

Installation Guide for Novalnet Salesforce B2C Commerce Cloud Cartridge

Version	Date	Remarks
1.2.1	13.08.2024	[Enhanced] One-click shopping-supported payments are now automatically save the payment token for transactions

🔗 For previous version changelog, go to

<https://github.com/Novalnet-AG/salesforce-commerce-cloud-b2c-payment-integration-novalnet/blob/master/changelog.txt>


TABLE OF CONTENTS

1 QUICK SETUP	3
1.1 Cartridge Installation	3
1.2 Global Configuration in the Salesforce commerce cloud shop system	8
1.2.1 Client key configuration in the Novalnet Admin Portal.....	10
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	14
2 TESTING AND GOING LIVE	15
3 SUPPORTED PAYMENT METHODS	16
4 ADDITIONAL CONFIGURATION	16
4.1 Additional configuration for all the payment methods.....	16
4.2 Additional configuration for Novalnet Credit/Debit Cards	21
5 MANAGING SALESFORCE COMMERCE CLOUD ADMIN PANEL	21
5.1 Order Management.....	22
5.2 Transaction Overview	22
5.3 Order details for Instalment payments	23
5.4 Confirming / Cancelling a transaction	23
5.5 Refunding an order.....	24
5.6 Refunding Instalment orders.....	24
5.6.1 Instalment orders refund process	24
5.6.2 Instalment payment refund process	25
6 AVAILABILITY, FALLBACK / RECOVERY	25
7 TECHNICAL SUPPORT THROUGH NOVALNET	25

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

This Novalnet payment cartridge version (1.2.0) supports the given versions of 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. 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 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.

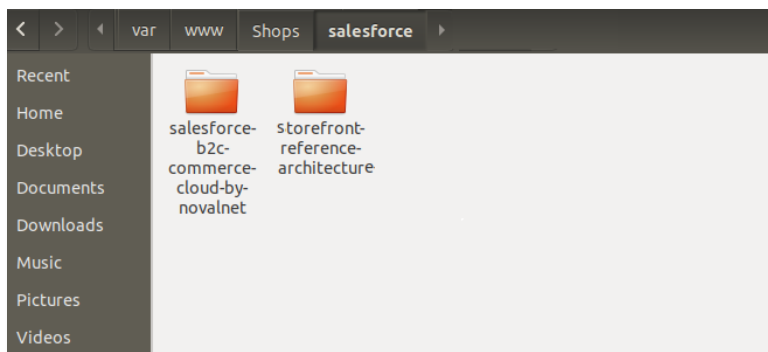


Figure 1

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": "24.8.1",
  "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 bn_novalnet",
    "compile:js": "sgmf-scripts --compile js",
    "compile:css": "sgmf-scripts --compile css"
  }
}
```

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 following command,

```
npm install
```

Compile the code:

Compile the CSS, JS scripts and fonts using 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 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**.

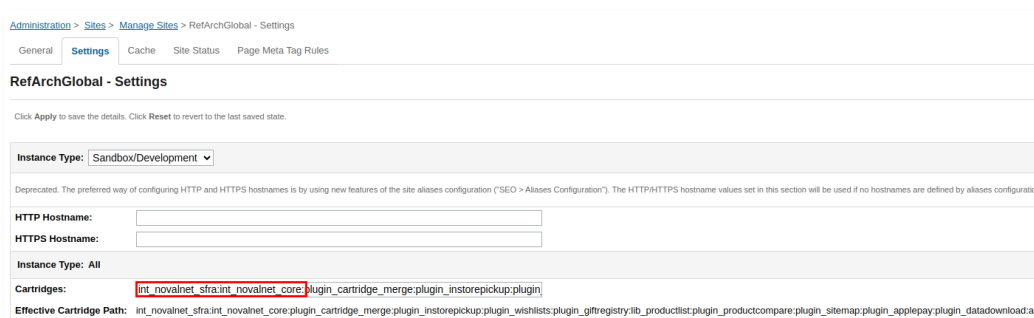


Figure 5

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**.

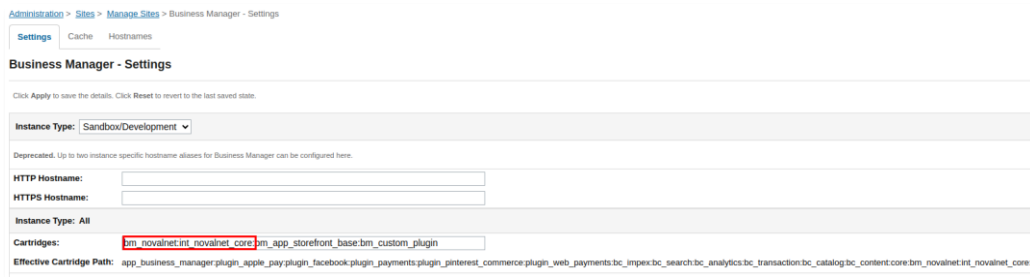


Figure 6

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.

