

## Installation Guide for WooCommerce Novalnet Plugin

Version	Date	Remarks
12.8.5	25.08.2025	<b>[Fix]</b> Restored deprecated instant email hook from the Germanized plugin used in the Novalnet plugin to handle order confirmation emails <b>[Enhanced]</b> Wallet sheet now displays the phone number during express checkout in line with the checkout page flow

🔑 For the previous version changelog, go to

<https://github.com/Novalnet-AG/woocommerce-payment-integration-novalnet/releases>

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## 1 QUICK SETUP

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

This Novalnet payment plugin version (12.8.5) supports the following versions:

		
5.0 - 6.8.2	4.0.0 - 10.1.1	2.0.0 - 7.8.0

To get started:

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

### 1.1 Plugin Installation

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

**Step 1:** Navigate to **Plugins** → **Add New** in your shop admin panel as shown below.

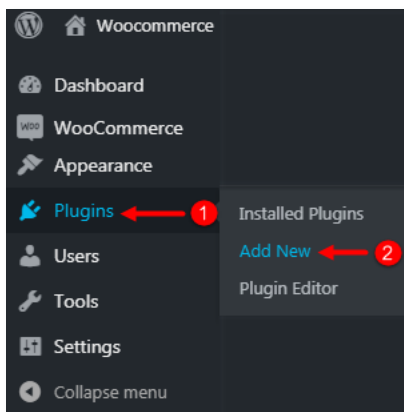


Figure 1

**Step 2:** Next to **Add Plugins**, click **Upload Plugin**.

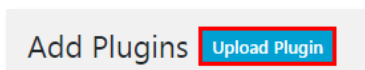


Figure 2

**Step 3:** In the next window that appears, click **Choose File** and choose the file **woocommerce-novalnet-gateway.zip** included in the Novalnet WooCommerce plugin package. Click **Install Now** to upload it into your shop system.

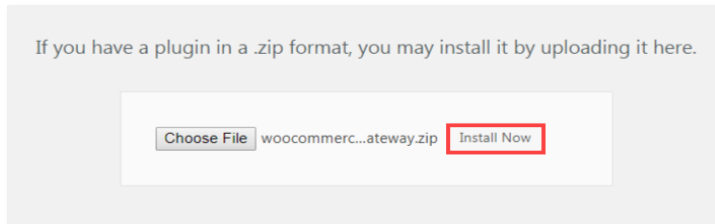


Figure 3

**Step 4:** After the installation, click **Activate Plugin** as shown below.

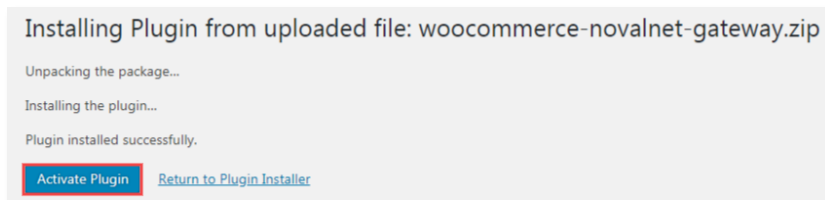


Figure 4

## 1.2 Upgrading the Novalnet payment plugin

- ① You can get the updated plugin directly from the WordPress forum, by contacting our [technical team](#), or via the [Novalnet homepage](#).
- 🔑 An earlier version of the Novalnet payment plugin should be installed in the shop to synchronize with the [WordPress forum update](#).

Follow the steps below to update the latest **Novalnet payment plugin - WooCommerce** via the shop admin panel

**Step 1:** Navigate to **Plugins** → **Installed Plugins** in your shop admin panel as shown below.

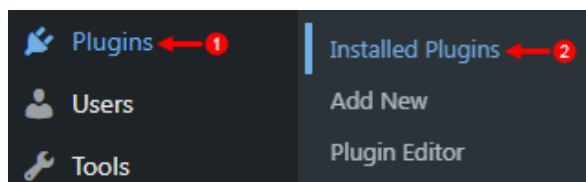


Figure 5

**Step 2:** Under the **Novalnet payment plugin - WooCommerce**, click **update now** as shown below.

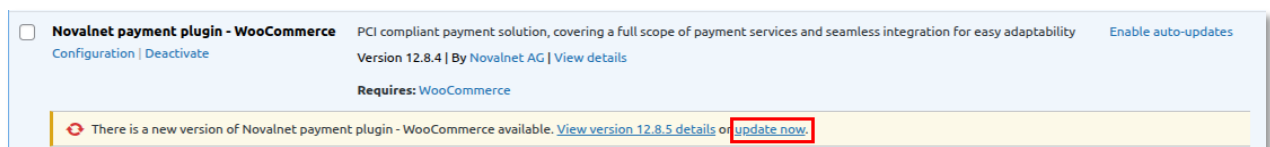


Figure 6

Now, the updated version of the **Novalnet payment plugin - WooCommerce** will be displayed as shown below.

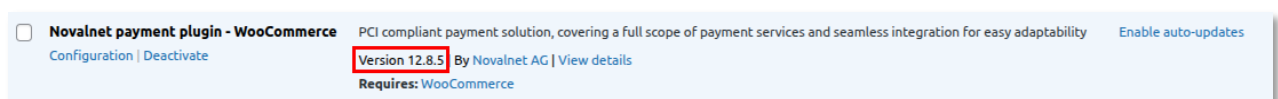


Figure 7

**Step 3:** After installing or upgrading the **Novalnet payment plugin - WooCommerce** and click **Configuration** as shown below.

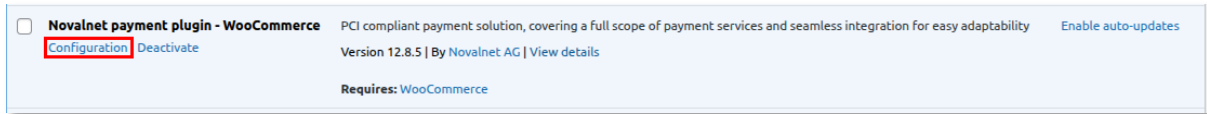


Figure 8

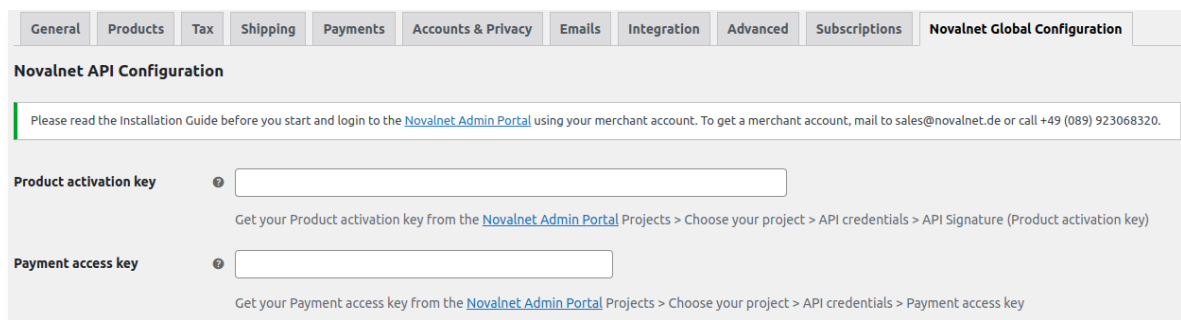
Refer to section [1.3 Global Configuration in the WooCommerce shop system](#) to configure your Novalnet merchant account details.

### 1.3 Global Configuration in the WooCommerce shop system

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

In your WooCommerce shop system, navigate to **WooCommerce** → **Settings** → **Novalnet Global Configuration**. Enter the following keys as given below:

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



**Novalnet Global Configuration**

Please read the Installation Guide before you start and login to the [Novalnet Admin Portal](#) using your merchant account. To get a merchant account, mail to sales@novalnet.de or call +49 (089) 923068320.

**Product activation key** ❶   
Get your Product activation key from the [Novalnet Admin Portal](#) Projects > Choose your project > API credentials > API Signature (Product activation key)

**Payment access key** ❷   
Get your Payment access key from the [Novalnet Admin Portal](#) Projects > Choose your project > API credentials > Payment access key

Figure 9

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

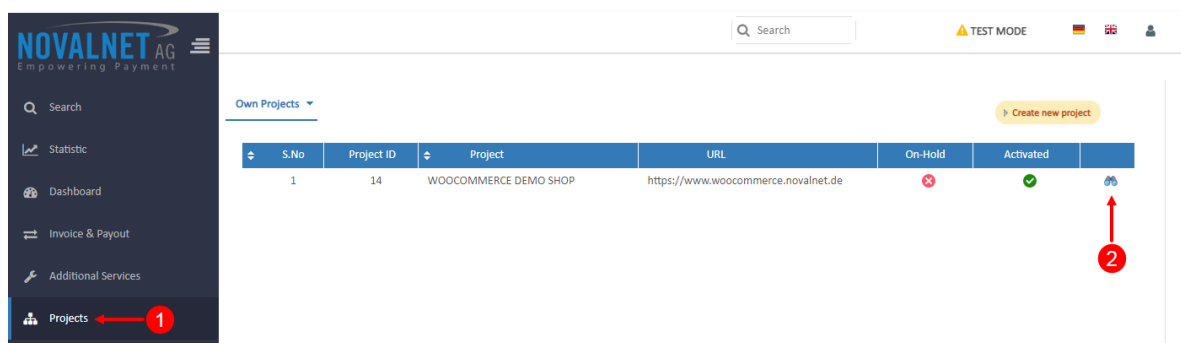


Figure 10

Click **API credentials**, copy the **API Signature (Product activation key)** and **Payment access key**. Create a Tariff ID for each tariff type for the Webshop.

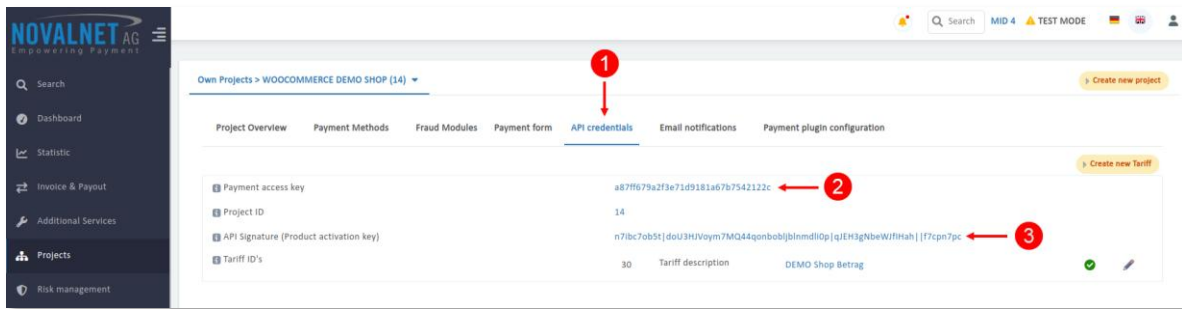


Figure 11

Paste the **Product activation key** and **Payment access key** in the respective fields in your shop system. Next, choose the Tariff ID from the drop-down menu you created in the [Novalnet Admin Portal](#) for this WooCommerce shop system.

