

## Installation Guide for JTL 5 Novalnet Plugin

| Version | Date       | Remarks  |
|---------|------------|--|
| 13.1.4  | 10.03.2025 | <b>[Enhanced]</b> A standardized order numbering format with integers has been implemented in the payment plugin |

👉 For previous version changelog, go to

<https://github.com/Novalnet-AG/jtl5-payment-integration-novalnet>

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

This Novalnet payment plugin package version (13.1.4) supports the following versions of JTL 5:



To get started:

1. Log in to the [Novalnet Admin Portal](#) with your merchant account details (user credentials).
2. Log in to your JTL 5 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 a mail to [technic@novalnet.de](mailto:technic@novalnet.de) with your merchant ID.

### 1.1 Plugin Installation

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

**Step 1:** Navigate to **PLUG-INS** → **Plug-in manager** → **Upload** and click **Browse** in your shop admin panel as shown below.

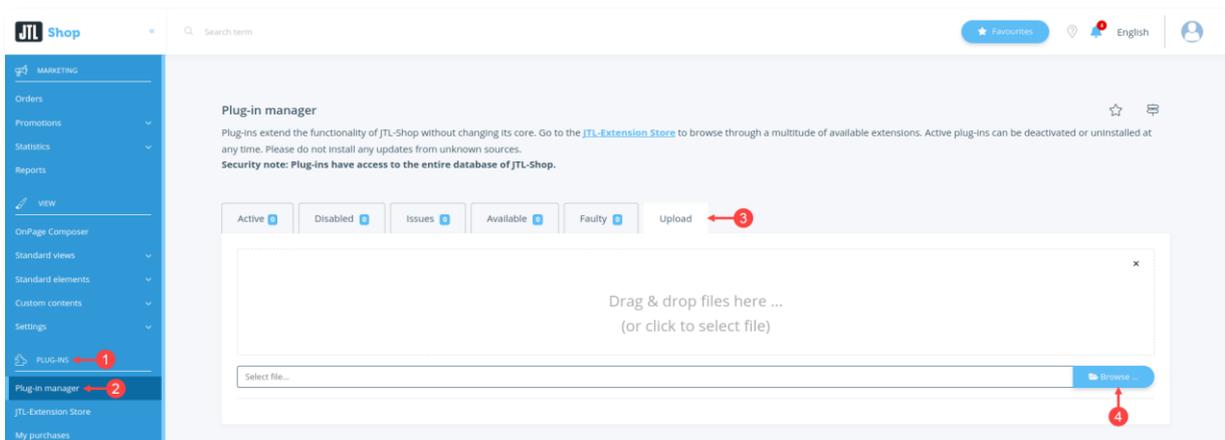


Figure 1

**Step 2:** Next, select the zipped file **jtl\_novalnet.zip** included in the Novalnet JTL5 plugin package and click **Upload** to proceed installation into your shop system as shown below.

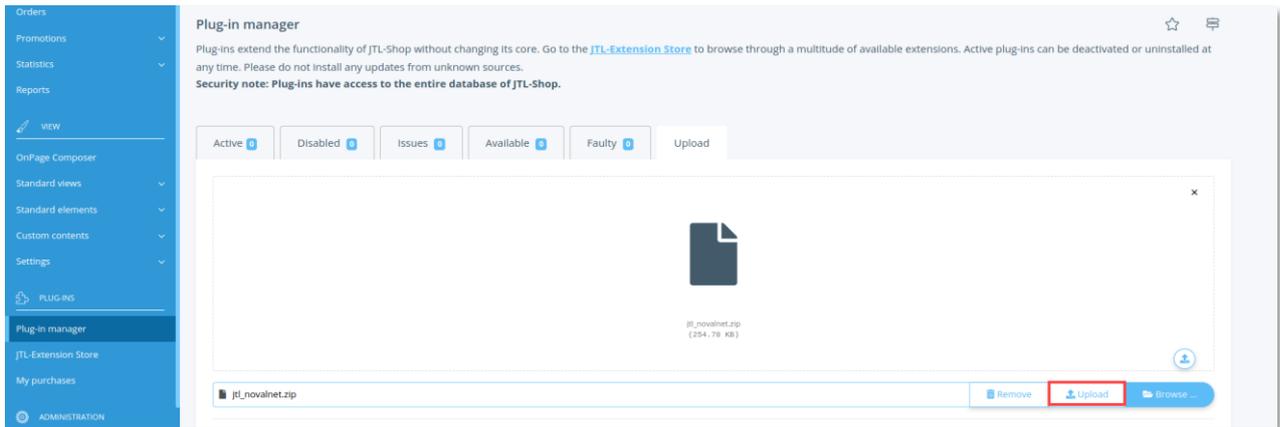


Figure 2

**Step 3:** After uploading, the plugin appears under **Available** tab. Click to select **Novalnet** checkbox and click **Install** as shown below.

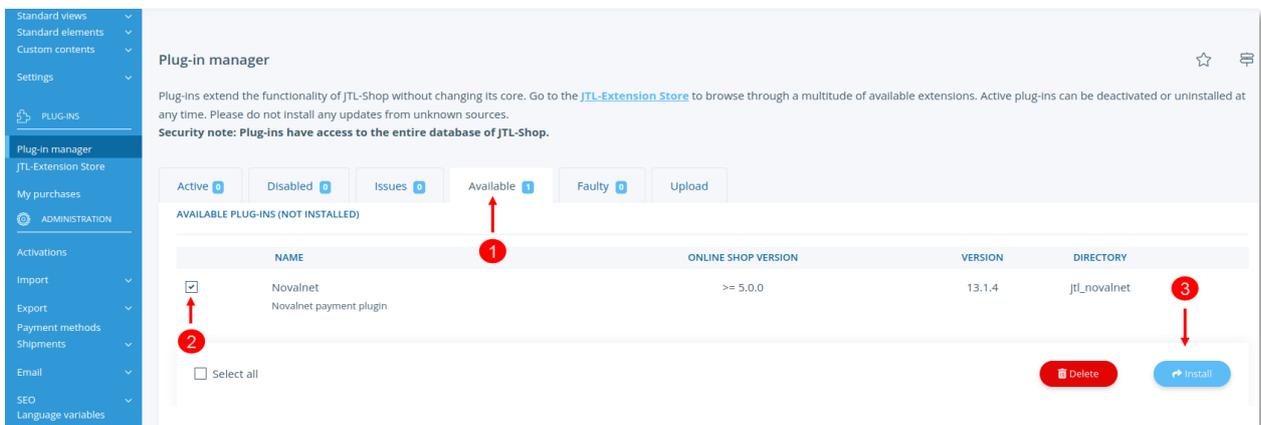


Figure 3

**Step 4:** After successful installation, the Novalnet payment plugin will be listed under **Active** tab as shown below.

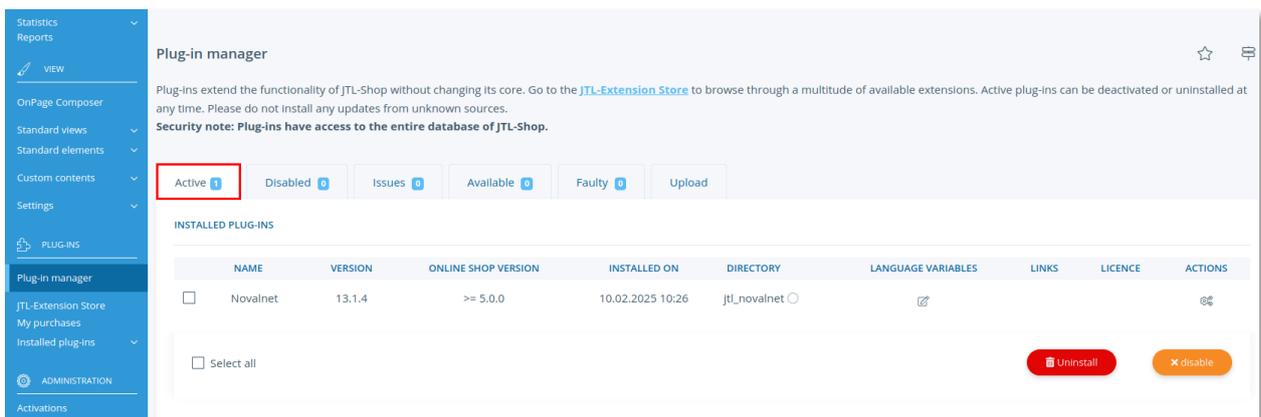


Figure 4

### 1.1.1 Updates (Local Update)

Update the jtl novalnet payment plugin in your shop admin panel to the current version without changing the previous plugin configuration.

**Step 1:** Navigate to **PLUG-INS** → **Plug-in manager** → **Upload** and click **Browse** in your shop admin panel as shown in [Figure 1](#) and [2](#).

**Step 2:** Click  icon under **ACTIONS** and then click **Update**.

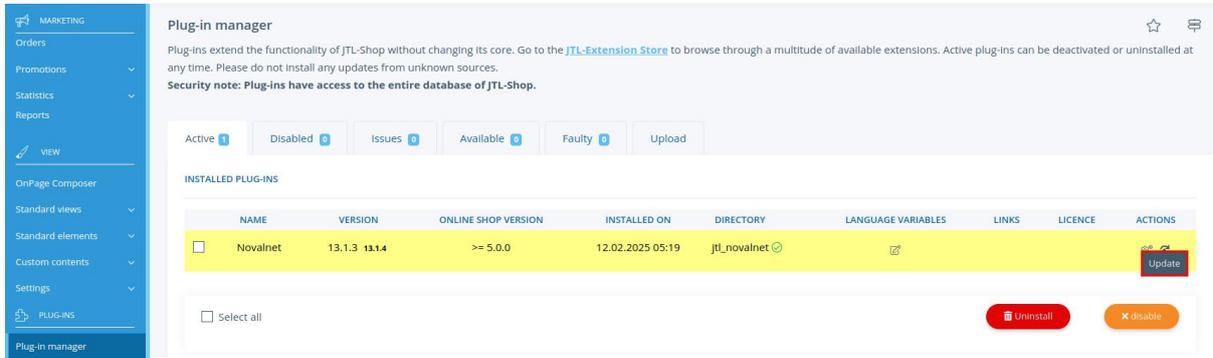


Figure 5

## 1.2 Global Configuration in the JTL 5 shop system

The main configuration occurs in your JTL 5 shop system as well as in the [Novalnet Admin Portal](#).