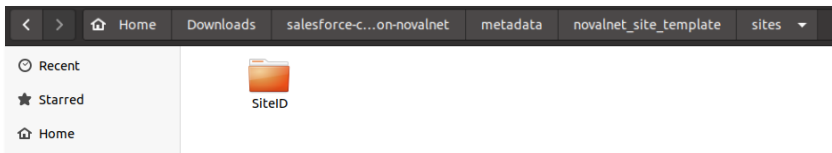


Figure 7 - Before changing the folder name

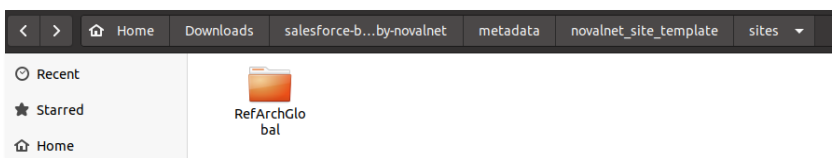


Figure 8 - After changing the folder name

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

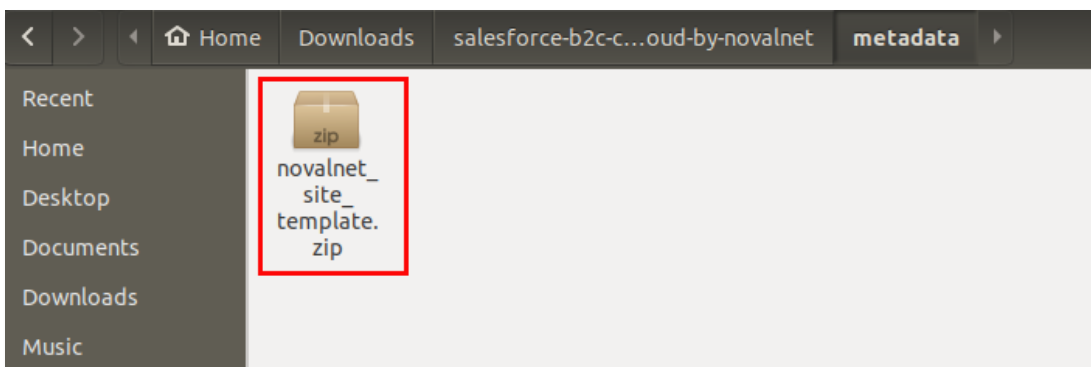


Figure 9

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

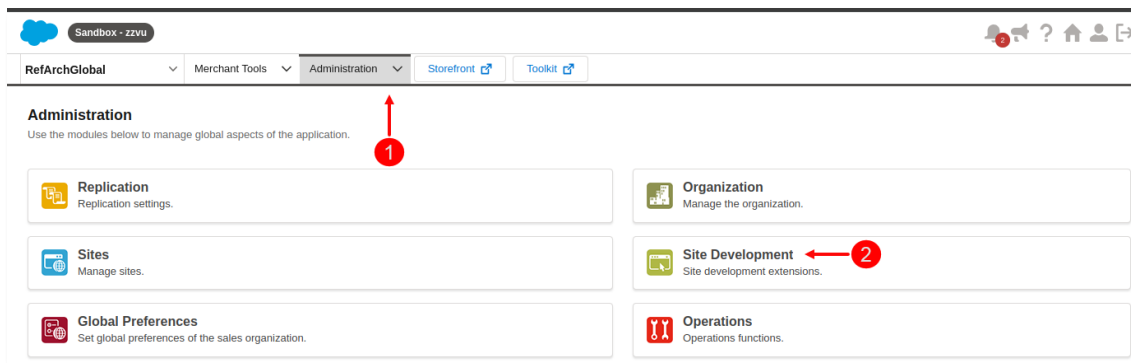


Figure 10

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

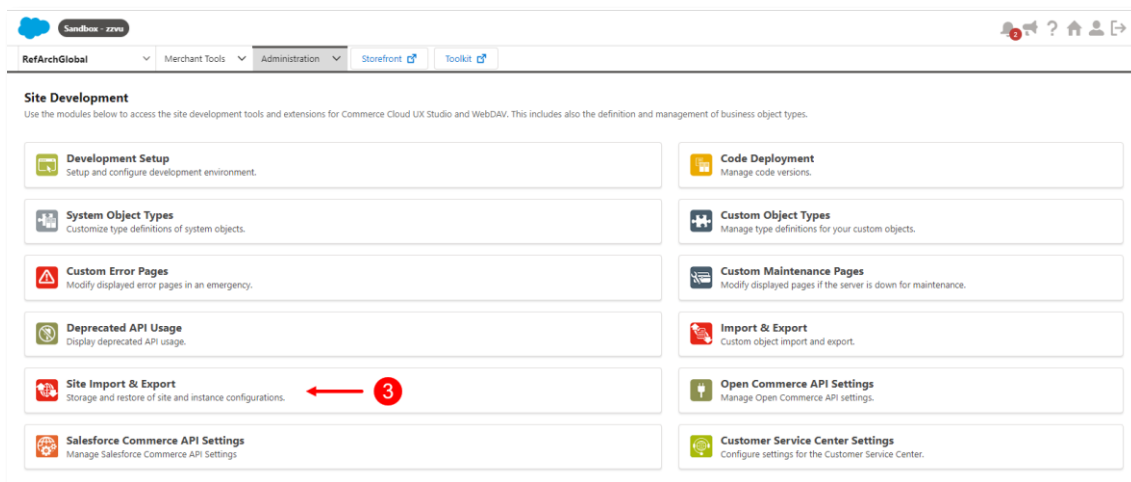


Figure 11

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

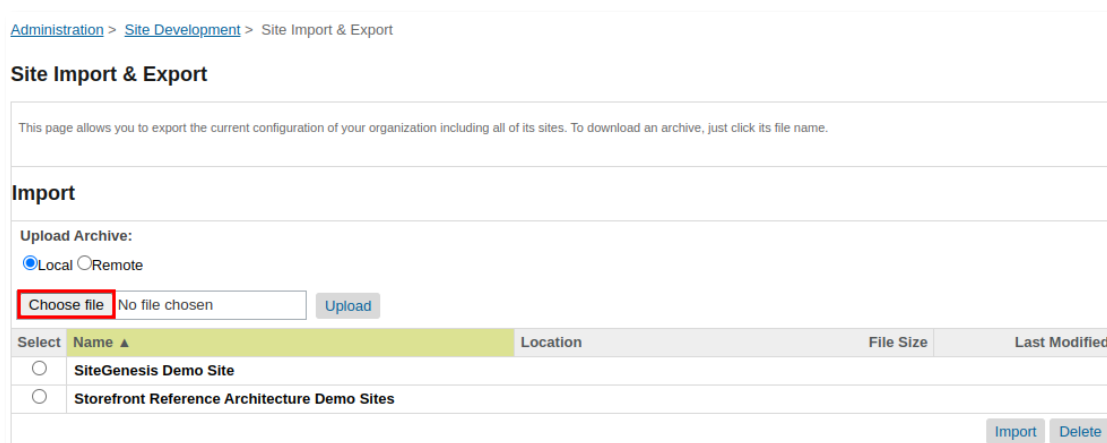


Figure 12

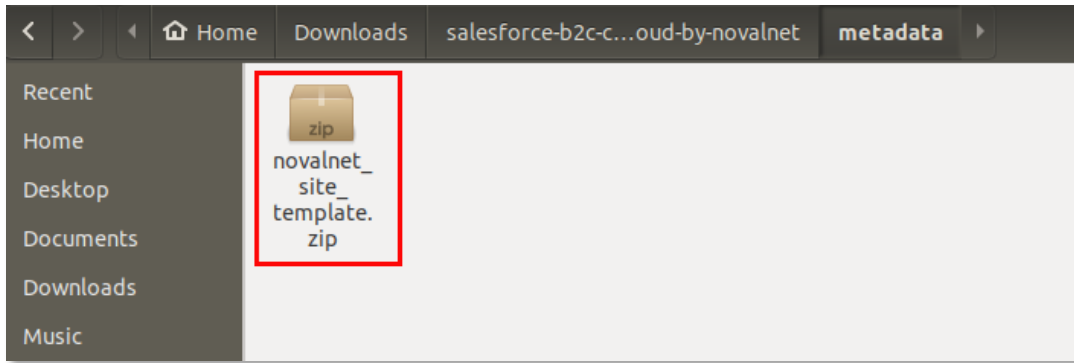


Figure 13

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

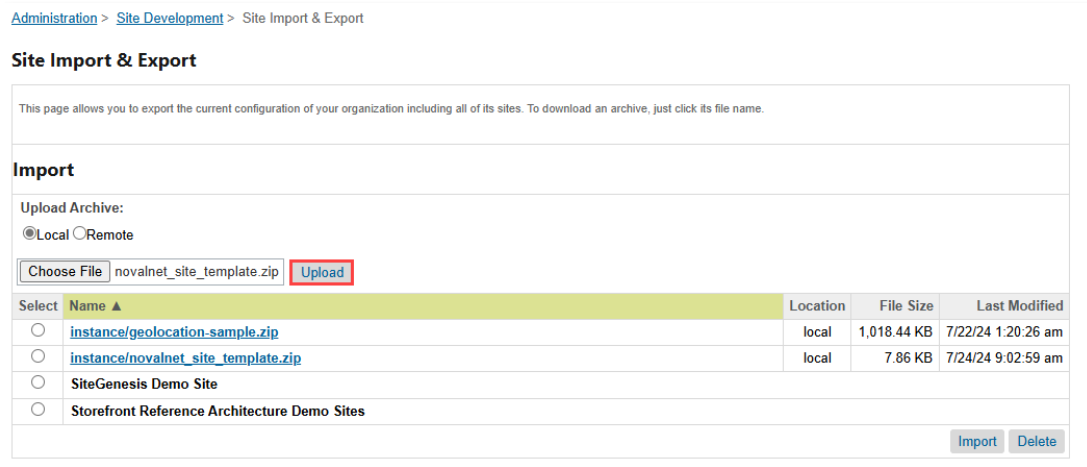


Figure 14

Novalnet payment cartridge will be listed. Select the **instance/novalnet_site_template.zip** and click the **Import** button as shown below.

