

# Installation Guide for Novalnet Shopware 6 Plugin

Version	Date	Remarks
12.1.2	13.08.2021	<b>[Fix]</b> Order confirmation email sent to end customers for the newly created domain URLs

🔑 For previous version changelog, go to <https://github.com/Novalnet-AG/Shopware-6-payment-integration-novalnet/blob/master/changelog.txt>

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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 (12.1.2) supports the following versions of Shopware 6:



To get started:

1. Log in to the [Novalnet Admin Portal](#) with your merchant account details (user credentials).
2. Log in to your Shopware 6 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

#### 1.1.1 Plugin Installation via Package

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

**Step 1:** Navigate to **Extensions** → **My extensions** in your shop admin panel as shown below

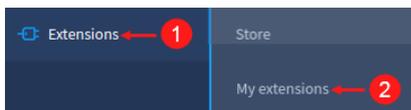


Figure 1

**Step 2:** Click on the **Upload extension** and choose the **NovalnetPayment.zip** file that you will find included in the Novalnet Shopware plugin package.

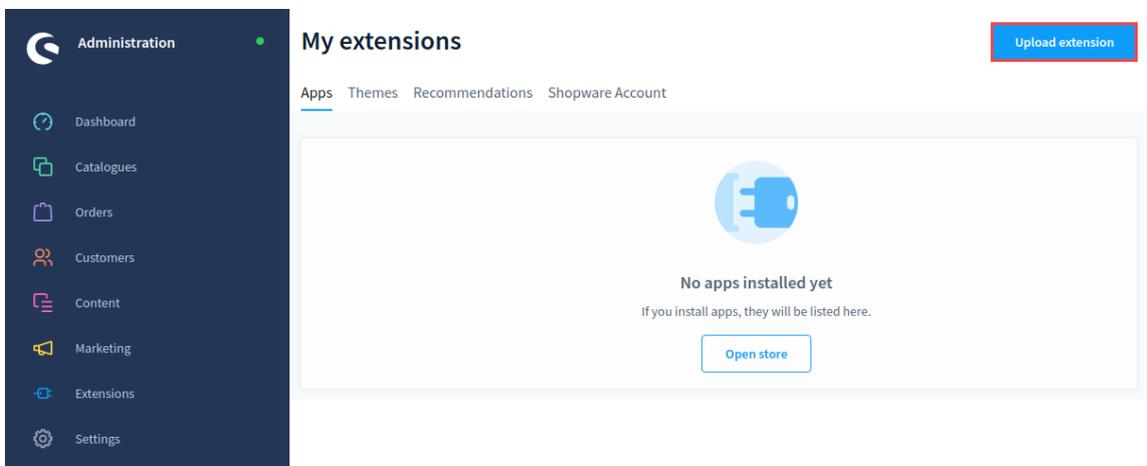


Figure 2

**Step 3:** Once uploaded the **NovalnetPayment.zip** plugin will be shown under **Apps** tab as shown below

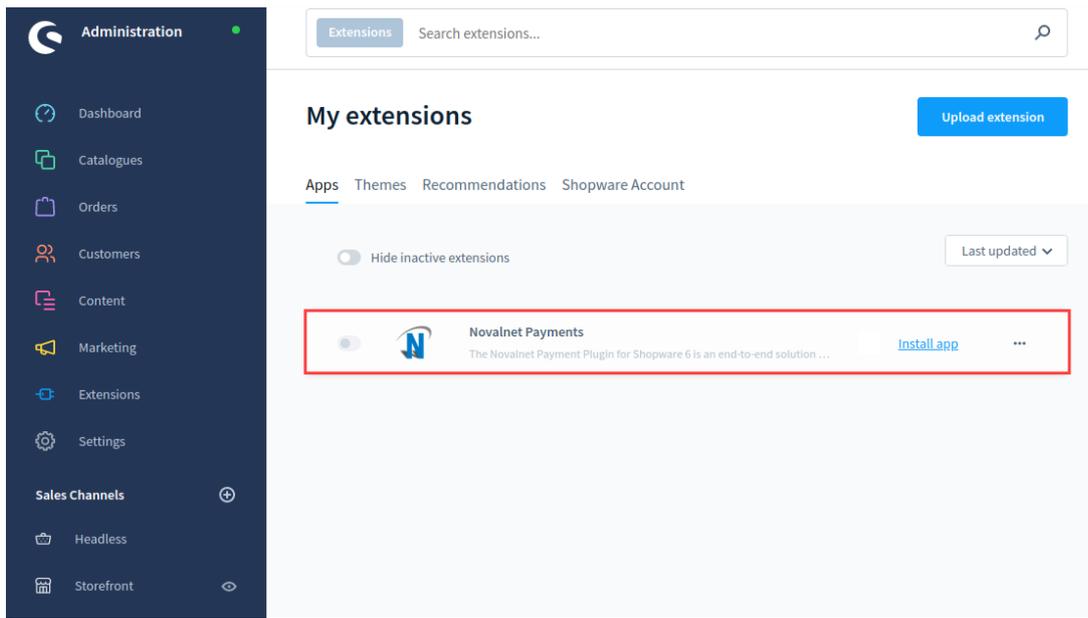


Figure 3

**Step 4:** Now click on **Install app** link to install the **Novalnet Payments**.

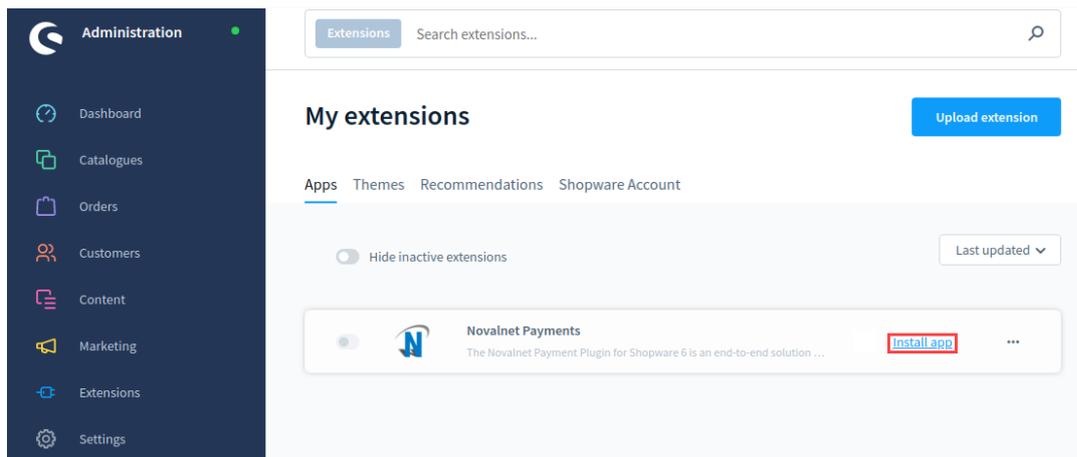


Figure 4

Then click on the  slide button to activate **Novalnet Payments** as shown below

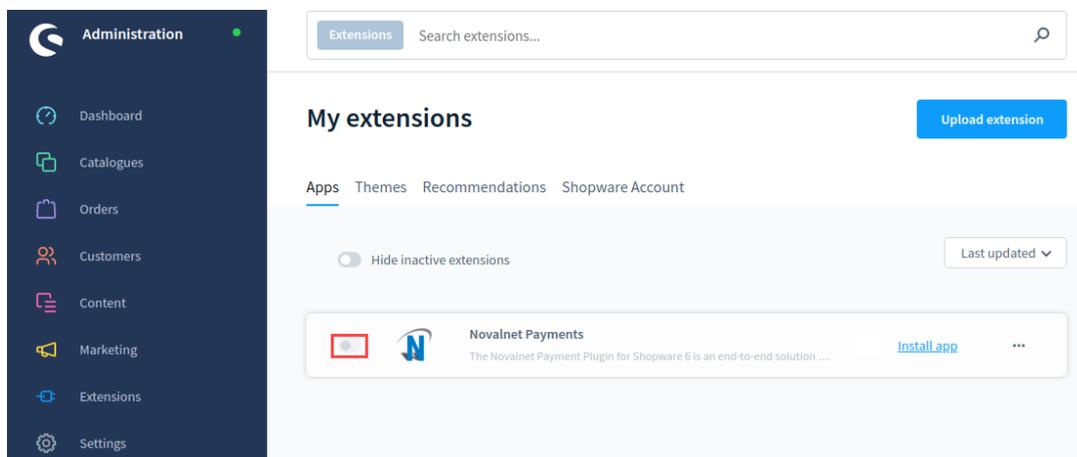


Figure 5

### 1.1.2 Upgrading the Novalnet Payment Plugin

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

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

### 1.1.3 Updates (Local Update)

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

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

**Step 1:** Navigate to **Extensions** → **My extensions** and click **Upload extension** as shown in [Figure 1](#) and [2](#).

