

# Installation Guide for Novalnet Salesforce B2C Commerce Cloud Cartridge

| Version | Date       | Remarks  |
|---------|------------|--|
| 1.0.1   | 20.09.2021 | <b>[Fix]</b> Compatibility for CommerceCloud 21.8 and sfra 6.0.0<br><b>[Enhanced]</b> Auto configuration call perform via cURL method<br><b>[Enhanced]</b> Credit/Debit Cards payment method description |

🔑 For previous version changelog, go to

<https://github.com/Novalnet-AG/Salesforce-b2c-Commerce-Cloud-by-Novalnet/blob/master/changelog.txt>


## TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>1 QUICK SETUP .....</b>  | <b>3</b>  |
| 1.1 Cartridge Installation .....  | 3         |
| 1.2 Global Configuration in the Salesforce commerce cloud shop system .....     | 9         |
| 1.2.1 Client key configuration in the Novalnet Admin Portal.....                | 11        |
| 1.2.2 Notification/Webhook URL Configuration in the Novalnet Admin Portal ..... | 12        |
| 1.3 Payment Activation in the Novalnet Admin Portal .....                       | 13        |
| 1.4 Payment Configuration in the Salesforce commerce cloud shop system .....    | 15        |
| <b>2 TESTING AND GOING LIVE .....</b>   | <b>16</b> |
| <b>3 ADDITIONAL CONFIGURATION .....</b>   | <b>17</b> |
| 3.1 Additional configuration for all the payment methods.....                   | 17        |
| 3.2 Additional configuration for Novalnet Credit/Debit Cards .....              | 19        |
| <b>4 MANAGING SALESFORCE COMMERCE CLOUD ADMIN PANEL .....</b>                   | <b>19</b> |
| 4.1 Order Management.....   | 20        |
| 4.2 Transaction Overview .....  | 20        |
| 4.3 Order details for Instalment payments .....                                 | 21        |
| 4.4 Confirming / Cancelling a transaction .....                                 | 21        |
| 4.5 Refunding an order.....   | 22        |
| 4.6 Refunding Instalment orders.....  | 22        |
| 4.6.1 Instalment orders refund process .....                                    | 22        |
| 4.6.2 Instalment payment refund process .....                                   | 23        |
| <b>5 TECHNICAL SUPPORT THROUGH NOVALNET .....</b>                               | <b>23</b> |

## 1 QUICK SETUP

This guide describes the quick installation procedure of Novalnet Payment Cartridge (this guide comes along with the cartridge), to integrate it into 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 cartridge version (1.0.1) supports the given versions of Salesforce Commerce cloud in the following locale: EN & DE

|  |                                   |
|--|-----------------------------------|
|  commerce cloud | Storefront Reference Architecture |
| 20.10 - 21.8   | 5.0.1 - 6.0.0                     |

To get started:

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

### 1.1 Cartridge Installation

To install the Novalnet payment cartridge, follow the steps below.

**Step 1:** Extract the **salesforce-b2c-commerce-cloud-by-novalnet.zip** file, copy the extracted folder “**salesforce-b2c-commerce-cloud-by-novalnet**” and paste it into the top-level project folder in which the repositories of the SFRA base cartridge and all required plugins, libraries, and any other LINK cartridges are cloned.

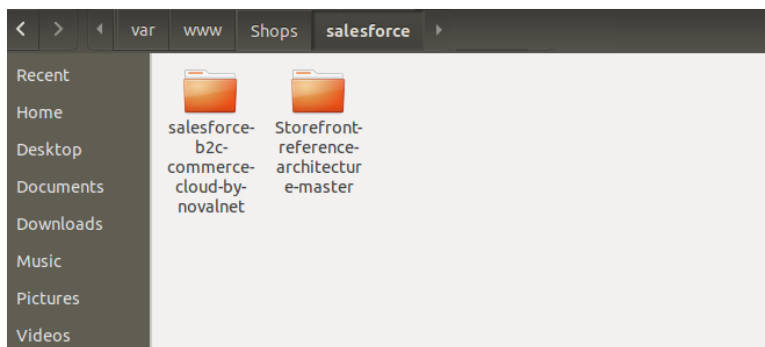


Figure 1

**Step 2:** Go to the **salesforce-b2c-commerce-cloud-by-novalnet** folder and enter your **hostname**, **username**, **password**, **code-version** in the **dw.json** file.

```
{
  "hostname": "yoursandbox-inside-your-realm.demandware.net",
  "username": "yourusername",
  "password": "yourpwd",
  "code-version": "version1"
}
```

Figure 2

**Step 3:** Update your **packages.json** file in the folder **salesforce-b2c-commerce-cloud-by-novalnet** to merge the Novalnet client-side scripts (like **Javascript, SCSS**) with the SFRA base cartridge.

Its default value will be:

**../storefront-reference-architecture/cartridges/app\_storefront\_base/**

```
{
  "name": "int novalnet_sfra",
  "version": "21.2.0",
  "description": "Novalnet Payment Cartridge",
  "main": "index.js",
  "paths": {
    "base": "../storefront-reference-architecture/cartridges/app_storefront_base/"
  },
  "scripts": {
    "lint": "sgmf-scripts --lint.js",
    "upload": "sgmf-scripts --upload --",
    "uploadCartridge": "sgmf-scripts --uploadCartridge int novalnet_sfra",
  }
}
```

Figure 3

**Step 4:** Include the **Novalnet's SCSS** file in the file **webpack.config.js** to seamlessly make use of the Novalnet's styling.

Its default value will be:

**../storefront-reference-architecture/cartridges/app\_storefront\_base/cartridge/client/default/scss**

```
alias: {
  base: path.resolve(__dirname, '../storefront-reference-architecture/cartridges/app_storefront_base/cartridge/client/default/scss')
}
```

Figure 4

**Step 5:** To integrate Novalnet's payment cartridge into your Sales commerce cloud site, perform the following steps.

**Install Node modules:**

From your project's root directory, install Node modules using your command line: **npm install**

```
File Edit View Search Terminal
novalnet@stn61: /var/www/Shops/salesforce/salesforce-b2c-commerce-cloud-by-novalnet$ npm install
```

Figure 5

**Compile the code:**

Compile the CSS, JS scripts and fonts with the following command: **'npm run compile:js && npm run compile:scss'**

```
File Edit View Search Terminal Help
novalnet@stn61: /var/www/Shops/salesforce/salesforce-b2c-commerce-cloud-by-novalnet$ npm run compile:js && npm run compile:scss
```

Figure 6

**Upload the code:**

Upload the code to your Code Deployment folder in the Business Manager using the below command line **'npm run uploadCartridge'**

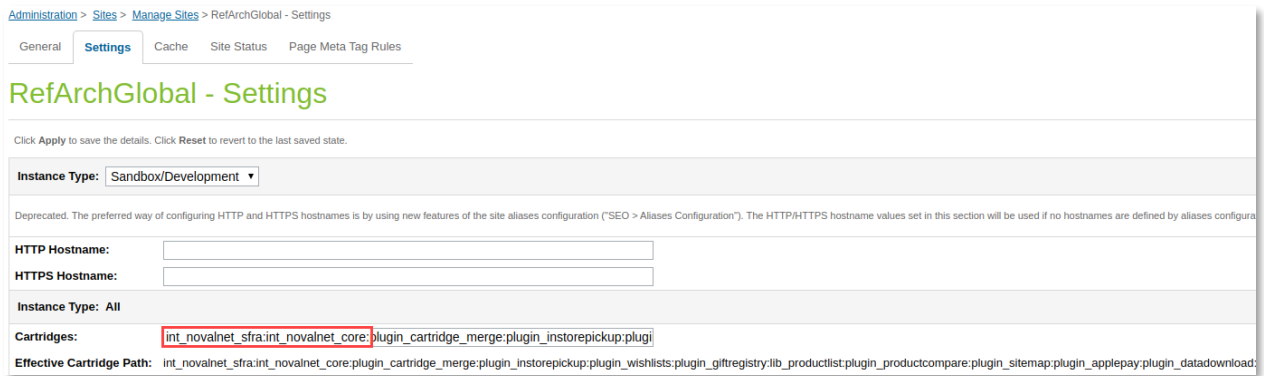
```
File Edit View Search Terminal Help
novalnet@stn61: /var/www/Shops/salesforce/salesforce-b2c-commerce-cloud-by-novalnet$ npm run uploadCartridge
```

Figure 7

## Step 6: Cartridge assignment

### Site Cartridge assignment:

Then login to shop admin and navigate to **Administration** → **Sites** → **Manage Sites** → **RefArch** → **Settings** tab to add the mentioned code '**int\_novalnet\_sfra:int\_novalnet\_core:**' in prefix to the field **Cartridges**.