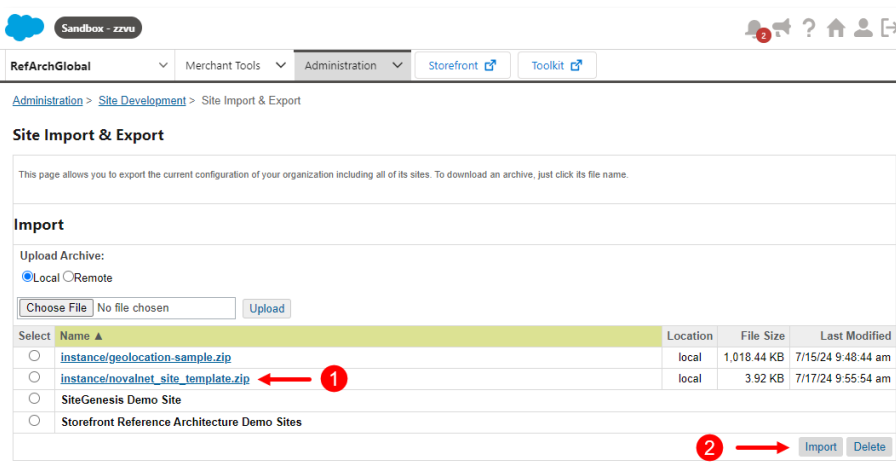


Figure 15

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

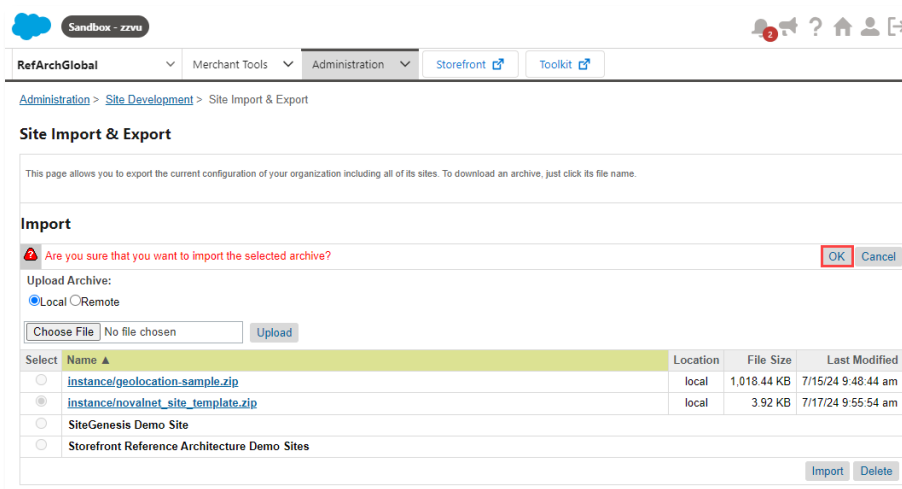


Figure 16

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

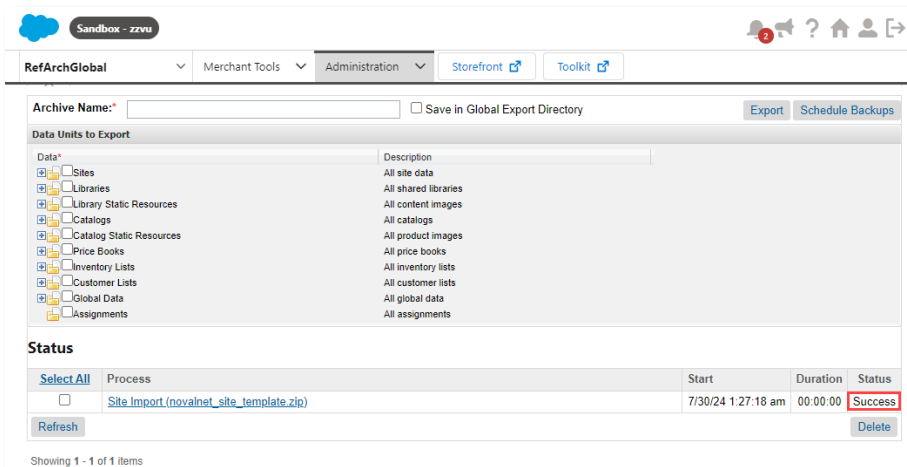


Figure 17

1.2 Global Configuration in the Salesforce commerce cloud shop system

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

Step 3: Select the module “**Novalnet Global Configuration**” under **Site Preferences** 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.

