

Installation Guide for Novalnet Salesforce B2C Commerce Cloud Cartridge

Version	Date	Remarks
13.0.0	09.08.2024	Major version release: We've improved the seamless customer experience and brand configurations in the Novalnet Merchant Admin Portal to make it easier to preview and customize the checkout page

🔑 For the previous version changelog, go to

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


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1 QUICK SETUP

This guide describes the quick installation procedure of the 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

This Novalnet payment cartridge version (13.0.0) supports the given versions of the Salesforce Commerce cloud in the following locale: EN & DE

 commerce cloud	Storefront Reference Architecture
20.10 - 24.8	5.0.1 - 7.0.0

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. Ensure you have extracted the payment Cartridge package from the zip file you received. If you have received only the installation guide without the payment module package (zip file), please send us an email to 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.

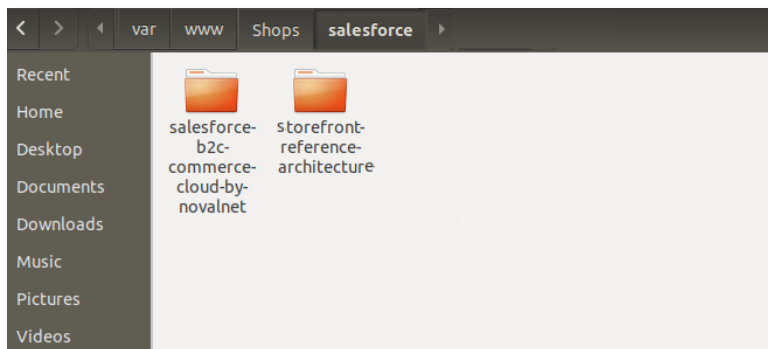


Figure 1

Step 2: Go to the **salesforce-b2c-commerce-cloud-by-novalnet** folder and enter your **hostname**, **username**, **password**, and **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": "24.8.2",
  "description": "Novalnet Payment Cartridge",
  "main": "index.js",
  "paths": {
    "base": "../storefront-reference-architecture/cartridges/app_storefront_base"
  },
  "scripts": {
    "lint:js": "sgmf-scripts --lint js",
    "lint:css": "sgmf-scripts --lint css",
    "test": "sgmf-scripts --test test/unit/**/*.js",
    "uploadCartridge": "sgmf-scripts --uploadCartridge int_novalnet_sfra && sgmf-scripts --uploadCartridge int_novalnet_core && sgmf-scripts --uploadCartridge bm_novalnet",
    "compile:js": "sgmf-scripts --compile js",
    "compile:scss": "sgmf-scripts --compile css"
  }
}
```

Figure 3

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

```
npm install
```

Compile the code:

Compile the CSS, JS scripts, and fonts using the following command,

```
npm run compile:js && npm run compile:scss
```

Upload the code:

Upload the code to your Code Deployment folder in the Business Manager using the following command,

