

# NOVALNET PAYMENT INSTALLATION GUIDE FOR OXID eShop

## Version 11.3.0

Released on 28.02.2019

| Version | Date       | Remarks   |
|---------|------------|---|
| 11.3.0  | 28.02.2019 | <p><b>[New]</b> Notify end customer for storing Card / Account information</p> <p><b>[New]</b> Custom checkout overlay for Barzahlen</p> <p><b>[Enhanced]</b> Implemented new encryption method for redirect payments</p> <p><b>[Enhanced]</b> Auto configuration call perform via cURL method</p> <p><b>[Enhanced]</b> Guaranteed payment minimum amount reduced to 9.99 EUR</p> <p><b>[Enhanced]</b> Adjusted the payment module for IPV6 condition</p> <p><b>[Removed]</b> Autofill and Payment refill for payment data</p> <p><b>[Removed]</b> BIC field for Direct Debit SEPA</p> <p><b>[Removed]</b> Payment reference configuration for Invoice / prepayment</p> <p><b>[Removed]</b> Dynamic subscription management</p> <p><b>[Removed]</b> Transaction reference in payments</p> |
| 11.2.0  | 05.01.2018 | - New release   |

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## 1 BASIC INFORMATION & CONTACT DETAILS

This document contains detailed information on setting up and using Novalnet as a payment processor on your OXID eShop.

☛ If you face any issue or problems on installing or testing our payment module please contact our [technical team](#).

☛ If you have made any core changes in your shop system, our payment module may not function properly.

☛ Please do not change or modify the payment module without having any experience or understanding.

☛ To accept and process payments on your OXID eShop you need to have a merchant account with Novalnet. Please contact our [sales department](#).

### 1.1 Supported OXID eShop versions

**Version: 6.0.x - 6.1.2**

☛ If your version is not listed here please contact our [technical team](#).

### 1.2 Contact details

If you have any inquiries, please contact one of the following departments:

**Technical support** (for existing merchants / clients of Novalnet)

[technic@novalnet.de](mailto:technic@novalnet.de)

+49 89 9230683-19

**Sales team** (for new merchants / clients)

[sales@novalnet.de](mailto:sales@novalnet.de)

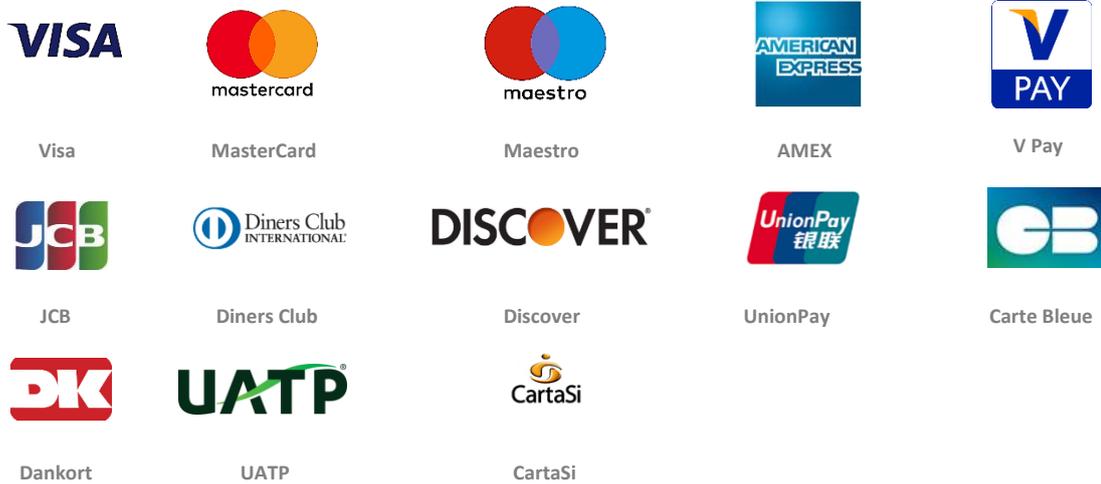
+49 89 9230683-20

## 2 TECHNICAL SPECIFICATION

### 2.1 Supported payment methods

Novalnet supports the following payment schemes

#### 2.1.1 Credit Cards



#### 2.1.2 Online Bank Transfer



#### 2.1.3 Bank account related payment options



#### 2.1.4 Wallet system



### 3 INSTALLATION OF THE MODULE

#### 3.1. Installation procedure

##### STEP 1:

In order to install the Novalnet payment module via composer run the below command in command line in your shop root directory (where the shop's composer.json file resides).

👉 If you have already installed the Novalnet payment module in your shop, go to the [chapter 3.2.](#)

- a. "composer require novalnet/module-payment:^1.0.1" to install the latest version.

```
novalnet@stn78: /var/www/OXID6/source
File Edit View Search Terminal Help
novalnet@stn78: /var/www/OXID6/source$ composer require novalnet/module-payment:^1.0.1
```

Figure 1

##### STEP 2:

To activate the Novalnet payment module via shop backend follow the below steps,

- a. ESHOP ADMIN -> Extensions -> Modules -> Novalnet -> Overview

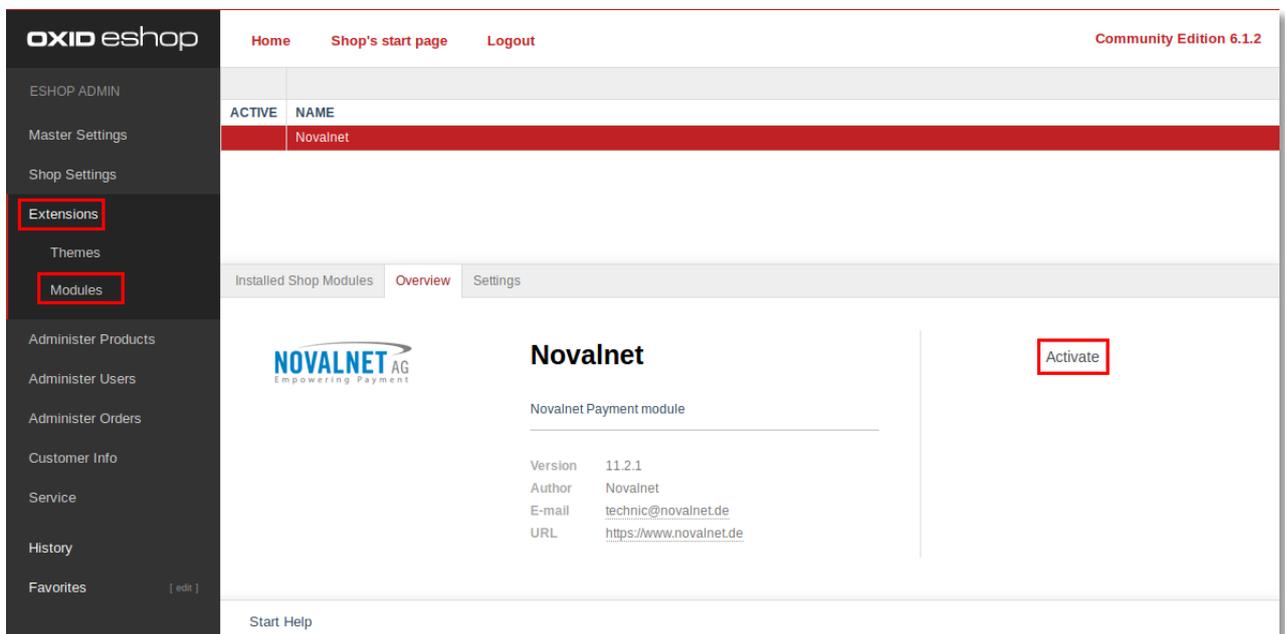


Figure 2

b. After activating the Novalnet payment module, "Novalnet" menu will be created.

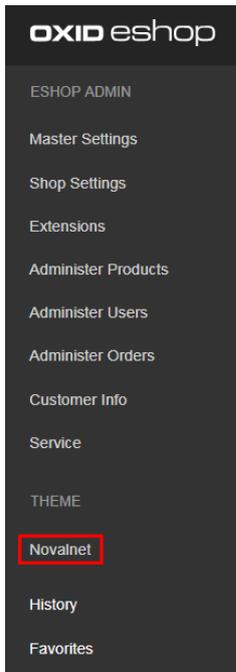


Figure 3

### 3.2. Update procedure (For the merchants who have already installed the Novalnet payment module)

#### STEP 1:

- Deactivate Novalnet payment module. For deactivating/ uninstalling, go to [chapter 8](#).
- Delete/ overwrite the "novalnet" module from the folder path "<Root\_Directory>/modules/oe".
- Unzip the Novalnet includes and copy the sub folders of "copy\_this" folder, then paste it into the shop root.