Administration > Sites > Manage Sites > RefArchGlobal - Settings

General **Settings** Cache Site Status Page Meta Tag Rules

### RefArchGlobal - Settings

Click Apply to save the details. Click Reset to revert to the last saved state.

Instance Type: Sandbox/Development

Deprecated. The preferred way of configuring HTTP and HTTPS hostnames is by using new features of the site aliases configuration ("SEO > Aliases Configuration"). The HTTP/HTTPS hostname values set in this section will be used if no hostnames are defined by aliases configuration.

HTTP Hostname:

HTTPS Hostname:

Instance Type: All

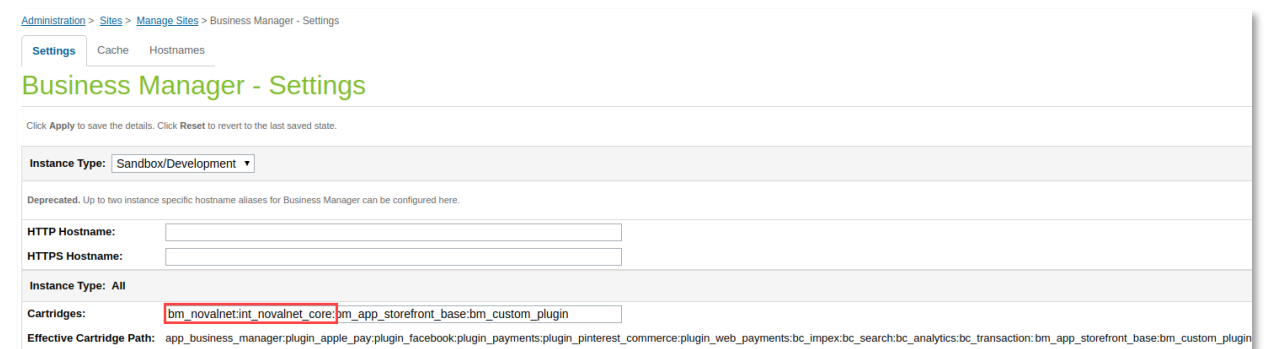
Cartridges: int\_novalnet\_sfra:int\_novalnet\_core:plugin\_cartridge\_merge:plugin\_instorepickup:plugin\_wishlist:plugin\_giftregistry:lib\_productlist:plugin\_productcompare:plugin\_sitemap:plugin\_applepay:plugin\_datadownload:

Effective Cartridge Path: int\_novalnet\_sfra:int\_novalnet\_core:plugin\_cartridge\_merge:plugin\_instorepickup:plugin\_wishlist:plugin\_giftregistry:lib\_productlist:plugin\_productcompare:plugin\_sitemap:plugin\_applepay:plugin\_datadownload:

Figure 8

### Business Manager Cartridge assignment

Again navigate to **Administration** → **Sites** → **Manage Sites** → **Business Manager** → **Settings** tab to add the mentioned code '**bm\_novalnet:int\_novalnet\_core:**' in prefix to the field **Cartridges**.



Administration > Sites > Manage Sites > Business Manager - Settings

**Settings** Cache Hostnames

### Business Manager - Settings

Click Apply to save the details. Click Reset to revert to the last saved state.

Instance Type: Sandbox/Development

Deprecated. Up to two instance specific hostname aliases for Business Manager can be configured here.

HTTP Hostname:

HTTPS Hostname:

Instance Type: All

Cartridges: bm\_novalnet:int\_novalnet\_core:bm\_app\_storefront\_base:bm\_custom\_plugin

Effective Cartridge Path: app\_business\_manager:plugin\_apple\_pay:plugin\_facebook:plugin\_payments:plugin\_pinterest\_commerce:plugin\_web\_payments:bc\_impex:bc\_search:bc\_analytics:bc\_transaction:bm\_app\_storefront\_base:bm\_custom\_plugin

Figure 9

## Step 7: Importing Metadata

Navigate to the path: **salesforce-b2c-commerce-cloud-by-novalnet** → **metadata** → **novalnet\_site\_template** → **sites** and rename the folder **SiteID** of the site you want as shown in **Figure 10** and **11**.

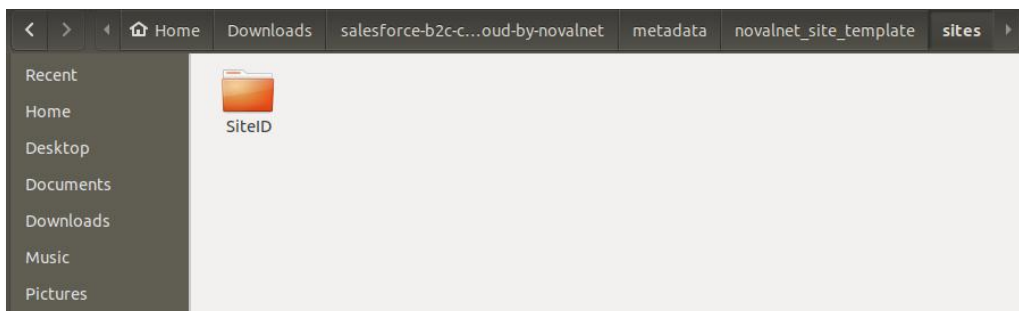


Figure 10 - Before changing the folder name

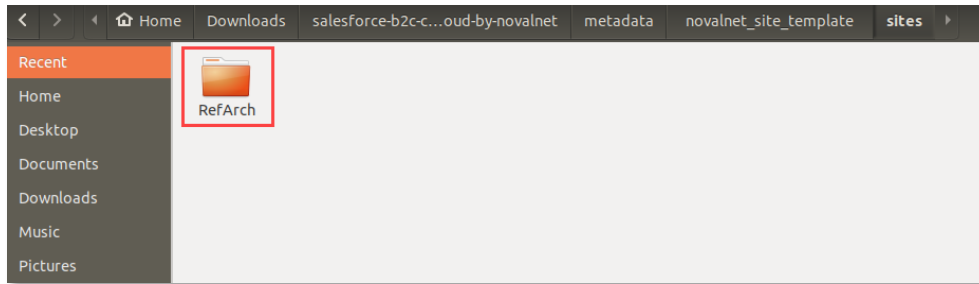


Figure 11 - After changing the folder name

Then, go to the **salesforce-b2c-commerce-cloud-by-novalnet** → **metadata** path and compress the folder **novalnet\_site\_template**.

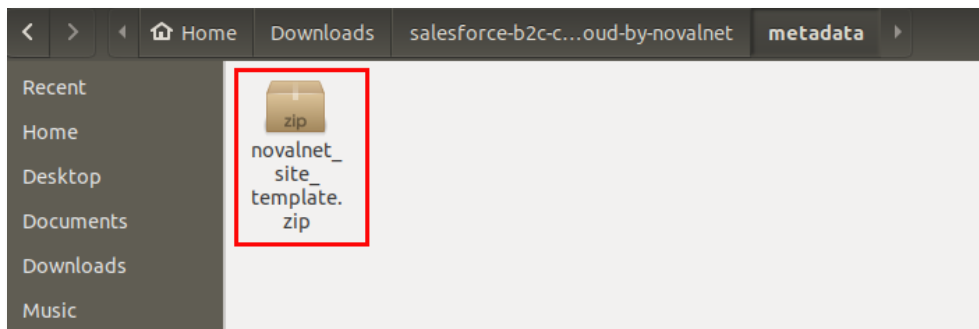


Figure 12

Navigate to the **Administration** menu in shop admin and click on the **Site Development** sub-menu.

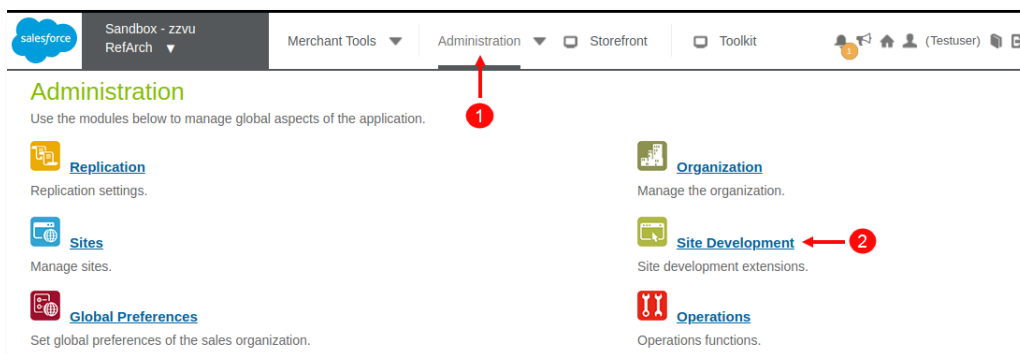


Figure 13

Then click on the sub-menu **Site Import & Export**.