In your JTL 5 shop admin panel navigate to **PLUG-INS** → **Installed plug-ins** → **Novalnet** → **NOVALNET GLOBAL CONFIGURATION** as shown below to enter the following keys:

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

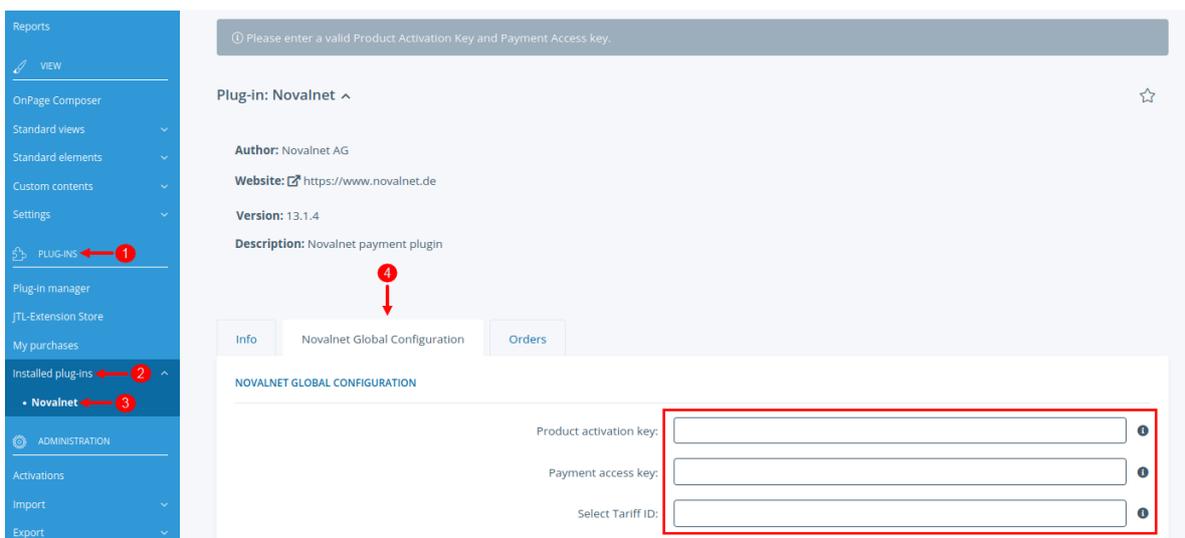


Figure 6

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

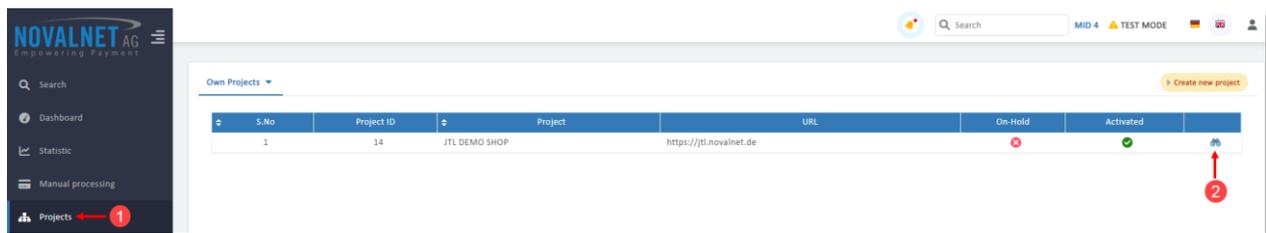


Figure 7

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

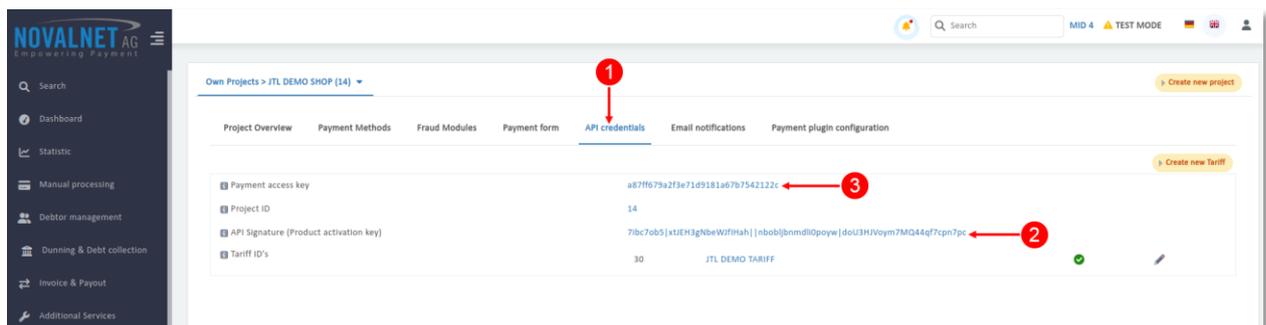


Figure 8

Paste the **Product activation key** and **Payment access key** in the respective fields in your shop admin panel. Next, choose the Tariff ID from the **Select Tariff ID** drop down menu that you have created in the [Novalnet Admin Portal](#) for this JTL 5 shop system.



Figure 9

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

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

In the **Novalnet Global Configuration** tab, in the shop admin panel you will find your **Notification / Webhook URL** under **NOTIFICATION / WEBHOOK URL SETUP** as shown below.

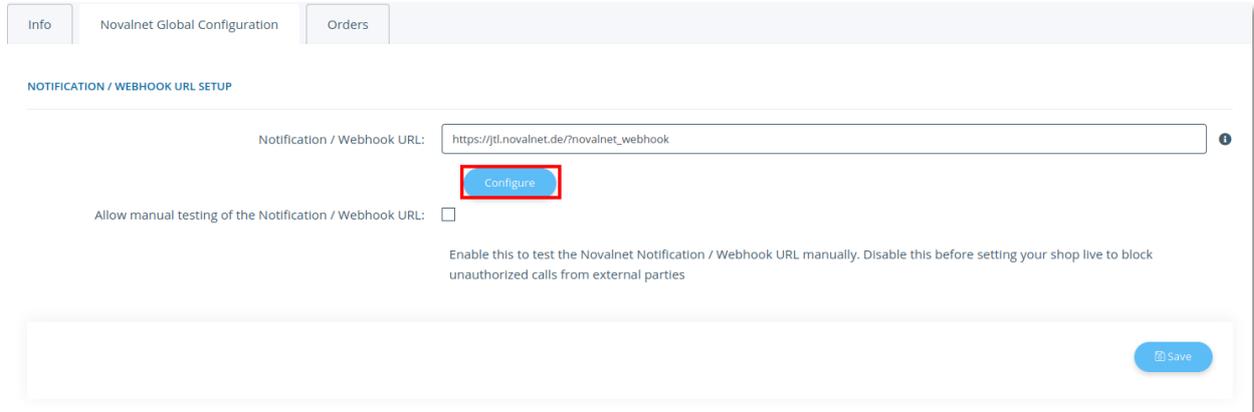


Figure 10

Click **Configure** to setup your **Notification / Webhook URL** in to the **Novalnet Admin Portal** as shown above.

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.

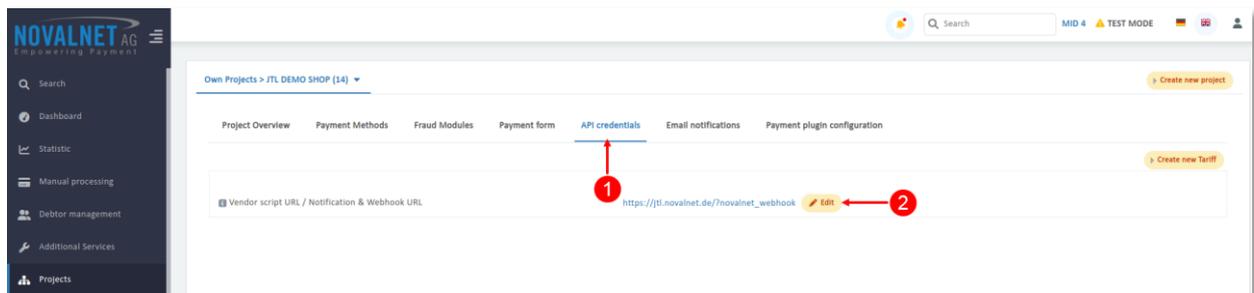


Figure 11

In your shop system, you can additionally test the Webhook URL manually.

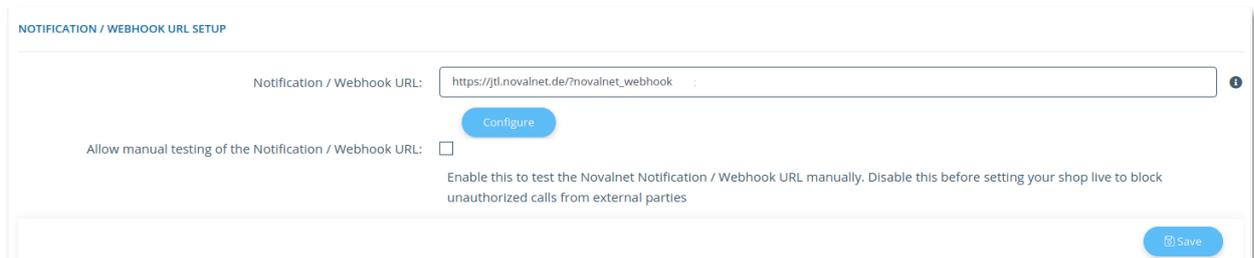


Figure 12

- ❗ **Notification / 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).
- ❗ **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.

To send notification email for manual testing, navigate to **ADMINISTRATION** → **Email** → **Templates** → **PLUG-IN Templates** on your shop admin panel and select **Email notification for callback** by clicking  button shown below.

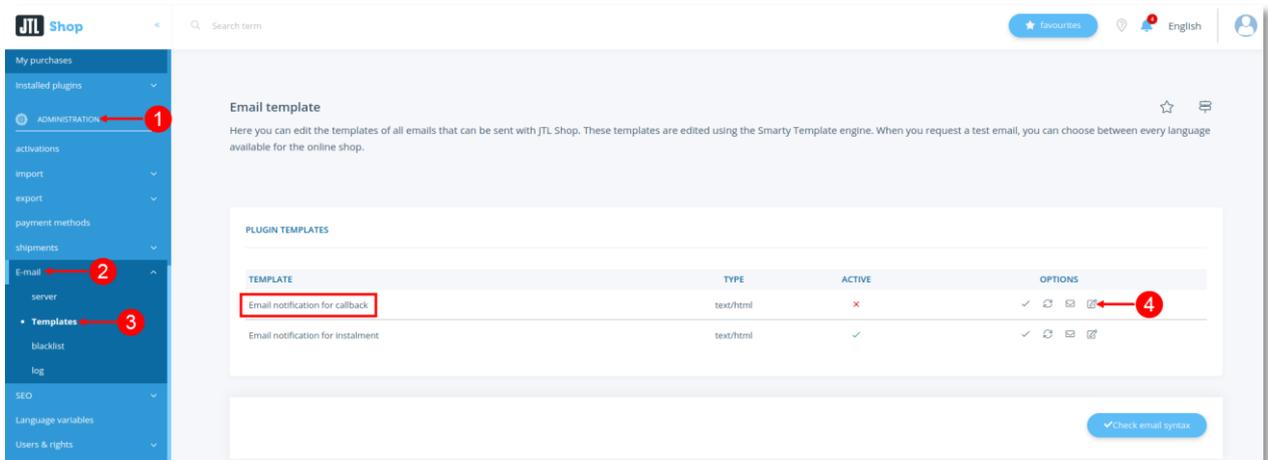


Figure 13

Enable email notification by choosing **Yes** from the **Send email** drop down field, enter the necessary details (e.g., Sender email address) and click **Save** to update the changes as shown below.

