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Installation Guide For Plentymarkets Novalnet Payment Plugin

Version	Date	Remarks	
12.2.0	06.05.2025	[New] Implemented TWINT payment	
		[Fix] Google pay button is displayed properly when Other payment provider are	
		active	
		[Fix] Novalnet transaction details are updated when creating an invoice using	
		Document Builder	
		[Enhanced] Extension of Instalment Payment cycles till 36 cycles	
		[Enhanced] Offering Instalment payments and Guarantee payments to B2B	
		customers in Switzerland	
		[Enhanced] Alert email notification for successful transactions to the store	
		owner for missing orders	
		[Enhanced] Built-in Sub-Resource Integrity (SRI) integrated for JavaScript files	
		to improve security for preventing unauthorized modifications	
		[Enhanced] Minification of JavaScript files for enhanced performance	
		[Enhanced] Optimized the Callback/Webhook process for fetching Dynamic IP	
		[Enhanced] Novalnet payment plugin has been optimized for new testcase	

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1 QUICK SETUP

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

This Novalnet payment plugin version (12.2.0) supports the following versions:

plentymarkets [®] Make it yours.	plentyShop LTS	Ю
7.0.0	4.0.1 - 5.0.71	4.0.1 - 5.0.71

To get started:

- 1. Log in to the Novalnet Admin Portal with your merchant account details (user credentials)
- 2. Log in to your plentymarkets admin panel.
- 3. Make sure that you have purchased the payment plugin package from the <u>Plentymarket Marketplace</u>. Refer topic <u>1.1.1</u> and <u>1.1.2</u> in this guide for installing the payment plugin into your shop system. If you have received only the installation guide without the payment plugin package (zip file), please mail us at technic@novalnet.de with your merchant ID.

1.1 Plugin Installation

1.1.1 Installation via Marketplace

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

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

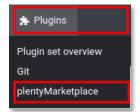


Figure 1

Step 2: Go to Plugins → Payment Integrations in the plentymarkets marketplace to choose the payment plugin.

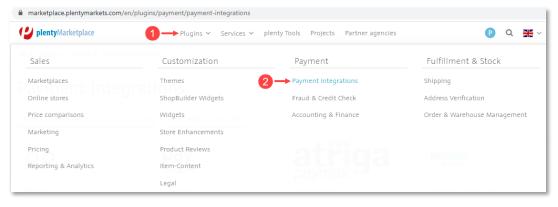


Figure 2

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Search for Novalnet payment plugin in the search bar and select it.

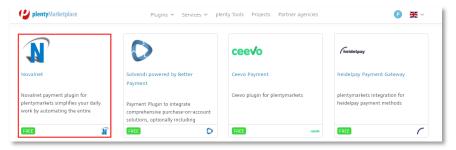


Figure 3

Click Go to checkout to purchase the plugin for free.

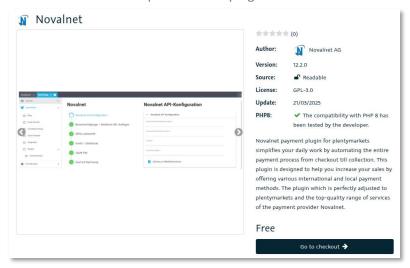


Figure 4

Then, click **Order now** to complete the purchase.

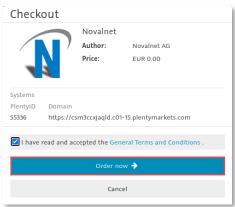


Figure 5

Once the plugin is purchased you will receive a success message as shown below.



Figure 6

- The plugin comes free and you will not be asked to pay for the plugin.
- Follow the steps under topic <u>1.2 Plugin activation</u> for activating the Novalnet payment plugin in your plentymarkets shop system.

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1.1.2 Installation via GIT

To install the Novalnet payment plugin in your shop system via Git, follow the steps below. Navigate to **Plugins** → **Git** in the shop admin panel as shown below.

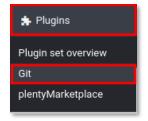


Figure 7

Click Add new Repository icon as shown below,



Figure 8

Enter the **Username** and **Token** under **Add credentials** and enter the **Repository** under **Add repository** and then click **SAVE** button to establish the connection.

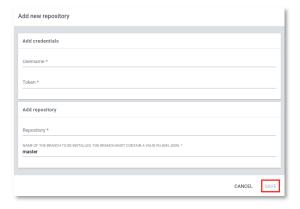
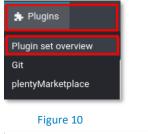


Figure 9

- If you don't have the details kindly contact <u>technic@novalnet.de</u> / tel. +49 89 9230683-19 to get the Git repository details (Username and Token, Repository).
- After installation, follow the steps under topic <u>1.2 Plugin activation</u> for activating the Novalnet payment plugin for plentymarkets shop system.

1.2 Plugin activation

Navigate to **Plugins** → **Plugin set overview** in the shop admin panel and click the **Standard Shop** plugin set.



Linked clients Status Last build



Figure 11



Next, click + ADD PLUGIN icon and search for **Novalnet** payment to add **Novalnet** payment to the shop system.



Figure 12

Choose the preferred version of **Novalnet** payment plugin and click the icon as shown below.



Figure 13

Click enable switch to activate the Novalnet payment plugin.

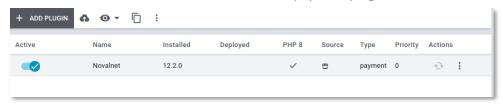


Figure 14

After the Novalnet payment plugin is activated, Deploy the plugin set as shown below.

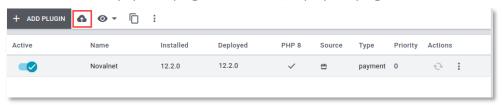


Figure 15

1.3 Updating the Novalnet Payment Plugin

Follow the below steps to update the latest Novalnet payment plugin from the shop admin panel.

Step 1: Navigate to Plugin set overview as shown in Figure 1 to find the Novalnet payment plugin.

Step 2: Click the Update from under **Actions** as shown below.

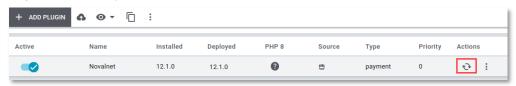


Figure 16

After the plugin update, the latest version of Novalnet Payment plugin will be updated and deploy the plugin set in your shop system.

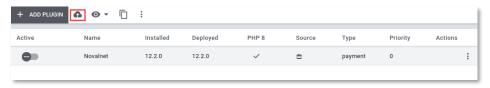


Figure 17

If the Novalnet Payment plugin version is above 12.0.0, client key configuration is required to authenticate your client based requests. Refer to chapter 1.6 for more information.

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1.4 Global Configuration in the Plentymarkets shop system

For Novalnet plugin configuration, in your shop admin panel navigate to Setup \rightarrow Assistants \rightarrow Plugins \rightarrow standard-shop \rightarrow Novalnet \rightarrow Client Id: Standard Shop \rightarrow Novalnet API Configuration as shown below.