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

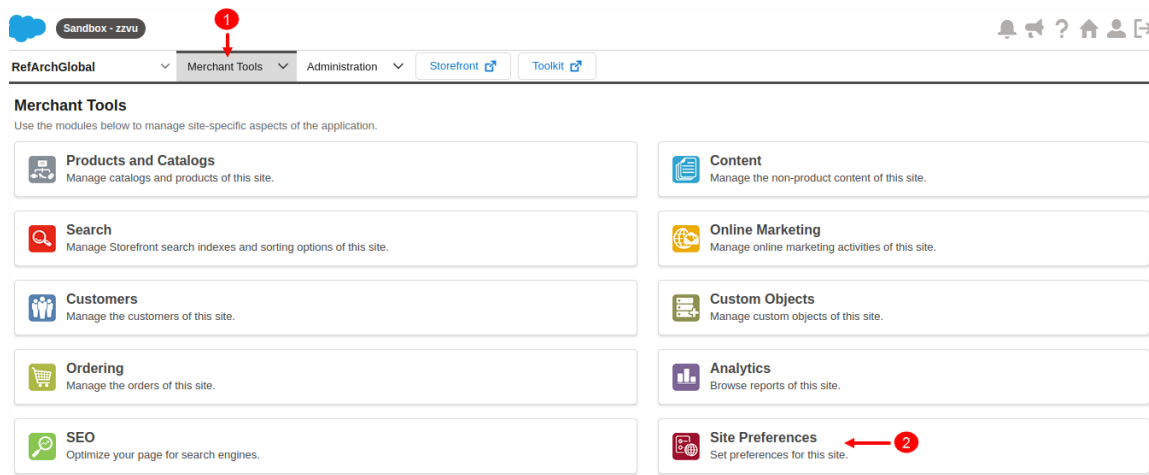


Figure 18

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

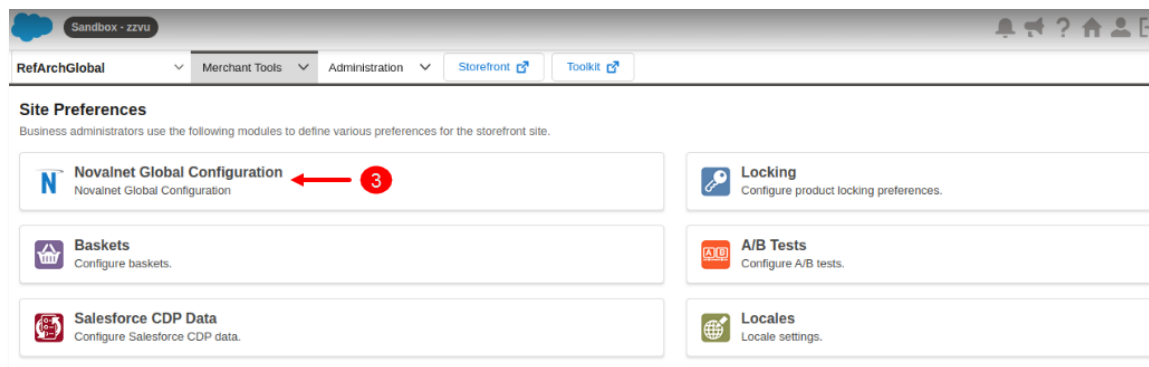


Figure 19

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: ?

Notification / Webhook URL Setup

Notification / Webhook URL: ?

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

Send e-mail to: ?

Submit

Figure 20

- i Novalnet Enabled** - enable this configuration to display payment method on shop checkout page.
- i Product activation Key** - a unique token for merchant authentication and payment processing.
- i Payment access Key** - your secret key used to encrypt the data to avoid user manipulation and fraud.
- i Tariff ID** - a unique identifier created based on the tariff type at Novalnet.

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

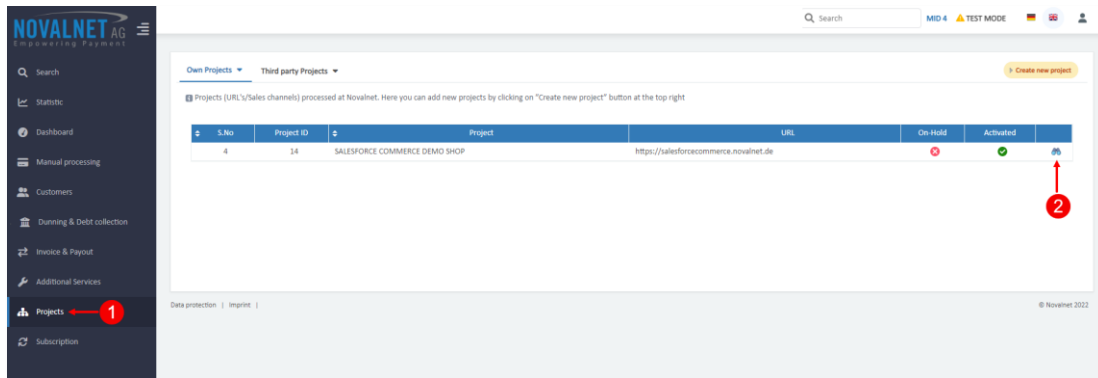


Figure 21

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

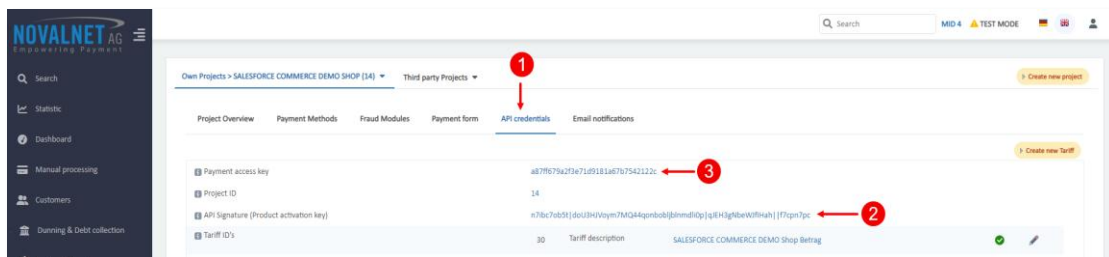


Figure 22

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 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: ?

Payment access key: ?

Select Tariff ID: ?


Figure 23

1.2.1 Client key configuration in the Novalnet Admin Portal

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

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

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

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

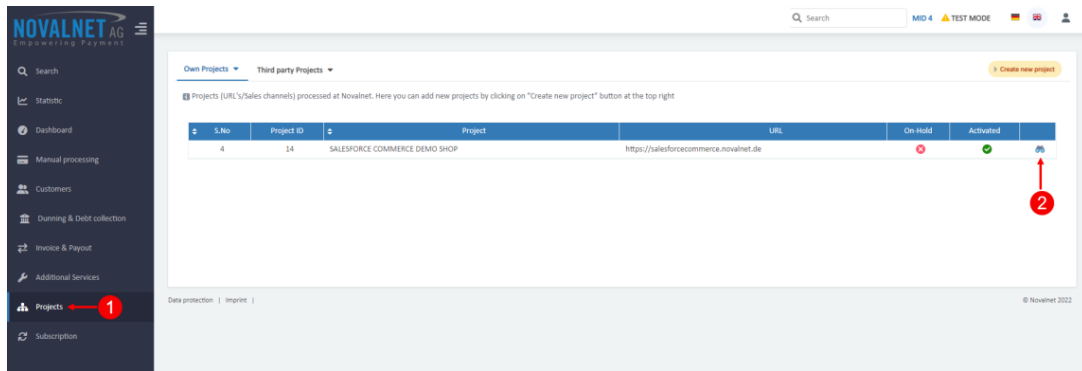


Figure 24

Step 3: On the projects details page click **API credentials** and click  **Edit** beside **Allowed Domain(s)** as shown below.