**Step 2:** Click  icon under **Novalnet Payments** and then click **Update to version number**.

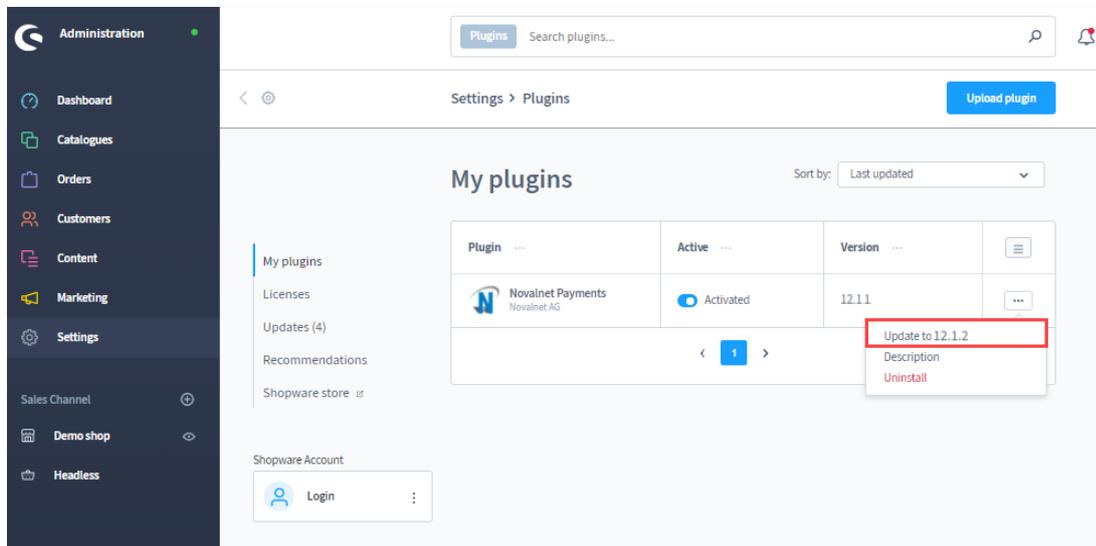


Figure 6

**👉** After updated the latest plugin you must uninstall and proceed with the install process.

Next, the updated version of Novalnet Payment plugin will be displayed in your shop backend (as shown in the image below).

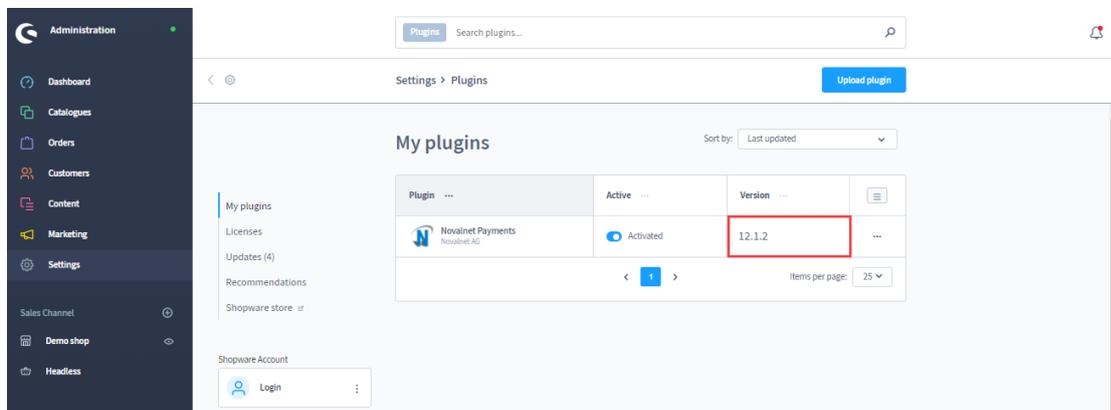


Figure 7

## 1.2 Global Configuration in the Shopware shop system

The main configuration occurs in your Shopware 6 shop system as well as in the [Novalnet Admin Portal](#).

In your Shopware 6 shop admin panel navigate to **Extensions** → **My extensions** → **Extensions** as shown below

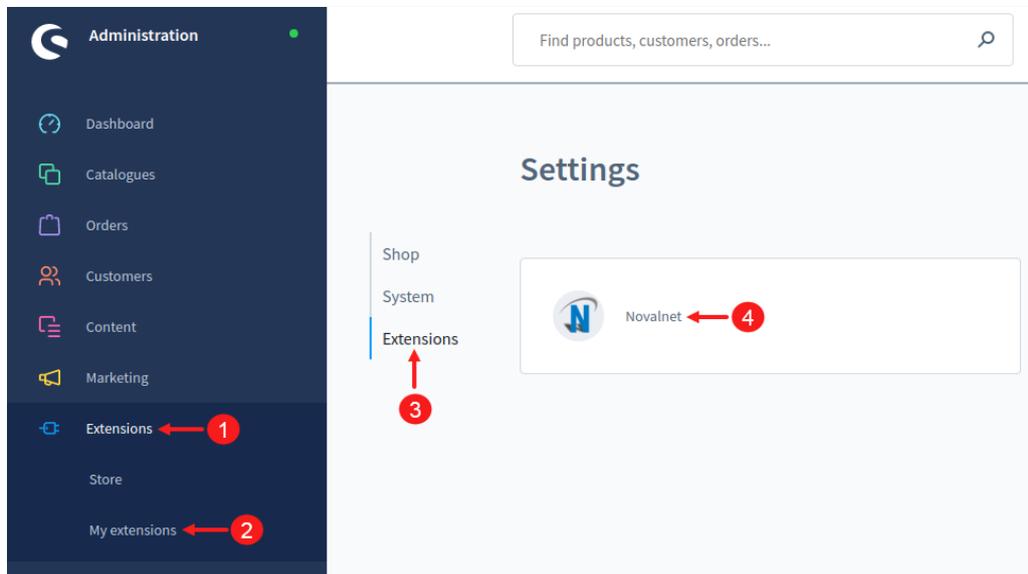


Figure 8

Next, you will be forwarded to the Global Configuration page as shown below to enter the following keys:

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

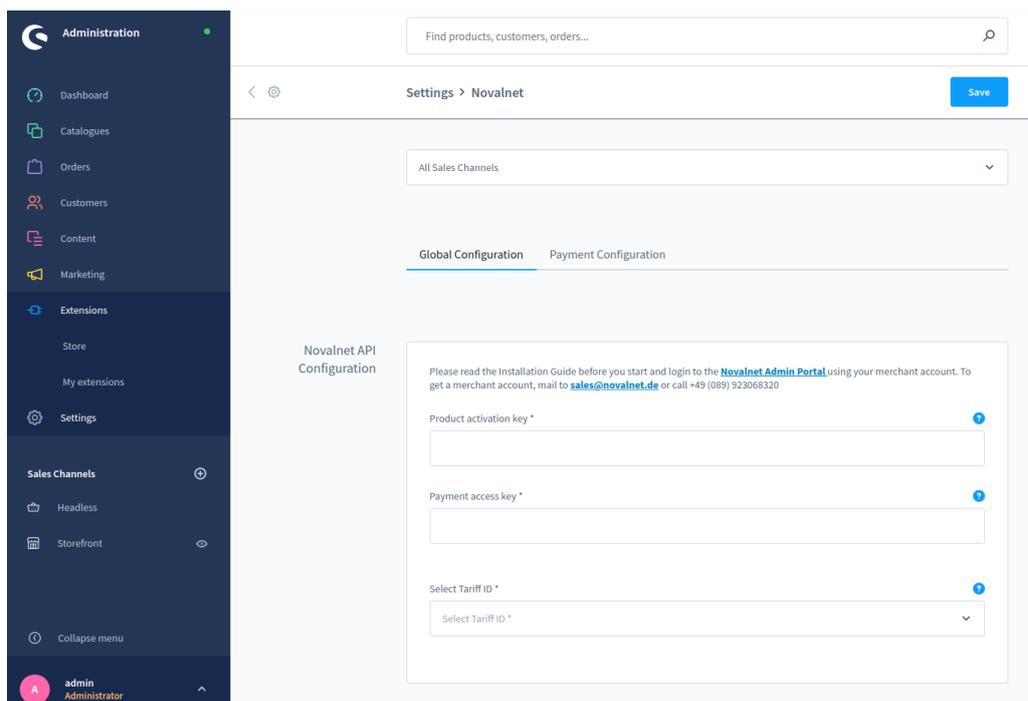


Figure 9

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

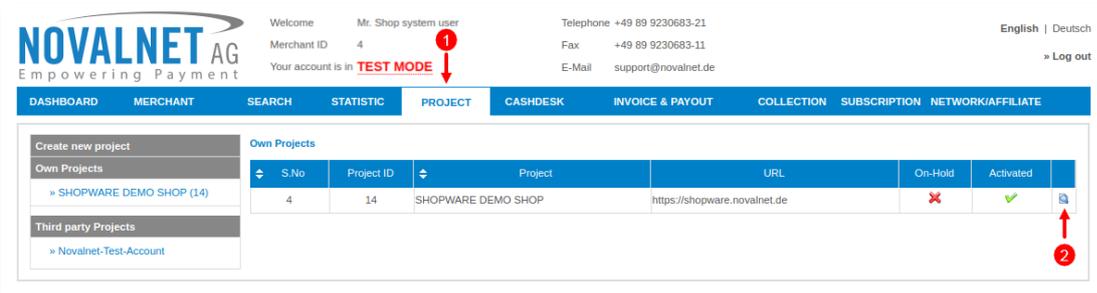


Figure 10

Click **Shop Parameters** and copy **API Signature (Product activation key)** and **Payment access key** as shown below