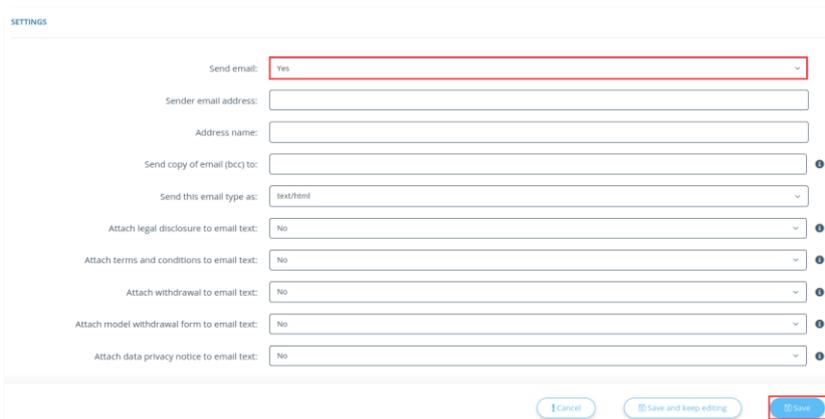


Figure 14

### 1.3 Payment Activation in the Novalnet Admin Portal

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

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

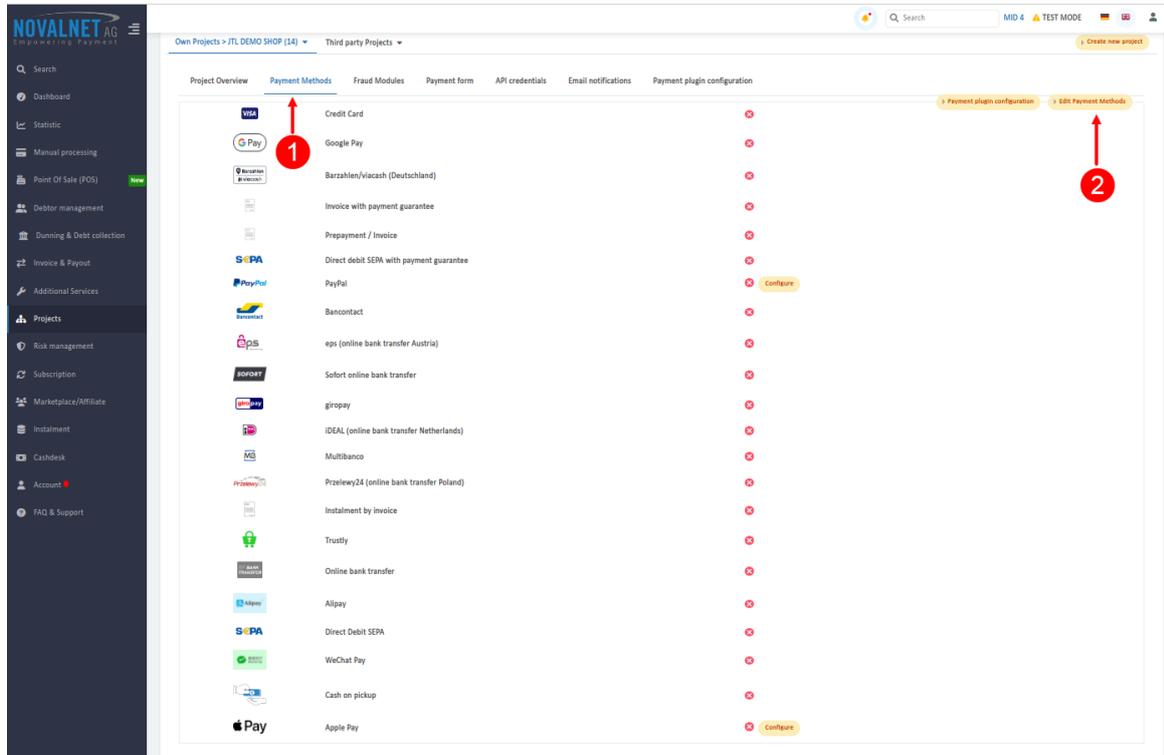


Figure 15

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

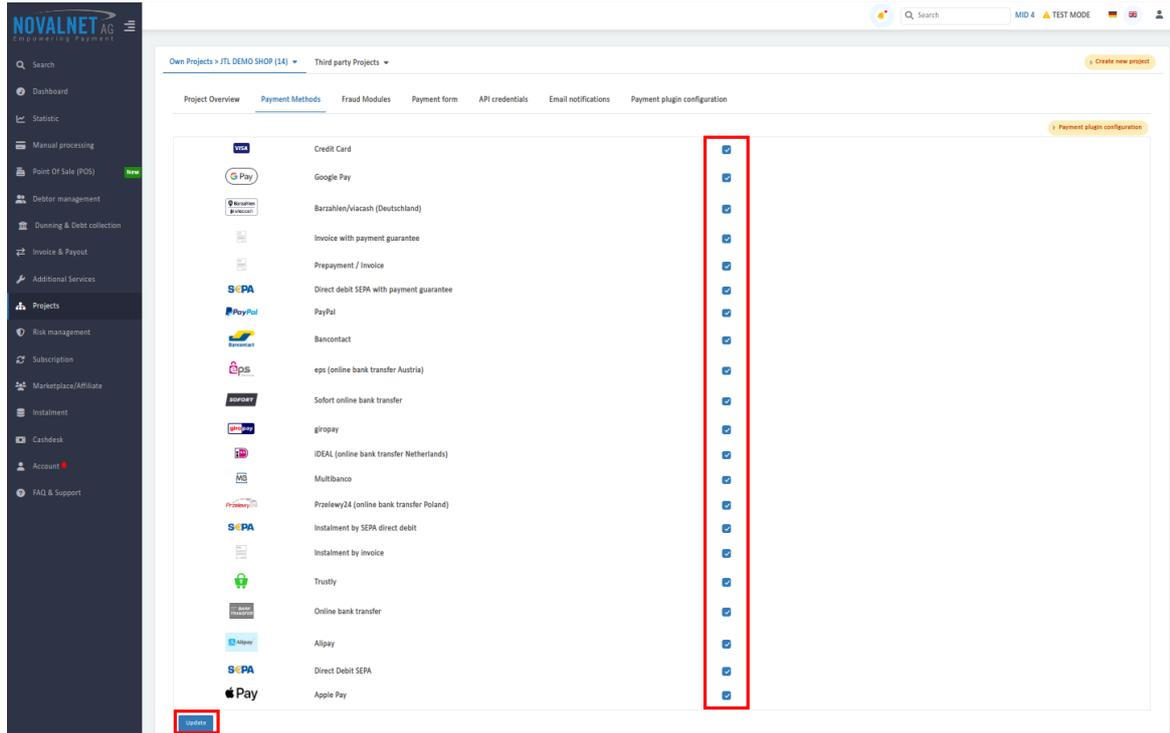


Figure 16

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

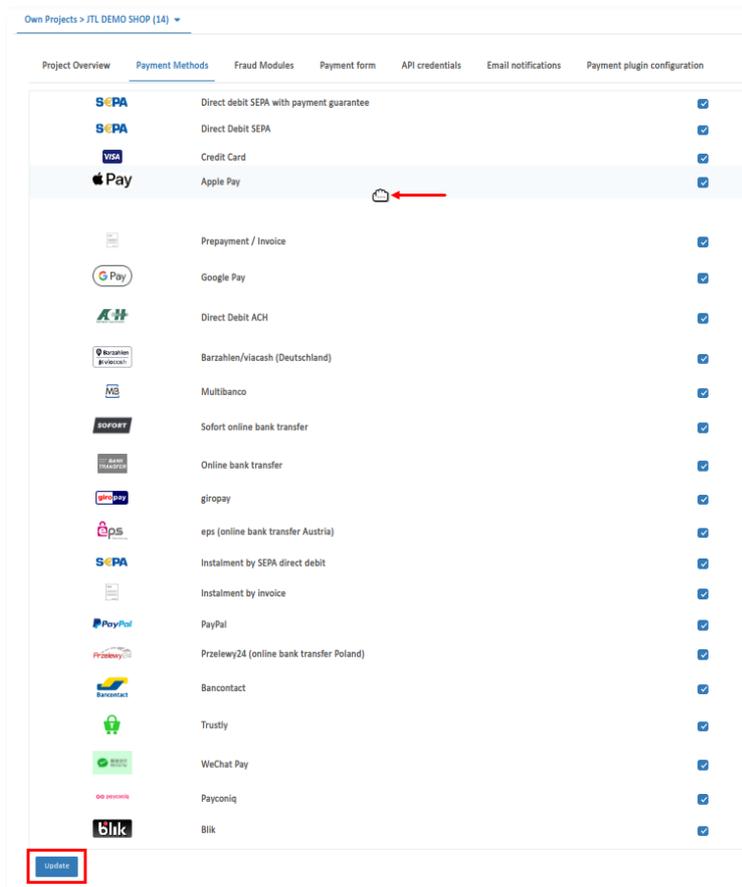


Figure 17

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

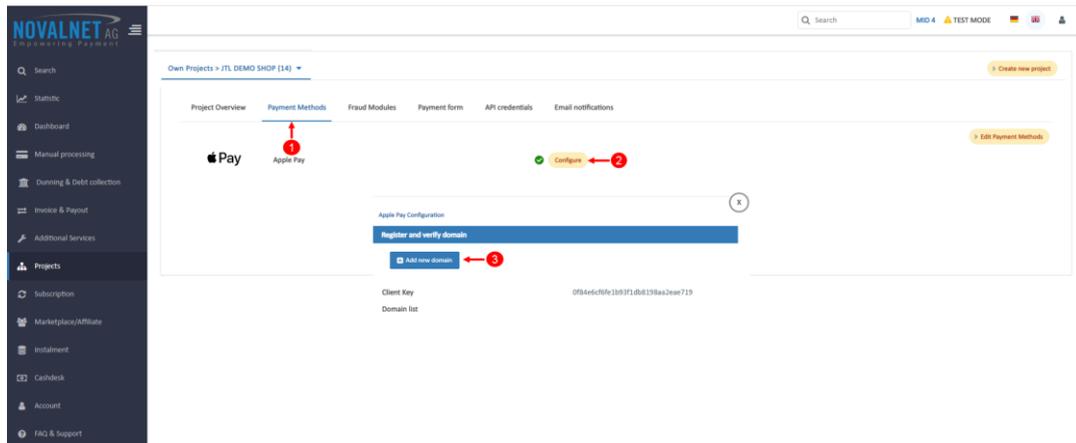


Figure 18

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://jtl.novalnet.de/.well-known/apple-developer-merchantid-domain-association>

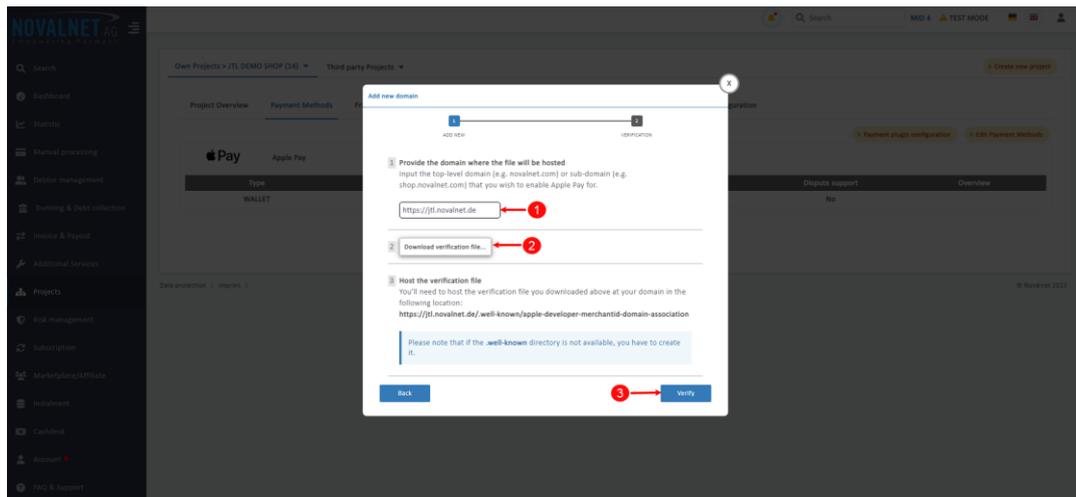


Figure 19

☛ 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.

