

Installation Guide for PrestaShop Novalnet Module

Version	Date	Remarks
13.1.0	04.06.2025	[New] Implemented TWINT payment [Fix] Webhook addresses are dynamically created for each store to handle webhooks seamlessly [Enhanced] API/Webhook Response is normalized in the payment plugin for Instalment Payments [Enhanced] Payment module has been optimized as per new testcase

👉 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

This Novalnet payment module version (13.1.0) supports the following versions:

	
8.0.1 - 8.2.1	13.1.0

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 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.

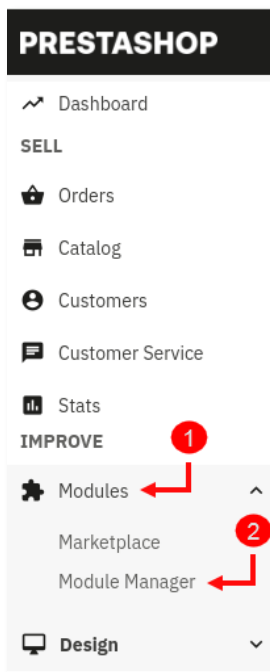


Figure 1

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

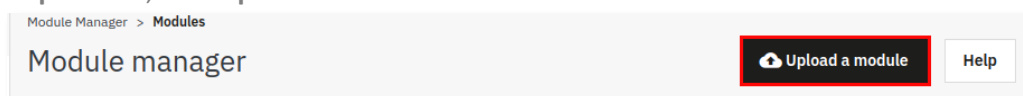


Figure 2

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

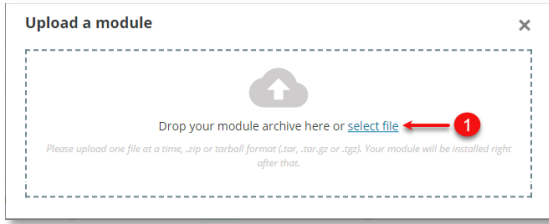


Figure 3

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

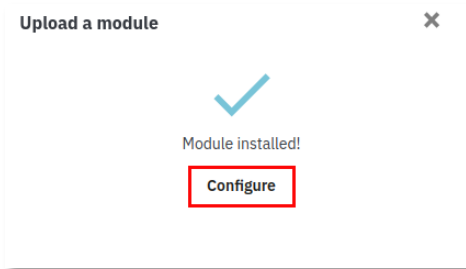


Figure 4

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 module.

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

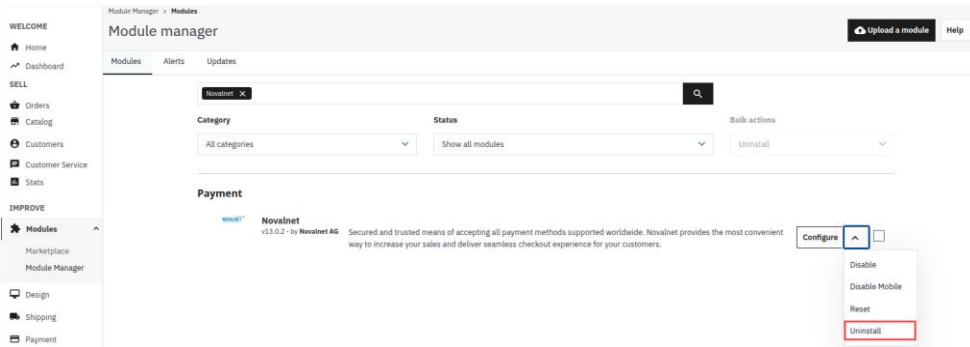


Figure 5

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

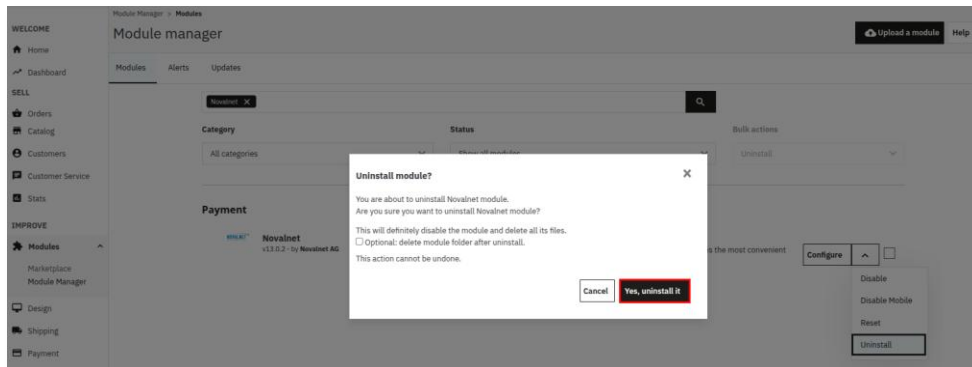


Figure 6

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

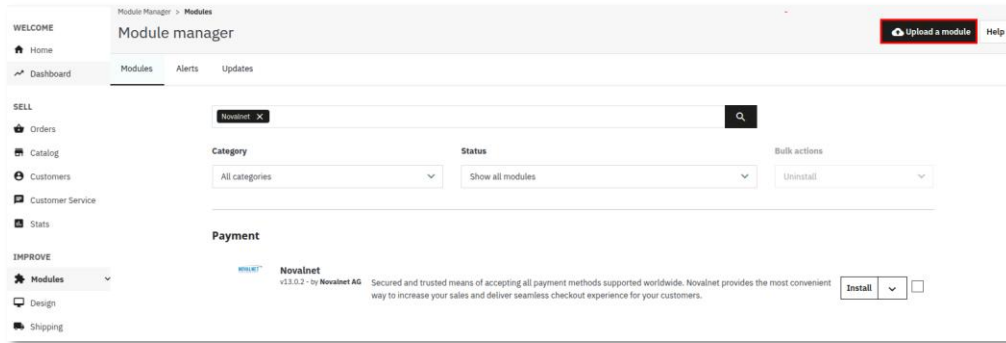


Figure 7

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

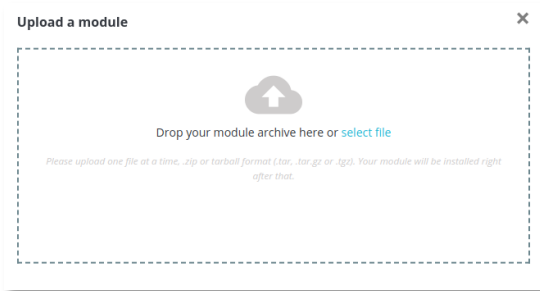


Figure 8

The module is then uploaded as shown below.

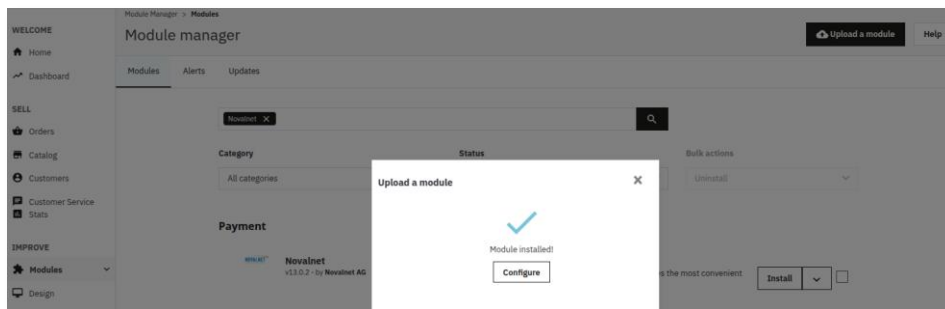


Figure 9

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:

- ① **Product activation key** - a unique token for merchant authentication and payment processing.
- ① **Payment access key** - a secret key assigned to each merchant which encrypts the data to avoid user manipulation and fraud.
- ① **Tariff ID** - a unique identifier created based on the tariff type at Novalnet.

