

Installation Guide for Novalnet Shopware 5 Plugin

Version	Date	Remarks
13.2.0	06.03.2024	[New] Implemented Zero amount booking for Google Pay and Apple Pay payment [Fix] Plugin made compatible to ensure smooth integration for Invoice generation [Enhanced] Adjusted the payment plugin to display the payment methods separately in the customer account page

🔗 For previous version changelog, go to

<https://github.com/Novalnet-AG/Shopware-5-payment-integration-novalnet>

TABLE OF CONTENTS

1 QUICK SETUP.....	3
1.1 Plugin Installation	3
1.1.1 Plugin Installation via Package	3
1.1.2 Upgrading the Novalnet Payment Plugin	5
1.1.3 Updates (Local Update)	5
1.2 Global Configuration in the Shopware shop system	7
1.2.1 Notification/Webhook configuration in the Novalnet Admin Portal	8
1.2.2 Client key configuration in the Novalnet Admin Portal.....	9
1.3 Payment Activation in the Novalnet Admin Portal.....	11
1.4 Payment Activation in the Shopware shop system	14
1.5 Payment Configuration in the Novalnet Admin Portal.....	15
1.5.1 Display payment method logo	15
1.5.2 Display invoice payments	15
2 TESTING AND GOING LIVE.....	16
3 ADDITIONAL CONFIGURATION IN NOVALNET ADMIN PORTAL	16
3.1 Additional configuration for all the payment methods.....	16
3.2 Additional configuration for Credit/Debit Cards	20
3.3 Additional configuration for Apple Pay Payment.....	20
3.4 Additional configuration for Google Pay Payment.....	20
4 MANAGING ABOCOMMERCE PLUGIN.....	21
4.1 Subscription Overview.....	22
4.2 Subscription Execution	22
5 MANAGING SHOPWARE ADMIN PANEL.....	23
5.1 Order Management.....	23
5.2 Transaction Overview	23
5.3 Order details for Instalment payments	23
5.4 Confirming / Cancelling a transaction via Novalnet	24
5.5 Refunding an order.....	25
5.5.1 Refunding an Instalment orders	26
5.6 Cancelling Instalment orders.....	26
5.6.1 Instalment Cancellation.....	26
6 UNINSTALLATION	28
6.1 Disabling Novalnet payment methods	28
6.2 Uninstalling the Novalnet payment plugin.....	28
7 TECHNICAL SUPPORT THROUGH NOVALNET	29

1 QUICK SETUP

This guide describes the quick installation procedure of Novalnet payment plugin (this guide comes along with the plugin), to integrate it with 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 plugin package version (13.2.0) supports the following versions of Shopware 5:



To get started:

1. Log in to the [Novalnet Admin Portal](#) with your merchant account details (user credentials)
2. Log in to your Shopware 5 admin panel.
3. Make sure that you have extracted the payment plugin package from the zip file you have received. If you have received only the installation guide without the payment plugin package (zip file), please send us a mail to technic@novalnet.de with your merchant ID.

1.1 Plugin Installation

1.1.1 Plugin Installation via Package

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

Step 1: Navigate to **Configuration** → **Plugin Manager** in your shop admin panel as shown below,

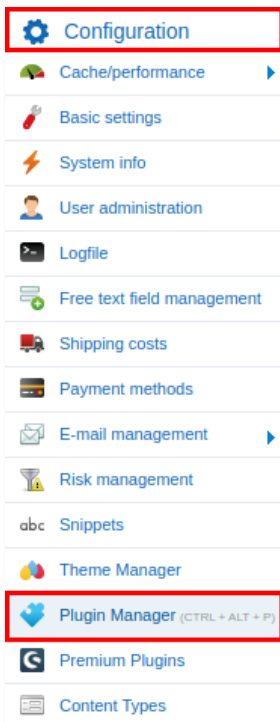


Figure 1

Step 2: Navigate to **Installed**, and click **Upload plugin**.

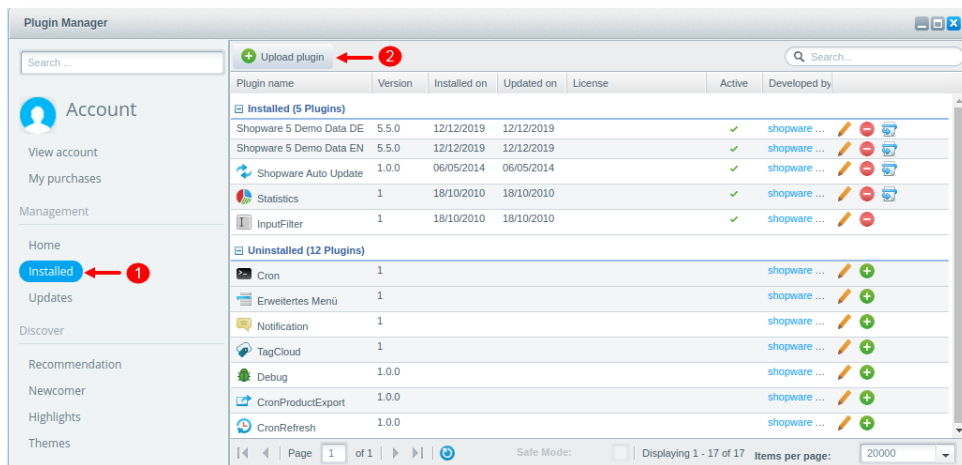


Figure 2

Step 3: In the window overlay that appears, click **Select** and choose the file **NovalPayment.zip** included in the Novalnet Shopware plugin package. Click **Upload plugin** to upload as shown below,

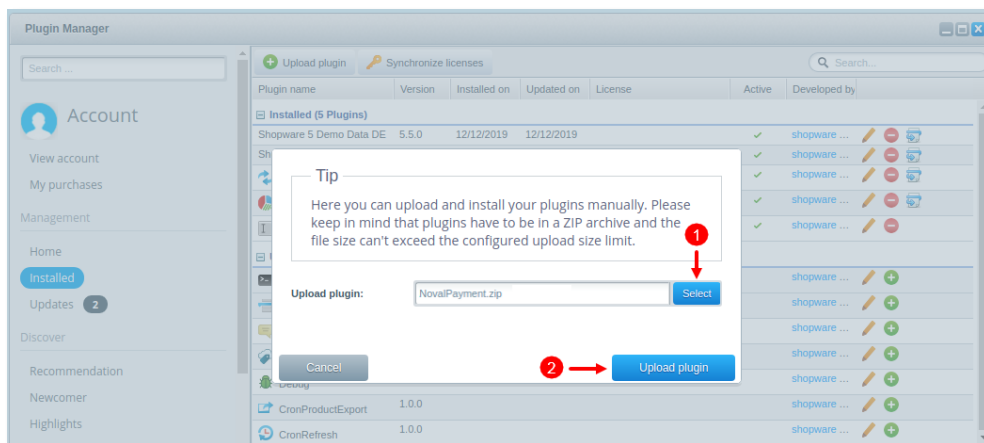


Figure 3

Step 4: After uploading, click **Install** icon as shown below,

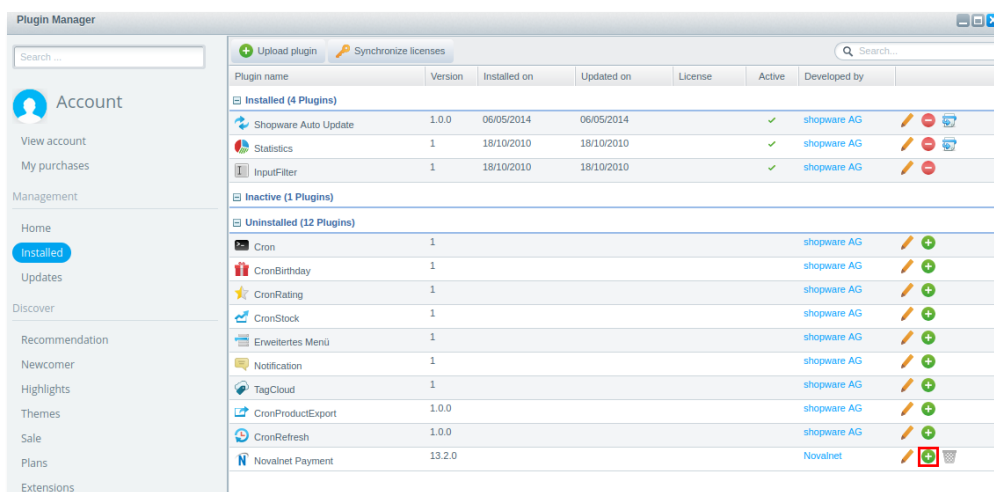


Figure 4

Step 5: Then, click **Activate** to activate the plugin.