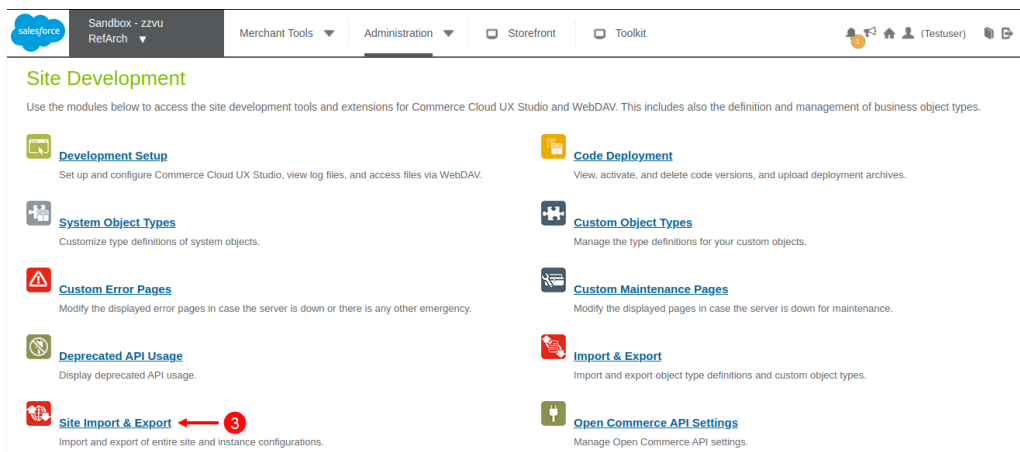


Figure 14

In the **Site Import & Export** page, browse and upload the compressed package of Novalnet.

Administration > Site Development > Site Import & Export

### Site Import & Export

This page allows you to export the current configuration of your organization including all of its sites. To download an archive, just click its file name.

#### Import

Upload Archive:  
☒ Local ☐ Remote

Choose File No file chosen Upload

| Select                | Name   | Location | File Size | Last Modified |
|-----------------------|--|----------|-----------|---------------|
| <input type="radio"/> | SiteGenesis Demo Site                        |          |           |               |
| <input type="radio"/> | Storefront Reference Architecture Demo Sites |          |           |               |

Import Delete

#### Export

Figure 15

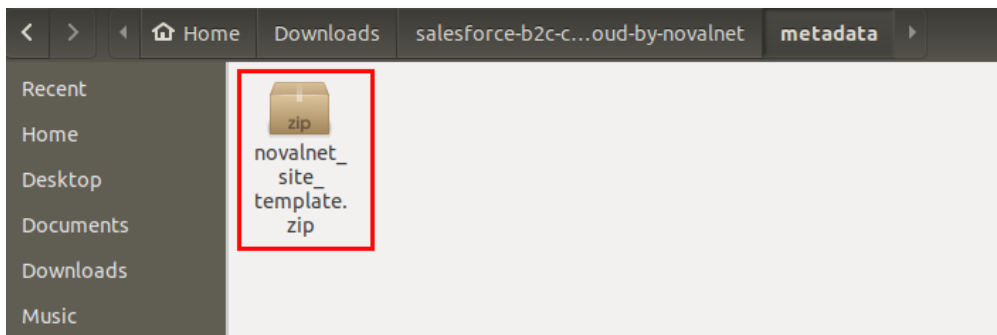


Figure 16

Once uploaded, the Novalnet payment cartridge will be ready to import. Select the **Novalnet** package and click on the **Import** button.

Salesforce Sandbox - ZZVU RefArch

Merchant Tools Administration Storefront Toolkit (Testuser)

Administration > Site Development > Site Import & Export

### Site Import & Export

This page allows you to export the current configuration of your organization including all of its sites. To download an archive, just click its file name.

#### Import

Upload Archive:  
☒ Local ☐ Remote

Choose File No file chosen Upload

| Select                           | Name   | Location | File Size   | Last Modified      |
|----------------------------------|--|----------|-------------|--------------------|
| <input type="radio"/>            | geolocation-sample.zip                       | local    | 1,018.44 KB | 1/6/21 12:19:17 am |
| <input checked="" type="radio"/> | novalnet_site_template.zip                   | local    | 6.38 KB     | 1/6/21 4:55:23 am  |
| <input type="radio"/>            | SiteGenesis Demo Site                        |          |             |                    |
| <input type="radio"/>            | Storefront Reference Architecture Demo Sites |          |             |                    |

Import Delete

#### Export

Figure 17

Confirm the action by clicking **OK** from the alert that appears.

Administration > Site Development > Site Import & Export

## Site Import & Export

This page allows you to export the current configuration of your organization including all of its sites. To download an archive, just click its file name.

### Import

**Are you sure that you want to import the selected archive?** OK Cancel

Upload Archive:

☒ Local ☐ Remote

Choose File No file chosen Upload

| Select                           | Name   | Location | File Size   | Last Modified      |
|----------------------------------|--|----------|-------------|--------------------|
| <input type="radio"/>            | <a href="#">geolocation-sample.zip</a>       | local    | 1,018.44 KB | 1/6/21 12:19:17 am |
| <input checked="" type="radio"/> | <a href="#">novalnet_site_template.zip</a>   | local    | 6.38 KB     | 1/6/21 4:55:23 am  |
| <input type="radio"/>            | SiteGenesis Demo Site                        |          |             |                    |
| <input type="radio"/>            | Storefront Reference Architecture Demo Sites |          |             |                    |

Import Delete

Figure 18

After successfully imported, the **Status** of the import can be seen as **Success**.

Data Units to Export

| Data*  | Description          |
|--|----------------------|
| <input checked="" type="checkbox"/> Sites                    | All site data        |
| <input checked="" type="checkbox"/> Libraries                | All shared libraries |
| <input checked="" type="checkbox"/> Library Static Resources | All content images   |
| <input checked="" type="checkbox"/> Catalogs                 | All catalogs         |
| <input checked="" type="checkbox"/> Catalog Static Resources | All product images   |
| <input checked="" type="checkbox"/> Price Books              | All price books      |
| <input checked="" type="checkbox"/> Inventory Lists          | All inventory lists  |
| <input checked="" type="checkbox"/> Customer Lists           | All customer lists   |
| <input checked="" type="checkbox"/> Global Data              | All global data      |

### Status

| Select All               | Process                                  | Start             | Duration | Status  |
|--------------------------|--|-------------------|----------|---------|
| <input type="checkbox"/> | Site Import (novalnet_site_template.zip) | 1/6/21 4:56:32 am | 00:00:01 | Success |

Refresh Delete

Figure 19



## 1.2 Global Configuration in the Salesforce commerce cloud shop system

Navigate to the **Merchant Tools** → **Site Preferences** menu in shop admin and click on the **Custom Preferences** sub-menu.