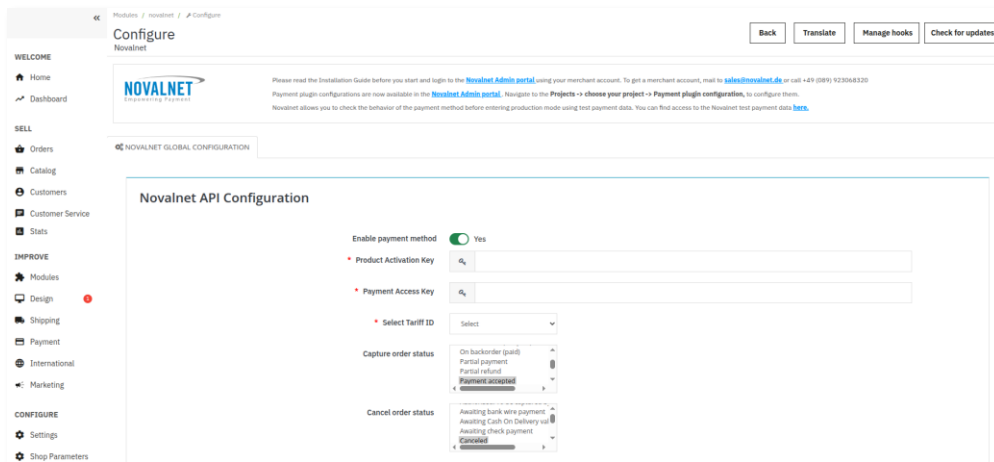


Figure 10

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.

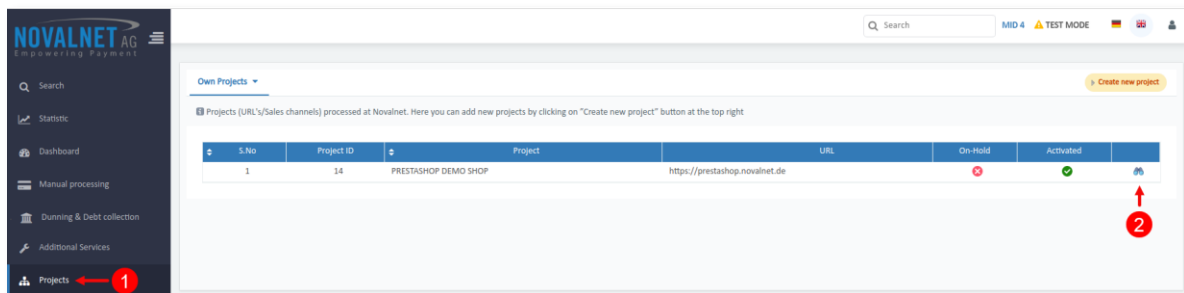


Figure 11

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

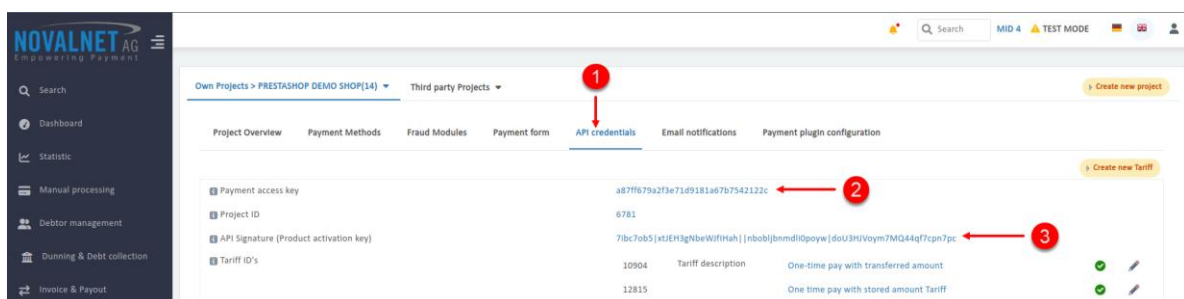


Figure 12

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.

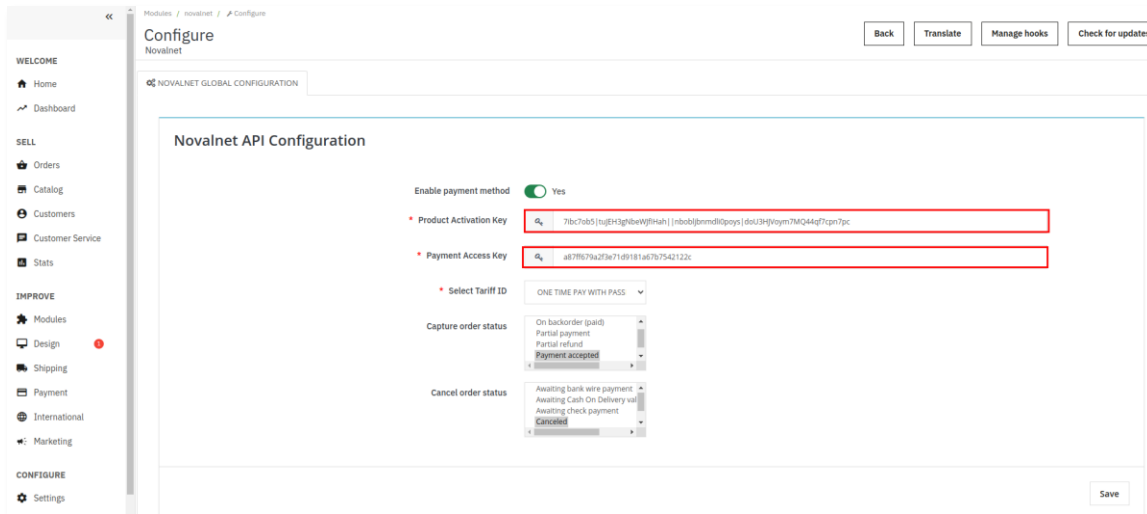



Figure 13

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**. Saving the configuration settings will enable the payment methods activated in the [Novalnet Admin Portal](#).

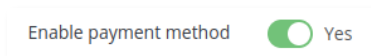


Figure 14

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.

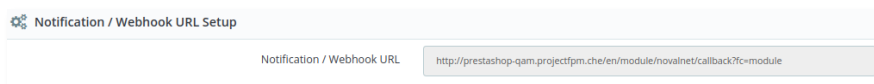


Figure 15

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

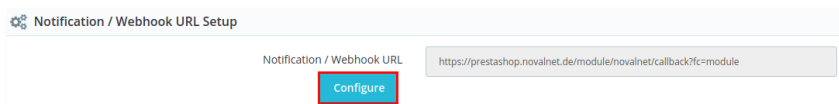


Figure 16

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.

