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Novalnet payment plugin for **WooCommerce**

Installation guide

Version 11.2.0

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Changelog

Version	Description & changes	Date
11.2.0	**[Compatible]** Tested with WooCommerce version upto 3.0.2 and Subscription version upto 2.2.4	13.04.2017
11.1.1	**[New]** Implemented Novalnet updates page **[Enhanced]** Updated payment logo for Credit Card and Invoice payment **[Enhanced]** Added new parameter in all API calls **[Fix]** Fixed restriction of email notification to the end customer on callback execution **[Fix]** Fixed issue with single iteration Subscription product (Eg: price per month for 1 month) **[Compatible]** Checked for compatibility with WordPress version 4.7.3 and Subscription version 2.1.4	03.04.2017
11.1.0	- Credit Card iframe updated. - One click shopping for Credit Card and PayPal implemented. - Edit option in Credit Card and PayPal for registered customers implemented. - Zero amount booking for PayPal implemented. - On-hold transactions for PayPal implemented. - New payment method "Przelewy24" added.	21.02.2017
11.0.0	- Auto configuration of vendor credentials. - Zero amount booking. - One click shopping for Direct Debit SEPA. - Iframe and hosted page implementation for Credit Card. - Implemented Direct Debit SEPA with payment guarantee, Invoice with payment guarantee. - Edit option in Direct Debit SEPA for registered customers. - Notify URL configuration in shop backend. - Logo control has been implemented in global configuration. - Responsive templates has been implemented. - New booking with payment reference. - Compatibility has been checked for subscription version 1.5.29 and 2.0.8	25.04.2016
10.3.1	- Compatibility has been checked for latest WooCommerce and Subscription version. - Novalnet payment module has been optimized as per new testcase.	29.08.2016
10.3.0	- Credit Card iframe implemented.	29.03.2016
10.2.1	- Implemented giropay payment. - Compatibility has been checked for latest Woocommerce version 2.3.8 - 2.5.x and subscription version 2.0.x. - Novalnet payment module has been optimized as per new testcase.	12.02.2016
10.2.0	- Direct Debit SEPA overlay and Credit Card Type removed. - External plugin compatibility has been checked. - Compatibility has been checked for latest Woocommerce version 2.3.8 - 2.4.x and subscription version 2.0.x.	19.11.2015
10.1.1	- Compatibility has been checked for WooCommerce version upto 2.4.6.	28.08.2015
10.1.0	- External plugin compatibility has been checked. - Payment Reference has been implemented.	10.08.2015
10.0.0	- New release	10.06.2015

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About this document

This document relates to Novalnet payment plugin for **WooCommerce** and contains important information about installing and using the payment plugin. At the same time, this document serves as performance and functional specification for features in the payment plugin.

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Freeware-License agreement

Preamble

The following agreement governs the rights and responsibilities between you (the "Partner") and the Novalnet in relation to the cost-free software solutions service and support provided by Novalnet, by connecting your e-commerce systems to the payment platform of Novalnet services, which Novalnet offers in accordance with a service contract to its partners, are not affected explicitly by this agreement. From this particular agreement, is not explicitly affected the services Novalnet under the contract between the parties to the service contract partners are providing. By installing and using the software, you automatically confirm that you have read this freeware license agreement and agree with it. If you do not agree to these conditions, as a partner, please do not install and use the software.

License

Novalnet grants you a non-exclusive, free of charge right of usage of the payment modules provided by Novalnet free of charge and all further modules Novalnet publishes elsewhere whose duration is limited to the duration of the service contract between the parties involved. According to the license agreement, you may install the software on one or more computers and use them. The license for the software is free. The partner agrees to the usage of the payment modules and/or parts of modules exclusively for the Novalnet-provided services, mentioned under the treaty/agreement. The partner is not entitled to any technical support of any kind from Novalnet. Novalnet is therefore not obliged to ensure the maintenance or revision or development of the software.

Copyright

All title, ownership rights and intellectual property rights to and from the software, as well as all copies of the software, and any related documentation, are the property of Novalnet (https://www.novalnet.de). All rights are reserved. Novalnet reserves legal measures in case of a breach of this agreement.

Guarantee and liability

The payment modules will be explicitly made available "as they are defined". For the correct functioning of the payment modules and/or parts of the payment modules, Novalnet does not provide guarantee. Similarly Novalnet assumes no liability for damages and/or consequential damages, directly or indirectly which can be associated with the use of Novalnet cost-free payment modules, unless the damage is intentional or through gross negligence. Not part of this disclaimer agreement, is damage caused from injury to life or health.

Legal claims and severability clause

The laws of the Federal Republic of Germany will be applicable. The place in a court of law or going to court will be Munich. Should any present or future provision of the agreement, in whole or in part, become invalid, for reasons other than the § § 305-310 of the Civil Code (BGB), the validity of the remaining provisions of the agreement will not be affected. The parties shall replace the ineffective, invalid or unenforceable provision by a valid one that will be void in its legal and economic substance, of the ineffective or not feasible provision, and also in compliance with the overall purpose of the agreement. The same applies, if after the conclusion of the agreement, there are gaps or loopholes found in the agreement. The provision of § 139 BGB (severability) is totally excluded.

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If you need further information, kindly contact our Novalnet technical service team

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1. General

Novalnet is a leading payment institution offering online gateways for processing online payments. Novalnet provides online merchants, user-friendly payment modules for all major shop systems as well as for self-programmed websites. The product and service portfolio is very comprehensive and includes all commonly used payment methods of online payment. These include a variety of intelligent fraud prevention modules, free technical support, an automated accounts receivable management system, a comprehensive subscription and membership management, as well as a very useful affiliate program. The experienced and international team of specialists at Novalnet is committed to support online merchants with in-depth knowledge and to work together with them hand in hand to increase their revenue and the quality of their online payment.

Novalnet is accredited by the BaFin as a payment institution. Novalnet meets all the requirements set down by this supervisory authority and thus officially offers its merchants, in all areas, a fully legally compliant service. This provides the best protection against fraud and swindle for merchants and their customers. This official accreditation as a payment institution is a seal of approval which should be a must for every online merchant searching for a payment service provider.

Novalnet can be found on the official list of BaFin approved Payment Institution. For further information, please refer to http://www.novalnet.com

About the WooCommerce shop system

Transform your WordPress website into a thorough-bred online e-commerce store. Delivering enterprise-level quality & features whilst backed by a name you can trust. Say hello to WooCommerce.

To test the demo shop, use the following link https://woocommerce-demo.novalnet.de

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2. Functional specification

2.1 Supported payment methods

This plugin supports, processing of the following payment methods via Novalnet platform.

Credit Cards

Visa	
MasterCard	
American Express	
CartaSi	
Maestro	

Online Transfer

iDEAL	
Instant Bank Transfer	
eps (Electronic Payment Standard)	
giropay	
Przelewy24	

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Account-based payment methods

Direct Debit SEPA	
Direct Debit SEPA payment with guarantee	
Invoice	
Invoice payment with guarantee	
Prepayment	

Wallet system

PayPal	

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2.2 Risk and control management

2.2.1 Fraud modules

Novalnet payment module supports the following risk management services

- Double booking blockade
- Blacklist
- Email validation
- Luhn check
- Basic address check
- Credit card bin check
- PIN by Callback
- PIN by SMS

In order to use the aforementioned risk management services, the shop operator is required to enable the **Fraud modules** in Novalnet platform.

For processing of Credit Card payment, the plausibility and validity of the Credit Card numbers using the Luhn check (Credit Card check) is employed independent of the functionality of the fraud modules.

2.3 Integration to the checkout and types of connectivity (interfaces)

Novalnet payment module seamlessly adapts the existing checkout process of the WooCommerce shop system. Communication and data transfer are performed in the background between the module and the server API of the Novalnet platform. For payments by Credit Card, data is transferred to Novalnet platform via client API during the checkout process for checking and secure storage of Credit Card details at Novalnet.

The status of the completed transactions is sent to WooCommerce shop system by Novalnet platform, which is processed by the module to synchronize an order in the WooCommerce shop system.

2.4 Payment Card Industry Data Security Standard (PCI DSS)

The Payment Card Industry Data Security Standard (PCI DSS) is a set of rules, regulations or standards for payments, which refers to processing of Credit Card transactions and it is supported by all major Credit Card companies.

When using the Novalnet payment module for WooCommerce, you, as a merchant, is not required to pass certification according to the Payment Card Industry Data Security Standard (PCI DSS).

The AJAX technology used for the client API of the Novalnet platform ensure that the WooCommerce shop is never in direct contact with any sensitive Credit Card details, because the consumer transfers it directly from client's browser to the Novalnet platform. During the checkout process, the consumer will not be redirected to other pages (except for Credit Card 3-D secure).