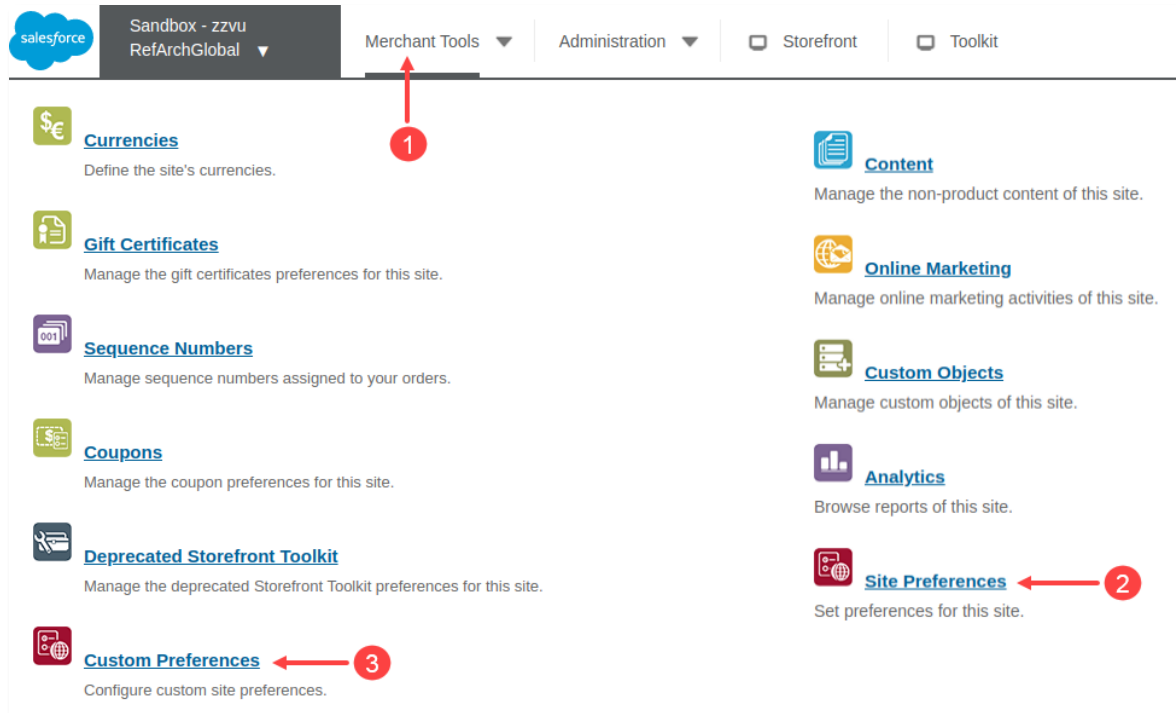


Figure 20

On the page **Custom Site Preference Groups**, click on the **Novalnet** menu.

Merchant Tools / Site Preferences / Custom Site Preference Groups <sup>0</sup> View Across Sites

| ID  | Name  | Description  | View Across Sites    |
|---|---|--|----------------------|
| <b>Novalnet</b>                                   | Novalnet Global Configuration                                   | Secured and trusted means of accepting all payment methods supported worldwide. Novalnet provides the most conveni...        | <a href="#">View</a> |
| Novalnet Direct Debit SEPA                        | Novalnet Direct Debit SEPA Configuration                        | Europe-wide Direct Debit system that allows you to collect Euro currencies from buyers in the 34 SEPA countries and assoc... | <a href="#">View</a> |
| Novalnet Credit/Debit Cards                       | Novalnet Credit/Debit Cards Configuration                       | Funds are withdrawn from the buyer's account using credit/debit card details   | <a href="#">View</a> |
| Novalnet Invoice                                  | Novalnet Invoice Configuration                                  | A payable credit note with the order details   | <a href="#">View</a> |
| Novalnet Prepayment                               | Novalnet Prepayment Configuration                               | Payment is debited after order confirmation and, the goods are then delivered  | <a href="#">View</a> |
| Novalnet Direct Debit SEPA with payment guarantee | Novalnet Direct Debit SEPA with payment guarantee Configuration | Guaranteed payment made to you either from the buyer or from payment guarantee for the purchase made through SEPA            | <a href="#">View</a> |
| Novalnet Invoice with payment guarantee           | Novalnet Invoice with payment guarantee Configuration           | Guaranteed payment made to you either from the buyer or from payment guarantee for the purchase made through invo...         | <a href="#">View</a> |
| Novalnet IDEAL                                    | Novalnet IDEAL Configuration                                    | Dutch payment method that allow your buyers to make instant payments online through his own bank                             | <a href="#">View</a> |
| Novalnet Sofort                                   | Novalnet Sofort Configuration                                   | Pan European payment method allows buyers to pay through their own internet banking system                                   | <a href="#">View</a> |
| Novalnet giropay                                  | Novalnet giropay Configuration                                  | German based online payment method where funds are instantly transferred from buyer's account to your account                | <a href="#">View</a> |
| Novalnet Barzahlen/viacash                        | Novalnet Barzahlen/viacash Configuration                        | Transaction is completed through cash payments using cash slips in countries like Germany and Austria                        | <a href="#">View</a> |
| Novalnet Przelewy24                               | Novalnet Przelewy24 Configuration                               | Poland based payment method which allows buyers pay using bank transfers or any other methods                                | <a href="#">View</a> |
| Novalnet eps                                      | Novalnet eps Configuration                                      | Austria based online banking method that allows your buyers to pay using any form of electronic payments                     | <a href="#">View</a> |
| Novalnet Instalment by Invoice                    | Novalnet Instalment by Invoice Configuration                    | Buyer pays his bill as instalment payments through a single or recurring invoice(s)  | <a href="#">View</a> |
| Novalnet Instalment by Direct Debit SEPA          | Novalnet Instalment by Direct Debit SEPA Configuration          | Through this payment method you can collect amount periodically like subscription or instalment payments through SEPA        | <a href="#">View</a> |

Figure 21

Configure your merchant credentials from Novalnet admin portal in the **Novalnet Global Configuration**.

## Novalnet Global Configuration

Secured and trusted means of accepting all payment methods supported worldwide. Novalnet provides the most convenient way to increase your sales and deliver seamless checkout experience for your customers

**General**

Novalnet Enabled ☐ ?

Product activation key:\*  ?

Payment access key:\*  ?

Select Tariff ID:\* ZENCART DEMO Shop Betrag ▼ ?

**Notification / Webhook URL Setup**

Notification / Webhook URL:  ?

Allow manual testing of the Notification / Webhook URL: ☐ ?

Send e-mail to:  ?

[Submit](#)

Figure 22

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

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

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**

Create new project

**Own Projects**

» SALESFORCE COMMERCE DEMO SHOP (14)

**Third party Projects**

» Novalnet-Test-Account

**Own Projects**

| S.No | Project ID | Project                       | URL                                    | On-Hold | Activated |
|------|------------|-------------------------------|--|---------|-----------|
| 1    | 14         | SALESFORCE COMMERCE DEMO SHOP | https://salesforcecommerce.novalnet.de | ✗       | ✓         |

Figure 23

Click **Shop Parameters** and copy the merchant details like **API Signature (Product activation key)**, **Payment access key** and **Tariff ID's**.

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**

Create new project

**Own Projects**

» SALESFORCE COMMERCE DEMO SHOP (14)

**Third party Projects**

» Novalnet-Test-Account

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

» Create new Tariff

|  |  |
|--|--|
| Merchant ID                            | 4  |
| Authentication code                    | JyEiHUjibHNJwVztW6JraflMHQvici   |
| Payment access key                     | a87ff679a2f3e71d9181a67b7542122c   |
| Project ID                             | 14   |
| API Signature (Product activation key) | n7ibc7ob5jdoU3HJVoy7MQ44qonbobiJlmmddi0pJqJEH3gNbeWJfHahjJf7cpn7pc   |
| Tariff ID's                            | SALESFORCE COMMERCE DEMO Tariff 30 ✓   |
| Client Key                             | 0f84e6c6fe1b83f1db8198aa2eae719 <a href="#">Allowed Domain(s)</a> <a href="#">Edit</a><br>https://salesforcecommerce.novalnet.de |

Figure 24

Paste the **Product activation key**, **Payment access key** and choose the **Tariff ID** in the respective fields in your Salesforce commerce cloud shop system.

## Novalnet Global Configuration

Secured and trusted means of accepting all payment methods supported worldwide. Novalnet provides the most convenient way to increase your sales and deliver seamless checkout experience for your customers

**General**

Novalnet Enabled ☒ ?

Product activation key: n7bc7ob5tjdoU3HJVoy7MQ44qonbobljblnmdli0plqJEH3gNbeWJfHahjlf7cpn7pc ?

Payment access key: a87f679a2f3e71d9181a67b7542122c ?


Select Tariff ID: ZENCART DEMO Shop Betrag ?