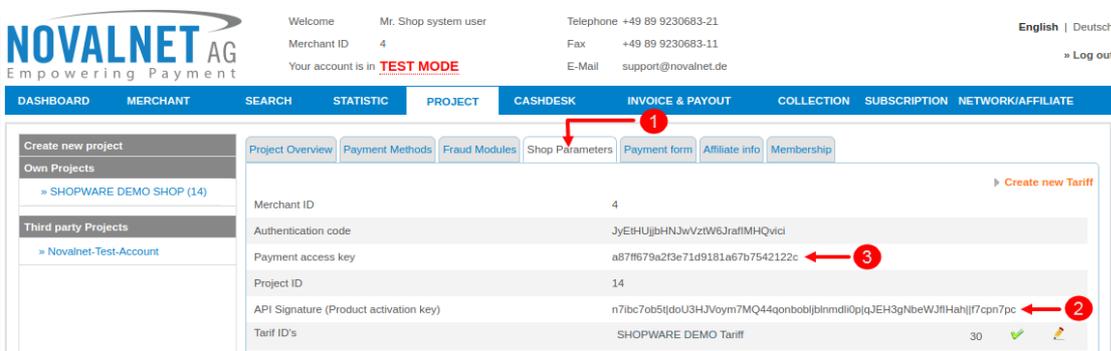


Figure 11

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 drop down menu that you have created in the [Novalnet Admin Portal](#) for this Shopware shop system.

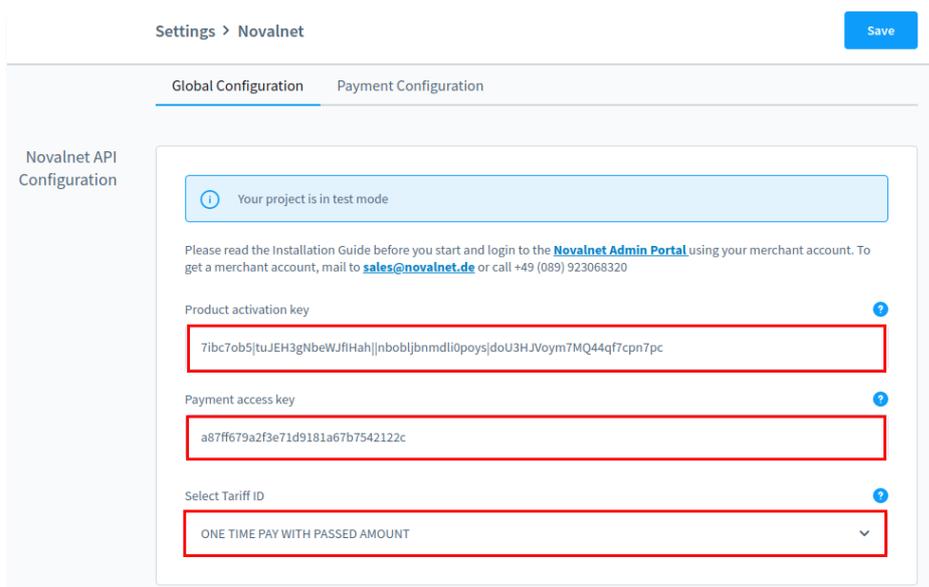


Figure 12

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

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

In the **Global Configuration** page, on your shop admin panel, you will find your **Notification / Webhook URL Setup** under **Merchant script management** as shown below

Notification / Webhook URL

https://shopware.novalnet.de/ovalnet/callback

Figure 13

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

Notification / Webhook URL

https://shopware.novalnet.de/ovalnet/callback

**Configure**

Figure 14

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

NOVALNET AG Empowering Payment

Welcome Mr. Shop system user  
Merchant ID 4  
Your account is in **TEST MODE**

Telephone +49 89 9230683-21  
Fax +49 89 9230683-11  
E-Mail support@novalnet.de

English | Deutsch  
» Log out

DASHBOARD MERCHANT SEARCH STATISTIC **PROJECT** CASHDESK INVOICE & PAYOUT COLLECTION SUBSCRIPTION NETWORK/AFFILIATE FAQ

Create new project  
Own Projects  
» SHOPWARE DEMO SHOP (14)  
Third party Projects  
» Novalnet-Test-Account

Project Overview **1** Payment Methods Fraud Modules Shop Parameters Payment form Affiliate info Membership

Vendor script URL / Notification & Webhook URL **3** → https://shopware.novalnet.de/ovalnet/callback

» Edit Project Overview

Figure 15

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

Notification / Webhook URL Setup

Notification / Webhook URL

https://shopware.novalnet.de/ovalnet/callback

**Configure**

Allow manual testing of the Notification / Webhook URL

Send e-mail to

Figure 16

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

## 1.2.2 Client key configuration in the Novalnet Admin Portal

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

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

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

**Step 2:** Navigate to the **PROJECT** menu and click view  icon on the right to view your project details as shown below