For more information on the Payment Card Industry Data Security Standard, please refer to
http://www.novalnet.com/pci-dss-certified-online-credit-card-payment-secure-internet-payment

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3. Download and installation

3.1 Compatibility and requirements

WordPress

- Version : 4.x

WooCommerce

- Version : 2.2.x-3.0.2

WooCommerce Subscription

- Version : 1.5.x-2.2.4

Novalnet

- Novalnet merchant account
- Novalnet payment module for WooCommerce

If you don't have Novalnet merchant account, please contact us at sales@novalnet.de. Based upon the request, we can provide you with a test account.

3.2 Steps for installation

3.2.1 Download

Go to the Novalnet website by using the below link and click on the **Module Download** as shown below.

Link: http://www.novalnet.com/modul/woocommerce

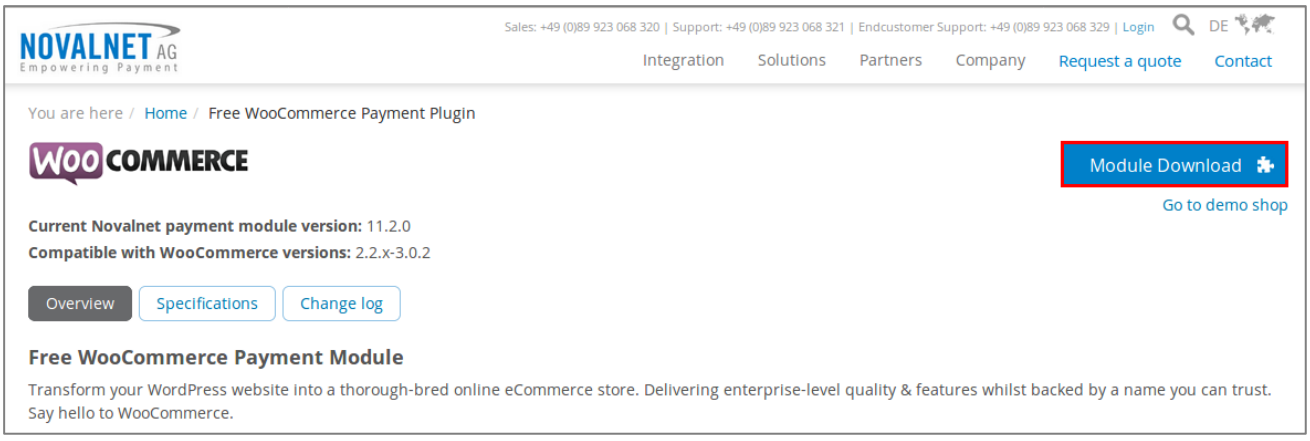

Fig: 3.2.1 (a)

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Once you have successfully filled the required fields, click on the **SUBMIT NOW** button. After submitting the payment enquiry request form, the Novalnet support team will contact you to proceed further.

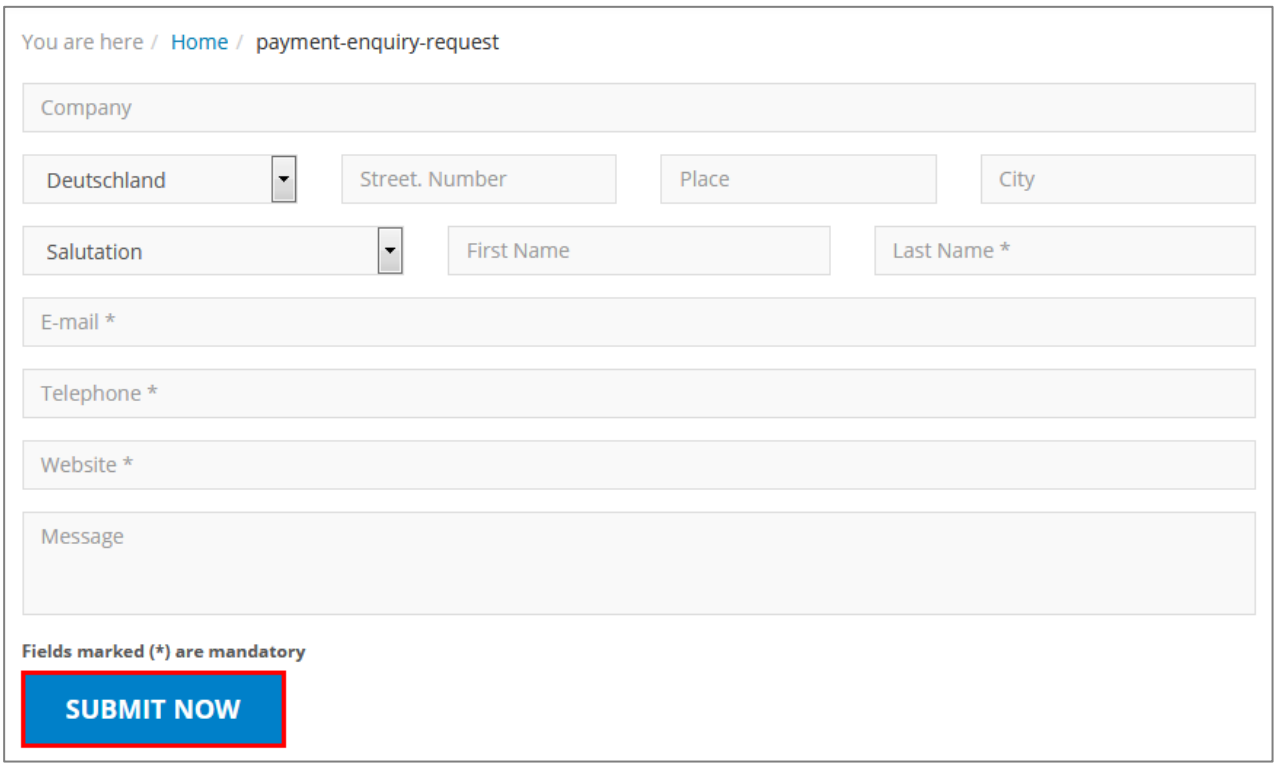

Fig: 3.2.1 (b)

Note:

Kindly, do all the necessary steps mentioned in the readme file **woocommerce_novalnet_readme.txt**.

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4. Configuration

4.1 Plugin installation

To upload the Novalnet plugin, go to **Plugins** → **Add New** from the admin end.

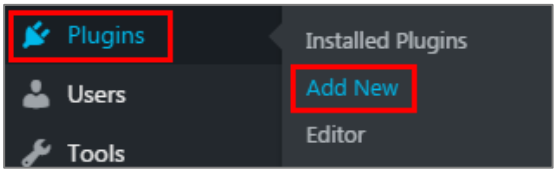

Fig: 4.1 (a)

Click on the **Upload Plugin** button.

Fig: 4.1 (b)

Browse the Novalnet payment plugin **woocommerce-novalnet-gateway.11.2.0.zip** and click on the **Install Now** button to install the Novalnet payment plugin.

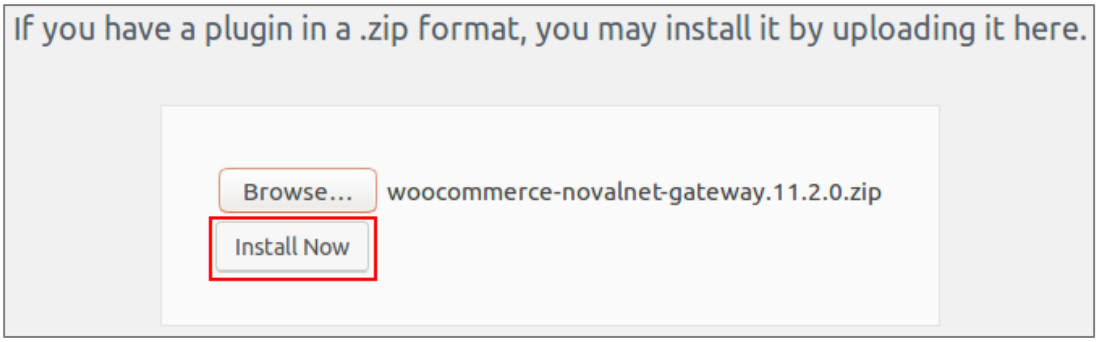

Fig: 4.1 (c)

Activate the uploaded plugin by clicking on the **Activate Plugin** button.

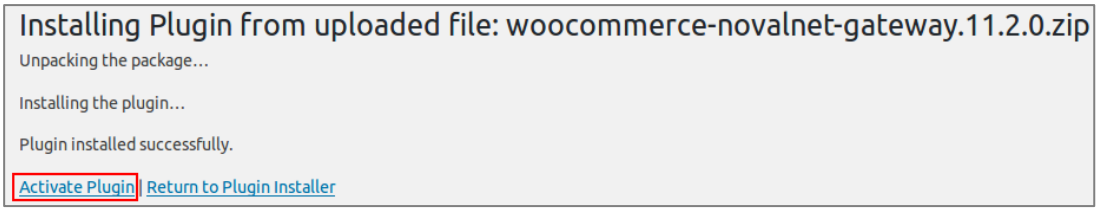

Fig: 4.1 (d)

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Once activated, the Novalnet plugin will be available in the menu **Plugins → Installed Plugins**.

