

Installation Guide for Novalnet Subscription Plugin

Version	Date	Remarks
2.3.1	10.05.2024	[Fix] Novalnet Subscription plugin has been optimized for new testcase

👉 For previous version changelog, go to

<https://github.com/Novalnet-AG/shopware6-subscription-integration-novalnet/blob/main/changelog.txt>

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1 ABOUT SUBSCRIPTION PLUGIN

This plugin streamlines product buying and selling through subscriptions and recurring payments to develop consistent revenue yields. The shop admin can create subscription plans that vary in fee types (trial, initial, % of regular), subscription extending options, and much more.

The Novalnet Subscription plugin for Shopware comes with the below features:

- Allow end-user to buy one-off products and subscriptions in one mixed cart.
- Setup subscription payment for multiple products with ease.
- Allow end-user to change payment methods and cancel subscription.
- Allow switching subscription product and quantity.
- Subscription management enhanced for suspend, reactivate and change next cycle date process.

This Plugin version (2.3.1) supports the following versions of Shopware 6:



To get started:

1. Log in to your Shopware 6 shop system.
2. Make sure that you have extracted the subscription plugin package from the zip file you received. If you have received only the installation guide without the subscription plugin package (zip file), please email at technic@novalnet.de with your merchant ID.

2 PLUGIN INSTALLATION

2.1 Plugin Installation via Package

To install the Novalnet Subscription 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.

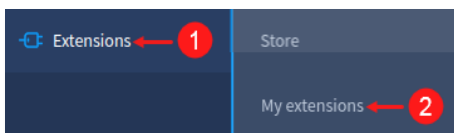


Figure 1

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

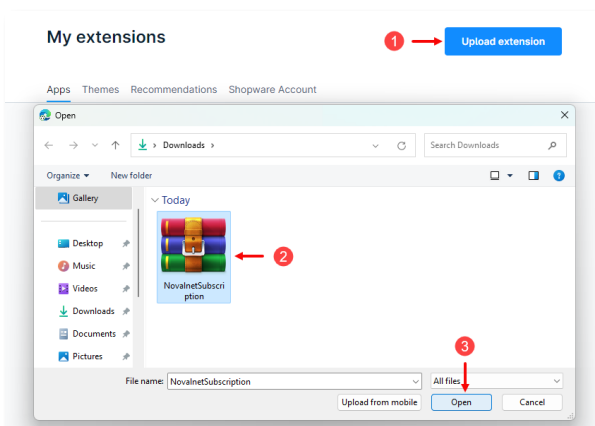


Figure 2

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

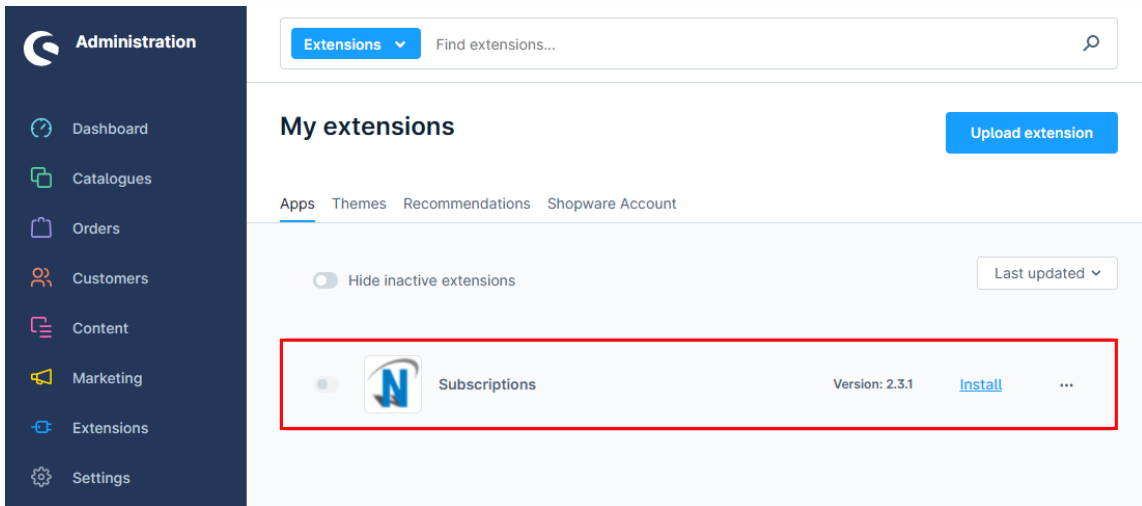


Figure 3

Step 4: Next, click **Install** to install the Novalnet Subscription plugin.

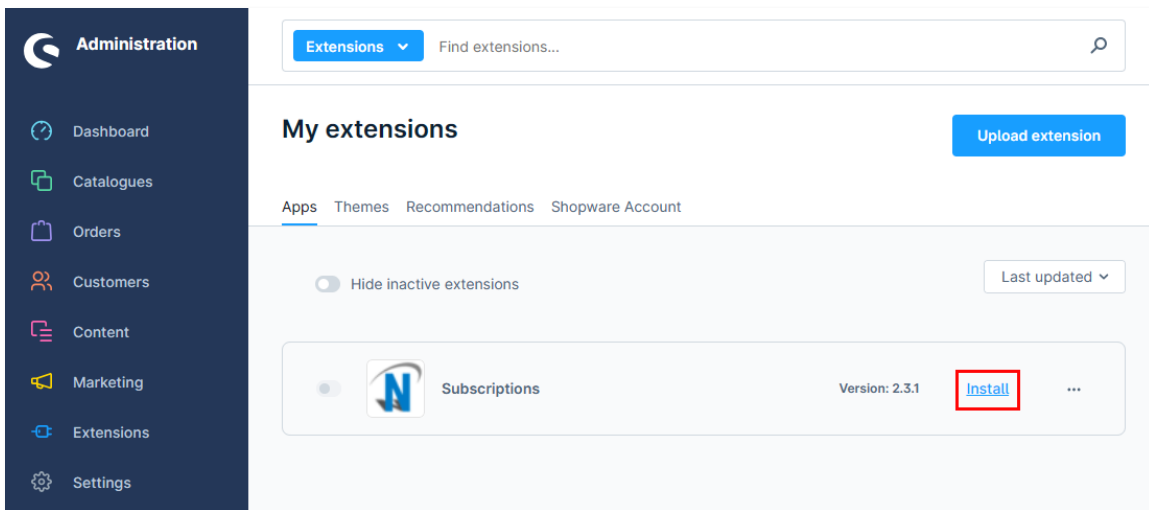


Figure 4

Step 5: Then, click  toggle switch to activate **Subscription** plugin.

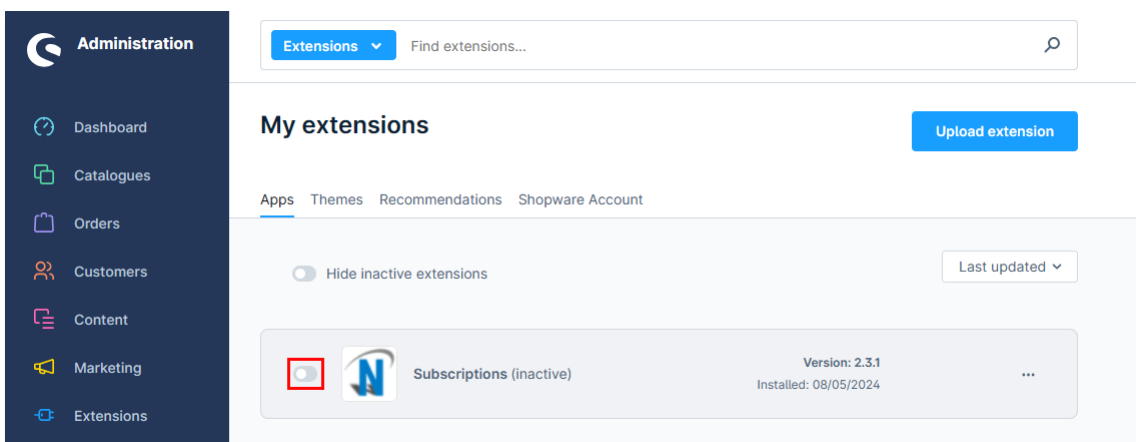


Figure 5

2.2 Upgrading the Subscription Plugin

- ① You can get the updated plugin directly from the Shopware store, or by contacting our [technical team](#).
- ☛ An earlier version of the Novalnet Subscription plugin should be installed in the shop to update the store.

2.2.1 Update (Local Update)

You can update the Novalnet Subscription plugin to the current version in your shop backend without changing the previous product subscription configuration.

- ☛ A Shopware account is not required to update the Novalnet Subscription plugin in your shop system.

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

Step 2: Click the  icon under **Subscriptions** and then click **Update to [version number.]**

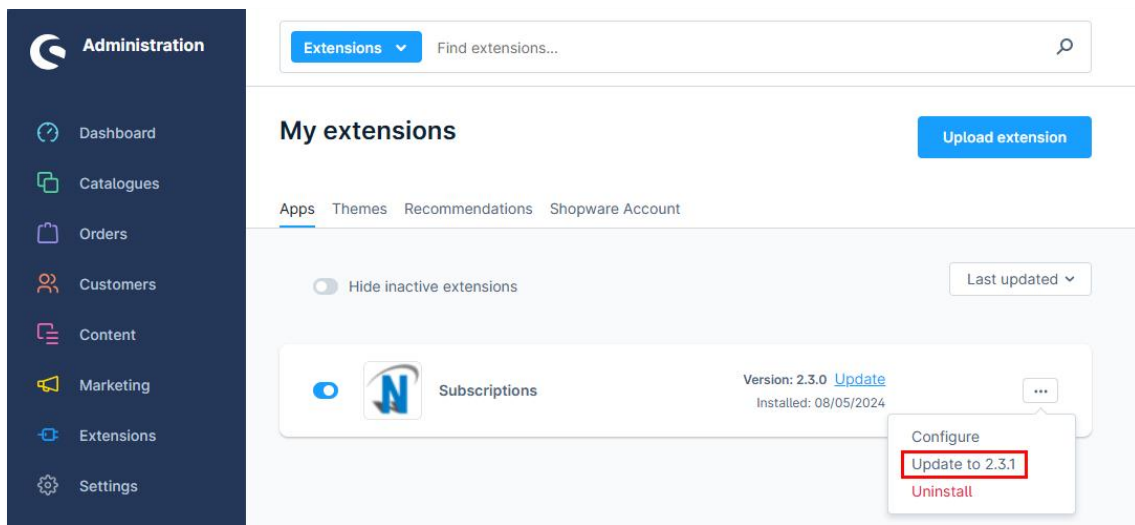


Figure 6

Step 3: Next, the updated version of the Subscriptions plugin will be listed under the **Apps** (as shown in the image below).

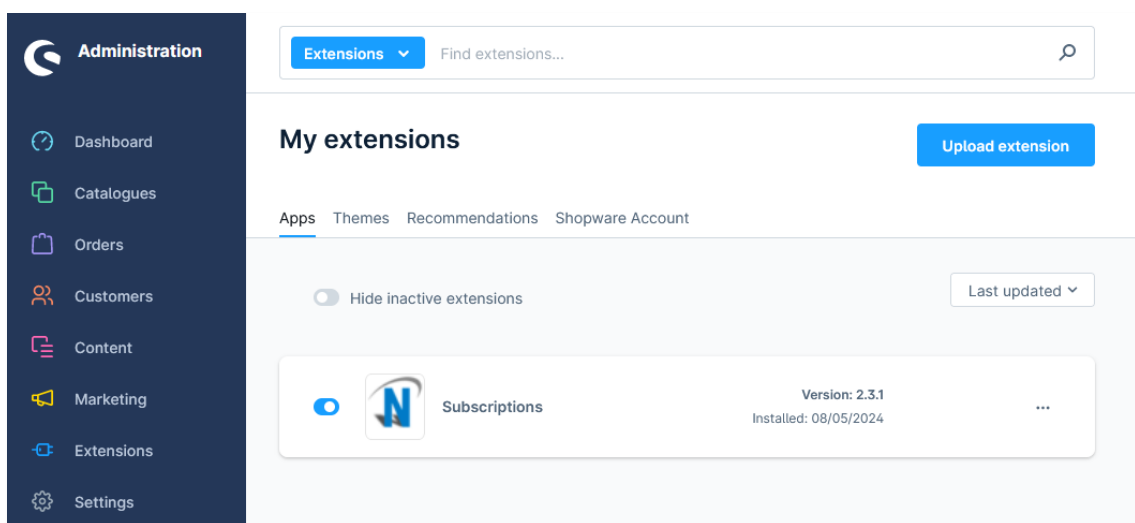


Figure 7

Step 4: Uninstall the plugin as a next step to update it.