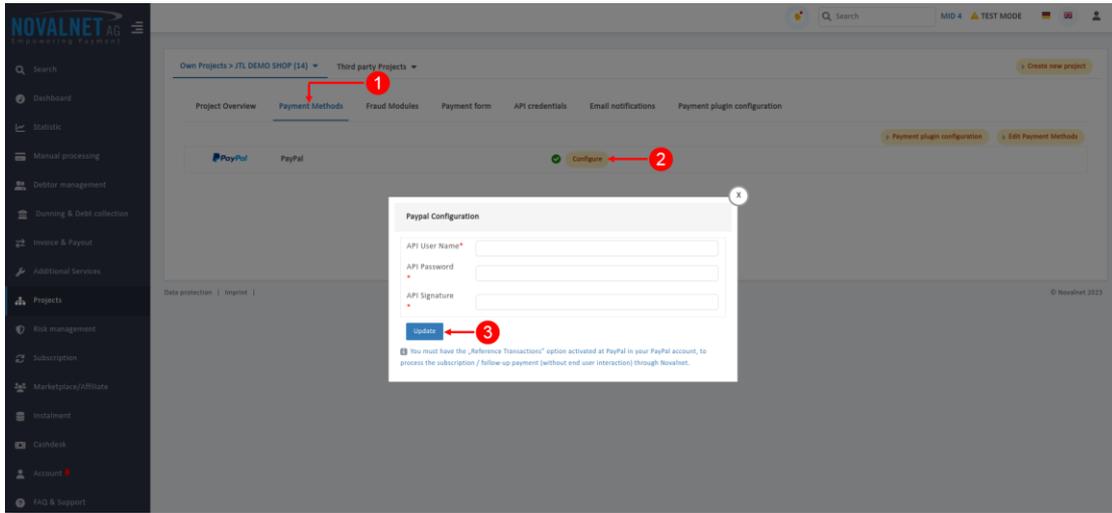


Figure 20

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

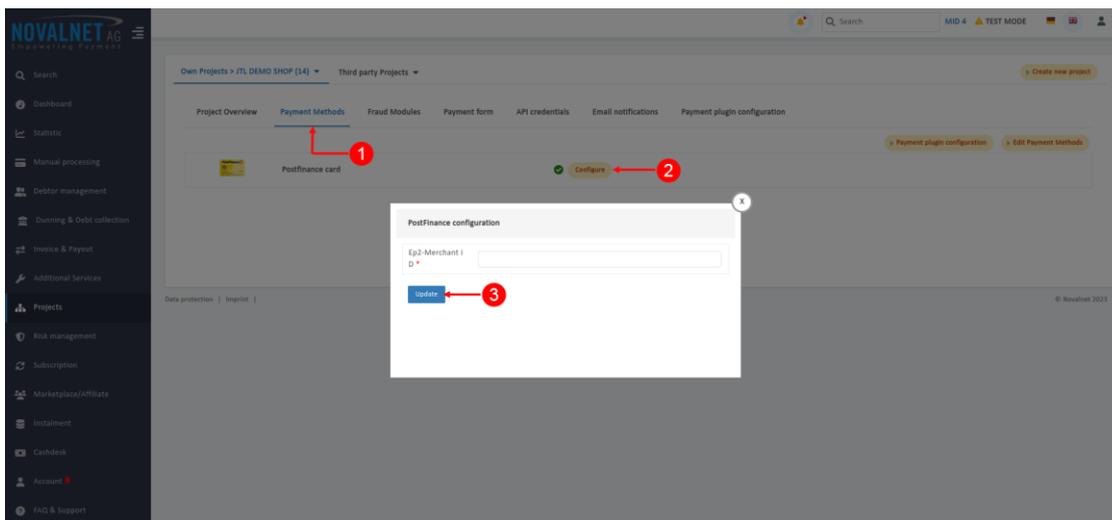


Figure 21

## 1.4 Payment Configuration in the JTL 5 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 checkout page. Navigate to **PLUG-INS** → **Installed plug-ins** → **Novalnet** → **Novalnet Global Configuration** and check the box **Display payment method** as shown below.

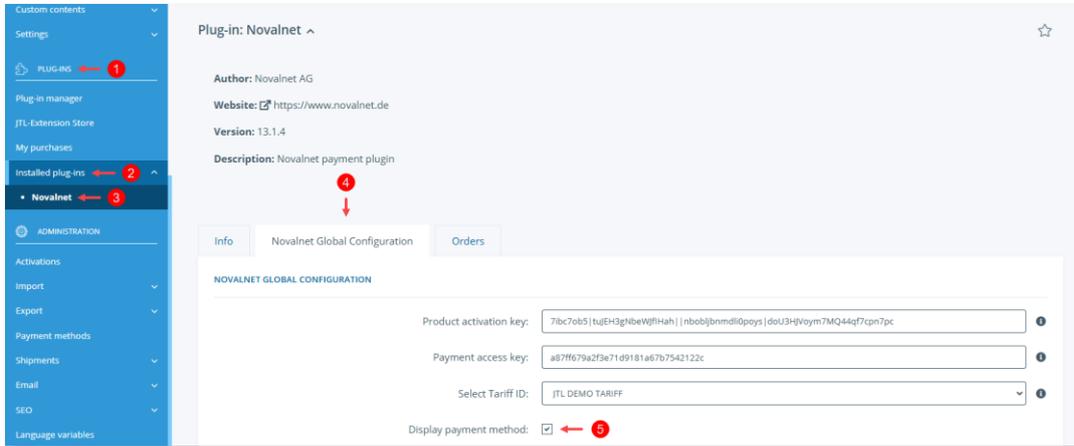


Figure 22

## 1.5 Payment Configuration in the Novalnet Admin Portal

For additional payment configuration settings for each payment method, navigate to [Novalnet Admin Portal](#) → **Projects** menu and click  icon on the right to view your project details as shown below.

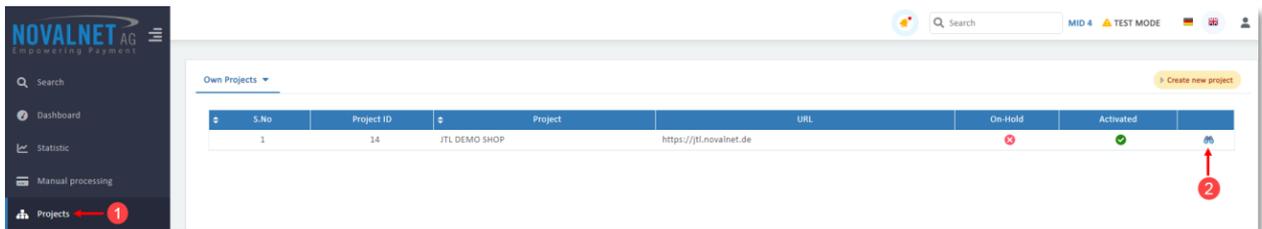


Figure 23

Now, choose the **Payment plugin configuration** menu on the right. Then, choose the required payment methods, configure the additional payment settings and save the changes made.

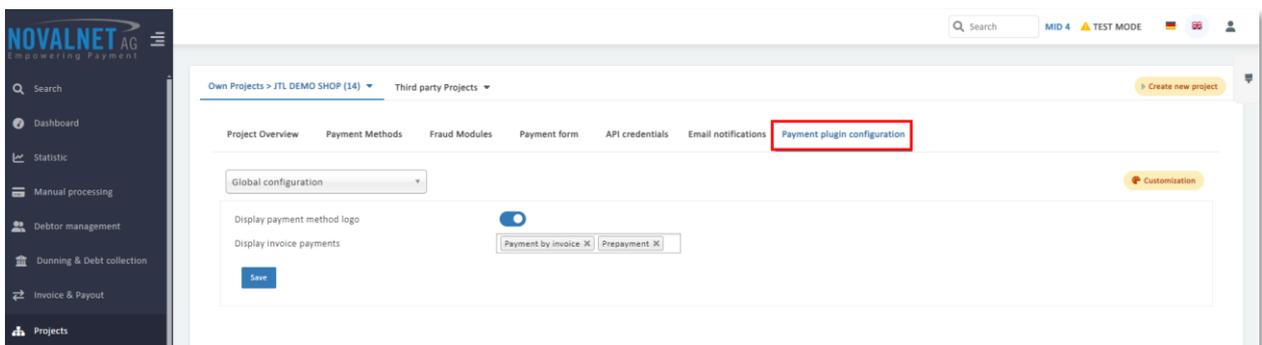


Figure 24

### 1.5.1 Display payment method logo

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

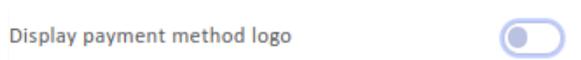


Figure 25

### 1.5.2 Display invoice payments

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

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

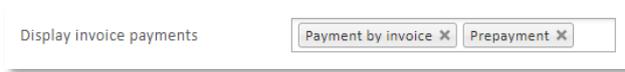


Figure 26

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

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

### 1.6 Assign payment methods for shipping methods

To assign a specific payment methods for a shipping method, navigate to **ADMINISTRATION** → **Shipments** → **Shipping methods**, choose the respective shipping method and click  button as shown below.

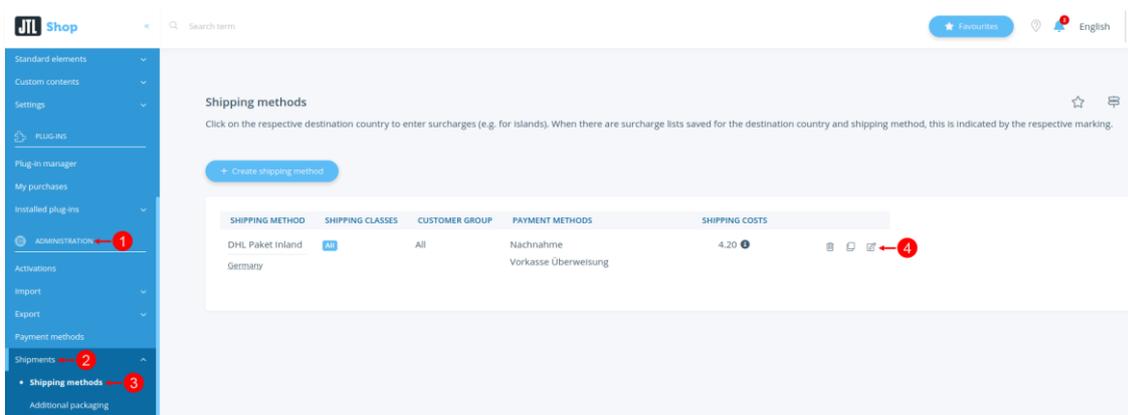


Figure 27

Now select the required payment methods check boxes for accepting these shipping method and click **Save** to update/save the changes made as shown below.

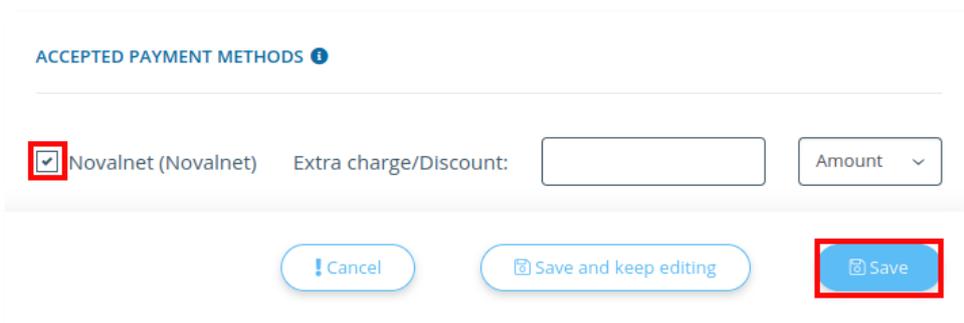


Figure 28

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

📘 If you have any recommendations or suggestions for improvement kindly share your thoughts with us to develop our payment plugins further [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.

## 1.7 Readme procedures

### 1.7.1 To display Novalnet transaction details in order confirmation E-mail

Shop path: **ADMINISTRATION** → **Email** → **Templates** → **Order confirmation**

Click **Edit** option, for **CONTENTS GERMAN** under **Content (HTML)** content,

#### Search for the below line

Sie haben folgende Zahlungsart gewählt: {\$Bestellung->cZahlungsartName}<br>

#### Add the following code below the searched line

```
{if {$Bestellung->Zahlungsart->cModulld | strpos:"novalnet"}
    {if {$Bestellung->cKommentar}
        {$Bestellung->cKommentar | nl2br}<br>
    }/if}
{/if}
```

Under **Content (text)** content,

#### Search for the below line

Sie haben folgende Zahlungsart gewählt: {\$Bestellung->cZahlungsartName}

#### Add the following code below the searched line

```
{if {$Bestellung->Zahlungsart->cModulld | strpos:"novalnet"}
    {if {$Bestellung->cKommentar}
        {$Bestellung->cKommentar | nl2br}<br>
    }/if}
{/if}
```

For **CONTENTS ENGLISH** under **Content (HTML)** content,

#### Search for the below line

You have chosen the following payment option: {\$Bestellung->cZahlungsartName}<br>

#### Add the following code below the searched line

```
{if {$Bestellung->Zahlungsart->cModulld | strpos:"novalnet"}
    {if {$Bestellung->cKommentar}
        {$Bestellung->cKommentar | nl2br}<br>
    }/if}
{/if}
```

Under **Content (text)** content,

**Search for the below line**

You have chosen the following payment option: {\$Bestellung->cZahlungsartName}

**Add the following code below the searched line**

```
{if $Bestellung->Zahlungsart->cModulId | strpos:"novalnet"}
    {if $Bestellung->cKommentar}
        {$Bestellung->cKommentar | nl2br}<br>
    {/if}
{/if}
```

### 1.7.2 To display Novalnet transaction details in order update E-mail

Shop path: **ADMINISTRATION** → **Email** → **Templates** → **Order was updated**

Kindly follow the same procedure for both **CONTENTS GERMAN** and **CONTENTS ENGLISH** as mentioned in [section 1.7.1](#).