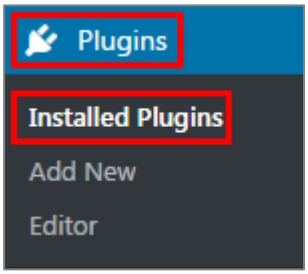

Fig: 4.1 (e)

Novalnet payment plugin will be available in the list of plugins as shown below.

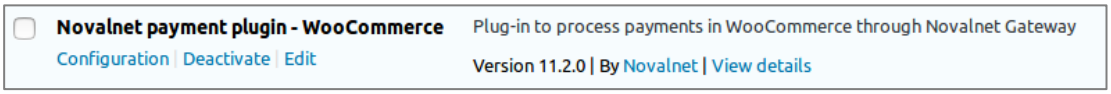

Fig: 4.1 (f)

4.2 Global settings

4.2.1 Global setting configuration

To set the Novalnet Global Configuration, go to **WooCommerce → Settings** (on left side of the menu wrap).

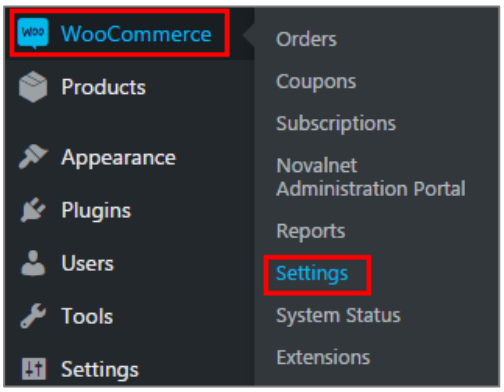

Fig: 4.2.1 (a)

WooCommerce configuration tabs will be listed as mentioned below. Click on the **Novalnet Global Configuration** tab to proceed further.

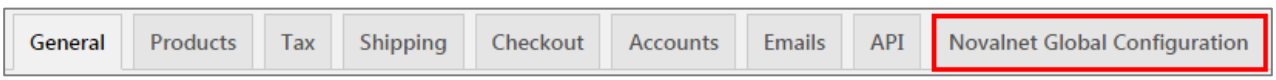

Fig: 4.2.1 (b)

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Product activation key

To configure the merchant details, enter the given activation key in the **Product activation key** field.

Once the activation key is entered in the **Product activation key** field, the basic configuration details will be filled automatically.

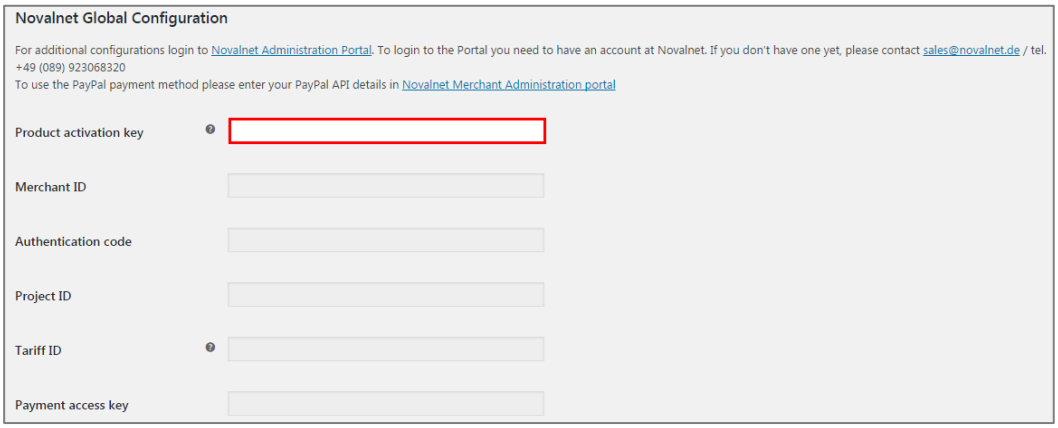

Fig: 4.2.1 (c)

Tariff ID

Tariff ID can be configured, based on the merchant's requirement.

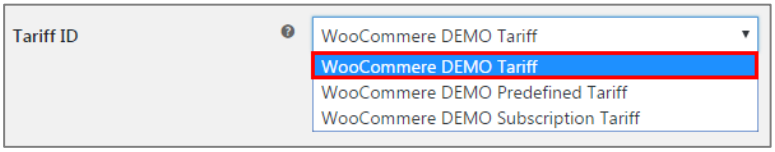

Fig: 4.2.1 (d)

Click on **Save changes** button to update/save the changes made.

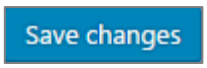

Fig: 4.2.1 (e)

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Field	Description
Product activation key	Novalnet provides a activation key when a merchant opens an account at Novalnet , and once the value is entered in "Product activation key" field, all basic parameters (Merchant id, authcode, project id, tariff id, payment access key) will be filled automatically.
Merchant ID	Merchant identification number is provided by Novalnet after opening a merchant account at Novalnet. Please contact Novalnet at sales@novalnet.de for getting your own merchant account.
Authentication code	Authentication code is provided by Novalnet after opening a merchant account at Novalnet.
Project ID	Project identification number is an unique ID of merchant project. The merchant can create N number of projects through Novalnet merchant administration portal.
Tariff ID	Tariff identification number is an unique ID for each merchant project. The merchant can create N number of tariffs through Novalnet merchant administration portal.
Payment access key	This is the secure public key for encryption and decryption of transaction parameters. This is mandatory value for all online transfers, Credit Card-3D secure and wallet systems.
Set a limit for on-hold transaction (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	In case the order amount exceeds mentioned limit, the transaction will be set on-hold till you confirm the transaction.
Gateway timeout (in seconds)	In case the order processing time exceeds the gateway timeout, the order will not be placed.
Debug log	Log the Novalnet payment events in the shop.
Referrer ID	Referrer ID of the person/company who recommended you Novalnet.
Enable E-mail notification for test transaction	If true, the merchant will receive email notifications about every test order in the web shop.
Display payment method logo	Payment method logo will be displayed on the checkout page.

Table 4.2.1

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4.3 Payment methods

4.3.1 Overview

To configure Novalnet payment methods, go to **WooCommerce → Settings** (on left side of the menu wrap).

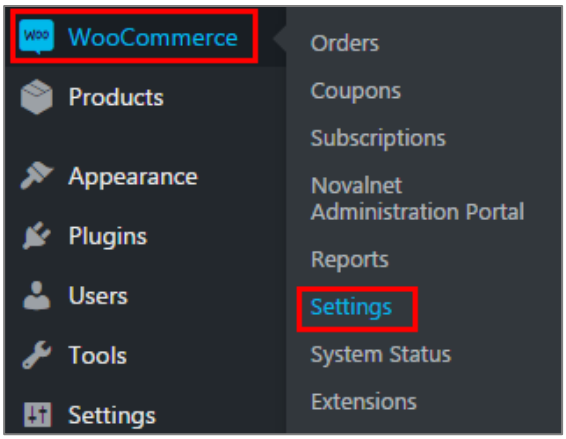

Fig: 4.3.1(a)

Click on the **Checkout** tab and choose the respective Novalnet payment method (E.g.: Novalnet Direct Debit SEPA).

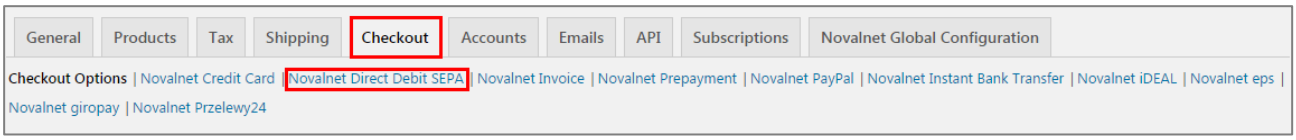

Fig: 4.3.1(b)

4.3.2 Configuring the payment method

Check the **Enable payment method** to display the payment in the web shop. Also configure the required fields for the respective payment method.

Fig: 4.3.2 (a)

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E-Mail: info@novalnet.de
Tax number: DE 254954139

Chief Executive Officer: Gabriel Dixon
Board of directors: Johnson Rajdaniel
Chairman of the board: Frank Haussmann
Commercial register number: HRB 167381

Click on **Save changes** button to update/save the changes made.

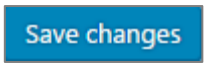

Fig: 4.3.2 (b)

Note: Kindly, follow the instructions in the topic **4.3.1** and **4.3.2** to install and configure the remaining Novalnet payment methods.