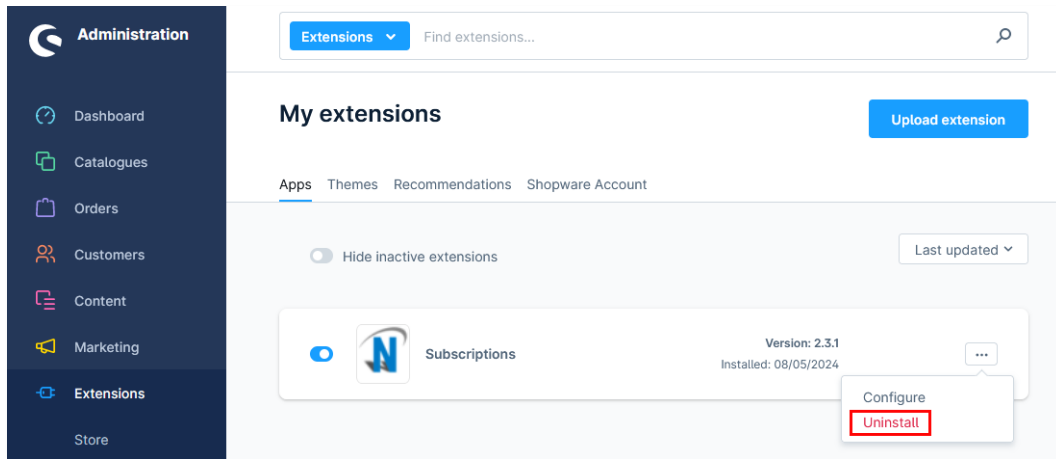


Figure 8

Step 5: In the pop-up notification, click **Uninstall**.

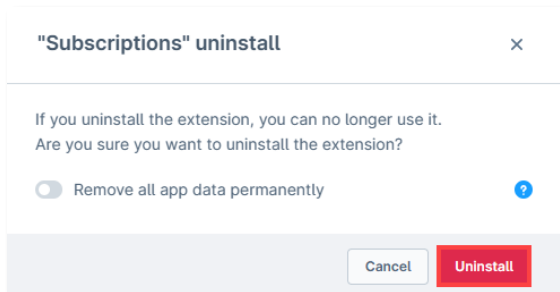


Figure 9

Step 7: Refer to the topic [2.1 Plugin Installation via Package](#) to install the plugin, as shown in [Figure 4](#) and [Figure 5](#).

3 MANAGING SUBSCRIPTION

3.1 Subscription configuration

To see the configurations, navigate to **Extensions** → **My extensions** and click  on the right and choose **Configure** from the options as shown below.

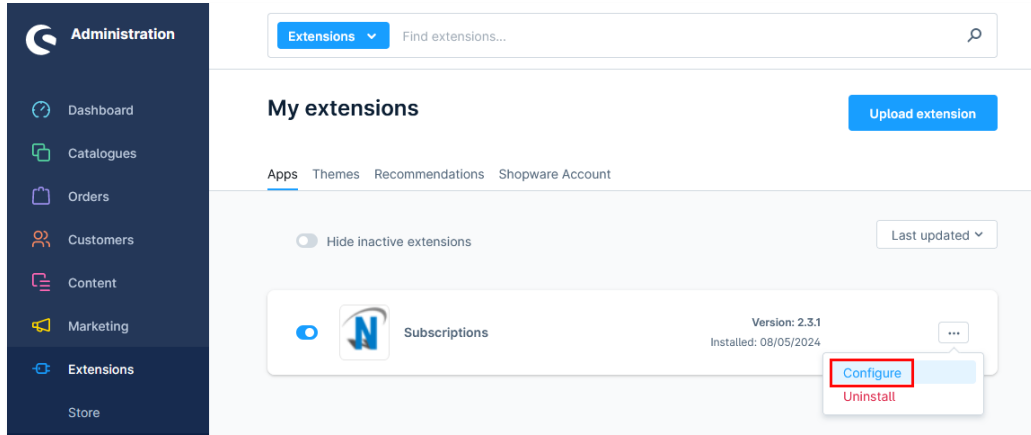


Figure 10

The subscription configuration page will be displayed as shown below.

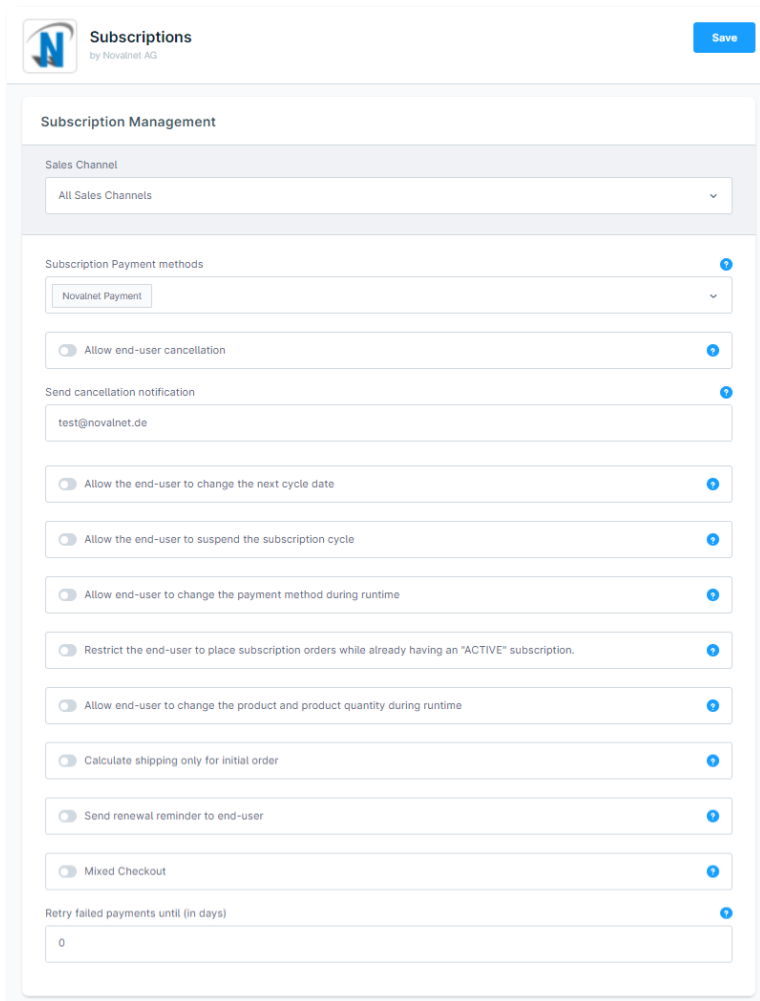


Figure 11

3.1.1 Dynamic Subscription Product Group Creation

Go to **Catalogues** → **Dynamic product groups** → **Add dynamic product group** as shown below.

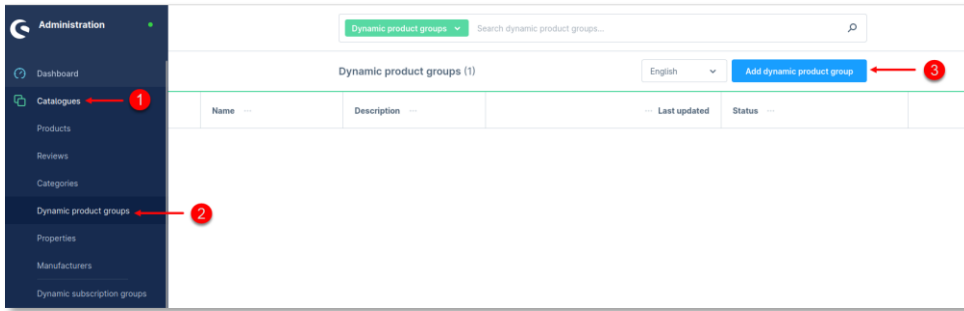


Figure 12

Provide a group name and other details to create a product group. Choose all the products under the Conditions drop-down and click **Save**.

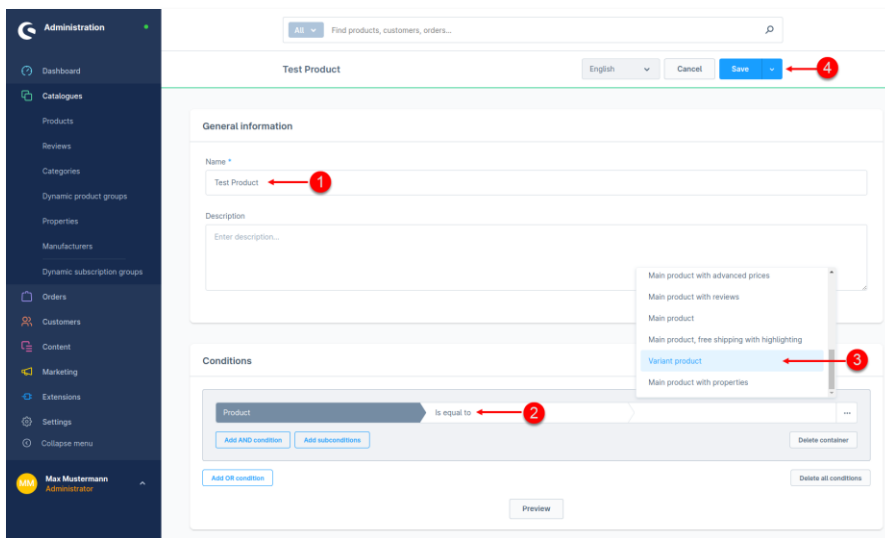


Figure 13

The dynamic product group is listed below.

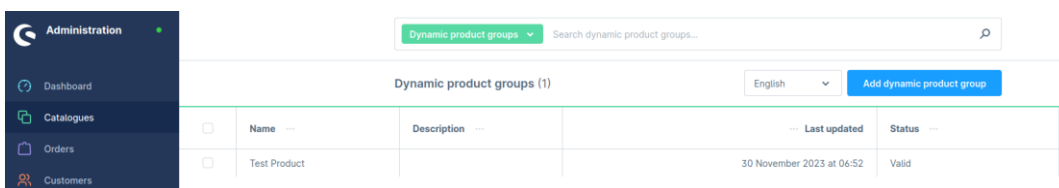


Figure 14

Go to **Catalogues** → **Dynamic subscription groups** → **Add dynamic subscription group** as shown below.

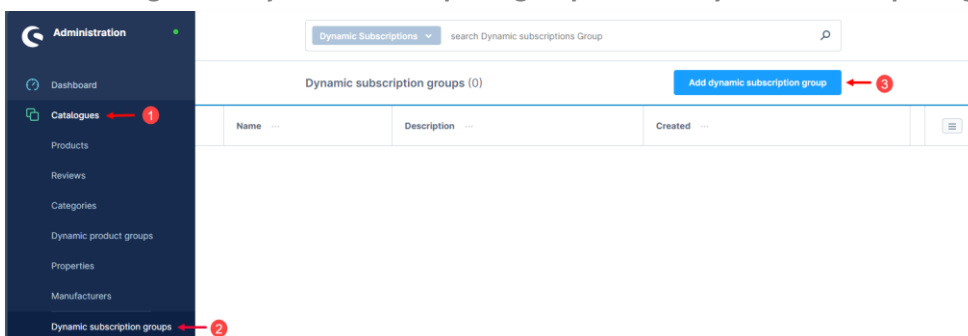


Figure 15

Under **Subscription Mode**, enable the **Activate Subscription**, select the dynamic product groups option for the product detail page from the drop down menu, provide the other settings, and click **Save**. The subscription settings cannot be modified under the products group.