```
npm run uploadCartridge
```

Step 6: Cartridge assignment

Site Cartridge assignment:

Then log in to shop admin and navigate to **Administration** → **Sites** → **Manage Sites** → {respective site ex. **RefArchGlobal**} → **Settings** tab to add the mentioned code **'int_novalnet_sfra:int_novalnet_core:'** in prefix to the field **Cartridges**.

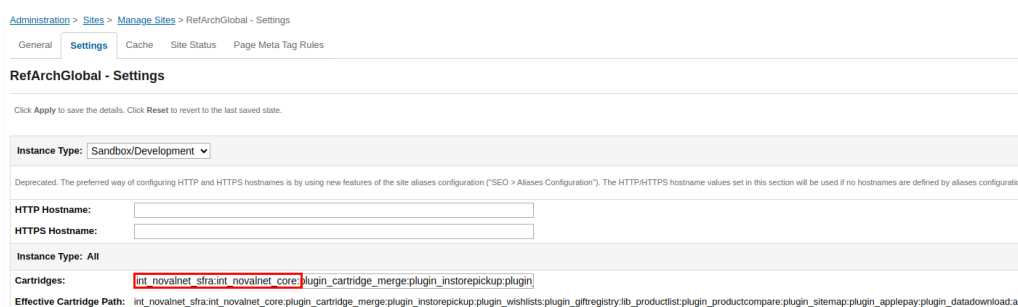


Figure 5

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**.

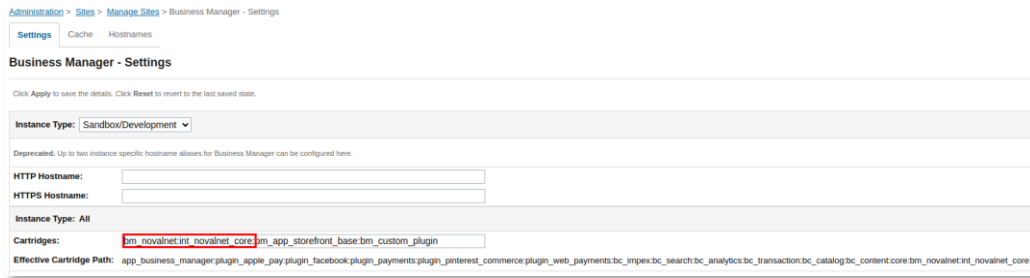


Figure 6

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 {respective site ex. RefArchGlobal} you want as shown below.

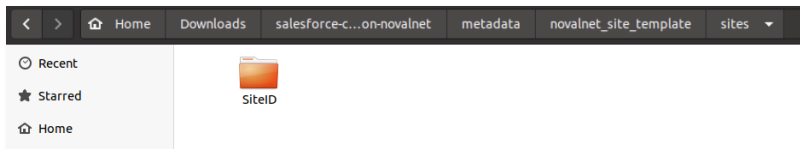


Figure 7 - Before changing the folder name

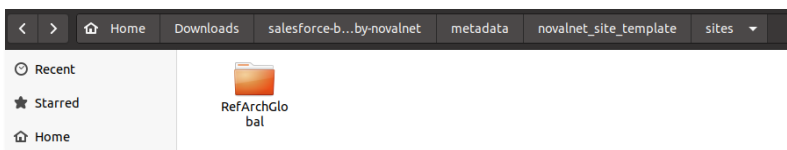


Figure 8 - After changing the folder name

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

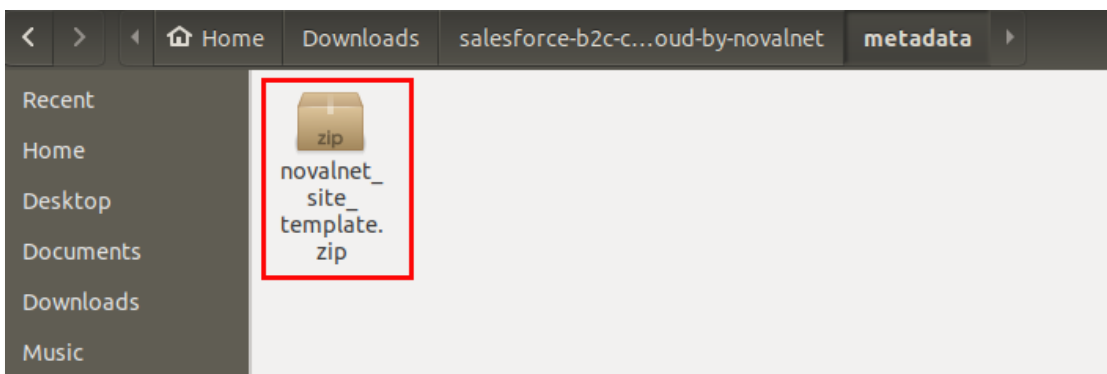


Figure 9

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

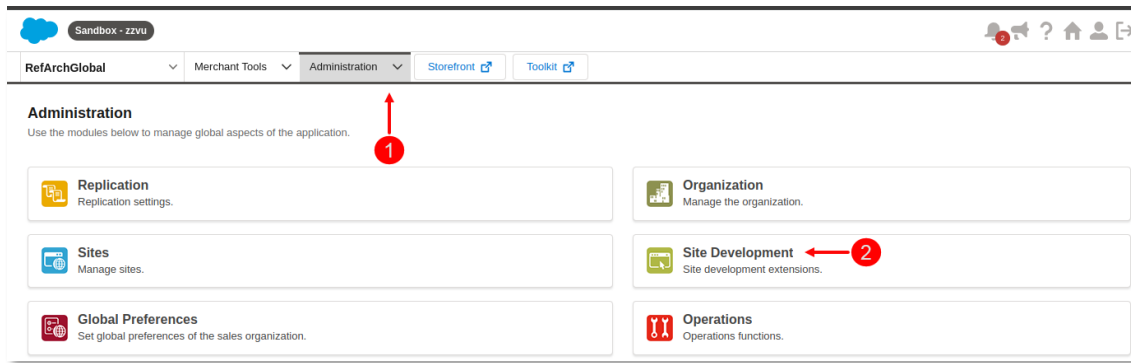


Figure 10

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

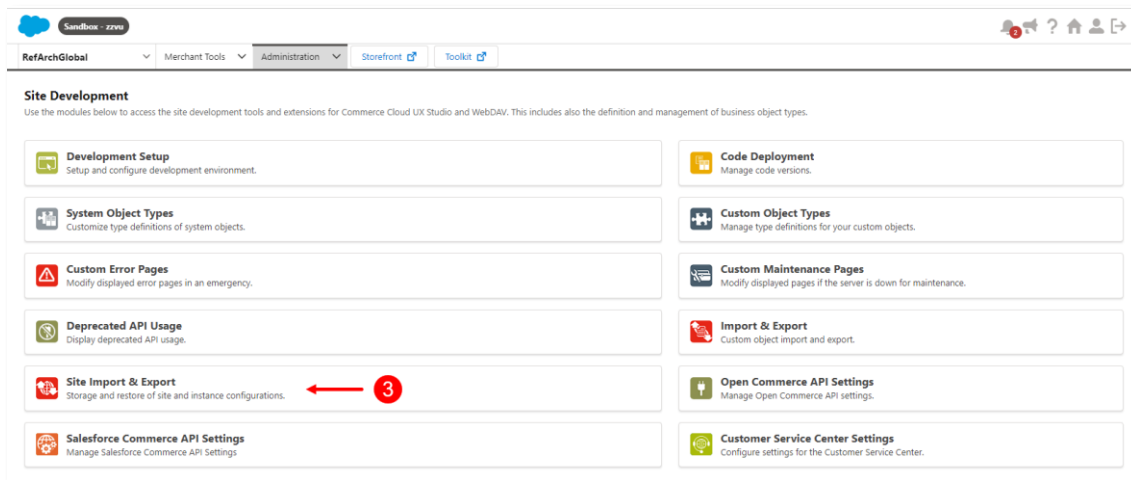


Figure 11

Click the **Choose File** and navigate to **salesforce-b2c-commerce-cloud-by-novalnet** → **metadata** and select the **novalnet_site_template.zip** as shown below.

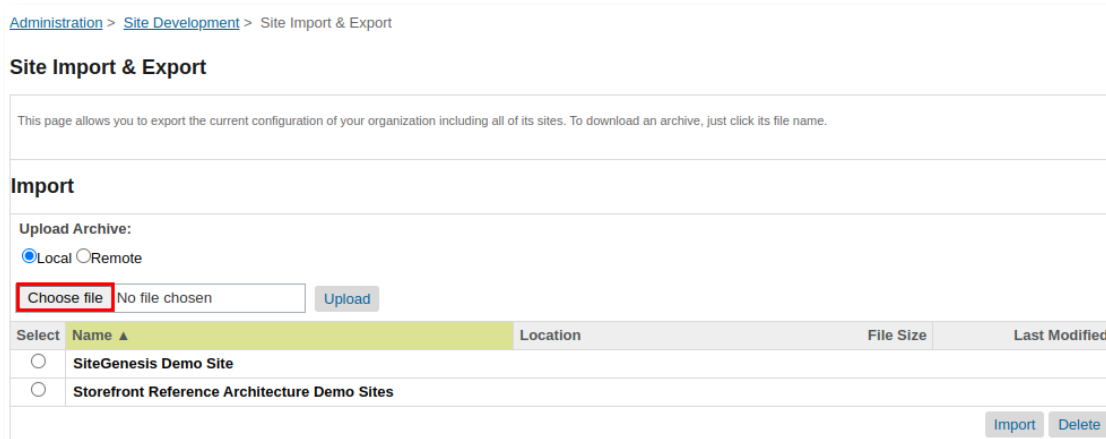


Figure 12

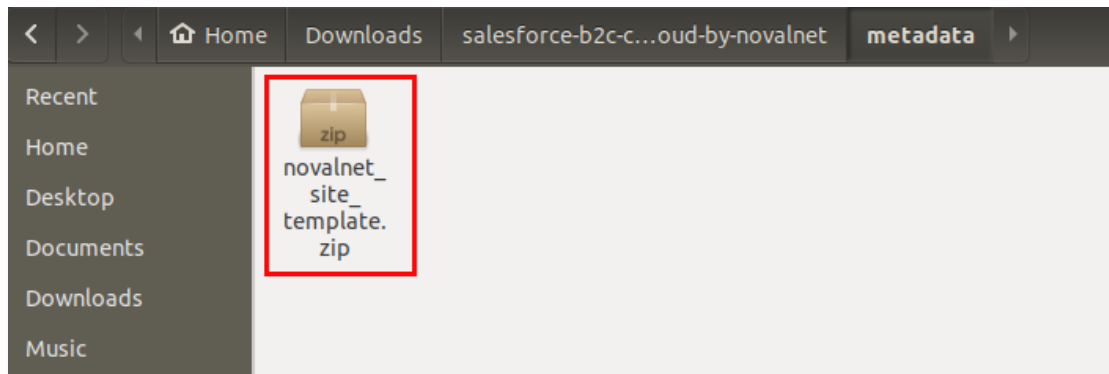


Figure 13

Click **Upload** to upload the novalnet_site_template.zip file as shown below.

[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](#) novalnet_site_template.zip [Upload](#)

Select	Name ▲	Location	File Size	Last Modified
<input type="radio"/>	instance/geolocation-sample.zip	local	1,018.44 KB	7/22/24 1:20:26 am
<input type="radio"/>	instance/novalnet_site_template.zip	local	7.86 KB	7/24/24 9:02:59 am
<input type="radio"/>	SiteGenesis Demo Site			
<input type="radio"/>	Storefront Reference Architecture Demo Sites			

[Import](#) [Delete](#)

Figure 14

Select the  **instance/novalnet_site_template.zip** and click the **Import** button as shown below.

 Sandbox - zzuu

RefArchGlobal Merchant Tools Administration Storefront Toolkit

[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"/>	instance/geolocation-sample.zip	local	1,018.44 KB	7/15/24 9:48:44 am
<input type="radio"/>	instance/novalnet_site_template.zip 1	local	3.92 KB	7/17/24 9:55:54 am
<input type="radio"/>	SiteGenesis Demo Site			
<input type="radio"/>	Storefront Reference Architecture Demo Sites			

2 [Import](#) [Delete](#)

Figure 15

Click **OK** as shown below in the alert message

The screenshot shows the 'Site Import & Export' page. At the top, there's a navigation bar with 'RefArchGlobal', 'Merchant Tools', 'Administration', 'Storefront', and 'Toolkit'. Below this, a breadcrumb trail reads 'Administration > Site Development > Site Import & Export'. The main heading is 'Site Import & Export'. A message states: '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.' Under the 'Import' section, a red alert box asks: 'Are you sure that you want to import the selected archive?'. To the right of the alert are 'OK' and 'Cancel' buttons. Below the alert, the 'Upload Archive:' section has radio buttons for 'Local' (selected) and 'Remote'. A 'Choose File' button is next to 'No file chosen', followed by an 'Upload' button. A table lists available archives:

Select	Name	Location	File Size	Last Modified
<input type="radio"/>	instance/geolocation-sample.zip	local	1,018.44 KB	7/15/24 9:48:44 am