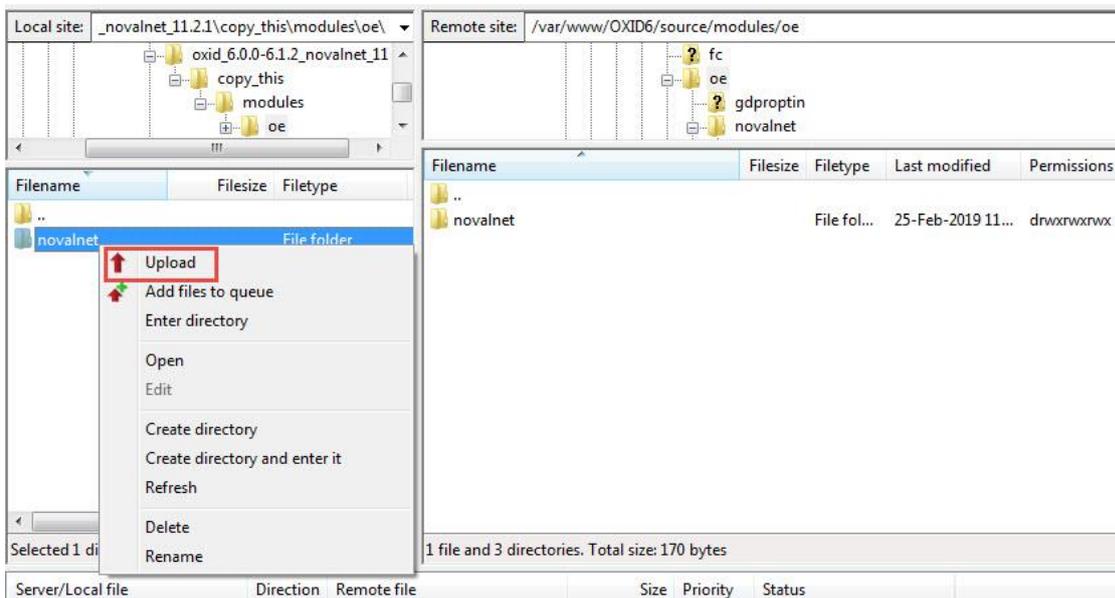


Figure 4

- In general, the Credit Card form will display with the shop default CSS setting.
- If you want to customize the Credit Card iframe form text, kindly customize the text in the respective language file under the path: <Root\_Directory>/modules/oe/novalnet/translations
- Default Credit Card customization in Novalnet payment configuration is applicable only for Flow theme.

## 4 CONFIGURATION

### 4.1 Novalnet administration portal configuration

#### **i** IP Address Configuration

For all API access (Auto configuration with Product Activation Key, loading Credit Card iframe, Transaction API access, Transaction status enquiry, and update), it is mandatory to configure your server IP address in [Novalnet administration portal](#).

To configure the IP address, please go to [Novalnet administration portal](#) - **PROJECTS: Project Information - Project Overview: Payment Request IP's - Update Payment Request IP**.



| S.No | Project ID | Project               | URL                              | On-Hold | Activated |
|------|------------|-----------------------|----------------------------------|---------|-----------|
| 1    | 1          | Händler-Shop          | http://www.haendlersette.de      | ✗       | ✓         |
| 2    | 5          | OSCOMMERCE DEMO SHOP1 | http://shop.geotpro.de/index.php | ✗       | ✓         |
| 3    | 13         | xtcModified SHOP      | http://xtcmodified.novalnet.de   | ✓       | ✓         |
| 4    | 14         | OXID DEMO SHOP        | https://oxid.novalnet.de         | ✗       | ✓         |

Figure 5

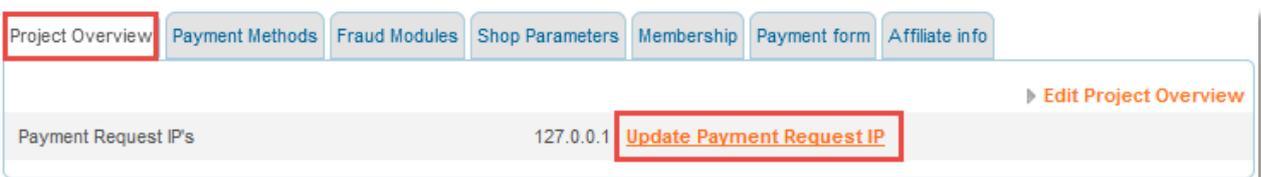


Figure 6

#### **i** Vendor script URL Configuration

##### Payment/ Transaction status notification - Asynchronous callback script (vendor script)

Vendor script URL is required to keep the merchant's database/ system up-to-date and synchronized with Novalnet transaction status. It is mandatory to configure the Vendor script URL in [Novalnet administration portal](#).

Novalnet system (via asynchronous) will transmit the information on each transaction and its status to the merchant's system.

To configure Vendor script URL, please go to [Novalnet administration portal](#) - **PROJECTS**: Project Information - **Project Overview**: - click on **Edit Project Overview** – paste the Vendor script URL under the field **Vendor script URL**.

For example, <https://oxid.novalnet.de/?cl=novalnetcallback&fnc=handlerequest>

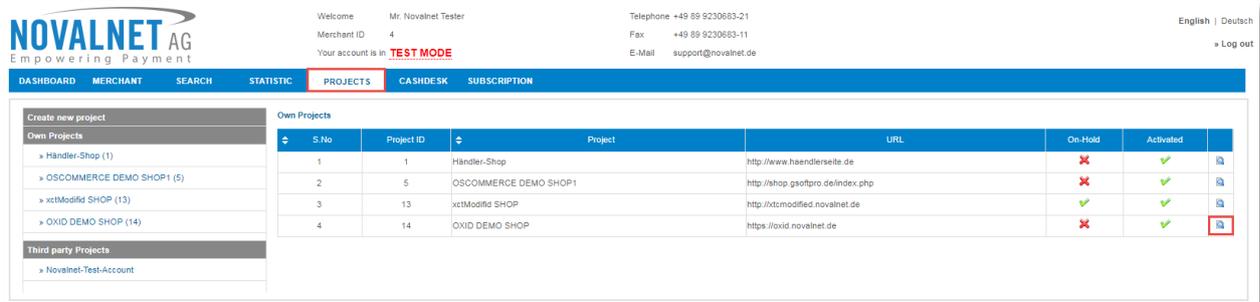


Figure 7



Figure 8

## Configuring merchant script E-mail settings

To receive email for every asynchronous call to synchronize between your shop and Novalnet, you need to configure the below mentioned parameters in the **Merchant script management** under **Novalnet Global Configuration**.

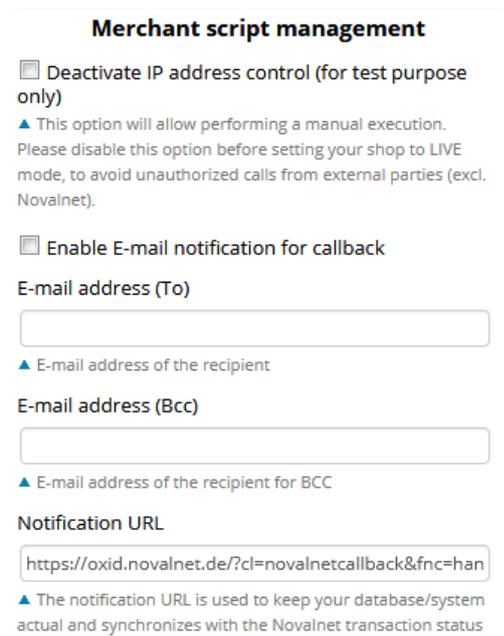


Figure 9

| Field   | Description   |
|---|---|
| Enable E-mail notification for callback               | If <b>Enabled</b> , notification mails will be sent to given email address through Novalnet callback script.  |
| E-mail address (To)                                   | Adapt recipient email address   |
| E-mail address (Bcc)                                  | Adapt recipient email address on BCC  |
| Deactivate IP address control (for test purpose only) | This option will allow to performing a manual execution. Please disable this option before setting your shop to LIVE mode, to avoid unauthorized calls from external parties (excl. Novalnet).<br><b>Note:</b> For LIVE, it should be <b>Disabled</b> . |
| Notification URL                                      | Notification URL is used to keep your database/ system actual and synchronizes with the Novalnet transaction status.  |

## VENDOR SCRIPT TESTING PROCEDURE

### Types of payment values delivered in the “payment\_type” parameter

| Payment type                 | Explanation  |
|------------------------------|--|
| DIRECT_DEBIT_SEPA            | Direct Debit SEPA  |
| CREDITCARD                   | Credit Card  |
| EPS                          | eps  |
| GIROPAY                      | GIROPAY  |
| IDEAL                        | iDeal  |
| GUARANTEED_INVOICE           | Payment via guaranteed invoice   |
| GUARANTEED_DIRECT_DEBIT_SEPA | Payment via guaranteed direct debit SEPA   |
| CREDITCARD_BOOKBACK          | Credit Card bookback   |
| CREDITCARD_CHARGEBACK        | Credit card chargeback   |
| CREDIT_ENTRY_CREDITCARD      | Credit entry by end customer (Credit Card)   |
| DEBT_COLLECTION_DE           | Payment to debt collection agency (invoice)  |
| ONLINE_TRANSFER              | Online instant transfer  |
| ONLINE_TRANSFER_CREDIT       | Credit entry through online transfer   |
| PAYPAL                       | PayPal   |
| PAYPAL_BOOKBACK              | PayPal Refund  |
| PRZELEWY24                   | Przelewy24   |
| PRZELEWY24_REFUND            | Przelewy24 Refund  |
| REFUND_BY_BANK_TRANSFER_EU   | Refund per money transfer  |
| REVERSAL                     | Cancelled payment via online transfer/ iDeal   |
| RETURN_DEBIT_SEPA            | Return Debit SEPA  |
| DEBT_COLLECTION_SEPA         | Debt Collection SEPA   |
| CREDIT_ENTRY_SEPA            | Customer SEPA Payment directly to Novalnet(e.g. after the end customer has caused a return debit |
| INVOICE_CREDIT               | Incoming money transfer for the open prepayment or invoice payment                               |
| INVOICE_START                | Prepayment or Invoice (defined as per the value of the additional parameter                      |

|                    |  |
|--------------------|--|
|                    | “invoice_type”. The value can be either PREPAYMENT or INVOICE) |
| CASHPAYMENT        | Payment via cashpayment (Barzahlen)                            |
| CASHPAYMENT_REFUND | Refund via cashpayment through merchant                        |
| CASHPAYMENT_CREDIT | Credit entry of a cashpayment transaction                      |