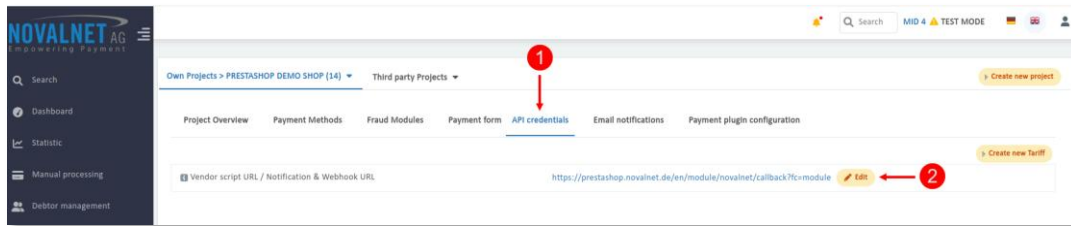


Figure 17

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

Notification / Webhook URL Setup

Notification / Webhook URL

Allow manual testing of the Notification / Webhook URL No

Send e-mail to

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. If you have questions on the payment methods or have additional payment method requests, please contact sales@novалnet.de

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

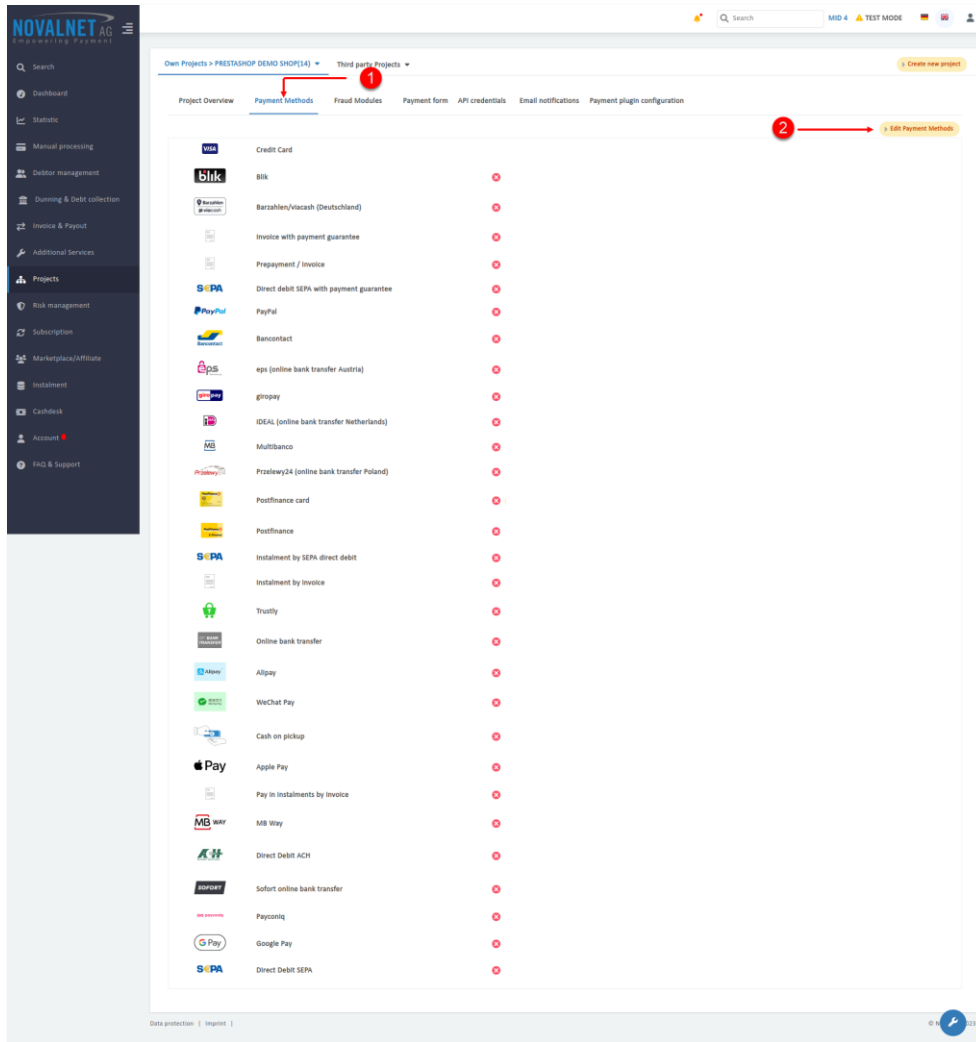


Figure 19

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

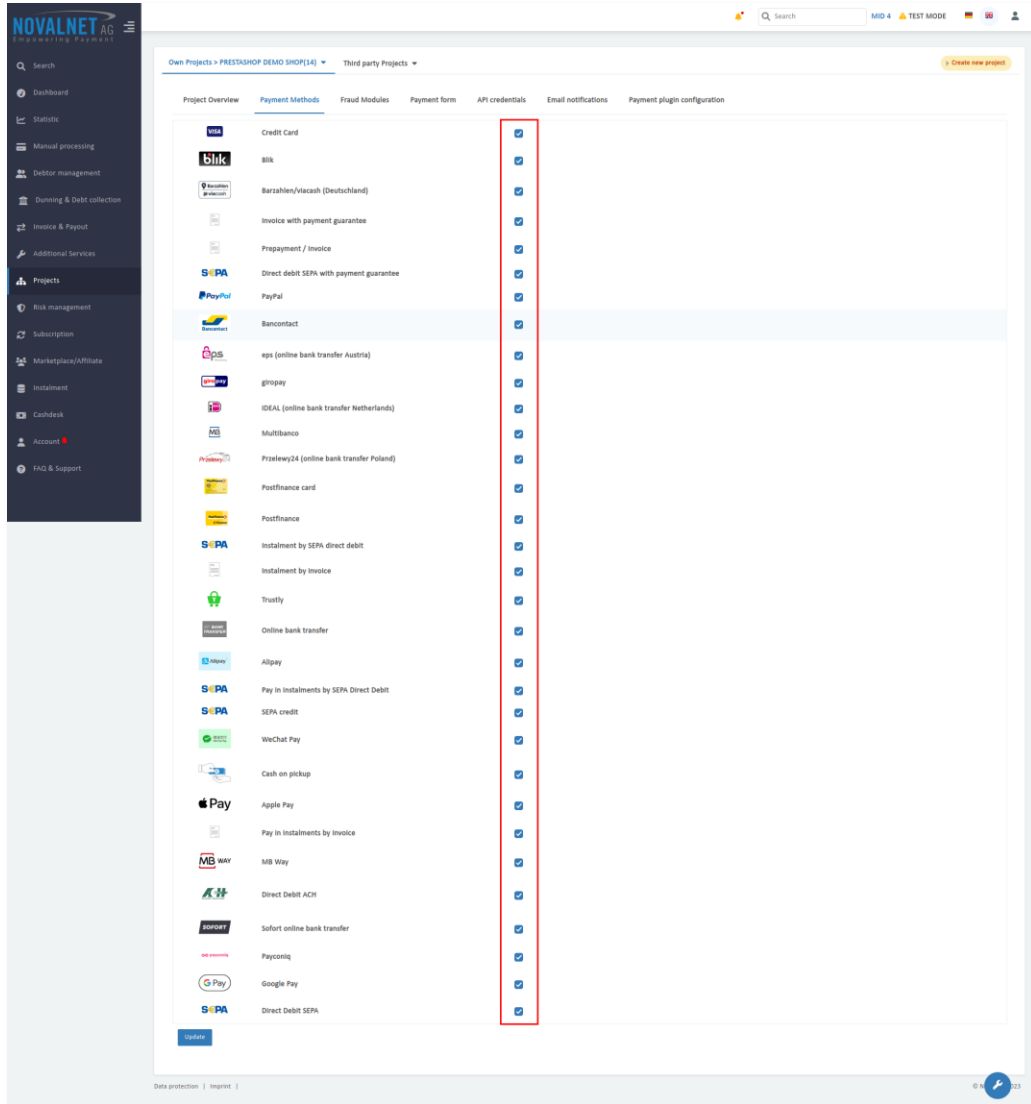


Figure 20

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.