<input checked="" type="radio"/>	instance/novalnet_site_template.zip	local	3.92 KB	7/17/24 9:55:54 am
<input type="radio"/>	SiteGenesis Demo Site			
<input type="radio"/>	Storefront Reference Architecture Demo Sites			

At the bottom right of the table are 'Import' and 'Delete' buttons.

Figure 16

Once the import is complete, the import status will be **Success**.

The screenshot shows the 'Export' section of the 'Site Import & Export' page. It includes an 'Archive Name' field, a 'Save in Global Export Directory' checkbox, and 'Export' and 'Schedule Backups' buttons. Below this is a 'Data Units to Export' section with a table of data units:

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

Below the data units is a 'Status' section with a table showing the import status:

Select All	Process	Start	Duration	Status
<input type="checkbox"/>	Site Import (novalnet_site_template.zip)	7/30/24 1:27:18 am	00:00:00	Success

At the bottom left of the status table are 'Refresh' and 'Delete' buttons. Below the table, it says 'Showing 1 - 1 of 1 items'.

Figure 17

1.2 Novalnet API Configuration in the Salesforce Commerce Cloud Shop System

To view the Novalnet API Configuration in your shop system, assign Business Manager modules permission. Assign role to **Novalnet API Configuration** 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 to which you want to assign permissions and click **Apply**.

Step 3: Select the module “**Novalnet API Configuration**” under **Site Preferences** and grant Write access to enable the permissions.

Step 4: Click the **Update** button at the bottom of the page to grant permissions to specific Business Manager Modules.

Now, navigate to the **Merchant Tools** → **Site Preferences** menu in shop admin as shown below.

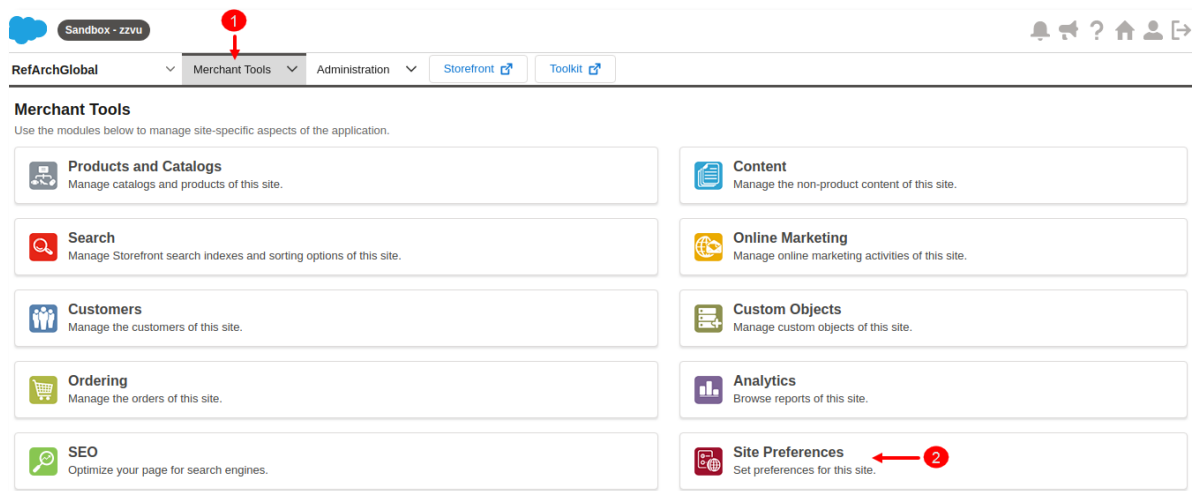


Figure 18

Click on the sub-menu **Novalnet API Configuration**.

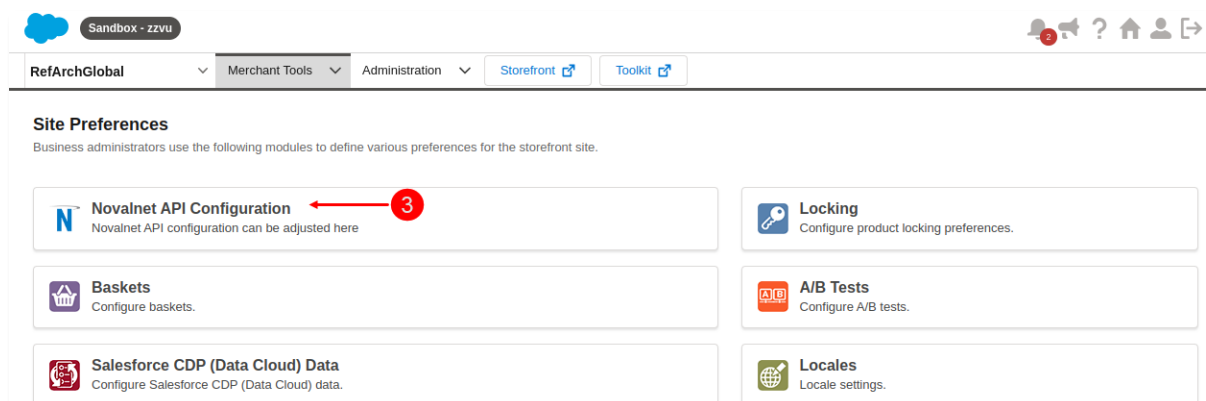


Figure 19

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

Novalnet API 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: * ?

Notification / Webhook URL Setup

Notification / Webhook URL: ?

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

Send e-mail to: ?

Figure 20

- 1** **Novalnet Enabled** - enable this checkbox to display payment method on the shop checkout page.
- 2** **Product activation Key** - a unique token for merchant authentication and payment processing.
- 3** **Payment access Key** - your secret key used to encrypt the data to avoid user manipulation and fraud.
- 4** **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** login to the [Novalnet Admin Portal](#), navigate to the **Projects** menu, and choose your project as shown below.

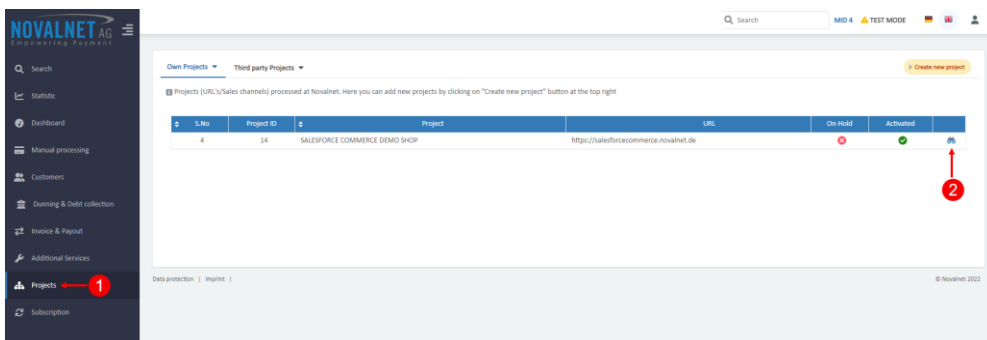


Figure 21

Click **API credentials**, copy the **API Signature (Product activation key)** and **Payment access key** as shown below.

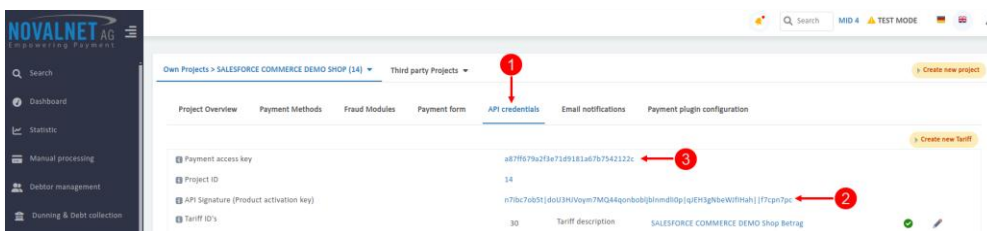


Figure 22

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 Salesforce cloud shop system.

Figure 23

1.2.1 Notification/Webhook URL Configuration in the Novalnet Admin Portal

In the **API Configuration** page, you will find your **Notification / Webhook URL** under **Notification / Webhook URL Setup**, as shown below.

Figure 24

To configure, copy the **Notification / Webhook URL**, and navigate to the [Novalnet Admin Portal](#). Select **Projects** → {choose your project} → **API credentials** → **Vendor script URL / Notification & Webhook URL** → **Edit**. Paste the Notification / Webhook URL into the **Vendor script URL / Notification & Webhook URL**.