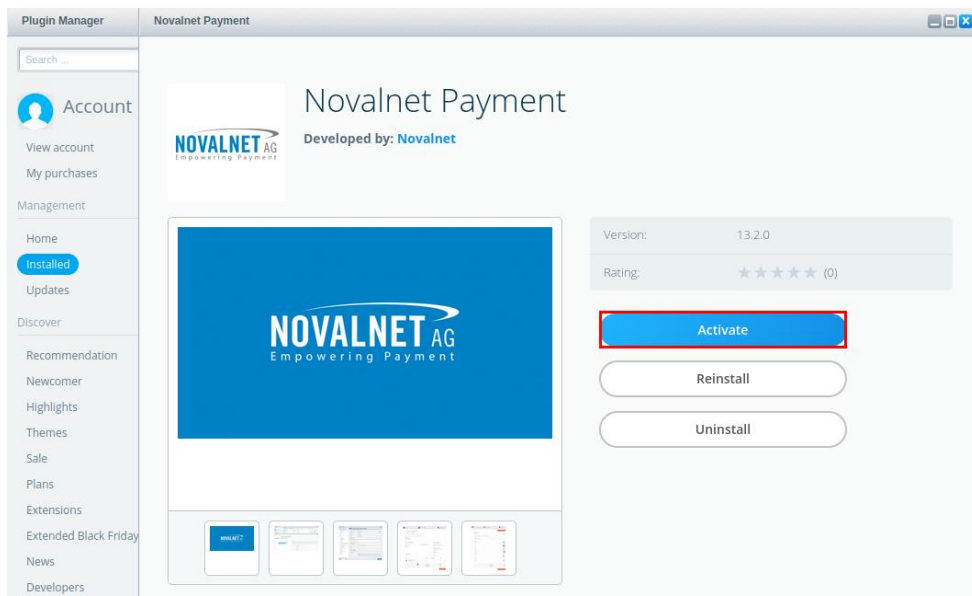


Figure 5

1.1.2 Upgrading the Novalnet Payment Plugin

You can get the updated plugin either from the Shopware store, or by contacting our [technical team](#) or via [Novalnet homepage](#).

👉 Earlier version of the Novalnet Payment plugin should be Installed in the shop to make the Store update.

1.1.3 Updates (Local Update)

Update the Novalnet Payment plugin in your shop backend to the current version without changing the previous plugin configurations.

👉 A Shopware account is not **required** to update the Novalnet Payment plugin in your shop system.

Step 1: Navigate to **Configuration** → **Plugin Manager** and click **Upload plugin** as shown in [Figure 1 & 2](#).

Step 2: To update the latest Novalnet Payment plugin in your shop, click **Local update** 🔄 icon as shown below,

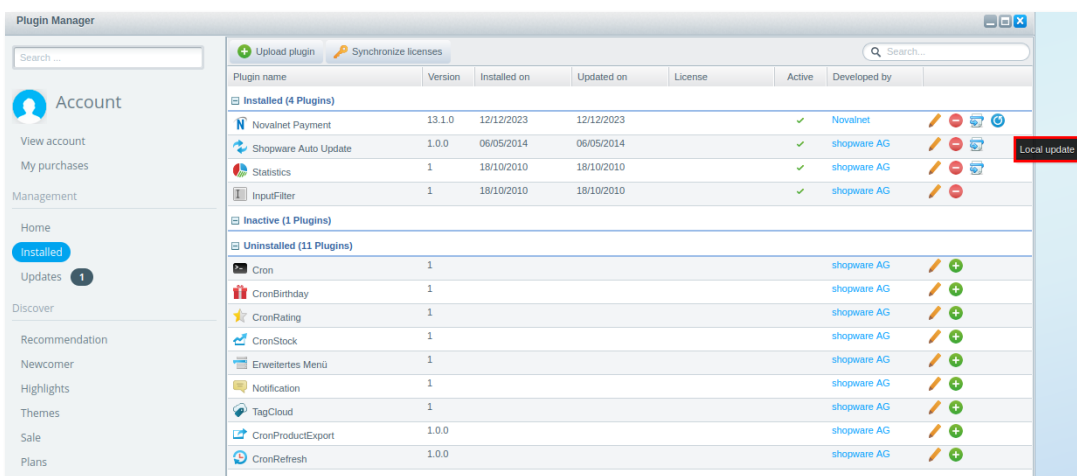



Figure 6

Step 3: After plugin update, the latest Novalnet Payment plugin will be updated in your shop backend and click  icon to navigate to the **Novalnet Payment** page.

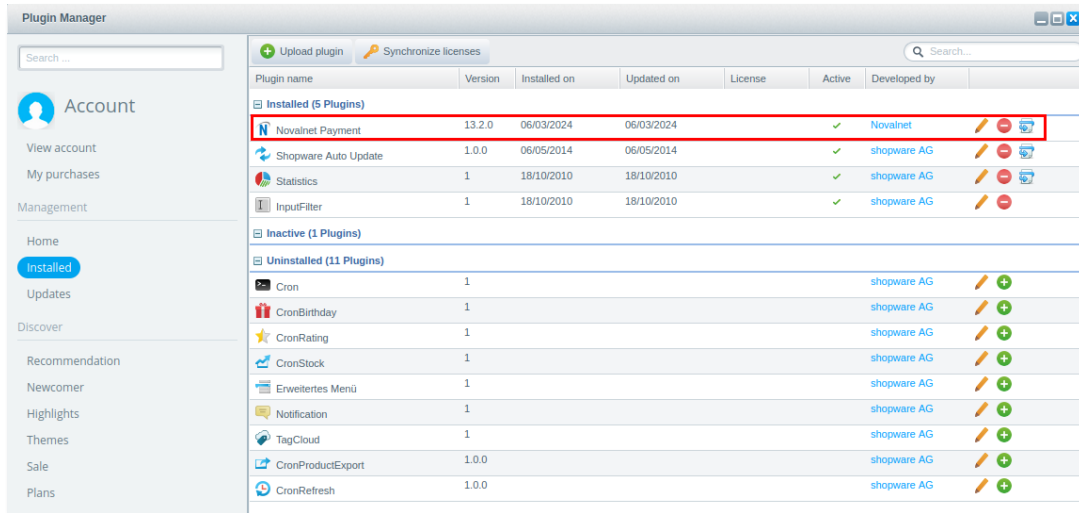


Figure 7

Step 4: Now, select **Configuration** tab. You can view the configuration details here. **Click here to Configure Novalnet API** and choose the tariff ID from the **Select Tariff ID** drop down menu and **Save** the settings as shown below,

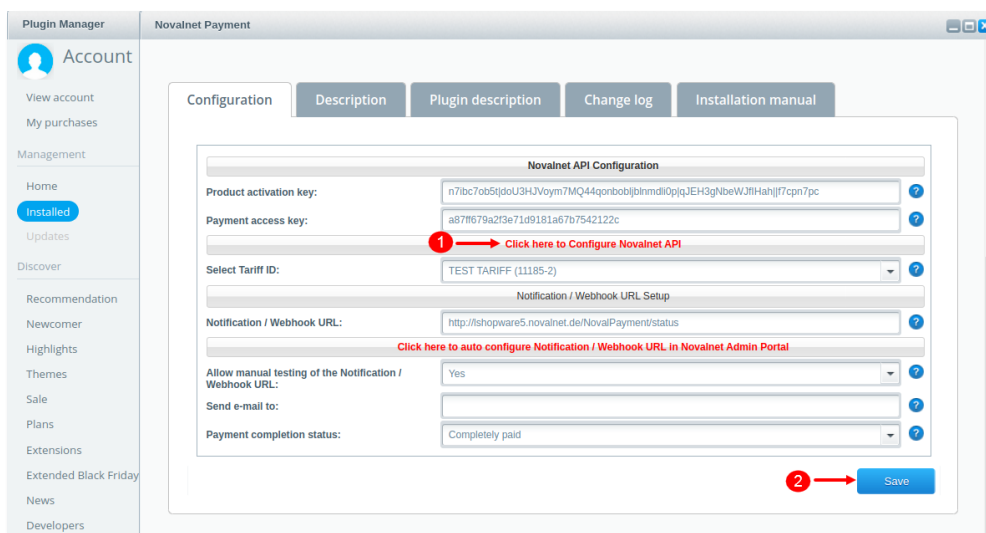




Figure 8

Step 5: Once above mentioned steps are done, logout and login the shop backend.

 To update the latest Novalnet Payment plugin version from **12.3.4** - **13.X.X** disable the existing Novalnet payment methods available under **Payment methods**, then upload the latest Novalnet payment plugin (13.X.X) and **Local update**  it to update it.

1.2 Global Configuration in the Shopware shop system

In your shop admin panel navigate to **Configuration** → **Basic settings** as shown below,

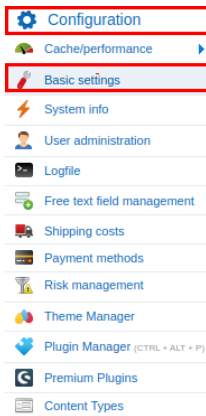


Figure 9

Next, navigate to **Payment methods** → **Novalnet Payment** as shown below,

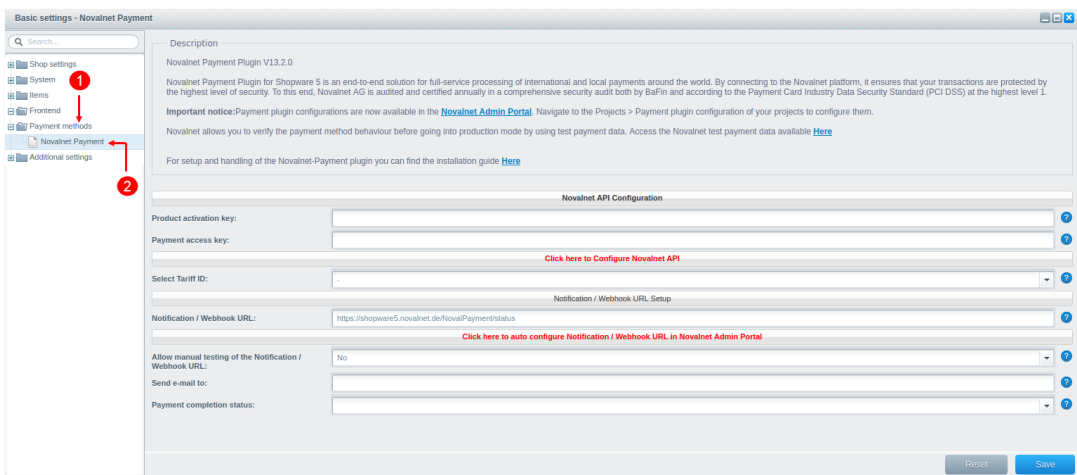


Figure 10

Next, you will be forwarded to the **Novalnet API Configuration** page to 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 **Select Tariff ID** - a unique identifier created based on the tariff type at Novalnet.