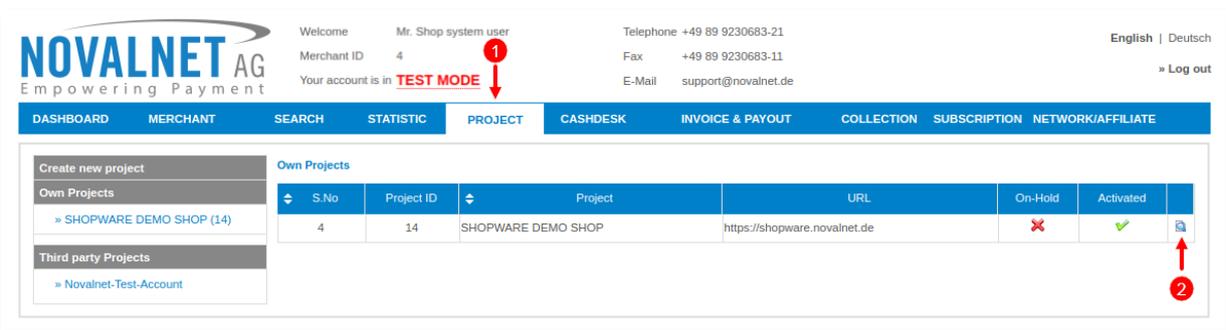


Figure 17

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

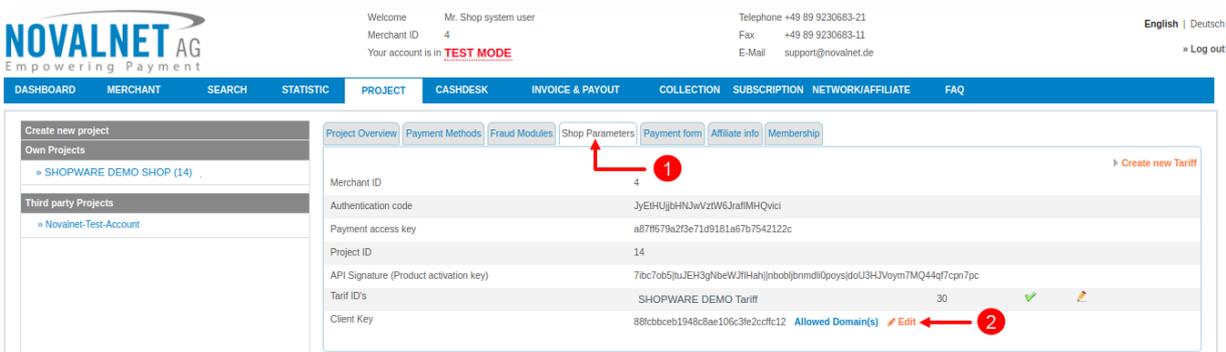


Figure 18

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

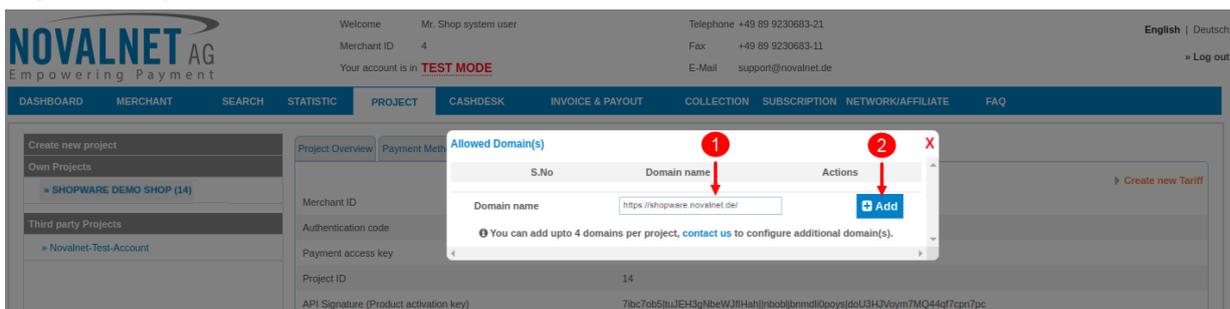


Figure 19

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

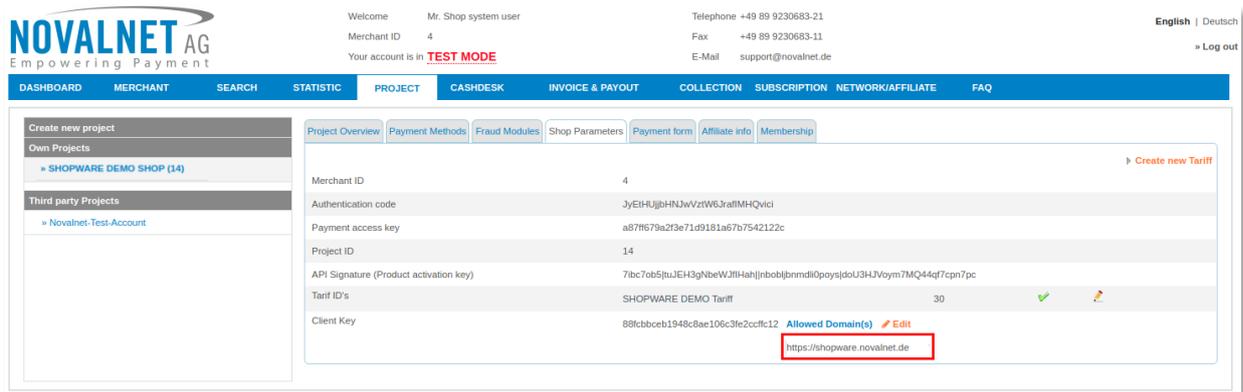


Figure 20

### 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 website, navigate to [Novalnet Admin Portal](#) → **PROJECT** → choose your project → **Payment Methods** → click **Edit Payment Methods** in the top right corner as shown below

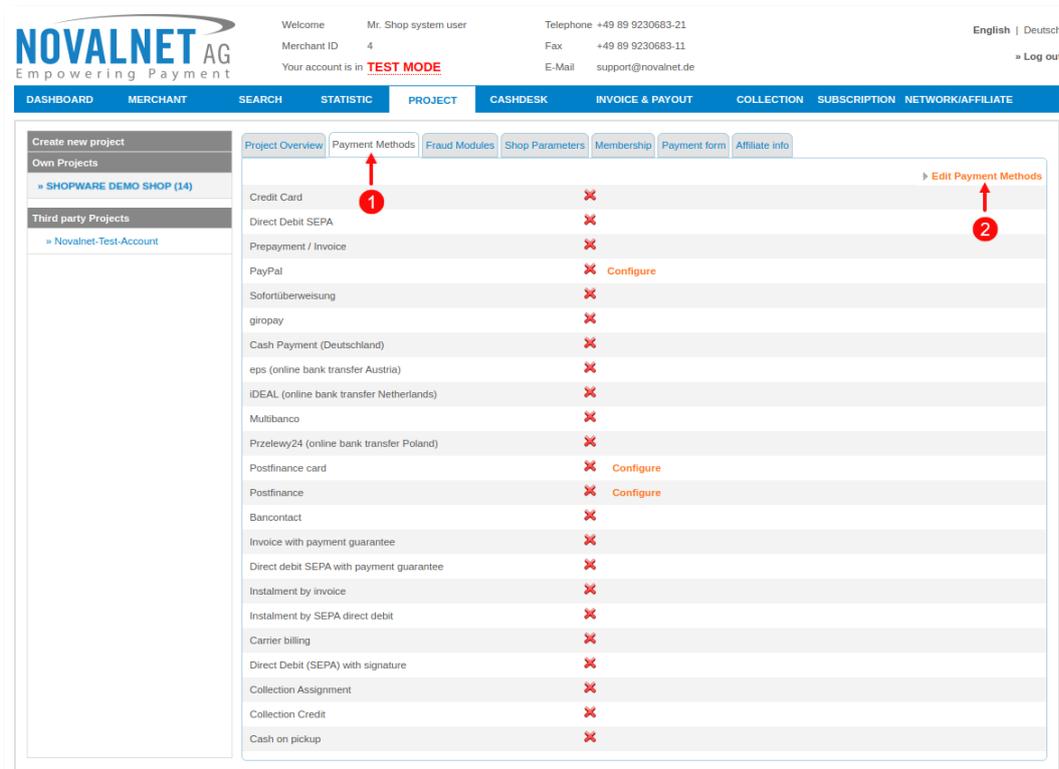


Figure 21

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

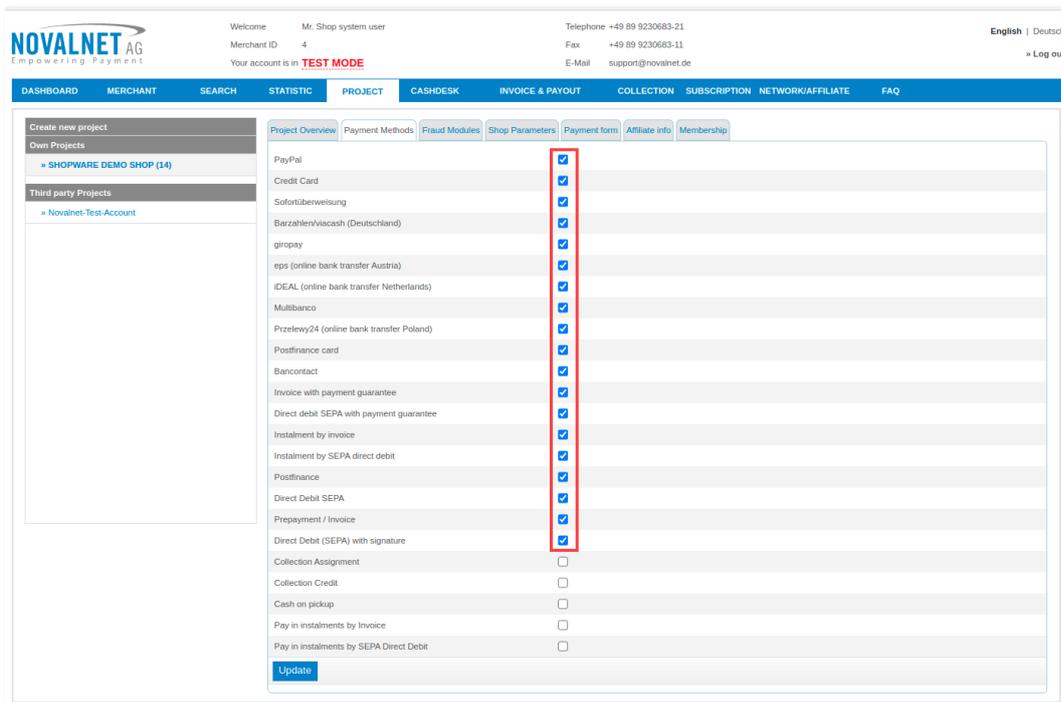


Figure 22

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

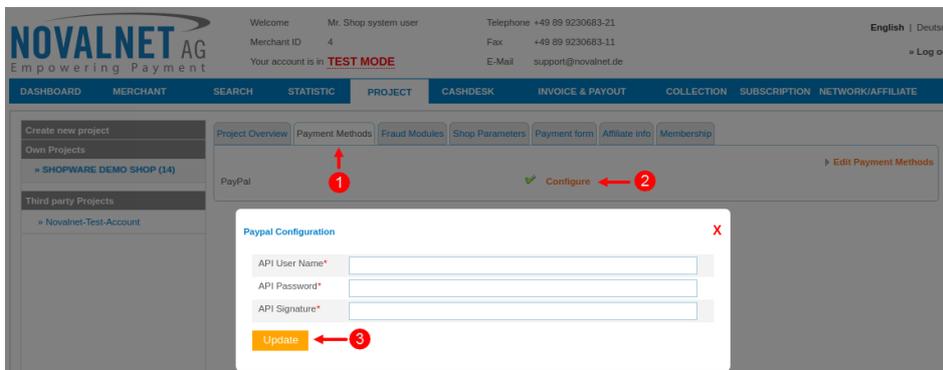


Figure 23

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

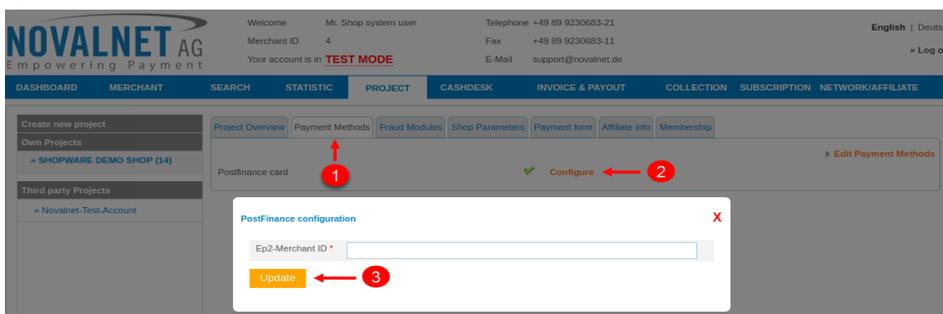


Figure 24

## 1.4 Payment Configuration in the Shopware shop system

After activating the payment methods in the [Novalnet Admin Portal](#), you must enable these payment methods in your shop admin panel to display them on your Shopware 6 checkout page. Navigate to **Settings → Shop → Payment** as shown below