① For example, <https://<Yourshopurl>/NovalnetWebhook-Notify>

Click the **Edit** button next to the **Vendor script URL/ Notification & Webhook URL** field.

Figure 25

Paste the Notification/ Webhook URL in the field and click the **update** button.

Figure 26

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

Notification / Webhook URL Setup

Notification / Webhook URL: ?

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

Send e-mail to: ?

Figure 27

- ❶ **Notification / Webhook URL** - Required to keep the merchant's database/system updated and synchronized with Novalnet (for example, up-to-date transaction status delivery).
- ❷ **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.
- ❸ **Send e-mail to** - Every webhook notification execution detail will be sent as a message to the e-mail address defined in this field.

1.3 Payment Activation in the Novalnet Admin Portal

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

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

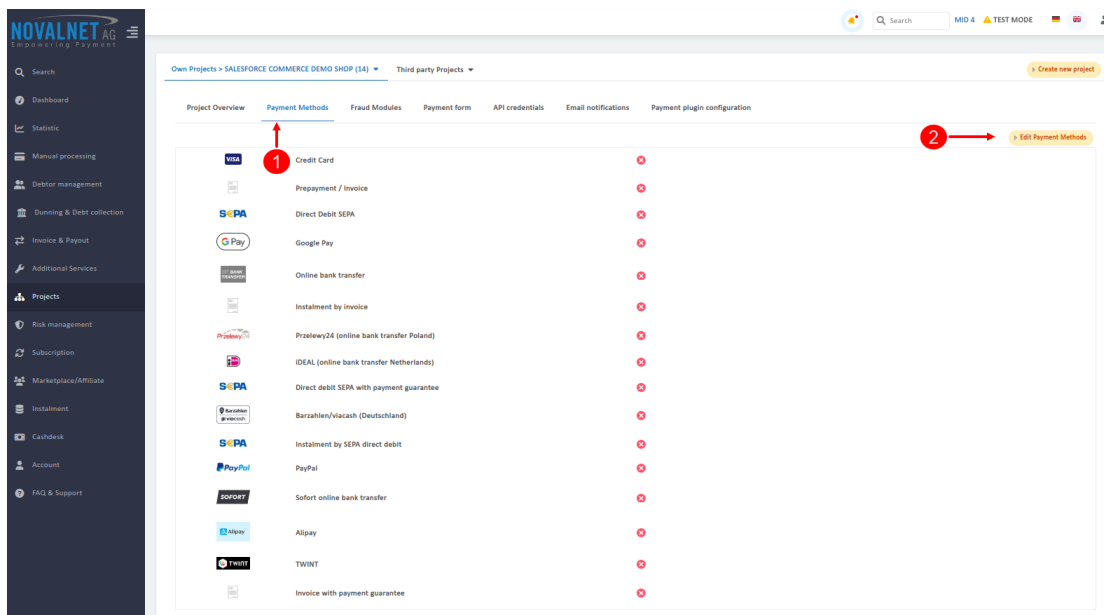


Figure 28

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

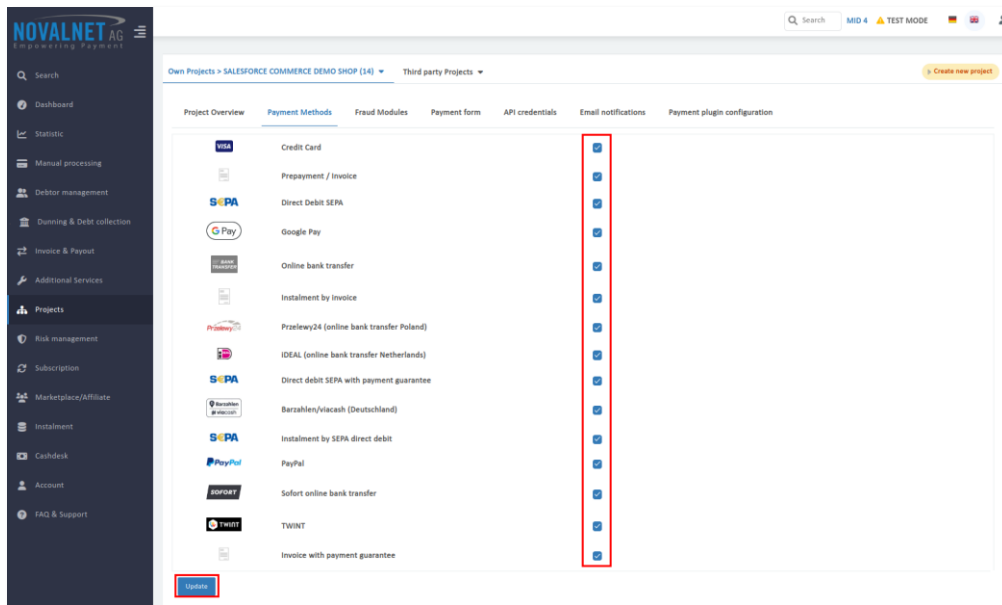


Figure 29

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

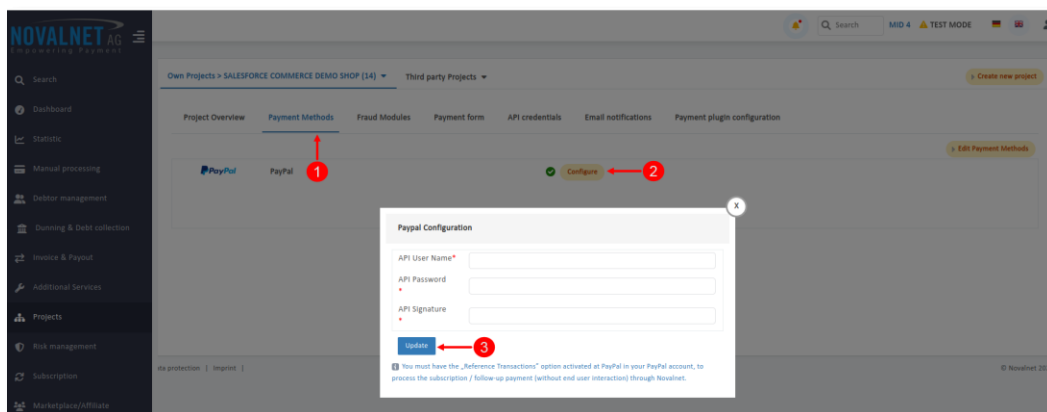


Figure 30

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

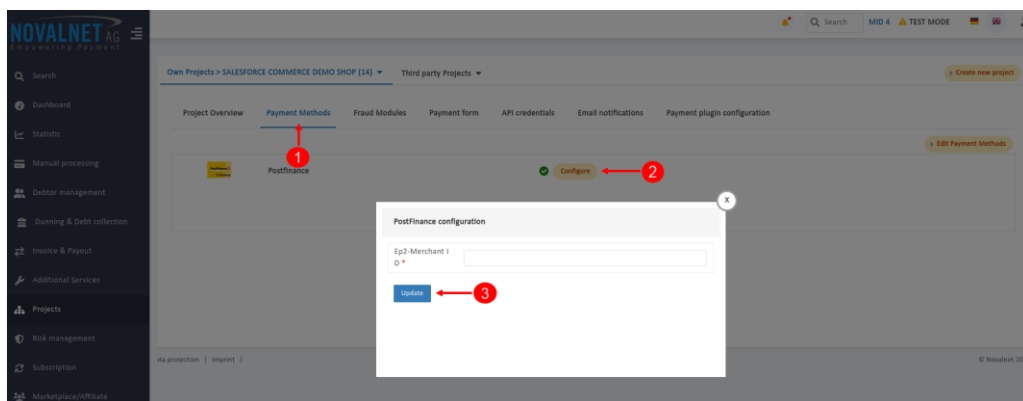


Figure 31

1.4 Payment Configuration in the Salesforce Commerce Cloud Shop System

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

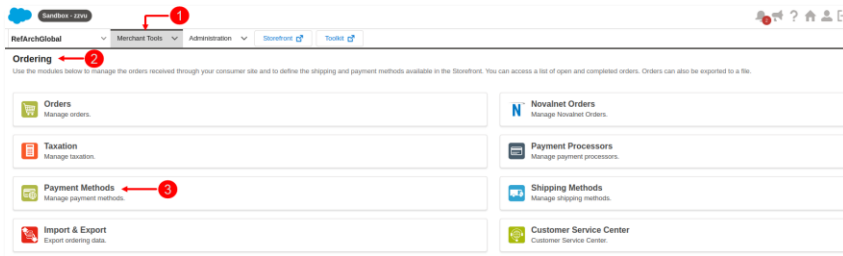


Figure 32

Click the drop-down box to set the value to **Yes** and click the [Apply](#) button to activate your preferred payment method.

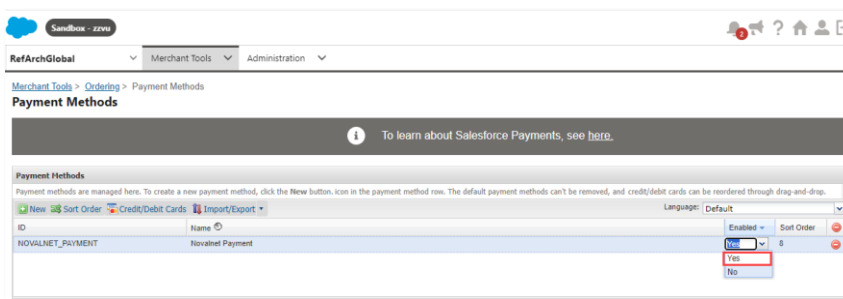


Figure 33

After adding the preferred payment method, you can see the payment methods displayed at checkout.

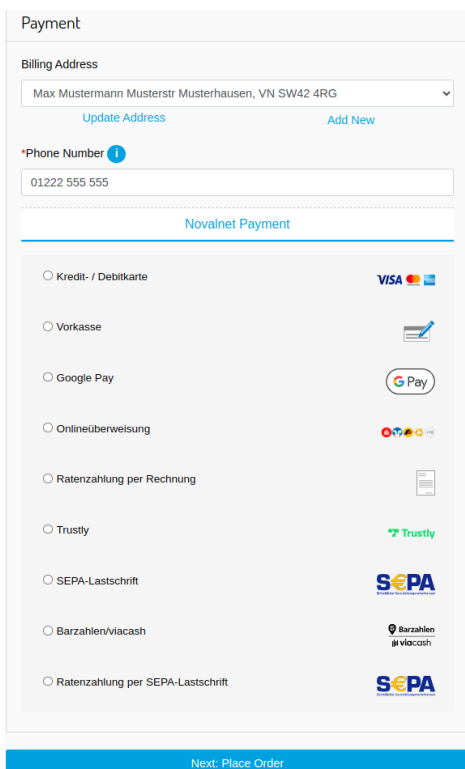


Figure 34

1.5 Payment Configuration in the Novalnet Admin Portal

For additional payment configuration settings for each payment method, navigate to [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **Payment plugin configuration** on the right. Then, choose the required payment methods, configure the additional payment settings, and save the changes made.

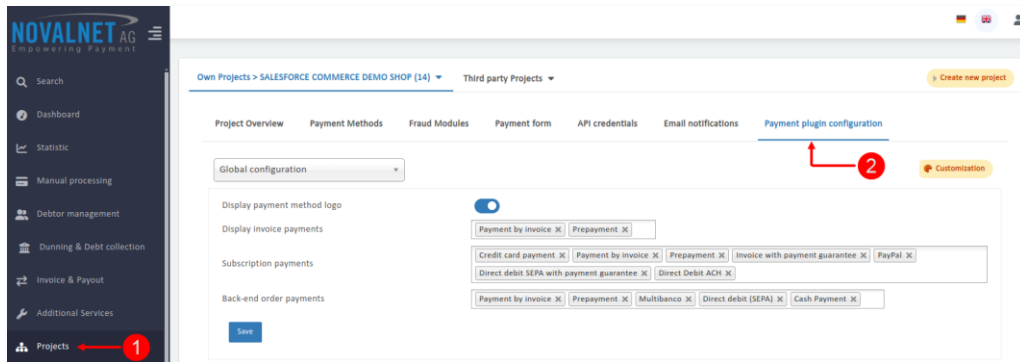


Figure 35

1.5.1 Display payment method logo

By enabling this option, all payment logos will be displayed on the checkout page.



Figure 36

1.5.2 Display invoice payments

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

The payment name will be displayed on the checkout page by enabling these payments.

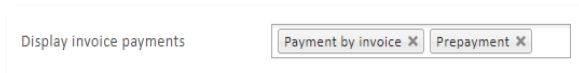


Figure 37

2 TESTING AND GOING LIVE

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



Figure 38

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

Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to disable the **Test Mode** for the preferred payment methods in the [Novalnet Admin Portal](#).

- ❗ If you have any recommendations or suggestions for improvement, kindly share your thoughts on further developing our payment plugin at 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 [Novalnet Admin Portal](#) → **Projects** → {choose your project} → **Payment plugin configuration** in the top right corner. Then, choose the payment methods and configure additional payment settings, as explained below.