Field	Description
Enable payment method	Merchant can activate/deactivate the payments by using this option.
Enable test mode	Payment will be processed in the test mode therefore amount for this transaction will not be charged
Minimum value of goods (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	Minimum value of goods from which the payment method is displayed to the customer during checkout.
Notification for the buyer	Text entered in this field will be displayed on the checkout page.
Transaction reference 1 / Transaction reference 2	This reference will appear in your bank account statement.

Table 4.3.2

Important note: It is recommended to save the settings of **Novalnet Global Configuration** and the enabled payments once after updating. By doing so, the payment settings for the higher version will be updated, in turn the order status will be updated properly.

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4.4 Payment methods specific settings

4.4.1 Credit Card

Field	Description
Enable 3D secure	On activating 3D-Secure, the issuing bank prompts the buyer for a password. This helps in preventing a fraudulent payment. It can be used by the issuing bank as evidence that the buyer is indeed the card holder. This is intended to help decrease a risk of charge-back.
Shopping type	Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.
Custom CSS settings	Based on the given input, the form will display in the checkout page. Merchant can customize the form style, based on the needs. In general, the form will display with the shop's default CSS settings.
Display AMEX logo	Merchant can activate/deactivate AMEX card acceptance by using this option. The merchant should have an AMEX business case before activating this option. If it is activated, AMEX logo will appear on the checkout page.
Display Maestro logo	Merchant can activate/deactivate Maestro card acceptance by using this option. The merchant should have an Maestro business case before activating this option. If it is activated, Maestro logo will appear on the checkout page.
Display CartaSi logo	Merchant can activate/deactivate CartaSi card acceptance by using this option. The merchant should have an CartaSi business case before activating this option. If it is activated, CartaSi logo will appear on the checkout page.

Table 4.4.1

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4.4.2 Direct Debit SEPA

Field	Description
SEPA payment duration (in days)	Number of days after which the payment should be processed (must be greater than 6 days).
Shopping type	Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.
Enable auto-fill	Payment details will be filled automatically in the payment form during the checkout process.
Enable auto-fill for payment data	For the registered users SEPA direct debit details will be filled automatically in the payment form.
Enable payment guarantee	Direct Debit SEPA with payment guarantee should be activated on Novalnet admin portal, before you activate this option here. Basic requirements for payment guarantee: Allowed countries: AT, DE, CH. Allowed currency: EUR. Minimum amount of order >= 20,00 EUR. Maximum amount of order <= 5.000,00 EUR. Minimum age of end customer >= 18 Years. The billing address must be the same as the shipping address. Gift certificates/vouchers are not allowed.
Minimum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	This setting will override the default setting made in the minimum order amount. Note that amount should be in the range of 20,00 EUR - 5.000,00 EUR.
Maximum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	This setting will override the default setting made in the maximum order amount. Note that amount should be greater than minimum order amount, but not more than 5.000,00 EUR
Force Non-Guarantee payment	If the payment guarantee is activated (True), but the payment guarantee requirements are not met, the payment will be processed as non-guarantee payment.

Table 4.4.2

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4.4.3 Invoice

Field	Description
Payment due date (in days)	Number of days to transfer the payment amount to Novalnet (must be greater than 7 days). In case if the field is empty, 14 days will be set as due date by default.
Payment Reference 1 (Novalnet Invoice Reference)	It will display Novalnet invoice reference details in order comments.
Payment Reference 2 (TID)	It will display Novalnet transcation id (TID) in order comments.
Payment Reference 3 (Order No)	It will display order number in order comments.
Enable payment guarantee	Invoice with payment guarantee should be activated on Novalnet admin portal, before you activate this option here. Basic requirements for payment guarantee: Allowed countries: AT, DE, CH. Allowed currency: EUR. Minimum amount of order >= 20,00 EUR. Maximum amount of order <= 5.000,00 EUR. Minimum age of end customer >= 18 Years. The billing address must be the same as the shipping address. Gift certificates/vouchers are not allowed.
Minimum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	This setting will override the default setting made in the minimum order amount. Note that amount should be in the range of 20,00 EUR - 5.000,00 EUR.
Maximum order amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	This setting will override the default setting made in the maximum order amount. Note that amount should be greater than minimum order amount, but not more than 5.000,00 EUR.
Force Non-Guarantee payment	If the payment guarantee is activated (True), but the payment guarantee requirements are not met, the payment will be processed as non-guarantee payment.

Table 4.4.3

4.4.4 Prepayment

Field	Description
Payment Reference 1 (Novalnet Invoice Reference)	It will display Novalnet invoice reference details in order comments.
Payment Reference 2 (TID)	It will display Novalnet transcation id (TID) in order comments.
Payment Reference 3 (Order No)	It will display order number in order comments.

Table 4.4.4

4.4.5 PayPal

Field	Description
Shopping type	Based on the selection of shopping type, the payment will proceed with one click shopping or zero amount booking.

Table 4.4.5

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4.5 Fraud modules configuration

We have integrated the fraud modules (PIN by callback and PIN by SMS) for the below mentioned payment methods

- Direct Debit SEPA
- Invoice

This service is only available for the customers from DE, AT and CH.

Kindly, configure the **Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)** to control the respective fraud modules to be displayed in the web shop.

PIN by callback

In a first step of the PIN by callback system, the customer has to enter his telephone number and soon after the customer enters his/her telephone number, the customer will be called back on his/her given telephone number. Now, the 4 digit pin will be provided to the customer via phone call. The customer must enter this 4 digit pin on the merchant's page, to authorize himself/herself to process the order. Through this method, the customer can be identified in real time and the fraud intentions can be blocked at the initial stage. As this check is quite effective and cheap, it is recommended by Novalnet for all merchants in the e-commerce field.

Fig: 4.5 (a)

Select the fraud prevention (**PIN by callback**) in the **Enable fraud prevention** option and click on **Save changes** button to update/save the changes made.

Fig: 4.5 (b)

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Once it has been enabled, it will display the **Telephone number** field along with the Direct Debit SEPA form as mentioned below in the web shop.

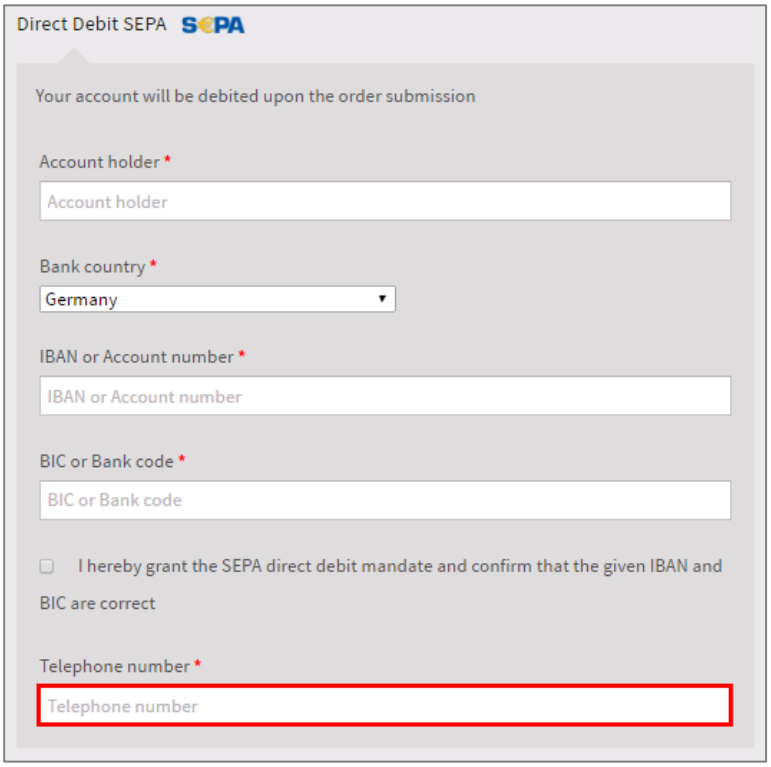

Fig: 4.5 (c)

Fill the mandatory fields and proceed further. Later you will receive a PIN via phone call to the given number. Enter the valid PIN number in **Transaction PIN** field to success the order.

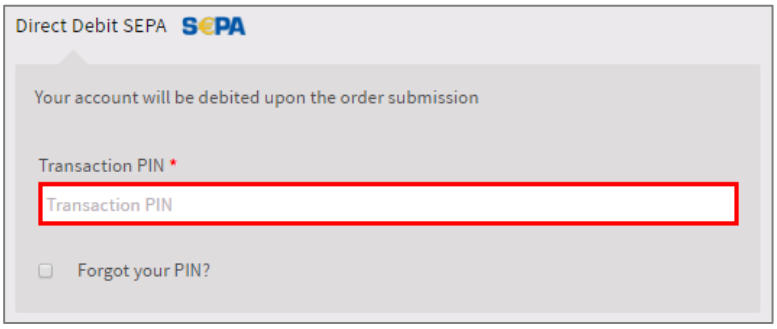

Fig: 4.5 (d)

If you forgot the given PIN, select the **Forgot your PIN?** check box to get the new PIN to success the same.