### INVOICE\_CREDIT payment\_type

Formatted URL:

```
<Site URL>?cl=novalnetcallback&fnc=handlerequest&vendor_id=4&status=100&tid_status=100&payment_type=INVOICE_CREDIT&tid_payment=12675800001204435&amount=3778&tid=12675800001204435
```

### Other payment type

Formatted URL:

```
<Site URL>/?cl=novalnetcallback&fnc=handlerequest&vendor_id=4&status=100&tid_status=100&payment_type=PAYPAL&amount=3778&tid=12675800001204435
```

### Parameters

| Parameter       | Mandatory | Example   | Description                                      | Type    |
|-----------------|-----------|---|--|---------|
| vendor_id       | Yes       | 4   | The Merchant ID                                  | Integer |
| product_id      | Yes       | 14  | The Project ID, encrypted before being used      | Integer |
| vendor_authcode | Yes       | JyEtHUjjbHnJwVztW6JrafIMHQvici  | Authentication code, encrypted before being used | String  |
| tariff_id       | Yes       | 30  | The Tariff ID, encrypted before being used       | Integer |
| key             | Yes       | 6 = Credit Card<br>14 = Direct Carrier Billing<br>27 = Invoice and Prepayment<br>33 = Instant bank transfer<br>34 = PayPal<br>37 = Direct Debit SEPA<br>40 = Direct Debit SEPA with payment guarantee<br>41 = Invoice with payment guarantee<br>49 = iDEAL<br>50 = eps<br>55 = Direct Debit SEPA Signed<br>59 = Cash payment<br>69 = giro pay | Payment ID                                       | Integer |

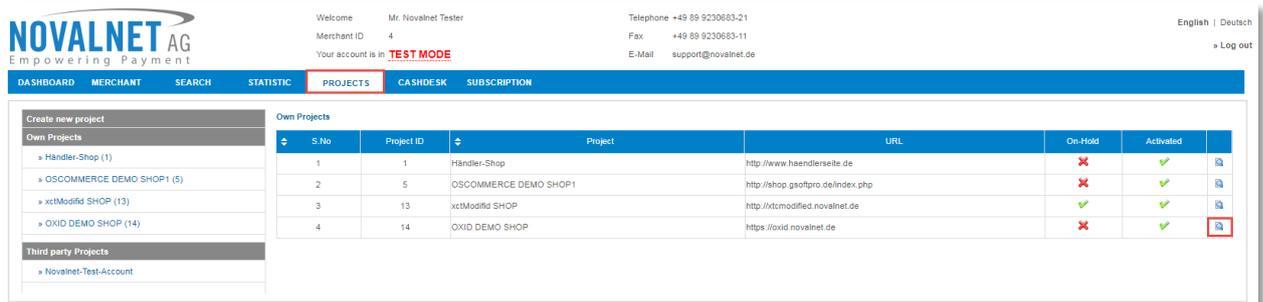
|              |                   |  |   |                    |
|--------------|-------------------|--|---|--------------------|
|              |                   | 75 = Cash on pickup<br>78 = Przelewy24   |   |                    |
| invoice_type | Yes (if key = 27) | invoice<br>prepayment  | If the payment type is Invoice then the value has to be "invoice"<br><br><b>OR</b><br>If the payment type is Prepayment then the value has to be "prepayment"   | String             |
| status       | Yes               | 100 = Payment success  | Transaction response code; A code other than 100 indicates an error in the transaction. Please also evaluate the value of the parameter test_mode received in the response to make sure that it was not a test booking. | Integer            |
| tid_payment  | Yes               | 12997200005200690  | Original TID (in case of follow up transactions like invoice credit entry, return debit etc.)   | Integer            |
| tid_status   | Yes               | 85,86,91,99,98,100   | Transaction status  | Integer            |
| tid          | Yes               | 13200000000000082  | 17 digit Novalnet transaction number  | Integer            |
| currency     | Yes               | EUR  | ISO-4217-Code of the Currency. (For Example: EUR)   | String             |
| amount       | Yes               | 522  | Amount in smallest currency unit, e.g. in Eurocents (5, 22 € = 522). For executing a zero amount transaction, please pass the value as 0. The value needs to be encrypted before being used.                            | Integer            |
| first_name   | Yes               | Max  | First name of the end user  | String             |
| last_name    | Yes               | Mustermann   | Last name of the end user   | String             |
| email        | Yes               | test@test.de   | E-Mail Address of the end user  | String             |
| street       | Yes               | Musterstr.   | Street of the end user  | String             |
| house_no     | Yes               | 1 Yes (unless the house number is contained in the field street and search_in_street is passed with value 1) | House number of the end user  | String/<br>Integer |

|                  |  |  |  |                |
|------------------|--|--|--|----------------|
| search_in_street | Yes (if the house number is contained in the field street) | 1 = Yes, the house number needs to be extracted from the parameter "street".<br>0 = No | Indicator, to search for the house number in "street" parameter                        | Integer        |
| city             | Yes  | Musterhausen   | City location of the end user  | String         |
| zip              | Yes  | 12345  | Postal code of the end user. If there is no zip code, please use '-' as a static value | String/Integer |
| country_code     | Yes  | DE = Germany<br>AT = Austria   | Country code of the end user as two character ISO-3166-Code (E.g. DE for Germany)      | String         |
| lang             | No   | EN = for English<br>DE = for German  | Language Code as two characters as per ISO 639-1 standard                              | String         |

### PayPal API configuration

To proceed transaction in PayPal payment, it is mandatory to configure PayPal API details in [Novalnet administration portal](#).

To configure PayPal API details, please go to [Novalnet administration portal](#) - **PROJECTS**: Project Information - **Payment Methods**: PayPal - **Configure**.



| S.No | Project ID | Project               | URL                               | On-Hold | Activated |
|------|------------|-----------------------|-----------------------------------|---------|-----------|
| 1    | 1          | Händler-Shop          | http://www.haendlersite.de        | ✗       | ✓         |
| 2    | 5          | OSCOMMERCE DEMO SHOP1 | http://shop.gsoffpro.de/index.php | ✗       | ✓         |
| 3    | 13         | xtModified SHOP       | http://xtmodified.novalnet.de     | ✓       | ✓         |
| 4    | 14         | OXID DEMO SHOP        | https://oxid.novalnet.de          | ✗       | ✓         |

Figure 10

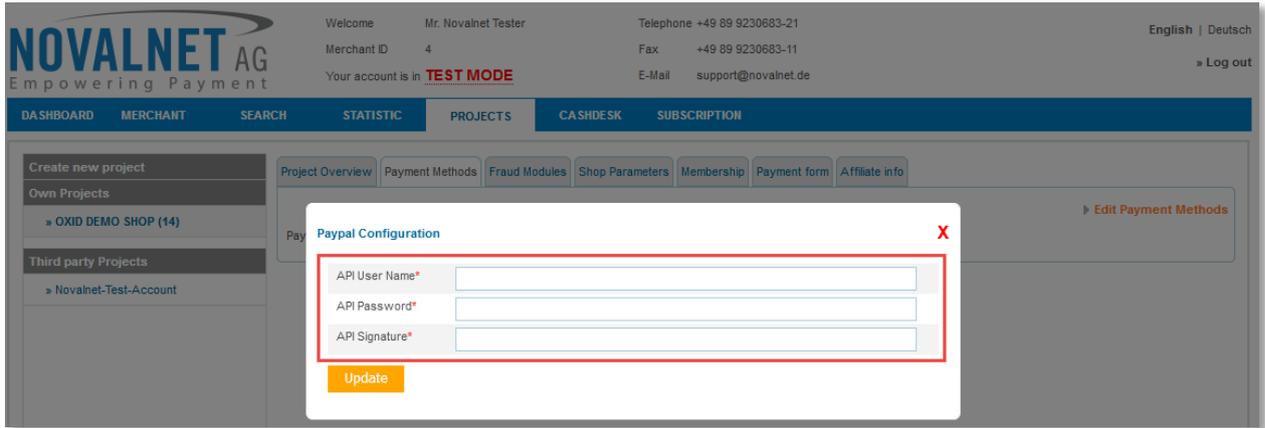


Figure 11

## 4.2 Shop backend configuration wizard

To activate the Novalnet payment module, go to **Extensions** → **Modules** and choose **Novalnet** from the list of modules.

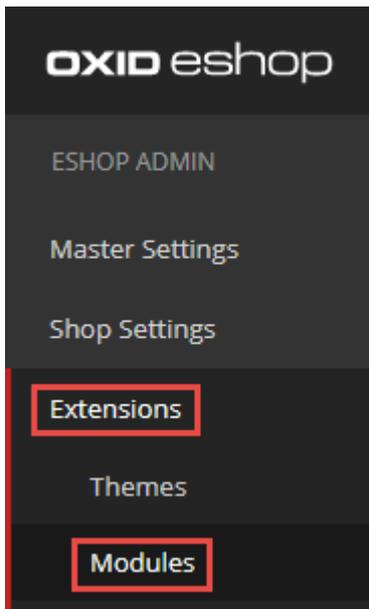


Figure 12

| ACTIVE | NAME     |
|--------|----------|
| ✔      | Novalnet |

Figure 13

Activate the Novalnet payment module by clicking on the **Activate** button.