To get your **Product activation key** and **Payment access key**, go to the [Novalnet Admin Portal](#), navigate to **Projects** menu and choose your project as shown below,

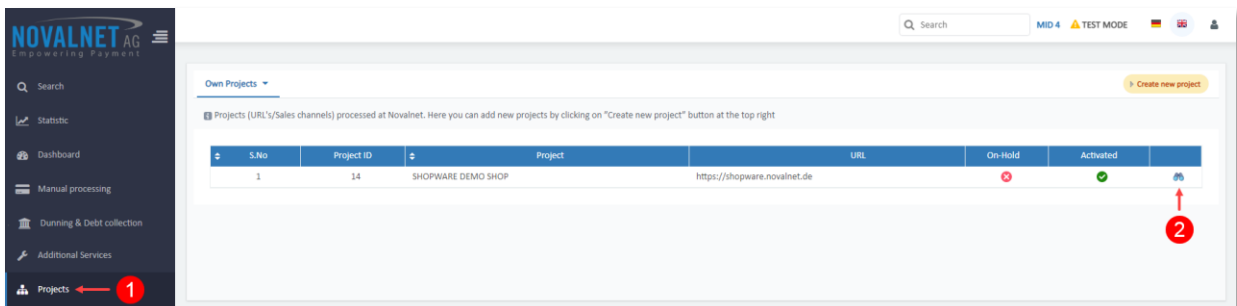


Figure 11

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

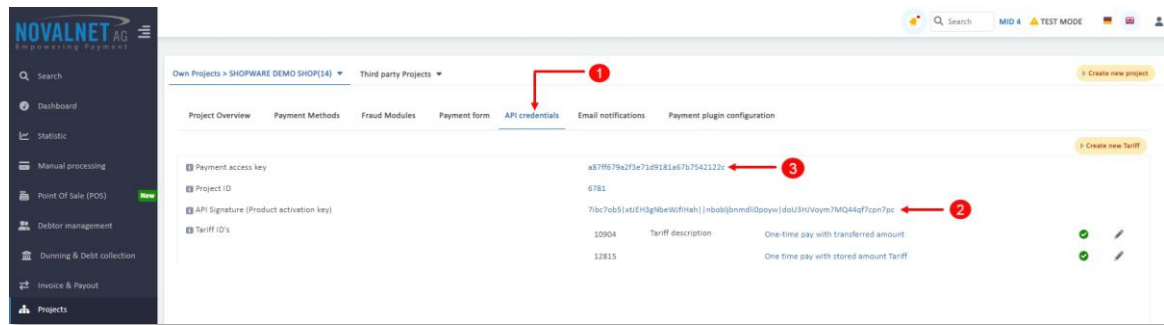


Figure 12

Paste the **Product activation key** & **Payment access key** and click **Click here to Configure Novalnet API**. Next, choose the Tariff ID from the drop down menu that you have created in the [Novalnet Admin Portal](#) for this Shopware shop system. Then click **Save** to update/save the changes.

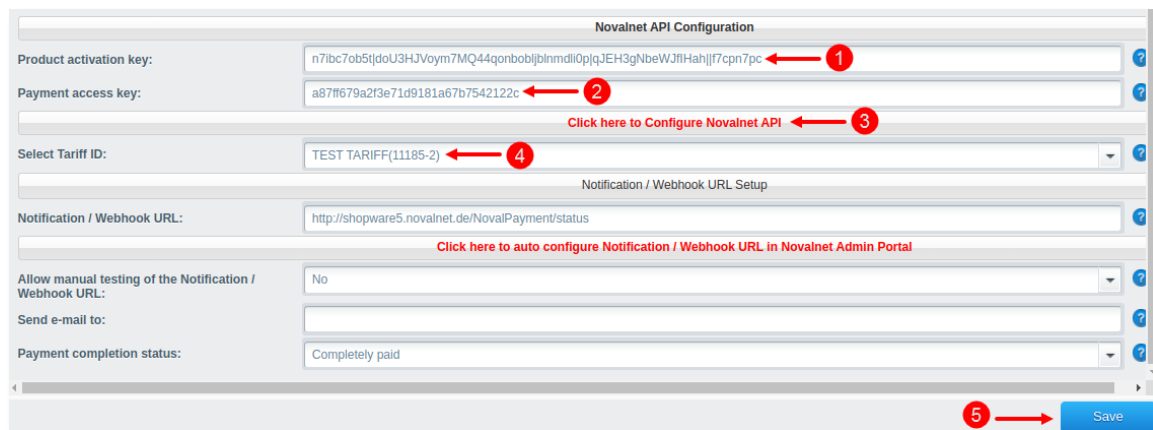


Figure 13

1.2.1 Notification/Webhook configuration in the Novalnet Admin Portal

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

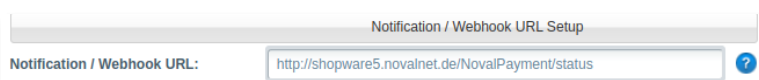


Figure 14

Click **Click here to auto configure Notification/ Webhook URL in Novalnet Admin Portal** to setup your **Notification / Webhook URL** in to the **Novalnet Admin Portal** as shown below,

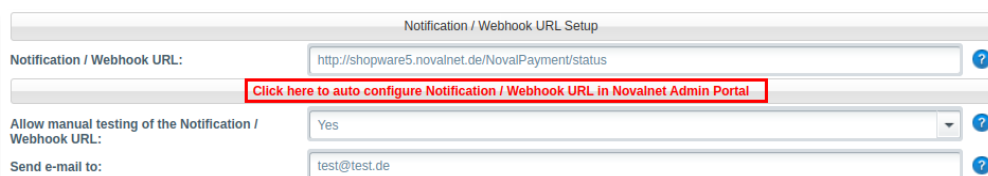


Figure 15

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

☛ Notification / Webhook URL is available as a default setting which is common for all stores and it will be in the format **<Shop_url>/NovalPayment/status**

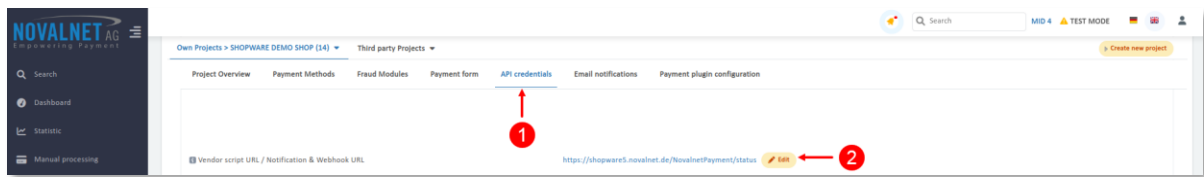


Figure 16

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

Notification / Webhook URL Setup

Notification / Webhook URL:

Click here to auto configure Notification / Webhook URL in Novalnet Admin Portal

Allow manual testing of the Notification / Webhook URL:

Send e-mail to:

Payment completion status:

Save

Figure 17

- ❶ **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).
- ❶ **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 LIVE, to block unauthorized calls from external parties.
- ❶ **Send e-mail to** - Every execution will be sent as a message to the e-mail address defined in this field.

1.2.2 Client key configuration in the Novalnet Admin Portal

The client key is a unique key which is linked with your Novalnet merchant account to authenticate your client based requests. You need the client key to render the secure payment form and tokenize (temporarily) the sensitive information.

☛ Novalnet allows client-side request(s) only from the **whitelisted domains under a particular project** in the [Novalnet Admin Portal](#). The domain must be a valid (secured https://) website. Please follow the below steps to whitelist the domains under a single client key in the [Novalnet Admin Portal](#).

Step 1: Go to the [Novalnet Admin Portal](#).

Step 2: Navigate to the **Projects** menu and click the view icon to view your project details.

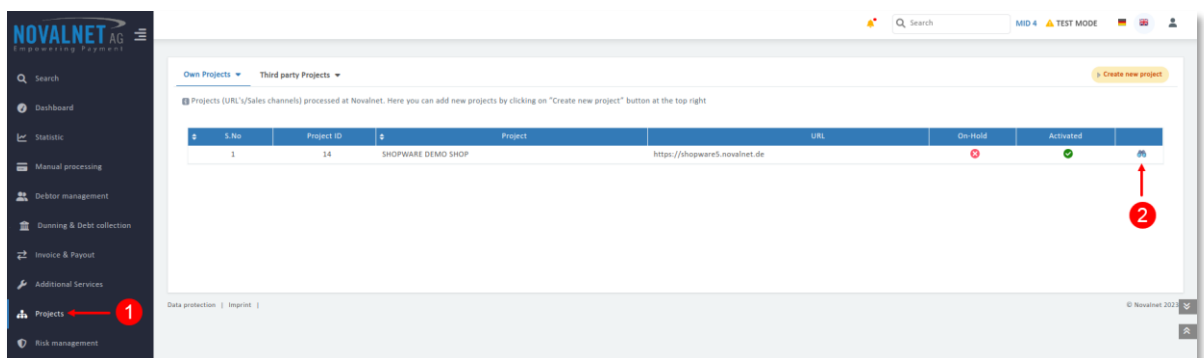


Figure 18

Step 3: On the project details page click **API credentials** and click **Edit** beside **Allowed Domain(s)** as shown below