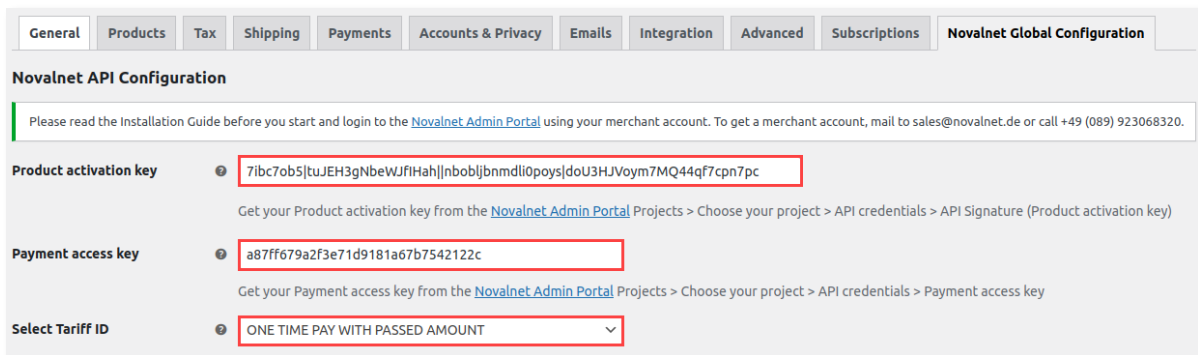


Figure 12

Then click **Save changes** to update the changes.

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

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

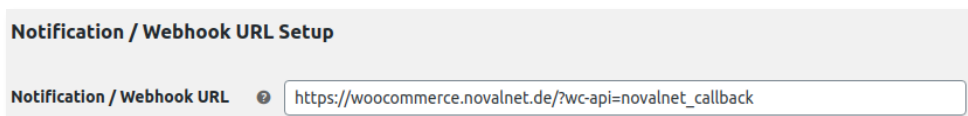


Figure 13

Click **Configure** to set up this **Notification / Webhook URL** in the **Novalnet Admin Portal**.

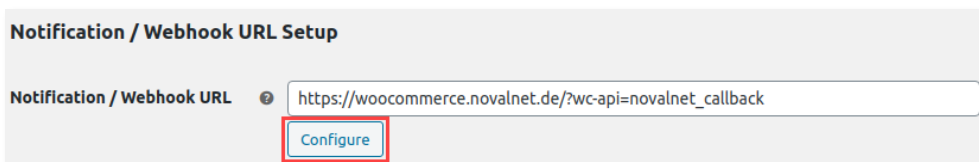


Figure 14

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 under **API credentials** of your project as shown below.

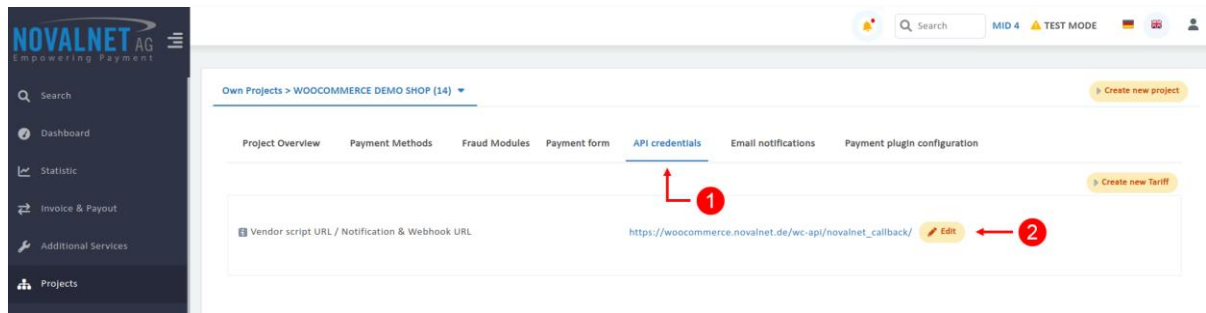


Figure 15

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

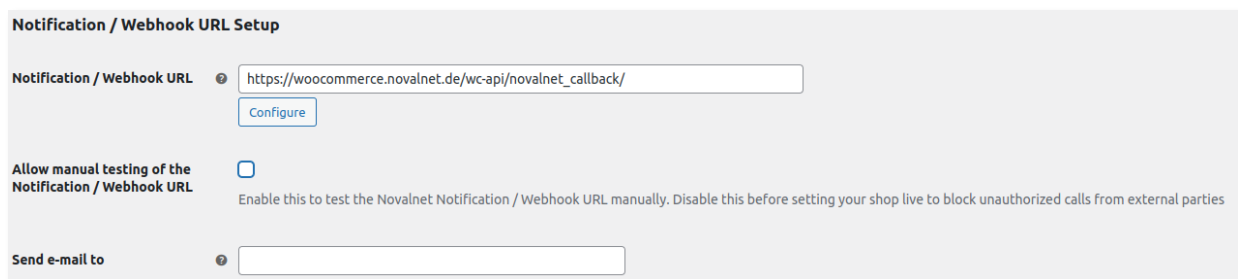


Figure 16

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



### 1.3.2 Client key configuration in the Novalnet Admin Portal

The client key is a unique key that 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 requests (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 steps below to whitelist the domains under the single client key in the [Novalnet Admin Portal](#).

