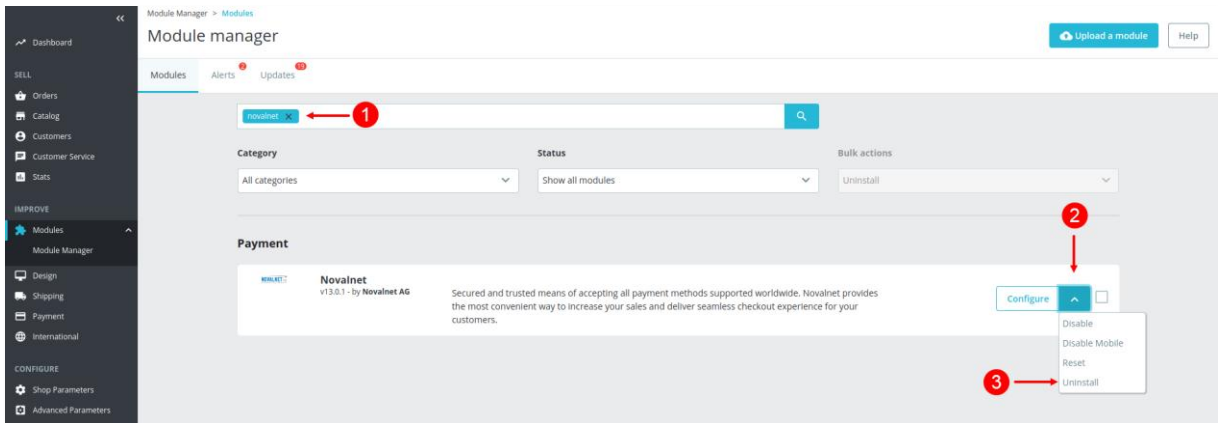


Figure 75

**Step 3:** Bulk action confirmation pop-up will appear, enable the check box **Optional: delete module folder after uninstall** to confirm that you wish to delete the Novalnet payment plugin permanently from your shop system. Click **Yes, I want to do it** as shown below to delete the plugin as shown below.

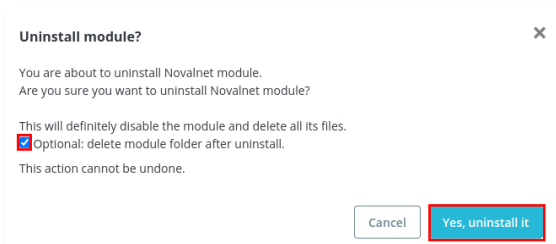


Figure 76

## 6 TECHNICAL SUPPORT THROUGH NOVALNET

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

For **installation assistance** contact [technic@novalnet.de](mailto:technic@novalnet.de) or call +49 89 9230683-19.

For a **merchant account, new payment module or additional payment method request**, please contact [sales@novalnet.de](mailto:sales@novalnet.de) or call +49 89 9230683-20.

If you have any recommendations or suggestions for improvement, kindly share your thoughts with us on [technic@novalnet.de](mailto: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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