## 2 TESTING AND GOING LIVE

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



Figure 29

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

### Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to 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 to develop our payment plugins further to [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.

### 3 ADDITIONAL CONFIGURATION

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

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

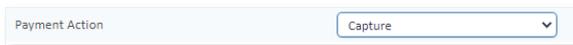
#### Payment Action (Debit immediately / Reserve funds for later / Authorize with zero amount)

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 payment, Direct debit (SEPA), Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Payment by Invoice, Invoice with payment guarantee, Instalment by invoice, PayPal, Google Pay and Apple Pay.**

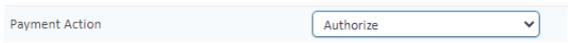
- 📘 **Capture** - This is the default setting where transactions are directly confirmed, and funds are automatically transferred from buyer's account to the merchant account. This can be changed as per your business requirement.



Payment Action: Capture

Figure 30

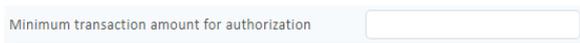
- 📘 **Authorize** - Payment details are verified while the funds are reserved, which will be captured later. Please note for card payments, if you fail to execute a capture within 14 days the reservation on the card will automatically expire!



Payment Action: Authorize

Figure 31

- 📘 **Minimum transaction amount for authorization** - Transactions above this amount will be "authorized" only and captured later. Leave the field blank to authorize all transactions.



Minimum transaction amount for authorization:

Figure 32

- 📘 **Authorize with zero amount**

☛ This option is available only for the **Credit card payment, Direct Debit SEPA, Google Pay, Apple Pay and Direct Debit ACH.**

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**.



Payment Action: Authorize with zero amount

Figure 33

## 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 **Direct Debit SEPA, Payment by Invoice, Prepayment and Cash Payment.**



Figure 34

- ① For **Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 3 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 **Cash Payment**, 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.

## Onhold order status

☛ This option is available only for **Credit card payment, Direct Debit SEPA, Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Payment by Invoice, Invoice with payment guarantee, Instalment by invoice, PayPal, Google Pay and Apple Pay.**

Set the status that will be used for authorize orders.



Figure 35

## 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 guarantee payments,

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

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

**Direct debit SEPA with payment guarantee and Invoice with payment guarantee.**

### Force Non-Guarantee payment

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

**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.

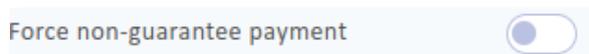


Figure 36

## Allow B2B Customers

☛ 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.**

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



Figure 37

## Allowed currencies

Select the currencies to which the payment methods to process



Figure 38

## Allowed countries

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



Figure 39

## Allowed countries (B2B)

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



Figure 40

## Allowed countries (B2C)

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



Figure 41

## Instalment payment configuration

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>

☛ This option is available only for the following payment methods

**Instalment by SEPA direct debit and Instalment by invoice**

### Instalment cycles

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

☛ This option is available only for **Instalment by SEPA direct debit** and **Instalment by Invoice**.

Define which installment cycles you wish to offer in your shop (e.g., 2 Cycle, 3 Cycle, 4 Cycle, 5 Cycle, 6 Cycle, 7 Cycle, 8 Cycle, 9 Cycle, 10 Cycle, 11 Cycle, 12 Cycle, 15 Cycle, 18 Cycle, 21 Cycle, 24 Cycle, 36 Cycle etc.,) and click **Save**. The buyer can then choose between these instalment cycles, if they wish to pay in instalments.

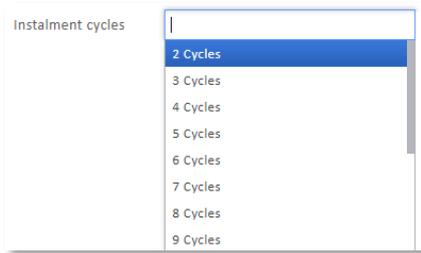


Figure 42

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

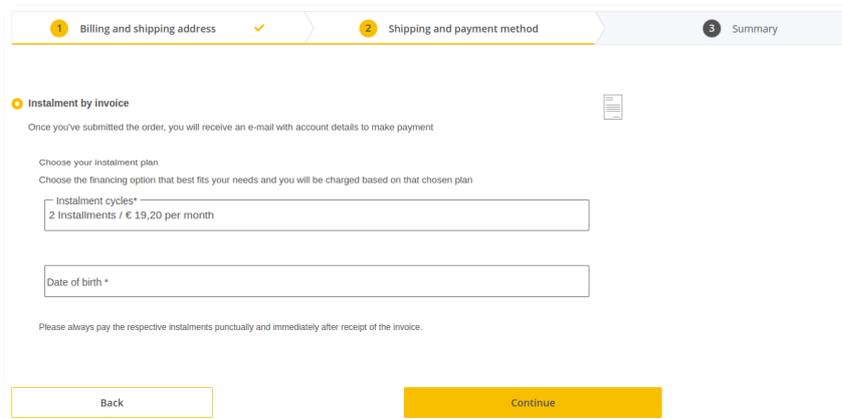


Figure 43

## Payment before order completion

**No** - This is the default setting, orders will be created in the shop system before the transaction succeeds.

**Yes** - Orders will be created in the shop system after the transaction succeeds.

Navigate to **ADMINISTRATION** → **Payment methods**, choose the respective payment method and click  button as shown below.

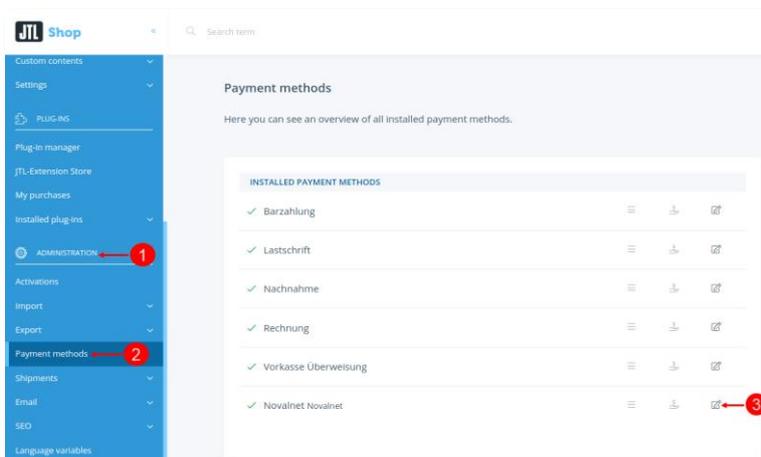
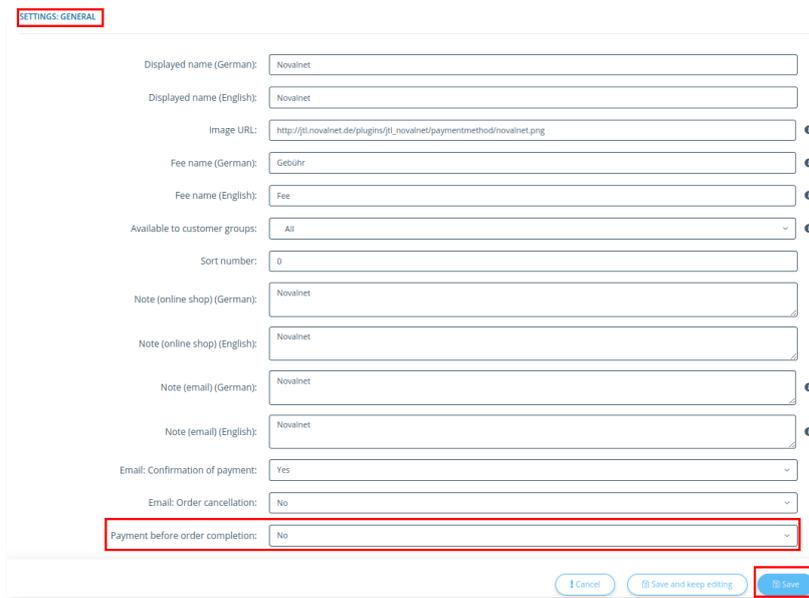


Figure 44

After navigating, select **Yes** or **No** in the **Payment before order completion** settings under **SETTINGS: GENERAL** tab and click **Save**.



**SETTINGS: GENERAL**

Displayed name (German): Novalnet

Displayed name (English): Novalnet

Image URL: [http://pl.novalnet.de/plugins/pl\\_novalnet/paymentmethod/NOVALNET.png](http://pl.novalnet.de/plugins/pl_novalnet/paymentmethod/NOVALNET.png)

Fee name (German): Gebühr

Fee name (English): Fee

Available to customer groups: All

Sort number: 0

Note (online shop) (German): Novalnet

Note (online shop) (English): Novalnet

Note (email) (German): Novalnet

Note (email) (English): Novalnet

Email: Confirmation of payment: Yes

Email: Order cancellation: No

**Payment before order completion: No**

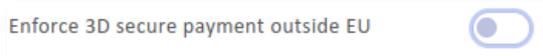
Buttons: Cancel, Save and keep editing, **Save**

Figure 45

### 3.2 Additional configuration for Credit card payment

#### Enforce 3D secure on payment outside EU

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



Enforce 3D secure payment outside EU

Figure 46

### 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.



Business name

Figure 47

### 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.



Enforce 3D secure payment outside EU

Figure 48

#### Business name

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



Business name

Figure 49

## 4 MANAGING JTL 5 ADMIN PANEL

### 4.1 Order Management

Manage your orders and view their details under **PLUG-INS** → **Installed plug-ins** → **Novalnet** → **Orders** tab in your JTL 5 admin panel. Click  icon to review the Novalnet transaction details for that order as shown below.

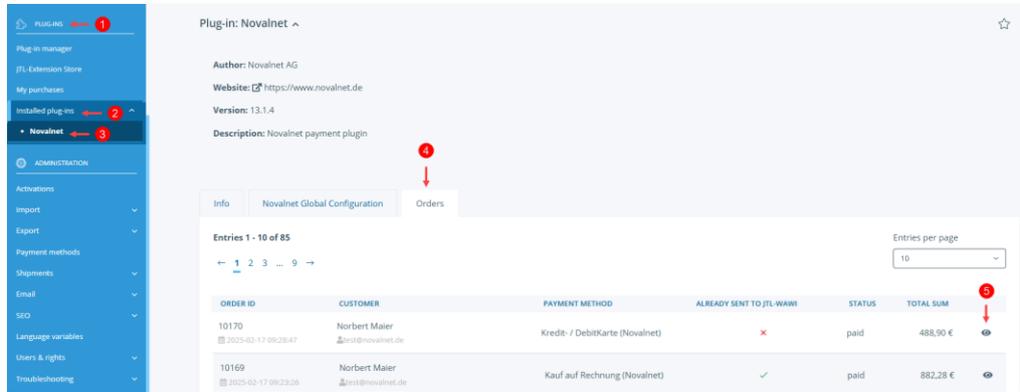


Figure 50

You will have a detailed overview of the Novalnet transaction details as shown below.