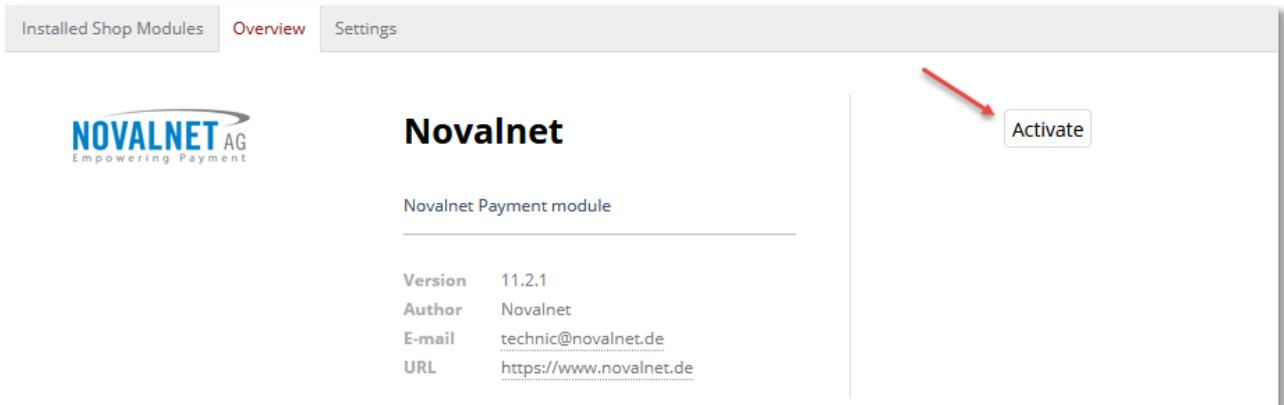


Figure 14

### 4.3 Product Activation Key

Novalnet introduces Product Activation Key to fill entire merchant credentials automatically on entering the key into the **Novalnet Global Configuration**.

To get the Product Activation Key, please go to [Novalnet administration portal](#) - **PROJECTS: Project Information - Shop Parameters: API Signature (Product activation key)**.

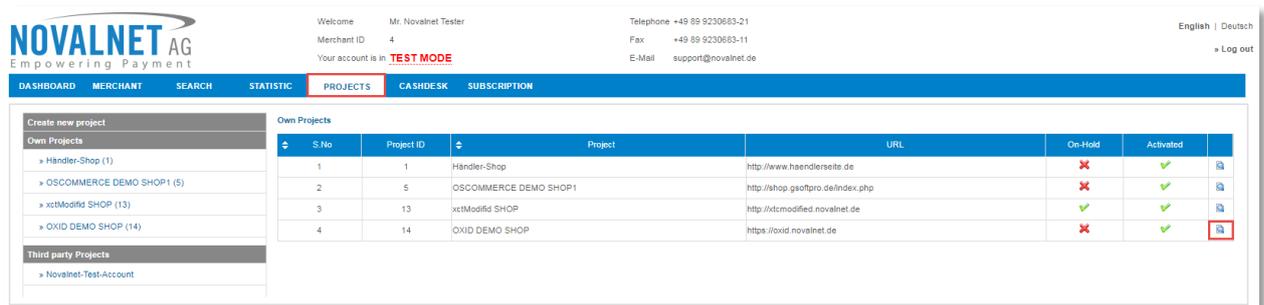


Figure 15

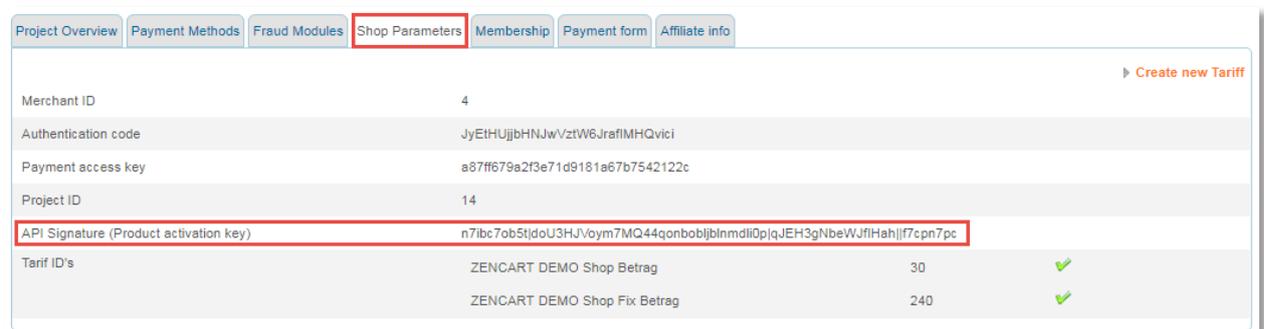


Figure 16

## 4.4 Global settings

### 4.4.1 Global setting configuration

To configure Novalnet Global Configuration, go to **Novalnet** → **Novalnet payment configuration** from the **ESHOP ADMIN** panel.

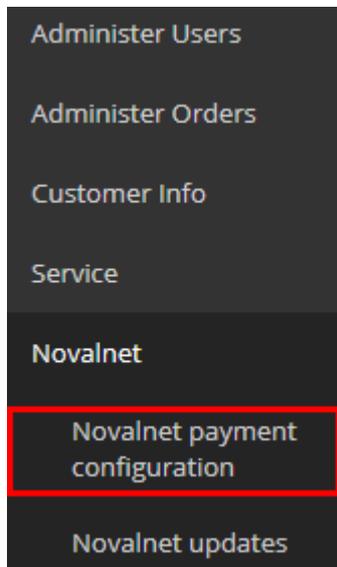


Figure 17

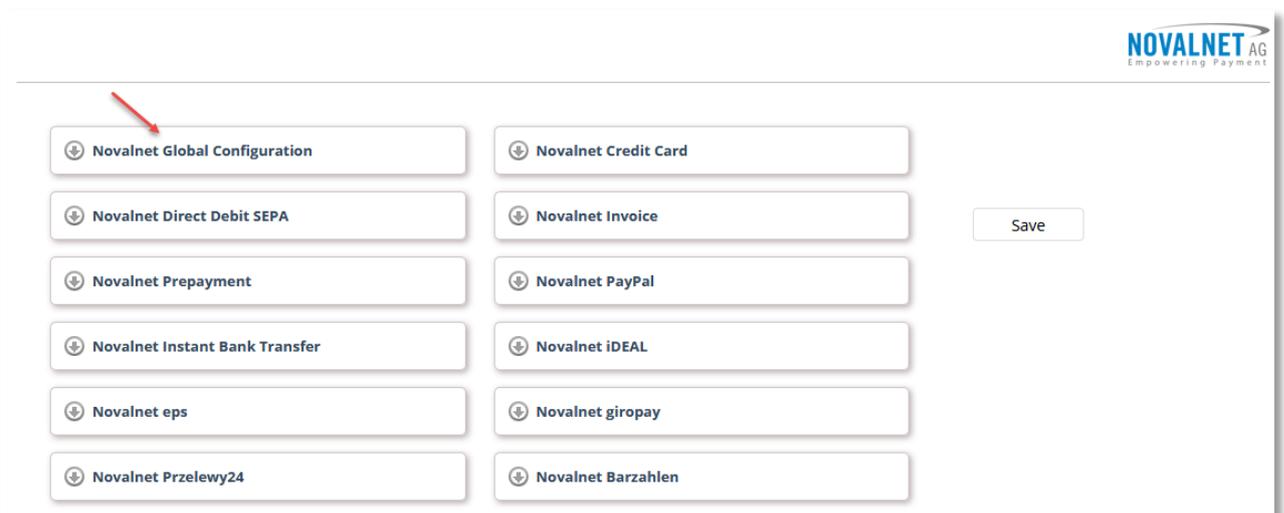


Figure 18

### Product activation key

To configure the merchant details, enter the given activation key in the **Product activation key** field.

Once the activation key is entered in the **Product activation key** field, the basic configuration details will be filled automatically.

**⬆ Novalnet Global Configuration**

▲ For additional configurations login to [Novalnet administration portal](#).  
To login to the Portal you need to have an account at Novalnet. If you don't have one yet, please contact [sales@novalnet.de](mailto:sales@novalnet.de) / tel. +49 (089) 923068320

To use the PayPal payment method please enter your PayPal API details in [Novalnet administration portal](#)

Product activation key \*

▲ Enter Novalnet Product activation key.To get the Product Activation Key, go to [Novalnet administration portal](#) - PROJECTS: Project Information - Shop Parameters: API Signature (Product activation key)

Tariff ID \*

▲ Select Novalnet tariff ID

Figure 19

### Tariff ID

Tariff id field can be configured based on the merchant's requirement.

Tariff ID

Oxid DEMO Tariff  
Oxid DEMO Subscription Tarif  
Oxid DEMO Predefined

Figure 20

Click on the **Save** button to update/ save the changes made.

Figure 21

| Field                  | Description  |
|------------------------|--|
| Product activation key | Novalnet provides a activation key when a merchant opens an account at Novalnet , and once the value is entered in "Product activation key" field, all basic parameters (merchant id, authcode, project id, tariff id, payment access key) will be filled automatically. |
| Tariff ID              | Tariff identification number is an unique ID for each merchant project. The merchant can create N number of tariffs through <a href="#">Novalnet administration portal</a> .   |

|   |  |
|---|--|
| Enable E-mail notification for test transaction | If true, the merchant will receive email notifications about every test order in the web shop.   |
| Proxy server                                    | Enter the IP address of your proxy server along with the port number in the following format IP Address : Port Number (if applicable). ( Eg. 192.168.1.2: 22 ) |
| Gateway timeout (in seconds)                    | In case the order processing time exceeds the gateway timeout, the order will not be placed.   |
| Referrer ID                                     | Referrer ID of the person/ company who recommended you Novalnet.   |
| Display payment method logo                     | Payment method logo will be displayed on the checkout page.  |

## 4.5 Payment methods

### 4.5.1 Overview

After the Novalnet module activation, go to **Shop Settings → Payment Methods** to view the installed payment methods.