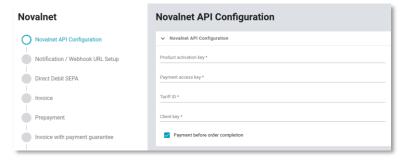


Figure 18

To get your merchant details, go to the <u>Novalnet Admin Portal</u>, navigate to **Projects** menu and click **View** icon on the right of your project to view the project details.

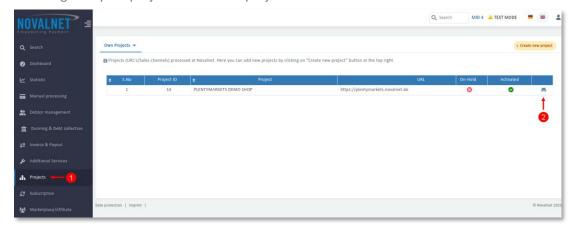


Figure 19

Click API credentials and copy the Product Activation key, Payment Access key, Tarif ID's and Client key.

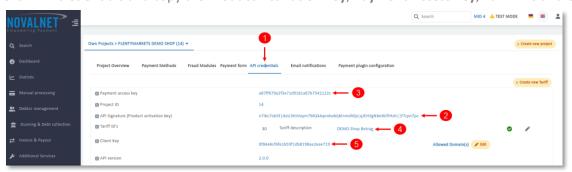


Figure 20



Paste the **Product Activation key**, **Payment Access key**, **Tarif ID's** and **Client key** in the respective fields in your shop admin panel and click "**NEXT"** as shown below.

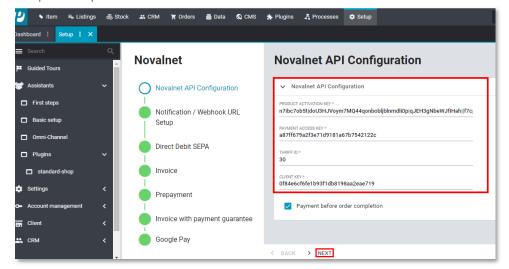


Figure 21

Then click "FINALISE" on the Summary page to save the configurations as shown below.

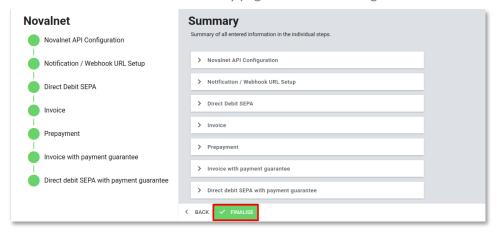


Figure 22

Payment before order completion

This is the default setting - By enabling this option, orders will be created in the shop system before the transaction succeeds.



Figure 23

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1.5 Notification / Webhook configuration in the Novalnet Admin Portal

In the <u>Novalnet Admin Portal</u>, go to <u>Projects</u> \rightarrow <u>Select Project</u> \rightarrow <u>API credentials</u> and under <u>Vendor script URL</u> / <u>Notification & Webhook URL</u> click Edit as shown below.



Figure 24

Next enter the vendor script URL appended with your shop URL and click **update**. In general, the vendor script URL will be like **<YOUR SITE URL>/payment/novalnet/webhook**

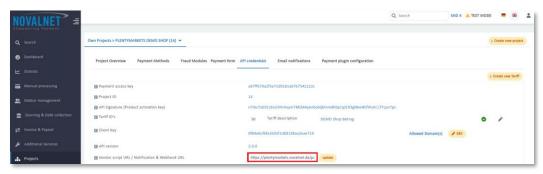


Figure 25

In your shop system, you can also manually test the Webhook URL manually and send notification emails to specific email address mentioned here.

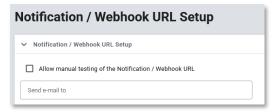


Figure 26

- (i) 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.
- **Send e-mail to** Every execution will be sent as a message to the e-mail address defined in this field.

1.6 Client key configuration in the Novalnet Admin Portal

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

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

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Step 1: Go to the <u>Novalnet Admin Portal</u> with your Novalnet merchant account details.

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

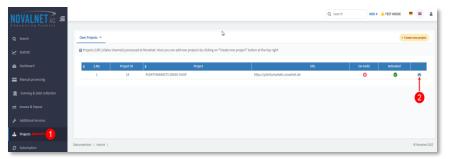


Figure 27

Step 3: On the project details page click **API credentials** and click **PEdit** beside **Allowed Domain(s)** on the Client key field as shown below.

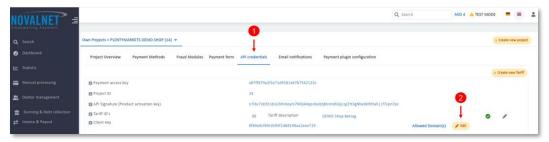


Figure 28

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

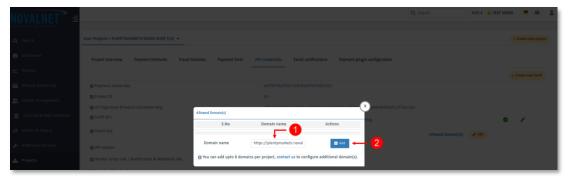


Figure 29

Step 5: After adding the **Domain name**, the web URL will be listed under **Allowed Domain(s)** as shown below.

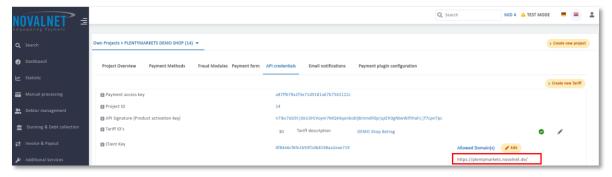


Figure 30



1.7 Payment Activation in the Novalnet Admin Portal

All the Novalnet supported payment methods can be viewed here: www.novalnet.com/payment. If you have queries about the payment methods or have additional payment method requests, please contact sales@novalnet.de

To activate the <u>preferred payment methods</u> for your website, go to the <u>Novalnet Admin Portal</u>, and navigate to the <u>Projects</u> \rightarrow <u>Payment Methods</u> in the top right corner as shown below.