Payment due date (in days)

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

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

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



Figure 39

- ❗ For **Direct Debit SEPA**, enter the days after the payment is debited (between 2 and 14 days)
- ❗ For **Payment by Invoice**, enter the number of days the buyer gives to transfer the amount to Novalnet (must be greater than 7 days). If this field is blank, 14 days will be set by default.
- ❗ For **Prepayment**, enter the number of days the buyer gives to transfer the amount to Novalnet (must be greater than 7 days). If this field is blank, 14 days will be set by default.
- ❗ For **Barzahlen/viacash**, enter the number of days given to the buyer to pay at a nearby store. If this field is blank, 14 days will be set by default for slip expiry.

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

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

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

Credit Card, Direct Debit SEPA, Direct debit SEPA with payment guarantee, Instalment by SEPA direct debit, Payment by Invoice, Invoice with payment guarantee, Instalment by invoice, PayPal, Direct debit ACH and Google Pay.

- ❗ **Capture** - This is the default setting where payments are directly executed, and funds are automatically transferred from the buyer's account to the merchant account. This can be changed as per your business requirements.



Figure 40

- ❗ **Authorize** - Payment details are verified while the funds are reserved, which will be captured later.



Figure 41

- ❗ **Minimum transaction amount for authorization** - Transactions from this amount will be “authorized” (reserved) only and captured later. Leave the field blank to authorize all transactions.

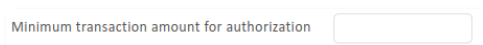


Figure 42

Authorize with zero amount

 This option is available only for **Credit Card, Direct Debit SEPA, Direct Debit ACH and Google Pay**.

If the purchase order succeeds, a transaction with the amount 0 is executed. This gives you the advantage of deducting the amount from the buyer in advance (For example, if certain goods have yet to be manufactured or are not in stock).

For the desired payment type, select **Authorize with zero amount** and click **Save**.

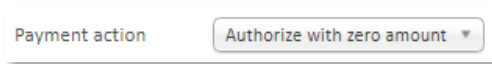


Figure 43

To set an amount for each transaction with the amount 0, navigate to **Merchant Tools** → **Ordering** → **Novalnet Orders** and Select the respective order. Click **Book transaction**, enter the desired amount for the €0 transaction (enter 100 = €1.00 in the smallest currency unit), and click **Submit**.

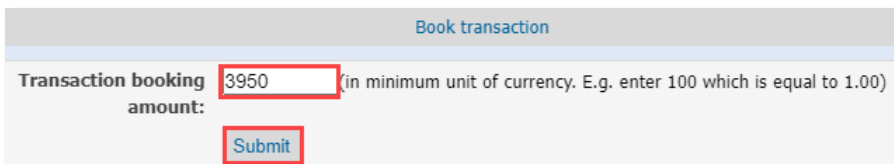


Figure 44

Click **Yes** in the confirmation alert shown below.

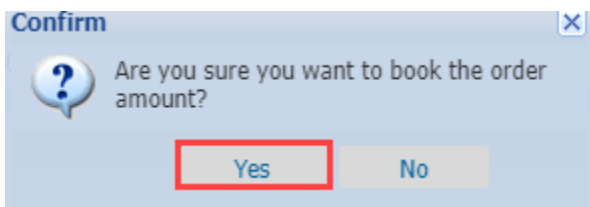


Figure 45

Click **OK** in the Success alert shown below.

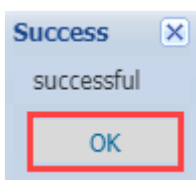


Figure 46

The amount will be debited, and a new TID will be generated.

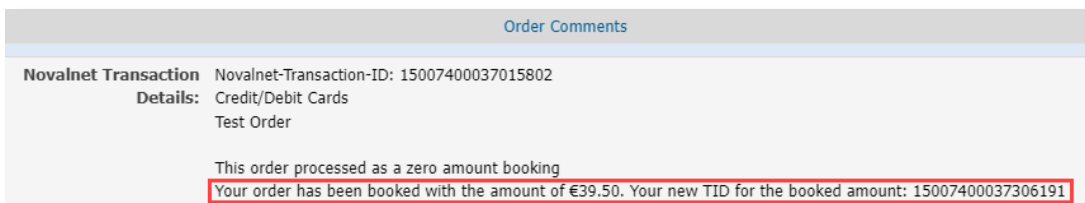


Figure 47

Minimum Order Amount

☛ This option is available for all payment methods.

Enter the minimum value of goods for which the payment method will be displayed to the customer during checkout.

Minimum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

Figure 48

Maximum Order Amount