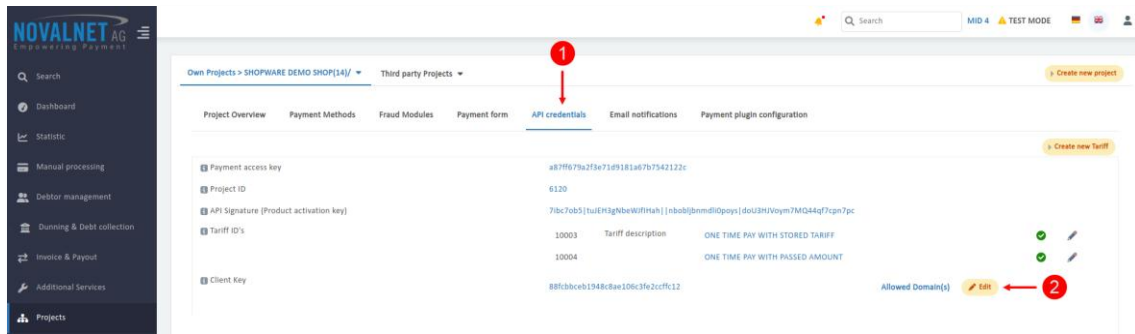


Figure 19

Step 4: Paste your website URL in the **Domain name** field and click **Add** as shown below,

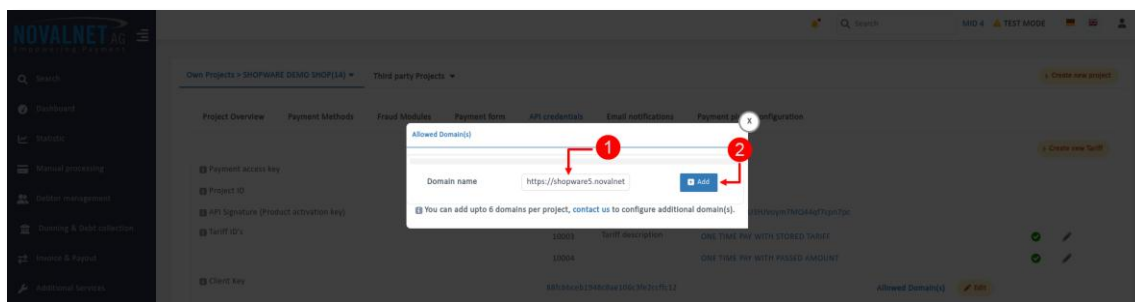


Figure 20

Step 5: After adding the **Domain name**, the web URLs are listed under **Allowed Domain(s)** as shown below,

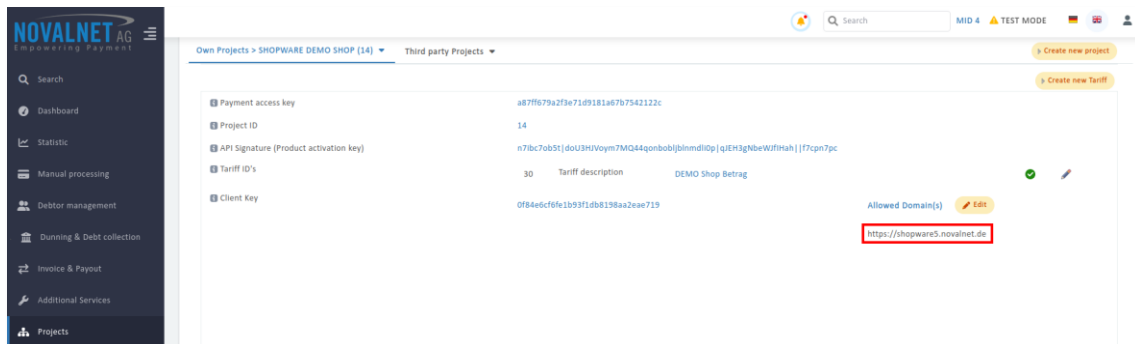


Figure 21

1.3 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 about the payment methods or have additional payment method requests, please contact sales@novалnet.de