Configure the settings for the respective payment method by clicking on it.

|                                     |                       |   |
|-------------------------------------|-----------------------|---|
| <input checked="" type="checkbox"/> | Barzahlen             |   |
| <input checked="" type="checkbox"/> | Credit Card           |  |
| <input checked="" type="checkbox"/> | Direct Debit SEPA     |  |
| <input checked="" type="checkbox"/> | eps                   |  |
| <input checked="" type="checkbox"/> | giropay               |  |
| <input checked="" type="checkbox"/> | iDEAL                 |  |
| <input checked="" type="checkbox"/> | Instant Bank Transfer |  |
| <input checked="" type="checkbox"/> | Invoice               |  |
| <input checked="" type="checkbox"/> | PayPal                |  |
| <input checked="" type="checkbox"/> | Prepayment            |  |
| <input checked="" type="checkbox"/> | Przelewy24            |  |

Figure 22

### 4.5.2 Configuring the payment methods in the shop

#### 4.5.2.1 Configuring the shipping methods

To configure the shipping methods, go to **Shop Settings → Shipping Methods**. Choose the shipping method that needs to be configured from the list displayed below.

| A                                   | NAME                               |  |
|-------------------------------------|------------------------------------|--|
| <input checked="" type="checkbox"/> | Standard                           |  |
| <input checked="" type="checkbox"/> | Beispiel Set1: UPS 48 Std.         |  |
| <input checked="" type="checkbox"/> | Beispiel Set1: UPS 24 Std. Express |  |

Figure 23

To assign payment methods for the selected shipping method, click on the **Assign Payment Methods** button from the **Payment** tab.

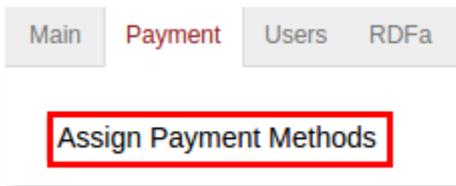


Figure 24

Now, choose the payment methods from **All Payment Methods** column and then drag & drop the selected payment methods into the **Assigned Payment Methods** column.

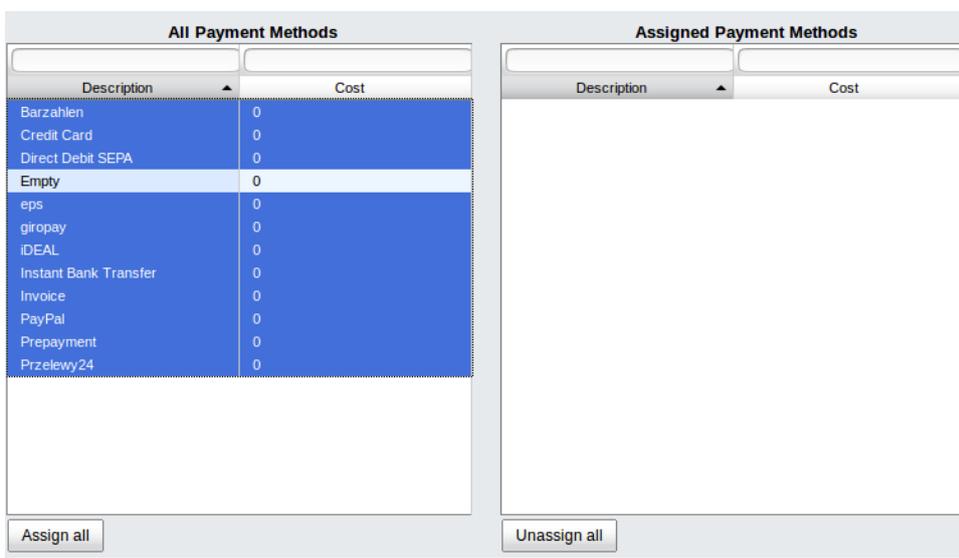


Figure 25

After assigning the payment methods, **Assigned Payment Methods** list will be displayed as shown below.

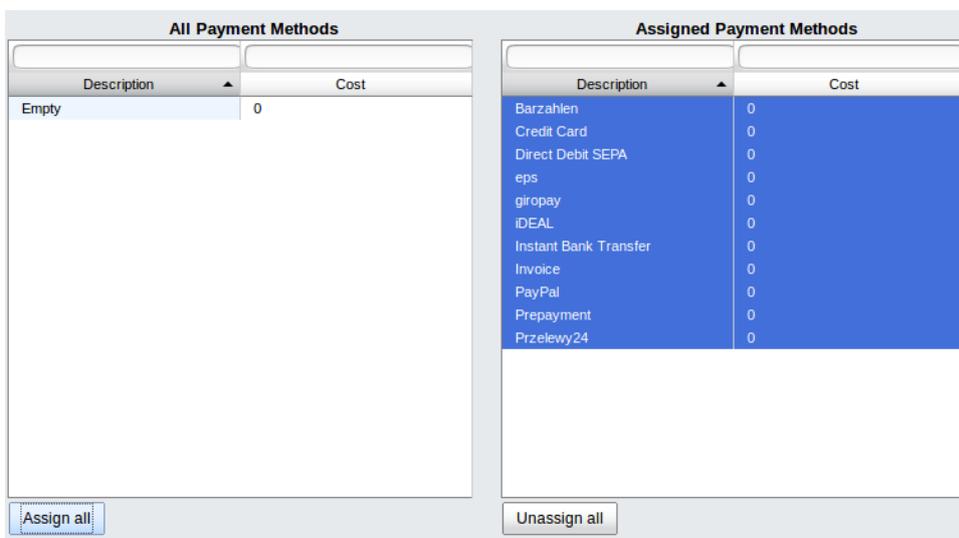


Figure 26

#### 4.5.2.2 Assigning user groups for the shipping method

To assign user groups for the selected shipping method, click on the **Assign User Groups** button from the **Users** tab.



Figure 27

Now, choose the user groups from the **All User Groups** column and then drag & drop the selected user groups into the **Assigned User Groups** column.

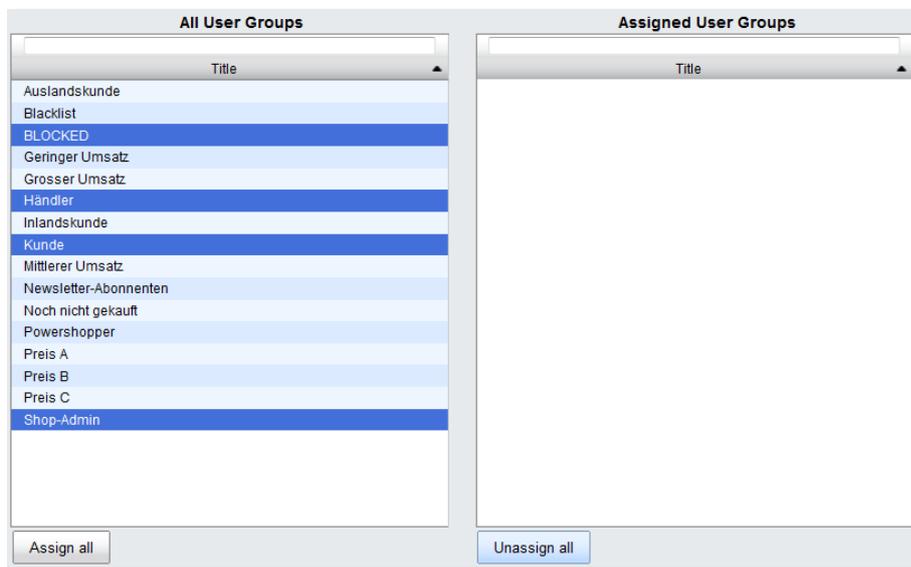


Figure 28

After assigning the user groups, **Assigned User Groups** list will be displayed as shown below.

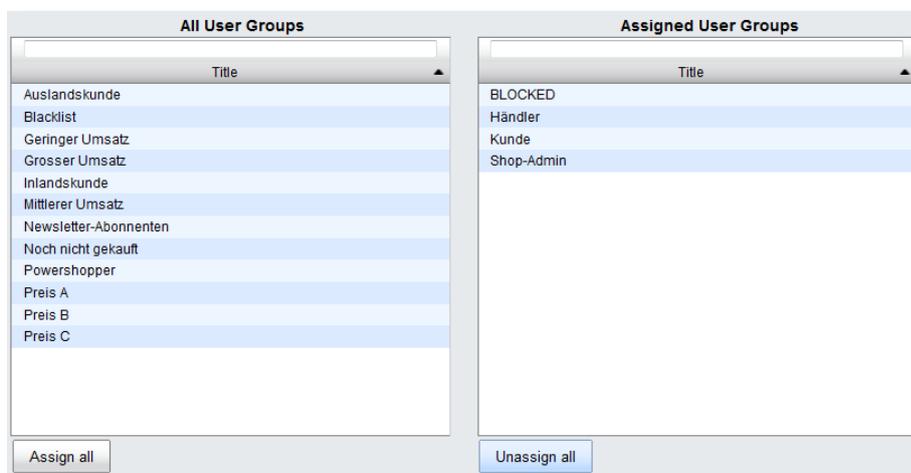


Figure 29

### 4.5.2.3 Assigning users for the shipping method

To assign user groups for the selected shipping method, click on the **Assign Users** button from the **Users** tab.