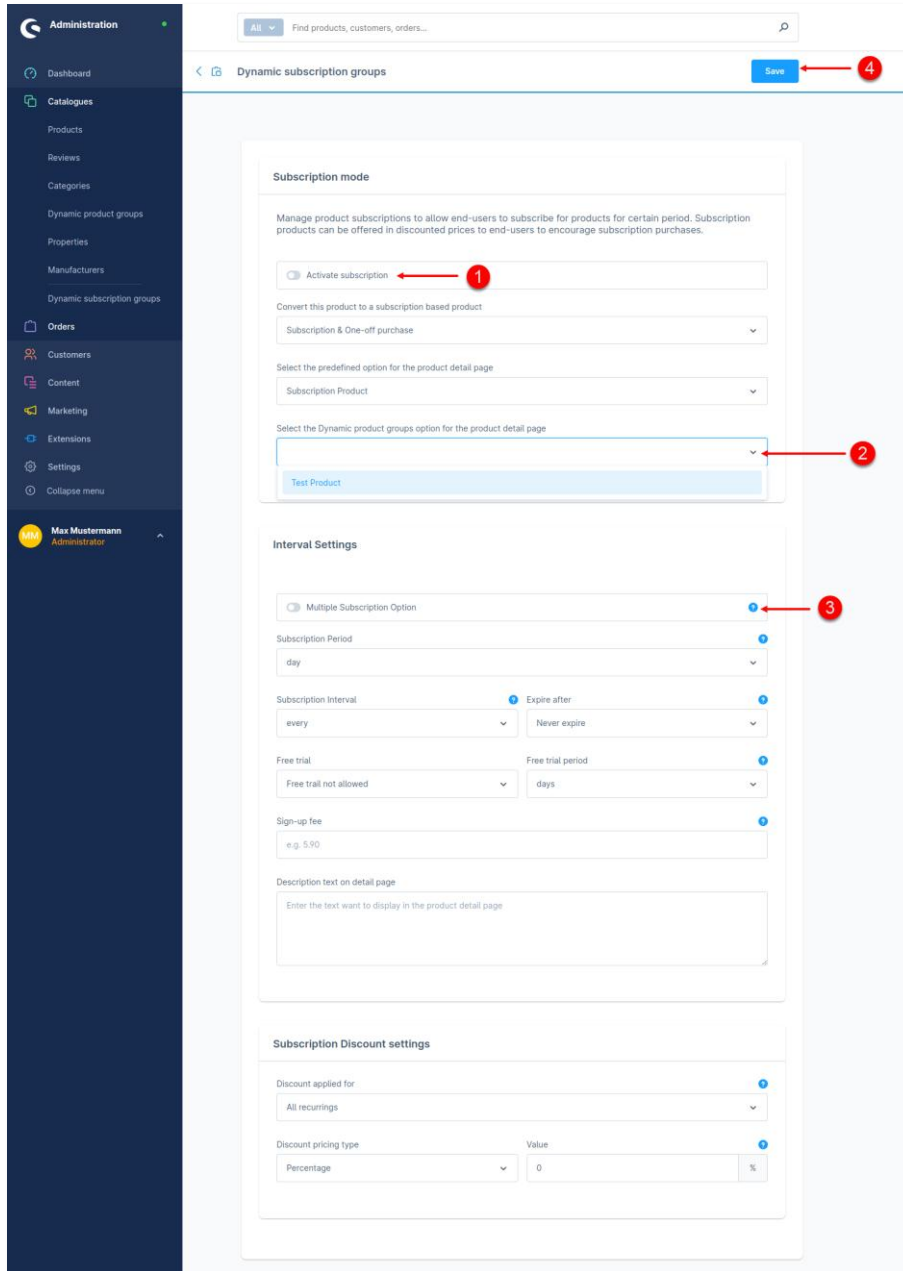


Figure 16

The subscription badge will appear on the product listing page for the subscription products.

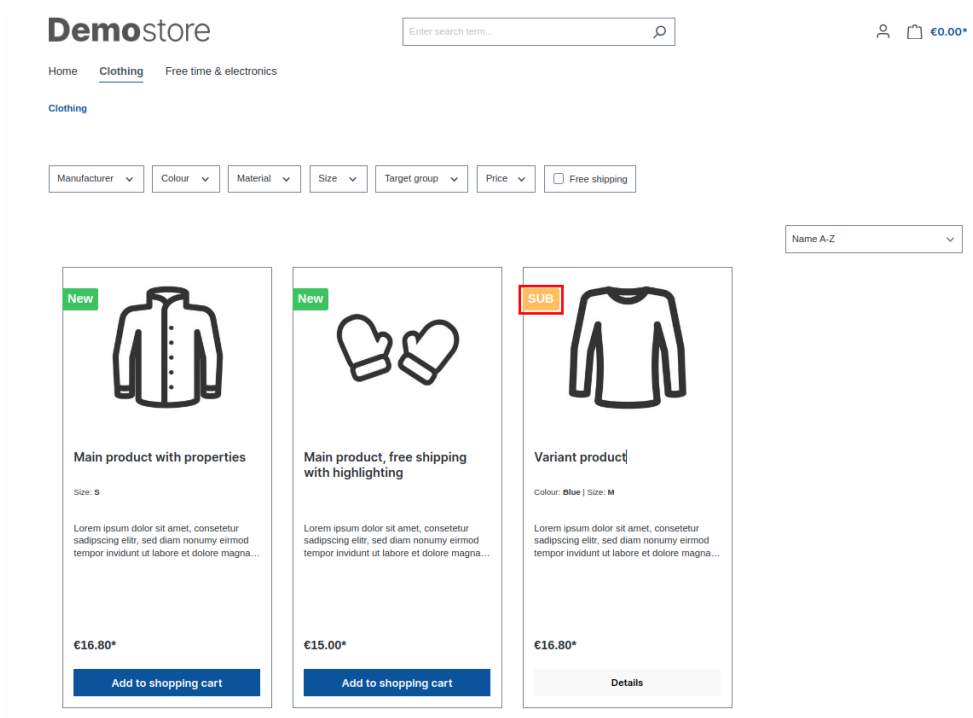


Figure 17

The subscription purchase options will be displayed on each subscription-based product detail page.

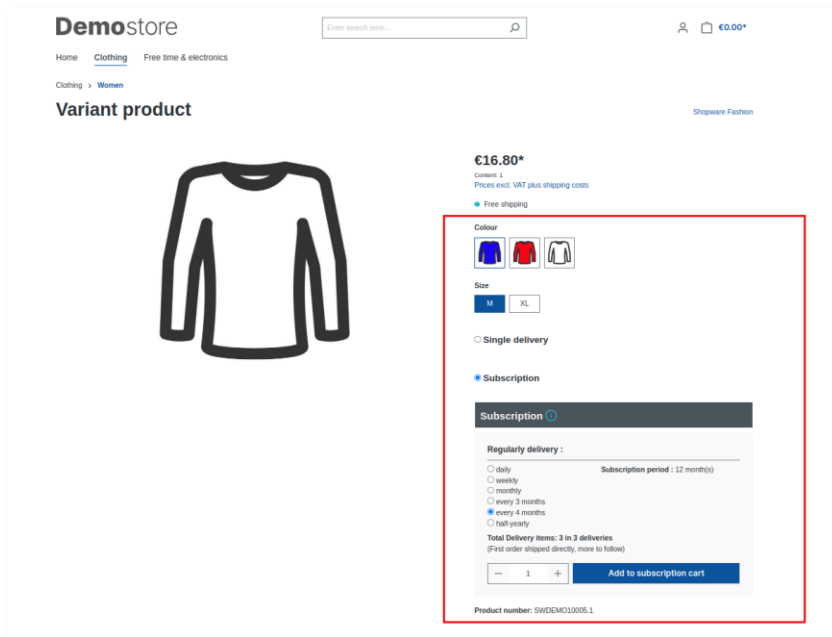


Figure 18

To delete a created product group, navigate to the **Dynamic Product Group** page, choose the product group, click the more options button and choose **Delete**.

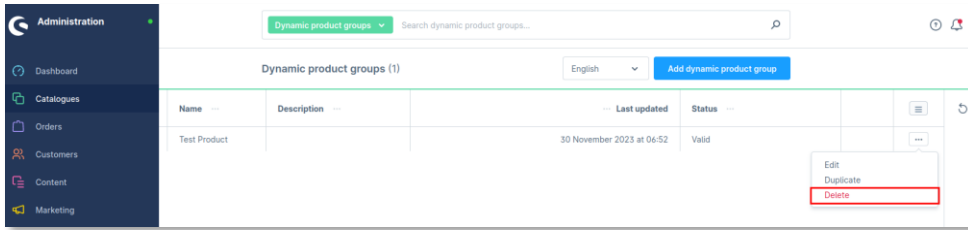


Figure 19

The next step is to confirm deletion, click **Delete** in the Warning window to confirm.

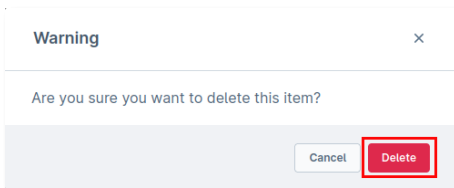


Figure 20

- i Please note that a dynamic product group must be created to add a dynamic subscription group.
- i Deleting a dynamic product group will automatically delete a dynamic subscription group.

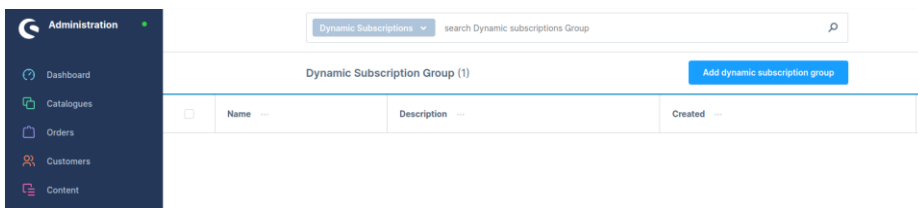


Figure 21

Deleting the dynamic subscription group will not delete the corresponding dynamic product group.

3.1.2 Subscription Supported Payment Types

One or more payment methods can be selected and displayed on the subscription products checkout page.

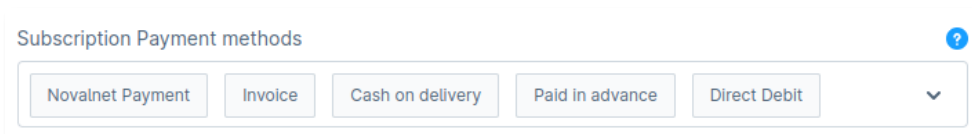


Figure 22

3.1.3 Allow end-user cancellation

Enable this option to allow end-users to cancel the subscription from their end on the order history page.



Figure 23

After enabling the **Cancel** option, it will be displayed on the shop under **My Subscriptions**, as shown below,

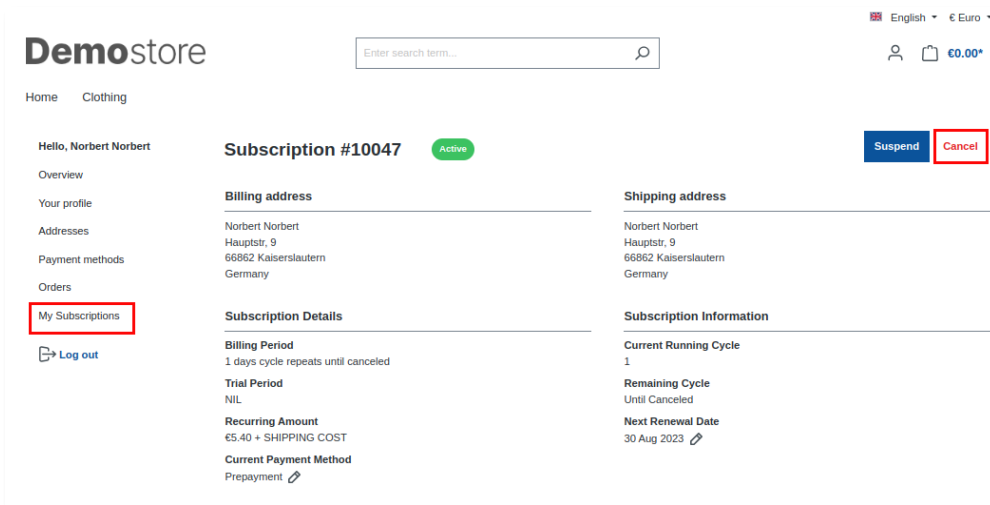


Figure 24

3.1.4 Send cancellation notification

When the customer cancels the subscription, an automated email notification will be sent to the email address specified here.

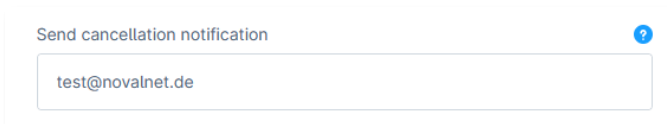


Figure 25

3.1.5 Allow the end-user to change the next cycle date

Allow end-users to change the subscription's next cycle date to future dates on their order history page.