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

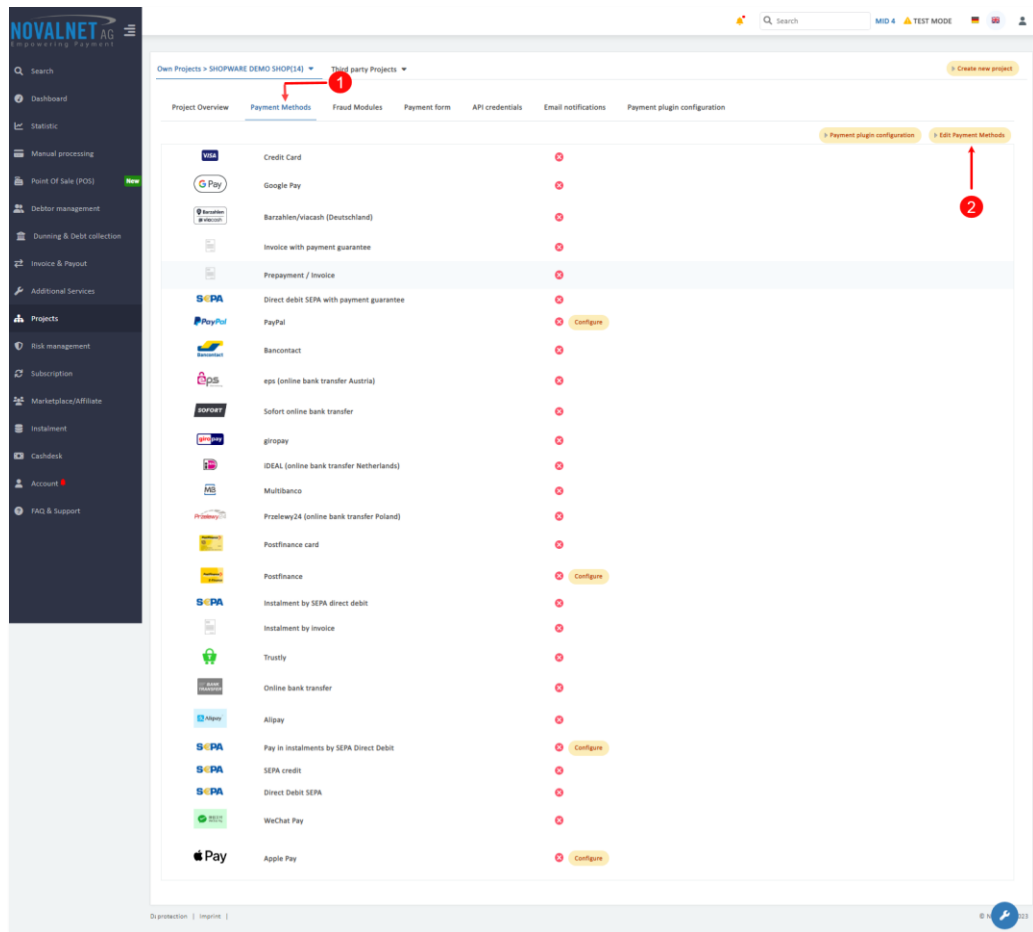


Figure 22

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

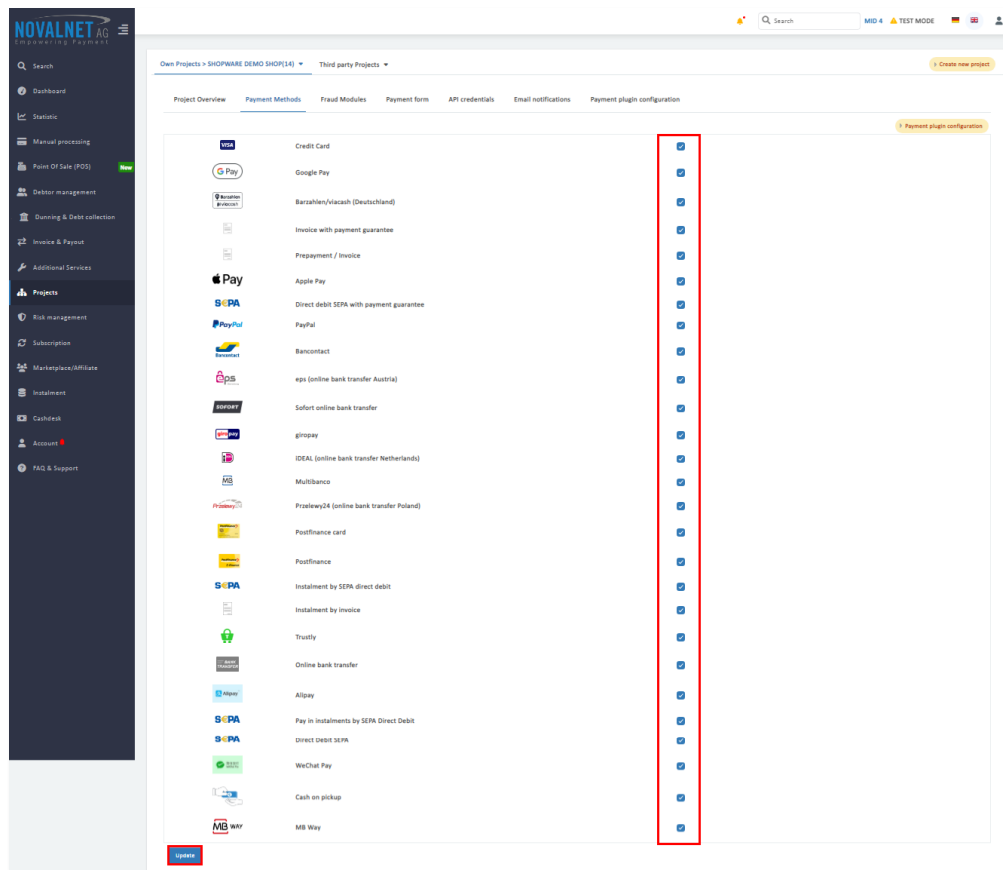


Figure 23

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

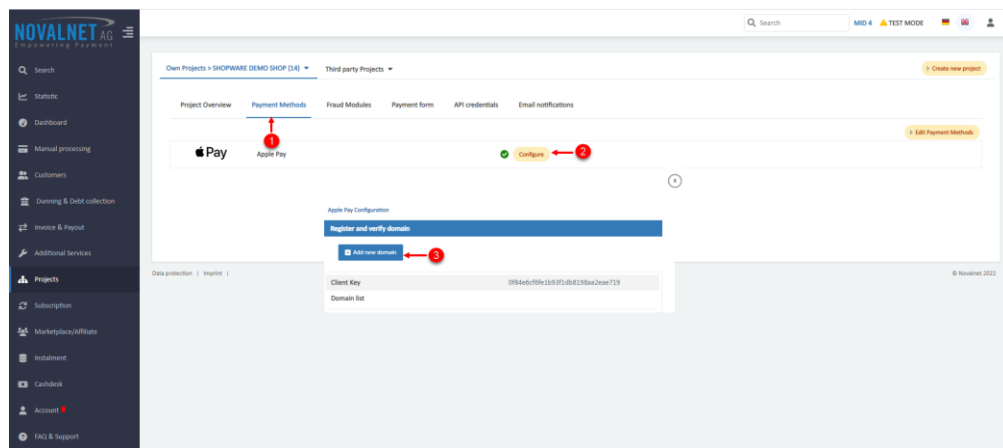


Figure 24

Then, provide the 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://shopware5.novalnet.de/.well-known/apple-developer-erchanted-domain-association>.

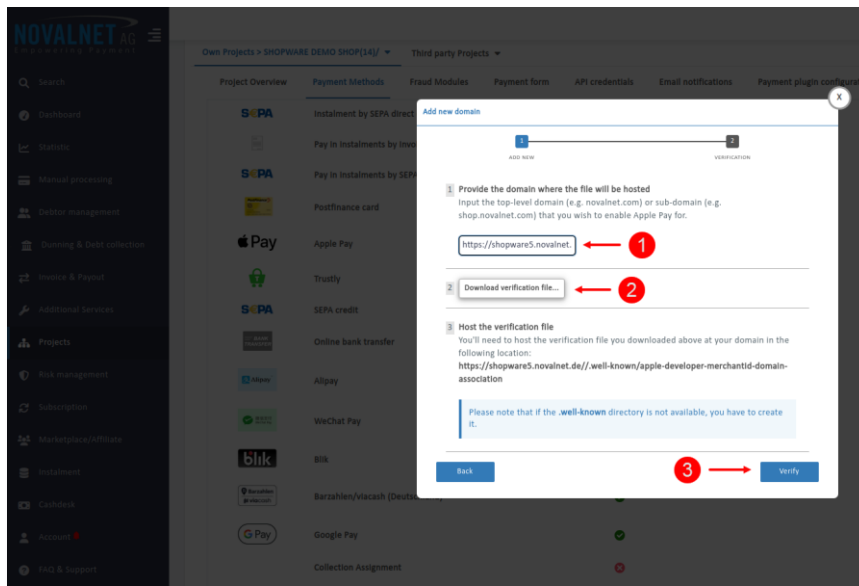


Figure 25

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

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

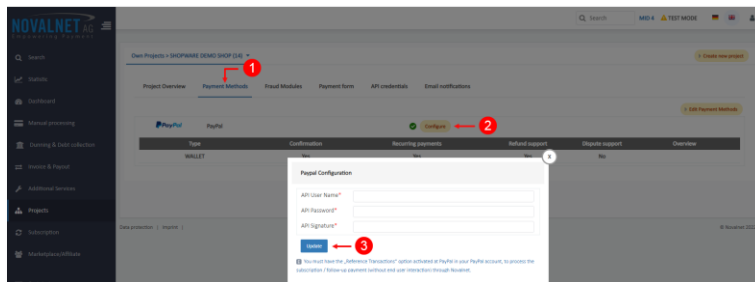


Figure 26

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

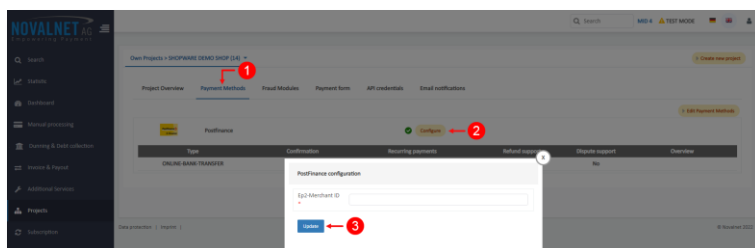


Figure 27

1.4 Payment Activation in the Shopware shop system

After activating the payment methods in the [Novalnet Admin Portal](#), you must enable these payment methods in your shop admin panel to display them on your Shopware 5 checkout page. Navigate to **Configuration → Payment methods** as shown below,

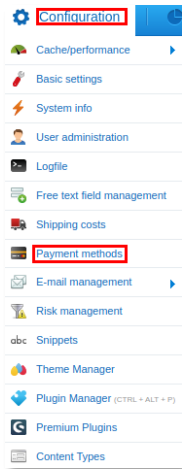


Figure 28

Select a particular payment method on the left sidebar and click **Active** checkbox to activate the payment method. Click **Save** button to update/save the changes made.

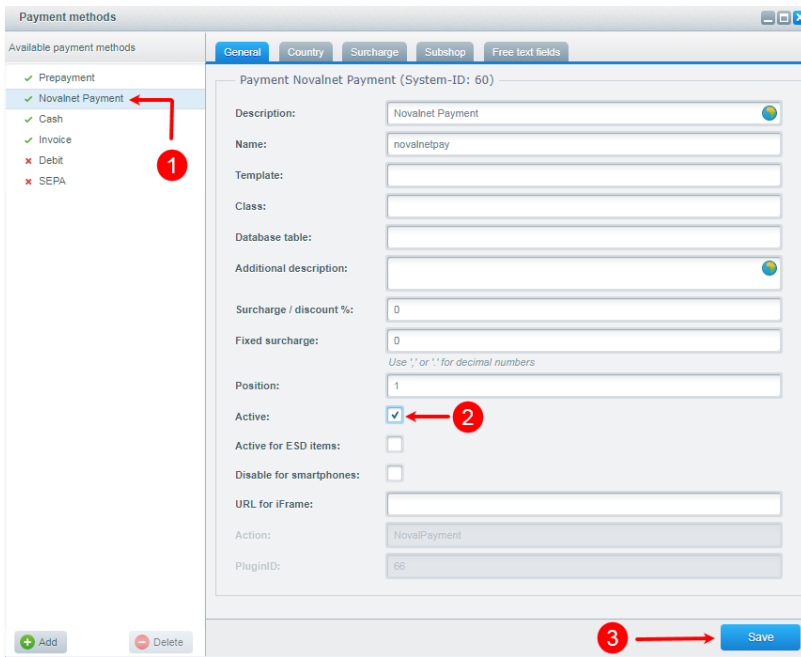


Figure 29

1.5 Payment Configuration in the Novalnet Admin Portal

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

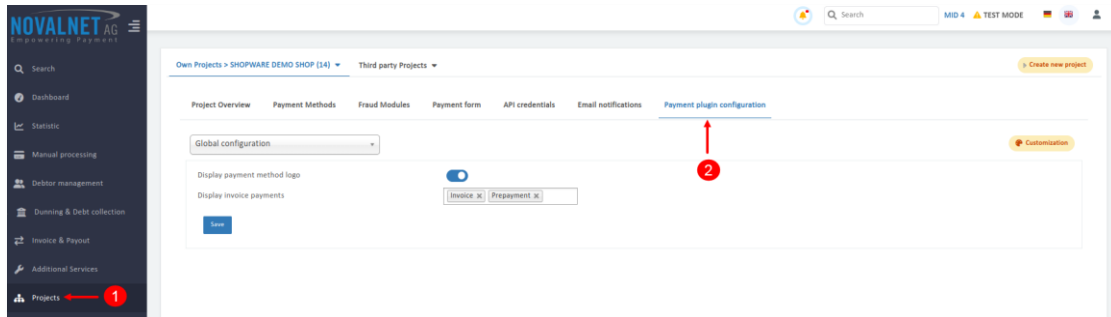


Figure 30

1.5.1 Display payment method logo

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

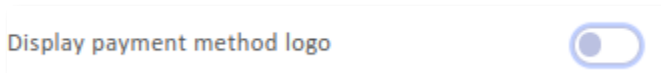


Figure 31

1.5.2 Display invoice payments

🔑 This option is available only for **Invoice** and **Prepayment** methods:

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



Figure 32

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

- ① 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.
- ① Are you happy with our service and support? Please spend a few minutes to share your success [here](#)

2 TESTING AND GOING LIVE

Execute test transactions by navigating to [Novalnet Admin Portal](#) → **Projects** → **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 33

- ① Refer below URL for the Novalnet test payment data for testing
<https://developer.novalnet.de/testing/>

Execute orders in LIVE MODE

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

- ① 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.
- ① Are you happy with our service and support? Please spend a few minutes to share your success [here](#).

3 ADDITIONAL CONFIGURATION IN NOVALNET ADMIN PORTAL

3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment methods, navigate to [Novalnet Admin Portal](#) → **Projects** → **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 34

- ① For **Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 2 and 14 days).
- ① 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.
- ① 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.
- ① 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 explained below.