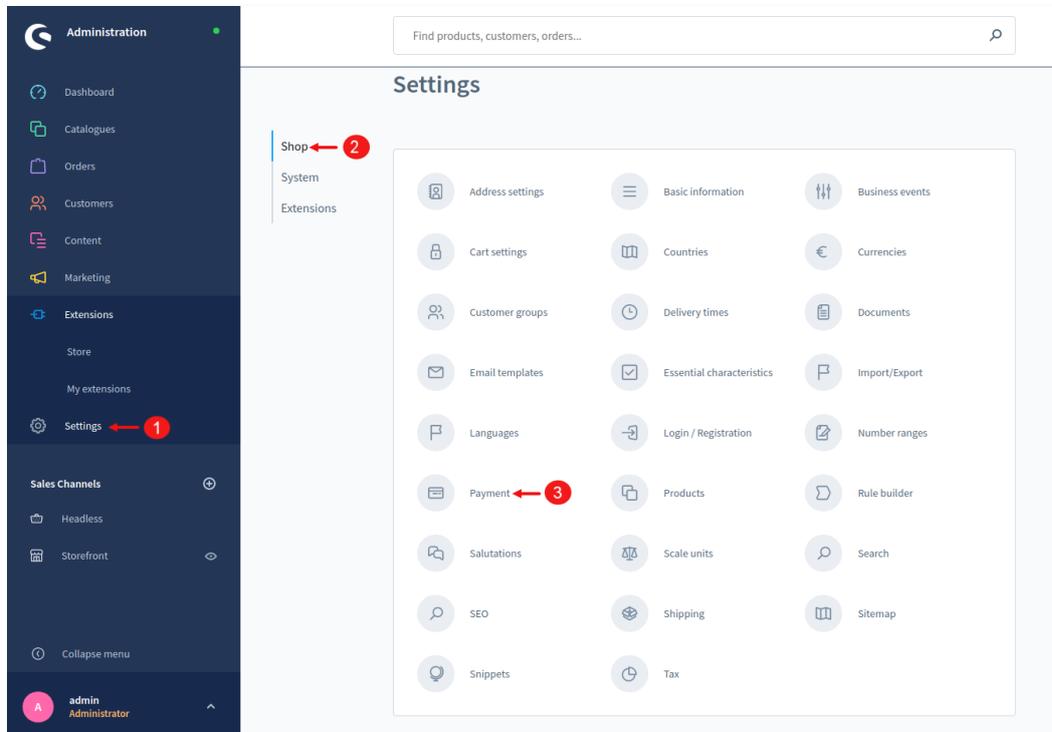


Figure 25

Select a particular payment method and click **Edit** to activate the payment method as shown below

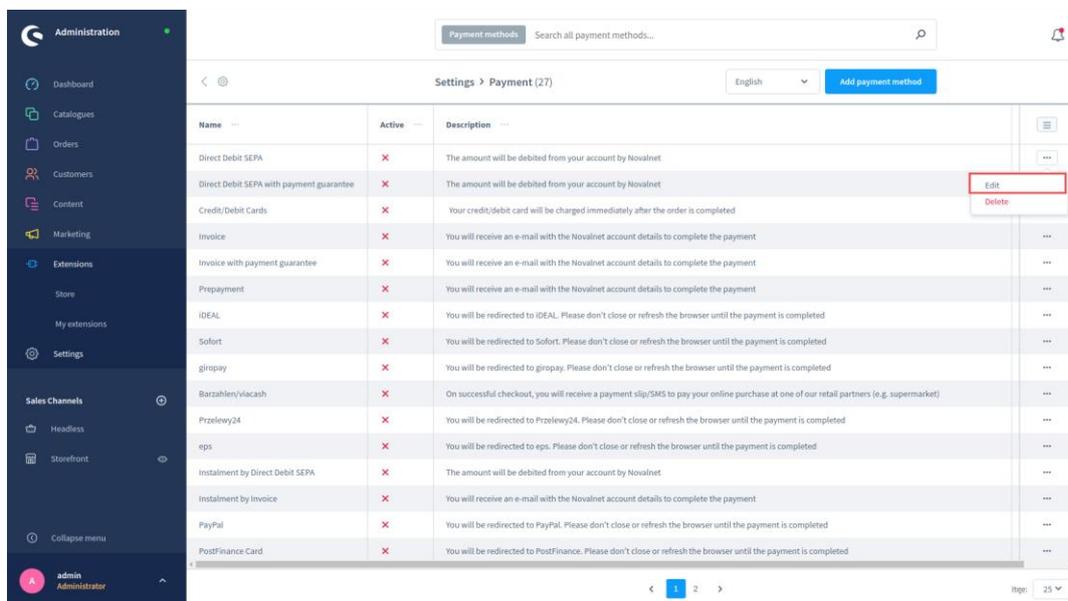


Figure 26

Click **Active** to activate the payment method and click **Save** to update/save the changes made as shown below

Figure 27

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

- ① If you have any recommendations or suggestions for improvement kindly share your thoughts with us to develop our payment plugins further [technic@novalnet.de](mailto: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](#)

### 1.5 Readme procedures to display the Novalnet transaction details

To display the Novalnet transaction comments in shop order mail, follow the below steps,

**Step 1:** Navigate to **Settings** → **Email templates** → **Type** → choose the relevant status and click **Edit** to view the **HTML** section under **Mail text**.

Templates	Type	Description	Sales Channels
<input type="checkbox"/>	Enter payment state: Cancelled	Shopware Default Template	...
<input type="checkbox"/>	Enter payment state: Reminded	Shopware Default Template	...
<input type="checkbox"/>	Enter payment state: Refunded (partially)	Shopware Default Template	...
<input checked="" type="checkbox"/>	Enter payment state: Paid	Shopware Default Template	...
<input type="checkbox"/>	Enter payment state: Paid (partially)	Shopware Default Template	...
<input type="checkbox"/>	Enter payment state: Open	Shopware Default Template	...
<input type="checkbox"/>	Enter payment state: Refunded	Shopware Default Template	...
<input type="checkbox"/>	Enter order state: Cancelled	Shopware Default Template	...

Figure 28

**Step 2:** Add the code in the **HTML** block and click **Save** to update/save the changes as shown below

Add the following code based on your wish in HTML block

```
{% for transaction in order.transactions.elements %}
  {% if transaction.customFields is not empty %}
    <strong>Comments:</strong><br />
    {{ transaction.customFields['novalnet_comments']|replace({'/': "<br/>")} | raw }}
  {% endif %}
{% endfor %}
```

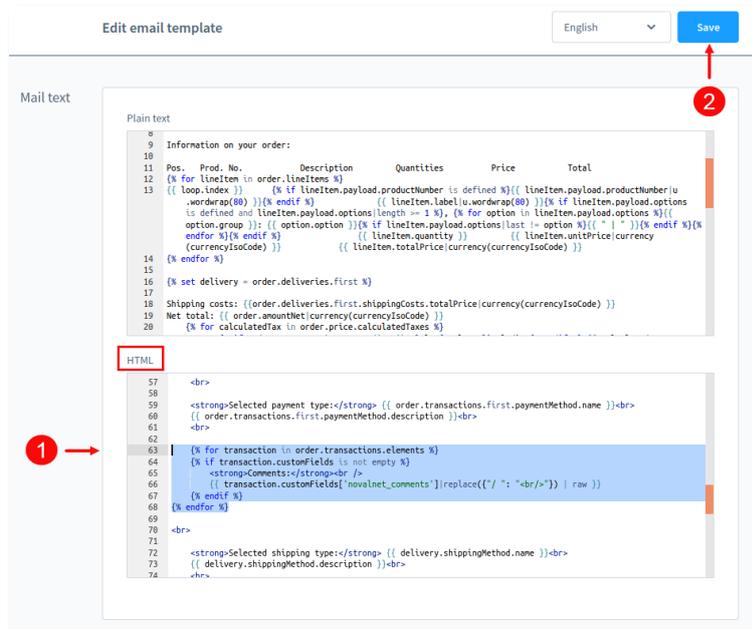


Figure 29

Based on the shop languages, you must configure the above mentioned code for respective Email template.

## 2 TESTING AND GOING LIVE

Execute test transactions by navigating to **Settings** → **Plugins** → **Novalnet** → **Payment Configuration** → choose the specific payment method (e.g. **Credit/Debit Cards**) → click **Enable test mode** at each payment configuration page. In the test mode the transaction amount will not be charged by Novalnet.



Figure 30

Refer below URL for the Novalnet test payment data for testing

<https://developer.novalnet.de/testing/>

### Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to 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.
- Are you happy with our service and support? Please spend a few minutes to share your success [here](#)

### 3 ADDITIONAL CONFIGURATION

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

For additional payment configuration settings for each payment method, navigate to **Settings** → **Plugins** → **Novalnet** → **Payment Configuration** and configure the required additional payment settings.

##### Enable test mode

Click **Enable test mode** to test payments at your checkout page as shown below. In the test mode, the transaction amount will not be charged by Novalnet.



Figure 31

##### Notification for the buyer

Text entered in this field will be displayed on the checkout page under the Payment description. The message can be for example: Thank you for shopping with us.