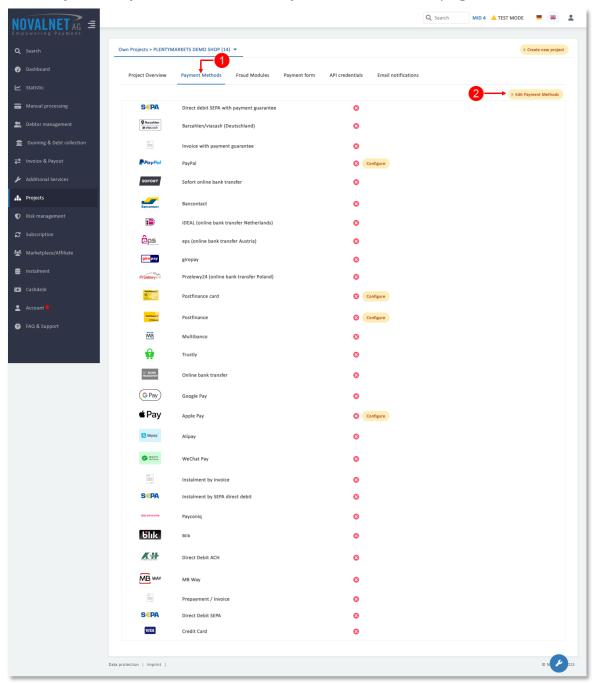


Figure 31

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

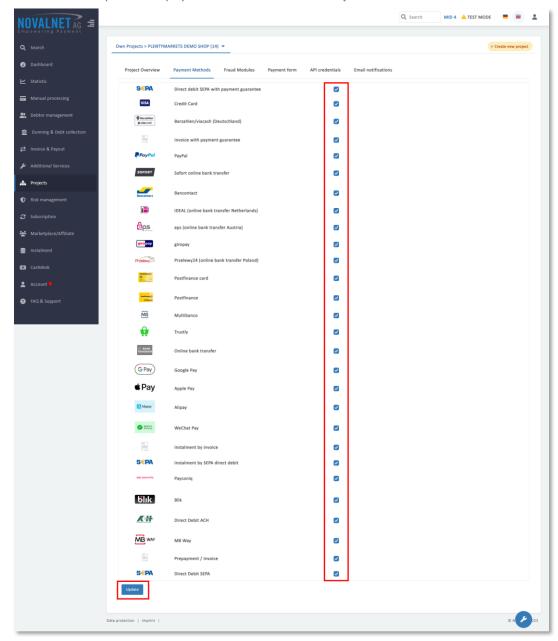


Figure 32

To use the **Apple Pay** payment method, navigate to **Apple Pay Onfigure Add new domain** in the **Novalnet Admin Portal** as shown below.

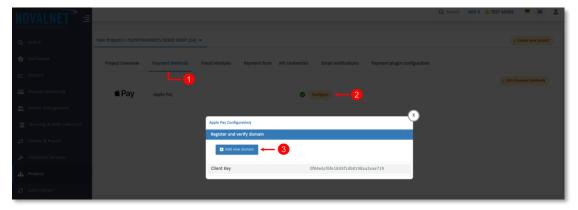


Figure 33

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Then, paste https://paygate.novalnet.de domain to enable Apple Pay, and click Verify as shown below.

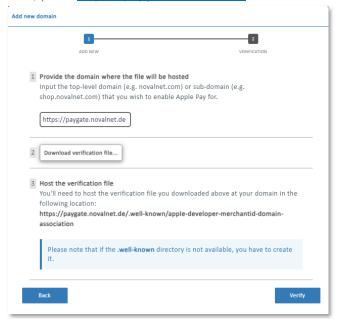


Figure 34

To use the **PayPal** payment method, configure the PayPal API details in **Novalnet Admin Portal** as shown below.

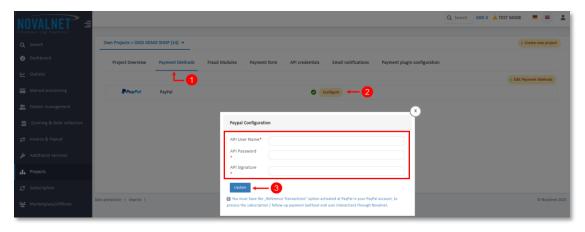


Figure 35

To use the **PostFinance** payment method, configure Ep2-Merchant ID details in **Novalnet Admin Portal** as shown below.

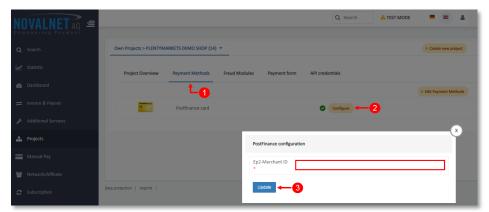


Figure 36

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1.8 Payment Activation in the plentymarkets shop system

After activating the payment methods in the <u>Novalnet Admin Portal</u>, you must enable these payment methods in your shop admin panel to display them on your plentymarkets checkout page. Follow the below steps:

Step 1: Navigate to Setup → Assistance → Plugins → Standard-Shop → Novalnet → Client Id: Standard Shop→ {Select a desired payment method}

Step 2: Click **Enable payment method** checkbox to activate the payment method then Click **NEXT** and click **"FINALISE"** on the Summary page to save the changes made.

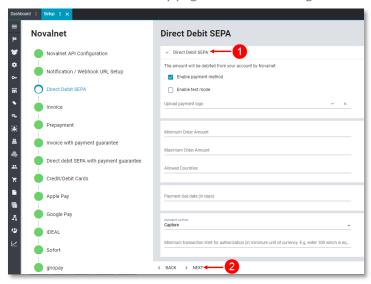


Figure 37

Step 3: Navigate to Setup → CRM → Classes → choose the particular customer class to select the ALLOWED PAYMENT METHODS

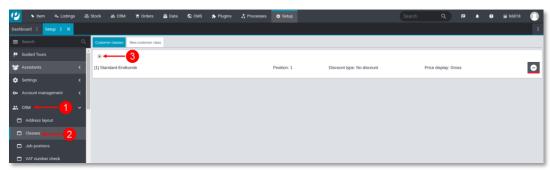


Figure 38

Step 4: Select the payment methods and click the save icon as shown below.

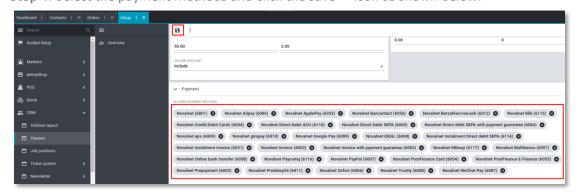


Figure 39

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After adding the preferred payment methods, they will appear in the shop front end as shown below.

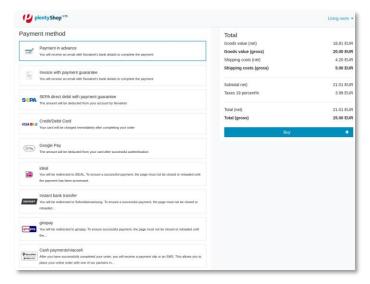


Figure 40

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 to technic@novalnet.de or call us at +49 89 9230683-19.
- (i) Are you happy with our service and support? Please spend a few minutes to share your success here.

2 TESTING AND GOING LIVE

Execute test transactions by navigating to Setup \rightarrow Assistance \rightarrow Plugins \rightarrow Standard-Shop \rightarrow Novalnet \rightarrow Client Id: Standard Shop \rightarrow choose the specific payment method (e.g. Credit/Debit Cards) \rightarrow click Enable test mode checkbox at each payment configuration page. Then, Click NEXT and click "FINALISE" on the Summary page to save the changes made. In the test mode the transaction amount will not be charged by Novalnet.