Figure 25

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

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

**Step 1:** Log in 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

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

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

Own Projects


| S.No | Project ID | Project                       | URL                                    | On-Hold | Activated |   |
|------|------------|-------------------------------|--|---------|-----------|---|
| 1    | 14         | SALESFORCE COMMERCE DEMO SHOP | https://salesforcecommerce.novalnet.de | ✗       | ✓         |  |

Figure 26

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

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

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


Merchant ID 4

Authentication code JyEiHujbHNJwVztW6JraflMHQvici

Payment access key a87f679a2f3e71d9181a67b7542122c

Project ID 14

API Signature (Product activation key) n7bc7ob5tjdoU3HJVoy7MQ44qonbobljblnmdli0plqJEH3gNbeWJfHahjlf7cpn7pc

Tariff ID's SALESFORCE COMMERCE DEMO Tariff 30 ✓ 


Client Key 0f84e6cf8e1b93f1db8198aa2eae719 **Allowed Domain(s)** 

Figure 27

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

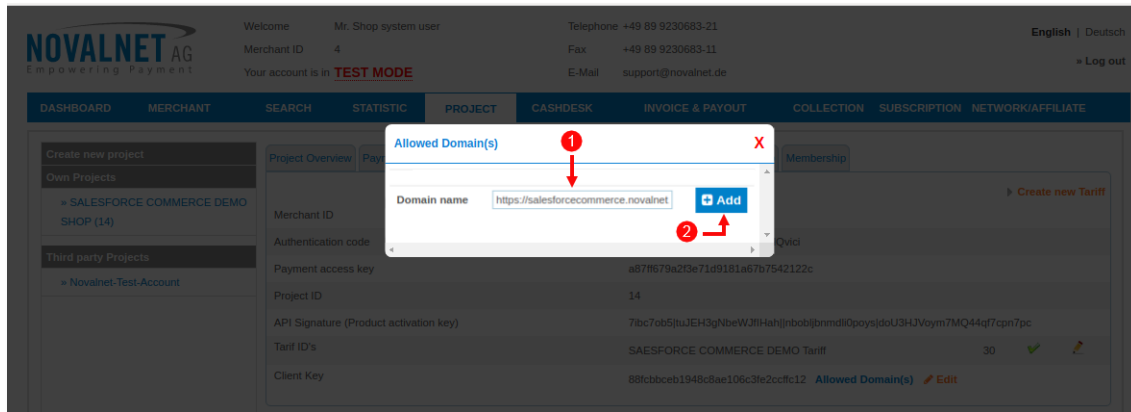


Figure 28

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

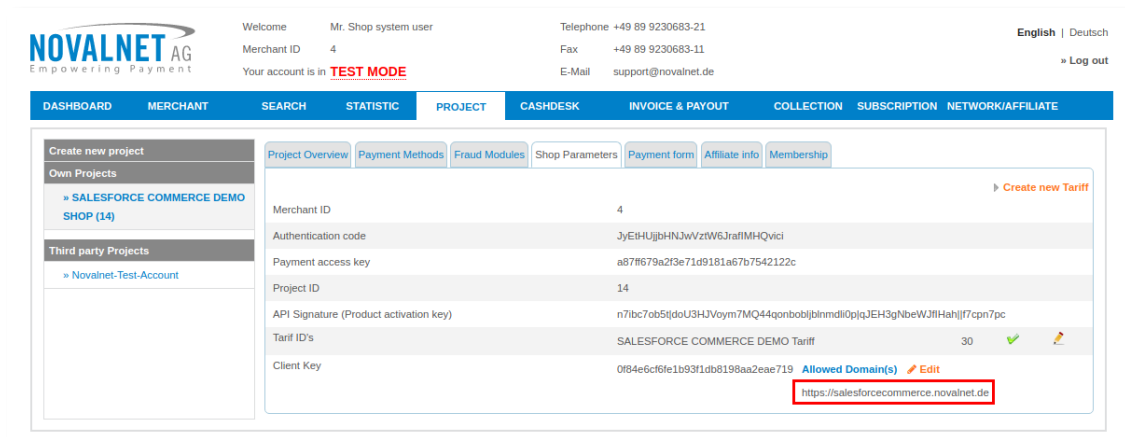


Figure 29

## 1.2.2 Notification/Webhook URL Configuration in the Novalnet Admin Portal

Notification / Webhook URL Setup

Notification / Webhook URL:

Allow manual testing of the Notification / Webhook URL: ☐

Send e-mail to:

Figure 30

- 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 into live, to block unauthorized calls from external parties.
- ① **Send e-mail to** - Every webhook notification execution detail will be sent as a message to the e-mail address defined in this field.
- ① For example, <https://<Yourshopurl>/NovalnetWebhook-Notify>

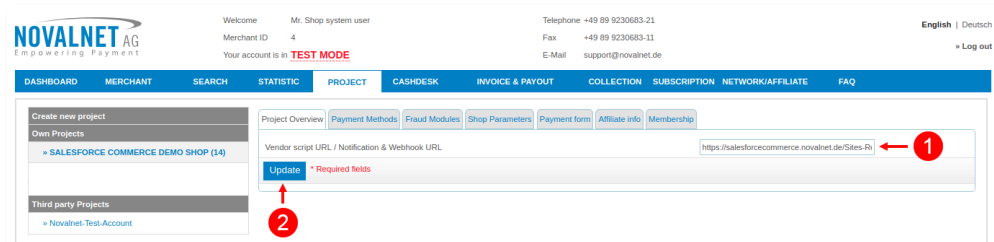


Figure 31

### 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 additional payment method requests, please contact [sales@novалnet.de](mailto:sales@novалnet.de)

To activate the [preferred payment methods](#) for your website, log in to the [Novalnet Admin Portal](#), and navigate to the **PROJECT** menu. Choose your project, go to the **Payment Methods** tab and click **Edit Payment Methods** in the top right corner as shown below

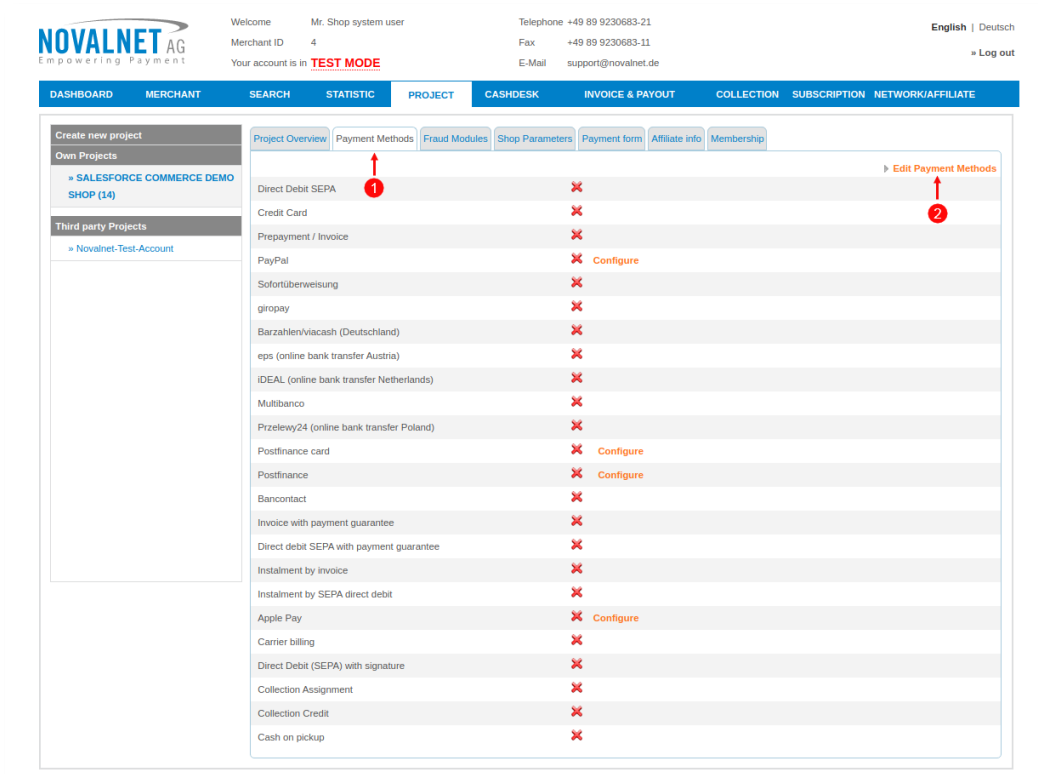


Figure 32

Select the preferred payment methods and click on the **Update** button to activate as shown below