Figure 26

After enabling, it will be displayed on the shop as shown below,

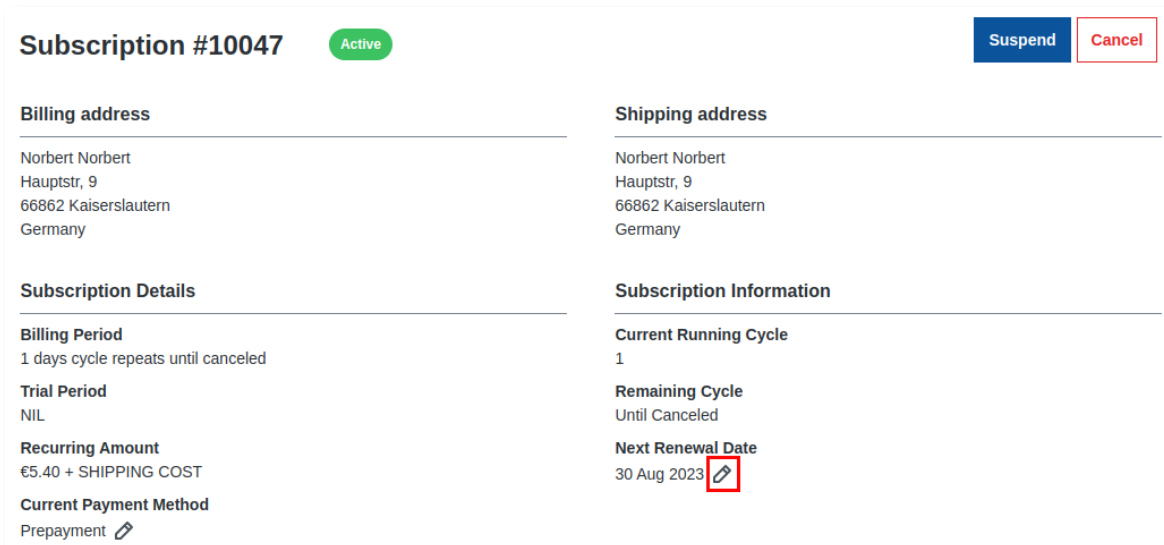


Figure 27

3.1.6 Allow the end-user to suspend the subscription cycle

Enable this option to allow the end user to suspend the subscription cycle from the **My Subscription** page.

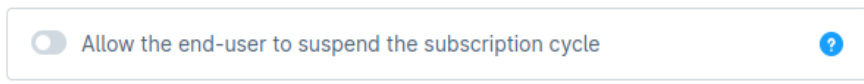


Figure 28

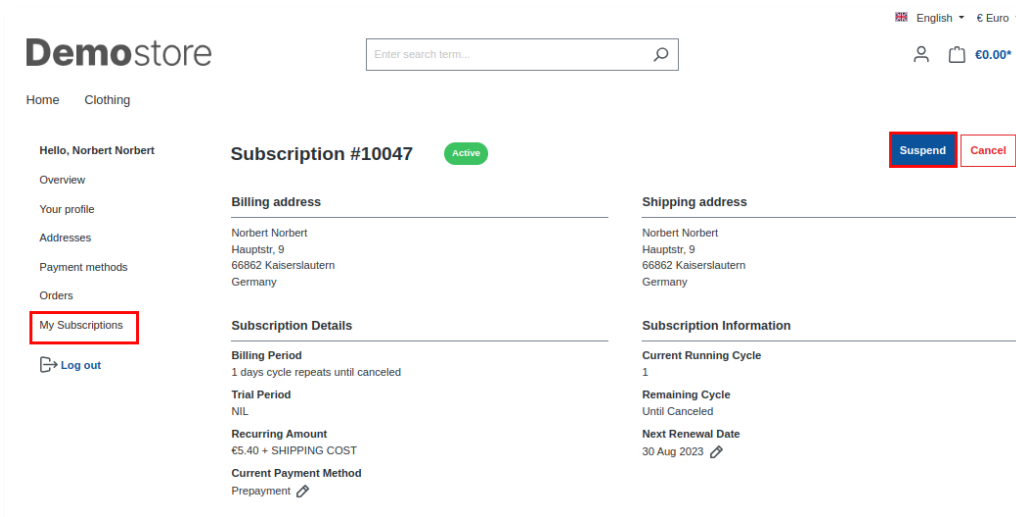


Figure 29

3.1.7 Allow end-user to change the payment method during runtime

Enable this option to allow the end user to change the payment method from the **My Subscription** page. For more information refer to the topic [4.4 Subscription change payment](#).

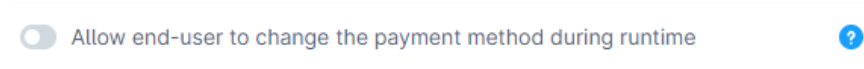


Figure 30

3.1.8 Restrict the end-user to place subscription orders while having an "ACTIVE" subscription

Enable this option to restrict the end-user from placing subscription orders if they already have an "ACTIVE" Subscription in their account.

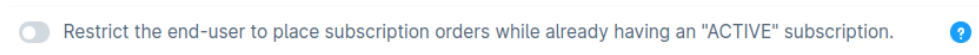


Figure 31

3.1.9 Allow end-user to change the product and product quantity during runtime

Enable this option to allow end users to update the product and quantity on the **My Subscription** page after placing the order. For more information, refer to the topic [4.5 Switch Subscription](#).



Figure 32

3.1.10 Calculate shipping only for initial order

Enable this option to calculate the shipping charge for the product only for the initial subscription order, and the recurring orders are shipped for free.

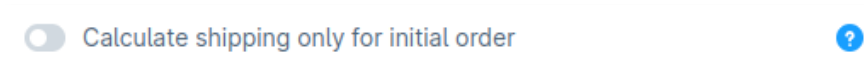


Figure 33

3.1.11 Send renewal reminder to end-user

Enable this option to send regular renewal reminders to the end customers.

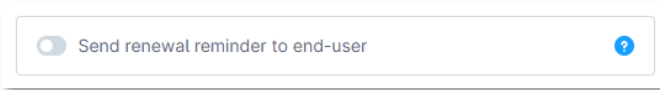


Figure 34

3.1.12 Mixed Checkout

Enable this option to allow end-customers to check one-off and subscription products in the same order.



Figure 35

3.1.13 Retry failed payments until (in days)

Enter the number of days until payment retrying allowed for failed payment due to payment method decline for temporary reasons.

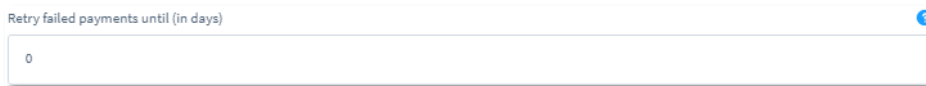


Figure 36

3.2 Subscription configurations based on individual and variant product

To view the subscription configuration in an individual product, navigate to **Catalogues** → **Products**, select a product and choose the **Subscription** tab as shown below,

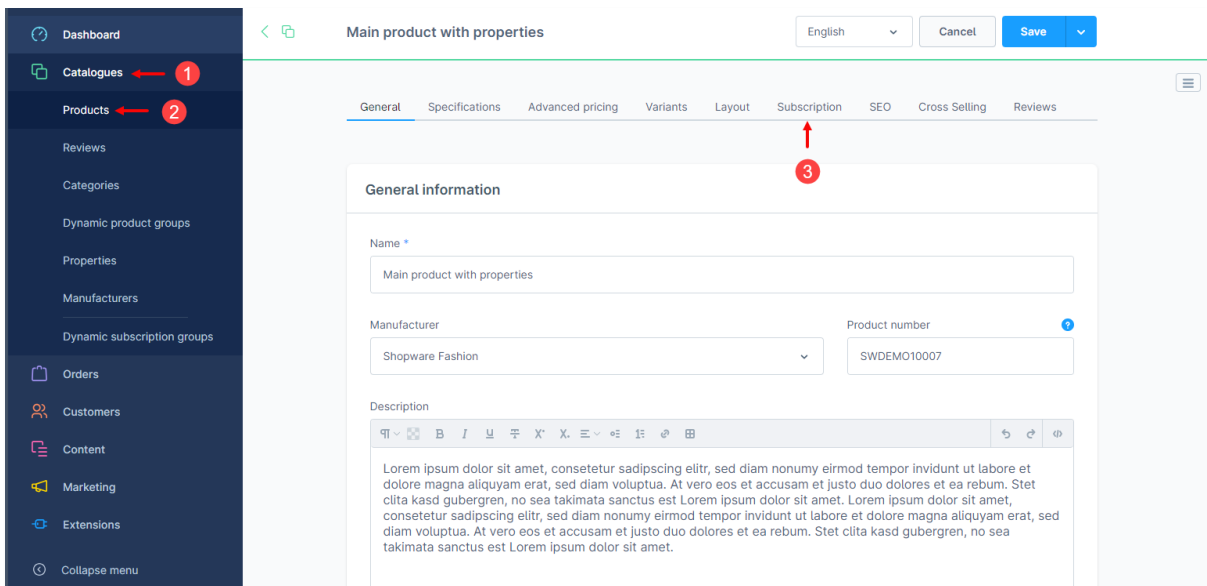


Figure 37

The configuration page will be displayed as shown below,

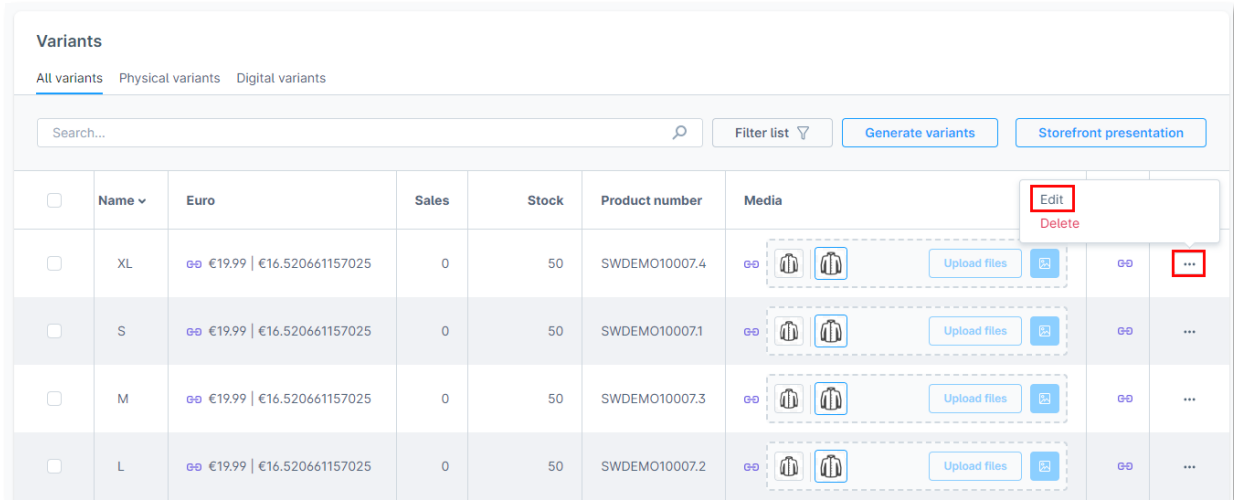
Figure 38

To view the subscription configuration in a variant product, navigate to **Catalogues** → **Products**, select a variant product and choose the **Variants** tab as shown below,

	Name	Euro	Sales	Stock	Product number	Media	Active
<input type="checkbox"/>	XL	€€ €19.99 €16.520661157025	0	50	SWDEMO10007.4	Upload files	€€ ...
<input type="checkbox"/>	S	€€ €19.99 €16.520661157025	0	50	SWDEMO10007.1	Upload files	€€ ...
<input type="checkbox"/>	M	€€ €19.99 €16.520661157025	0	50	SWDEMO10007.3	Upload files	€€ ...
<input type="checkbox"/>	L	€€ €19.99 €16.520661157025	0	50	SWDEMO10007.2	Upload files	€€ ...