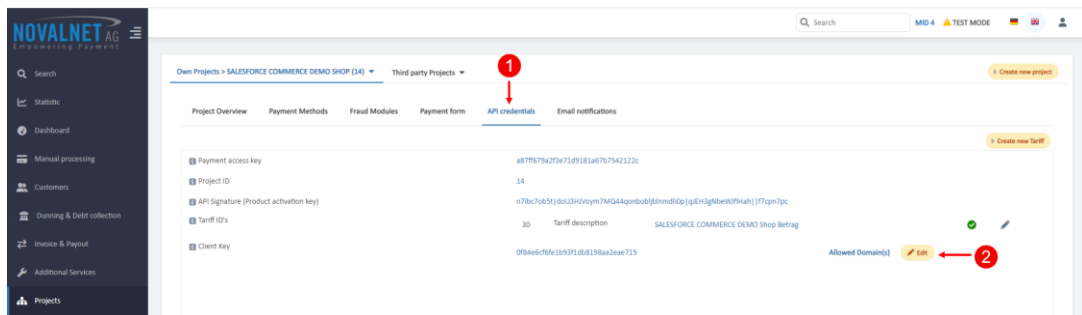


Figure 25

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

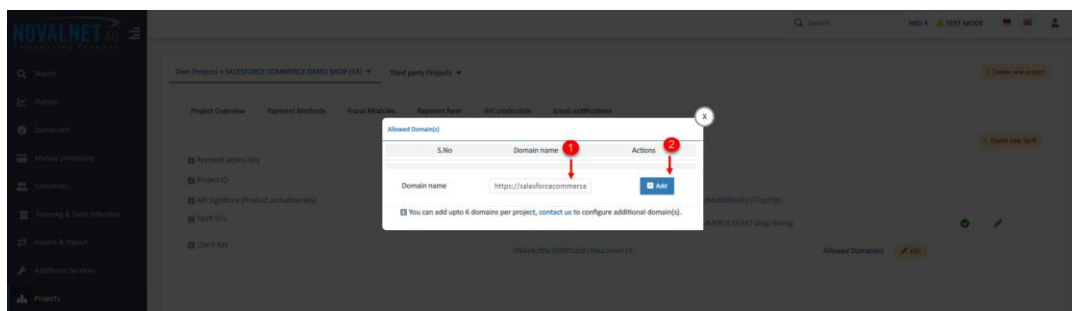


Figure 26

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

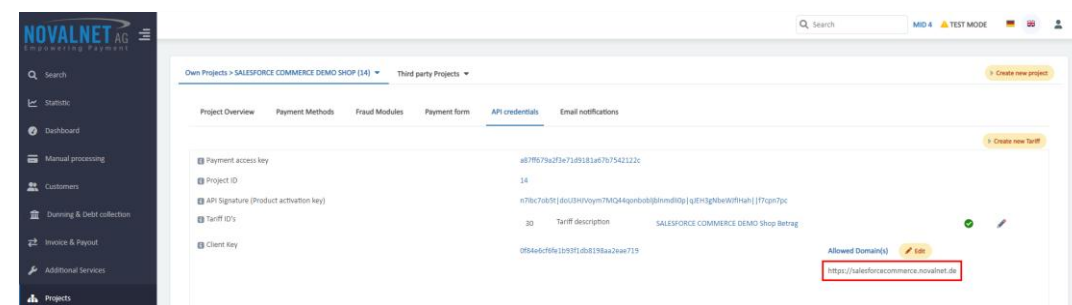


Figure 27

1.2.2 Notification/Webhook URL Configuration in the Novalnet Admin Portal

In the Novalnet Global Configuration page on your shop system you will find your Notification / Webhook URL under **Notification / Webhook URL Setup** as shown below.

Figure 28

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**.

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

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

Figure 29

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

Figure 30

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

Figure 31

- ① **Notification / Webhook URL** - Required to keep the merchant's database/system updated and synchronized with Novalnet (for example, up-to-date transaction status delivery).
- ① **Allow manual testing of the Notification / Webhook URL** - Enable this to test the Novalnet Notification / Webhook URL manually. Disable this before setting your shop system 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.