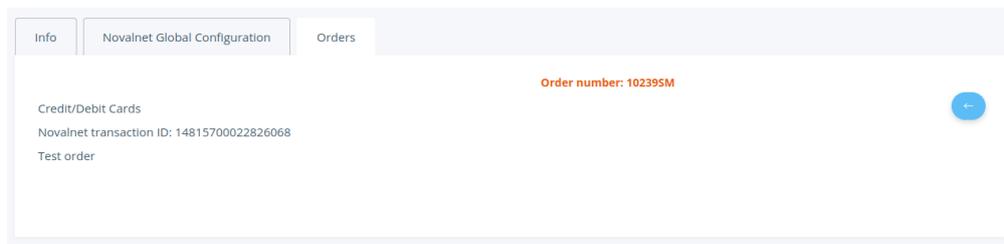


Figure 51

### 4.2 Order details for Instalment payments

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

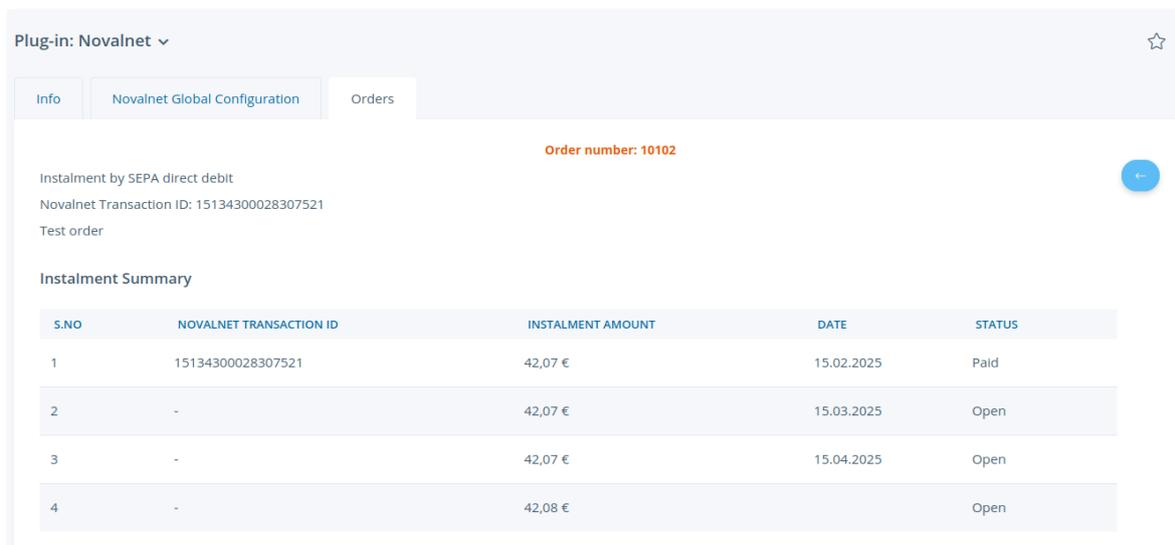


Figure 52

## 4.3 Refund using JTL Wawi

After connecting your store to JTL Wawi, issuing a full refund for paid orders can indeed be streamlined using a simple workflow. Here's a step-by-step guide to create and execute this workflow:

### 4.3.1 Setting up the refund workflow

- Refund process is applicable for all the payment methods except for the payments: **Instalment by SEPA Direct Debit, Instalment Invoice and Multibanco.**

**Note:** Partial refunds from JTL WAWI are not supported.

**Step 1:** Navigate to **Admin** → **JTL-Workflows** in your JTL Wawi menu.

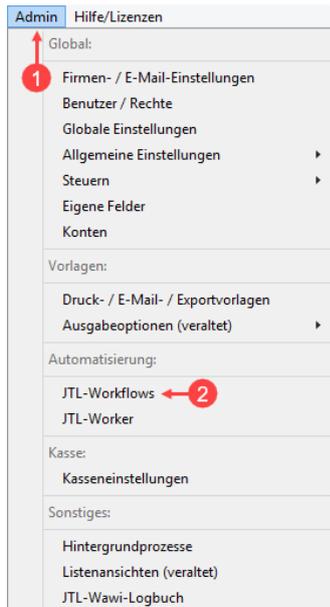


Figure 53

**Step 2:** Go to **Aufträge** → **Auftrag - Manuell** and then to **Ereignis anlegen** → **Ereignis anlegen** as shown below.

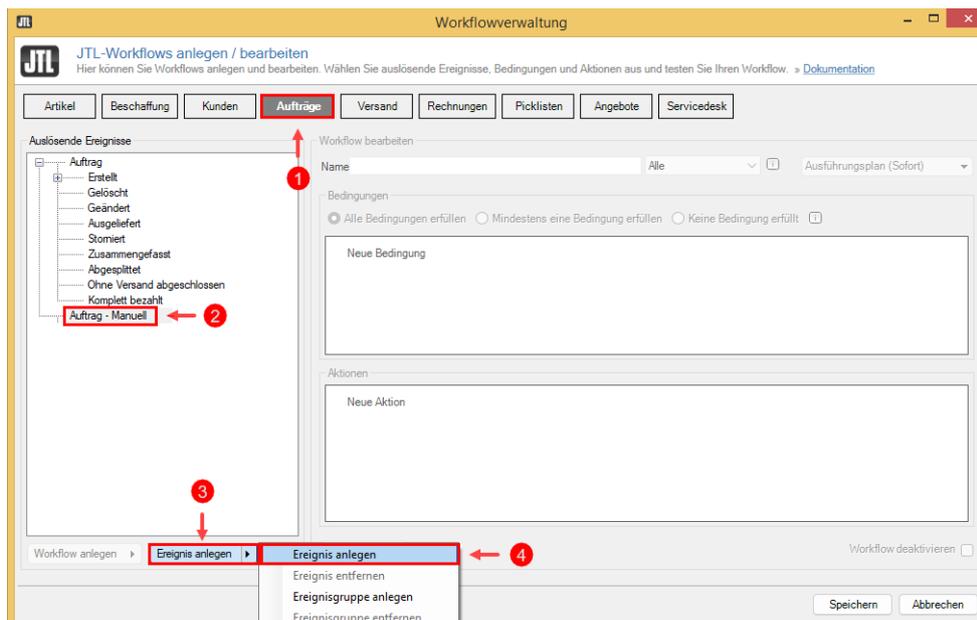


Figure 54

Step 3: Click Ereignis\_manuell and then to Workflow anlegen → Workflow anlegen as shown below.

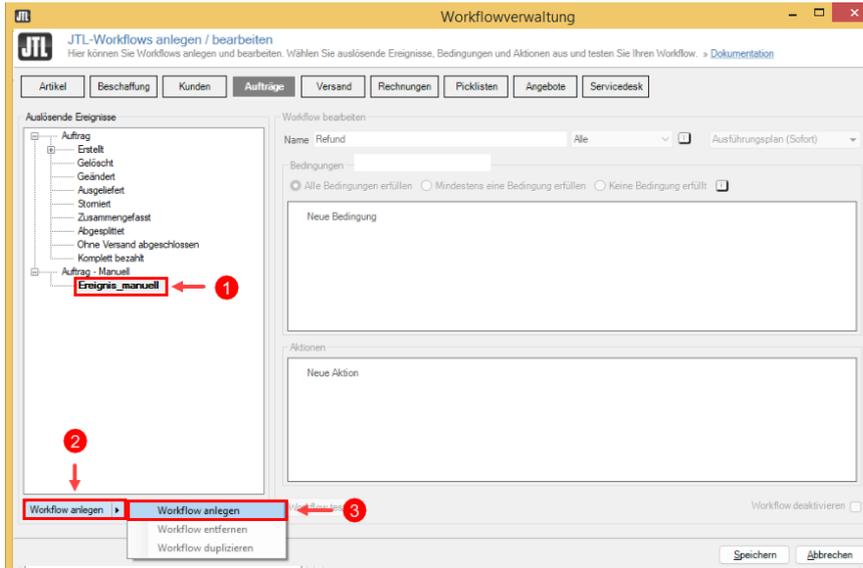


Figure 55

Step 4: Provide a name for the workflow (Example: Refund) and define a condition for the workflow by clicking **Neue Bedingung** under **Bedingungen** as shown below.

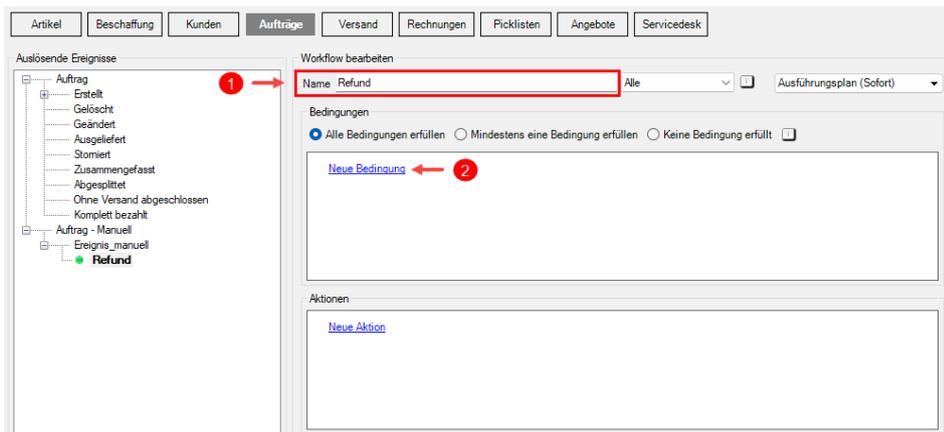


Figure 56

Step 5: Go to **Auftrag** → **Zahlungen** and choose **Bezahlt** from the dropdown as shown below.

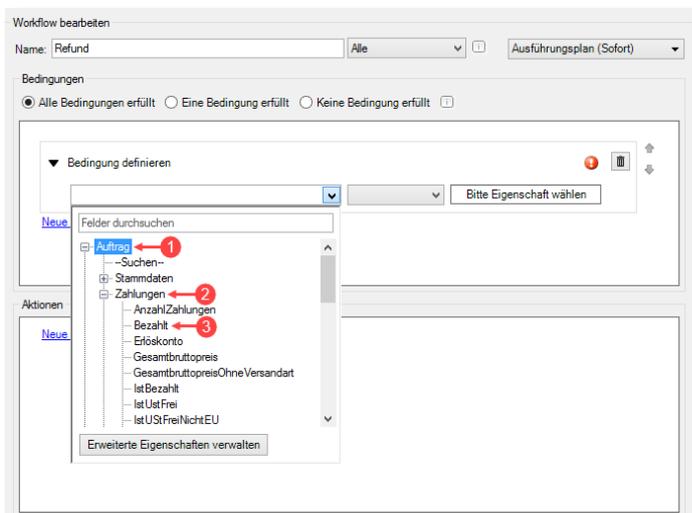


Figure 57

**Step 6:** Then, choose **Größer als** from the next dropdown as shown below.

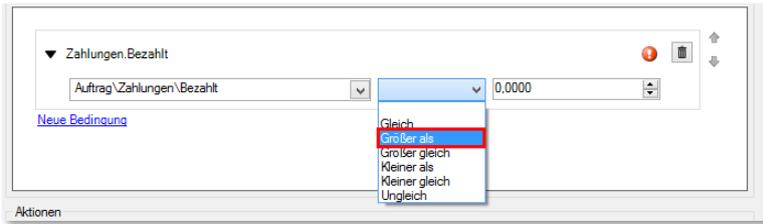


Figure 58

**Step 7:** Create an action by clicking **Neue Aktion** under **Aktionen**.

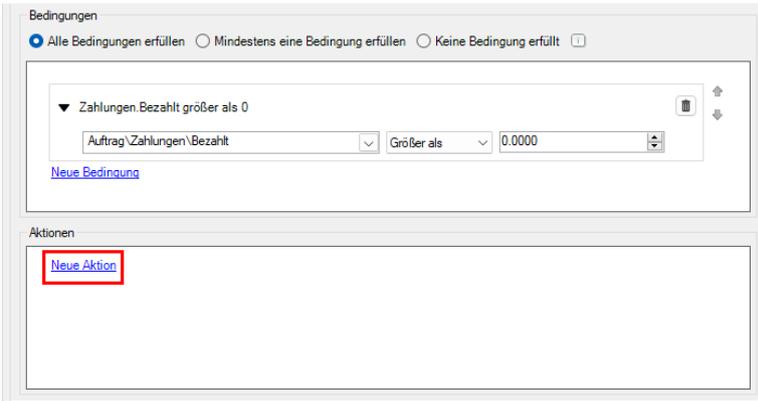


Figure 59

**Step 8:** Choose **Web-Request (POST) (veraltet)** from the dropdown under **Aktionen** as shown below.

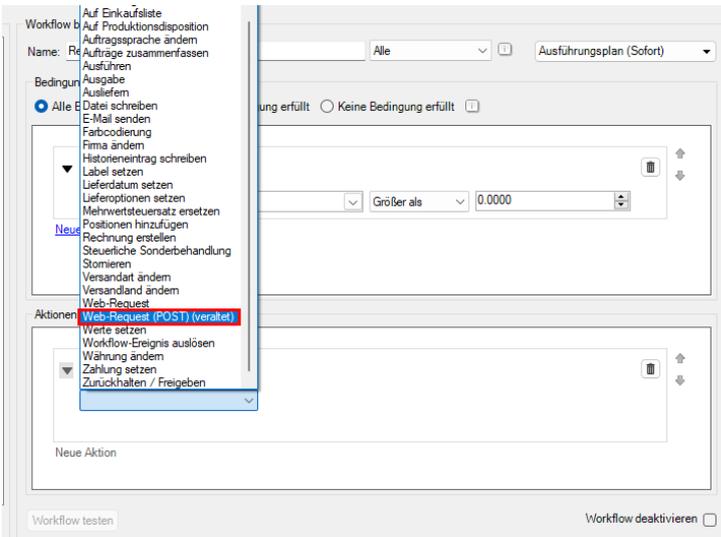


Figure 60

**Step 9:** To assign the **Web-Request (POST) (veraltet)** action to the shop URL, click the icon  for the Url field.

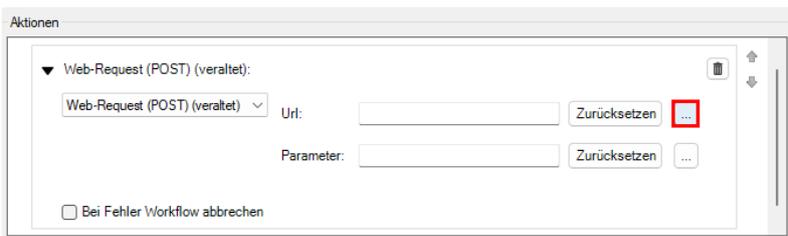


Figure 61

**Step 10:** Enter your shop URL appended with `?novalnet_refund` (Example: `<YOUR JTL WEBSHOP URL>?novalnet_refund`) and click **OK** as shown below.