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PIN by SMS

In this process, the customer receives a PIN via SMS on his/her mobile phone which he/she has to enter on the merchant's web page, before the order is authorized.

Fig: 4.5 (e)

Select the fraud prevention (**PIN by SMS**) in the **Enable fraud prevention** option and click on **Save changes** button to update/save the changes made.

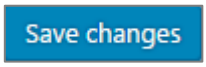

Fig: 4.5 (f)

Once it has been enabled, it will display the **Mobile number** field along with the Direct Debit SEPA form as mentioned below in the web shop.

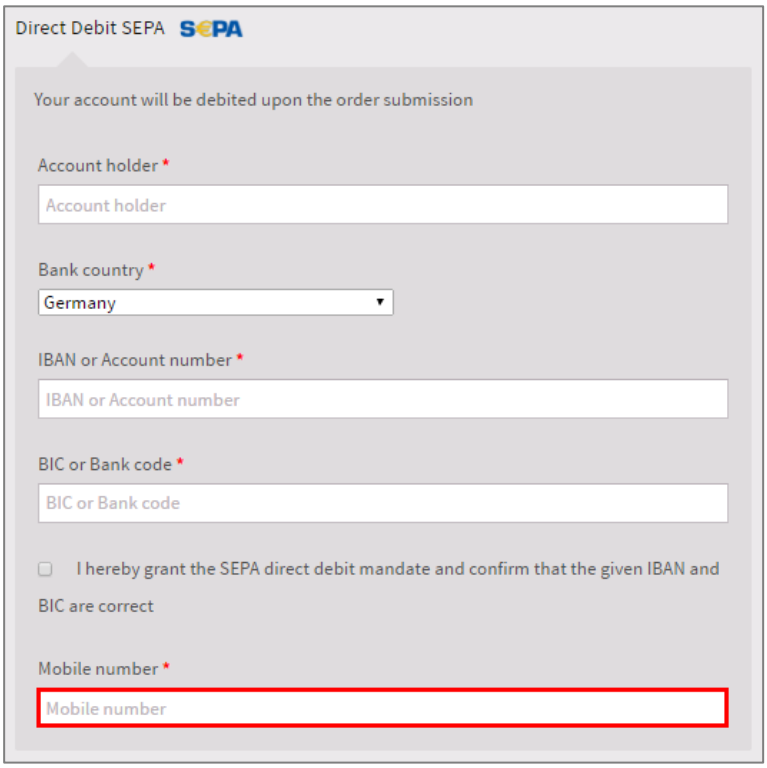

Fig: 4.5 (g)

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Fill the mandatory fields and proceed further. Later you will receive a PIN via SMS to the given number. Enter the valid PIN in the **Transaction PIN** field to success the order.

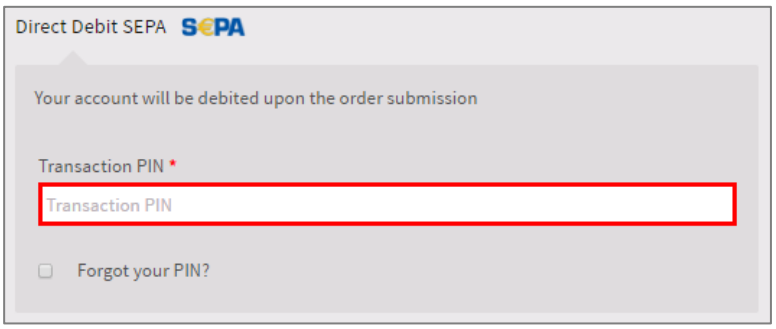

Fig: 4.5 (h)

If you forgot the given PIN, select the **Forgot your PIN?** check box to get the new PIN to success the same.

Field	Description
Minimum value of goods for the fraud module (in minimum unit of currency. E.g. enter 100 which is equal to 1.00)	In case an order amount exceeds mentioned limit, the fraud modules will be displayed and processed accordingly for the particular payment.
Telephone number	Enter the valid telephone number to get the PIN by callback to success the order.
Mobile number	Enter the valid mobile number to get the PIN via SMS to success the order.
Transaction PIN	Enter the valid PIN to success the order.

Table 4.5

Note: To process fraud prevention features successfully, kindly configure your server IP address on Novalnet administration portal.

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4.6 Merchant script configuration in administration portal

The merchant script is necessary for keeping your database/system actual and it synchronize with the Novalnet transaction status. Your system will be notified through Novalnet system (asynchronous) about each transaction and its status.

Follow the below mentioned step to update the merchant script URL in Novalnet administration portal for merchant script execution.

After logging into Novalnet administration portal (https://admin.novalnet.de), please navigate to **PROJECTS** menu and then select an appropriate project by clicking on it.

Fig: 4.6 (a)

Select the **Project Overview**, as mentioned below.

Fig: 4.6 (b)

To configure the same, click on the **Edit Project Overview** link in the right top corner. Now, you can configure **Vendor script URL** as shown the below.

Fig: 4.6 (c)

4.7 PayPal API configuration in administration portal

Follow the below mentioned steps to update the PayPal API configuration in Novalnet administration portal for merchant script execution.

After logging into Novalnet administration portal (https://admin.novalnet.de), please navigate to **PROJECTS** menu and then select an appropriate project by clicking on it.

Fig: 4.7 (a)

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Select the **Payment Methods**, as shown below.

Fig: 4.7 (b)

Click on **Configure** link near PayPal as shown below.

Fig: 4.7 (c)

Configure the API details in the appropriate fields and click **Update** button as shown below.

Fig: 4.7 (d)

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4.8 Configuring merchant script e-mail settings

To receive email from merchant script, you need to configure the below mentioned parameters in the **Merchant script management** under **Novalnet Global Configuration**.

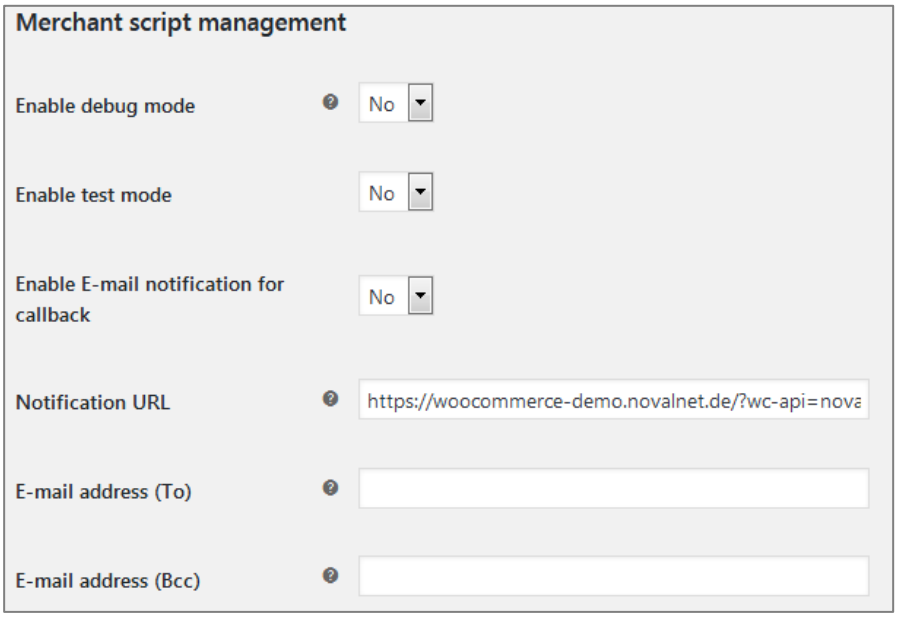

Fig: 4.8 (a)

Click on the **Save changes** button to update/save the changes made.

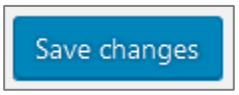

Fig: 4.8 (b)

Field	Description
Enable E-mail notification for callback	If **Yes**, notification mails will be sent to given email address through Novalnet callback script.
Enable debug mode	Set the debug mode as **Yes**, to display the text for testing purpose. **Note:** For **LIVE**, set the value as **No**.
Enable test mode	Set the test mode as **Yes,** for testing purpose **Note:** For **LIVE**, set the value as **No**.
Notification URL	Notification URL is used to keep your database/system actual and synchronizes with the Novalnet transaction status.

Table 4.8

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4.9 Miscellaneous

4.9.1 Order status management

To set the order status, kindly select the respective payment under **WooCommerce → Settings → Checkout**.

Once the order has been placed successfully, the **Order completion status** of the respective payment will be set as an order status.