Figure 39

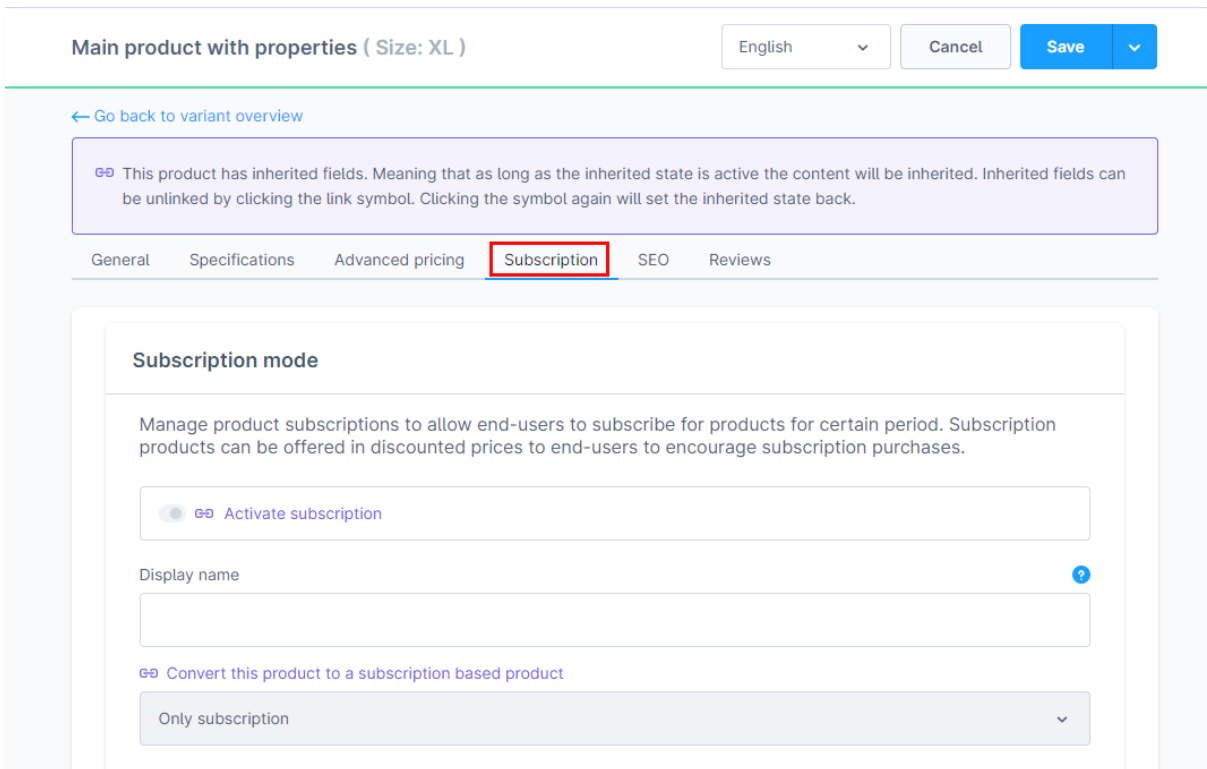
Click the  and select **Edit** in the respective variants.



<input type="checkbox"/>	Name	Euro	Sales	Stock	Product number	Media	
<input type="checkbox"/>	XL	€19.99 €16.520661157025	0	50	SWDEMO10007.4	Upload files	Edit Delete
<input type="checkbox"/>	S	€19.99 €16.520661157025	0	50	SWDEMO10007.1	Upload files	...
<input type="checkbox"/>	M	€19.99 €16.520661157025	0	50	SWDEMO10007.3	Upload files	...
<input type="checkbox"/>	L	€19.99 €16.520661157025	0	50	SWDEMO10007.2	Upload files	...

Figure 40

Choose the **Subscription** tab as shown below,



Main product with properties (Size: XL)

English Cancel Save

← Go back to variant overview

This product has inherited fields. Meaning that as long as the inherited state is active the content will be inherited. Inherited fields can be unlinked by clicking the link symbol. Clicking the symbol again will set the inherited state back.

General Specifications Advanced pricing **Subscription** SEO Reviews

Subscription mode

Manage product subscriptions to allow end-users to subscribe for products for certain period. Subscription products can be offered in discounted prices to end-users to encourage subscription purchases.

Activate subscription

Display name

Convert this product to a subscription based product

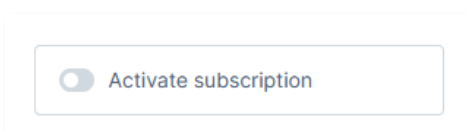
Only subscription

Figure 41

i Subscription configuration settings are the same for individual products and variant products.

3.2.1 Activate subscription

Enable this option to convert a one-off product to a subscription product.



Activate subscription

Figure 42

3.2.2 Activate Multiple Subscription

Enable **Multiple Subscription Option** to configure multiple subscriptions for a product.

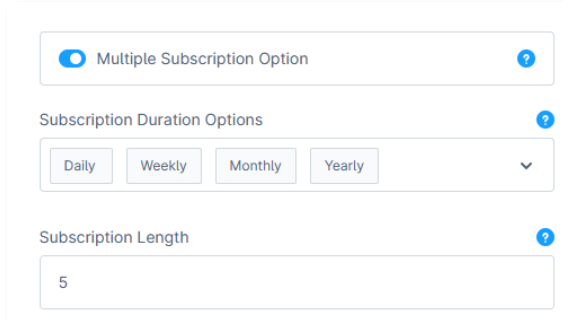


Figure 43

After enabling, the product will be displayed on the shop as shown below,

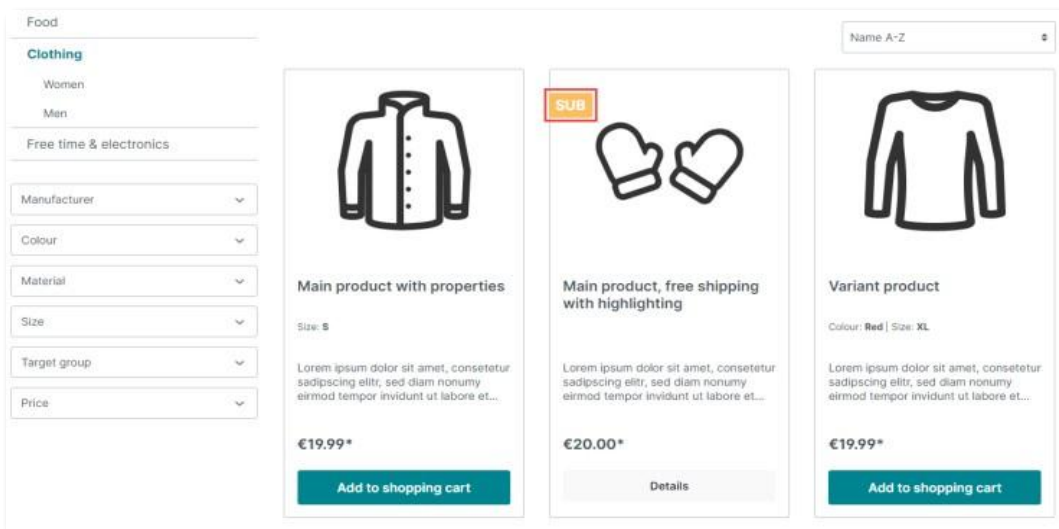


Figure 44

After enabling the **Multiple Subscription Option**, the product detail page displays multiple product subscription options for the end customer.

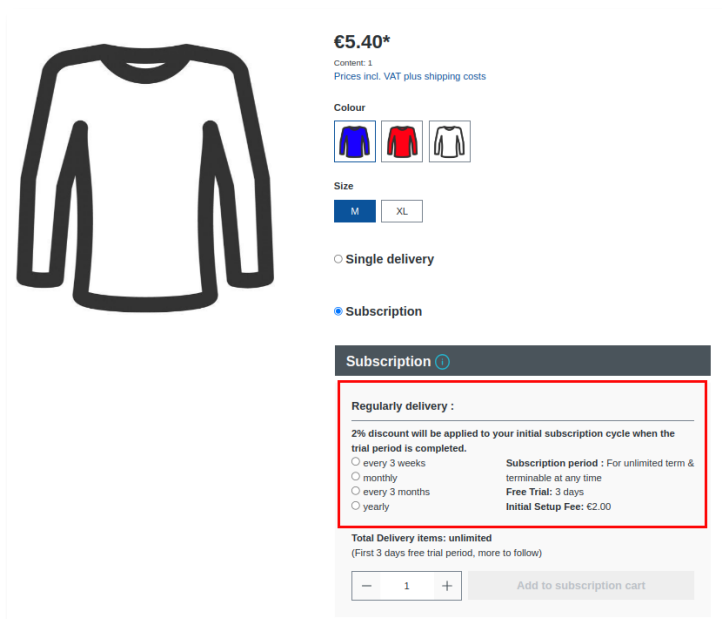


Figure 45

3.2.3 Display name

The entered name will be displayed in the product edit option.

A screenshot of a form with a label 'Display name' and a question mark icon. Below the label is a text input field containing the text 'Free trial product'.

Figure 46

After entering the name, it will be displayed in the "Edit Product" option in both the shop front end and the admin interface, as shown below; for more information refer to the topic [4.5 Switch Subscription](#).

A screenshot of a dialog box titled 'Switch Product and Quantity'. It has a 'Product*' dropdown menu with 'Free trial product' selected. Below it is a 'Quantity' input field with the value '1'. At the bottom are 'Close' and 'Confirm' buttons.

Figure 47

A screenshot of a dialog box titled 'Edit Product Details'. It has a 'Product*' dropdown menu with 'Free trial product' selected. Below it is a 'Quantity' input field with the value '1'. At the bottom are 'Back' and 'Confirm' buttons.

Figure 48

3.2.4 Convert this product to a subscription-based product

Choose an option to configure the product as a one-off purchase, subscription purchase, or both.

A screenshot of a dropdown menu titled 'Convert this product to a subscription based product'. The menu is open, showing three options: 'Subscription & One-off purchase', 'Subscription & One-off purchase', and 'Only subscription'. The 'Only subscription' option is highlighted in blue.

Figure 49

3.2.5 Subscription & single buy allowed

The example below shows how it appears in the shop front end when the one-off and subscription options are configured for the product.

A screenshot of a product page for a t-shirt. The price is €5.40*. There are options for 'Colour' (blue, red, white) and 'Size' (M, XL). Below these are radio buttons for 'Single delivery' and 'Subscription'. The 'Subscription' option is selected and highlighted with a red box. Below the radio buttons is a 'Subscription' section with a 2% discount note and a 'Add to subscription cart' button.

Figure 50

3.2.6 Select the predefined option for the product detail page

Choose the type of product which should be preselected on the product detail page.

Figure 51

3.2.7 Only subscription allowed

The below example shows how it appears when only the subscription option is configured for the product.

Figure 52

3.2.8 Subscription Interval

Choose the subscription interval here for the period chosen in the following field.

Figure 53

3.2.9 Subscription Period

Choose the subscription period here based on the interval chosen in the previous field.

Figure 54

3.2.10 Expire after

Choose an expiration period after which the subscription should expire based on the subscription period chosen.

Figure 55

3.2.11 Subscription Duration Options (Only for Multiple Subscription)

This field appears only when the **Multiple Subscription Option** is enabled. The recurring subscription duration can be set here, which includes daily, weekly, bi-weekly, monthly etc.

Figure 56

3.2.12 Subscription Length (Only for Multiple Subscription)

This field appears only when the **Multiple Subscription Option** is enabled. The total number of recurring subscriptions can be entered here in numbers based on the duration set above. The period includes any free trial period provided before synchronizing the first renewal date. (Note: If the field is empty, the subscription will be executed endlessly.)

Figure 57

3.2.13 Sign-up fee

Enter an initial sign-up fee for a subscription product. It adds a one-time fixed amount payment, which is taken upfront on subscribing to a product.

Figure 58

3.2.14 Free trial

Select the duration for the Free trial for a product.

Figure 59

3.2.15 Free trial period

Choose a free trial period for the subscription product.

Figure 60

3.2.16 Description text on detail page

Enter the text that will be displayed on the subscription product information page.

Figure 61

3.2.17 Discount Settings

Enter the discount value in Percentage or Absolute that will be applied for the different subscription recurring (Ex, All recurring, only for first recurring and only for last recurring) value during checkout.

Figure 62

3.2.17.1 Subscription Period (Only for Multiple Subscription)

The **subscription period** discount type helps you add multiple discounts to different subscription periods during checkout.

Refer to the steps to allow multiple Discount for the different subscription periods,

Step 1: Select the **Subscription period** under the Discount applied for

Step 2: Click **Allow Multiple Discounts**

Discount Settings

Discount applied for ?

Subscription period ▼

Allow Multiple Discounts

Figure 63

Step 3: Enter the values in the appropriate fields and click **Save Discount** as shown.

Subscription Discount Settings ×

Discount period type *

Daily ▼

Discount pricing type *

Percentage ▼

Value *

1 %

Save Discount

Figure 64

The saved discount entry is displayed below.

Discount Settings


Discount applied for ?


Subscription period ▼

Allow multiple discounts

Discount period type	Discount pricing type	Value	
Daily	Percentage	1	...

Figure 65

To update the discount for your subscription, click on the  icon and select the "Edit" option as shown below.

Discount period type	Discount pricing type		
Daily	Percentage	1	

Edit
Delete

Figure 66

Update the discount price type and the value under the **Subscription Discount Settings** as shown below.

Subscription Discount Settings ×

Discount period type * ?

Daily

Discount pricing type *


Percentage ▼

Value *

1 %

Update discount


Figure 67

To delete the entry for the subscription discount, click on the  icon and select **Delete**, as shown below.