Figure 32

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

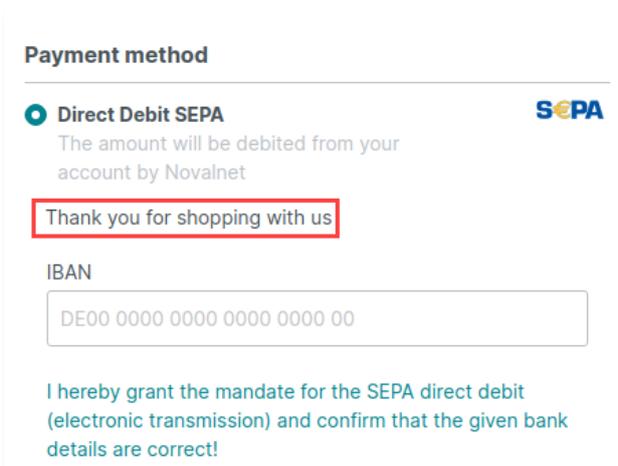


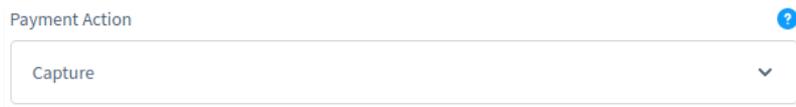
Figure 33

## Payment Action (Debit immediately / Reserve funds for later)

☛ This option is available only **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 and PayPal.**

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

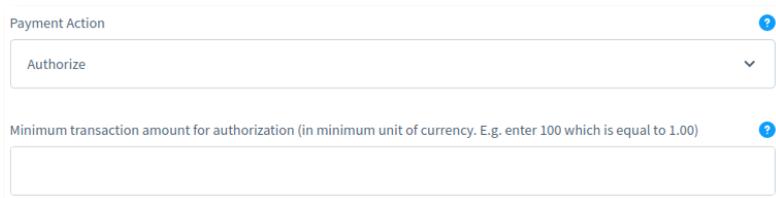
- ① **Capture** - This is the default setting where transactions are directly confirmed, and funds are automatically transferred from buyer's account to the merchant account. This can be changed as per your business requirement.



The screenshot shows a form field labeled 'Payment Action' with a dropdown menu. The dropdown is currently set to 'Capture'. There is a question mark icon in the top right corner of the field.

Figure 34

- ① **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!
- ① **Minimum transaction amount for authorization** - Transactions above this amount will be “authorized” only and captured later. Leave the field blank to authorize all transactions.



The screenshot shows a form field labeled 'Payment Action' with a dropdown menu set to 'Authorize'. Below it is a text input field labeled 'Minimum transaction amount for authorization (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)'. Both fields have question mark icons in their top right corners.

Figure 35

## 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, Direct Debit SEPA with payment guarantee, Instalment by Direct Debit SEPA, Invoice, Prepayment and Barzahlen/viacash.**



The screenshot shows a form field labeled 'Payment due date (in days)' with an empty text input box. There is a question mark icon in the top right corner of the field.

Figure 36

- ① For **Direct Debit SEPA, Direct Debit SEPA with payment guarantee & Instalment by Direct Debit SEPA**, enter the number of days after which the payment is debited (must be between 2 and 14 days)
- ① 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.
- ① For **Prepayment**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be inbetween 7 to 28 days). If this field is left blank, 14 days will be set by default.
- ① For **Barzahlen/viacash**, enter the number of days given to the buyer to pay at a store nearby. If this field is left blank, 14 days will be set by default for slip expiry.

### Payment guarantee configuration

When the basic requirements (shown in the image 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.de/onlinepayments/aboutguarantee>

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



Figure 37

### Force Non-Guarantee payment

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

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

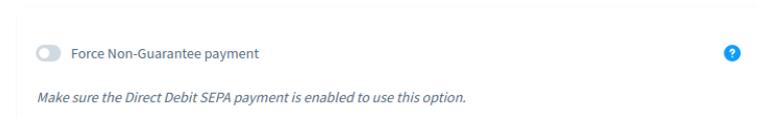


Figure 38

### Allow B2B Customers

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

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



Figure 39

### Display Instalment Plan on Product Detail Page

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

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

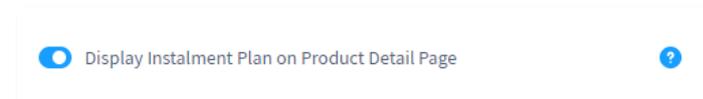


Figure 40

## 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**.*

By default, instalment cycle offers in your shop like (2cycle, 3 cycle, 4 cycle, 5 cycle, 6 cycle, 7 cycle, 8 cycle, 9 cycle, 10 cycle, 11 cycle, 12 cycle)

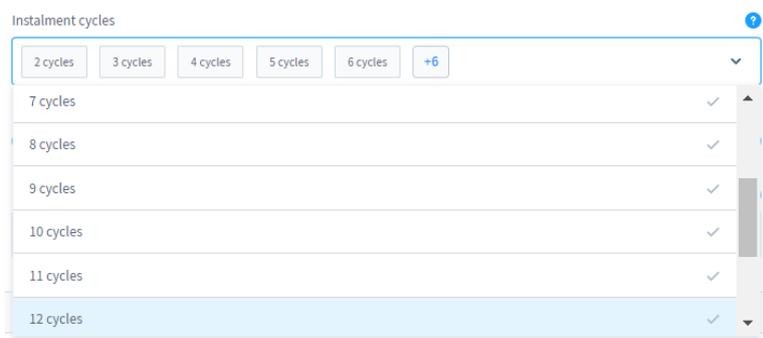


Figure 41

The default instalment cycle details will be visible for the buyer under the chosen instalment plan, as shown below

Your date of birth  
DD.MM.YYYY

**Choose your instalment plan (Net loan amount: €120.00)**

Choose the financing option that best fits your needs and you will be charged based on that chosen plan.

7 cycles / €17.14 per month

**Instalment summary**

Instalment Cycles	Instalment Amount
1	€17.14
2	€17.14
3	€17.14
4	€17.14
5	€17.14
6	€17.14
7	€17.16

Figure 42

### 3.2 Additional configuration for Credit/Debit Cards

#### 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.



Figure 43

#### CSS settings for iframe form

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

CSS settings for iframe form

Label

Input

CSS Text

Figure 44

## 4 MANAGING SHOPWARE ADMIN PANEL

### 4.1 Order Management

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

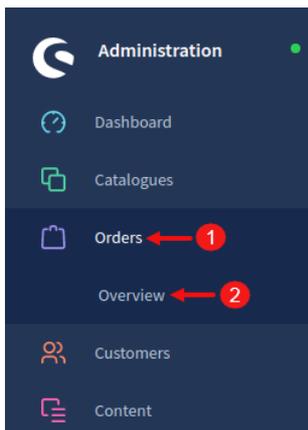


Figure 45

## 4.2 Transaction overview

Click the order number as shown below

Order number	Sales Channel	Customer name	Billing address	Order value	Order status	Payment status	Delivery status	
10108	Demoshop	Tester, Novalnet	Feringastr.4, 85774 Unterföhring	3,00 €	Open	Paid	Open	...
10107	Demoshop	Tester, Novalnet	Feringastr.4, 85774 Unterföhring	3,00 €	Open	Paid	Open	...
10106	Demoshop	Maier, Norbert	Hauptstr. 9, 66862 Kaiserslautern	20,00 €	Open	Open	Open	...

Figure 46

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

Novalnet



**Novalnet tester**  
test@novalnet.de

Refund

**87,39 €**

+ 87,39 €

- 0,00 €

13/05/21

---

Comments	Status
Novalnet transaction ID: 14366100001716566 Test order	Paid

Figure 47

## 4.3 Order details for Instalment payments

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

Instalment Summary						
S.No	Date	Amount	Novalnet Transaction ID	Status		
1	2021-05-12	2,00 €	14366000011518536	Paid	...	
2	2021-06-12	2,00 €	14366000011518537	Paid	...	
3	2021-07-12	2,00 €	143660000115185368	Paid	...	
4	2021-08-12	2,00 €	143660000115185369	Paid	...	

Figure 48

#### 4.4 Confirming / Cancelling a transaction

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

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

To confirm an “**Open**” order, click **Confirm** on the order detail page as shown below

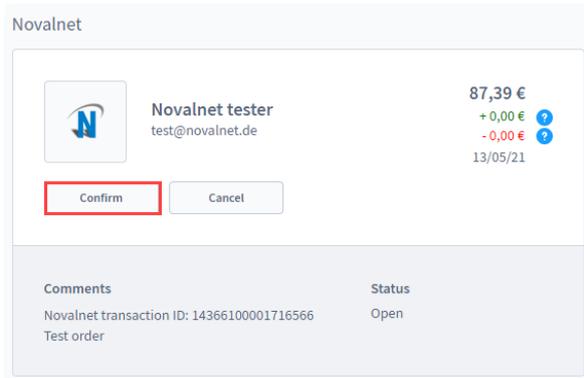


Figure 49

Then, click **Confirm** in the **Manage Transaction** popup as shown below. After manual confirmation, Novalnet will process the transaction.