Fig: 4.9.1 (a)

For **Invoice** and **Prepayment** methods, when an end customer transfer the full order amount to Novalnet then the callback script will be triggered and the order status will be changed to **Callback order status**.

Fig: 4.9.1 (b)

For **PayPal** and **Przelewy24** payment when the transaction is pending, the order status will be set to **Order status for the pending payment**.

Fig: 4.9.1 (c)

To set the **Confirmation order status / Cancellation order status**, kindly go to **Order status management for on-hold transaction(-s)** under **WooCommerce → Settings → Novalnet Global Configuration**.

Once the transaction got confirmed, the order status will be changed to **Confirmation order status**.

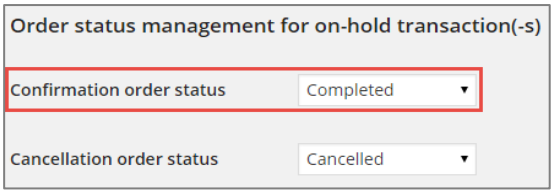

Fig: 4.9.1 (d)

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Once the order got canceled (or) fully refunded, the **Cancellation order status** will be set as order status.

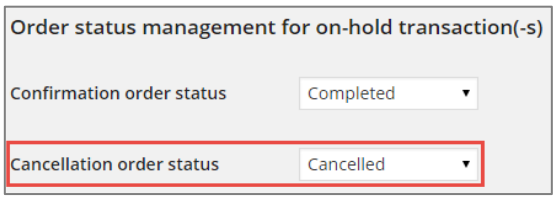

Fig: 4.9.1 (e)

Field	Description
Order completion status	Once the order has been placed successfully, the **Order completion status** of the respective payment will be set as order status.
Callback order status	For **Invoice** and **Prepayment** methods, when an end customer transfer the amount to Novalnet then the callback script will be triggered and the order status will be changed to **Callback order status**.
Cancellation order status	Once the order got canceled (or) fully refunded, the **Cancellation order status** will be set as an order status.
Confirmation order status	Once the transaction got confirmed, the order status will be changed to **Confirmation order status**.
Order status for the pending payment	For **PayPal** and **Przelewy24** payment when the transaction is pending, the order status will be set to **Order status for the pending payment**.

Table 4.9.1

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5. Orders

To view the Novalnet orders, go to **WooCommerce → Orders** (on left side of the menu wrap).

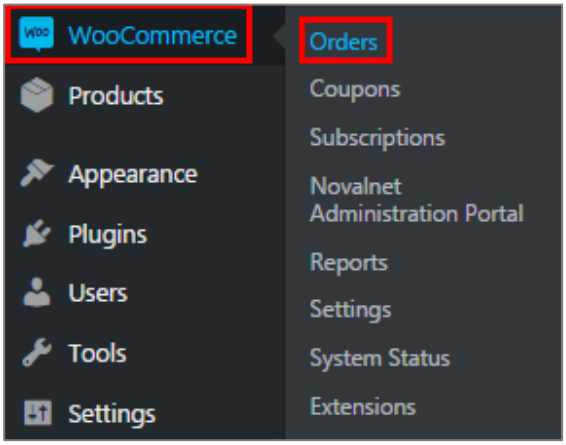

Fig: 5

5.1 Order overview

Now, click on (**View**) icon to view the order details.

Fig: 5.1

5.2 Order details

Now, you can review the order details of the respective order information under **Order notes**.

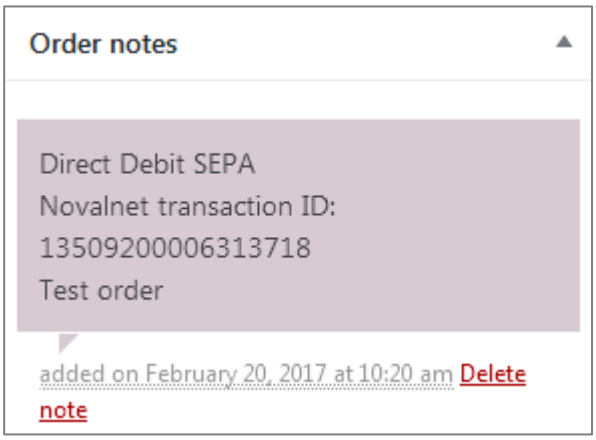

Fig: 5.2

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6. Extension process

6.1 Confirm/Cancel transaction process

Select the particular order. In the **Manage Transaction** meta box, choose the **Confirm/Cancel** option, from the drop down list to confirm/cancel the payment transaction of the respective order and click on the **Update** button.

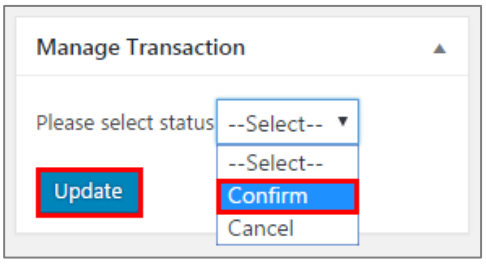

Fig: 6.1 (a) - Confirm process

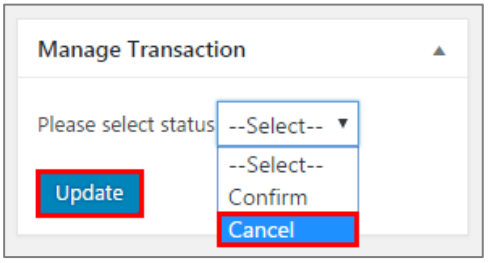

Fig: 6.1 (b) - Cancel process

Once, the transaction gets confirmed/canceled, the transaction details will be displayed in the **Order notes** of the particular order and the order status will be changed accordingly.

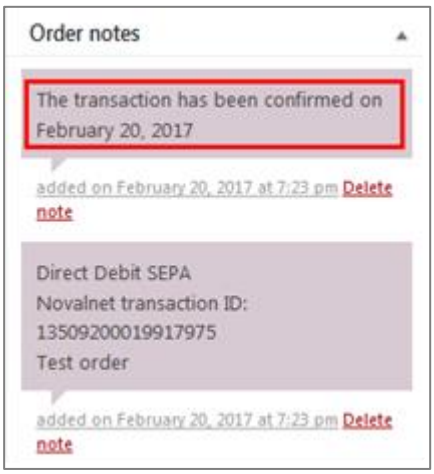

Fig: 6.1 (c) – Comments after the confirmation process

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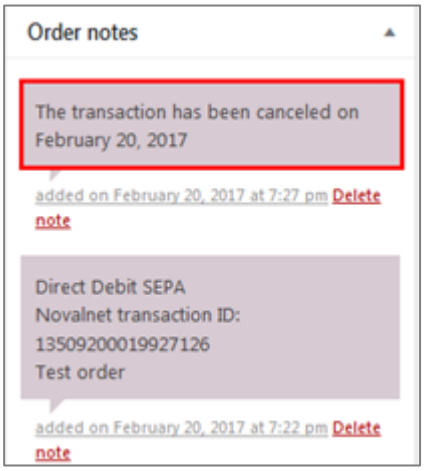

Fig: 6.1 (d) – Comments after the cancellation process

6.2 Refund transaction process

Select the particular order. Enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the appropriate box under the **Transaction Refund** meta box, and click on **Confirm** button to refund the specified amount.

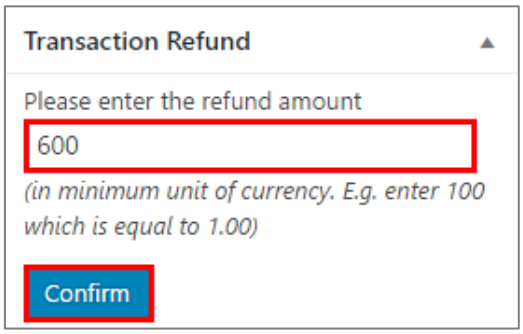

Fig: 6.2 (a)

Once the refund process has been completed successfully, the transaction details will be displayed in the **Order notes** of the particular order.

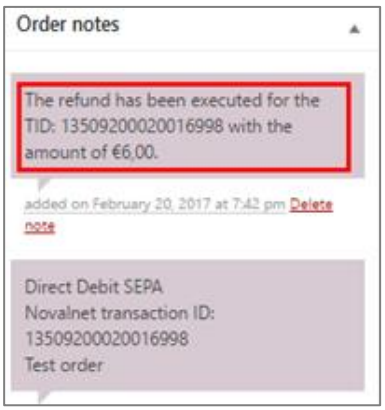

Fig: 6.2 (b)

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Chairman of the board: Frank Haussmann
Commercial register number: HRB 167381

Note: Once the full amount has been refunded successfully, the transaction will be canceled and the order status will be changed.