☛ This option is available for all payment methods.

Enter the maximum value of goods for which the payment method will be displayed to the customer during checkout.

Maximum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

Figure 49

Guarantee payment configuration

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

When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about guaranteed payments and basic requirements, please visit:

<https://developer.novalnet.com/onlinepayments/aboutguarantee#basic-requirements>

Force Non-Guarantee payment

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

Force non-guarantee payment



Figure 50

Allowed currencies

☛ This option is available for all payment methods.

Select the currencies for which the payment methods can be processed.

Allowed currencies

EUR X

Figure 51

Allowed countries

☛ This option is available for all payment methods.

Select the countries to which the payment method is applicable to be displayed on the checkout page.

Allowed countries

Austria X

Germany X

Figure 52

Allowed countries (B2C)

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

Direct debit SEPA with payment guarantee, Invoice with payment guarantee, Instalment by SEPA direct debit and Instalment by invoice.

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



Figure 53

Instalment payments configuration

☛ This option is available only for the following payment methods: **Instalment by SEPA direct debit and Instalment by Invoice.**

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

<https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements>

Instalment cycles

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

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



Figure 54

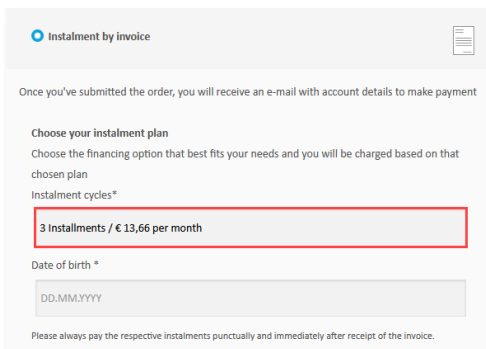


Figure 55

3.2 Additional Configuration for Credit/Debit Cards

Enforce 3D secure on payment outside EU

This option will authenticate all payments from cards issued outside the EU via 3DS 2.0 SCA.

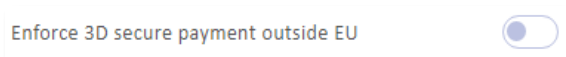


Figure 56

3.3 Additional Configuration for Google Pay Payment

Enforce 3D secure payment outside EU

This option will authenticate all payments from cards issued outside the EU via 3DS 2.0 SCA.



Figure 57

Business name

This text appears as PAY '**Business name**' on the Google Pay modal payment sheet.



Figure 58

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 Orders** 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 Orders**" under **Ordering** and grant **Write** access to enable the permissions.

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

❶ Once updated, **Novalnet Orders** will be available under **Merchant Tools**.

4.1 Order Management

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

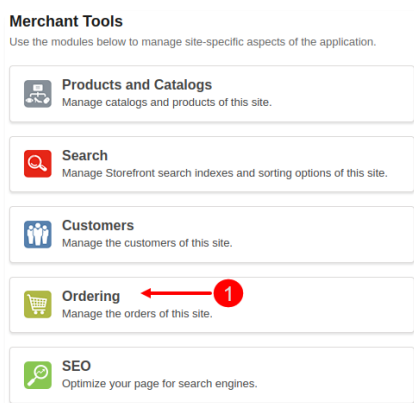


Figure 59

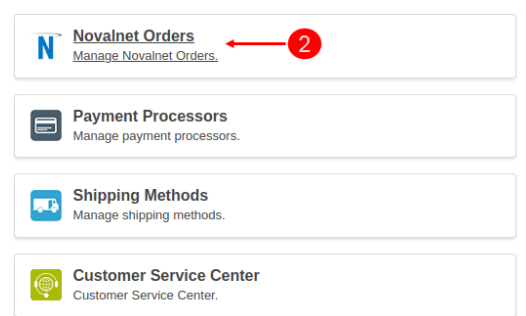


Figure 60

4.2 Transaction Overview

Click on the particular order **Number** to review the overview of the Novalnet transaction details as shown below.

Novalnet Orders

Number	Order Date	Created By	Customer	Customer Email	Payment Method	Order Total	Order Status
00000302	7/30/24 9:38 am	Customer	Novalnet Tester	test@novalnet.de	Direct Debit SEPA	€69.99	COMPLETED
00000301	7/30/24 7:58 am	Customer	Norbert Maier	test@novalnet.de	Direct Debit SEPA	€69.99	COMPLETED
00000300	7/30/24 7:45 am	Customer	Norbert Maier	test@novalnet.de	Direct Debit SEPA	€69.99	COMPLETED