**Step 1:** Go to the [Novalnet Admin Portal](#) with your Novalnet merchant account details.

**Step 2:** Navigate to the **Projects** menu and choose your project as shown below.

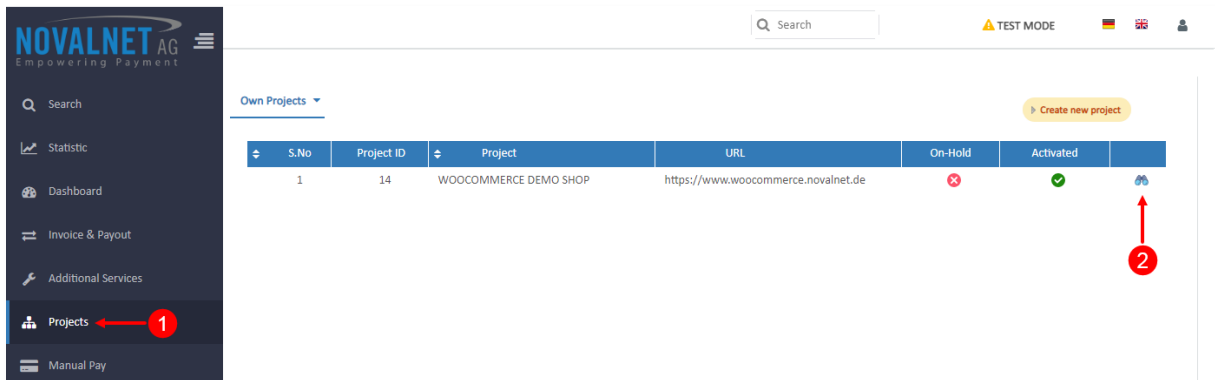


Figure 17

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

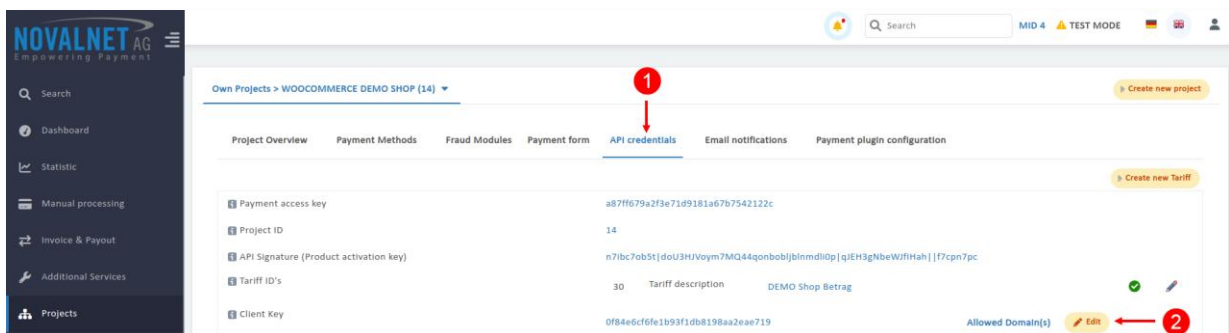


Figure 18

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

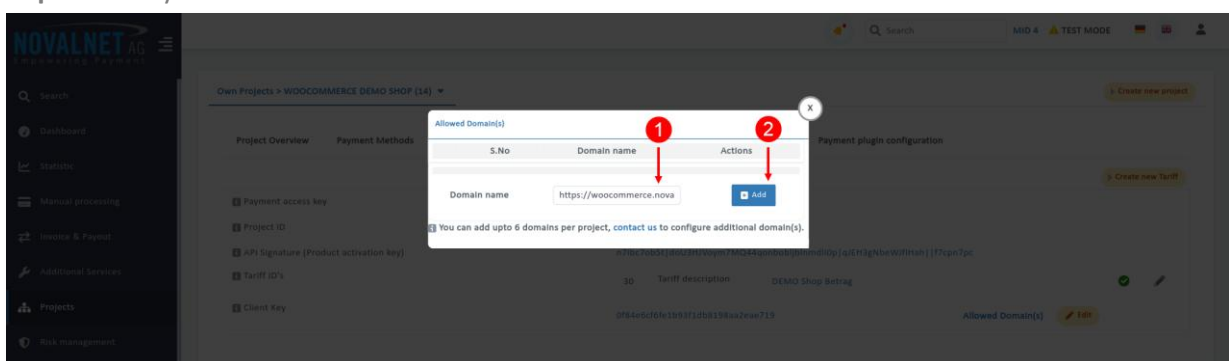


Figure 19

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

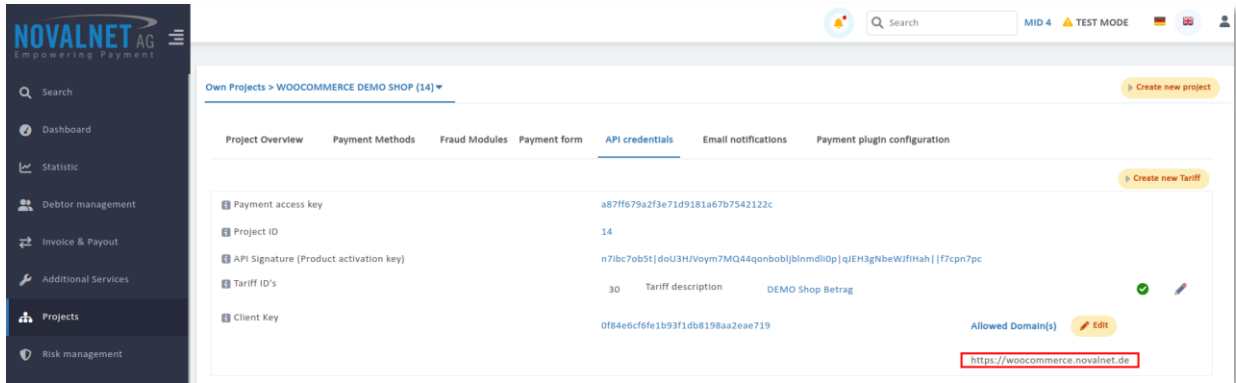


Figure 20

## 1.4 Payment Activation in the Novalnet Admin Portal

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

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

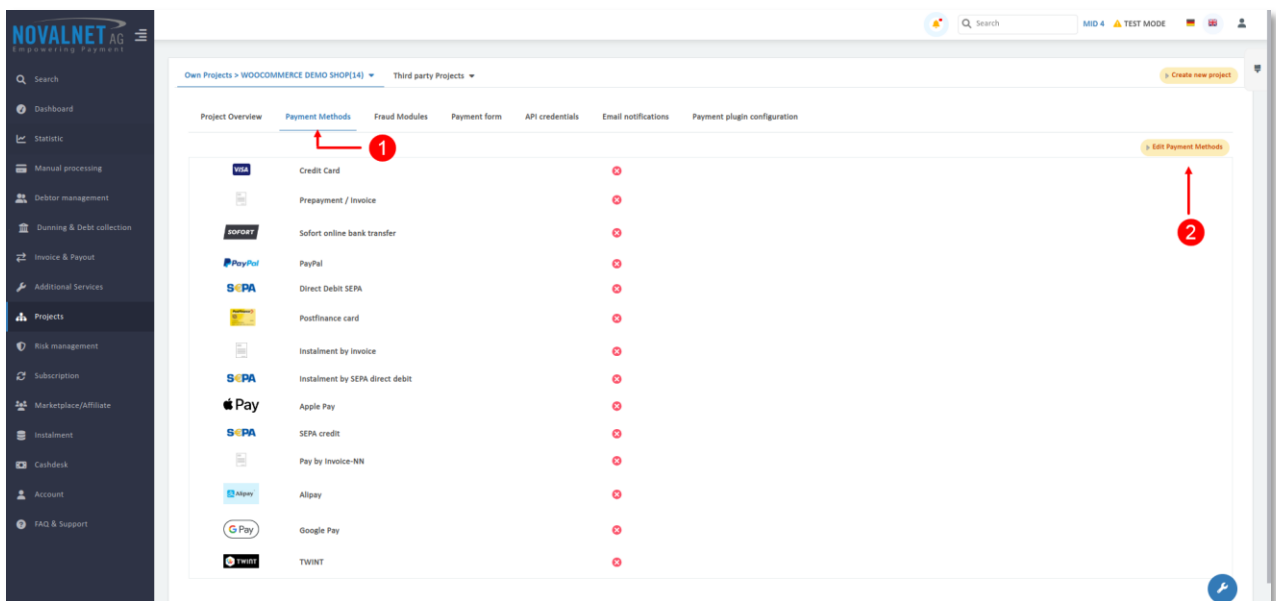


Figure 21

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

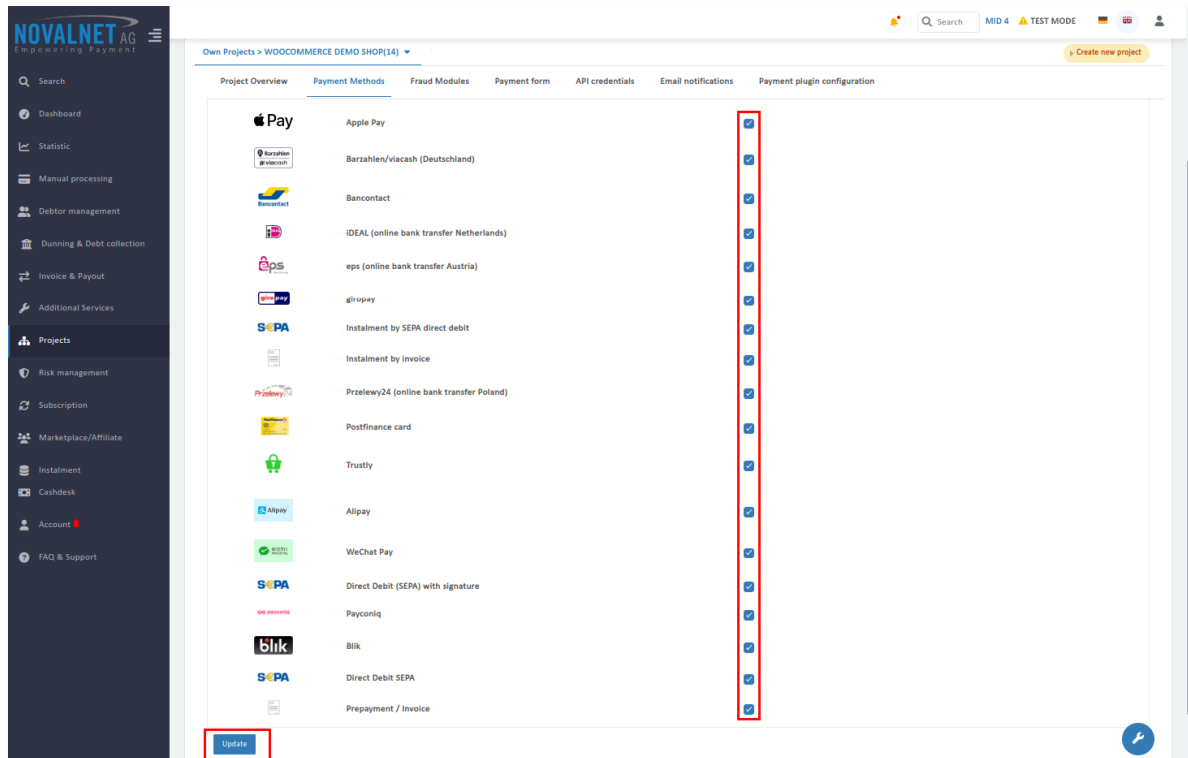


Figure 22

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

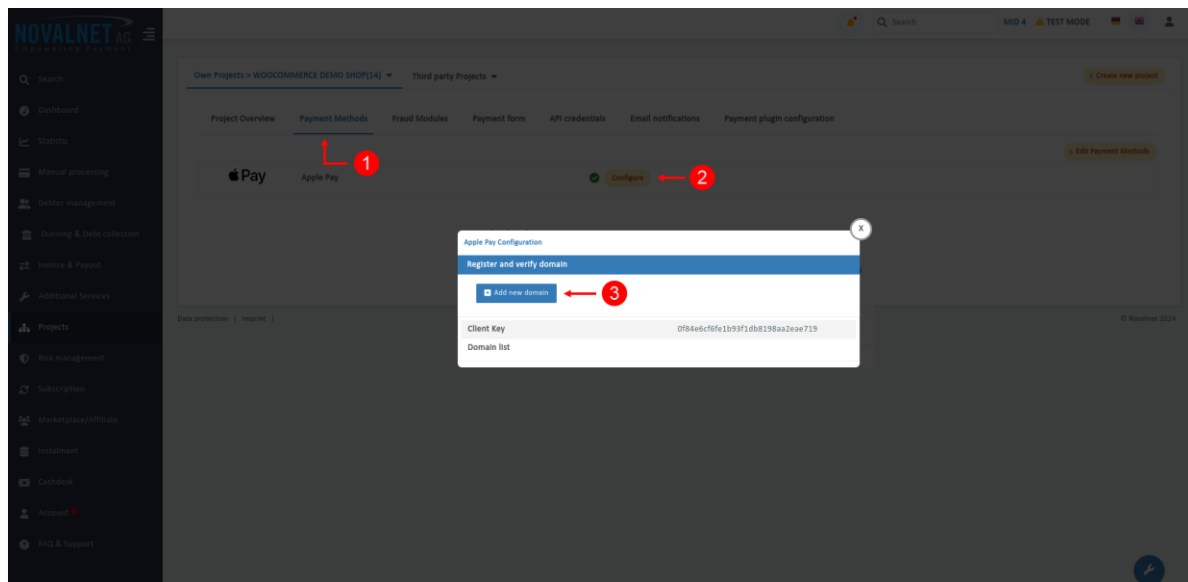


Figure 23

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

**For example:** the path should be

<https://woocommerce.novalnet.de/.well-known/apple-developer-merchantid-domain-association>.