Figure 41

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

Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to disable the **Enable test mode** option for each separately in the payment configuration page.

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

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3 ADDITIONAL CONFIGURATION

3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment method, navigate to Setup → Assistants → Plugins → Standard-Shop → Novalnet → Client Id: Standard Shop → and configure the required additional payment settings.

Payment Action (Debit immediately / Reserve funds for later)

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

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

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



Figure 42

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



Figure 43

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



Figure 44

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

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Payment guarantee configuration

When the basic requirements (as mentioned below) 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#basic-requirements

This option is available only for **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 45

Minimum Order Amount

Payments will be displayed on the checkout page, if the entered amount is equal to or greater than the total order amount (E.g., enter 100 which is equal to 1.00).



Figure 46

Maximum Order Amount

Payments will be displayed on the checkout page, if the entered amount is equal to or lesser than the total order amount (E.g., enter 100 which is equal to 1.00).



Figure 47

Allowed Countries

Payments will be displayed on the checkout page, if the billing address of the customer matches the country given in this field (E.g. DE, AT, CH, etc.)



Figure 48

Allow B2B Customers

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

SEPA, Invoice with payment guarantee and Instalment by Invoice.

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



Figure 49

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Instalment payments configuration

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

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

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 Direct Debit SEPA and Instalment by Invoice.

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



Figure 50

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

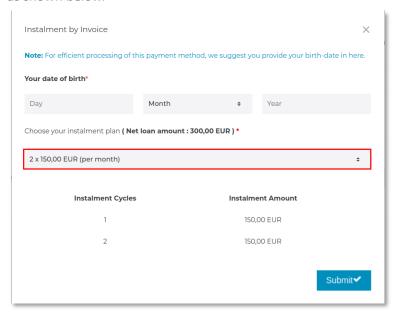


Figure 51

Tel.: +49 89 9230683-19 Fax: +49 89 9230683-11 E-Mail: <u>technic@novalnet.de</u>

Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO) Chairman of the supervisory Board: Frank Haussmann



3.2 Additional configuration for Credit/Debit Cards

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 52

Form appearance

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



Figure 53

3.3 Additional configuration for Google Pay Payment

Enforce 3D secure payment outside EU

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



Figure 54

Google Merchant ID

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



Figure 55

Button Type

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



Figure 56

Button Height

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



Figure 57

3.4 Multilingualism

Novalnet allows merchants to configure shop front-end content in multiple languages defined in the shop admin panel. Manage multiple languages for shop front-end texts such as the **Payment name** and **Payment descriptions**. Set up multiple language support by navigating to the menu **Shop** \rightarrow **Multilingualism**.



Figure 58

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Select the Plugin set "E.g. standard-shop" from the drop-down list for which you want to edit text elements.

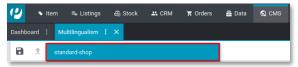


Figure 59

Select a preferred language Source language on the left and a Target language on the right side.

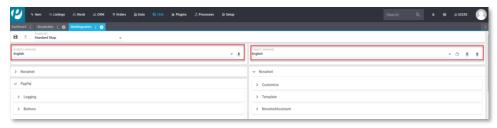


Figure 60

To customize the language text in **Target language** on the right, go to **Novalnet** \rightarrow **Customize** by expanding the view.

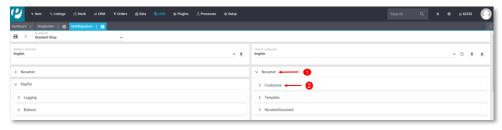


Figure 61

You can see the default text displayed as per the source language under Target language.

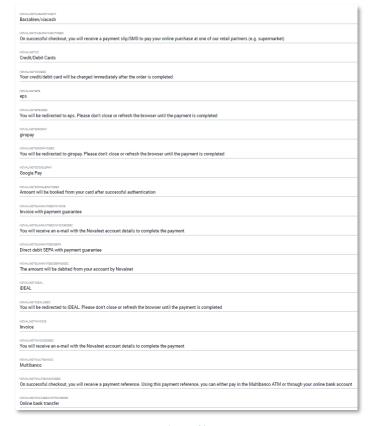


Figure 62



You can also change the form **Template** text and error messages to display in the plenty market checkout page by navigating to **Novalnet** \rightarrow **Template**.

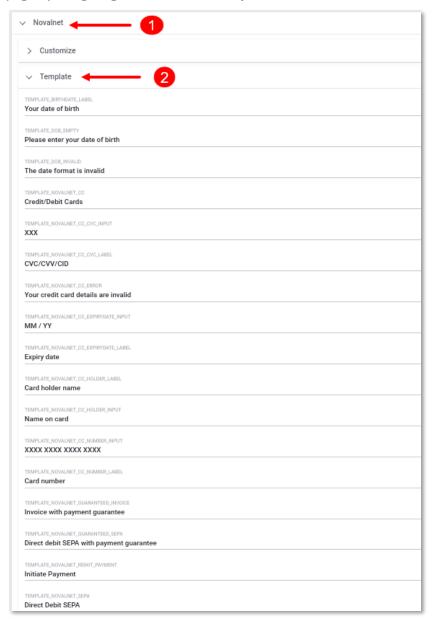


Figure 63

Finally, click to save the data and then click to publish the saved changes.

① Supported source languages are German and English by default.

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4 MANAGING ORDERS

Navigate to shop admin panel and click **Orders** → **Orders** from the menu as shown below.

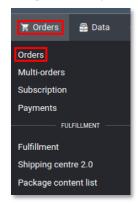


Figure 64

4.1 Order overview

Click the Sales Order NO to find a detailed view of each order.



Figure 65

4.2 Display transaction details and Initiate Payment in shop Front-End

To display the Novalnet transaction details in the shop front-end order history, go to shop admin panel and navigate to Plugins → Plugin set overview → Respective Plugin set "E.g. Standard-Shop" → Novalnet → Container links.

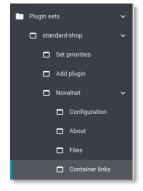


Figure 66

Click the Container links, and dropdown to the Data provider and enable the checkbox as shown below.

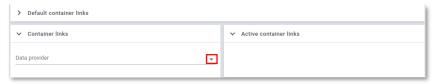


Figure 67

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The corresponding Active container links will be displayed on the right pane when you enable the **Order confirmation:** Additional payment information under the **Novalnet transaction details** dropdown.

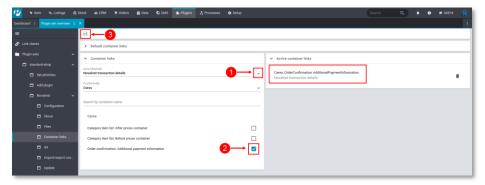


Figure 68

When you enable the **Order confirmation: Additional payment information** dropdown under **Novalnet Initiate Payment**, and enable the checkbox **Initiate Payment** button will be displayed on the shop frontend confirmation page for failure and rejected transactions.