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

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

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

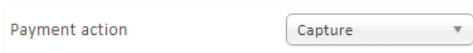


Figure 35

- ❷ **Authorize** - Payment details are verified while the funds are reserved, which will be captured later. Please note for card payments, if you fail to execute a capture within 14 days the reservation on the card will automatically expire!



Figure 36

- ❸ **Authorize with zero amount**

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

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**.

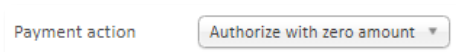


Figure 37

To set an amount for each transaction with the amount 0, navigate to **Customers → Orders** and select the order you want. Click the **Novalnet** tab, enter the desired amount for the €0 transaction (enter 5025 = €50.25 in the smallest currency unit) and click **Book** button.

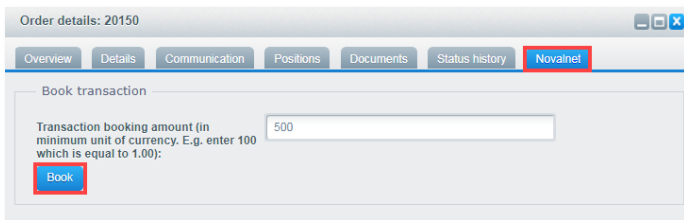


Figure 38

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

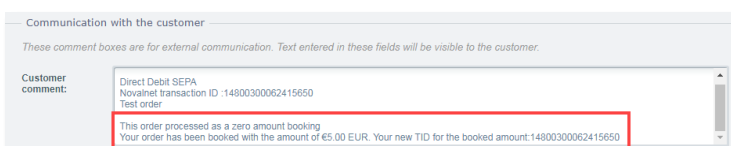
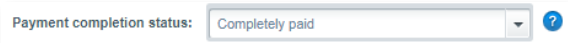


Figure 39

Payment completion status

Set the status that will be used for completed orders.



Payment completion status: Completely paid ?

Figure 40

Status	Description
Reserved	Once the order has been placed successfully with payment authorize the Reserved status applies to orders which are awaiting further confirmation from merchant.
Open	For Payment by Invoice, Direct debit SEPA with payment guarantee, Invoice with payment guarantee, Instalment by invoice, Instalment by SEPA direct debit, Barzahlen/viacash, Multibanco and PayPal payments, the payment status changes from Pending to Open when transaction is confirmed.
Completely paid	Once the order has been placed successfully, the payment status for the respective payment will be set as Completely paid when transaction is confirmed.
The process has been cancelled	Once the payment status for the respective payment gets cancelled, the status will be set as The process has been cancelled .

Payment guarantee configuration

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

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

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

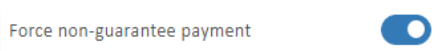
Basic requirements:

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

Force Non-Guarantee payment

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

Enable this option to process payments as non-guarantee payment 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.

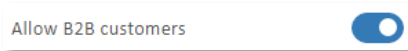


Figure 42

Allowed currencies

☛ This option is available for all payment methods

Select the currencies to which the payment methods to process.



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.



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.

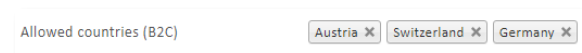


Figure 46

Instalment cycles

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

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

Instalment by SEPA direct debit and Instalment by Invoice.

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

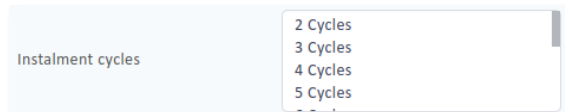


Figure 47

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

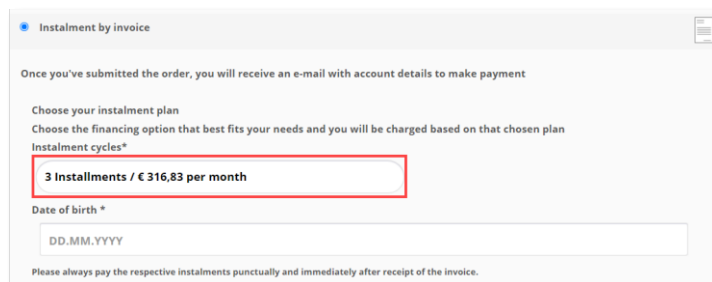


Figure 48

3.2 Additional configuration for Credit/Debit Cards

Enforce 3D secure payment outside the EU

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

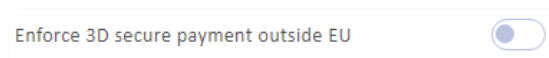


Figure 49

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.

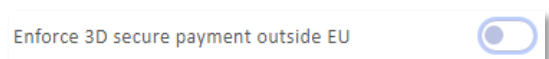


Figure 51

Business name

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

Business name

Figure 52

4 MANAGING ABOCOMMERCE PLUGIN

Novalnet payment plugin supports AboCommerce plugin to process subscription orders and recurring payments. AboCommerce allows you to create subscription items, define variable intervals and durations. Once the AboCommerce plugin is installed in your shop, it is mandatory to define the required payment methods.

To define a payment method, go to **Marketing → Subscriptions**.

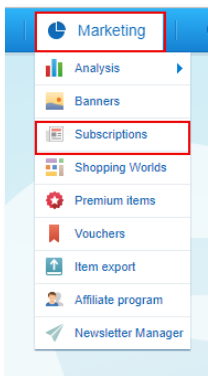


Figure 53

Choose the **Payment means** tab to add the preferred payment method, drag them from the left pane to the right pane of the window. Finally, click **Save settings** to update/save the changes made.

Abocommerce supports only *Credit/Debit Cards, Direct Debit SEPA, Direct Debit ACH, Direct Debit SEPA with payment guarantee, Invoice, Invoice with payment guarantee, Prepayment* and *PayPal* payments.

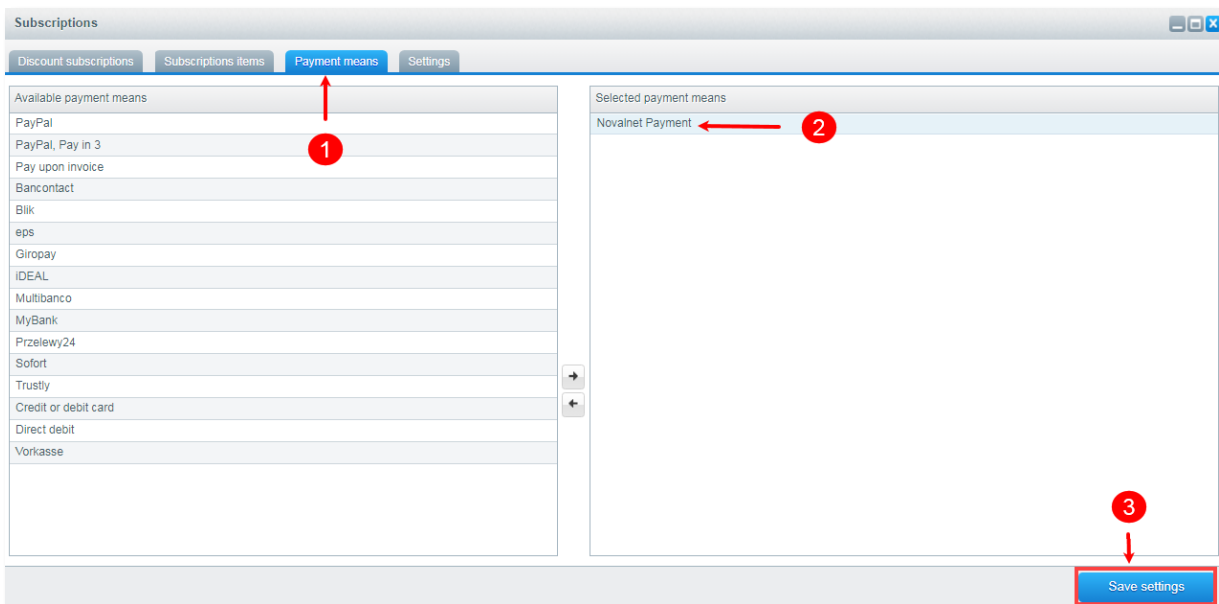


Figure 54

4.1 Subscription Overview

After the subscription order is placed you can see the subscription order items listed under the **Discount subscriptions** tab. There are options to execute order, view last order, view item, view customer details and delete the subscription order. Click **Show only due items** to view only the items that need to be shipped next.

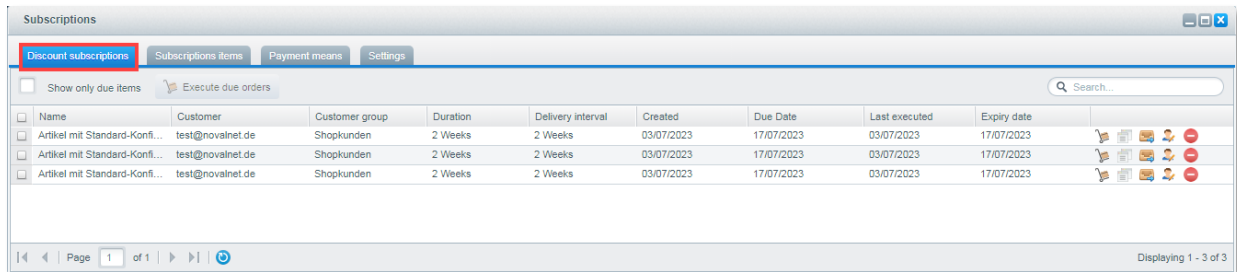



Figure 55

4.2 Subscription Execution

There are two different ways to execute your subscription orders in AboCommerce plugin.