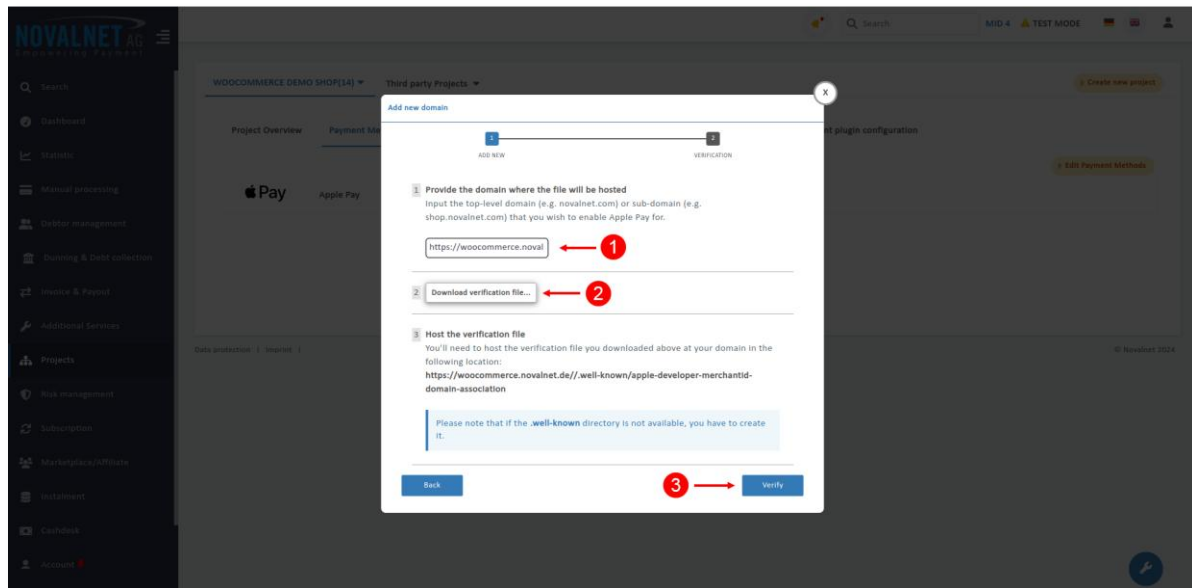


Figure 24

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

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

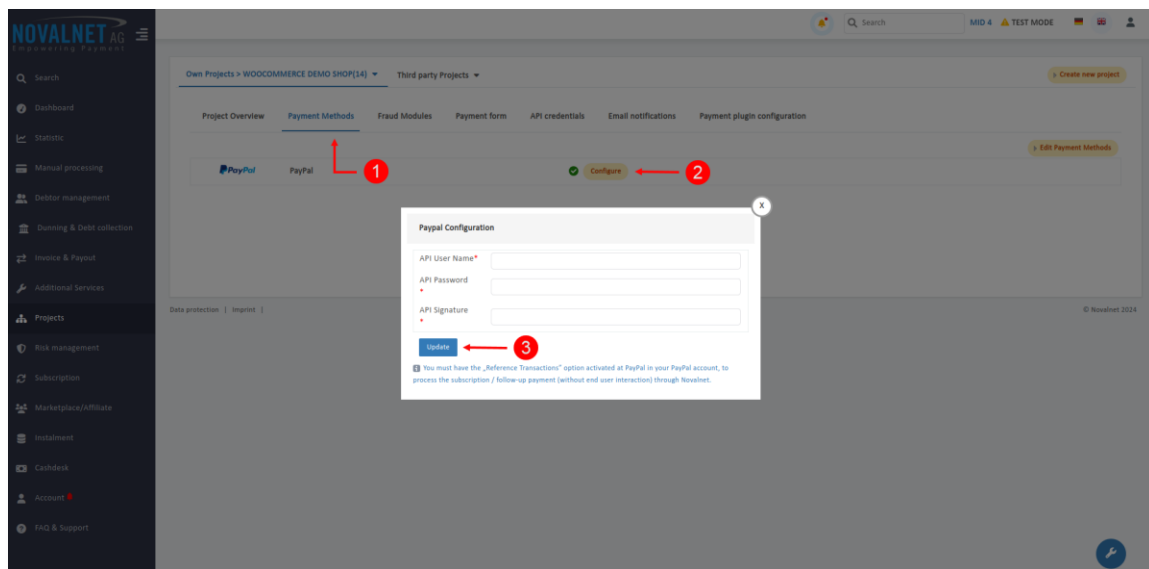


Figure 25

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

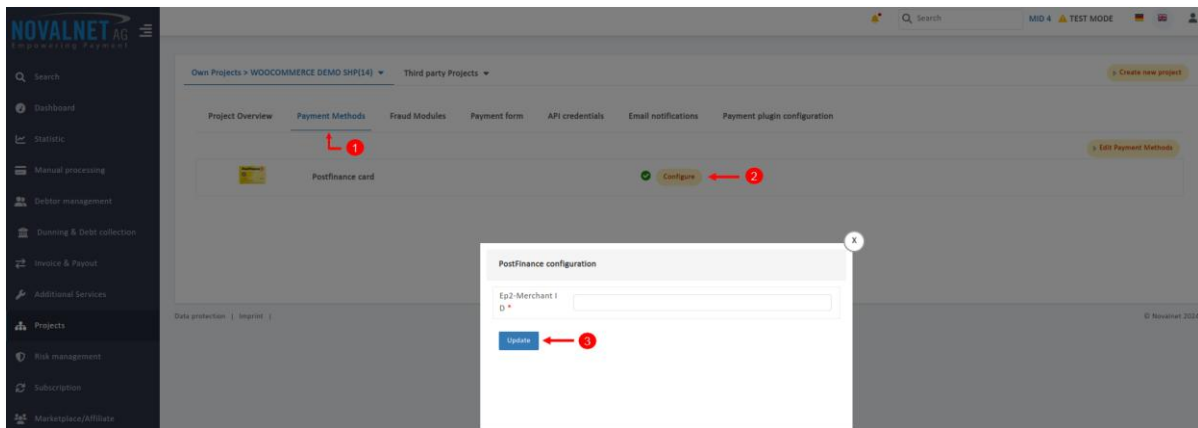


Figure 26

### 1.5 Payment Configuration in the WooCommerce shop system

Soon after the activation of payment methods in the [Novalnet Admin Portal](#), you must enable those payment methods in your shop system to display them on your WooCommerce checkout page. Navigate to **WooCommerce** → **Settings** as shown below.

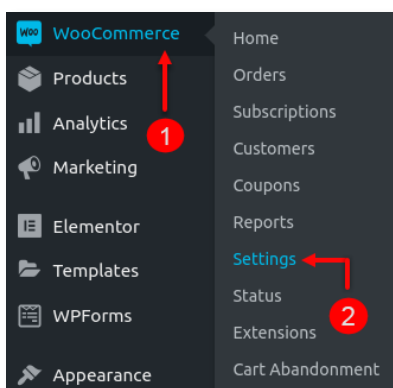


Figure 27

In the settings page, click the **Payments** tab as shown below.

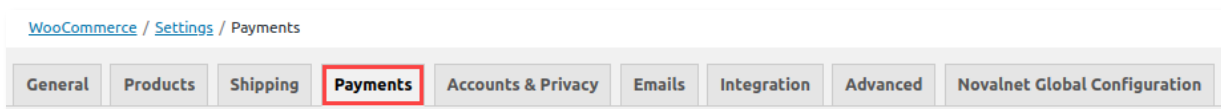


Figure 28

Click **Enable** to activate the preferred payment methods as shown below.

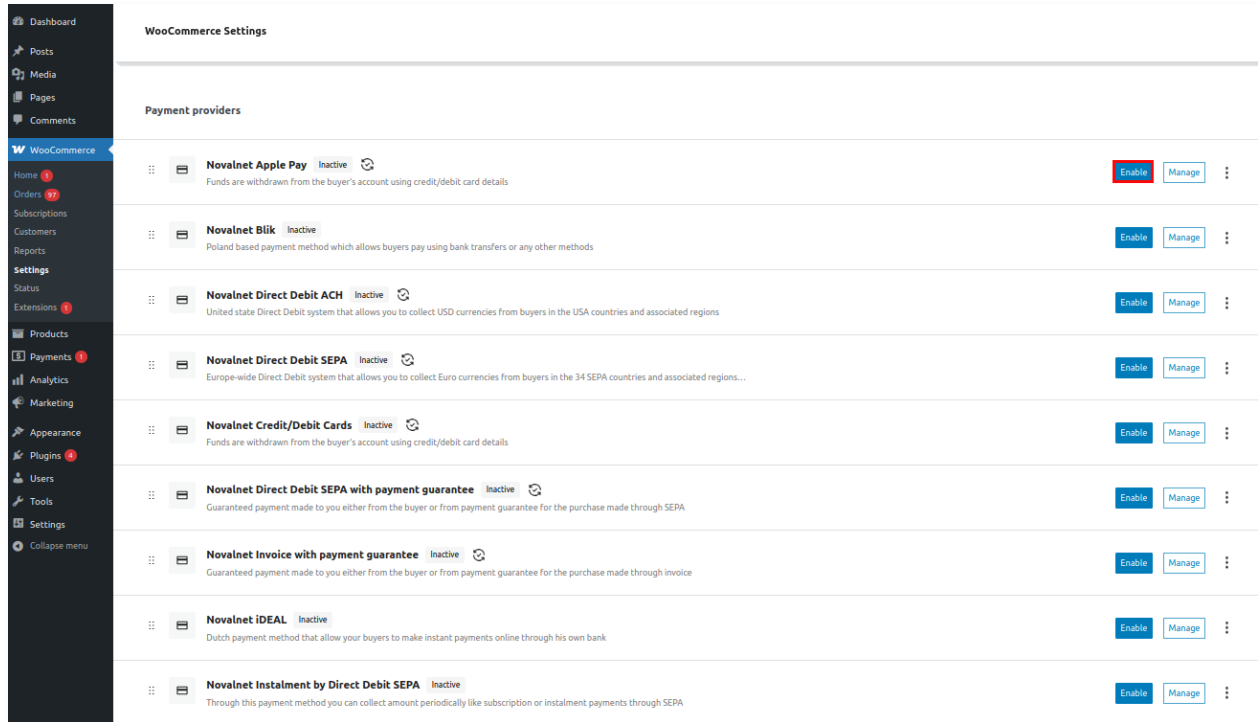


Figure 29

Refer to Chapter [3 ADDITIONAL CONFIGURATION](#), for more payment configurations.

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

## 2 TESTING AND GOING LIVE

Execute test transactions by navigating to **Payments** → Choose the specific payment method (e.g., **Novalnet Credit/Debit Cards**) → **Manage** → check **Enable test mode** at each payment configuration page. In the test mode, the transaction amount will not be charged by Novalnet.

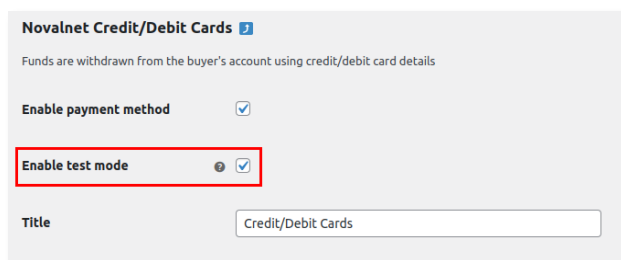


Figure 30

- ❗ Before going **live**, change the individual payment configurations to update the payment method settings in the shop admin panel.
- ❗ Refer URL below for the Novalnet test payment data for testing <https://developer.novalnet.com/testing/>

## Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to uncheck/disable the **Enable test mode** option in the individual payment configuration page.

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

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

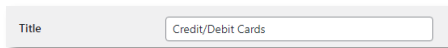
## 3 ADDITIONAL CONFIGURATION

### 3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment method, navigate to **WooCommerce** → **Settings** → **Payments**, click **Finish set up** on the right of each payment method, and configure the required additional payment settings.

#### Title

Enter the payment title that will be displayed on the checkout page.

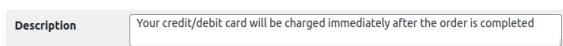


The screenshot shows a form with a label 'Title' and a text input field containing the text 'Credit/Debit Cards'.

Figure 31

#### Description

Provide the payment description that will be displayed on the checkout page.

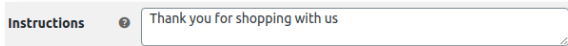


The screenshot shows a form with a label 'Description' and a text input field containing the text 'Your credit/debit card will be charged immediately after the order is completed'.

Figure 32

#### Instructions

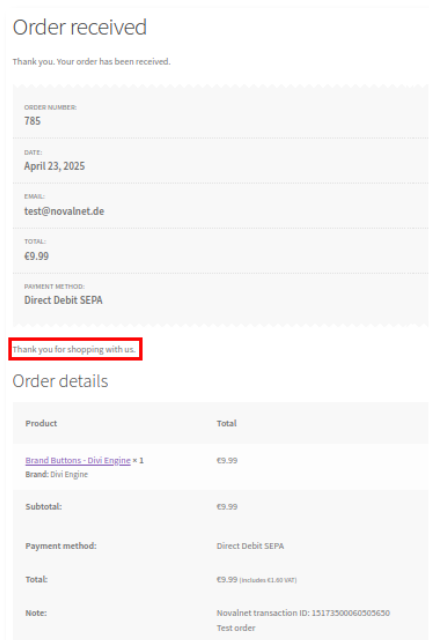
Text entered in this field will be displayed on the payment success page and the order e-mail. The message can be, for example: **Thank you for shopping with us.**



The screenshot shows a form with a label 'Instructions' and a text input field containing the text 'Thank you for shopping with us'.

Figure 33

Refer to the image below to view how the notification appears to the buyer.



The screenshot shows an email notification titled 'Order received'. The body of the email contains the following information:

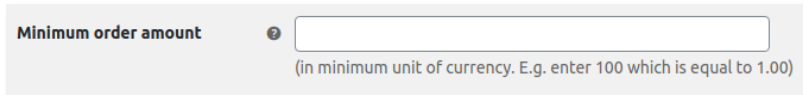
- Thank you. Your order has been received.
- ORDER NUMBER: 785
- DATE: April 23, 2025
- EMAIL: test@novalnet.de
- TOTAL: €9.99
- PAYMENT METHOD: Direct Debit SEPA
- A red box highlights the text 'Thank you for shopping with us.'
- Order details:
 

Product	Total
Brand Buttons - Diesel Engine * 1	€9.99
Brand: Diesel Engine	
Subtotal:	€9.99
Payment method:	Direct Debit SEPA
Total:	€9.99 (includes €1.00 VAT)
Note:	Novalnet transaction ID: 15173500060205630 Test order

Figure 34

## Minimum order amount

Enter the minimum order amount required to display the chosen payment method in your checkout page (for example, credit card). If the order is less than this amount, the chosen payment method will not be displayed in the checkout.