1.3 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@novallnet.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.

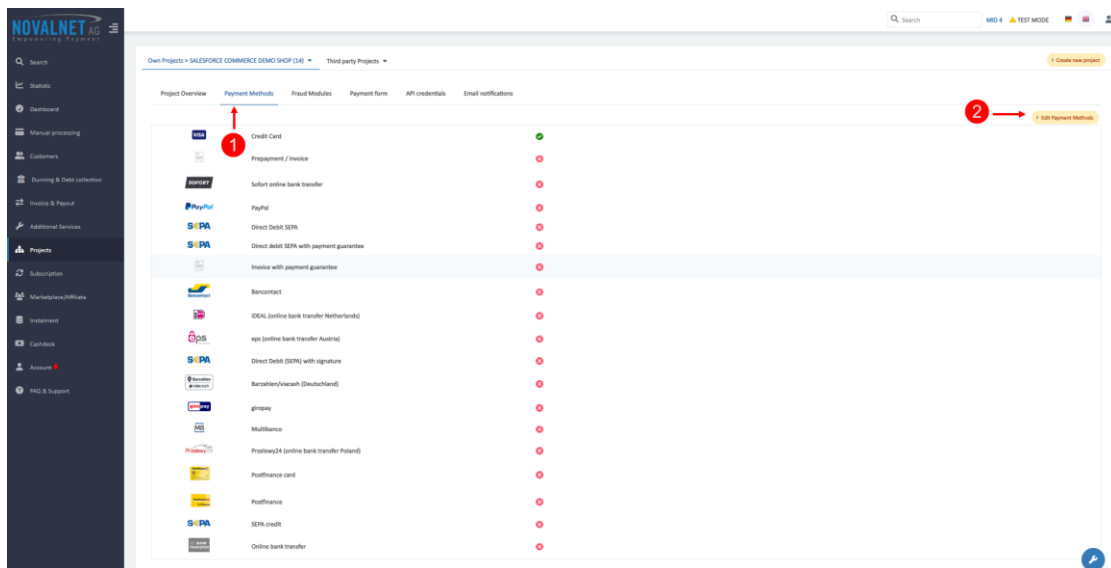


Figure 32

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

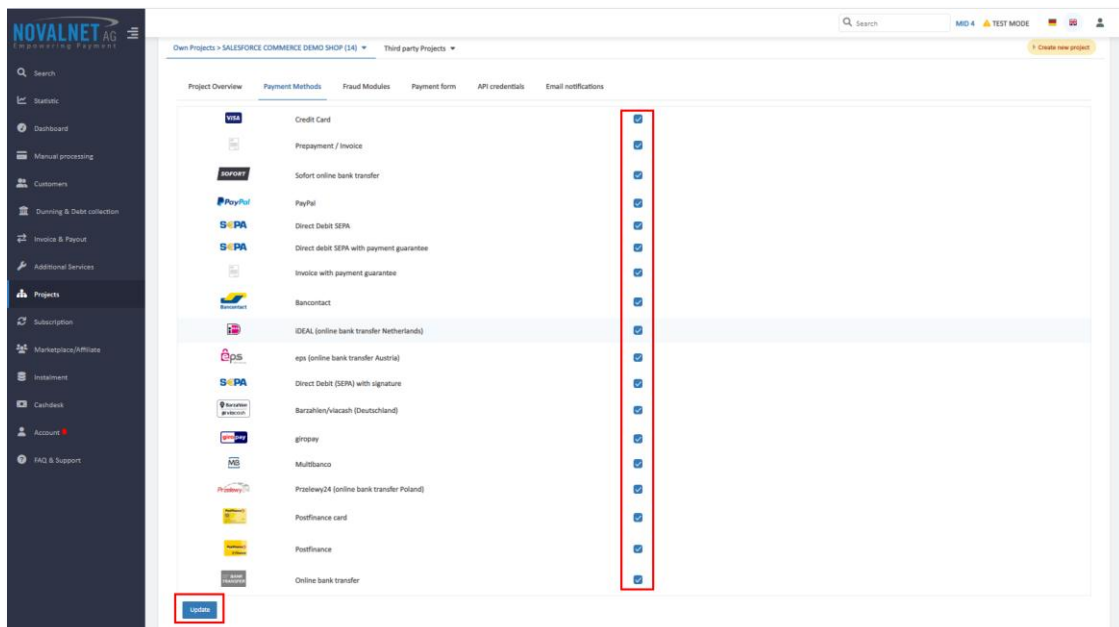


Figure 33

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

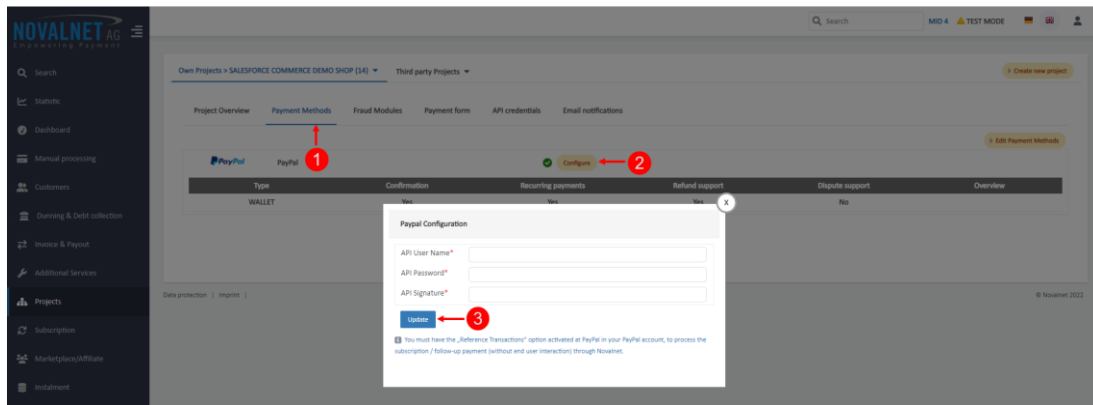


Figure 34

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

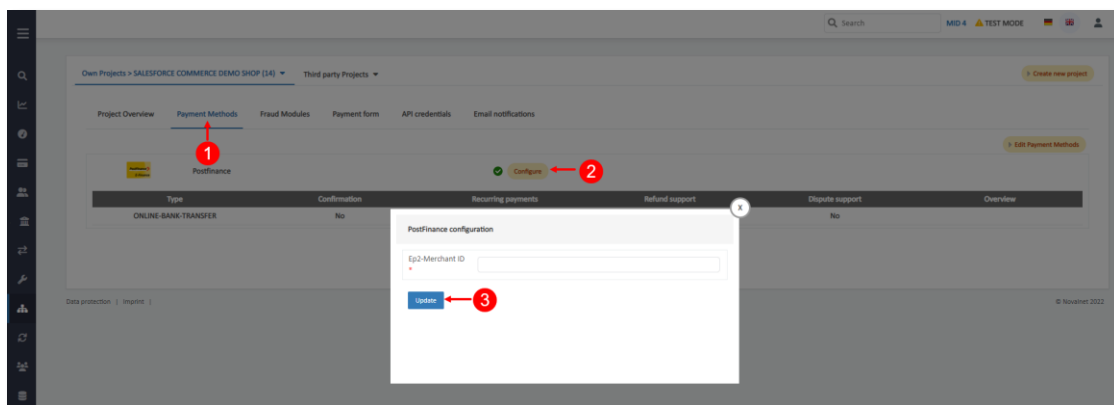


Figure 35

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**.

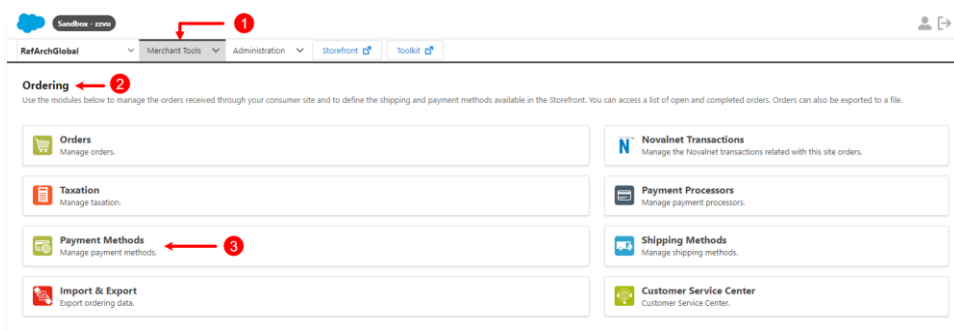


Figure 36

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

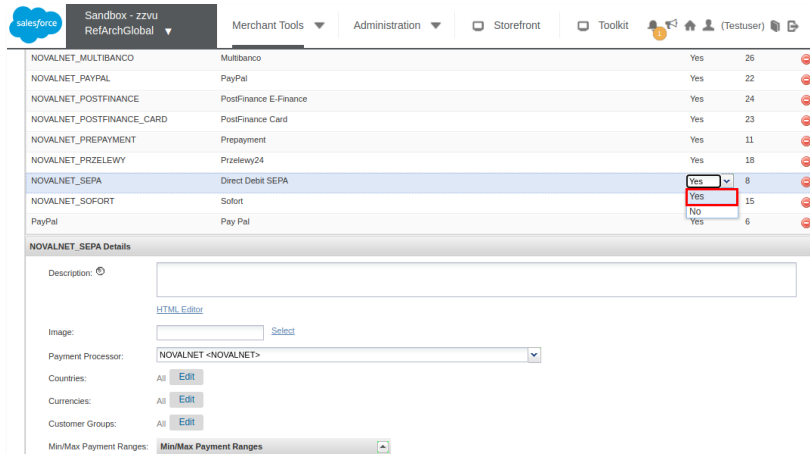


Figure 37

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

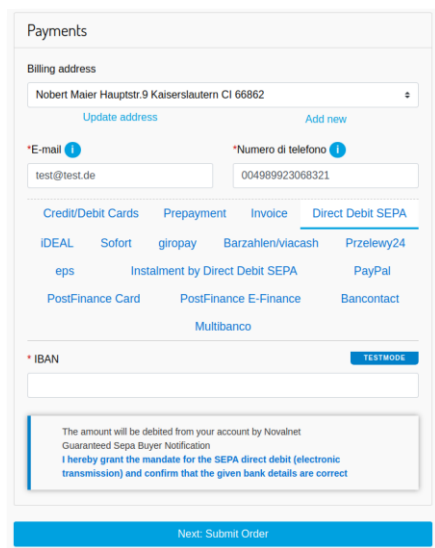


Figure 38

2 TESTING AND GOING LIVE

Execute test transactions by navigating to **Merchant Tools** → **Ordering** → **Payment Methods** choose the specific payment method (e.g. Credit/Debit Cards) 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.