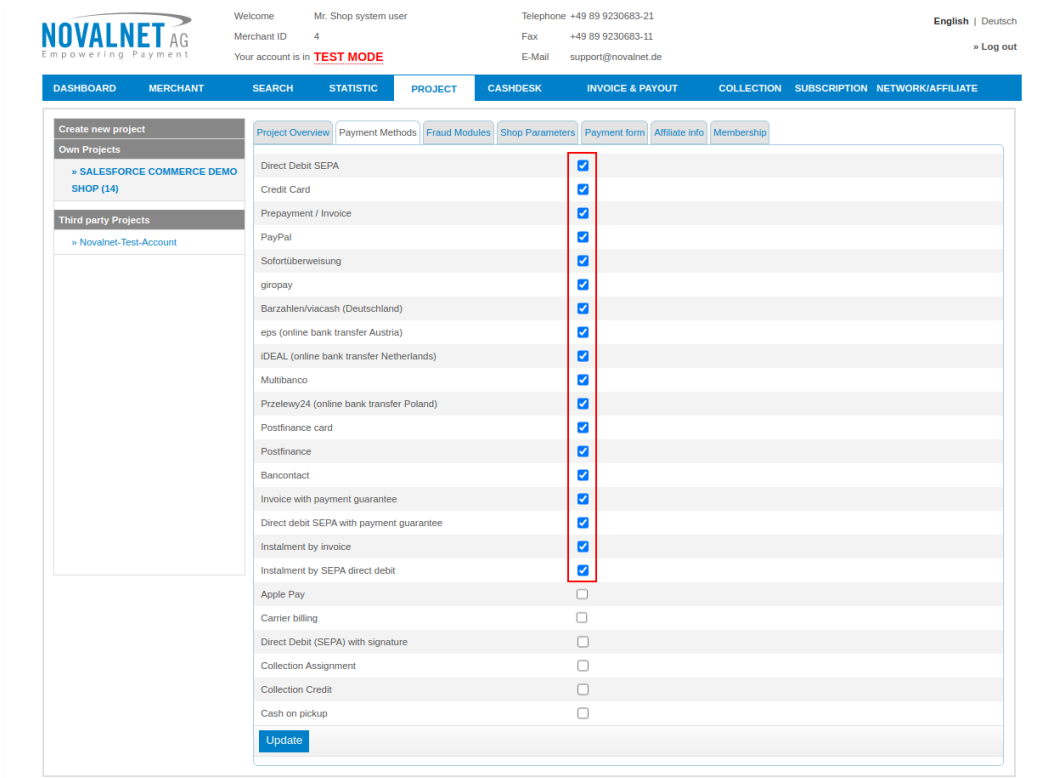


Figure 33

- ① Configure PayPal API details in [Novalnet Admin Portal](#) to use PayPal payment method. Click **PROJECT** → **Payment Methods** → **PayPal** and update the required settings.

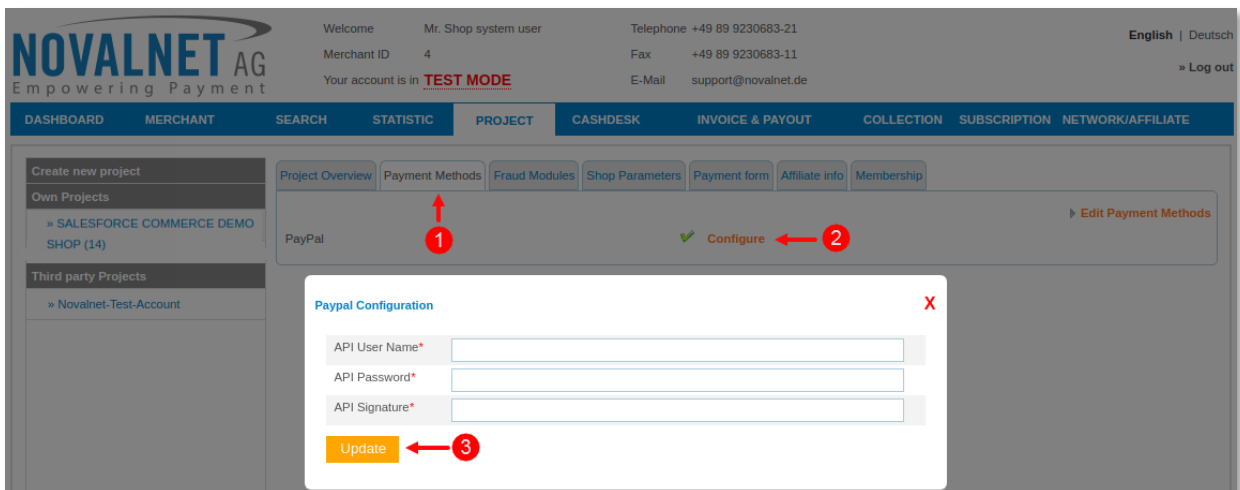


Figure 34

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

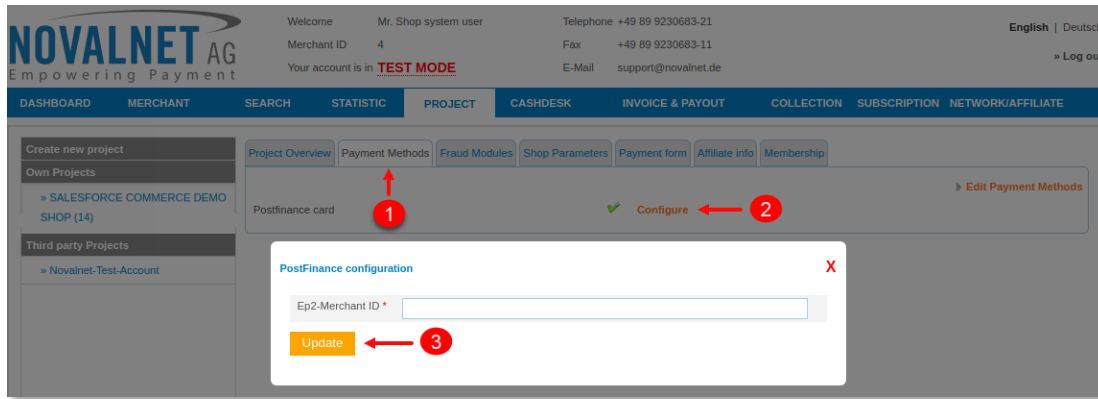


Figure 35

## 1.4 Payment Configuration in the Salesforce commerce cloud shop system

After activating the payment methods in the [Novalnet Admin Portal](#), you must enable these payment methods in your shop system to display them on your Salesforce commerce cloud checkout page. Navigate to **Merchant Tools → Ordering → Payment Methods**.

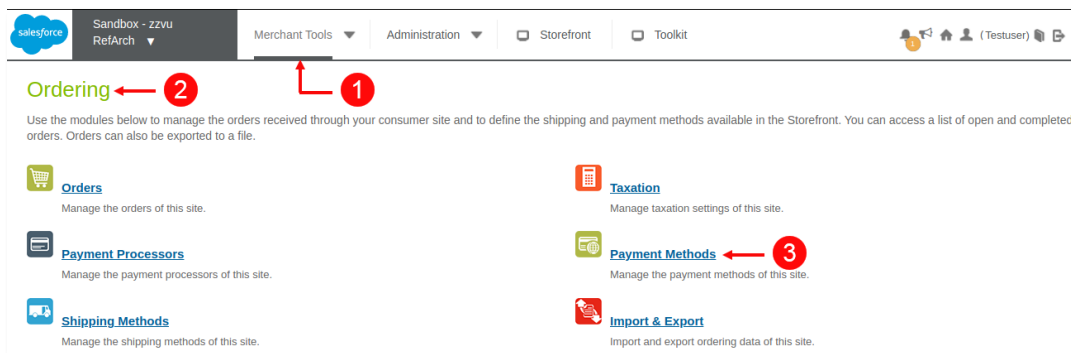


Figure 36

Click the dropdown to set the value as **Yes** and click **Apply** button, to enable the preferred payment methods.