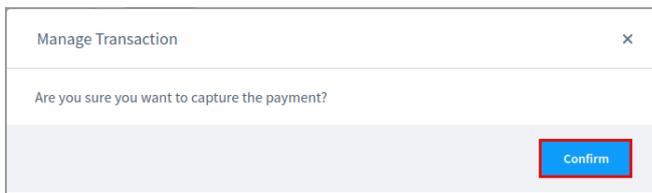


Figure 50

To cancel an “**Open**” order, click **Cancel** on the order detail page as shown below

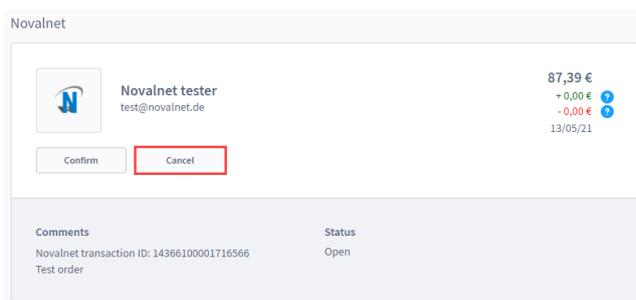


Figure 51

Then, click **Cancel** in the **Manage Transaction** popup as shown below. After you have cancelled the order, Novalnet will cancel the transaction.

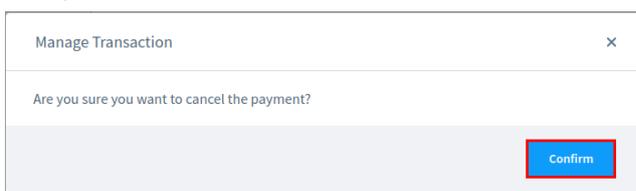


Figure 52

After you have confirmed or cancelled, the new transaction details will be displayed under **Comments** as shown below. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Comments**.



Figure 53

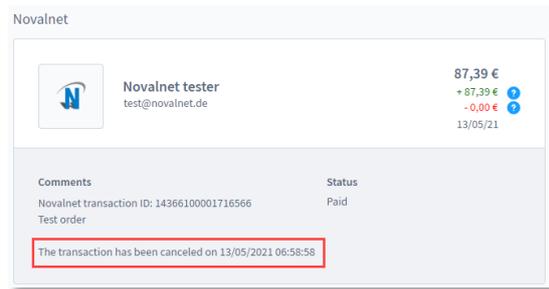


Figure 54

#### 4.4.1 Manual Confirmation and Cancellation of a transaction using payment status

To **confirm** the “Open” order, change the Payment status manually to “Paid” as shown below, and click **Update status**. After manual confirmation, Novalnet will process the transaction.

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

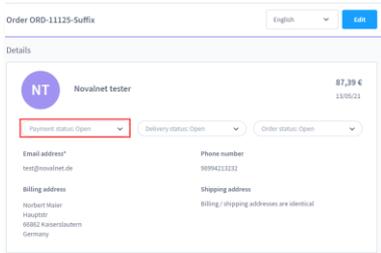


Figure 55

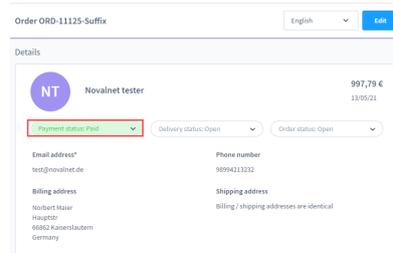


Figure 56

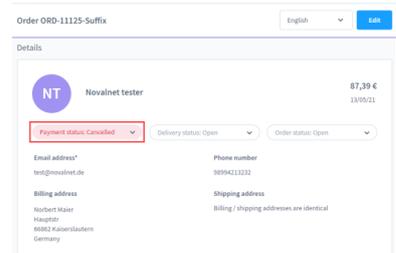


Figure 57

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

#### 4.5 Refunding an order

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

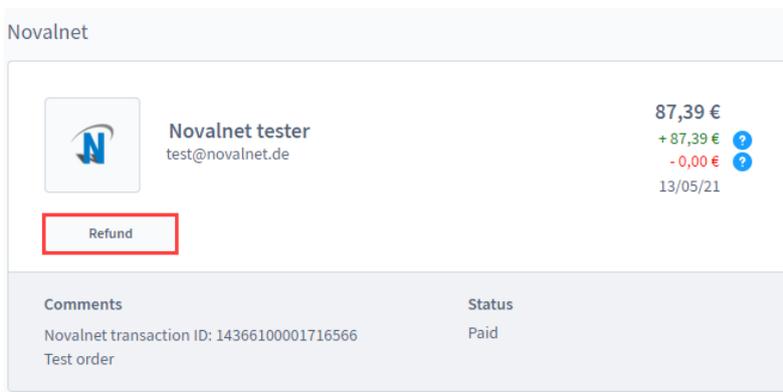


Figure 58

Please follow the steps below to issue a refund.

**Step 1:** Enter the **Refund amount**.

**Step 2:** Note down the **Refund reference** for your future reference (only for existing transactions).

**Step 3:** Click **Refund** to refund the amount to the buyer.

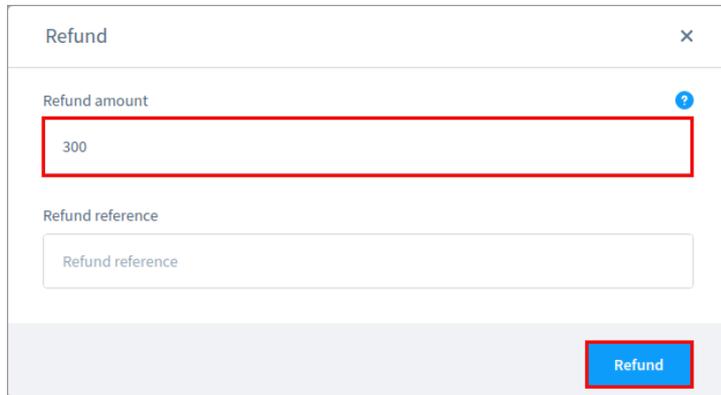


Figure 59

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

#### 4.5.1 Manual order refund using payment status

You can refund the full order amount to the buyer. Refund can be initiated by navigating to **Orders** → **Overview** in your shop admin panel and select the order.

To refund the **Paid** order, change the Payment status manually to **Refunded** as shown below, and click **Update status**. After manual Refunding, Novalnet will process the transaction.

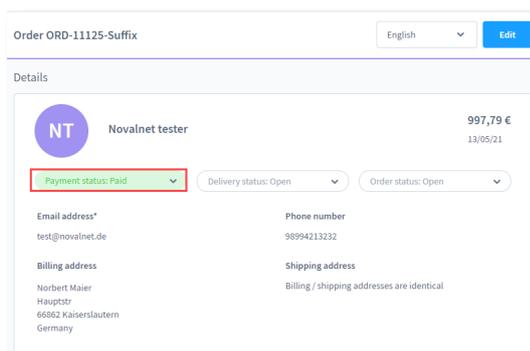


Figure 60

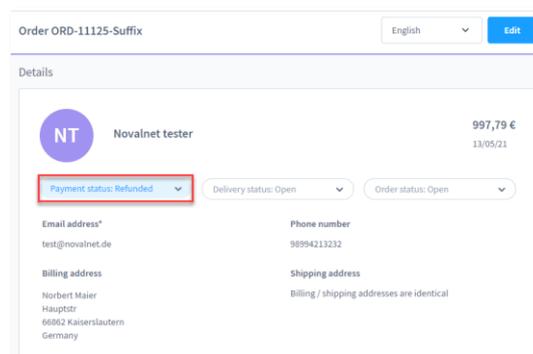
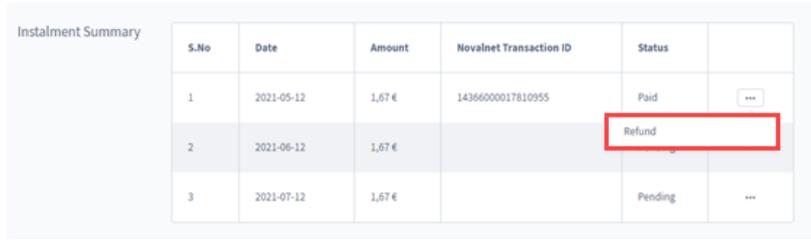


Figure 61

At this point, a new transaction (TID) will be generated. You will see the new transaction status under **Comments** section of the order. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Comments**.

#### 4.6 Refunding Instalment orders

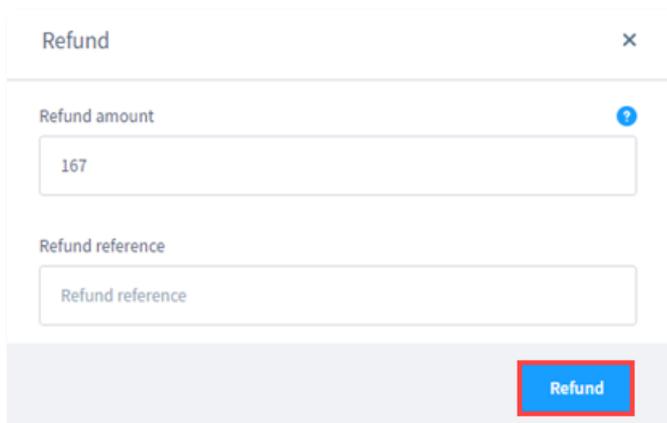
To refund an instalment order, navigate to **Orders** → **Overview** and click the order. Scroll down to the **Instalment Summary** section and select the  icon & click **Refund** next to the Paid instalment cycle that should be refund.