1. Choose a subscription and click  (**Execute selected orders**) icon. Orders will then be executed all at once using a batch process.

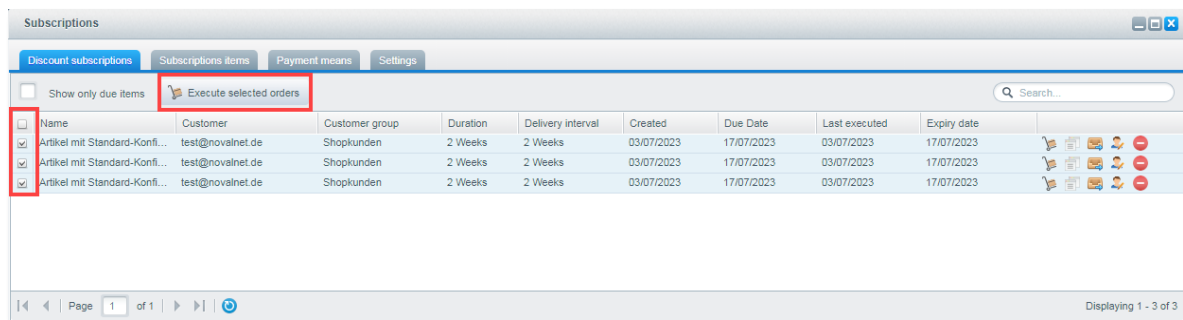


Figure 56

2. AboCommerce can trigger follow-up orders by using a cronjob. The cronjob executes all due orders automatically. You can see the follow-up orders in the path **Customers → Orders**.

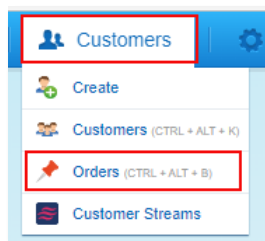


Figure 57

🔑 To schedule Cronjob in Shopware 5 shop system, refer the link:

<https://docs.shopware.com/en/shopware-5-en/settings/system-cronjobs>

5 MANAGING SHOPWARE ADMIN PANEL

5.1 Order Management

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

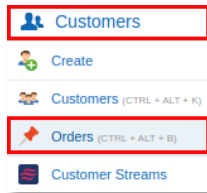


Figure 58

5.2 Transaction Overview

Click the  icon for the particular order number to review the Novalnet transaction details for that order.






<input type="checkbox"/>	Order number	Amount	Transac	Payment	Customer	E-Mail	Current order stat	Current payment s	
<input type="checkbox"/>	20010	5.00	1416...	31	user, Demo	test@novalnet...	Open	Open	
<input type="checkbox"/>	20011	5.00	1416...	31	user, Demo	test@novalnet...	Open	Open	
<input type="checkbox"/>	20012	5.00	1416...	25	user, Demo	test@novalnet...	Open	Open	
<input type="checkbox"/>	20013	5.00	1416...	32	user, Demo	test@novalnet...	Open	Open	
<input type="checkbox"/>	20014	5.00	1416...	32	user, Demo	test@novalnet...	Open	Open	

Figure 59

You will have a detailed overview of the Novalnet transaction details under **Communication** → **Customer comment** as shown below,

Communication with the customer

These comment boxes are for external communication. Text entered in these fields will be visible to the customer.

Customer comment: Credit/Debit Cards
Novalnet transaction ID :14800400057310031
Test order

Figure 60

5.3 Order details for Instalment payments

To review the completed and pending payments for a particular instalment order, click the order number and go to the **Instalment Information** tab as shown below




<input type="checkbox"/>	S.No	Date	Amount	Refunded Amount	Novalnet Transactions ID	Status	
<input type="checkbox"/>	1	2023-04-05	€153,32	-	14762100043708410	Paid	
<input type="checkbox"/>	2	2023-05-05	€153,32	-	-	Pending	
<input type="checkbox"/>	3	2023-06-05	€153,31	-	-	Pending	

Figure 61

5.4 Confirming / Cancelling a transaction via Novalnet

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

To confirm or cancel the transaction of an “**Reserved**” order, navigate to **Customers** → **Orders** in your shop admin panel and select the particular order.

To confirm an “**Reserved**” order, select **Confirm** under the **Novalnet** tab and click the **Update** button on the order detail page as shown below,

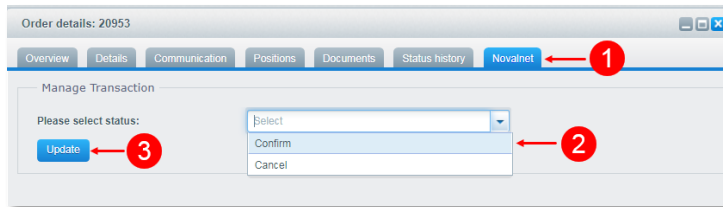


Figure 62

Then, click **Yes** in the **Manage Transaction** popup. After manual confirmation, Novalnet will process the transaction.

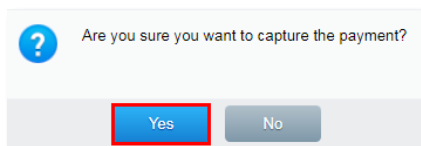


Figure 63

To cancel an “**Reserved**” order, select **Cancel** under **Manage Transaction** process and click the **Update** button on the order detail page as shown below

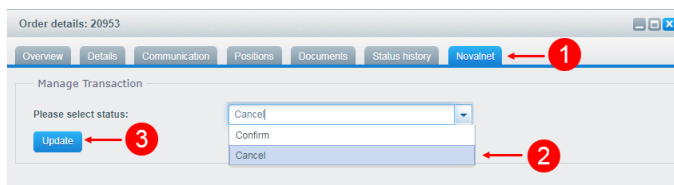


Figure 64

Then, click **Yes** in the **Manage Transaction** popup. After you have cancelled the order, Novalnet will cancel the transaction.

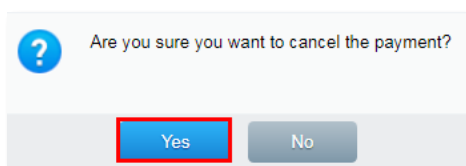


Figure 65

After you have confirmed or cancelled, the new transaction details will be displayed under **Customer comment** as shown below. Refer to the chapter [5.2 Transaction Overview](#) for more details about the **Comments**.

Communication with the customer

These comment boxes are for external communication. Text entered in these fields will be visible to the customer.

Customer comment:

Credit/Debit Cards
Novalnet transaction ID :14800600033006731
Test order

The transaction has been confirmed on 06.07.2023 12:31:27

Figure 66

Communication with the customer

These comment boxes are for external communication. Text entered in these fields will be visible to the customer.

Customer comment:

Credit/Debit Cards
Novalnet transaction ID :14800600033019572
Test order

The transaction has been canceled on 2023-07-06.

Figure 67

5.5 Refunding an order

You can refund the buyer full order amount. Refund can be initiated by navigating to **Customers → Orders** → Choose the order as shown below,

Batch processing

Search...
















<input type="checkbox"/>	Order ID	Order n	Amount	Transac	Payment	Shippin	Shop	Customer	E-Mail	Current order st	Current payment	
<input type="checkbox"/>	08/1...	20187	19.99	148...	Novalnet Payment	0	sun	Maier, Norbert	vigneshwara...	Open	Completely p...	  
<input type="checkbox"/>	08/1...	20186	19.99	148...	Novalnet Payment	0	sun	Maier, Norbert	vigneshwara...	Open	Completely p...	  
<input type="checkbox"/>	08/1...	20184	5.00	148...	Novalnet Payment	0	sun	Maier, Norbert	vigneshwara...	Open	Completely p...	  
<input type="checkbox"/>	08/1...	20181	1.99	148...	Novalnet Payment	0	sun	Maier, Norbert	vigneshwara...	Open	Completely p...	  
<input type="checkbox"/>	08/1...	20180	1.99	148...	Novalnet Payment	0	sun	Maier, Norbert	vigneshwara...	Open	Completely p...	  

Figure 68

Provide the refund amount under the **Novalnet** tab and click the **Update** as shown below,

Order details: 20745

Overview Details Communication Positions Documents Status history **Novalnet**

Refund

Please enter the refund amount: 2124


Refund reference:

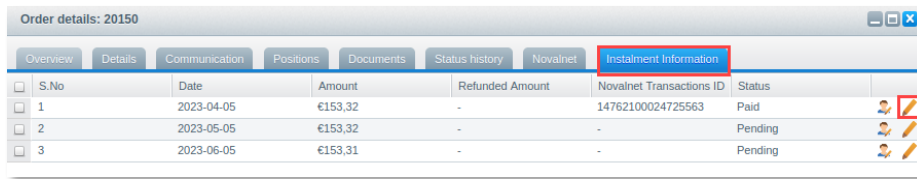
Update

Figure 69

Once the full or partial order amount has been refunded, the order status will be changed. At this point, a new transaction (TID) will be generated. You will see the new transaction details under **Customer comment** of the order. Refer to chapter [5.2 Transaction Overview](#) for more details about the transaction details.