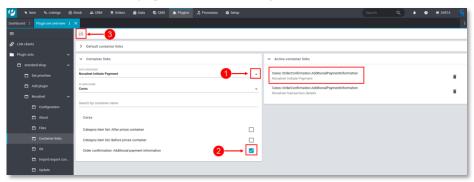


Figure 69

When you enable the Script loader: After scripts loaded dropdown under Novalnet Payment Script and enable the checkbox, the script loader for placing an order for failure and rejected transactions will be appended in the Initiate Payment button.

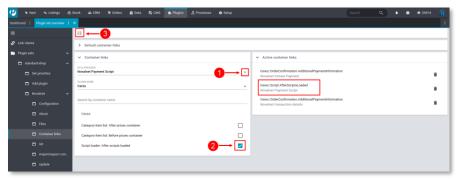


Figure 70

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Fax: +49 89 9230683-11

Tax id: DE254954139

E-Mail: technic@novalnet.de



When you enable the **Checkout: After "Order now" button** dropdown under **Novalnet Google Pay button** and enable the checkbox, the Google Pay button will be displayed in shop front-end confirmation page for failure and rejected transactions.

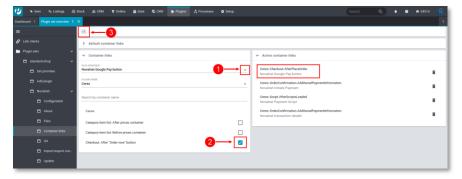


Figure 71

Select the checkbox as highlighted in the above screenshot and click the save **a** icon to update / save the changes.

It is mandatory to enable **Script loader: After scripts loaded,** if **Order confirmation: Additional payment information** is enabled the **Initiate Payment** button.

4.3 Admin order creation

To create an order from the shop admin panel, navigate to $CRM \rightarrow Contacts$ as shown below.

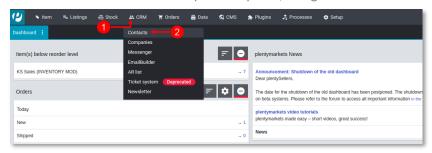


Figure 72

Search the respective end-user mail and select option. Now choose **Orders** and select **New order** as shown below.

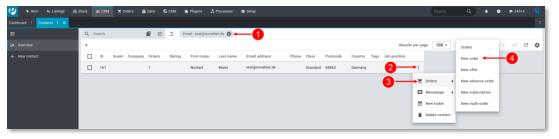


Figure 73

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Next, a new order tab will be appeared add invoice and delivery address. And choose the payment method in the drop down and select the warehouse. Then click **ADD ITEMS** as shown below.

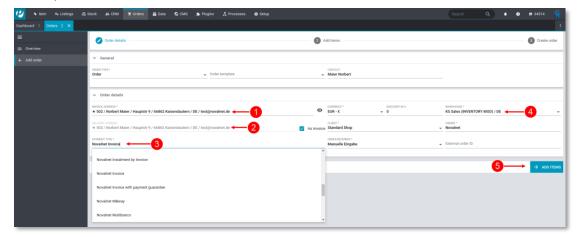


Figure 74

It is mandatory to give **Email address** for invoice and delivery address.

Next search the respective product & add to cart. Then click **OVERVIEW** as shown below.

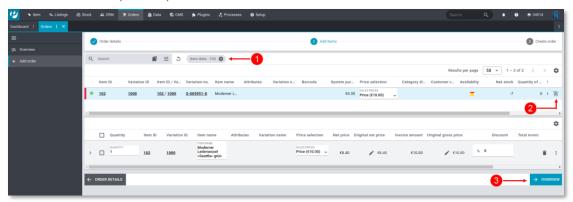


Figure 75

Next click CREATE ORDER, as shown below.

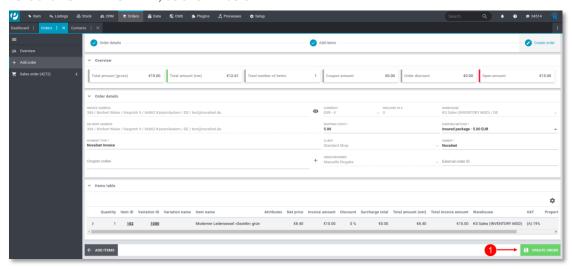


Figure 76



Order is now successfully created and status history is updated in the shop admin panel as shown below.

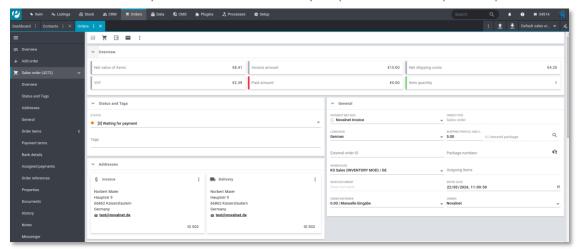


Figure 77

Click the email icon to send the payment link email.

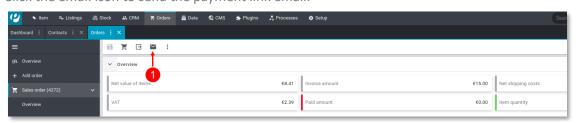


Figure 78

Select the appropriate email template from the **Email service** and click **SEND**.

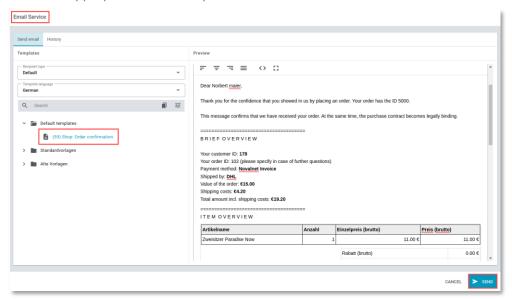


Figure 79



The email will be sent to the end-user, including the **status link**.

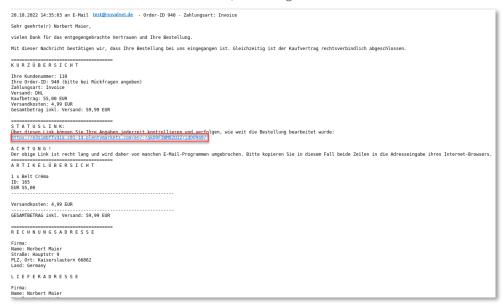


Figure 80

Click on the **INITIATE PAYMENT** to make a payment.

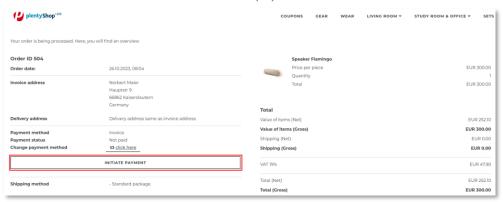


Figure 81

Once the order is successful, transaction information will display as shown below.