Figure 30

Now, choose the users from the **All Users** column and then drag & drop the selected users into the **Assigned Users** column.

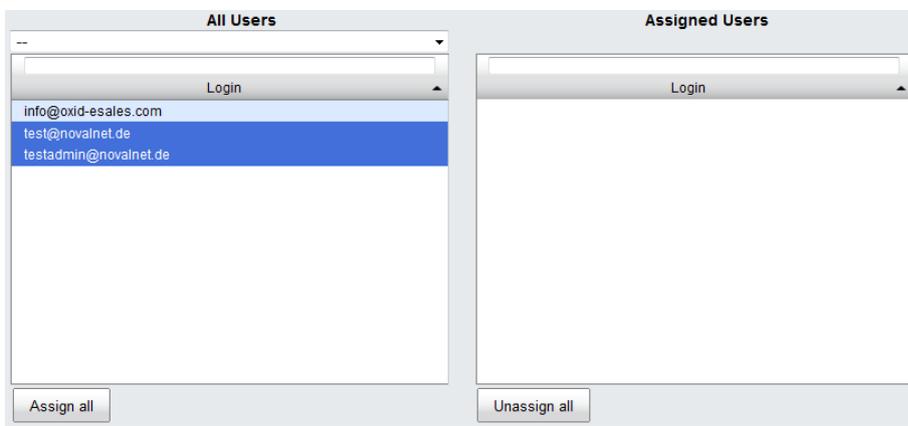


Figure 31

After assigning the users, **Assigned Users** list will be displayed as shown below.

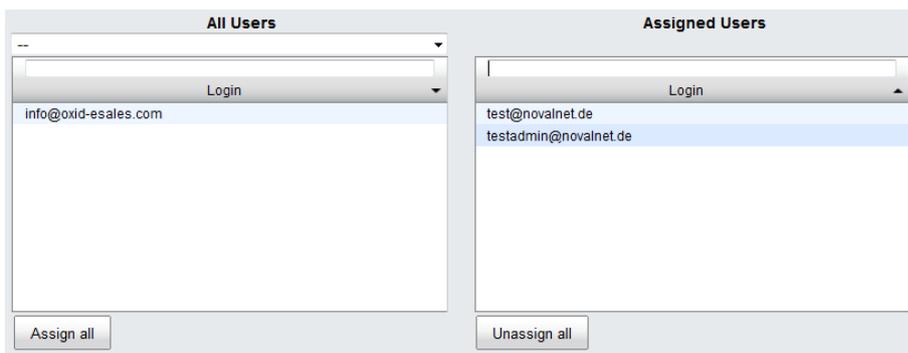


Figure 32

#### 4.6 Configuring the payment methods in the Novalnet payment module

To configure the Novalnet payment methods, go to **Novalnet** → **Novalnet payment configuration** and choose the respective Novalnet payment.

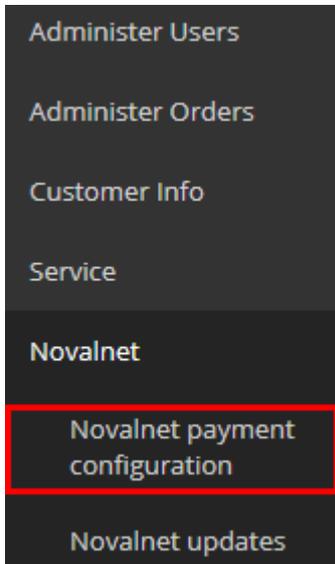


Figure 33

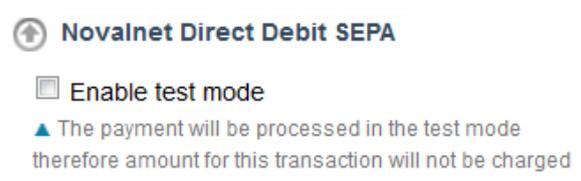


Figure 34

Configure the required fields and click on the **Save** button to update/ save the changes made.

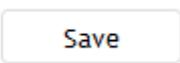


Figure 35

**Note:** Kindly follow the same to configure the remaining Novalnet payment methods.

| Field                      | Description   |
|----------------------------|---|
| Enable test mode           | Payment will be processed in test mode therefore amount for this transaction will not be charged. |
| Notification for the buyer | Text entered in this field will be displayed on the checkout page.                                |

## 4.7 Payment methods specific settings

### 4.7.1 Credit Card

| Field  | Description  |
|--|--|
| Set a limit for on-hold transaction (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | In case the order amount exceeds mentioned limit, the transaction will be set on hold till your confirmation of transaction.   |
| Enable 3D Secure   | On activating 3D-Secure, the issuing bank prompts the buyer for a password. This helps in preventing a fraudulent payment. It can be used by the issuing bank as evidence that the buyer is indeed the card holder. This is intended to help decrease a risk of charge-back.   |
| Force 3D secure on predefined conditions   | If 3D secure is not enabled in the above field, then force 3D secure process as per the “Enforced 3D secure (as per predefined filters & settings)” module configuration at the Novalnet admin portal. If the predefined filters & settings from Enforced 3D Secure module are met, then the transaction will be processed as 3D secure transaction otherwise it will be processed as non 3D secure.<br>Please note that the “Enforced 3D secure (as per predefined filters & settings)” module should be configured at Novalnet admin portal prior to the activation here.<br>For further information, please refer the description of this fraud module at “Fraud Modules” tab, below “Projects” menu, under the selected project in Novalnet admin portal or contact novalnet support team. |
| Display AMEX logo  | Merchant can activate/ deactivate AMEX card acceptance by using this option. The merchant should have an AMEX business case before activating this option.<br>If it is activated, AMEX logo will appear on the checkout page.  |
| Display Maestro logo   | Merchant can activate/ deactivate Maestro card acceptance by using this option. The merchant should have an Maestro business case before activating this option.<br>If it is activated, Maestro logo will appear on the checkout page.   |
| Shopping type  | Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.  |
| Form appearance  | Based on the given input, the form will display in the checkout page. Merchant can customize the form style, based on the needs.<br>In general, the form will display with the shop's default CSS settings.  |

#### 4.7.2 Direct Debit SEPA

| Field  | Description  |
|--|--|
| Set a limit for on-hold transaction (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)         | In case the order amount exceeds mentioned limit, the transaction will be set on hold till your confirmation of transaction.   |
| Enable fraud prevention  | To authenticate the buyer for a transaction, a PIN will be automatically generated and sent to the buyer. This service is only available for customers from DE, AT, CH   |
| Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | Enter the minimum value of goods from which the fraud module should be activated   |
| SEPA payment duration (in days)  | Number of days after which the payment should be processed (must be greater than 6 days).  |
| Shopping type  | Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.  |
| Enable payment guarantee   | Direct Debit SEPA with payment guarantee should be activated on Novalnet admin portal, before you activate this option here.<br>Basic requirements for payment guarantee: Allowed countries: AT, DE, CH. Allowed currency: EUR. Minimum amount of order >= 9,99 EUR. Minimum age of end customer >= 18 Years. The billing address must be the same as the shipping address. Gift certificates/ vouchers are not allowed. |
| Minimum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)                        | This setting will override the default setting made in the minimum order amount. Note that amount should be greater than 9,99 EUR.   |
| Force Non-Guarantee payment  | If the payment guarantee is activated (True), but the payment guarantee requirements are not met, the payment will be processed as non-guarantee payment.  |

#### 4.7.3 Invoice

| Field  | Description  |
|--|--|
| Set a limit for on-hold transaction (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)         | In case the order amount exceeds mentioned limit, the transaction will be set on hold till your confirmation of transaction.   |
| Enable fraud prevention  | To authenticate the buyer for a transaction, a PIN will be automatically generated and sent to the buyer. This service is only available for customers from DE, AT, CH |
| Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | Enter the minimum value of goods from which the fraud module should be activated   |

|   |  |
|---|--|
| Payment due date (in days)  | Number of days to transfer the payment amount to Novalnet (must be greater than 7 days). In case if the field is empty, 14 days will be set as due date by default.  |
| Enable payment guarantee  | Invoice with payment guarantee should be activated on Novalnet admin portal, before you activate this option here.<br>Basic requirements for payment guarantee: Allowed countries: AT, DE, CH. Allowed currency: EUR. Minimum amount of order >= 9,99 EUR. Minimum age of end customer >= 18 Years. The billing address must be the same as the shipping address. Gift certificates/ vouchers are not allowed. |
| Minimum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | This setting will override the default setting made in the minimum order amount. Note that amount should be greater than 9,99 EUR.   |
| Force Non-Guarantee payment   | If the payment guarantee is activated (True), but the payment guarantee requirements are not met, the payment will be processed as non-guarantee payment.  |

#### 4.7.4 Prepayment

| Field                      | Description   |
|----------------------------|---|
| Enable test mode           | Payment will be processed in test mode therefore amount for this transaction will not be charged. |
| Notification for the buyer | Text entered in this field will be displayed on the checkout page.                                |

#### 4.7.5 PayPal

| Field  | Description   |
|--|---|
| Set a limit for on-hold transaction (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | In case the order amount exceeds mentioned limit, the transaction will be set on hold till your confirmation of transaction (In order to use this option you must have billing agreement option enabled in your PayPal account. Please contact your account manager at PayPal.) |
| Shopping type  | Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.   |

#### 4.7.6 Barzahlen

| Field                      | Description  |
|----------------------------|--|
| Slip expiry date (in days) | Enter the number of days to pay the amount at store near you. If the field is empty, 14 days will be set as default. |

### 4.8 Fraud modules configuration

We have integrated the fraud modules (PIN by callback and PIN by SMS) for the below mentioned payment methods

- Direct Debit SEPA
- Invoice

This service is only available for the customers from Germany, Austria and Switzerland.