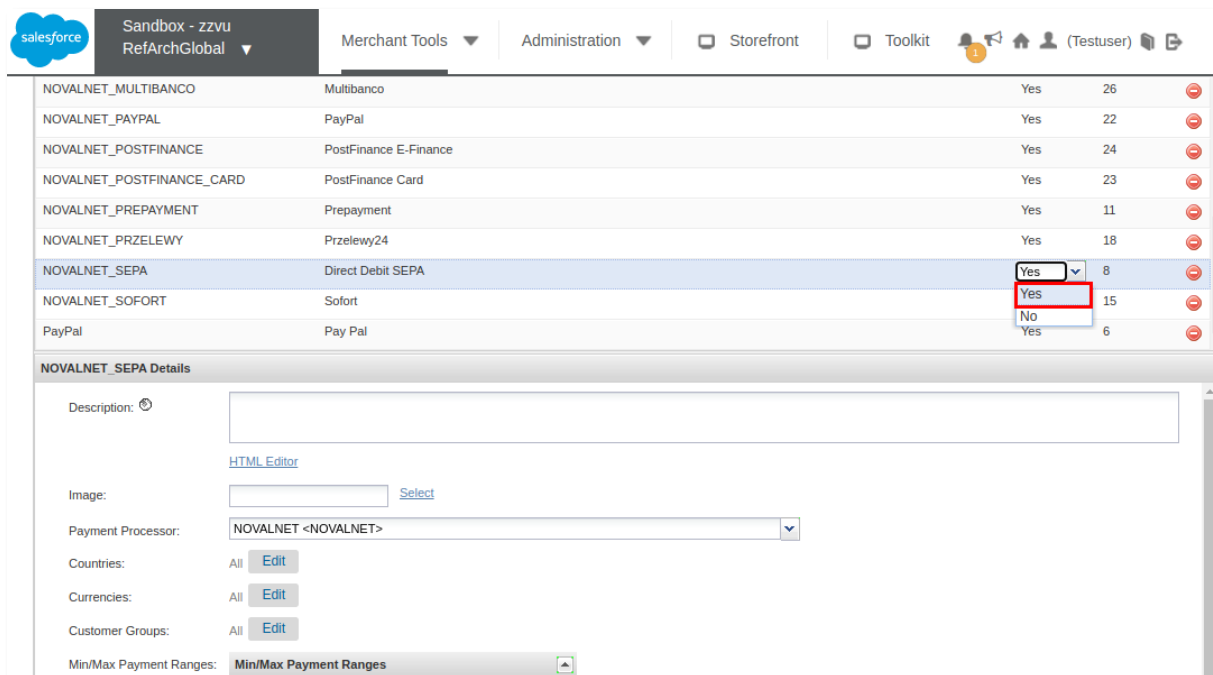


Figure 37

After adding the preferred payment methods, you can see the payment methods getting displayed in the checkout.

The screenshot shows a checkout interface with the following elements:

- Payments** section header.
- Billing address** dropdown menu showing "Nobert Maier Hauptstr.9 Kaiserslautern CI 66862" with "Update address" and "Add new" links.
- \*E-mail** field with "test@test.de" and an information icon.
- \*Numero di telefono** field with "004989923068321" and an information icon.
- A grid of payment methods: Credit/Debit Cards, Prepayment, Invoice, Direct Debit SEPA (selected), iDEAL, Sofort, giropay, Barzahlen/viacash, Przelewy24, eps, Instalment by Direct Debit SEPA, PayPal, PostFinance Card, PostFinance E-Finance, Bancontact, and Multibanco.
- \* IBAN** field and a **TESTMODE** button.
- A blue box containing the text: "The amount will be debited from your account by Novalnet. Guaranteed Sepa Buyer Notification. I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct".
- A blue button at the bottom: "Next: Submit Order".

Figure 38

## 2 TESTING AND GOING LIVE

Execute test transactions by navigating to **Merchant Tools** → **Ordering** → **Payment Methods** choose the specific payment method (e.g. Direct Debit SEPA) and set the **Enable test mode** as **Yes** at each individual payment configuration page. Finally, click **Save** to save the changes. In the test mode the transaction amount will not be charged by Novalnet.

The screenshot shows the "Enable test mode" configuration page with the following details:

- Enable test mode** label.
- (nnCCTestMode)** label.
- Text: "The payment will be processed in the test mode therefore amount for this transaction will not be charged".
- A dropdown menu with "Yes" selected, highlighted by a red border.
- Text: "The payment will be processed in the test mode therefore amount for this transaction will not be charged".

Figure 39

- 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 disable test mode by clicking **No** in the Enable test mode option under individual payment configuration page.

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



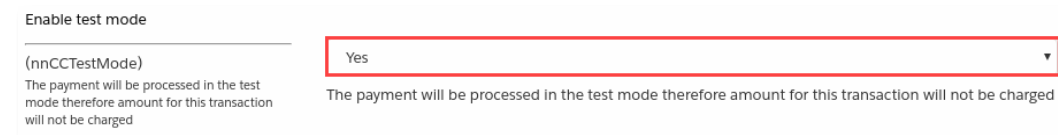
### 3 ADDITIONAL CONFIGURATION

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

For additional payment configuration settings for each payment methods, navigate to **Merchant Tools** → **Ordering** → **Payment Methods** and then click on the each payment methods to 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.



Enable test mode

(nnCCTestMode)

The payment will be processed in the test mode therefore amount for this transaction will not be charged

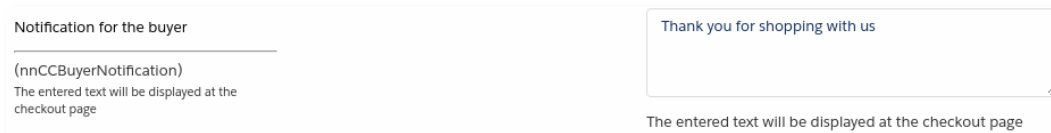
Yes

The payment will be processed in the test mode therefore amount for this transaction will not be charged

Figure 40

##### Notification for the buyer

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



Notification for the buyer

(nnCCBuyerNotification)

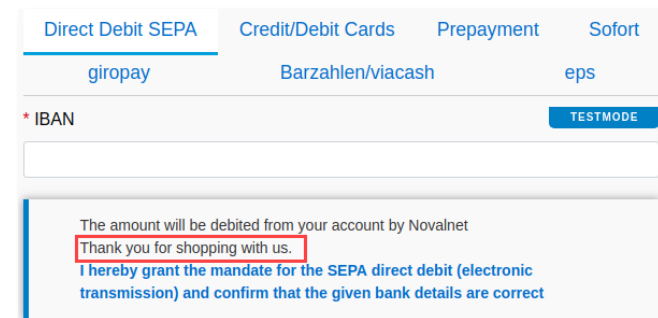
The entered text will be displayed at the checkout page

Thank you for shopping with us

The entered text will be displayed at the checkout page

Figure 41

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



Direct Debit SEPA Credit/Debit Cards Prepayment Sofort

giropay Barzahlen/viacash eps

\* IBAN TESTMODE

The amount will be debited from your account by Novalnet

Thank you for shopping with us.

I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct

Figure 42

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

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

**Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Instalment by Direct Debit SEPA, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Instalment by Invoice and Novalnet PayPal.**

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.

**Payment Action**

(nnCCPaymentAction)  
Choose whether or not the payment should be charged immediately. Capture completes the transaction by transferring the funds from buyer account to merchant account. Authorize verifies payment details ...

Capture (capture)

Choose whether or not the payment should be charged immediately. Capture completes the transactio...

Figure 43

- ❗ **Authorize** - Payment details are verified while the funds are reserved, which will be captured later. Please note if you fail to execute a capture within 14 days the reservation will automatically expire!
- ❗ **Minimum transaction amount for authorization** - Transactions above this amount will be “authorized” only and captured later. Leave the field blank to authorize all transactions.

**Payment Action**

(nnCCPaymentAction)  
Choose whether or not the payment should be charged immediately. Capture completes the transaction by transferring the funds from buyer account to merchant account. Authorize verifies payment details ...

Authorize (authorize)

Choose whether or not the payment should be charged immediately. Capture completes the transactio...

**Minimum transaction amount for authorization**

(nnCCOnholdAmount)  
(String)  
In case the order amount exceeds the mentioned limit, the transaction will be set on-hold till your confirmation of the transaction. You can leave the field empty if you wish to process all the transa...

In case the order amount exceeds the mentioned limit, the transaction will be set on-hold till your confi...

Figure 44

## Payment due date (in days)

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

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

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

**Payment due date (in days)**

(nnInvoiceDueDate)  
(Integer)  
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 as due date by default

Number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If ...

Figure 45

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

### 3.2 Additional configuration for Novalnet 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.

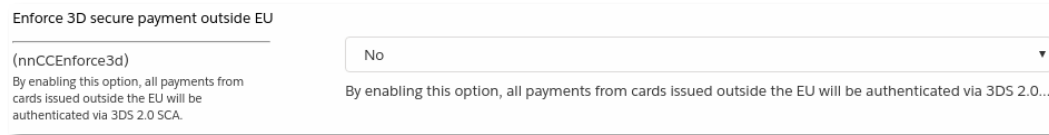


Figure 46

#### Custom CSS settings

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

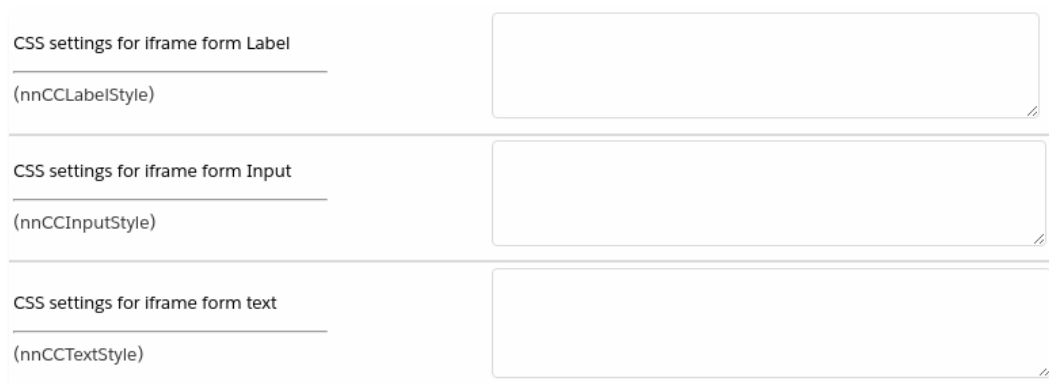


Figure 47

## 4 MANAGING SALESFORCE COMMERCE CLOUD ADMIN PANEL

To view the Novalnet transaction details in your shop system, assign Business Manager modules permission. Assign role to **Novalnet Transactions** to access Business Manager Modules by following the below steps,

**Step 1:** Navigate to **Administration** → **Organization** → **Roles & Permissions** and select a specified **role**.

**Step 2:** On the **Business Manager Module** tab, select the context you want to assign permissions and click **Apply**.