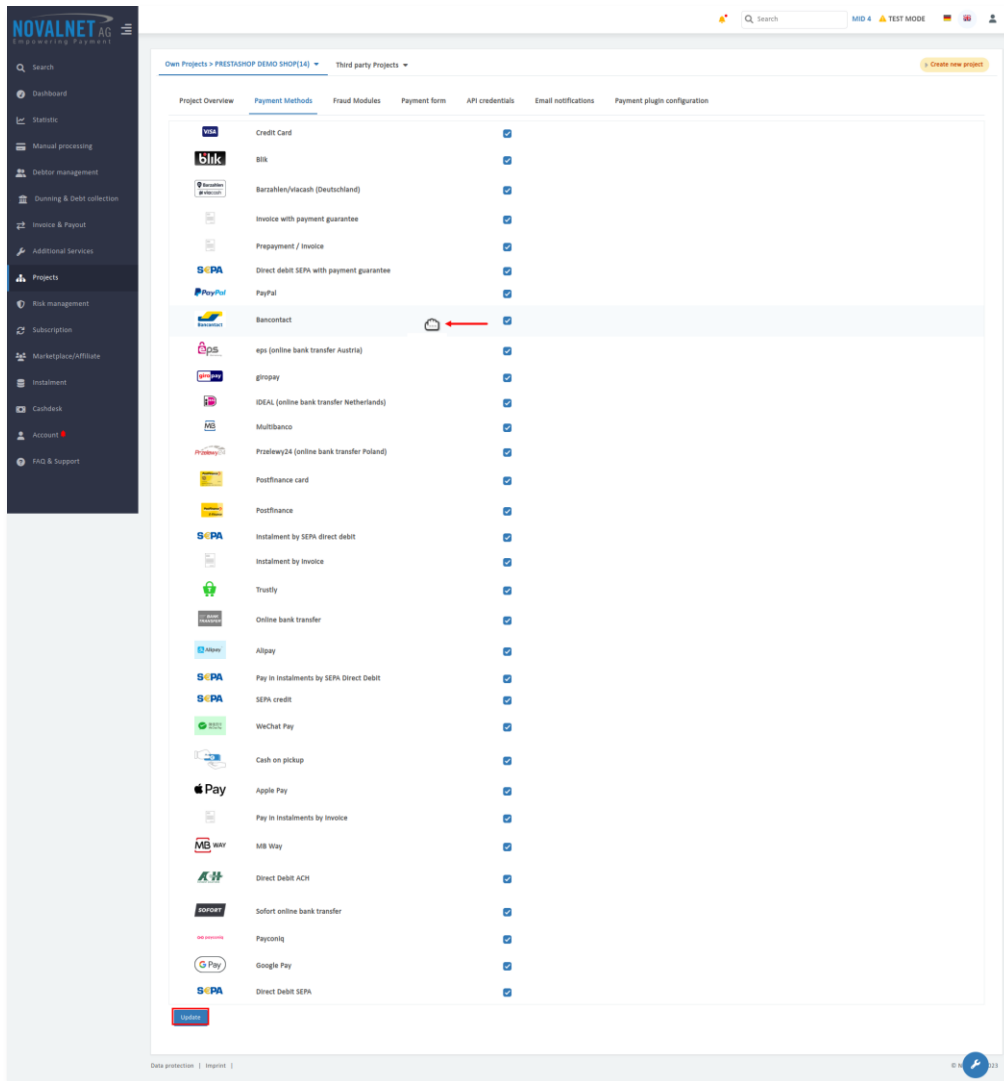


Figure 21

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

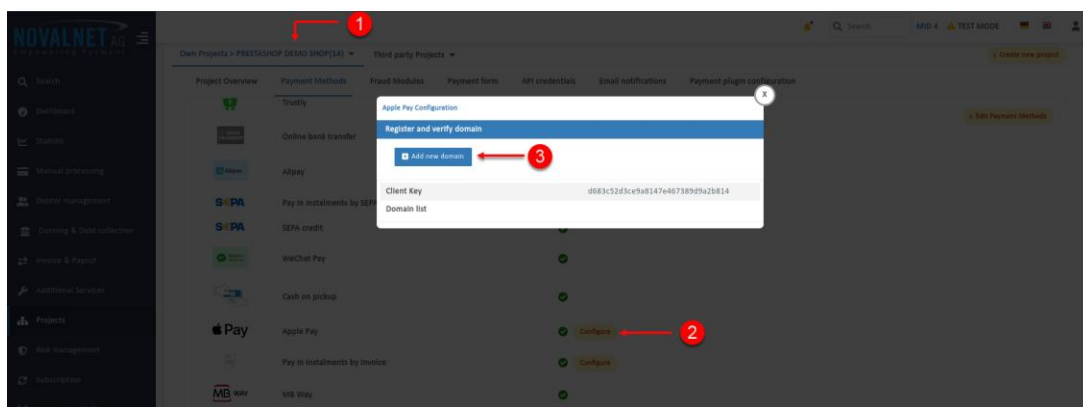


Figure 22

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>

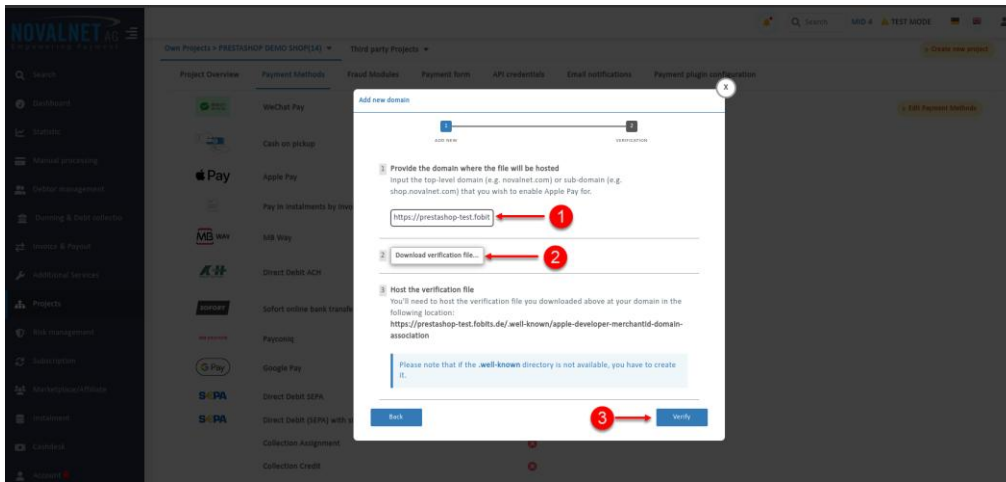


Figure 23

☛ 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.