Minimum order amount ?   
(in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

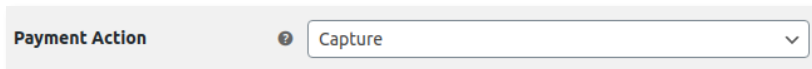
Figure 35

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

☛ This option is available only for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Instalment by Direct Debit SEPA, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Instalment by Invoice, Novalnet PayPal, Novalnet Apple Pay, and Novalnet Google Pay.*

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

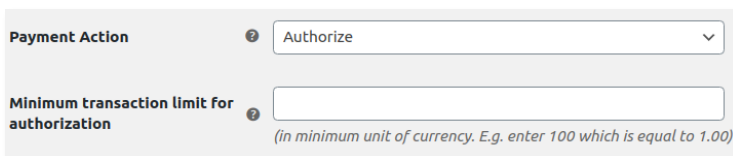
- ① **Capture** - This is the default setting where payments are directly executed, and funds are automatically transferred from the buyer's account to the merchant account. This can be changed as per your business requirement.



Payment Action ? Capture ▼

Figure 36

- ① **Authorize** - Payment details are verified while the funds are reserved, which will be captured later.
- ① **Minimum transaction amount for authorization** - Transactions from this amount will be "authorized" (reserved) only and captured later. Leave the field blank to authorize all transactions.



Payment Action ? Authorize ▼  
Minimum transaction limit for authorization ?   
(in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

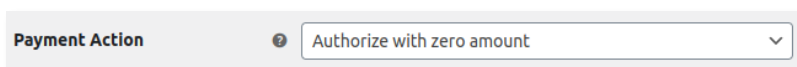
Figure 37

- ① **Authorize with zero amount**

☛ This option is available only for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit ACH, Novalnet Apple Pay, and Novalnet 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 are not in stock).

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



Payment Action ? Authorize with zero amount ▼

Figure 38



To set an amount for each transaction with the amount 0, navigate to **WooCommerce** → **Orders** and select the order you want. Enter the desired amount for the €0 transaction and click **Book transaction**.

Figure 39

The amount will be debited, and a new TID will be generated as shown below.

Figure 40

## Payment due date (in days)

👉 This option is available only for **Novalnet Direct Debit SEPA**, **Novalnet Invoice**, **Novalnet Prepayment**, and **Novalnet Barzahlen/viacash**.

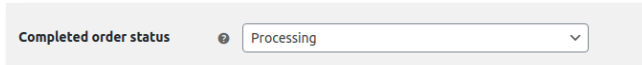
**Payment due date (in days)** refers to the duration (number of days) given for the buyer to complete the payment. The payment process and duration may differ for each payment method.

Figure 41

- ❶ For **Novalnet Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 3 and 14 days).
- ❶ For **Novalnet 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.
- ❶ For **Novalnet Prepayment**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be between 7 days). If this field is left blank, 14 days will be set by default.
- ❶ For **Novalnet Barzahlen/viacash**, enter the number of days given to the buyer to pay at a store nearby. If this field is left blank, 14 days will be set by default for slip expiry.

## Completed order status

Set the status that will be used for completed orders.



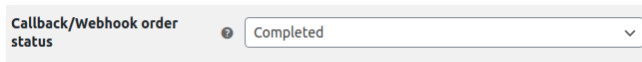
Completed order status ⓘ Processing ▼

Figure 42

## Callback/Webhook order status

☛ This option is available only for **Novalnet Invoice**, **Novalnet Prepayment**, **Novalnet Barzahlen/viacash**, and **Novalnet Multibanco**.

Set the status that will be applied for orders when the webhook/callback script returns an order success status.



Callback/Webhook order status ⓘ Completed ▼

Figure 43

## Payment guarantee configuration

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

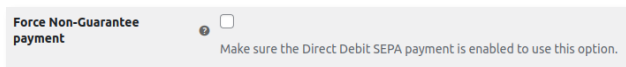
When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about Novalnet's guaranteed payments,

Please visit: <https://developer.novalnet.com/onlinepayments/aboutguarantee#basic-requirements>

## Force Non-Guarantee payment

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

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



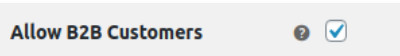
Force Non-Guarantee payment ⓘ ☐  
Make sure the Direct Debit SEPA payment is enabled to use this option.

Figure 44

## Allow B2B Customers

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

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



Allow B2B Customers ⓘ ☒

Figure 45

## Payment instalment configuration

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

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

Please visit: <https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements>

## Display Instalment Plan on Product Detail Page

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

Enable this option to display the Instalment Plan on your product detail page.

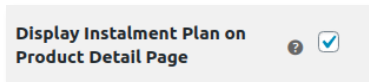


Figure 46

## Instalment cycles

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

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

Define which instalment cycles you wish to offer in your shop (e.g., 3 cycles, 6 cycles, 9 cycles, 12 cycles, etc.) and click Save changes. The buyer can then choose among these instalment cycles if they wish to pay in instalments.

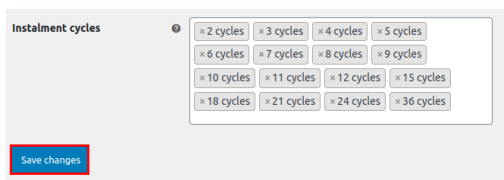


Figure 47

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

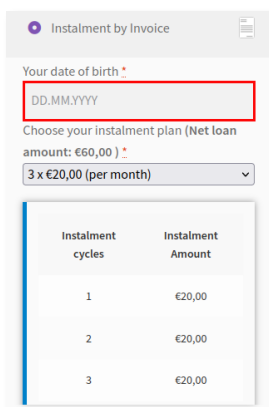


Figure 48

## Enable for shipping methods

☛ This option is available for all payment methods, except for **Google Pay** and **Apple Pay**.

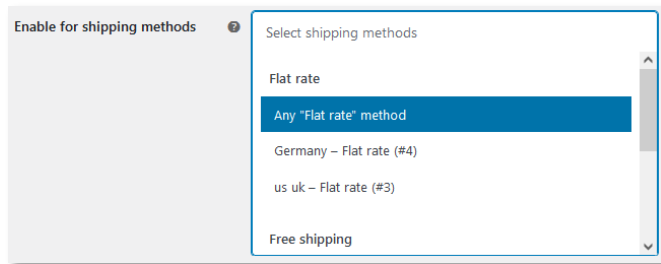


Figure 49

Choose one or more shipping methods applicable to the payment method. If left unselected, all the shipping methods will display for the particular payment method.

## Accept for virtual orders

☛ This option is available for **all payment methods**.

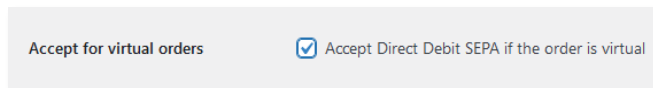


Figure 50

Enable this option to display the specified payment methods for the virtual orders.

## 3.2 Additional configuration for Novalnet Credit/Debit Cards

### Custom CSS settings

If you wish to change the default design of the Novalnet Credit/Debit Cards form (for example, to use your corporate identity), you can do it here. Leave this field unchanged to use the default settings.

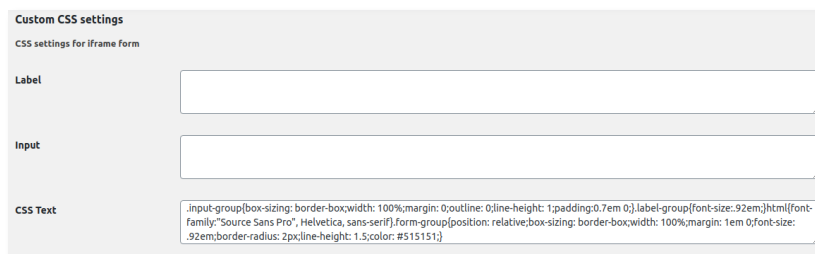


Figure 51

## 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.

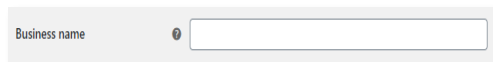


Figure 52

### Button Type

Select the button type for Apple Pay from this drop-down.

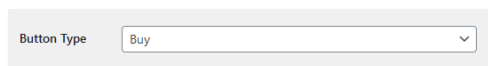


Figure 53

## Button Theme

Select the button theme for Apple Pay from this drop-down.

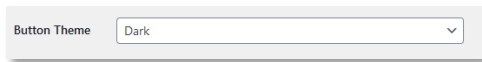


Figure 54

## Button Height

Set the button height for Apple Pay, ranging from 30 to 64 pixels.

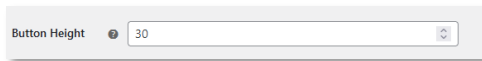


Figure 55

## Button Corner Radius

Set the corner radius of the button for Apple Pay, ranging from 0 to 10 pixels.

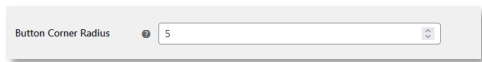


Figure 56

## Display the Apple Pay Button on

Choose where to display the Apple Pay button in the shop frontend.

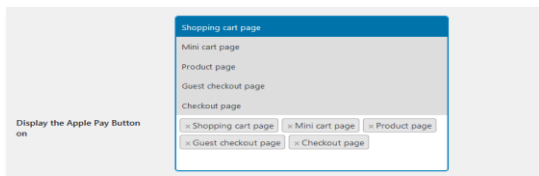


Figure 57

## 3.4 Additional configuration for Google Pay Payment

### Business name

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



Figure 58

### 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.

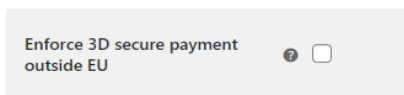


Figure 59

### Google Merchant ID

Enter your Google merchant identifier for processing the payment method in a live environment.




Figure 60

## Button Type

Select the button type for Google Pay from this drop-down.

Figure 61

## Button Height

Set the button height for Google Pay, ranging from 30 to 64 pixels.

Figure 62

## Display the Google Pay Button on

Choose where to display the Google Pay button in the shop frontend.

Figure 63

# 4 MANAGING WOOCOMMERCE ADMIN PANEL

## 4.1 Order Management

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

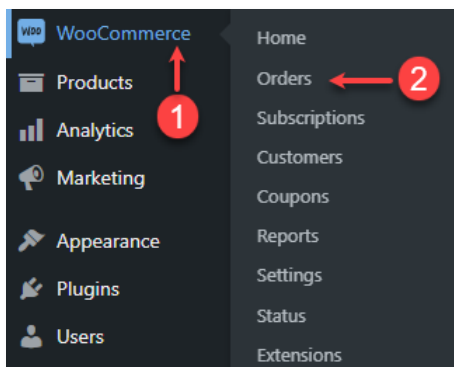


Figure 64

## 4.2 Transaction Overview

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

Order	Date	Status	Total
#159 Norbert Maier	Oct 6, 2022	Completed	€10,00
#156 Norbert Maier	Oct 6, 2022	Completed	€10,00
#155 Norbert Maier	Oct 6, 2022	Completed	€36,00

Figure 65

The **Order notes** on the right panel displays the actual transaction status as shown below.