Subscription Discount settings

Discount applied for ?

Subscription Period Allow multiple discounts

Discount period type	Discount pricing type		
Daily	Absolute	10.25	

Edit
Delete

Figure 68

When delete is selected, there will be a confirmation popup for deleting the subscription discount.

Warning ×

Do you want to delete the Subscription discount period?

Cancel
Delete

Figure 69

As soon as the **Delete** button is clicked, the entry for the subscription discount will be deleted from the section.

3.3 Readme instructions

Tokenization creation during the initial call

The subscription plugin sends the `isSubscriptionOrder` flag in the RequestDataBag object during the Payment HandlerIdentifier function call. So, the payment provider can tokenize the card data based on the flag.

During recurring orders, the token generated helps identify the payment provider and process the recurring payment internally.

Recurring Payment handling

For recurring payment handling, payment providers should add the new `recurring` function in their Payment HandlerIdentifier file for process the recurring payment.

For SynchronousPaymentHandler:

```
public function recurring(SyncPaymentTransactionStruct $transaction, RequestDataBag $dataBag, SalesChannelContext $salesChannelContext): bool
{
    / Payment provider stuffs /
}
```

For AsynchronousPaymentHandler:

```
public function recurring(AsyncPaymentTransactionStruct $transaction, RequestDataBag $dataBag, SalesChannelContext $salesChannelContext): bool
{
    / Payment provider stuffs /
}
```

4 MANAGING RECURRING PROFILES

4.1 Subscription orders overview

Manage the subscription profiles by navigating to **Orders** → **Subscription** as shown below.

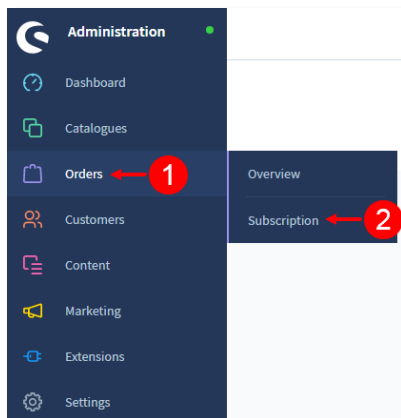


Figure 70

Click **View** to the right of an order as shown below.

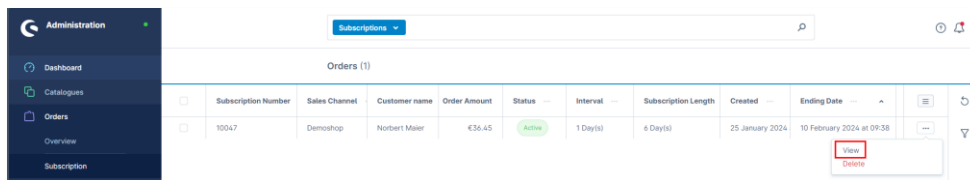


Figure 71

The subscription details will be displayed under **Overview** as shown below.

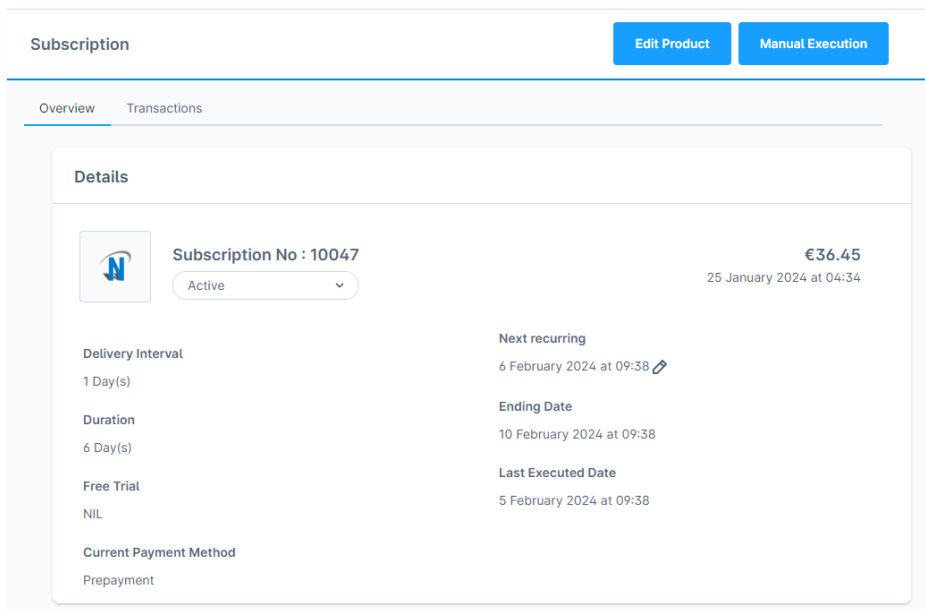


Figure 72

4.2 Recurring profile overview

You can view the recurring order details in the **Transactions** menu, as shown below.

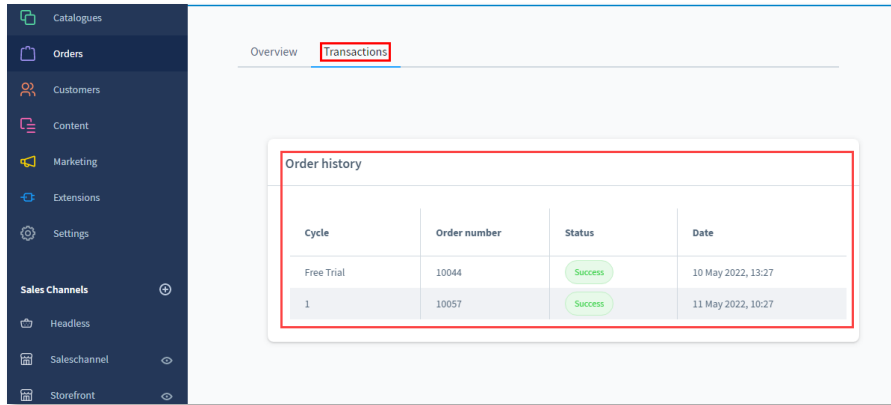


Figure 73

4.3 Manual order creation

Manual Execution button will be available inside a subscription order, using which merchant can create a recurring order without waiting for the cron to run.

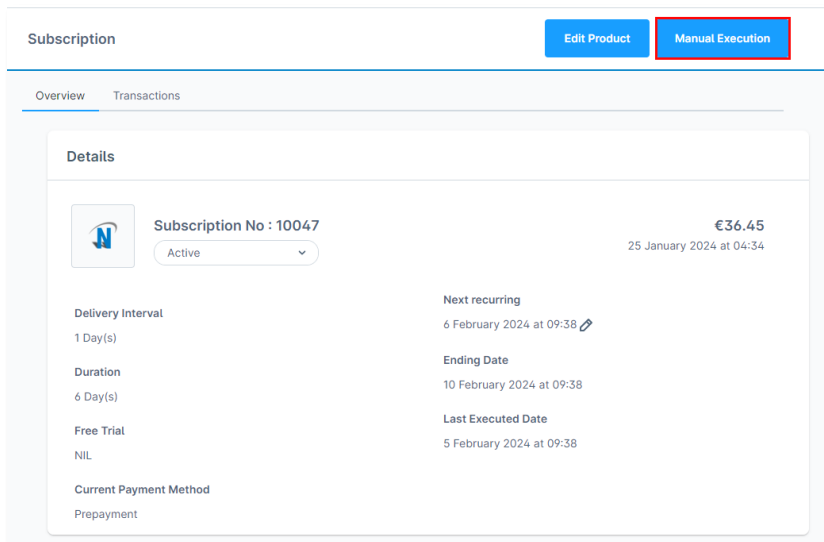


Figure 74

An overlay will confirm recurring order creation once the manual order creation is clicked.

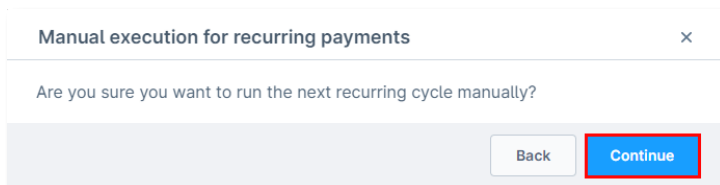


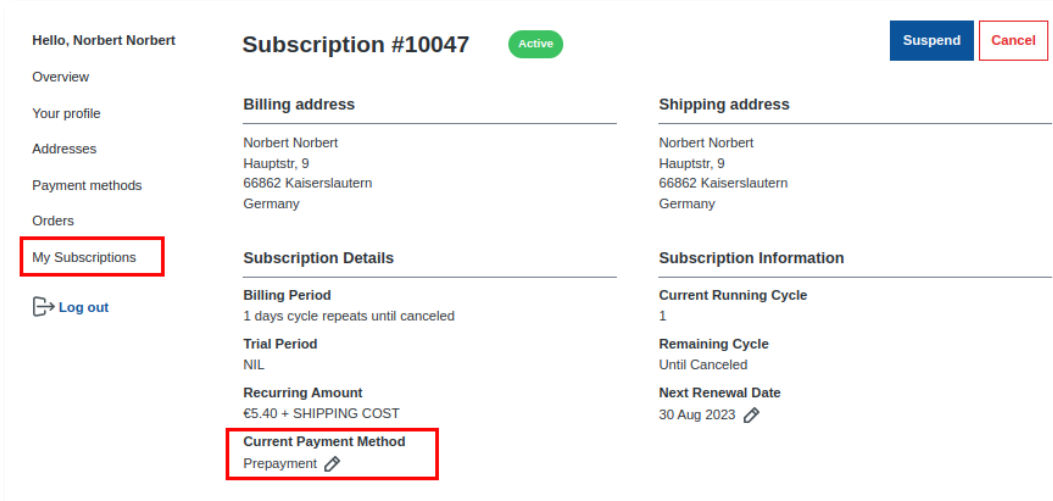
Figure 75

Click **Continue** to create a recurring order.

4.4 Subscription change payment

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

Under **My Account** → **My Subscriptions**, the end user can change the payment method used for paying a particular subscription as shown below.



Hello, Norbert Norbert **Subscription #10047** Active Suspend Cancel

Overview

Your profile

Addresses

Payment methods

Orders

My Subscriptions

[Log out](#)

Billing address

Norbert Norbert
Hauptstr, 9
66862 Kaiserslautern
Germany

Shipping address

Norbert Norbert
Hauptstr, 9
66862 Kaiserslautern
Germany

Subscription Details

Billing Period
1 days cycle repeats until canceled

Trial Period
NIL

Recurring Amount
€5.40 + SHIPPING COST

Current Payment Method
Prepayment [✎](#)

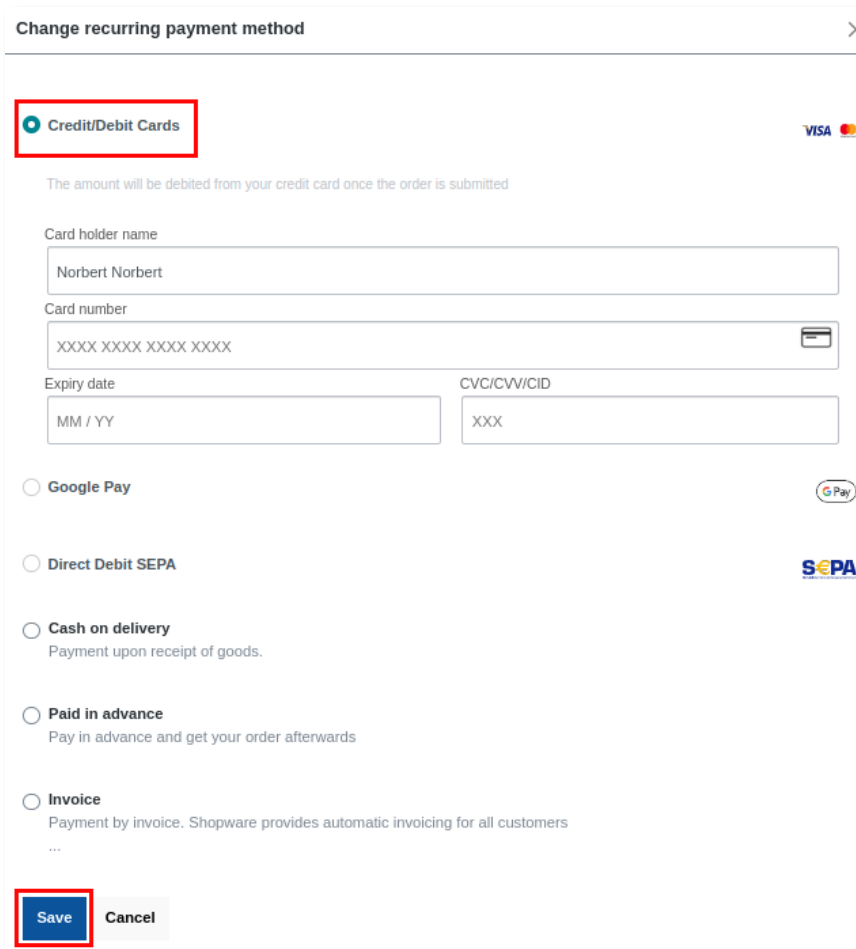
Subscription Information

Current Running Cycle
1


Remaining Cycle
Until Canceled

Next Renewal Date
30 Aug 2023 [✎](#)

Figure 76




Change recurring payment method ✕

Credit/Debit Cards 


The amount will be debited from your credit card once the order is submitted


Card holder name
Norbert Norbert

Card number
XXXX XXXX XXXX XXXX 

Expiry date
MM / YY

CVC/CVV/CID
XXX

Google Pay 

Direct Debit SEPA 

Cash on delivery
Payment upon receipt of goods.