S.No	Date	Amount	Novalnet Transaction ID	Status	
1	2021-05-12	1,67 €	14366000017810955	Paid	
2	2021-06-12	1,67 €			<b>Refund</b>
3	2021-07-12	1,67 €		Pending	

Figure 62

In the refund pop up that appears, enter the **Refund amount** and click **Refund** as shown below



**Refund** ×

Refund amount ?

Refund reference

**Refund**

Figure 63

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

#### 4.6.1 Cancelling Instalment orders

To cancel the instalment orders, navigate to **Orders** → **Overview** in your shop admin panel and select the order. Then, click the **Instalment Cancel** as shown below, After you have cancelled the installment order, Novalnet will Cancel and refund the transaction.

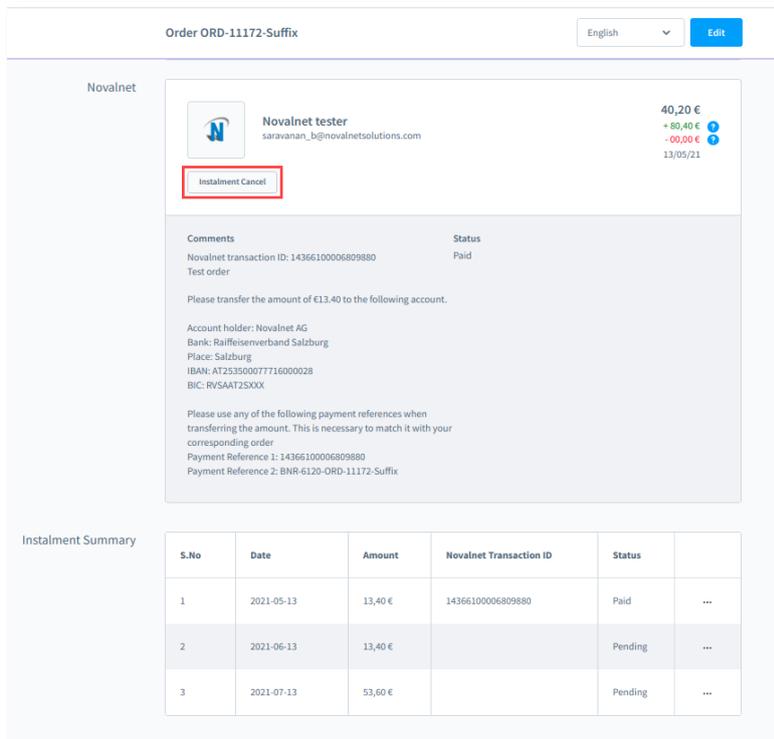


Figure 64

Further there will be no recurring instalments for that order.

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

#### 4.6.2 Manual Instalment cancellation using payment status

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

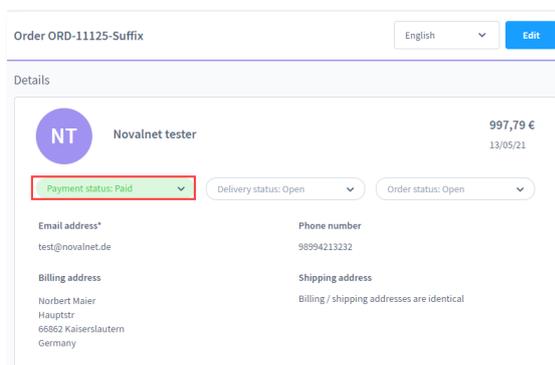


Figure 65

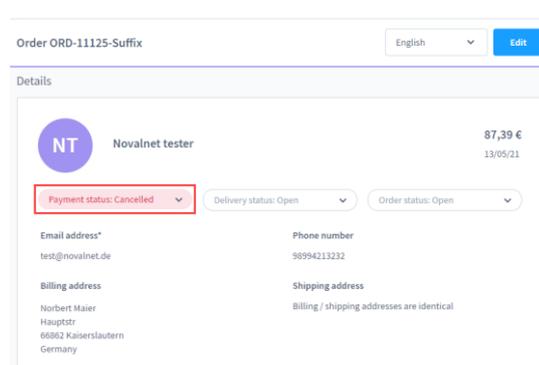


Figure 66

① Further there will be no recurring instalments for that order.

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

## 5 UNINSTALLATION

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

**Step 1:** Navigate to **Extensions** → **My extensions** as shown below



Figure 67

**Step 2:** Then click  Activated switch to deactivate **Novalnet Payments** as shown below

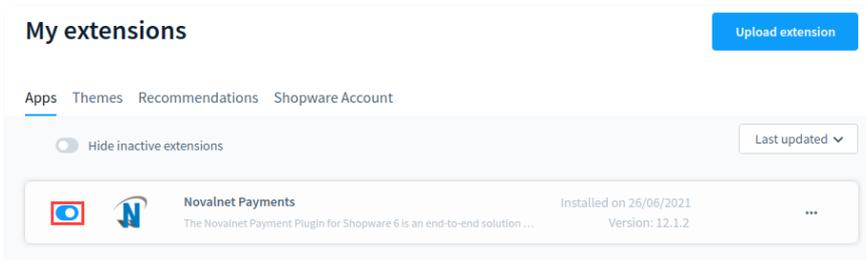


Figure 68

**Step 3:** To uninstall the Novalnet payment plugin, click **Uninstall** as shown below

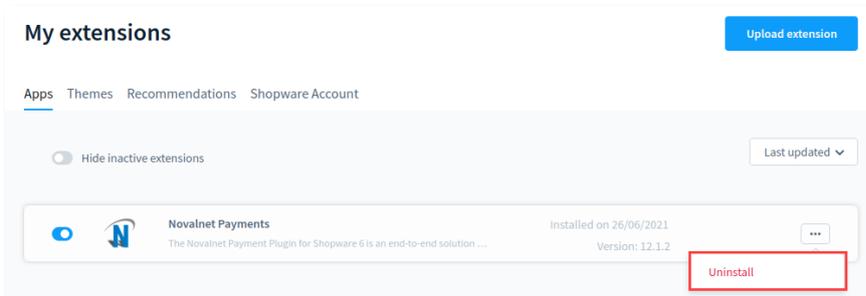


Figure 69

**Step 4:** Click  switch to remove all plugin data permanently and click **Uninstall** as shown below

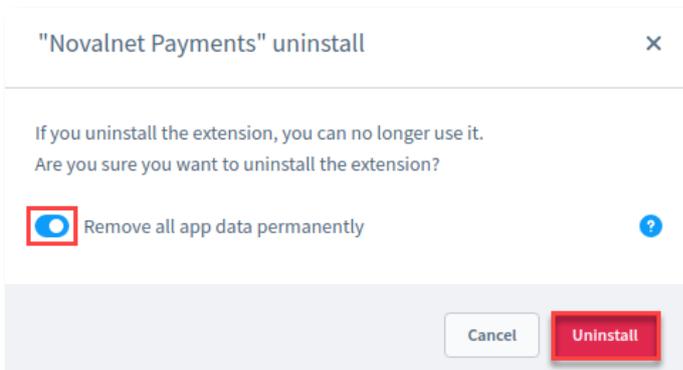


Figure 70

**Step 6:** To delete the Novalnet payment plugin, click **Remove** as shown below

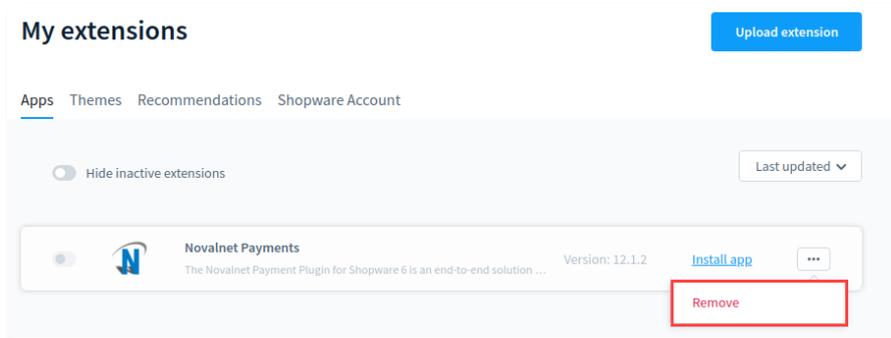


Figure 71

**Step 7:** In Pop up notification, click **Remove** as shown below

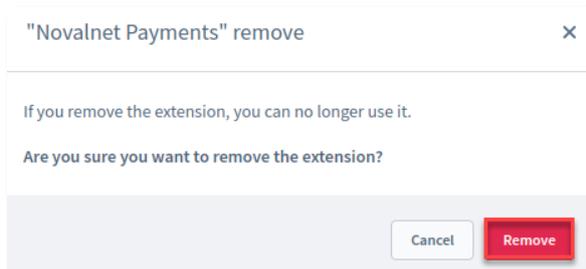


Figure 72

## 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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