5.5.1 Refunding an Instalment orders

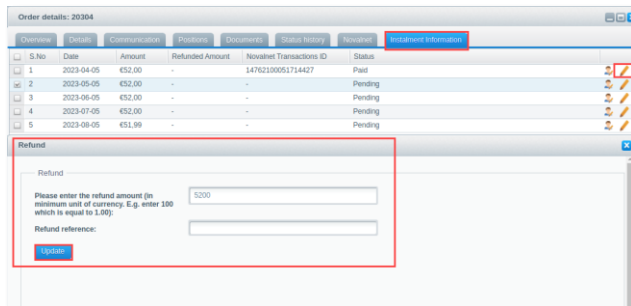
To refund an instalment order, navigate to **Customers** → **Orders**. Click to the **Instalment Information** section and click  next to the completed instalment cycle that needs a refund, as shown below,



S.No	Date	Amount	Refunded Amount	Novalnet Transactions ID	Status
1	2023-04-05	€153.32	-	14762100024725563	Paid
2	2023-05-05	€153.32	-	-	Pending
3	2023-06-05	€153.31	-	-	Pending

Figure 70

In the refund field that appears, enter the refund amount and click **Update** as shown below,



Refund

Please enter the refund amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00):

Refund reference:

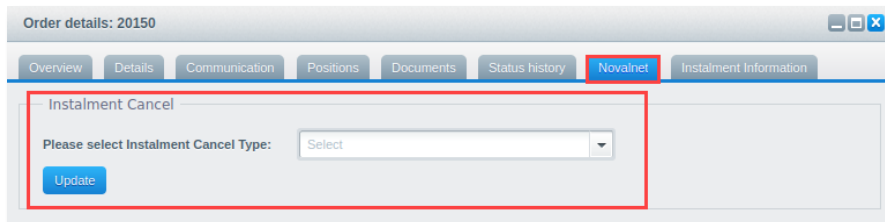
Update

Figure 71

5.6 Cancelling Instalment orders

5.6.1 Instalment Cancellation

To cancel the instalment orders through options, navigate to **Customers** → **Orders** and select the order you want. Click the **Novalnet** tab, Under **Instalment Cancel** select instalment cancel type and click **Update**.



Instalment Cancel

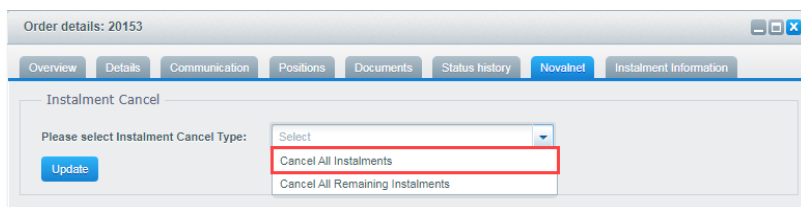
Please select Instalment Cancel Type: Select

Update

Figure 72

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 Cancel

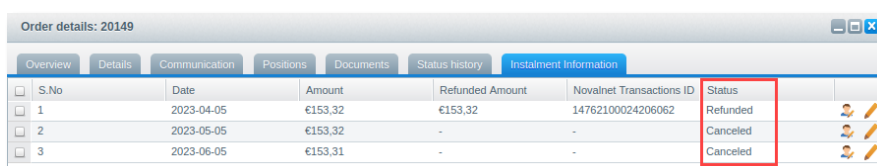
Please select Instalment Cancel Type: Select

Update

Cancel All Instalments

Cancel All Remaining Instalments

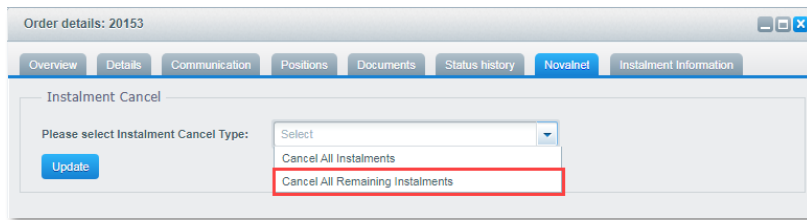
Figure 73



S.No	Date	Amount	Refunded Amount	Novalnet Transactions ID	Status
1	2023-04-05	€153.32	€153.32	14762100024206062	Refunded
2	2023-05-05	€153.32	-	-	Canceled
3	2023-06-05	€153.31	-	-	Canceled

Figure 74

- ① **Cancel All Remaining Instalment** - Clicking this option will cancel all the upcoming instalment orders excluding the current instalment in progress as shown below,



Order details: 20153

Overview Details Communication Positions Documents Status history **Novalnet** Instalment Information

Instalment Cancel

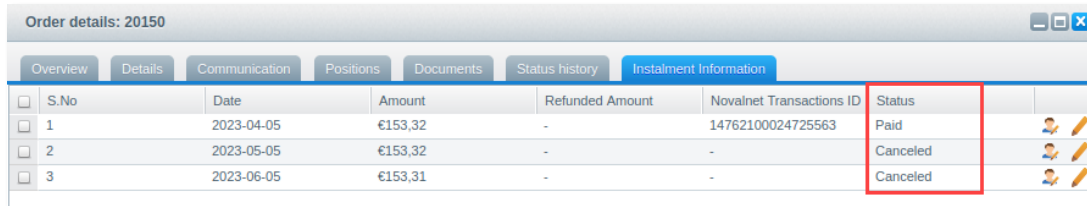
Please select Instalment Cancel Type: Select

Update

Cancel All Instalments

Cancel All Remaining Instalments

Figure 75



Order details: 20150

Overview Details Communication Positions Documents Status history **Instalment Information**







<input type="checkbox"/>	S.No	Date	Amount	Refunded Amount	Novalnet Transactions ID	Status	
<input type="checkbox"/>	1	2023-04-05	€153,32	-	14762100024725563	Paid	 
<input type="checkbox"/>	2	2023-05-05	€153,32	-	-	Canceled	 
<input type="checkbox"/>	3	2023-06-05	€153,31	-	-	Canceled	 

Figure 76


6 UNINSTALLATION

6.1 Disabling Novalnet payment methods

To disable Novalnet payment methods, navigate to shop backend and go to **Configuration → Payment methods**. Select the **Novalnet Payment** method on the left and disable it. Click **Save** as shown below,


Figure 77

6.2 Uninstalling the Novalnet payment plugin

To deactivate and delete the Novalnet Payment Plugin, navigate to **Configuration → Plugin Manager** and click the  icon as shown below,

Plugin name	Version	Installed on	Updated on	License	Active	Developed by
Installed (5 Plugins)						
Novalnet Payment	13.2.0	06/03/2024	06/03/2024	✓	Novalnet	
Shopware Auto Update	1.0.0	06/05/2014	06/05/2014	✓	shopware AG	
Statistics	1	18/10/2010	18/10/2010	✓	shopware AG	
InputFilter	1	18/10/2010	18/10/2010	✓	shopware AG	
Inactive (1 Plugins)						
Uninstalled (11 Plugins)						
Cron	1				shopware AG	
CronBirthday	1				shopware AG	
CronRating	1				shopware AG	
CronStock	1				shopware AG	
Erweitertes Menü	1				shopware AG	
Notification	1				shopware AG	
TagCloud	1				shopware AG	
CronProductExport	1.0.0				shopware AG	
CronRefresh	1.0.0				shopware AG	

Figure 78

After clearing the cache, click the delete  icon to the right of the **Novalnet Payment** plugin as shown below,

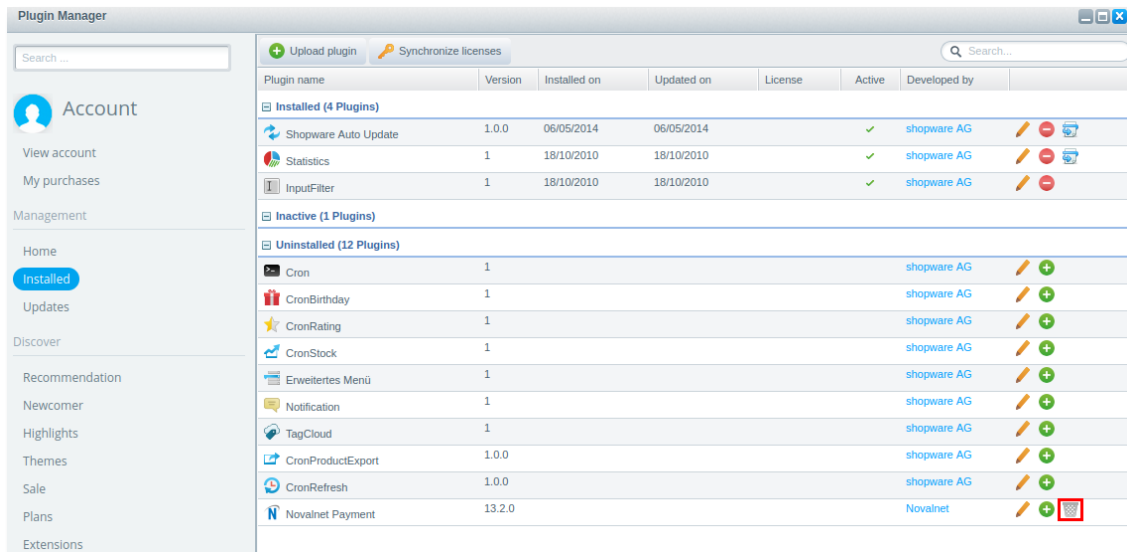


Figure 79

Next, click **Yes** in the confirmation pop-up that appears. By uninstalling and deleting the plugin you agree to remove all the details saved in the plugin.

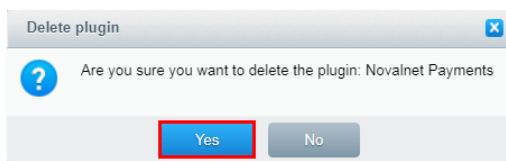


Figure 80

7 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 plugin or additional payment methods**, please contact sales@novalnet.de or call +49 89 9230683-20.

If you have any recommendation or suggestion for improvement, kindly share your thoughts with us to develop our payment plugin further 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](#)

For our License details see for [Freeware License Agreement](#).