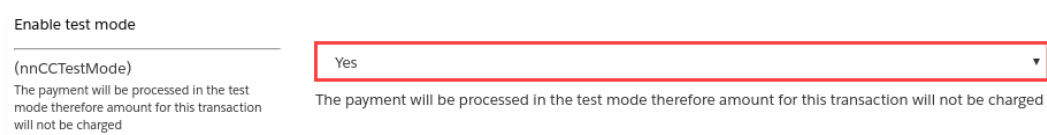


Figure 39

Refer below URL 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 SUPPORTED PAYMENT METHODS

This payment module for Salesforce commerce supported the following payment methods.

Direct Debit SEPA, Credit/Debit Cards, Invoice, Prepayment, Invoice with payment guarantee, Direct Debit SEPA with payment guarantee, Instalment by Invoice, Instalment by Direct Debit SEPA, iDEAL, Sofort, giropay, Barzahlen/viacash, Przelewy24, eps, PayPal, PostFinance Card, PostFinance E-Finance, Bancontact and Multibanco.

4 ADDITIONAL CONFIGURATION

4.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment methods, navigate to **Merchant Tools** → **Site Preferences** → **Custom Preferences** and then click on the each payment methods to configure the required additional payment settings.

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.*

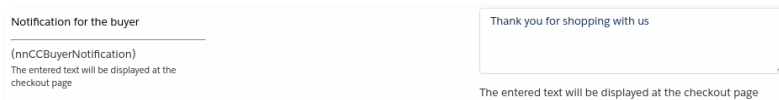


Figure 40

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

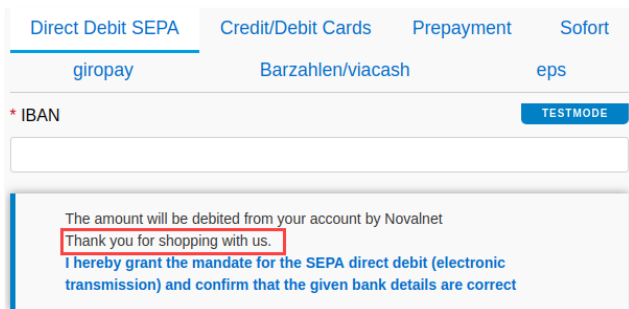


Figure 41

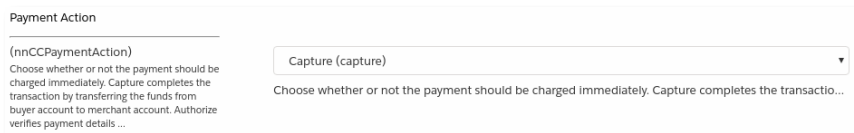
Payment Action (Debit immediately / Reserve funds for later/ Authorize with zero amount)

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

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

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

- ❶ **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

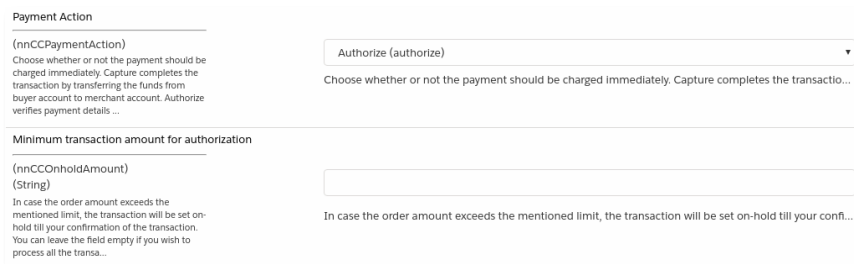
(nnCCPaymentAction)
Choose whether or not the payment should be charged immediately. Capture completes the transaction by transferring the funds from buyer account to merchant account. Authorize verifies payment details ...

Capture (capture)

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

Figure 42

- ❷ **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!
- ❸ **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 transaction...

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...

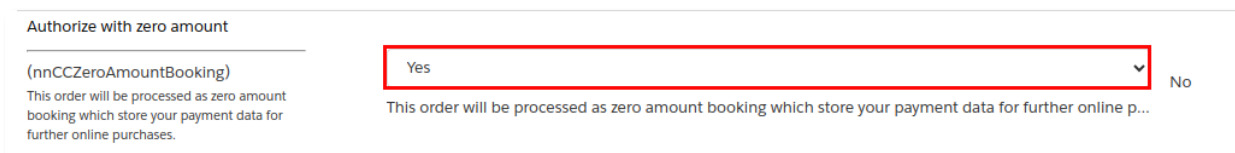
Figure 43

Authorize with zero amount

☛ This option is available only for the **Credit Card** and **Direct Debit SEPA**.

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).

Click the **Authorize with zero amount** dropdown to set the value as **Yes** and click **Save**.



Authorize with zero amount

(nnCCZeroAmountBooking)
This order will be processed as zero amount booking which store your payment data for further online purchases.

Yes

This order will be processed as zero amount booking which store your payment data for further online p...

No

Figure 44

To set an amount for each transaction with the amount 0, navigate to **Merchant Tools** → **Ordering** → **Novalnet Transactions** and Select the respective order of the Novalnet transaction details. Click **Book transaction**, enter the desired amount for the €0 transaction (enter 1999 = €19.99 in the smallest currency unit) in **Transaction booking amount** field and click **Submit**.

order: 00000401

Novalnet Transaction Details

Customer Name: Norbert Maier
Customer Email: test@novalnet.de

Order Total: €28.79
Payment Method: Credit/Debit Cards
Novalnet Transaction ID: 15007200058100071

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

Order Comments

Novalnet Transaction Details: Novalnet transaction ID: 15007200058100071
Test order
This order processed as a zero amount booking

Book transaction

Figure 45

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

Submit

Figure 46

Click **Yes** to confirm that you want to book the order amount and click **OK** to close the popup window with success message.

Confirm

Are you sure you want to book the order amount?

Yes **No**

Figure 47

Success

successful

OK

Figure 48

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

order: 00000401

Novalnet Transaction Details

Customer Name: Norbert Maier
Customer Email: test@novalnet.de

Order Total: €28.79
Payment Method: Credit/Debit Cards
Novalnet Transaction ID: 15007200059001946

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

Order Comments

Novalnet Transaction Details: Novalnet transaction ID: 15007200058100071
Test order
This order processed as a zero amount booking
Your order has been booked with the amount of €28.79. Your new TID for the booked amount: 15007200059001946

Transaction Refund

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.