Paid in advance
Pay in advance and get your order afterwards

Invoice
Payment by invoice. Shopware provides automatic invoicing for all customers
...

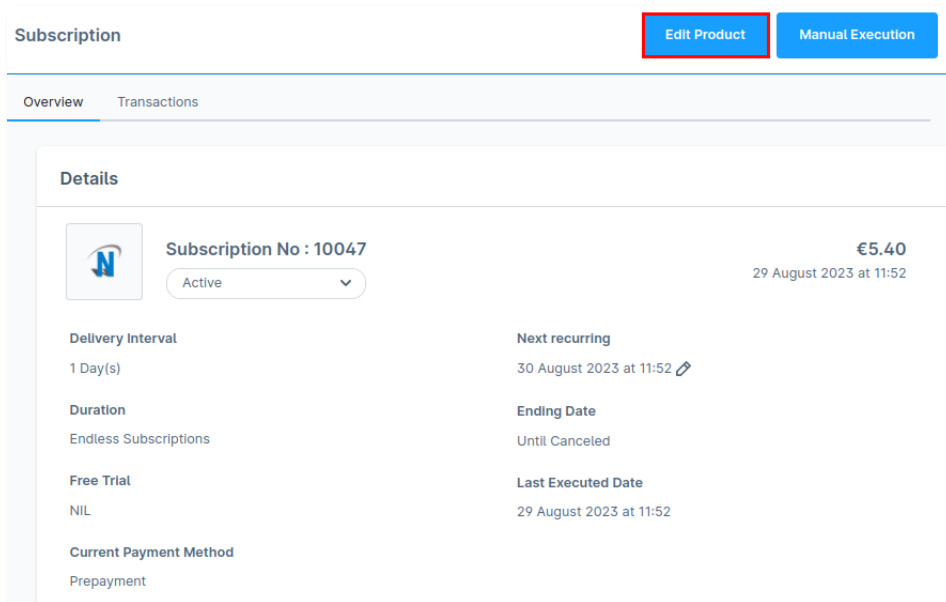
Save Cancel

Figure 77

4.5 Switch Subscription

Update the products and Product quantity from the shop back-end (For Shop admin)


Novalnet Subscriptions provides a wide range of options to update the product and product quantity for any subscription orders; Under **Orders** → **Subscription**, choose respective subscription orders and click **Edit Product** as shown below.



Subscription Edit Product Manual Execution

Overview Transactions

Details

 **Subscription No : 10047** €5.40
Active 29 August 2023 at 11:52


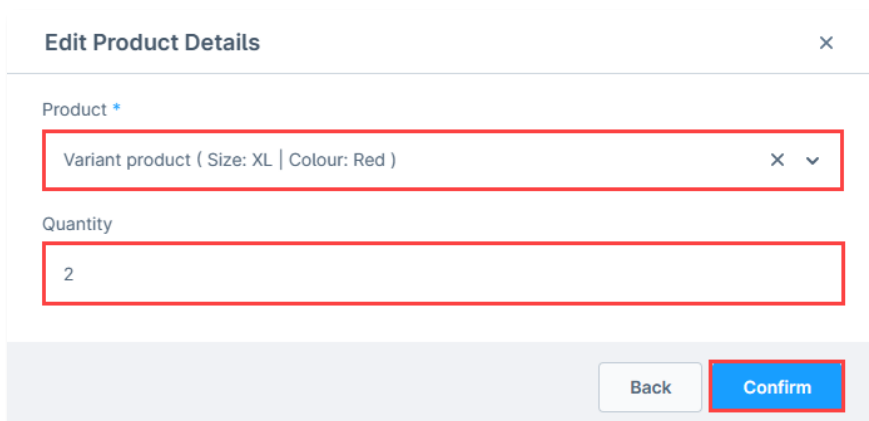
Delivery interval 1 Day(s)	Next recurring 30 August 2023 at 11:52 
Duration Endless Subscriptions	Ending Date Until Canceled
Free Trial NIL	Last Executed Date 29 August 2023 at 11:52
Current Payment Method Prepayment	

Figure 78



Edit Product Details ×

Product *
Variant product (Size: XL | Colour: Red) × ▾

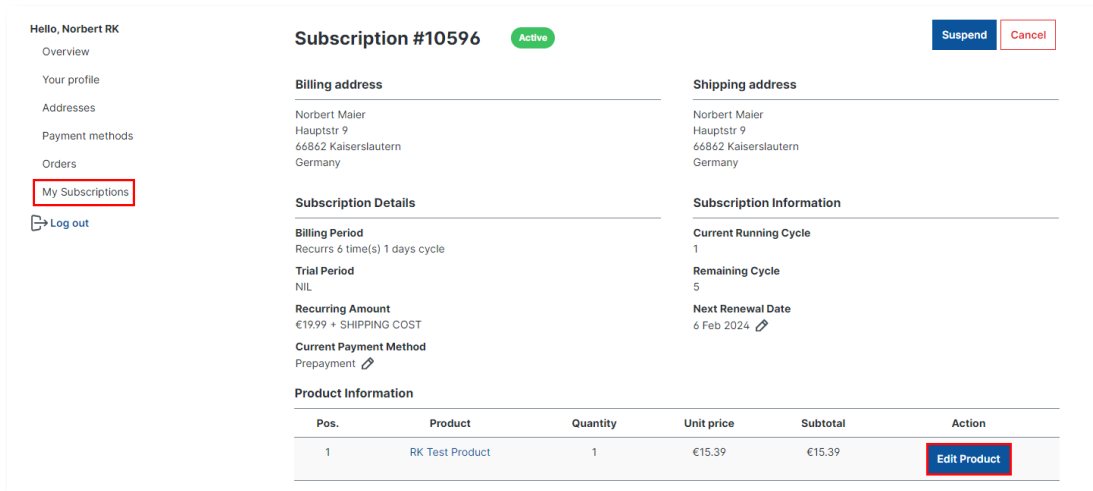
Quantity
2

Back Confirm

Figure 79

Update the products and Product quantity from the shop front-end (For end users)

End users can update the product and product quantity for any subscription order, under **My Account** → **My Subscriptions** as shown.

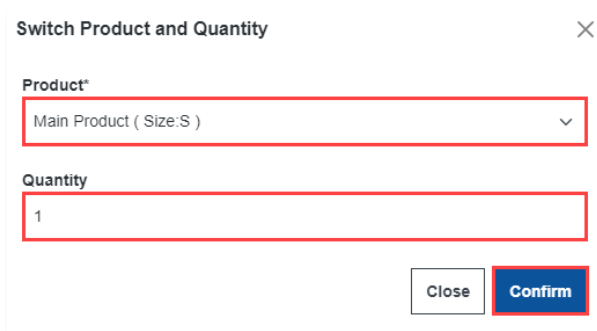


The screenshot shows the 'My Subscriptions' page for a user named Norbert RK. The subscription is #10596 and is in an 'Active' state. The page is divided into several sections:

- Billing address:** Norbert Maier, Hauptstr 9, 66862 Kaiserslautern, Germany.
- Shipping address:** Norbert Maier, Hauptstr 9, 66862 Kaiserslautern, Germany.
- Subscription Details:**
 - Billing Period:** Recurs 6 time(s) 1 days cycle
 - Trial Period:** NIL
 - Recurring Amount:** €19.99 + SHIPPING COST
 - Current Payment Method:** Prepayment
- Subscription Information:**
 - Current Running Cycle:** 1
 - Remaining Cycle:** 5
 - Next Renewal Date:** 6 Feb 2024
- Product Information Table:**

Pos.	Product	Quantity	Unit price	Subtotal	Action
1	RK Test Product	1	€15.39	€15.39	Edit Product

Figure 80




The screenshot shows a modal titled 'Switch Product and Quantity'. It contains two input fields:

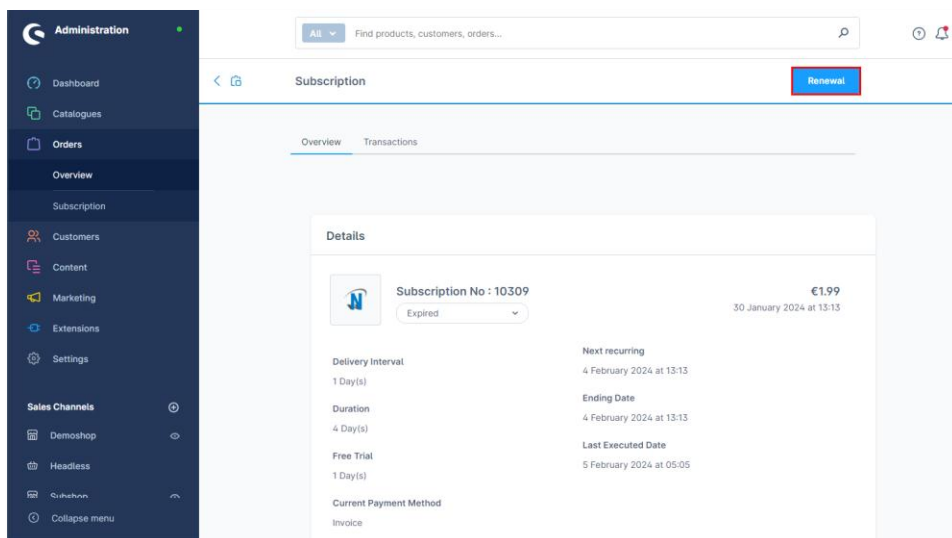
- Product*:** A dropdown menu with 'Main Product (Size:S)' selected.
- Quantity:** A text input field containing the number '1'.

At the bottom of the modal, there are two buttons: 'Close' and 'Confirm'.

Figure 81

4.6 Renewal for an expired order

The **Renewal order button**  will be available inside a subscription order when the order is in expired status; during this time, the merchant can renew an expired subscription order.

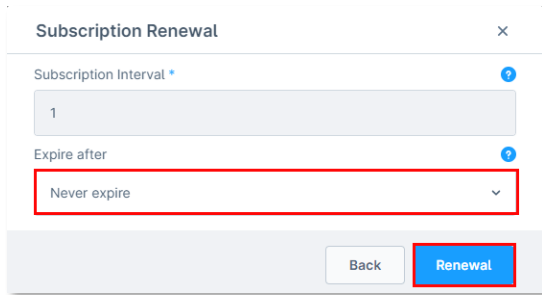


The screenshot shows the 'Administration' interface. On the left is a navigation menu with options like Dashboard, Catalogues, Orders, Overview, Customers, Content, Marketing, Extensions, Settings, Sales Channels, Demoshop, Headless, and Checkout. The main content area shows the 'Subscription' details for 'Subscription No : 10309'. The status is 'Expired' and the price is '€1.99'. A 'Renewal' button is highlighted in red. Below the details, there is a table with subscription information:

Field	Value
Delivery Interval	1 Day(s)
Duration	4 Day(s)
Free Trial	1 Day(s)
Current Payment Method	Invoice
Next recurring	4 February 2024 at 13:13
Ending Date	4 February 2024 at 13:13
Last Executed Date	5 February 2024 at 05:05

Figure 82

Once the **Renewal** button is clicked, an overlay will be shown for renewal order creation.



The dialog box titled "Subscription Renewal" contains a "Subscription Interval" field with the value "1" and an "Expire after" dropdown menu. The "Expire after" dropdown is currently set to "Never expire" and is highlighted with a red border. At the bottom of the dialog, there are "Back" and "Renewal" buttons.

Figure 83

Click on **Renewal** to create the renewal order.