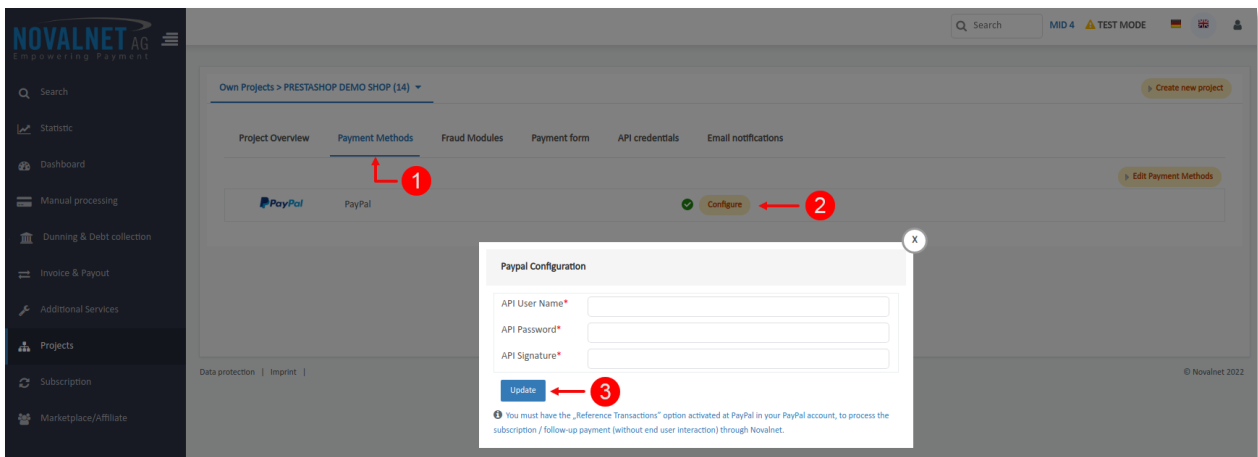


Figure 24

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

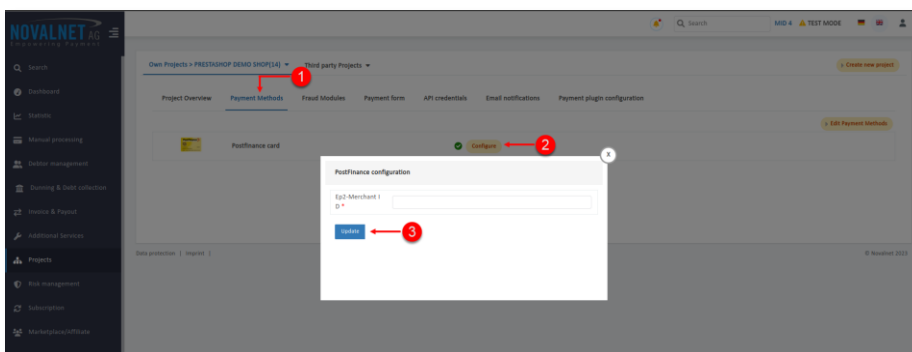


Figure 25

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.

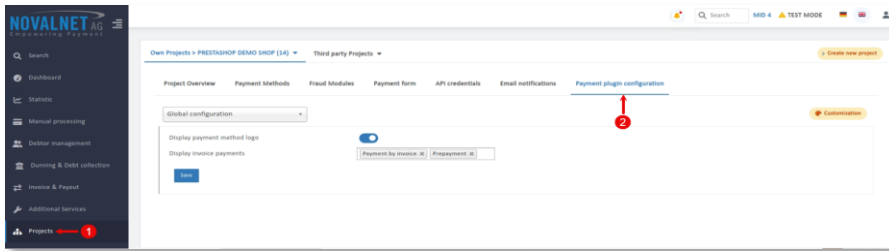


Figure 26

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.

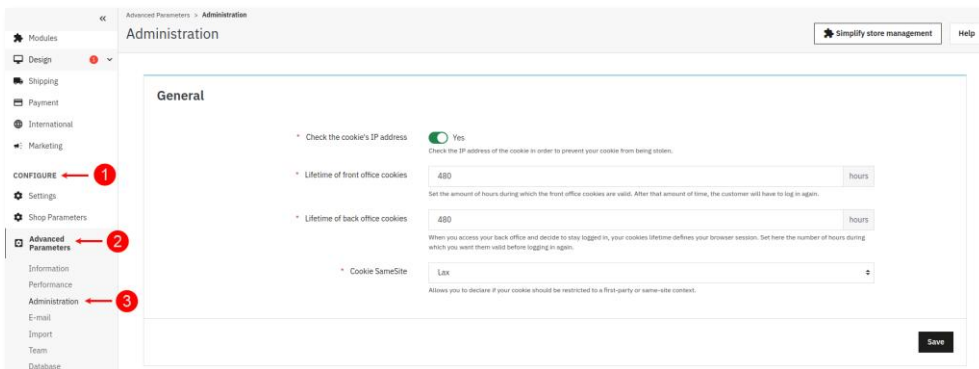


Figure 27

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

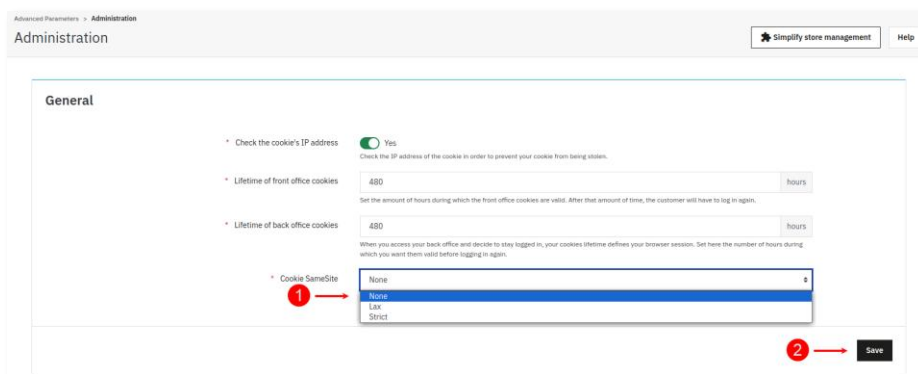


Figure 28

1.5.1 Display payment method logo

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

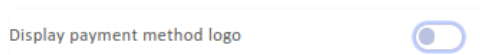


Figure 29

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.

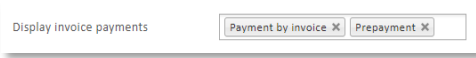


Figure 30

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 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.com/testing/>

Execute orders in LIVE MODE

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

- 📘 If you have any recommendations or suggestions for improvement, kindly share your thoughts with us to develop our payment plugin further 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 CONFIGURATIONS

3.1 Additional configuration for all the payment methods

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

Payment due date (in days)

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

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

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



Figure 32

- ❗ For **Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 3 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.



Figure 33

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



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.

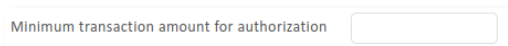


Figure 35

i 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**.

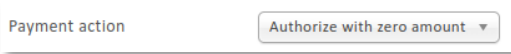


Figure 36

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**.

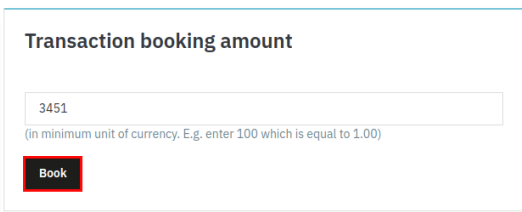


Figure 37

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.