Configure the **Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)** to control the respective fraud modules to be displayed in the web shop.

#### PIN by callback

In a first step of the PIN by callback system, the customer has to enter his telephone number and soon after the customer enters his/ her telephone number, the customer will be called back on his/ her given telephone number. Now, the 4 digit pin will be provided to the customer via phone call. The customer must enter this 4 digit pin on the merchant's page, to authorize himself/ herself to process the order. Through this method, the customer can be identified in real time and the fraud intentions can be blocked at the initial stage. As this check is quite effective and cheap, it is recommended by Novalnet for all merchants in the e-commerce field.



Figure 36

Select the fraud prevention (**PIN by callback**) in the **Enable fraud prevention** option and click on **Save** button to the changes made.

Once it has been enabled, it will display the **Telephone number** field along with the Direct Debit SEPA form in the web shop as shown below.

Direct Debit SEPA (0,00 €) **SEPA**

Account holder: Tester Novalnet

IBAN: [Empty field]

Telephone number: [Empty field]

I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct!

Your account will be debited upon the order submission.

Figure 37

Fill the mandatory fields and proceed further. Later, a PIN will be received via phone call to the given number and enter the valid PIN in **Transaction PIN** field to success the order.

Direct Debit SEPA (0,00 €) **SEPA**

Transaction PIN\*: [Empty field]

Forgot your PIN?

Your account will be debited upon the order submission

Figure 38

If you forgot the given PIN, select the **Forgot your PIN?** Check box to get the new PIN to success the same.

### PIN by SMS

In this process, the customer receives a PIN via SMS on his/ her mobile phone which he/ she has to enter on the merchant's web page, before the order is authorized.

Select the fraud prevention (**PIN by SMS**) in the **Enable fraud prevention** option and click on **Save** button to update/ save the changes made.

Enable fraud prevention

PIN by SMS

None

PIN by callback

PIN by SMS

Figure 39

Once it has been enabled, it will display the **Mobile number** field along with Direct Debit SEPA form in the web shop as shown below.

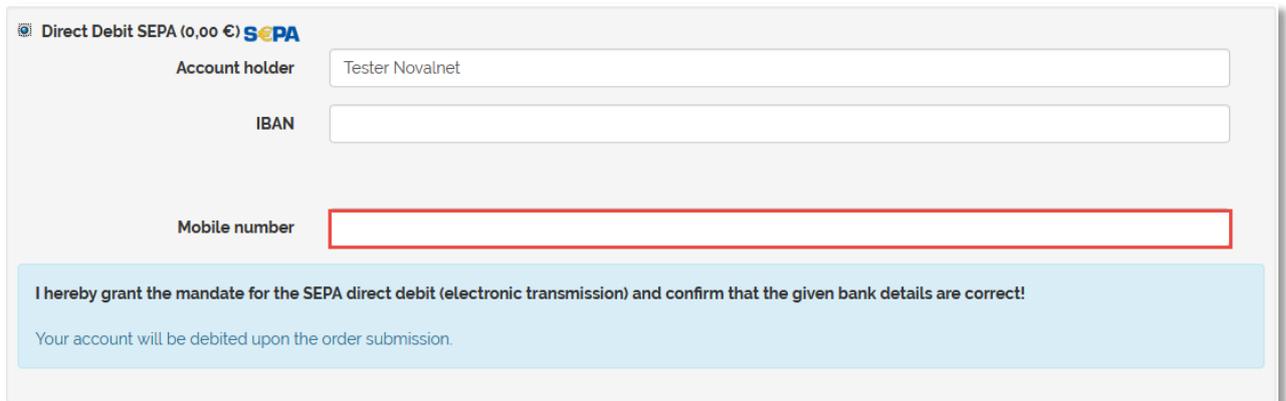


Figure 40

Fill the mandatory fields and proceed further. Later, a PIN will be received via SMS to the given number and enter the valid PIN in **Transaction PIN** field to success the order.

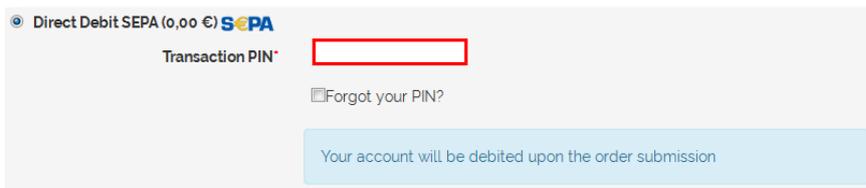


Figure 41

If you forgot the given PIN, select the **Forgot your PIN?** check box to get the new PIN to success the same.

| Field  | Description  |
|--|--|
| Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) | In case an order amount exceeds mentioned limit, the fraud modules will be displayed and processed accordingly for the particular payment. |
| Telephone number   | Enter the valid telephone number to get the PIN by callback to success an order.   |
| Mobile number  | Enter the valid mobile number to get the PIN via SMS to success an order.  |
| Transaction PIN  | Enter the valid PIN to success the order   |

**Note:** To process fraud prevention features successfully, kindly configure your server IP address on Novalnet administration portal.

## 5 SHOPPING TYPE

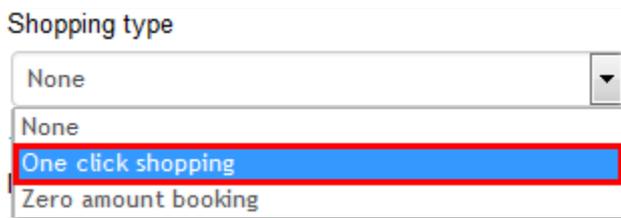
We have integrated the shopping type (**One click shopping** and **Zero amount Booking**) for the below mentioned payment methods.

- Credit Card
- Direct Debit SEPA
- PayPal

### 5.1 One click shopping

One click shopping is the process which allows the registered customers to make online payment with the use of the payment account details or card details entered by the user in the previous order.

Select **One click shopping** option from **Shopping type**.



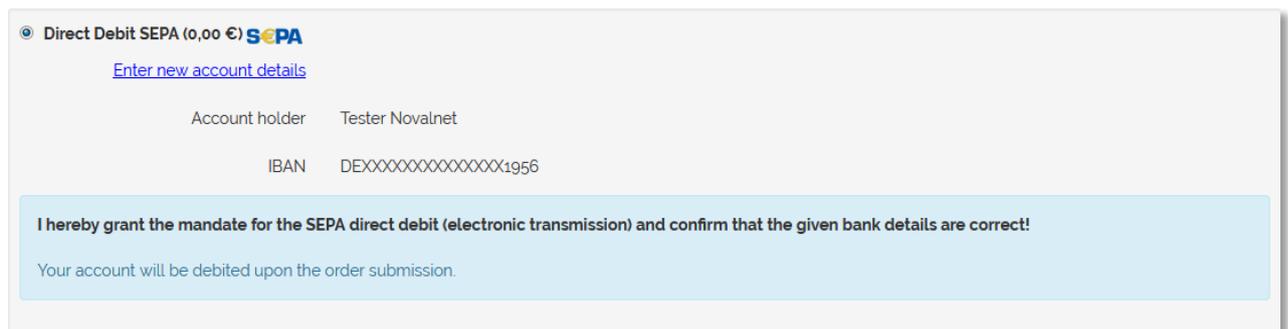
The image shows a web form with a dropdown menu titled "Shopping type". The dropdown is open, showing three options: "None", "One click shopping", and "Zero amount booking". The "One click shopping" option is highlighted with a blue background and a red border. The "None" option is currently selected in the dropdown.

Figure 42

Click on **Save** button to update/ save the changes made.

### Credit Card/ Direct Debit SEPA/ PayPal

After a successful order when the customer proceeds with another order, the payment account details will be displayed with the masked pattern in the web shop as shown below.



The image shows a screenshot of a SEPA Direct Debit form. At the top, it says "Direct Debit SEPA (0,00 €) SEPA" with a radio button selected. Below this is a link "Enter new account details". The form displays "Account holder" as "Tester Novalnet" and "IBAN" as "DEXXXXXXXXXXXXX1956". A light blue box contains the text: "I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct!" and "Your account will be debited upon the order submission."

Figure 43

### Enter new account details

When the customer wants to change the account details, they can proceed by clicking on the **Enter new account details** link in the web shop as shown below.

The screenshot shows a form titled "Direct Debit SEPA (0,00 €) SEPA". A red box highlights the link "Enter new account details". Below the link, the form displays "Account holder" as "Tester Novalnet" and "IBAN" as "DEXXXXXXXXXXXXXXXXXX1956". A light blue banner at the bottom contains the text: "I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct!" and "Your account will be debited upon the order submission."

Figure 44

### Given account details

If the customer wants to use the same account details which was masked, they can proceed with the masked account details by clicking on the **Given account details** link in the web shop as shown below.