4.6.1 Subscription Interval

This field is filled by default from the end customer's initial order.

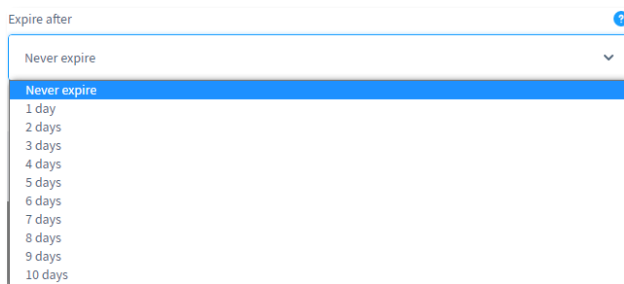


A text input field labeled "Subscription Interval" with a question mark icon on the right. The field contains the number "1".

Figure 84

4.6.2 Expire after

Choose a period after which the subscription expires.

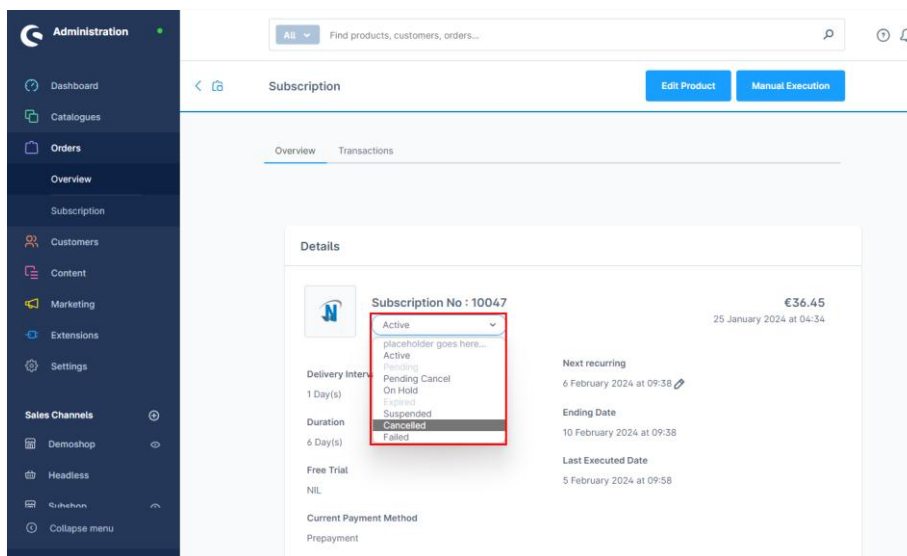


A dropdown menu titled "Expire after" is open, showing a list of options: "Never expire", "1 day", "2 days", "3 days", "4 days", "5 days", "6 days", "7 days", "8 days", "9 days", and "10 days". The "Never expire" option is currently selected and highlighted in blue.

Figure 85

4.7 Subscription Cancellation from Shop admin panel

To cancel the subscription, navigate to **Orders** → **Subscription** in the shop admin panel and choose the subscription order. Next, change the status to **Cancelled** as shown below.



The screenshot shows the "Subscription" details page in the shop admin panel. The subscription is identified as "Subscription No : 10047" with a price of "€36.45" and a start date of "25 January 2024 at 04:34". A dropdown menu is open over the "Active" status, showing options: "Active", "placeholder goes here...", "Pending", "Pending Cancel", "On Hold", "Paused", "Suspended", "Cancelled", and "Failed". The "Cancelled" option is highlighted with a red border. Other details include "Delivery Interval: 1 Day(s)", "Duration: 6 Day(s)", "Free Trial: NIL", "Current Payment Method: Prepayment", "Next recurring: 6 February 2024 at 09:38", "Ending Date: 10 February 2024 at 09:38", and "Last Executed Date: 5 February 2024 at 09:58".

Figure 86

Soon after the order status changes, a cancel window appears. Enter a reason and click **Cancel** as shown below.

Figure 87

4.8 Subscription Suspend from Shop admin panel

You can suspend an existing subscription order for a certain period. Navigate to **Orders → Subscription** in shop admin panel and choose the subscription order. Next, change the status to **Suspended**, as shown below.

Figure 88

After changing the status to **Suspended**, an overlay will be shown in order suspension confirmation. Choose the reason for suspending the order and click **Suspend** as shown below.

Figure 89

4.9 Reactivate subscriptions

You can reactivate the suspended or cancelled subscription order after certain period of time. Navigate to **Orders** → **Subscription** in the shop admin panel and choose the subscription order. Next, change the status to **Active** as shown below.

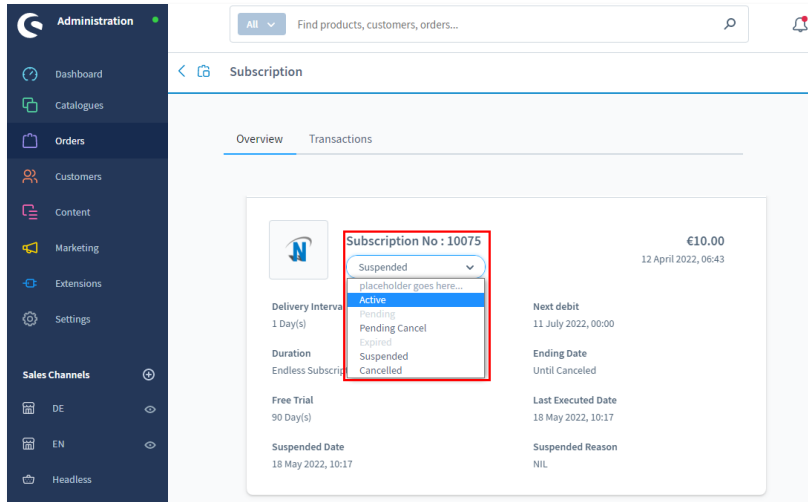


Figure 90

Once the order status is changed to **Active**, an overlay will be shown for order active confirmation. Click **Active** as shown below.

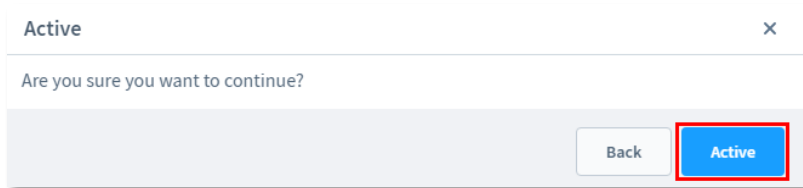


Figure 91

5 UNINSTALLATION

To uninstall the Novalnet Subscription Plugin, please follow the steps below:

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

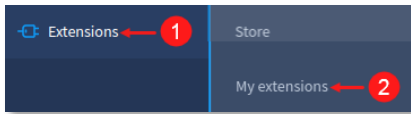


Figure 92

Step 2: Then click the toggle switch to deactivate the **Subscriptions** plugin as shown below.

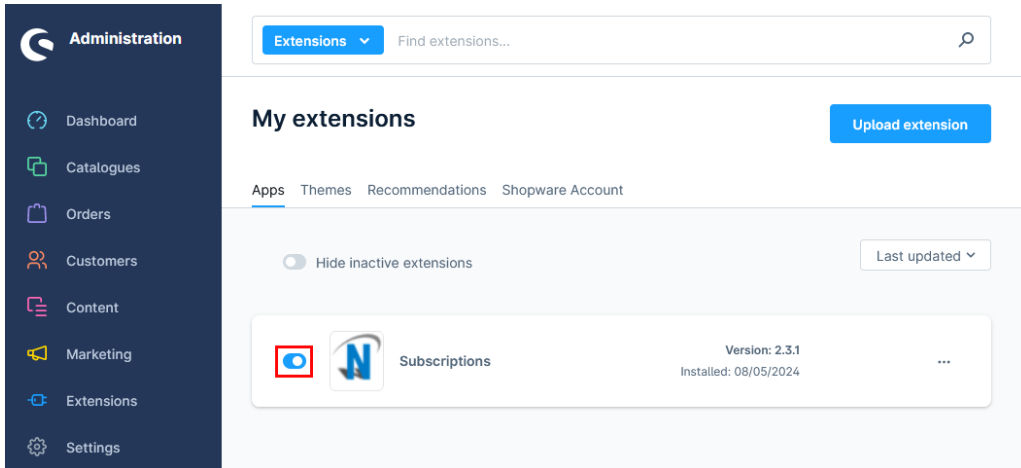


Figure 93

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

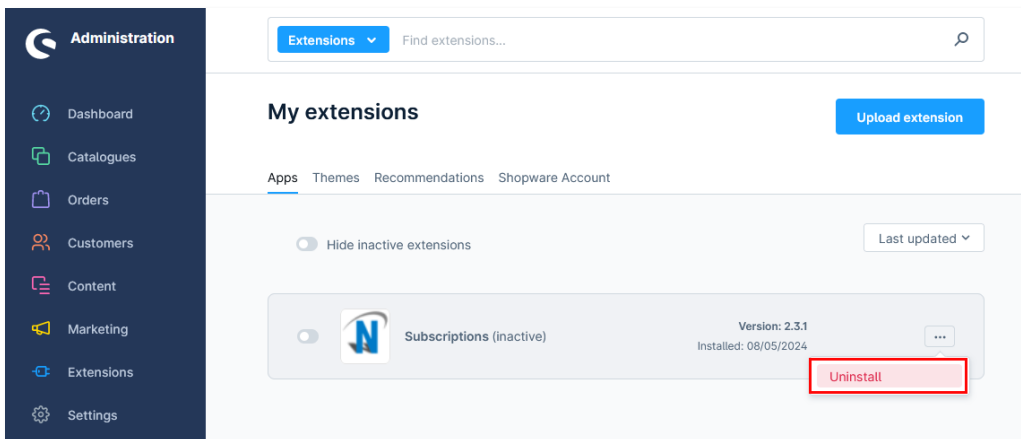


Figure 94

Step 4: Click toggle to **Remove all plugin data permanently** and click **Uninstall** as shown below.

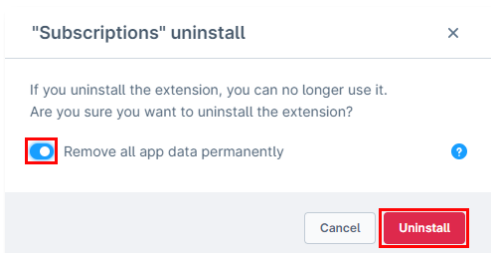


Figure 95

Step 5: To delete the Novalnet Subscription plugin, click **Remove** as shown below.

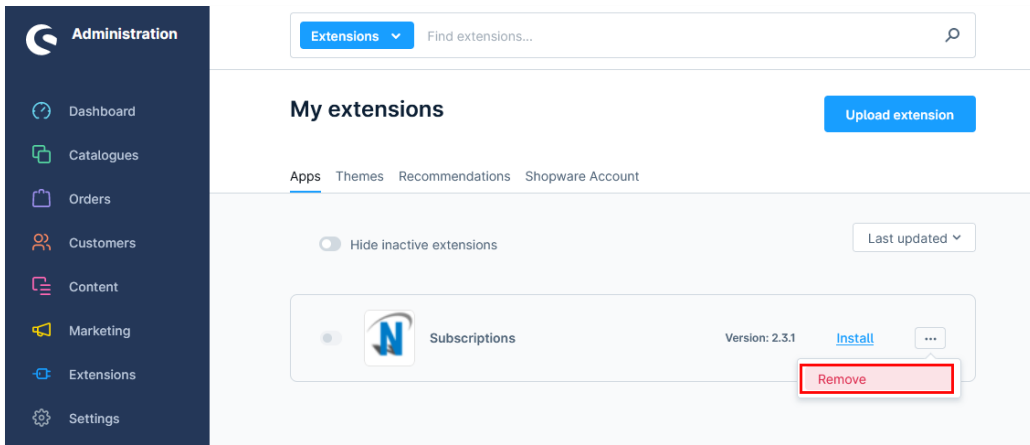


Figure 96

Step 6: In the pop-up notification, click **Remove** as shown below.

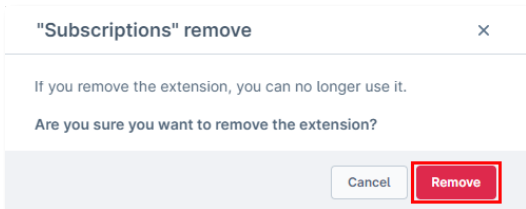


Figure 97

6 TECHNICAL SUPPORT THROUGH NOVALNET

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

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

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

For a **merchant account, new payment plugin or additional payment methods**, please get in touch with sales@novalnet.de or call +49 89 9230683-20.

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