Figure 50

Instalment payments configuration

☛ This option is available only for **Instalment by Direct Debit SEPA** 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 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 51

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

* Date of Birth
DD.MM.YYY

*Choose your installment plan (net loan amount: €75.99)
4 x 19,00 € (monthly)

Number of installments	Installment amount
1	19,00 €
2	19,00 €
3	19,00 €
4	19,00 €

You will receive an email with Novalnet's bank details to complete the payment

Figure 52

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:

Direct Debit SEPA, Invoice, Prepayment and 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 53

- ❶ For **Direct Debit SEPA**, enter the days after the payment is debited (between 2 and 14 days).
- ❷ For **Invoice**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If this field is left blank, 14 days will be set by default.
- ❸ For **Prepayment**, enter the number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If this field is left blank, 14 days will be set by default.
- ❹ For **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.

4.2 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.

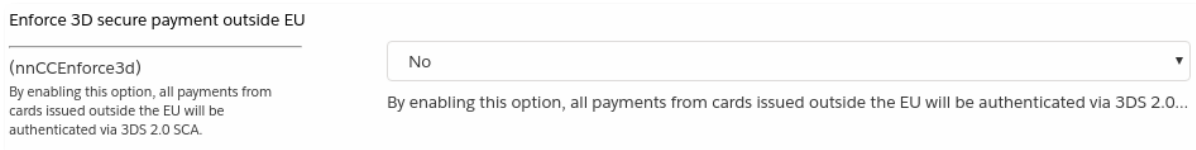


Figure 54

Custom CSS settings

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

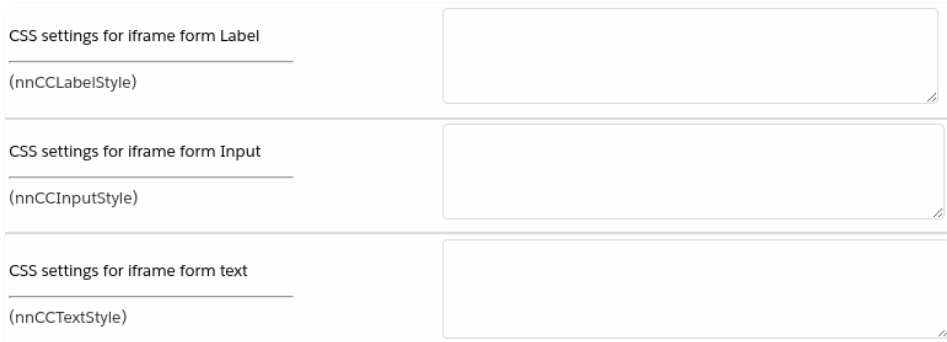


Figure 55

5 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**.

5.1 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.

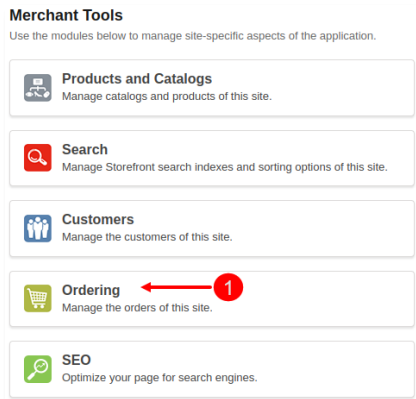


Figure 56

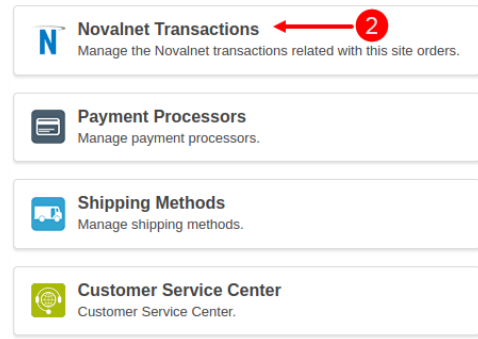


Figure 57

5.2 Transaction Overview

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

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 58

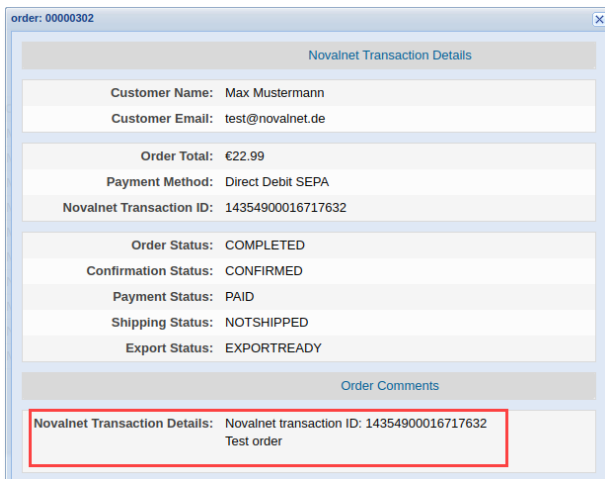


Figure 59

5.3 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	Refund
2	2021-06-03 11:06:36	14365100010107426	COMPLETED	€ 35,00	Refund

Figure 60

5.4 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 61

Figure 62

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 [5.2 Transaction Overview](#) for more details about the **order comments**.

Figure 63

Figure 64

5.5 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.

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:

Submit

Figure 65

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 [5.2 Transaction Overview](#) for more details about the **Order Comments**.

5.6 Refunding Instalment orders

5.6.1 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 66

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 Confirm Cancel
2	2021-06-03 11:06:36	14365100010107426	COMPLETED	€ 35,00	Refund

Figure 67

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 [5.2 Transaction Overview](#) for more details about the **Order Comments**.

5.6.2 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					
Instalment Cancel					
S.no	Date	Novalnet Transaction ID	Status	Amount	Instalment Refund
1	2021-05-03 11:06:35	14365100010107415	COMPLETED	€ 35,00	Refund
2	2021-06-03 11:06:36		PENDING	€ 35,00	

Figure 68

- 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 [5.2 Transaction Overview](#) for more details about the **Order Comments**.

6 AVAILABILITY, FALLBACK / RECOVERY

The Novalnet payment system guarantees an uptime of almost 100%. In case the system fails, there is no fail-over to allow transactions to proceed. Customers will not be able to use Novalnet Payments to checkout. Users will instead be provided with friendly error messaging.

If you continue to see any issues, please contact our Novalnet representative so that we may investigate this further. Please note that when contacting Novalnet, we may ask log details that can be found in the log with the custom-Novalnet prefix and Service-Novalnet prefix that may need to be extracted from the logs as well as assistance with reproducing the issue step by step.

7 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 or call +49 89 9230683-19.

For a **merchant account, new payment plugin or additional payment methods**, please contact 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 or call us at +49 89 9230683-19.

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