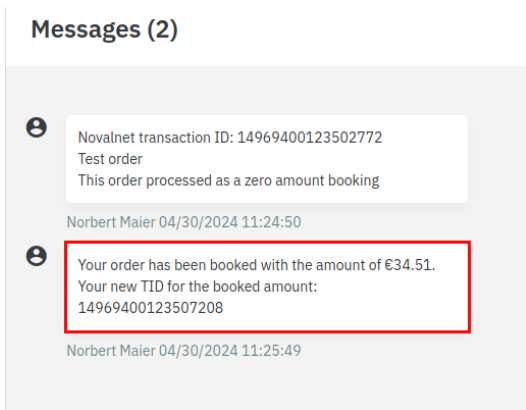


Figure 38

Minimum Order Amount

☛ This option is available for all payment methods

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

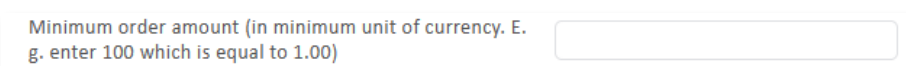
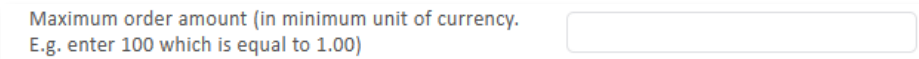


Figure 39

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 40

Payment guarantee configuration

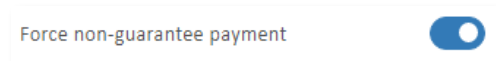
☛ This option is available only for **Direct Debit SEPA with payment guarantee** and **Invoice with payment guarantee**.

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>

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.



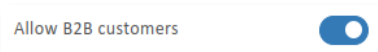
Force non-guarantee payment

Figure 41

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.



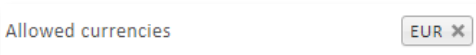
Allow B2B customers

Figure 42

Allowed currencies

☛ This option is available for all payment methods

Select the currencies to which the payment methods to process.



Allowed currencies

Figure 43

Allowed countries

☛ This option is available for all payment methods

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



Allowed countries

Figure 44

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 45

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 46

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>

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.

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 47

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

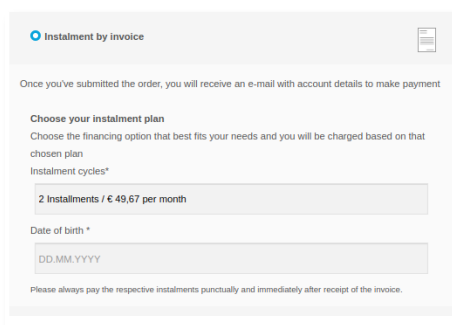


Figure 48

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.

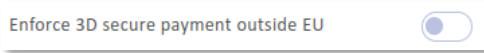


Figure 49

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.

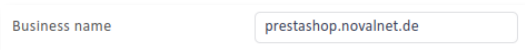


Figure 50

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.

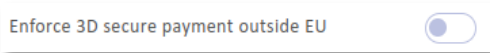


Figure 51

Business name

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

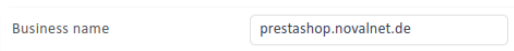


Figure 52

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.

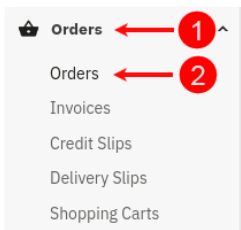
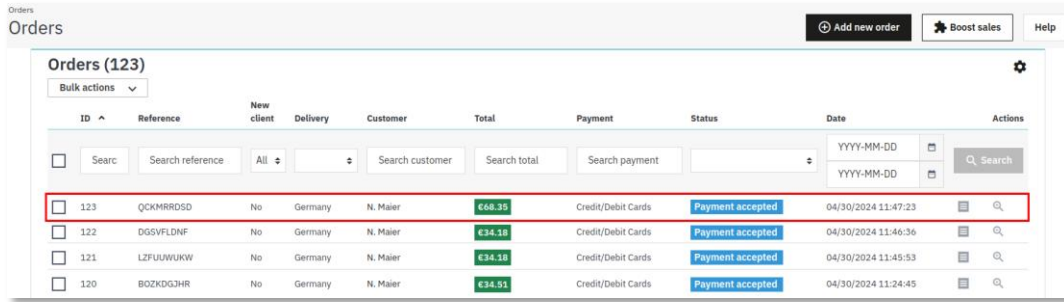


Figure 53

4.2 Transaction Overview

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



ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	Actions
123	QCKMRDSD	No	Germany	N. Maier	€64.35	Credit/Debit Cards	Payment accepted	04/30/2024 11:47:23	[Icon] [Icon]
122	DGSVFLDNF	No	Germany	N. Maier	€34.18	Credit/Debit Cards	Payment accepted	04/30/2024 11:46:36	[Icon] [Icon]
121	LZFUJWUKW	No	Germany	N. Maier	€34.18	Credit/Debit Cards	Payment accepted	04/30/2024 11:45:53	[Icon] [Icon]
120	BOZKDGJHR	No	Germany	N. Maier	€34.51	Credit/Debit Cards	Payment accepted	04/30/2024 11:24:45	[Icon] [Icon]

Figure 54

The **Messages** on the left panel displays the actual Novalnet transaction details as shown below.

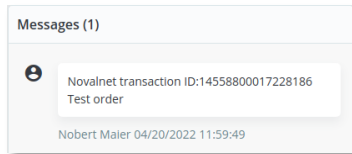
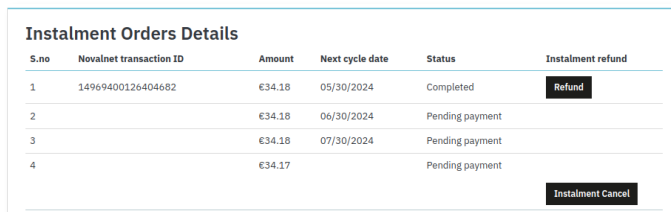


Figure 55

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	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.17		Pending payment	Instalment Cancel

Figure 56

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.

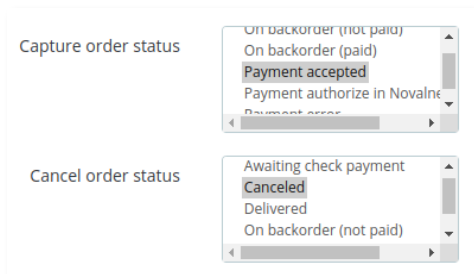


Figure 57

4.5 Confirming / Cancelling a transactions

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

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

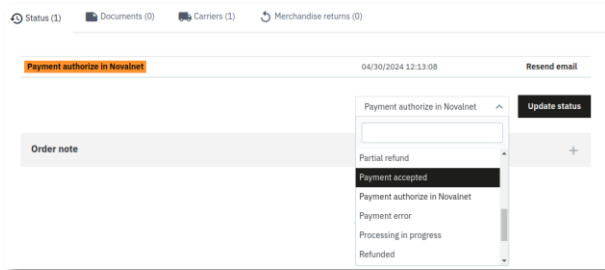


Figure 58

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

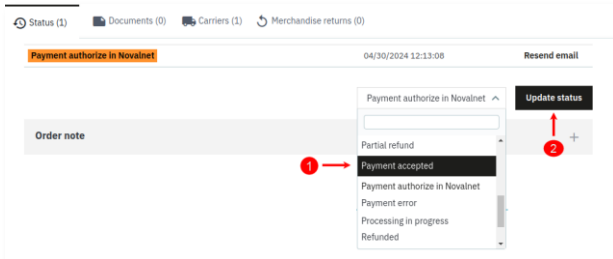


Figure 59

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

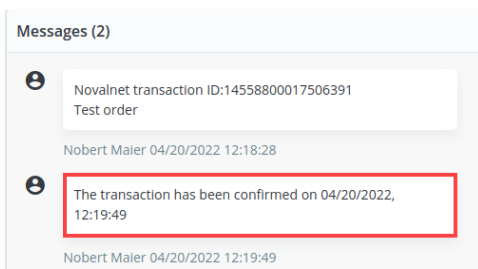


Figure 60

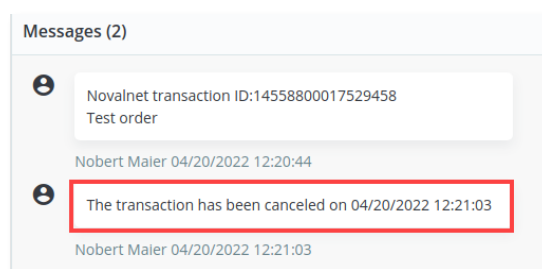


Figure 61

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.