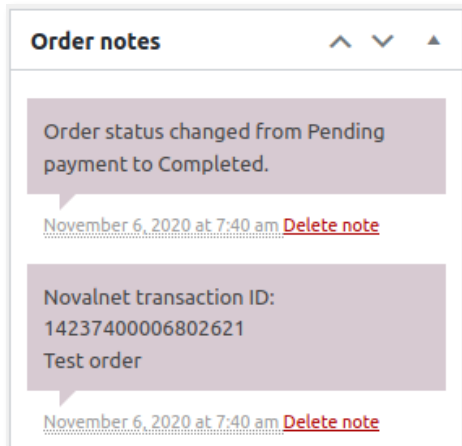


Figure 66

### 4.3 Order details for Instalment payments

To review the completed and pending payments for a particular instalment order, click the order number and scroll down to the **Instalment Summary** section as shown below.

S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300062610405	20,00 €	August 5, 2024	Completed	<a href="#">Refund</a>
2	14114934305302378	20,00 €	September 5, 2024	Completed	<a href="#">Refund</a>
3	14202626388332607	20,00 €		Completed	<a href="#">Refund</a>

Figure 67

### 4.4 Admin order creation

🔑 This option is available only for **Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Prepayment, Novalnet Barzahlen/viacash, and Novalnet Multibanco**

To create an order from the shop admin panel, navigate to **WooCommerce → Orders**. Click **Add order** as shown below.

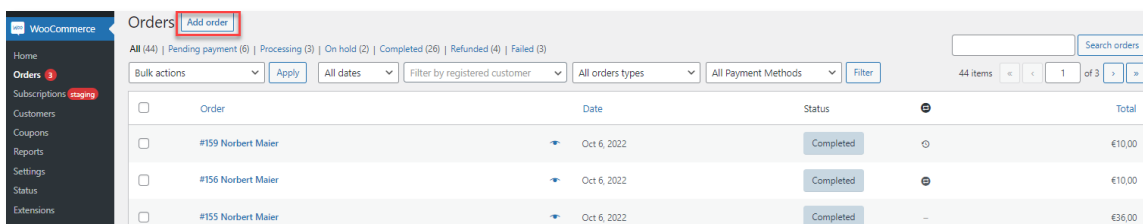


Figure 68

Next, choose an existing customer, select payment method, and click **Add item(s) → Recalculate → Create** as shown below to create an order.

**Order #1246 details**

**General**  
Date created: 2022-04-01 @ 10:30  
Status: Pending payment  
Customer: Novalnet Tester (#12 - test@novalnet.de) **1**

**Billing**  
[Load billing address](#)  
First name: Novalnet Last name: Tester  
Company: Novalnet  
Address line 1: Hauptstr 9 Address line 2:   
City: Kaiserslautern Postcode / ZIP: 66862  
Country / Region: Germany State / Country: Select an option...  
Email address: test@novalnet.de  
Phone:   
Payment method:   
Invoice **2**  
N/A  
Direct Debit SEPA  
Barzahlen/viash  
Direct Debit SEPA with payment guarantee  
Invoice with payment guarantee  
Multibanco  
Other

**Shipping**  
[Load shipping address](#) [Copy billing address](#)  
First name: Nobert Last name: Maier  
Company:   
Address line 1: Hauptstr 9 Address line 2:   
City: Kaiserslautern Postcode / ZIP: 66862  
Country / Region: Germany State / Country: Select an option...  
Phone: 07894561230  
Customer provided note:   
Customer notes about the order:   
**3**

**Order actions**  
Choose an action... **5** → Create

**Order notes**  
Added line item: T-shirt (#16)  
April 1, 2022 at 10:35 am by shopadmin [Delete note](#)  
Add note   
Private note **4** Add

Item	Cost	Qty	Total
T-shirt	21,00 €	1	21,00 €
Items Subtotal:			21,00 €
Order Total:			21,00 €

**4** Recalculate

Figure 69

The order is now successfully created, and the order note is updated in the shop admin panel as shown below.

**Edit Order**  
Order updated.

**Order #1246 details**  
Payment via Invoices (14547100005629205) Paid on March 31, 2022 @ 6:35 am

**General**  
Date created: 2022-03-31 @ 06:26  
Status: On hold  
Customer: tester (#10 - test@novalnet.de)

**Billing**  
Tester user  
Hapute  
66862 Unterschleißheim  
Germany  
Email address: test@novalnet.de  
Phone: +498921547447

**Shipping**  
Tester user  
Hapute  
66862 Unterschleißheim  
Germany  
Phone: +498921547447  
Customer provided note: Novalnet transaction ID: 14547100005629205  
Test order  
Please transfer the amount of 21.42 € to the following account.  
Account holder: Novalnet AG  
Bank: Raiffeisenlandesbank OÖ 2ndl Süddeutschland  
Place: Passau  
IBAN: DE92740201500000889824  
BIC: RZOOOE77050  
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order  
Payment Reference 1: TID 14547100005629205  
Payment Reference 2: BNR-14-1246

**Order actions**  
Choose an action...   
Move to Trash **Update**

**Order notes**  
Order status changed from Pending payment to On hold.  
March 31, 2022 at 6:35 am [Delete note](#)  
Novalnet transaction ID: 14547100005629205  
Test order  
Please transfer the amount of 21.42 € to the following account.  
Account holder: Novalnet AG  
Bank: Raiffeisenlandesbank OÖ 2ndl Süddeutschland  
Place: Passau  
IBAN: DE92740201500000889824  
BIC: RZOOOE77050  
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order  
Payment Reference 1: TID 14547100005629205  
Payment Reference 2: BNR-14-1246  
March 31, 2022 at 6:35 am [Delete note](#)  
Added line item: T-Shirt (woo-tshirt)  
March 31, 2022 at 6:27 am by shopadmin [Delete note](#)

Item	Cost	Qty	Total	Tax
T-shirt SKU: woo-tshirt	18,00 €	1	18,00 €	3,42 €
Items Subtotal:			18,00 €	
Tax:				3,42 €
Order Total:			21,42 €	

**Recalculate**

Figure 70



## 4.5 Novalnet transaction details update

🔑 This option is available only for **Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Prepayment, Novalnet Barzahlen/viacash and Novalnet Multibanco.**

To synchronize a transaction from Novalnet for an order in the shop admin panel, navigate to **WooCommerce → Orders**. Click **Add order** as shown below.

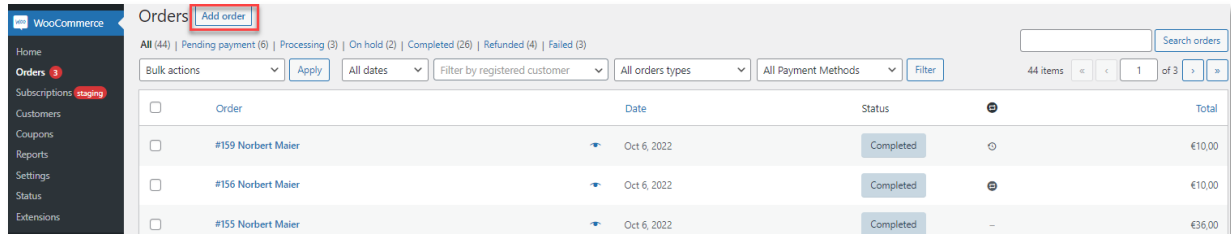


Figure 71

Next, choose respective customer and select Novalnet payment method. Further enter the transaction ID generated at Novalnet and choose the respective product by clicking **Add item(s) → Recalculate → Create** as shown below to update the transaction details.

Figure 72

The updated transaction details will be displayed as shown below.

Figure 73

## 4.6 Confirming / Cancelling a transaction

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

To confirm or cancel the transaction for an **“On hold”** order, navigate to **WooCommerce → Orders** in your shop admin panel and select the order.

To **confirm** the **“On hold”** order, change the order status manually to **“Completed”** as shown below, and click **Update**. Soon after manual confirmation, Novalnet will execute the payment.

To **cancel** the **“On hold”** order, change the order status manually to **“Cancelled”** as shown in the image below, and click **Update**. After you have cancelled the order, Novalnet will cancel the transaction.

Figure 74

Figure 75

Figure 76

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

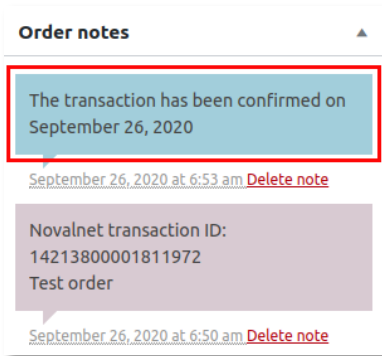


Figure 77

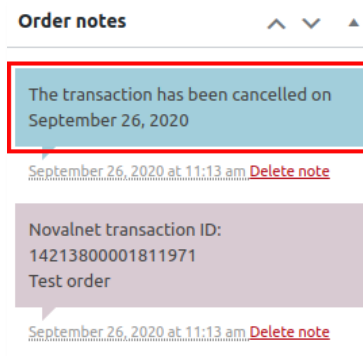


Figure 78

## 4.7 Refunding an order

You can refund either the full or partial order amount to the buyer. Refund can be initiated by navigating to **WooCommerce → Orders**, selecting the particular order and by clicking **Refund** as shown below.



Figure 79

Please follow the steps below to issue a refund.

**Step 1:** Enter the refundable amount by editing the total amount.

**Step 2:** The refundable amount gets filled automatically under the **Refund amount** field.

**Step 3:** Click **Refund via [payment method used by the buyer]** (e.g. Novalnet Credit/Debit Cards) to refund the amount to the buyer.

**Note:** The payment method used will be displayed automatically on this button as shown below.



Figure 80

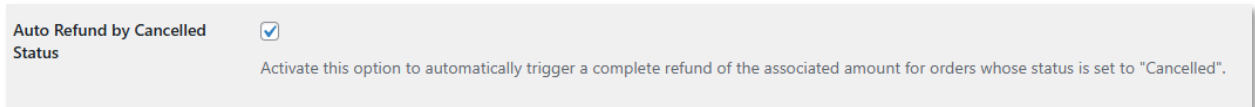
**Note:** Note down the **Reason for refund (optional)** for your future reference (only for existing transactions).

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

#### 4.7.1 Auto Refund by Cancelled Status

This configuration helps you to automatically trigger a complete refund of the associated amount for orders whose status is set to '**Cancelled**'.

In your WooCommerce shop system, navigate to **WooCommerce → Settings → Novalnet Global Configuration**



**Auto Refund by Cancelled Status** ☒

Activate this option to automatically trigger a complete refund of the associated amount for orders whose status is set to "Cancelled".

Figure 81

**i** Ensure this checkbox is unchecked to prevent automatic refunds.

Upon manually changing the order status to '**Cancelled**', the order is effectively cancelled, and the corresponding order amount is **refunded**. Once the amount is refunded, the order status updates to '**Refunded**'.



**Order #191 details**  
Payment via Credit/Debit Cards ([14852800020806422](#)).

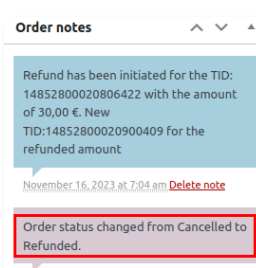
**General**

Date created: 2023-11-16 @ 07:03

Status: **Cancelled**

Customer: Norbert Maier (#2 – test@novalnet.de)

Figure 82



**Order notes**

Refund has been initiated for the TID: 14852800020806422 with the amount of 30,00 €. New TID: 14852800020900409 for the refunded amount.