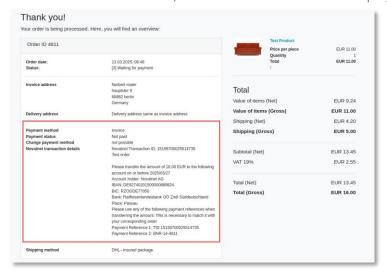


Figure 82

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To send an order confirmation e-mail to end user in the shop, an event has to be created. So to create an Event, navigate to **Setup** \rightarrow **Orders** \rightarrow **Events** and click the Add $\stackrel{+}{=}$ icon to add an event procedure as shown below.

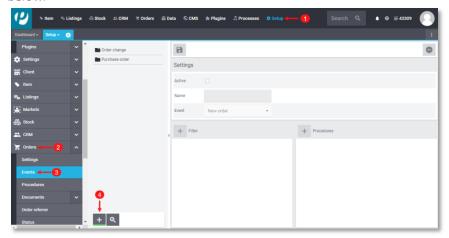


Figure 83

Now create an event for end-user confirmation email, enter the event name under the "Name" field and choose the event procedure (New order) for which you will trigger the order confirmation email. Finally, click the save icon as shown below.

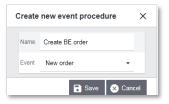


Figure 84

After the event is created, click the filter icon, select **Payment method** and **Referrer filters**. Next, click the filter and search for **Send email** procedure. Choose the **Store: Order confirmation** email procedure as shown below.

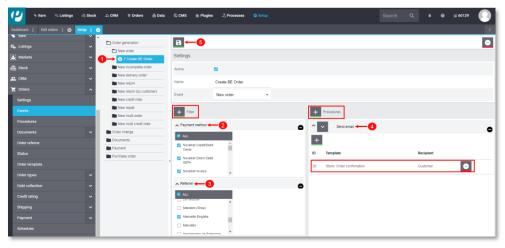


Figure 85

Then, click the save icon.

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5 INITIATE PAYMENT

Payment initiation is done for failed/declined transactions where new payment for the same order can be initiated with same or different payment method. **Initiate payment** button will be shown by default in the payment confirmation page.

5.1 Initiate with same payment method

Once a payment fails, you will be automatically redirected to the payment confirmation page. Click **INITIATE PAYMENT** in the payment confirmation page to initiate the previously failed payment.

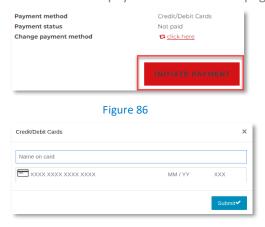


Figure 87

5.2 Initiate with Change payment methods

Before re-initiating payment, you can change the payment method. Click the **click here** link beside **Change payment method** as shown below.



Figure 88

Next, an overlay is displayed with the list of payment methods to choose from. Choose the payment method and click **CHANGE** to update it for the upcoming transaction.

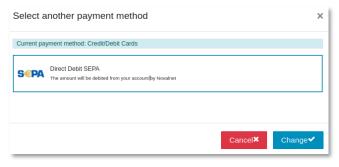


Figure 89

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5.3 Disable the Initiate Payment

To disable/hide the **Initiate Payment** button, go to shop admin panel and click **Plugins** → **Plugin set overview** → **Respective Plugin set "E.g. standard-shop"** → **Novalnet** → **Container links** as shown in <u>Figure 65</u>.

Next, click this icon next to **Ceres::OrderConfirmation.AdditionalPaymentInformation** under the **Active**

container links as shown below.

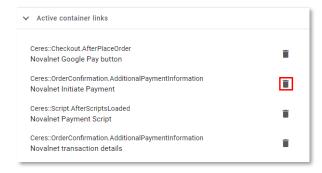


Figure 90

6 MANAGING PLENTYMARKET EVENT CREATION

To perform any action in the shop, an event has to be created. To create an Event, navigate to **Setup** → **Orders** → **Events** and click the Add icon to add an event procedure.

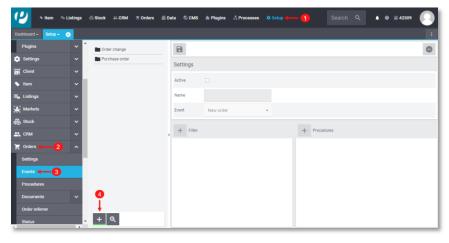


Figure 91

6.1 Confirm a transaction

To create an event for confirming a transaction, enter the event name under the "Name" field. Choose the event procedure for which you will confirm the order. Select an order status from the drop-down list for the event created and click the second so shown below.

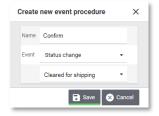


Figure 92

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Select the created event and click the filter icon as shown below.

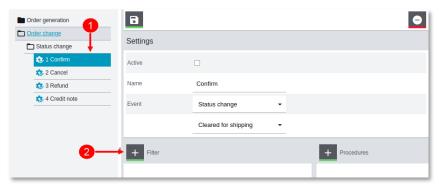


Figure 93

Under Add filter, navigate to Order → Payment method and click the + Add icon as shown below.

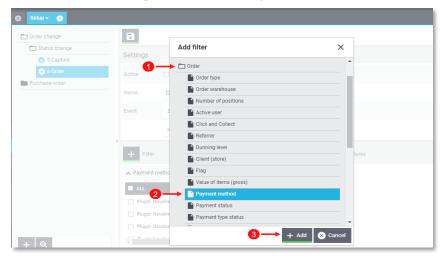


Figure 94

Next, select the preferred payment methods under **Payment method** and click the icon as shown below.

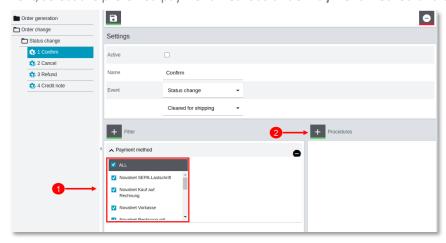


Figure 95

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Now, select the procedure **Novalnet | Confirm** under **Plugins** and click the too icon as shown below.

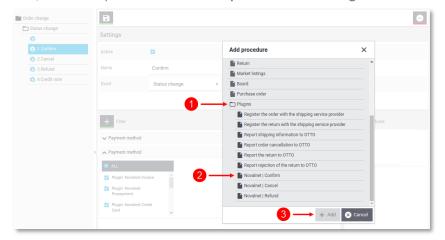


Figure 96

Then enable the **Active** checkbox and then click the save **B** icon.

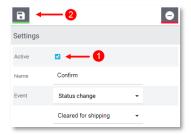


Figure 97

To confirm an on-hold payment, navigate to **Orders** \rightarrow **Orders** from the main menu. Click the order number and choose the status that triggers this event to confirm the order under the **Status and Tags** field as shown below.



Figure 98

Once the order has been confirmed, new payment ID created under Assigned payments. Click the payment ID the transaction update comments are available as shown below.



Figure 99

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6.2 Cancel a transaction

To create an event for cancelling a transaction, enter the event name under the "Name" field. Choose the event procedure for which you will cancel the order. Select an order status from the drop-down list for the event created and click the second icon as shown below.