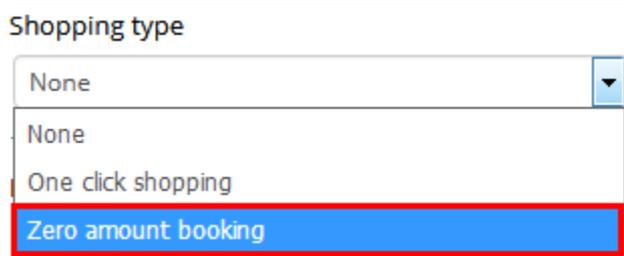
The screenshot shows a form titled "Direct Debit SEPA (0,00 €) SEPA". A link "Given account details" is visible. The form has input fields for "Account holder" (containing "Norbert Maier") and "IBAN". Below these fields is a checkbox labeled "Save my account details for future purchases". A light blue banner at the bottom contains the text: "I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct!" and "Your account will be debited upon the order submission."

Figure 45

## 5.2 Zero amount booking

In this process, the payment will be processed with amount value as zero. Once the order has been placed successfully, the merchant has to book the order amount to complete the transaction.

Select **Zero amount booking** option from **Shopping type**.



Shopping type

None

None

One click shopping

**Zero amount booking**

Figure 46

Click on **Save** button to update/ save the changes made.

After placing the order with zero amount booking, select the particular order and enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the appropriate box in the **Transaction booking amount** field and click on the **Update** button to book the specified amount.



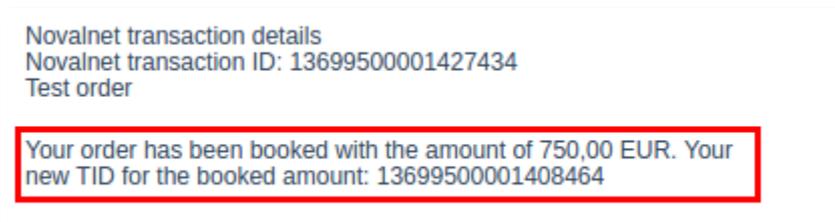
**Book transaction**

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

**Update**

Figure 47

Once the booking process is completed successfully, refer the booked details in the transaction details in order history comments of the respective order.



Novalnet transaction details  
Novalnet transaction ID: 13699500001427434  
Test order

**Your order has been booked with the amount of 750,00 EUR. Your new TID for the booked amount: 13699500001408464**

Figure 48

**Important note:** Zero amount booking will not be processed, if subscription is activated.

## 6 ORDERS

To view the orders, kindly go to **Administer Orders** → **Orders**.



Figure 49

### 6.1 Order overview

Now, click on the required **ORDER NO.** from the list to view the respective order details.

| ORDER TIME          | PAYMENT DATE        | ORDER NO. | FIRST NAME | LAST NAME |
|---------------------|---------------------|-----------|------------|-----------|
| 2019-02-27 06:07:19 | 2019-02-27 06:07:17 | 72        | Tester     | Novalnet  |
| 2019-02-26 15:02:05 | 2019-02-26 15:01:20 | 71        | Novalnet   | Tester    |
| 2019-02-26 14:32:30 | 2019-02-26 14:32:27 | 70        | Novalnet   | Tester    |

Figure 50

### 6.2 Order details

Now, you can review the transaction details of the respective order.



Figure 51

## 7 EXTENSION PROCESS

Go to **Administer Orders** → **Orders** to view the list of orders.



Figure 52

### 7.1 Confirm/ Cancel transaction process

Select the particular order and choose on the **Confirm/ Cancel** option under **Manage transaction process**.

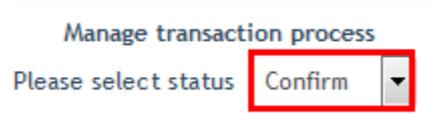


Figure 53

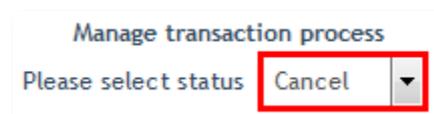


Figure 54

Click on the **Update** button to confirm/ cancel the transaction.

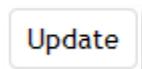


Figure 55

Once the transaction has been confirmed/ canceled, refer the transaction details in order history comments of the respective order.

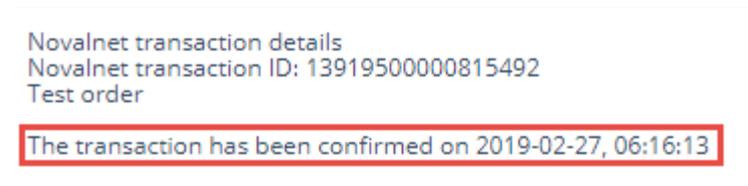


Figure 56



Figure 57

## 7.2 Refund transaction process

Select the particular order, enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the appropriate box and then click on the **Update** button to refund the specified amount.

Figure 58

Once the refund process has been completed successfully, refer the transaction details in order history comments of the respective order.

Figure 59

### Refund reference

For the existing transactions, **Refund reference** field will be available. Enter the respective reason or information for the refund.

Figure 60

## 7.3 Amount update process

Select the particular order and enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) which needs to be updated, for the respective transaction and click on **Update** button.

Figure 61

Once the amount update process has been completed successfully, the transaction details will be displayed in the order comments as mentioned below.

Novalnet transaction details  
Novalnet transaction ID: 13919500000815178  
Test order

**The transaction amount 500,00 EUR has been updated successfully on 2019-02-27, 07:16:13**

Figure 62

#### 7.4 Due date change process

Select the particular order. Change the due date in Transaction due date field under **Change the amount/ due date** option and click on **Update** button.

**Change the amount / due date**

Update transaction amount:  (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

Transaction due date:  (YYYY-MM-DD)

**Update**

Figure 63

Once the due date update process has been changed successfully, the transaction details will be displayed in the order comments as mentioned below.

Novalnet transaction ID: 13919500000910505  
Test order  
Due date: **13.03.2019**  
Account holder: Novalnet AG  
IBAN: DE22740201500000000042  
BIC: RZOODE77050  
Bank: Raiffeisenlandesbank O Zndl Sddeutschland Passau  
Amount: 9,00 EUR  
Please use any one of the following references as the payment reference, as only through this way your payment is matched and assigned to the order:  
Payment Reference 1: 13919500000910505  
Payment Reference 2: BNR-14-75

The transaction has been updated with amount 9,00 EUR and due date with 15.03.2019

Novalnet transaction details  
Novalnet transaction ID: 13919500000910505  
Test order  
Due date: **15.03.2019**  
Account holder: Novalnet AG  
IBAN: DE22740201500000000042

Figure 64

## 7.5 Slip expiry date change process

Select the particular order. Change the slip expiry date in **Slip expiry date** field under **Change the amount/slip expiry date** option and click on **Update** button.

Figure 65

Once the slip expiry date update process has been changed successfully, the transaction details will be displayed in the order history comments as mentioned below.

Figure 66

## 8 AFFILIATE SYSTEM MANAGEMENT

The Novalnet platform for affiliate programs allows you to organize your affiliate management in an easy and uncomplicated manner. You save time and effort, as the complete processes - from revenue sharing up to the payout to your affiliates - are managed by the Novalnet. Additionally, you have the possibility to manage your members via the Novalnet system and to automatize your subscription management.

The Novalnet partner program platform puts an additional interface for the management of your affiliates at your disposal in direct combination with our reliable and safe payment solution. In the course of your cooperation with Novalnet as payment service provider this interface, its implementation and administration are provided to you free of charge. The calculation and payout of commissions is of course carried out reliably and at the highest security level by Novalnet.

Using this service you save considerable time and administrative effort paying out referral commissions and turnover commissions. The automation of the affiliate program via the Novalnet solution renders manual booking and control of affiliate payouts obsolete.

Furthermore as a merchant, you always get an overview in the Novalnet administration portal about the amount of turnover generated by each of your affiliate partners and the level of their turnover commission. At this point, single or combined settlements can be set up. You can create any combination of commission types for your sales partners.

### Possible payout options through the Novalnet systems are

- **Pay per Lifetime:** Repetitive commission payouts to affiliate (subscriptions etc.)
- **Pay per Lead:** One-time payment with a fixed amount

You can set up new affiliates in the back end by yourself, evaluate the turnover an affiliate generates and the amount of commission the affiliate received. So you and your affiliate benefit from online payment by Novalnet and a fast payout. With Novalnet as a payment service provider, you can benefit from many useful additional services such as the affiliate program along with e-payment.

### Follow the necessary step mentioned below to set up the affiliate process,

Set the shop website URL with the Affiliate id:

E.g.: [https://oxid.novalnet.de/index.php?nn\\_aff\\_id=affiliate-ID](https://oxid.novalnet.de/index.php?nn_aff_id=affiliate-ID)

## 9 DEACTIVATE PROCEDURE

To uninstall the Novalnet module, go to **Extensions** → **Modules**.

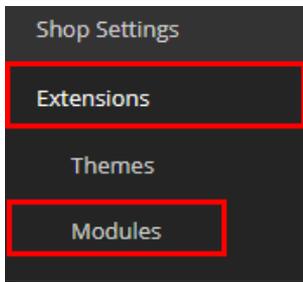


Figure 67

Choose **Novalnet** from the list of plugins and click on the **Deactivate** button.

| ACTIVE  | NAME     |
|---|----------|
|  | Novalnet |

Figure 68

Deactivate

Figure 69

## 10 TELEPHONE/ EMAIL SUPPORT/ CONTACT

On any kind of enquiries please contact one of the following departments as per your requirement

**Technical support:**

[technic@novalnet.de](mailto:technic@novalnet.de)

+49 89 9230683-19

**General merchant support:**

[support@novalnet.de](mailto:support@novalnet.de)

+49 89 9230683-21

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