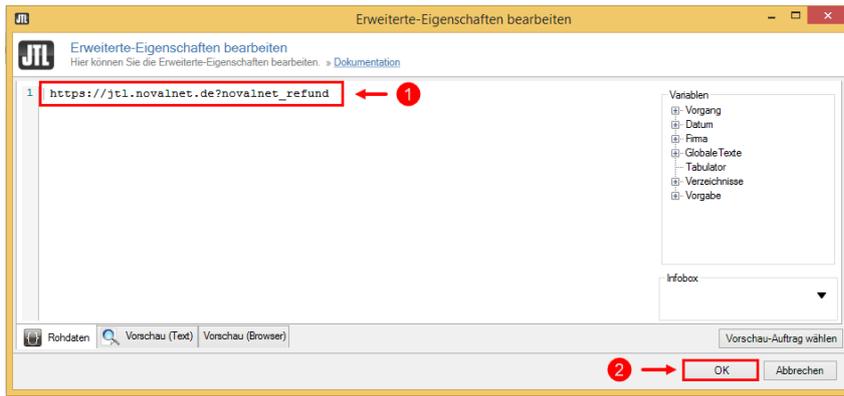


Figure 62

**Step 11:** Click  icon under Parameter field as shown below.

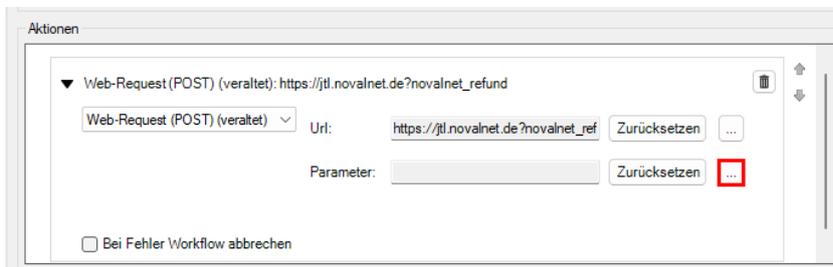


Figure 63

**Step 12:** Choose the variables **ExterneAuftragsnummer** under **Vorgang** → **Stammdaten** and click **OK** as shown below.

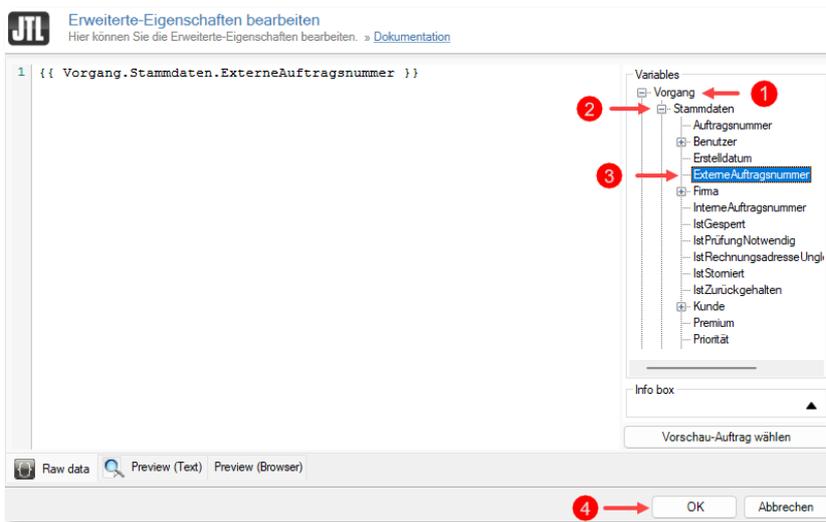


Figure 64

**Step 13:** After the action is created, click **Speichern** to save the workflow.

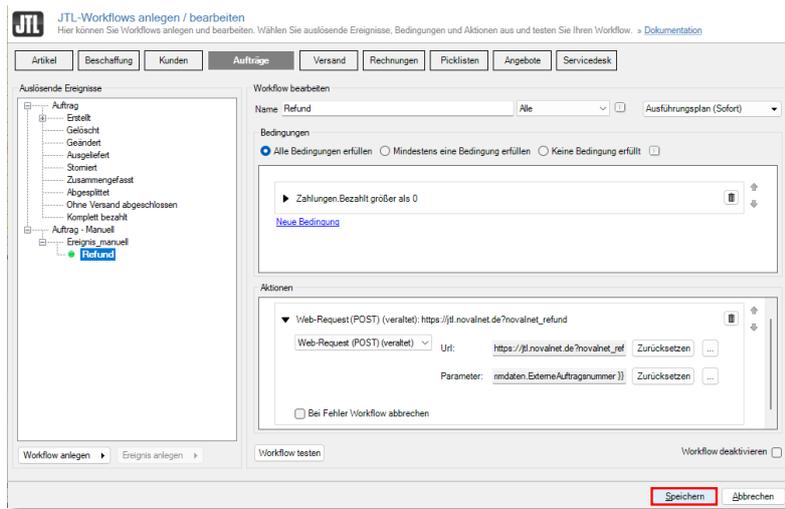
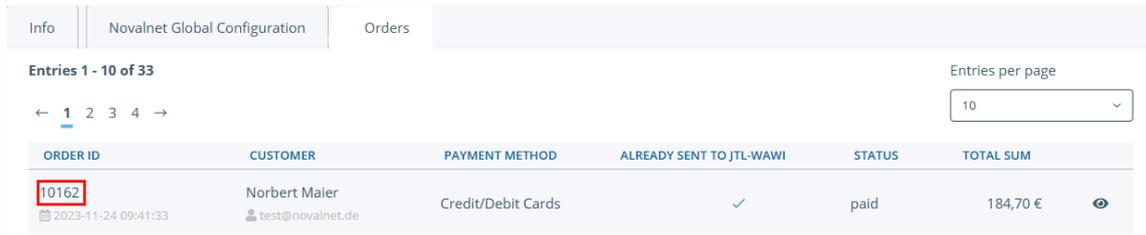


Figure 65

### 4.3.2 Refunding an order using JTL workflow

To refund a particular order in the JTL shop, you can follow these steps:

From the shop admin panel, note the order number you want to initiate a full refund. Refer to topic [4.1 Order Management](#) to view the order details in your JTL shop.

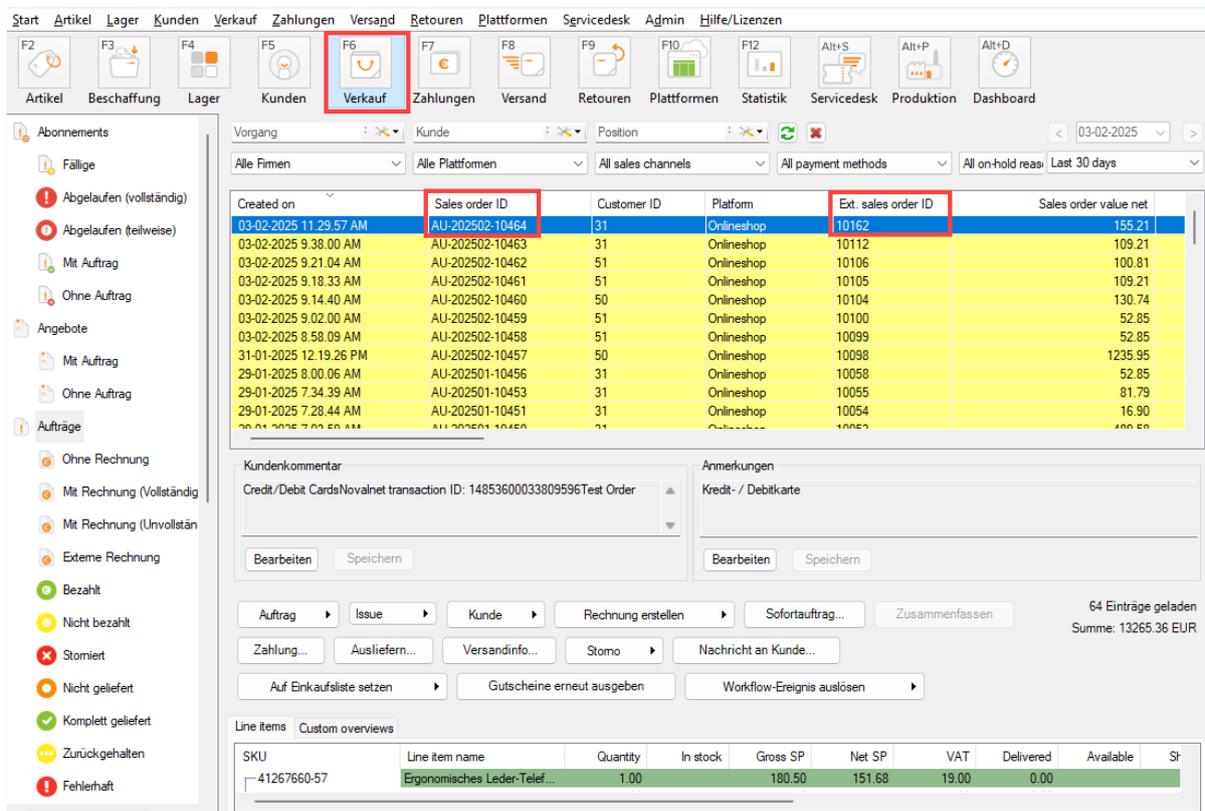


| ORDER ID | CUSTOMER                          | PAYMENT METHOD     | ALREADY SENT TO JTL-WAWI | STATUS | TOTAL SUM |
|----------|-----------------------------------|--------------------|--------------------------|--------|-----------|
| 10162    | Norbert Maier<br>test@novalnet.de | Credit/Debit Cards | ✓                        | paid   | 184,70 €  |

Figure 66

**Step 1:** Navigate into the **Verkauf** in your JTL Wawi and note the JTL Wawi order number that corresponds to the order number in the JTL shop,

- **Sales order ID:** Order number created in the JTL Wawi.
- **Ext. sales order ID:** Order number in the JTL shop system.



| Created on             | Sales order ID  | Customer ID | Plattform  | Ext. sales order ID | Sales order value net |
|------------------------|-----------------|-------------|------------|---------------------|-----------------------|
| 03-02-2025 11:29:57 AM | AU-202502-10464 | 31          | Onlineshop | 10162               | 155,21                |
| 03-02-2025 9:38:00 AM  | AU-202502-10463 | 31          | Onlineshop | 10112               | 109,21                |
| 03-02-2025 9:21:04 AM  | AU-202502-10462 | 51          | Onlineshop | 10106               | 100,81                |
| 03-02-2025 9:18:33 AM  | AU-202502-10461 | 51          | Onlineshop | 10105               | 109,21                |
| 03-02-2025 9:14:40 AM  | AU-202502-10460 | 50          | Onlineshop | 10104               | 130,74                |
| 03-02-2025 9:02:00 AM  | AU-202502-10459 | 51          | Onlineshop | 10100               | 52,85                 |
| 03-02-2025 8:58:09 AM  | AU-202502-10458 | 51          | Onlineshop | 10099               | 52,85                 |
| 31-01-2025 12:19:26 PM | AU-202502-10457 | 50          | Onlineshop | 10098               | 1235,95               |
| 29-01-2025 8:00:06 AM  | AU-202501-10456 | 31          | Onlineshop | 10058               | 52,85                 |
| 29-01-2025 7:34:39 AM  | AU-202501-10453 | 31          | Onlineshop | 10055               | 81,79                 |
| 29-01-2025 7:28:44 AM  | AU-202501-10451 | 31          | Onlineshop | 10054               | 16,90                 |

Figure 67

**Step 2:** Navigate to the created workflow via **Admin** → **JTL Workflows**, then click the **Aufträge** → **Auftrag - Manuell** → **Ereignis\_manuell** → **Refund** → **Workflow testen** as shown below.