00000299	7/30/24 7:42 am	Customer	Novalnet Tester	test@novalnet.de	Credit/Debit Cards	€62.95	COMPLETED
00001211	7/30/24 6:18 am	Customer	Norbert Maier	test@novalnet.de	Direct Debit SEPA	€22.99	COMPLETED

Figure 61

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 62

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						
Cancel All Instalments		Cancel All Remaining Instalments				
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status		
1	15007400048209898	14,82 €	2024-07-26 14:35:25	Paid	Refund	
2		14,82 €	2024-08-26 14:35:25	Pending		
3		14,82 €	2024-09-26 14:35:25	Pending		
4		14,82 €	2024-10-26 14:35:25	Pending		

Figure 63

4.4 Confirming / Cancelling a transaction

To confirm or cancel an on-hold payment, navigate to **Ordering** → **Novalnet Orders** 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.

The screenshot shows a form titled 'Manage transaction process'. It contains a label 'Please select status' followed by a dropdown menu with 'Confirm' selected. Below the dropdown is a 'Submit' button. Two red arrows with numbers are overlaid: arrow '1' points to the dropdown menu, and arrow '2' points to the 'Submit' button.

Figure 64 – Confirm process

The screenshot shows a form titled 'Manage transaction process'. It contains a label 'Please select status' followed by a dropdown menu with 'Cancel' selected. Below the dropdown is a 'Submit' button. Two red arrows with numbers are overlaid: arrow '1' points to the dropdown menu, and arrow '2' points to the 'Submit' button.

Figure 65 – Cancel process

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

The screenshot shows the 'Order Comments' section. It displays 'Novalnet Transaction Details: Novalnet transaction ID: 14355000003803871' and 'Test order'. Below this, a red-bordered box contains the text: 'The transaction has been confirmed on 30-04-2021'.

Figure 66 - Comments after the confirmation process

The screenshot shows the 'Order Comments' section. It displays 'Novalnet Transaction Details: Novalnet transaction ID: 14355000003803871' and 'Test order'. Below this, a red-bordered box contains the text: 'The transaction has been cancelled on 30-04-2021'.

Figure 67 - Comments after the cancellation 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 Orders**. 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.

order: 00000303

Novalnet Transaction Details

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

Order Total: €22.99
Payment Method: Direct Debit SEPA
Novalnet Transaction ID: 1435500009618029

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

Order Comments

Transaction Refund

Refund amount: 2299 (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)

Refund / Cancellation Reason:

Figure 68

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 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 Orders** 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					
<input type="button" value="Cancel All Instalments"/>		<input type="button" value="Cancel All Remaining Instalments"/>			
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status	
1	15007400048209898	14,82 €	2024-07-26 14:35:25	Paid	<input type="button" value="Refund"/>
2		14,82 €	2024-08-26 14:35:25	Pending	
3		14,82 €	2024-09-26 14:35:25	Pending	
4		14,82 €	2024-10-26 14:35:25	Pending	

Figure 69

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

Instalment Summary					
<input type="button" value="Cancel All Instalments"/>		<input type="button" value="Cancel All Remaining Instalments"/>			