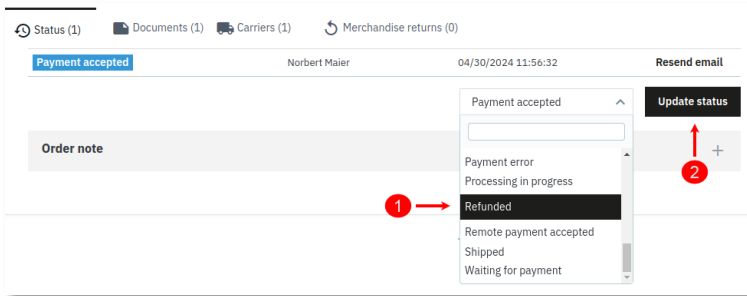


Figure 62

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 details 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 amount if necessary and then, click **Standard refund** to refund the full order amount.

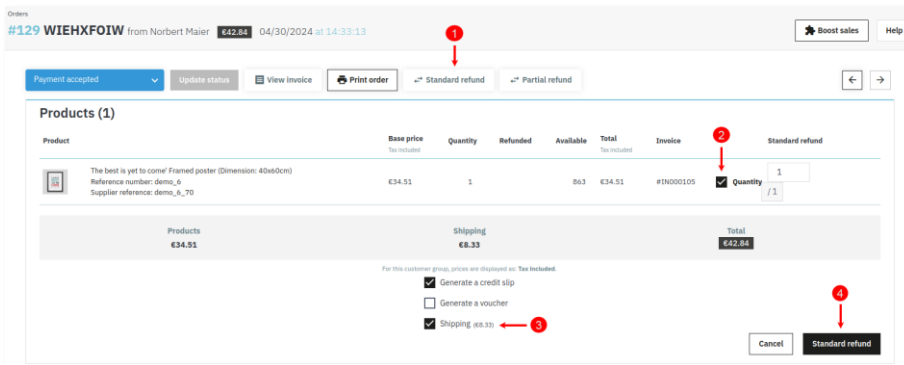


Figure 63

A successful message for amount refunded appears as shown below.

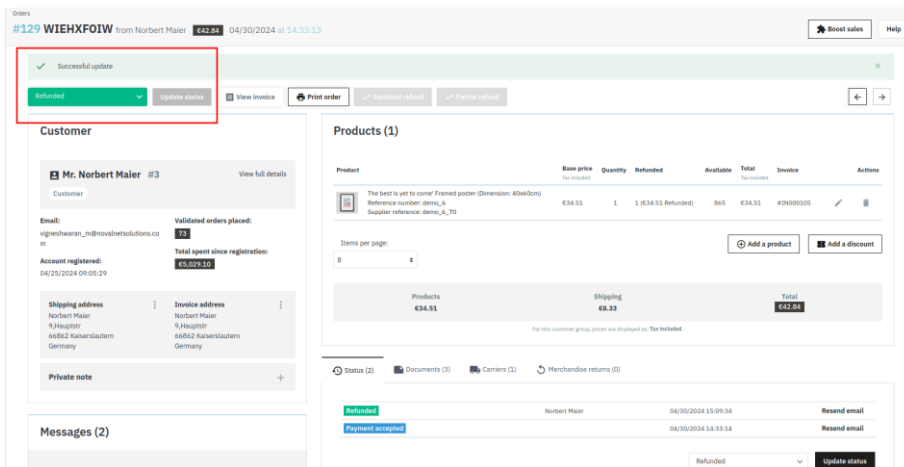


Figure 64

Once the refund is completed, At this point, a new transaction (TID) will be generated. You will see the new transaction details under the **Comments** section order as shown below.

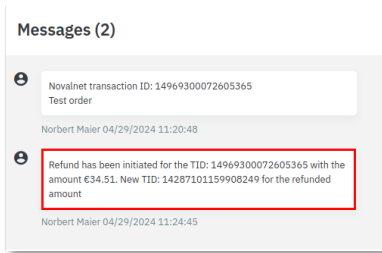


Figure 65

4.6.2 Partial Refund

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

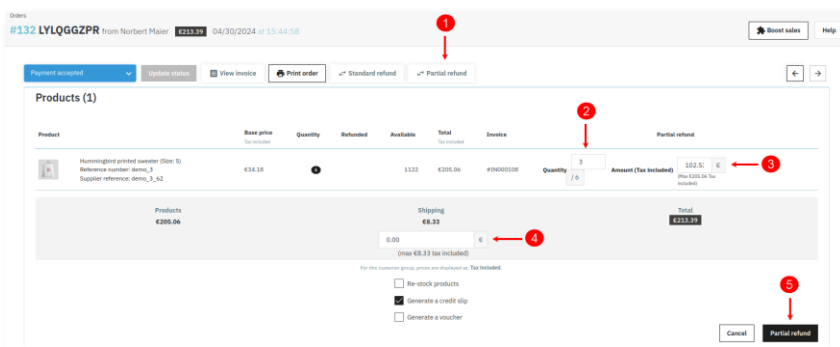


Figure 66

A successful message for partial refunded appears as shown below.

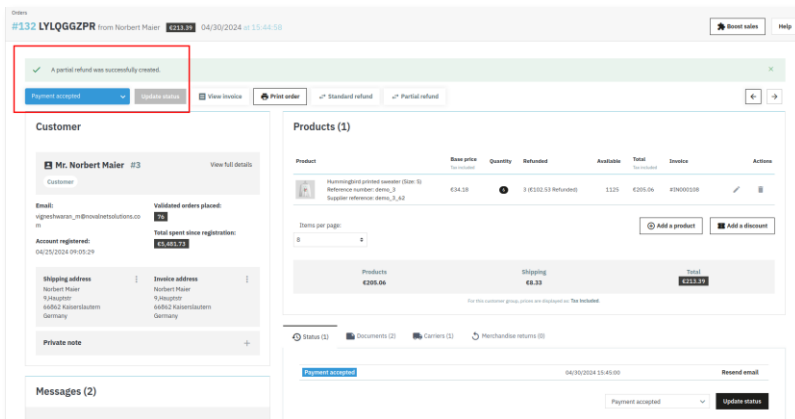


Figure 67

Once the partial refund is completed, At this point, a new transaction (TID) will be generated. You will see the new transaction details under the **Comments** section of the order as shown below.