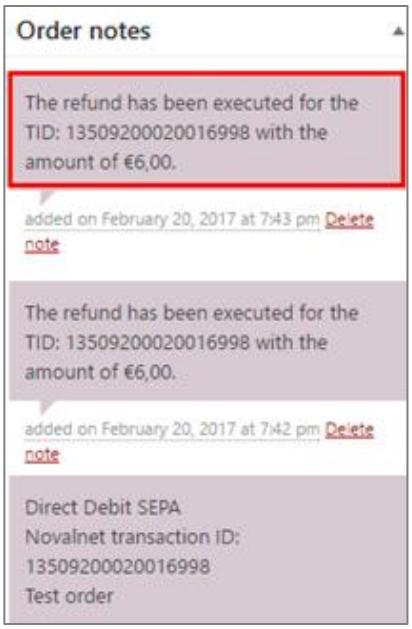

Fig: 6.2 (c)

6.2.1 Refund transaction process with bank details

The refund process will be processed via bank details. It is applicable only for the respective payment methods (iDEAL, Instant Bank Transfer, eps, giropay, Invoice and Prepayment).

Select the refund option either **None** or **Direct Debit SEPA**. By default it will be **None**.

None: It will process as normal refund process.

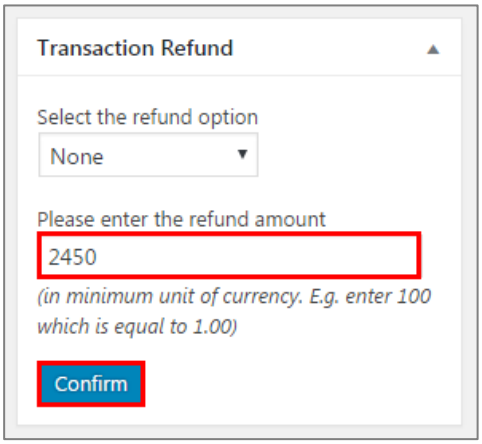

Fig: 6.2.1 (a)

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Direct Debit SEPA: It will process based on the given bank details and the amount will be refunded to the respective IBAN and BIC.

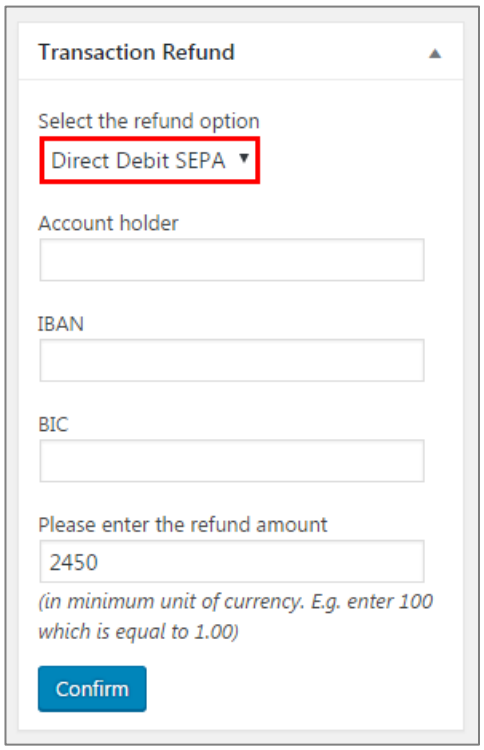

Fig: 6.2.1 (b)

Refund reference

For existing transactions, **Refund reference** field will be available. Enter the respective reason or information for the refund and click on **Confirm** button.

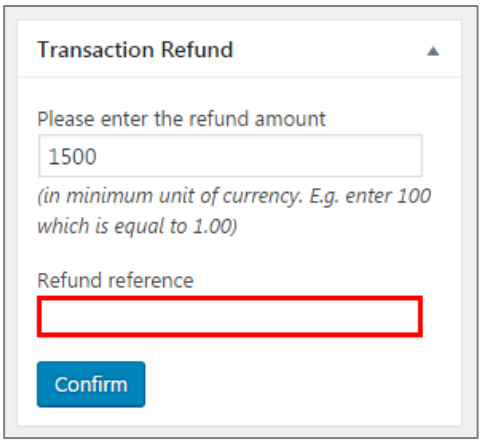

Fig: 6.2.1 (c)

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6.3 Amount update process

Select the particular order. Enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the appropriate box under the **Amount update** meta box and click on **Update** button to change the order amount of the transaction.

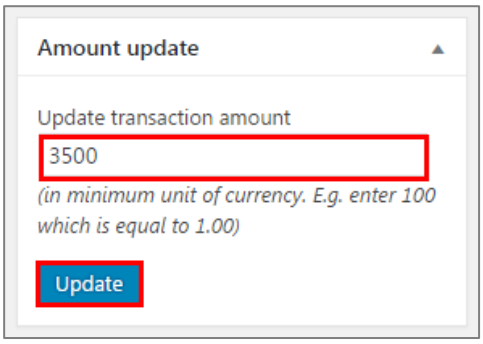

Fig: 6.3 (a)

Once the amount update process has been completed successfully, the transaction details will be displayed in the **Order notes** of the particular order.

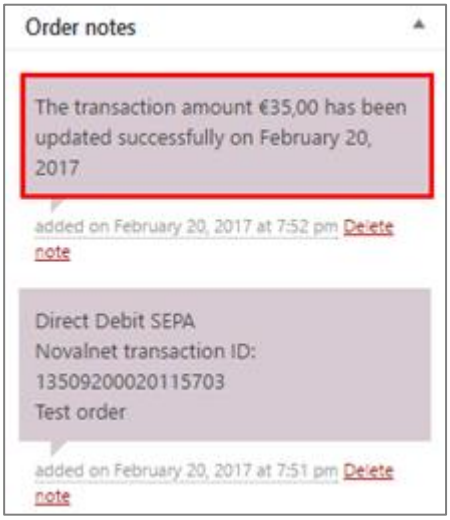

Fig: 6.3 (b)

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6.4 Due date change process

Select the particular order. Change the due date in the appropriate box under the **Change the amount / due date** meta box and click on **Update** button to change the transaction due date.

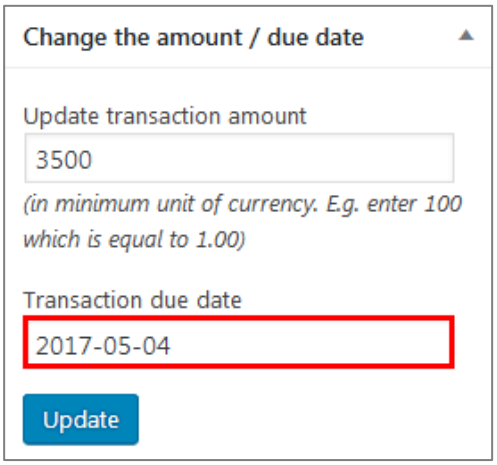

Fig: 6.4 (a)

Once the transaction due date has been changed successfully, the transaction details will be displayed in the **Order notes** of the particular order as shown below.

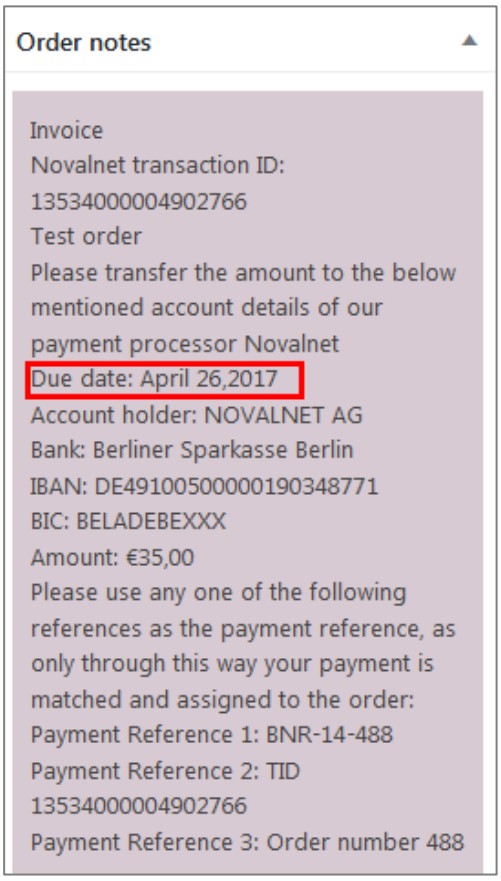

Fig: 6.4 (b) – Before updating the due date

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Fig: 6.4 (c) – After updating the due date

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7. Payment Reference

Payment Reference is only for Invoice and Prepayment payment methods. To configure the payment references, kindly go to **WooCommerce → Settings** and click on **Checkout** tab to choose the required Novalnet payment method.

Select at least one of the payment references, so that your payment will be matched and assigned to the respective order.