**Step 3:** Select the module **“Novalnet Transactions”** under **Ordering** and grant **Write** access to enable the permissions.

**Step 4:** Then click **Update** button at the bottom of the page to grant permissions to specific Business Manager modules.

**①** Once updated, **Novalnet Transactions** will get available under **Merchant Tools**.

## 4.1 Order Management

Manage your orders and view their details under **Merchant Tools** → **Ordering** → **Novalnet Transactions** in your salesforce commerce cloud admin panel as shown below

### Merchant Tools

Use the modules below to manage site-specific aspects of the application.



#### Products and Catalogs

Manage catalogs and products of this site.



#### Search

Manage Storefront search indexes and sorting options of this site.



#### Customers

Manage the customers of this site.



#### Ordering

Manage the orders of this site.



#### SEO

Optimize your page for search engines.

Figure 48

**Novalnet Transactions** ← 2  
Manage the Novalnet transactions related with this site orders.

**Payment Processors**  
Manage the payment processors of this site.

**Shipping Methods**  
Manage the shipping methods of this site.

**Customer Service Center**  
Capture orders on behalf of a customer.

Figure 49

## 4.2 Transaction Overview

Click on the particular order number to review the overview of the Novalnet transaction details as shown below

### Novalnet Transactions

| Number                   | Order Date       | Created By | Customer       | Customer Email   | Payment Method    | Order Total | Order Status |
|--------------------------|------------------|------------|----------------|------------------|-------------------|-------------|--------------|
| <a href="#">00000302</a> | 4/30/21 6:59 am  | Customer   | Max Mustermann | test@novalnet.de | Direct Debit SEPA | €22.99      | COMPLETED    |
| <a href="#">00000301</a> | 4/30/21 6:57 am  | Customer   | Max Mustermann | test@novalnet.de | Direct Debit SEPA | €22.99      | COMPLETED    |
| <a href="#">00000210</a> | 4/29/21 1:36 pm  | Customer   | Max Mustermann | test@novalnet.de | Barzahlen/viacash | €22.99      | COMPLETED    |
| <a href="#">00000209</a> | 4/29/21 1:04 pm  | Customer   | Max Mustermann | test@novalnet.de | Direct Debit SEPA | €34.71      | COMPLETED    |
| <a href="#">00000208</a> | 4/29/21 12:56 pm | Customer   | Max Mustermann | test@novalnet.de | Barzahlen/viacash | €69.99      | COMPLETED    |

Figure 50

order: 00000302

**Novalnet Transaction Details**

**Customer Name:** Max Mustermann  
**Customer Email:** test@novalnet.de

**Order Total:** €22.99  
**Payment Method:** Direct Debit SEPA  
**Novalnet Transaction ID:** 14354900016717632

**Order Status:** COMPLETED  
**Confirmation Status:** CONFIRMED  
**Payment Status:** PAID  
**Shipping Status:** NOTSHIPPED  
**Export Status:** EXPORTREADY

**Order Comments**

**Novalnet Transaction Details:** Novalnet transaction ID: 14354900016717632  
Test order

Figure 51

### 4.3 Order details for Instalment payments

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

| Instalment Summary |                     |                         |           |         |                        |
|--------------------|---------------------|-------------------------|-----------|---------|------------------------|
| Instalment Cancel  |                     |                         |           |         |                        |
| S.no               | Date                | Novalnet Transaction ID | Status    | Amount  | Instalment Refund      |
| 1                  | 2021-05-03 11:06:35 | 14365100010107400       | COMPLETED | € 35,00 | <a href="#">Refund</a> |
| 2                  | 2021-06-03 11:06:36 | 14365100010107426       | COMPLETED | € 35,00 | <a href="#">Refund</a> |

Figure 52

### 4.4 Confirming / Cancelling a transaction

To confirm or cancel an on-hold payment, navigate to **Ordering** → **Novalnet Transactions** in your shop admin panel and select the particular order.

You can now use the drop-down list to confirm / cancel the order under **Please select status** field of the **Manage Transaction process**. Then click to [Submit](#) save the changes.

Figure 53 – Confirm process

Figure 54 – Cancel process

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

Figure 55 - Comments after the confirmation process

Figure 56 - Comments after the confirmation process

## 4.5 Refunding an order

You can refund the buyer either the Full or Partial order amount. Refund can be initiated by navigating to **Ordering → Novalnet Transactions**. Select the particular order and enter the required refund amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the corresponding field. Click **Submit** as shown below

Figure 57

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

## 4.6 Refunding Instalment orders

### 4.6.1 Instalment orders refund process

To refund an instalment order, navigate to **Ordering → Novalnet Transactions** and click on the particular order. Scroll down to the **Instalment Summary** section and click **Refund** next to the completed instalment cycle that should be refunded as shown below

| Instalment Summary |                     |                         |           |         |                   |
|--------------------|---------------------|-------------------------|-----------|---------|-------------------|
| Instalment Cancel  |                     |                         |           |         |                   |
| S.no               | Date                | Novalnet Transaction ID | Status    | Amount  | Instalment Refund |
| 1                  | 2021-05-03 11:06:35 | 14365100010107400       | COMPLETED | € 35,00 | Refund            |
| 2                  | 2021-06-03 11:06:36 | 14365100010107426       | COMPLETED | € 35,00 | Refund            |

Figure 58

Enter the Refund amount and click **Confirm** as shown below

| Instalment Summary |                     |                         |           |         |                                 |
|--------------------|---------------------|-------------------------|-----------|---------|---------------------------------|
| Instalment Cancel  |                     |                         |           |         |                                 |
| S.no               | Date                | Novalnet Transaction ID | Status    | Amount  | Instalment Refund               |
| 1                  | 2021-05-03 11:06:35 | 14365100010107400       | COMPLETED | € 35,00 | Amount : 3500<br>Confirm Cancel |
| 2                  | 2021-06-03 11:06:36 | 14365100010107426       | COMPLETED | € 35,00 | Refund                          |

Figure 59

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

#### 4.6.2 Instalment payment refund process

To refund the full amount for instalment orders, navigate to **Ordering → Novalnet Transactions** and click on the particular order. Scroll down to the **Instalment Summary** section and click **Instalment cancel** to refund the full amount as shown below

| Instalment Summary       |                     |                         |           |         |                        |
|--------------------------|---------------------|-------------------------|-----------|---------|------------------------|
| <b>Instalment Cancel</b> |                     |                         |           |         |                        |
| S.no                     | Date                | Novalnet Transaction ID | Status    | Amount  | Instalment Refund      |
| 1                        | 2021-05-03 11:06:35 | 14365100010107415       | COMPLETED | € 35,00 | <a href="#">Refund</a> |
| 2                        | 2021-06-03 11:06:36 |                         | PENDING   | € 35,00 |                        |

Figure 60

☛ Once full amount get refunded for instalment orders, then respective instalment orders will get cancelled. Further, no instalments will take place.

Once the full amount for instalment orders successfully refunded, you will see the new transaction status will be displayed under **Order Comments** section. Refer to the chapter [4.2 Transaction Overview](#) for more details about the **Order Comments**.

## 5 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 defects, recommendation or suggestion for improvement? Kindly share your thoughts with us to develop our payment cartridge further [technic@novalnet.de](mailto:technic@novalnet.de) or call us at +49 89 9230683-19.

For our License details see for [Freeware License Agreement](#)