November 16, 2023 at 7:04 am [Delete note](#)

Order status changed from Cancelled to Refunded.

Figure 83



**Order #191 details**  
Payment via Credit/Debit Cards ([14852800020806422](#)).

**General**

Date created: 2023-11-16 @ 07:03

Status: **Refunded**

Customer: Norbert Maier (#2 – test@novalnet.de)

Figure 84

In the case of an unpaid order, the Transaction ID (TID) is '**Cancelled**' following the order status change to '**Cancelled**'.



**Order #194 details**  
Payment via Invoice ([14852800021110059](#)).

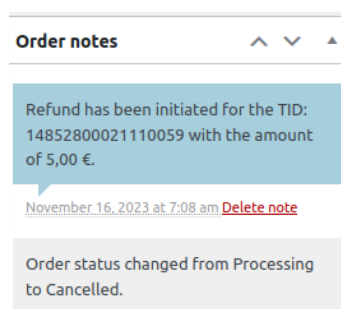
**General**

Date created: 2023-11-16 @ 07:00

Status: **Cancelled**

Customer: Norbert Maier (#2 – test@novalnet.de)

Figure 85



**Order notes**

Refund has been initiated for the TID: 14852800021110059 with the amount of 5,00 €.

November 16, 2023 at 7:08 am [Delete note](#)

Order status changed from Processing to Cancelled.

Figure 86

#### 4.7.2 Refunding an Instalment order

To refund an instalment order, navigate to **WooCommerce** → **Orders** and click the order. Scroll down to the **Instalment Summary** section and click **Refund** next to the completed instalment cycle that needs a refund, as shown below.

Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300062302698	€20,00	August 5, 2024	Completed	<a href="#">Refund</a>
2		€20,00	September 5, 2024	Pending payment	
3		€20,00		Pending payment	

Figure 87

In the refund field that appears, enter the **Refund amount** and click **Confirm** as shown below.

Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063824367	€20,00	August 5, 2024	Completed	Refund amount: <input type="text" value="20,00"/> Reason for refund (optional): <input type="text"/> <input type="button" value="Confirm"/> <input type="button" value="Cancel"/>
2		€20,00	September 5, 2024	Pending payment	
3		€20,00		Pending payment	

Figure 88

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

#### 4.8 Cancelling Instalment Orders

##### 4.8.1 Cancelling Instalment Orders through Order Status

To cancel the instalment orders through order status, navigate to **WooCommerce** → **Orders** in your shop admin panel and select the order. Then, change the order status manually to "**Cancelled**" as shown below, and click **Update**. After you have cancelled the installment order, Novalnet will cancel and refund the transaction.

**Order #200 details**  
Payment via Instalment by Invoice ([14366100002627015](#)).

**General**

Date created: 2021-05-13 @ 08 : 02

Status: Completed

Customer: [Profile](#) [View other orders](#)

Max Mustermann (#1 – test@novalnet.de)

Figure 89

**Order #200 details**  
Payment via Instalment by Invoice ([14366100002627015](#)).

**General**

Date created: 2021-05-13 @ 08 : 02

Status: Cancelled

Customer: [Profile](#) [View other orders](#)

Max Mustermann (#1 – test@novalnet.de)

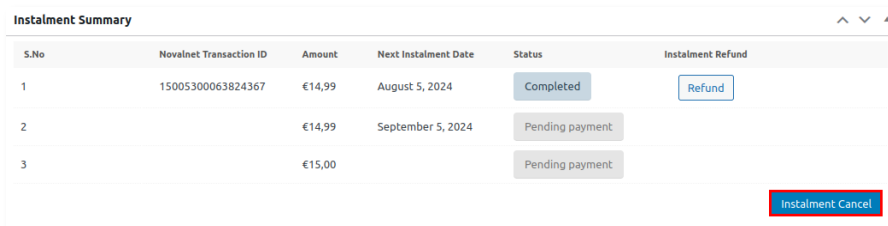
Figure 90

**i** Further, there will be no recurring instalments for that order.

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

#### 4.8.2 Instalment Cancellation Options

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



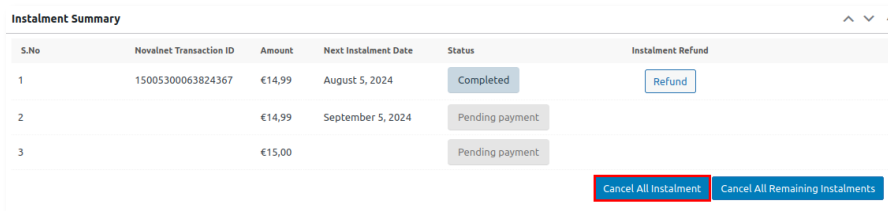
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063824367	€14,99	August 5, 2024	Completed	<a href="#">Refund</a>
2		€14,99	September 5, 2024	Pending payment	
3		€15,00		Pending payment	

[Instalment Cancel](#)

Figure 91

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

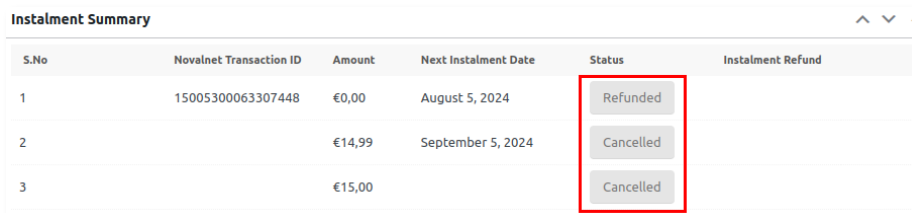
- ❶ **Cancel All Instalment** - Clicking this option will cancel the current instalment and all the subsequent instalment orders as shown below.



S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063824367	€14,99	August 5, 2024	Completed	<a href="#">Refund</a>
2		€14,99	September 5, 2024	Pending payment	
3		€15,00		Pending payment	

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

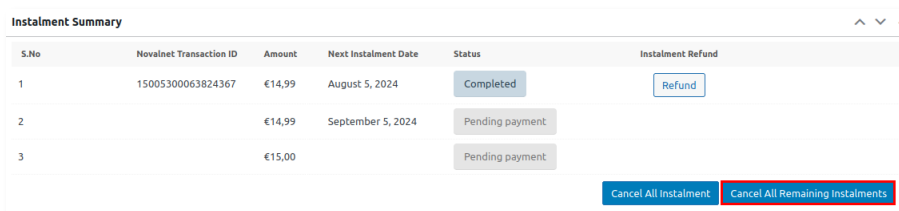
Figure 92



S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063307448	€0,00	August 5, 2024	Refunded	
2		€14,99	September 5, 2024	Cancelled	
3		€15,00		Cancelled	

Figure 93

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



S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063824367	€14,99	August 5, 2024	Completed	<a href="#">Refund</a>
2		€14,99	September 5, 2024	Pending payment	
3		€15,00		Pending payment	

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

Figure 94

Instalment Summary					
S.No	Novalnet Transaction ID	Amount	Next Instalment Date	Status	Instalment Refund
1	15005300063824367	€14,99	August 5, 2024	Completed	<button>Refund</button>
2		€14,99	September 5, 2024	Cancelled	
3		€15,00		Cancelled	

Figure 95

#### 4.9 Changing the order amount

🔑 You can change the order amount for **Novalnet Direct Debit SEPA**, **Novalnet Invoice**, **Novalnet Prepayment**, and **Novalnet Barzahlen/viacash**, when the order status is set to 'On hold' or 'Pending payment'.

Under **WooCommerce** → **Orders**, select the order that you wish to update and click the **Edit item** icon as shown below.

Figure 96

Enter the new order amount (must be minimum unit of currency, e.g., 3500 = €35.00) and click **Save** to update the changes as shown below.

Figure 97

🔑 The amount will be updated only for that particular order, not for a product.

Once the order amount has been successfully changed, you will see the transaction details under the **Order notes** section of the order. Refer to section [4.2 Transaction Overview](#), for more details about the **Order notes**.

## 5 MANAGING SUBSCRIPTION

You can create a subscription automatically through Novalnet, either based on the predefined settings in the [Novalnet Admin Portal](#) or through the dynamic subscription creation parameters passed during the initial API request, and execute automated follow-up debits via supported payment methods. On each successful debit executed by the predefined subscription cycle, a new order is created in your shop system, specifying the parent **TID** subscription. To offer subscription payments in your checkout, click **Enable subscription** in the [Novalnet Global Configuration](#) tab.

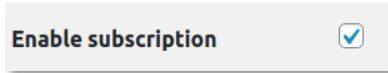


Figure 98

Use the **Subscription payments** option in the **Novalnet Global Configuration** tab to choose the payment methods you wish to offer for subscription payments.

☛ This option is only available for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit ACH, Novalnet Invoice, Novalnet Prepayment, Novalnet PayPal, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice with payment guarantee, Novalnet Google Pay, and Novalnet Apple Pay.*

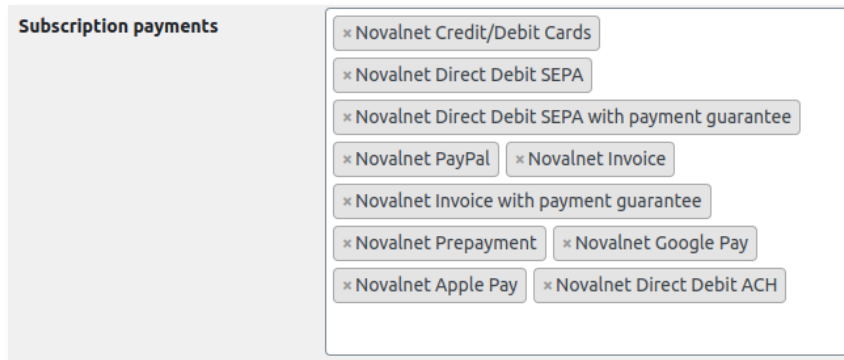


Figure 99

### Subscription Tariff ID

Choose the preferred Tariff ID (unique identifier for the tariff plan) that you created earlier in the [Novalnet Admin Portal](#) for your project's subscriptions.

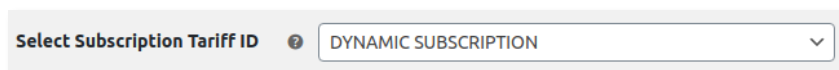


Figure 100

Please visit: <https://developer.novalnet.com/corecompetencies/dynamic> to know more about the dynamic subscription creation in the [Novalnet Admin Portal](#).



## Enable Shop Based Subscription

☛ This option is only available for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Direct Debit ACH, Novalnet Invoice, Novalnet Prepayment, Novalnet PayPal, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice with payment guarantee, Novalnet Google Pay, and Novalnet Apple Pay.*

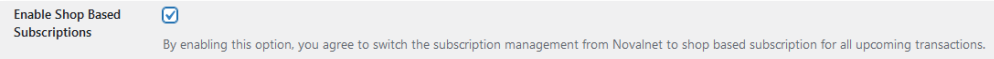


Figure 101

Enable this option to agree and switch the subscription management from Novalnet to shop-based subscription for all upcoming transactions.