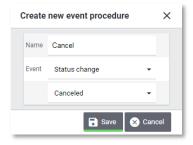


Figure 100

Repeat the steps as shown in the Figures 93, 94 and 95 to add payment methods for the event.

Next, select the procedure **Novalnet | Cancel** under **Plugins** and click the + Add icon as shown below.

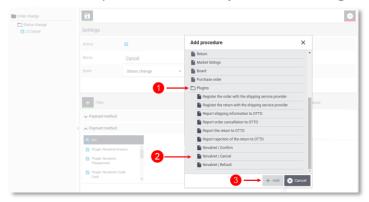


Figure 101

Then enable the **Active** checkbox and then click the save icon as shown below.



Figure 102

To cancel an on-hold transaction, navigate to **Orders** \rightarrow **Orders** from the main menu and click the order. Under **Status and Tags**, choose the order status that triggers the event to cancel the order.



Figure 103

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Once the order has been cancelled, new **payment ID** created under **Assigned payments**. Click the **payment ID** the transaction update comments are available as shown below.



Figure 104

6.3 Refund a transaction

To create an event for refunding a transaction, enter the event name under the "Name" field. Choose the event procedure for which you will refund the order. Select an order status from the drop-down list for the event created and click the contact icon.

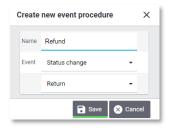


Figure 105

Repeats the steps as shown in the Figures 94, 95 and 96 to add payment methods for the event.

Next, select procedure **Novalnet** | **Refund** under **Plugins** and click the + Add icon as shown below.

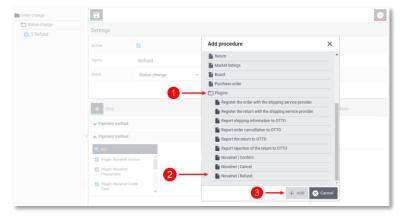


Figure 106

Then enable the **Active** checkbox and click the save icon as shown below.

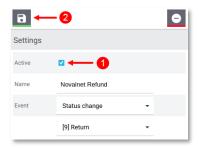


Figure 107

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You can refund the full order amount to the buyer. Refund can be initiated by navigating to **Orders** \rightarrow **Orders** from the main menu and click the order. Under **Status and Tags**, choose the order status that triggers the event to refund the amount as shown below.



Figure 108

Once the order has been refunded, new **payment ID** created under **Assigned payments**. Click the **payment ID** the transaction update comments are available as shown below.



Figure 109

6.4 Refund the transaction using Credit note

Enter the event name under the "Name" field. Choose the event procedure for the created event and click the icon as shown below.

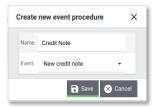


Figure 110

Repeat the steps as shown in the Figures 94, 95 and 96 to add payment methods for the event.

Next, select procedure **Novalnet | Refund** under **Plugins** and click the + Add icon as shown below.

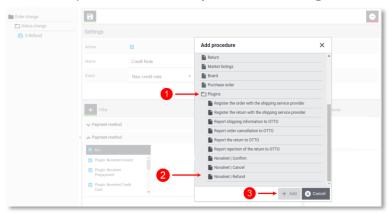


Figure 111

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Then enable the **Active** checkbox and click the save **B** icon as shown below.



Figure 112

6.4.1 Partial refund process via Credit note

Select the relevant order, Click the icon, and choose the Credit note > For specific order items in drop-down menu as shown below.

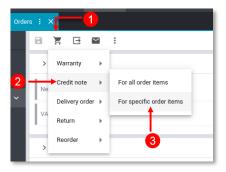


Figure 113

After clicking the **For specific order items** in drop-down menu, new window will appear. Click the shown below.

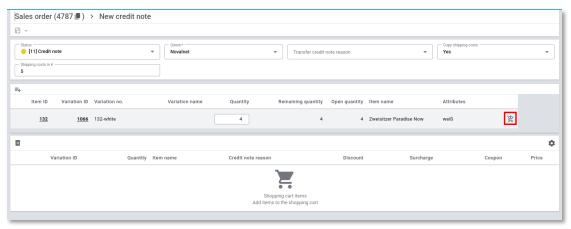


Figure 114



Reduce the product quantity for partial refund and click the save icon to execute the partial refund for the particular order.

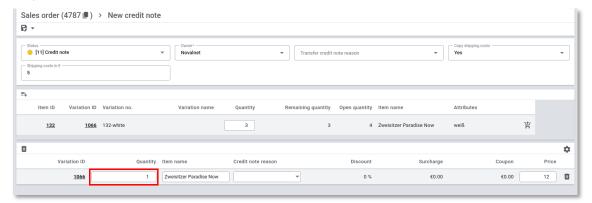


Figure 115

• Once partial refund is completed a new child order will be created in the shop.

Click the child order, the transition comments are updated under **Assigned payments**. Click the **payment ID** the transaction comments are available as shown below.

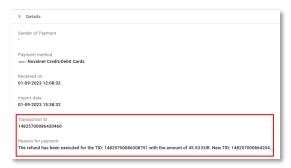


Figure 116

6.4.2 Full refund process via Credit note

Select the relevant order, Click the icon, and choose the Credit note items drop-down menu to proceed with the full refund.

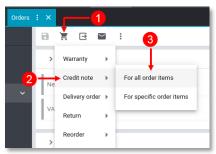


Figure 117

• Once a full refund is completed a new child order will be created in the shop.

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Click the child order, the transition comments are updated under **Assigned payments**. Click the **payment ID** the transaction comments are available as shown below.

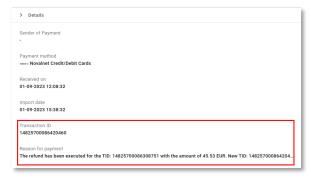


Figure 118

6.5 Invoice PDF Generation

To create an event for generating an invoice PDF, enter the event name under the "Name" field. Choose the event procedure for which you will generate PDF for the order. Select an order status for the event created and click the companion icon as shown below.

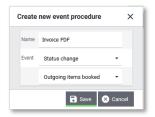


Figure 119

- Generate invoice for the orders to display payment transaction details in the invoice PDF except for the newly created events.
- Repeat the steps as shown in the Figures 94, 95 and 96 to add payment methods for the event.

Next, select procedure **Generate Invoice** under **Documents** and click the + Add icon.

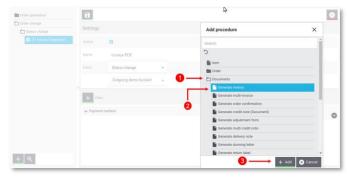


Figure 120

Then enable the **Active** checkbox and click the save **B** icon as shown below.



Figure 121

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Select the particular order and choose the **Status** to trigger the event that generates the invoice PDF.

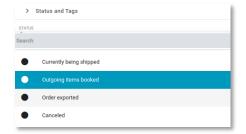


Figure 122

Once the Status gets updated under order details, invoice pdf is generated in MAIN DOCUMENT field under General tab. Then click the view icon to view the details in a PDF.