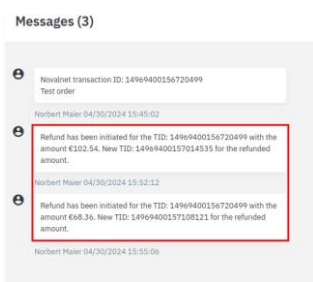


Figure 68

4.6.3 Return products

☛ This option is available only for **Payment by invoice, Prepayment and Barzahlen/viacash.**

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

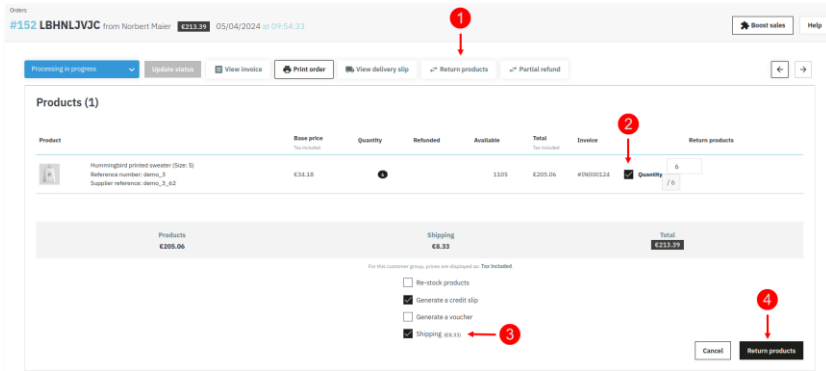


Figure 69

A successful message for amount refunded appears as shown below.

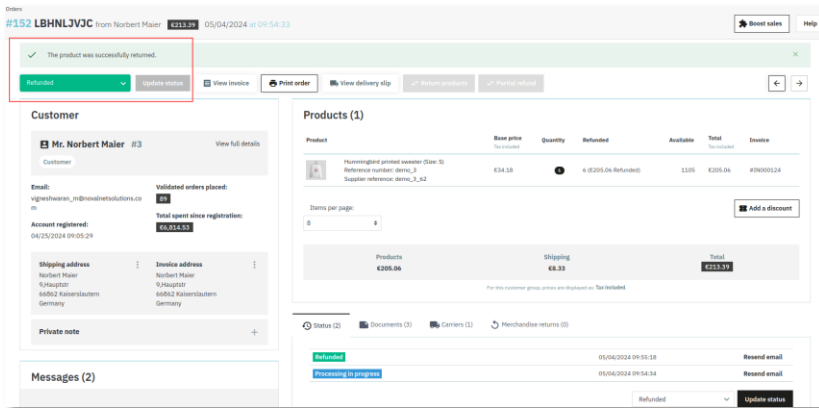


Figure 70

Once the refund is completed, At this point, a new transaction (TID) will be generated. You will see the new transaction details under the **Comments** section of the order as shown below.

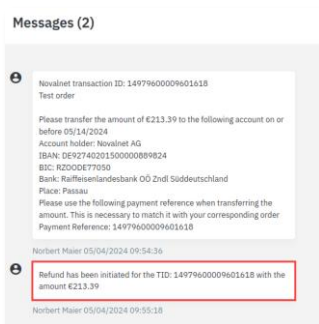


Figure 71

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	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.17		Pending payment	

Figure 72

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	14969400126404682	€34.18	05/30/2024	Completed	Refund amount <input type="text" value="3418"/> ① Refund / Cancellation Reason <input type="text"/> <div style="display: flex; justify-content: space-around;"> ② Confirm Cancel </div>
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.18		Pending payment	

Figure 73

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	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.17		Pending payment	Instalment Cancel

Figure 74

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

① Cancel All Instalment - Clicking this option will cancel the current instalment and all the subsequent instalment orders as shown below.

Instalment Orders Details					
S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.17		Pending payment	Cancel All Instalment Cancel All Remaining Instalment

Figure 75

Instalment Orders Details

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14969400126404682	€34.18	05/30/2024	Refunded	
2		€34.18	06/30/2024	Cancelled	
3		€34.18	07/30/2024	Cancelled	
4		€34.17		Cancelled	

Figure 76

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

Instalment Orders Details

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Pending payment	
3		€34.18	07/30/2024	Pending payment	
4		€34.17		Pending payment	

Cancel All Instalment **Cancel All Remaining Instalment**

Figure 77

Instalment Orders Details

S.no	Novalnet transaction ID	Amount	Next cycle date	Status	Instalment refund
1	14969400126404682	€34.18	05/30/2024	Completed	Refund
2		€34.18	06/30/2024	Cancelled	
3		€34.18	07/30/2024	Cancelled	
4		€34.17		Cancelled	

Instalment Cancel

Figure 78

5 UNINSTALLATION

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

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

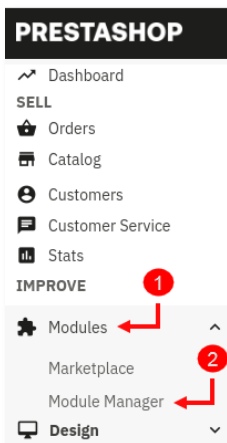


Figure 79

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

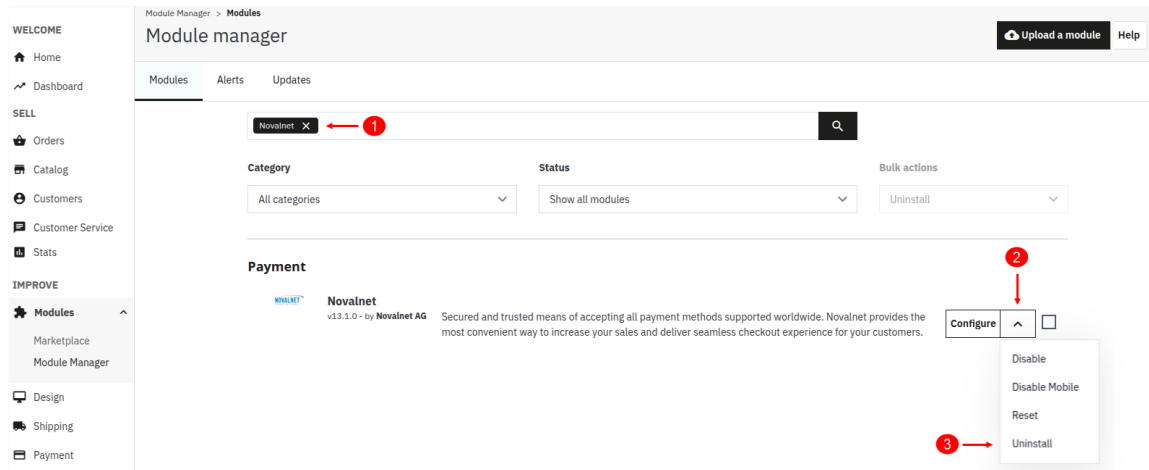


Figure 80

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.

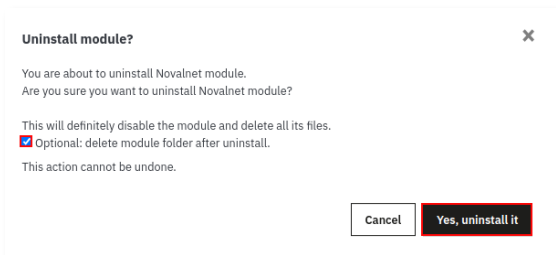


Figure 81

6 TECHNICAL SUPPORT THROUGH NOVALNET

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

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

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

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

Are you happy with our service and support? Please spend a few minutes to share your success [here](#).

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