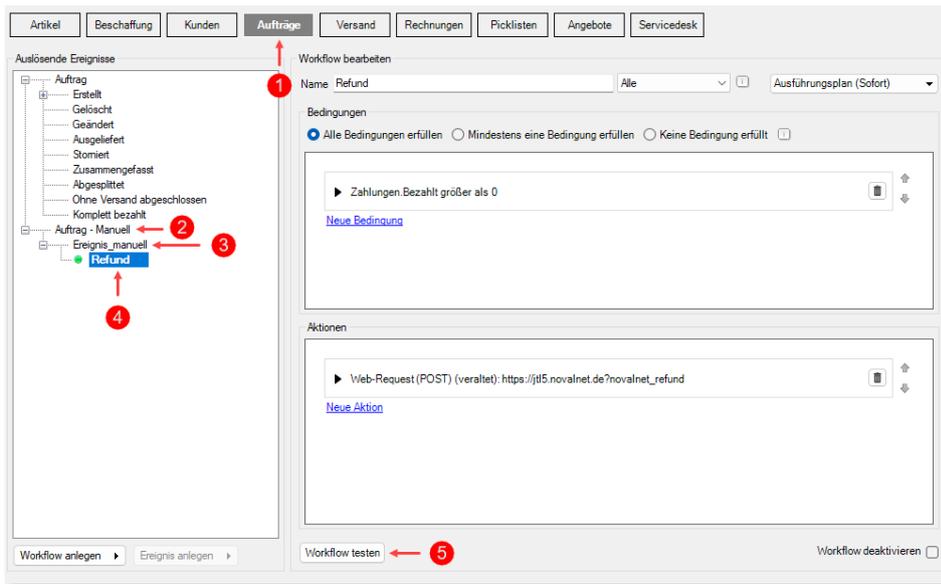


Figure 68

**Step 3:** Next, click the  icon as shown below.

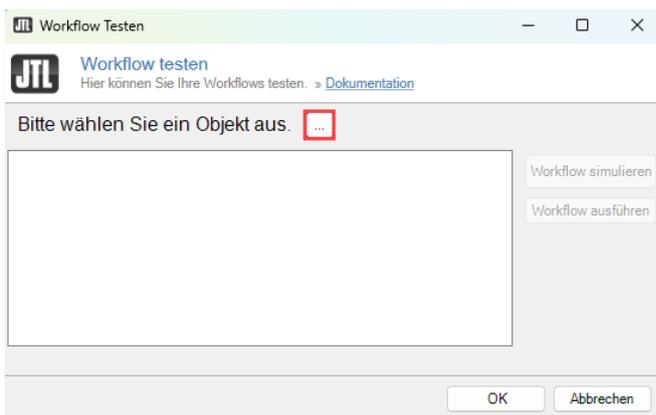


Figure 69

**Step 4:** Enter the JTL Wawi order number noted in the **Step 1** and click **Suchen**, select the order number in the list and click **OK**.

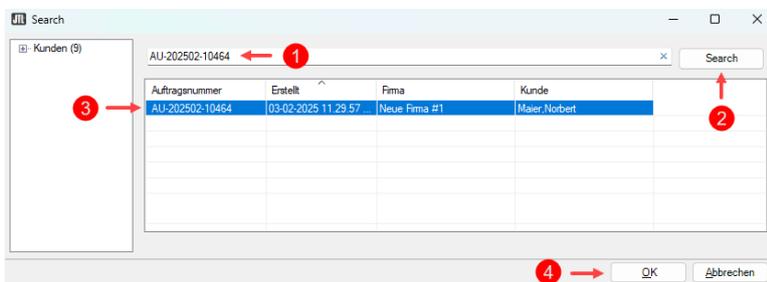


Figure 70

**Step 5:** Once the JTL Wawi order number is selected, it will be shown as below. Now, click **Workflow ausführen** for executing the workflow.

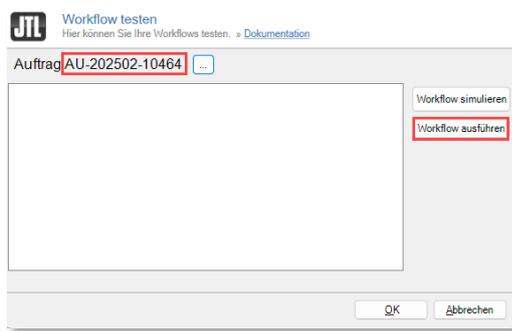


Figure 71

After the successful execution of the workflow, information will be displayed, and a full refund will be issued during the process.

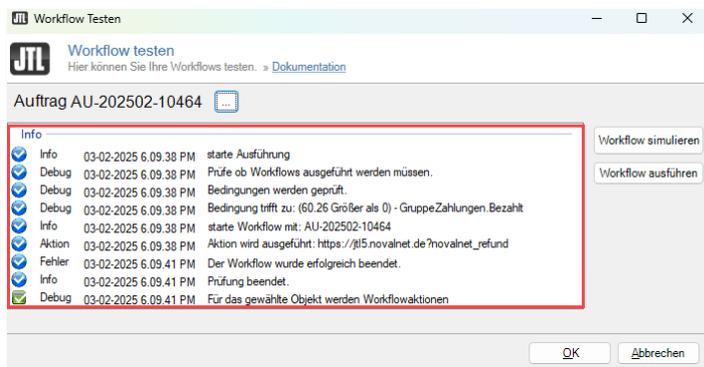


Figure 72

Refer to the topic [4.1 Order Management](#) to view the refund details in your JTL shop.

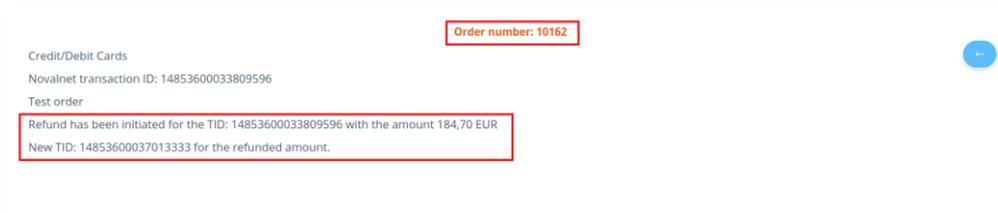


Figure 73

## 5 UNINSTALLATION

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

**Step 1:** Navigate to **PLUG-INS** → **Plug-in manager** → **Active**, select the **Novalnet** checkbox and click **Uninstall** as shown below.

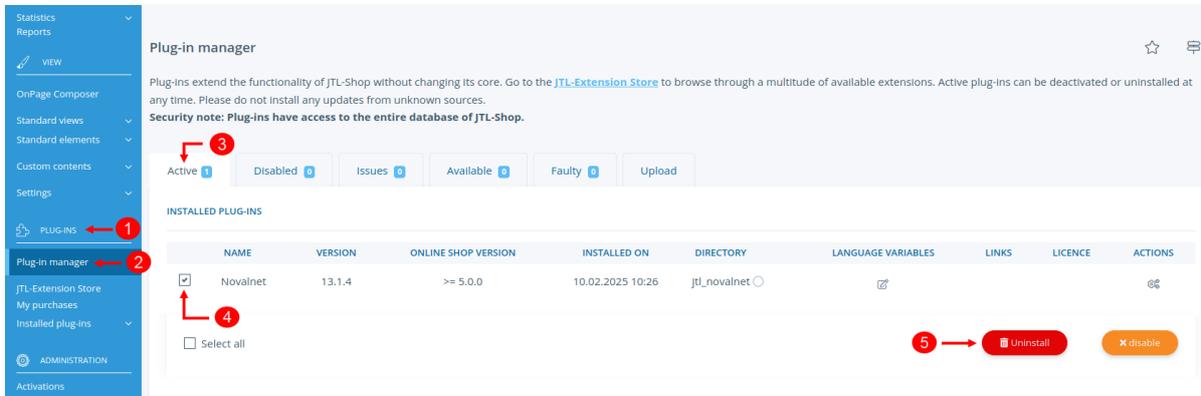


Figure 74

**Step 2:** Then click **Uninstall plug-in with selected settings** as shown below.

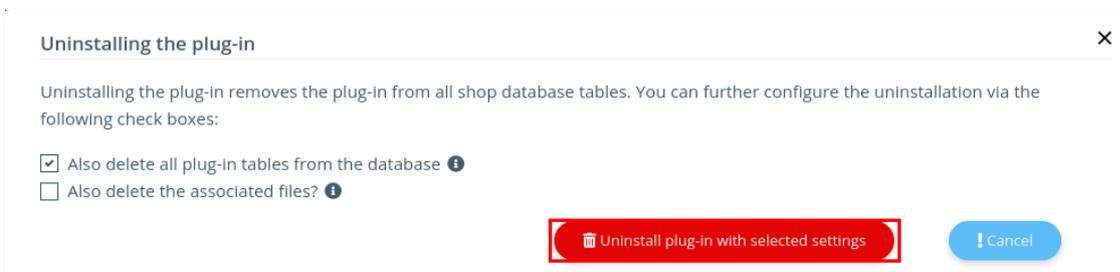


Figure 75

**Step 3:** After deactivating, the plugin appears under **Available** tab. Click to select **Novalnet** checkbox and click **Delete** as shown below.

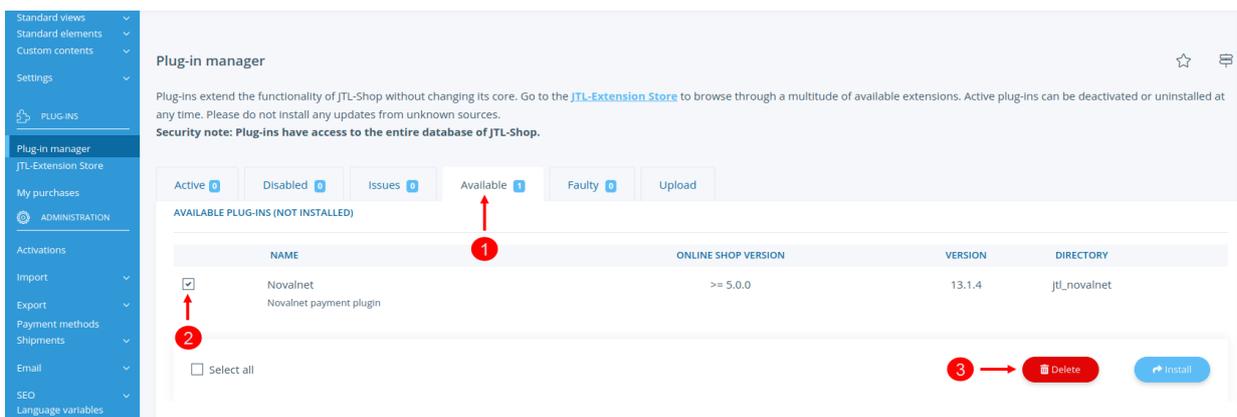


Figure 76

## 6 TECHNICAL SUPPORT THROUGH NOVALNET

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

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

For a **merchant account, new payment 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 to develop our payment plugins further [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.

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