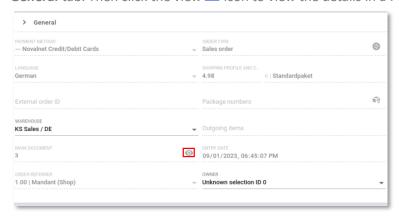


Figure 123

6.6 Instalment Cancellation Options

6.6.1 Cancel All Instalment

Create an event for cancelling all instalments. Provide an event name under the "Name" field. Choose the event procedure for which you wish to cancel the all instalments for the order. Select an order status from the drop-down list for the event created and click the [3] icon as shown below.

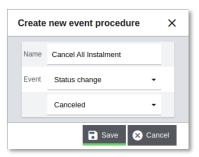


Figure 124

Select the created event and click the filter icon as shown below.

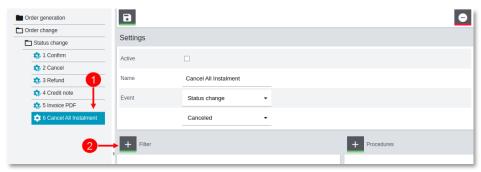


Figure 125



Under Add filter, navigate to Order → Payment method and click the + Add icon as shown below.

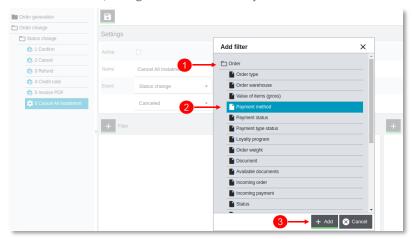


Figure 126

Next, select the preferred payment methods under **Payment method** and click the icon as shown below.

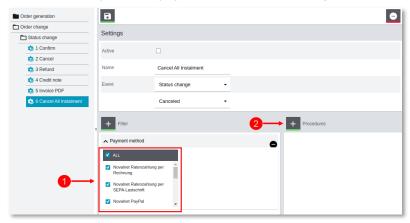


Figure 127

Now, select the procedure **Novalnet | Cancel All Instalment** under **Plugins** and click the icon as shown below.

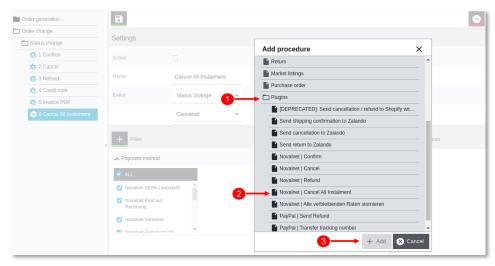


Figure 128



Then enable the **Active** checkbox and then click the save icon.

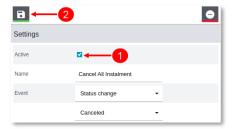


Figure 129

To cancel all instalments, navigate to **Orders Orders** from the main menu. Click the order number and choose the status under the **Status and Tags** that triggers the event to cancel all instalments the order.

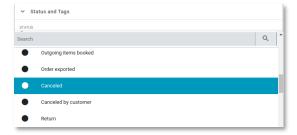


Figure 130

Once the order has been cancelled, new **payment ID** created under **Assigned payments**. Click the **payment ID** the transaction update comments are available as shown below.

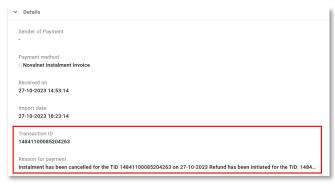


Figure 131

6.6.2 Cancel All Remaining Instalment

To cancel the remaining unpaid instalments create an event. Provide the event name under the "Name" field. Choose the event procedure for which you wish to cancel the remaining instalments for the order. Select an order status from the drop-down list for the event created and click the second icon as shown below.

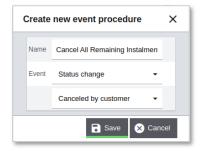


Figure 132

Repeat the steps as shown in the Figures 125, 126 and 127 to add payment methods for the event.

Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO) Chairman of the supervisory Board: Frank Haussmann



Next, select the procedure **Novalnet | Cancel All Remaining Instalment** under **Plugins** and click the + Add icon as shown below.

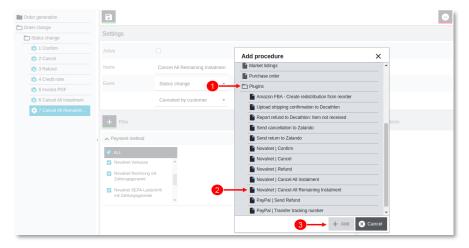


Figure 133

Then enable the **Active** checkbox and then click the save **a** icon as shown below.



Figure 134

To cancel all remaining instalments, navigate to **Orders** \rightarrow **Orders** from the main menu and click the order. Under **Status and Tags**, choose the order status that triggers the event to cancel the remaining instalments for the order.

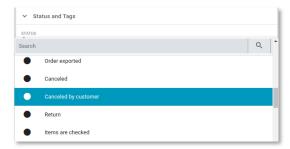


Figure 135

Once the order has been cancelled, new **payment ID** created under **Assigned payments**. Click the **payment ID** the transaction update comments are available as shown below.

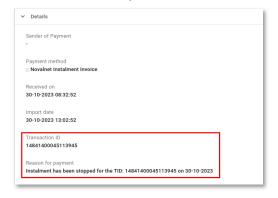


Figure 136



7 PLUGIN DEACTIVATION AND DELETION

7.1 Deactivation

Navigate to **Plugins** → **Plugin set overview** → choose **Novalnet** click **1** toggle to deactivate the plugin.

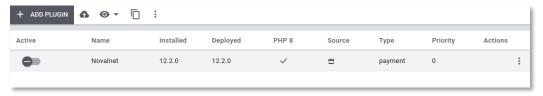


Figure 137

7.2 Deletion

Under Actions, click the more option ¹ icon to view the delete option. Click the [■] **Delete plugin** as shown below.

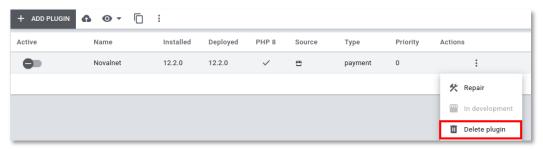


Figure 138

In the delete plugin pop up window that appears, type **DELETE** under **CONFIRMATION FIELD** and click **Delete** to delete the Novalnet payment plugin.



Figure 139 Figure 140

8 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 gueries or issues.

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

For a merchant account, new payment plugin or additional payment methods requests, please contact sales@novalnet.de or call +49 89 9230683-20

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

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

For our License details see for Freeware License Agreement.

Tel.: +49 89 9230683-19 Fax: +49 89 9230683-11 E-Mail: <u>technic@novalnet.de</u> Tax id: DE254954139 Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO) Chairman of the supervisory Board: Frank Haussmann Commercial register number: HRB 167381

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