Novalnet will handle Subscription Orders before enabling this option. Once the above option is enabled, the shop system will handle the recurring process not by Novalnet.

☛ After the option is enabled, the shop system will automatically perform the cron job on the specified date and time. Then, the bookings are created for recurring transactions using a token created in the initial subscription payment request.

## Display Subscription Cancellation Option for Buyer

Enable this option if you want to allow the buyer to cancel their subscriptions from their end in your web shop under **My Account → Subscriptions**.

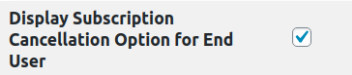


Figure 102

The buyer can cancel the subscription by clicking **View** on the subscription order and by clicking **Cancel**.

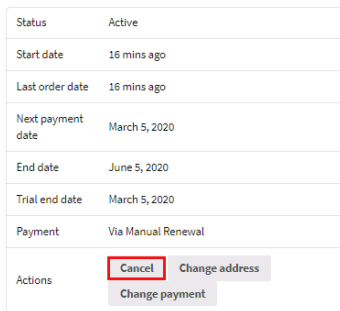


Figure 103

Next, the buyer must choose the reason for their subscription cancellation and click **Confirm** as shown below.

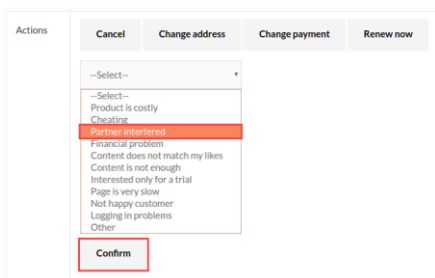


Figure 104

## 5.1 Suspending / Reactivating subscriptions

You can suspend or cancel an existing subscription for a certain period, maybe due to product's unavailability. Navigate to **WooCommerce** → **Subscription** and choose the subscription in question. Click **Suspend** under the green "Active" status to change it to **On hold**. To reactivate a subscription again, click **Reactivate** under the "On hold" status as shown below.



Figure 105

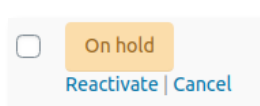


Figure 106



Figure 107

Once the subscription has been suspended (put "On hold") or cancelled, you can see the updated subscription details under **WooCommerce** → **Subscriptions** → Choose the order → **Subscription notes** section as shown below.

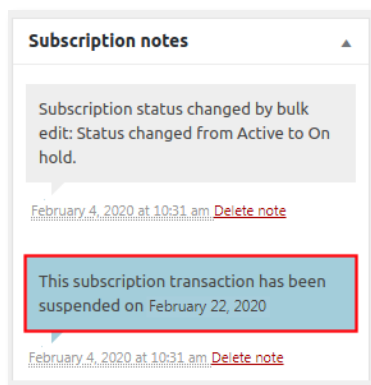


Figure 108

## 5.2 Changing the subscription's payment date

To change the payment date for a subscription, navigate to **WooCommerce** → **Subscriptions** in the shop admin panel and click the order number. In the right panel of the subscription details, under **Schedule**, enter the new date for the next payment in the "Next Payment" field as shown in the image below, and click **Update** under **Subscription actions** to save the changes.

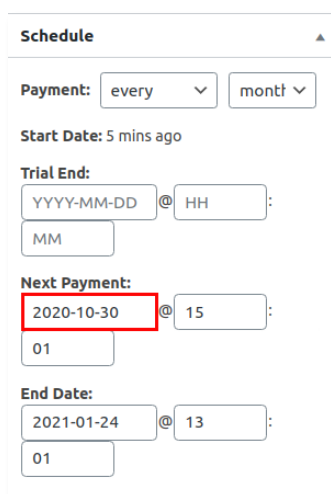


Figure 109

The **Next Payment** will be the date when the existing subscription will be updated with the new payment date from your end. Once the payment date has been changed, you can see the updated subscription details in the **Subscription notes** section.

### 5.3 Changing subscription payment method

#### Changing the payment method in the shop front-end (For buyers)

Under **My Account** → **Subscriptions**, the buyer can change the payment method used for paying for a particular subscription. This can be done under **Actions: Change payment method** as shown below.

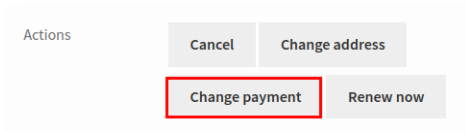


Figure 110

All payment methods that the buyer has enabled will be listed here. The buyer will choose the payment method that they want, and finalizes the changes by clicking **Change payment method**.

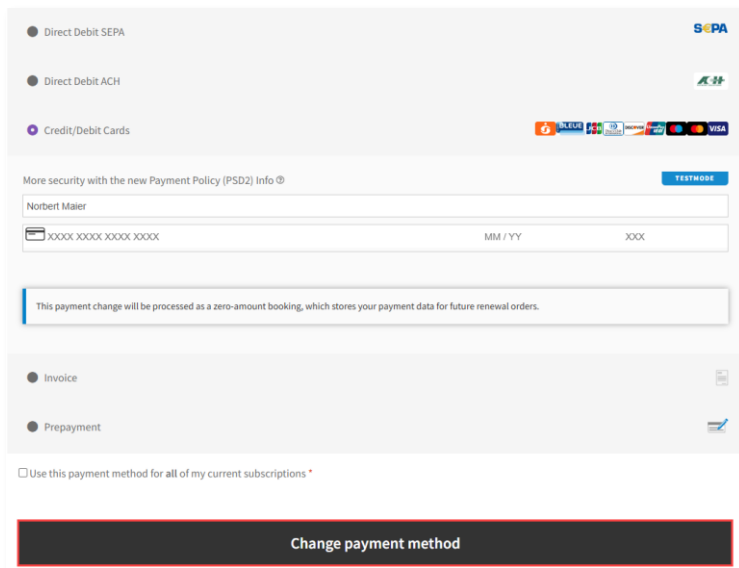


Figure 111

A notification will be sent to the buyer's email address (Updated under **My Account**) indicating all the changes made. Also, you can see the updated subscription details in the **Subscription notes** section.

#### Subscription updates

- 1. Wednesday 5th of February 2020, 09:53am**  
Successfully changed the payment method for next subscription on February 5, 2020

Figure 112

## Changing payment method in the shop admin panel (For merchant)

You can change the payment method for your buyer's subscriptions by navigating to **WooCommerce** → **Subscriptions** and clicking on the order number.

Update the new payment method by clicking the edit  icon on the **Billing** section.

Subscription #2046 details


General	Billing
<b>Customer:</b> <a href="#">Profile →</a> <a href="#">View other subscriptions →</a> Test user (#1 – test@novalnet.de)	<b>Address:</b> Norbert buyer Hauptstr. 9 66862 Kaiserslautern
<b>Subscription status:</b> Active	<b>Email address:</b> <a href="mailto:test@novalnet.de">test@novalnet.de</a>
<b>Parent order:</b> #2045	<b>Phone:</b> +49899230683141
	<b>Payment Method:</b> Credit Card 

Figure 113

Select a payment type from the drop-down list and click **Change Payment** as shown below.

Payment method

Credit/Debit Cards  
 Manual Renewal  
 Direct Debit SEPA  
 Credit/Debit Cards  
 Invoice  
 Prepayment

☒ Change Payment

Figure 114

After changing the payment method, you can see the updated subscription details in the **Subscription notes** section.

## 5.4 Changing the subscription amount

To change the subscription amount, navigate to **WooCommerce** → **Subscriptions** in your shop admin panel.

Click the order number and click the edit item  icon as shown below.

Item	Cost	Qty	Total
 <a href="#">Beanie</a>	€10,00	x 1	€10,00
 			

Edit item

Figure 115

Enter the new amount under **Total** and finalize your changes by clicking **Save**, as shown below.


Item	Cost	Qty	Total
 <a href="#">Beanie</a> Add meta		1	Pre-discount: 10 <b>Total: 15</b>
Flat rate Items: Beanie x 1			
Discount: €0,00 Shipping: €0,00 <b>Order total: €10,00 / month</b>			
Add product(s) Add fee Add shipping cost Cancel <b>Save</b>			

Figure 116

When the changes are saved, click **Recalculate** as shown below.


Item	Cost	Qty	Total
 <a href="#">Beanie</a>	€15,00	x 1	€15,00
Flat rate Items: Beanie x 1			€0,00
Discount:			€0,00
Shipping:			€0,00
Order total:			€15,00 / month

Figure 117

The updated amount can then be reviewed under the **Subscription notes** section.

## 5.5 Cancelling subscriptions

Navigate to **WooCommerce** → **Subscriptions** in your shop admin panel. Hover your mouse over the green “**Active**” status below the subscription order that you wish to cancel, so that the **Cancel** option becomes visible. Click **Cancel** and choose the reason for cancellation from the drop-down list. Click **Confirm** to finalize the cancellation.

☐ **Active**  
Suspend **Cancel**

--Select--  
--Select--  
Product is costly  
Cheating  
**Partner interfered**  
Financial problem  
Content does not match my likes  
Content is not enough  
Interested only for a trial  
Page is very slow  
Not happy customer  
Logging in problems  
Other

Figure 118

Figure 119

After cancellation, the subscription status changes to **PENDING CANCELLATION**. For your future reference (e.g., internal statistics or optimization), you can review the cancellation reasons under the **Subscription notes** section.

## 6 UNINSTALLATION

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

**Step 1:** Navigate to **Plugins** → **Installed Plugins** as shown below.

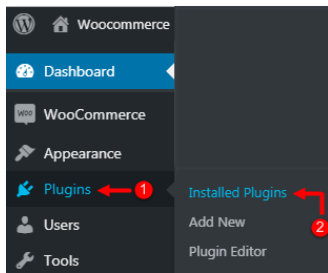


Figure 120

**Step 2:** Under the plugin **Novalnet payment plugin - WooCommerce**, click **Deactivate** as shown below.

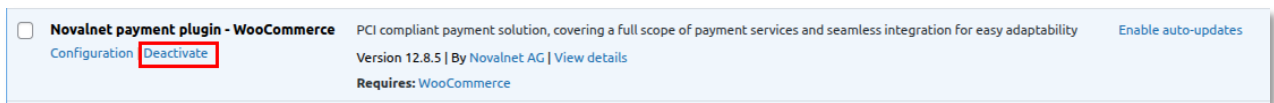


Figure 121

**Step 3:** After deactivating, click **Delete**.

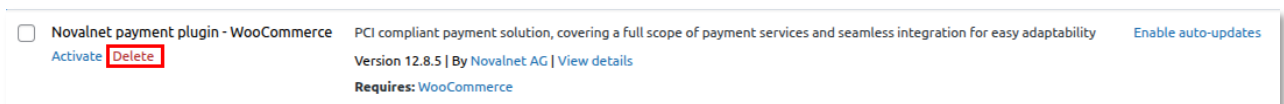


Figure 122

**Step 4:** Click **OK** to confirm that you wish to delete the Novalnet payment plugin permanently from your shop system.

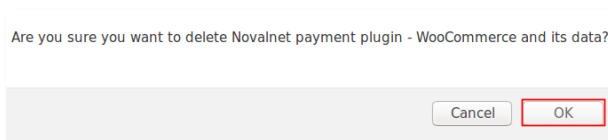


Figure 123

## 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](mailto: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](mailto:sales@novalnet.de) or call +49 89 9230683-20.

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

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