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status	
1	15007400048209898	14,82 €	2024-07-26 14:35:25	Paid	Amount: 1482 <input type="button" value="Confirm"/> <input type="button" value="Cancel"/>
2		14,82 €	2024-08-26 14:35:25	Pending	
3		14,82 €	2024-09-26 14:35:25	Pending	
4		14,82 €	2024-10-26 14:35:25	Pending	

Figure 70

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

4.6.2 Instalment Cancellation Option

To cancel the instalment orders through options, navigate to **Ordering** → **Novalnet Orders** and click on the particular order. Scroll down to the **Instalment Summary** section.

❶ Cancel All Remaining Instalment - Clicking this option will cancel all the upcoming instalment orders excluding the current instalment in progress as shown below.

Instalment Summary					
<div> Cancel All Instalments Cancel All Remaining Instalments </div>					
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status	
1	15007400048209898	14,82 €	2024-07-26 14:35:25	Paid	Refund
2		14,82 €	2024-08-26 14:35:25	Pending	
3		14,82 €	2024-09-26 14:35:25	Pending	
4		14,82 €	2024-10-26 14:35:25	Pending	

Figure 71

Instalment Summary				
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status
1	15007700053806875	12,33 €	2024-07-29 10:52:37	Paid
2		12,33 €	2024-08-29 10:52:38	Canceled
3		12,33 €	2024-09-29 10:52:38	Canceled

Figure 72

❷ Cancel All Instalment - Clicking this option will cancel the current instalment and all the subsequent instalment orders as shown below.

Instalment Summary					
<div> Cancel All Instalments Cancel All Remaining Instalments </div>					
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status	
1	15007400048209898	14,82 €	2024-07-26 14:35:25	Paid	Refund
2		14,82 €	2024-08-26 14:35:25	Pending	
3		14,82 €	2024-09-26 14:35:25	Pending	
4		14,82 €	2024-10-26 14:35:25	Pending	

Figure 73

Instalment Summary				
S.No	Novalnet transaction ID	Amount	Next Instalment Date	Status
1	15007700053702923	15,82 €	2024-07-29 10:49:06	Refunded
2		15,82 €	2024-08-29 10:49:07	Canceled
3		15,82 €	2024-09-29 10:49:07	Canceled
4		15,82 €	2024-10-29 10:49:07	Canceled

Figure 74

5 CARTRIDGE DISABLE

To disable the Novalnet Payment cartridge, please follow the steps below,

Step 1: Navigate to **Merchant Tools** → **Site Preferences** → **Novalnet API Configuration**.



Step 2: Click the check box to disable the Novalnet payment cartridge and click **Submit** to save/update the changes as shown below.

Novalnet API 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 ☐ ? 1

Product activation key: n7ibc7ob5tjdoU3HJVoyM7MQ44qonbobljblnmdliOp|qJEH3gNbeWJfIHah|lf7cpn7pc ?

Payment access key: a87ff679a2f3e71d9181a67b7542122c ?

Select Tariff ID: DEMO Shop Betrag ?

Notification / Webhook URL Setup

Notification / Webhook URL: https://salesforce.novalnet.de/NovalnetWebhook-Notify ?

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

Send e-mail to: ?

2 **Submit**

Figure 75

6 TECHNICAL SUPPORT THROUGH NOVALNET

For any questions or further inquiries 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@novалnet.de or call +49 89 9230683-19.

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

If you have any defects, recommendations, or suggestions for improvement? Kindly share your thoughts with us to develop our payment cartridge further at technic@novалnet.de or call us at +49 89 9230683-19.

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