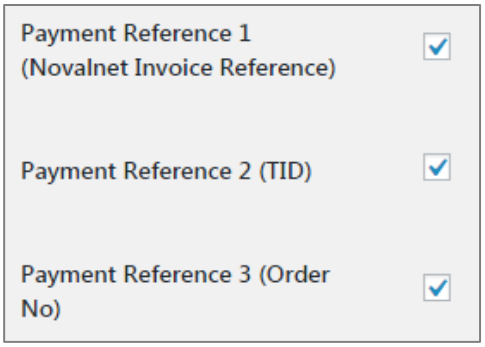

Fig: 7 (a)

Selected **Payment Reference** will be displayed in the **Order notes** of the particular order.

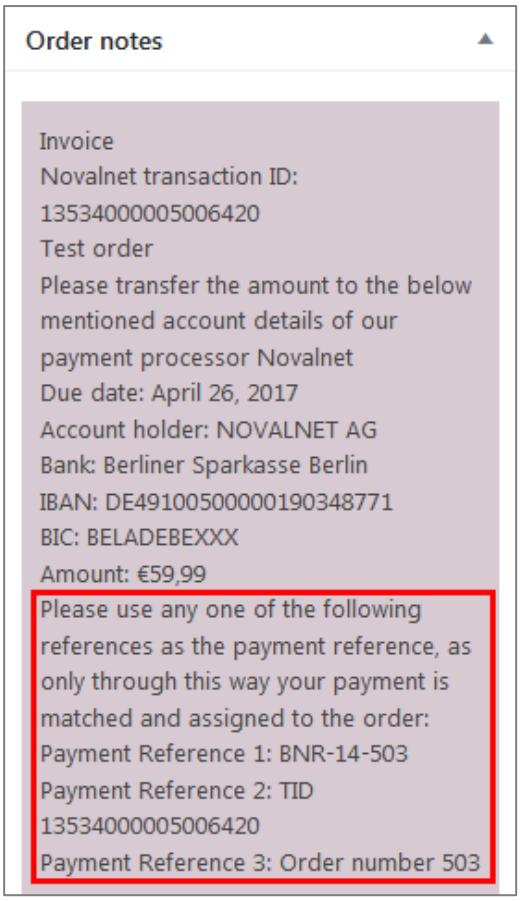

Fig: 7 (b)

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8. Shopping type

We have integrated the shopping type (**One click shopping** and **Zero amount Booking**) for the below mentioned payment methods.

- Credit Card
- Direct Debit SEPA
- PayPal

8.1 One click shopping

One click shopping is the process which allows the registered customers to make online payment with the use of the payment account details or card details entered by the user in the previous order.

Select **One click shopping** option from **Shopping type**.

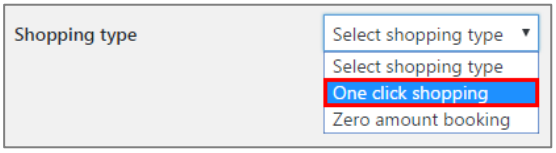

Fig: 8.1 (a)

Click on **Save changes** button to update/save the changes made.

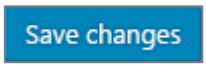

Fig: 8.1 (b)

Credit Card / Direct Debit SEPA / PayPal

After a successful order when the customer proceeds with another order, the payment account details will be displayed with the masked pattern in the web shop as shown below.

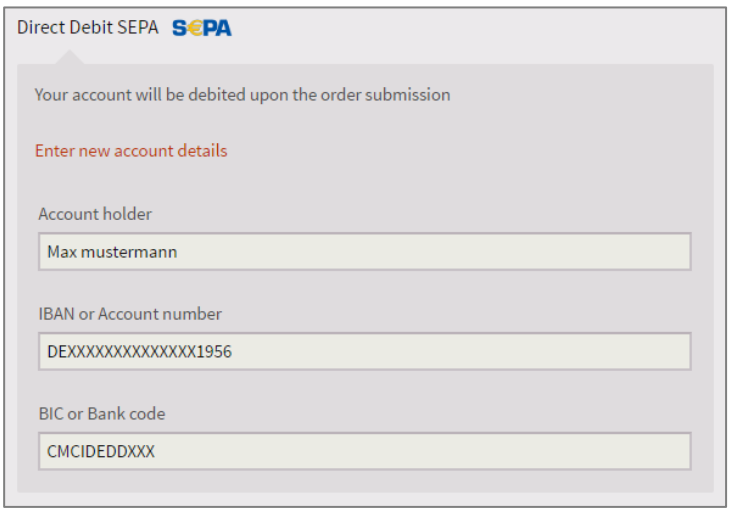

Fig: 8.1 (c)

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Enter new account details

When the customer wants to change the account details, they can proceed by clicking on the **Enter new account details** link in the web shop as shown below.

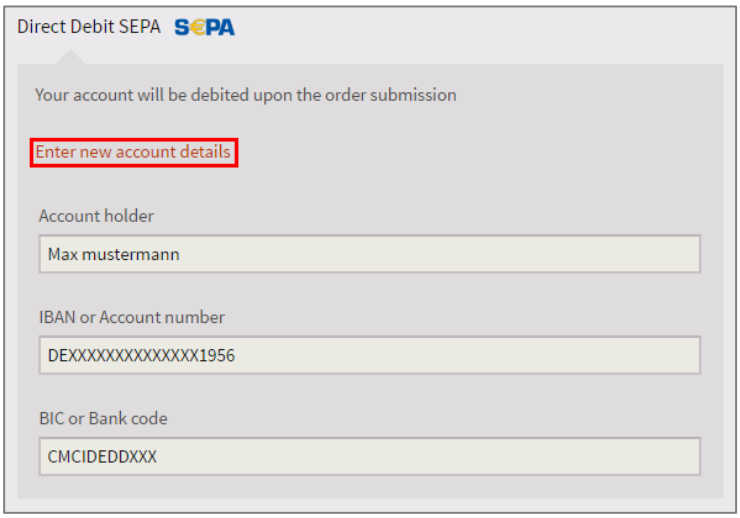

Fig: 8.1 (d)

Given account details

If the customer wants to use the same account details which was masked, they can proceed with the masked acccount details by clicking on the **Given account details** link in the web shop as shown below.

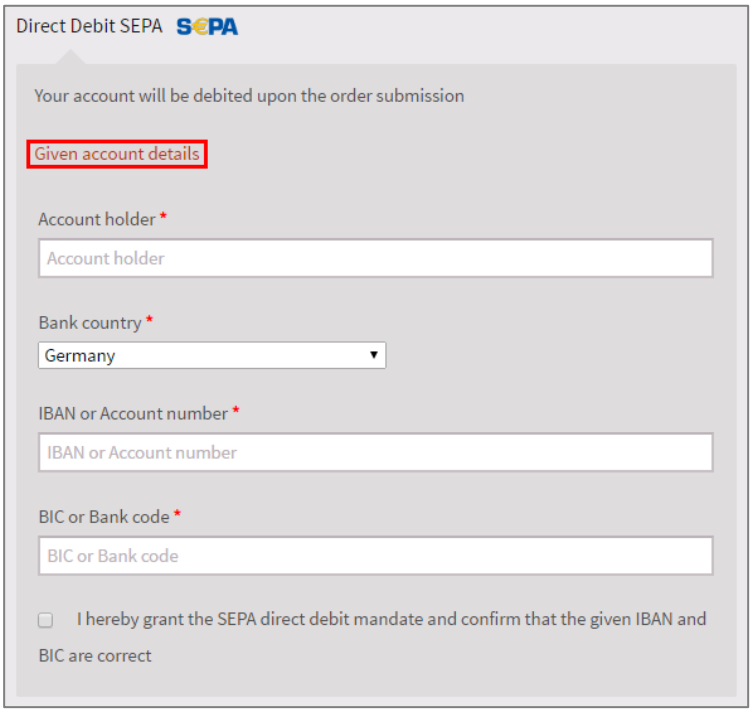

Fig: 8.1 (e)

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8.2 Zero amount booking

In this process, the payment will be processed with amount value as zero. Once the order has been placed successfully, the merchant has to book the order amount to complete the transaction.

We have integrated **Zero amount booking** for the below mentioned payment methods.

- Credit Card
- Direct Debit SEPA
- PayPal

Select **Zero amount booking** option from **Shopping type**.

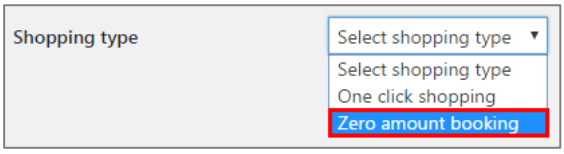

Fig: 8.2 (a)

Click on **Save changes** button to update/save the changes made.

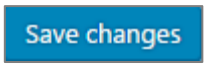

Fig: 8.2 (b)

After placing the order with zero amount booking, select the order in shop backend. Enter the valid amount (in minimum unit of currency. E.g. enter 100 which is equal to 1.00) in the appropriate box and click on the **Update** button to book the specified amount.

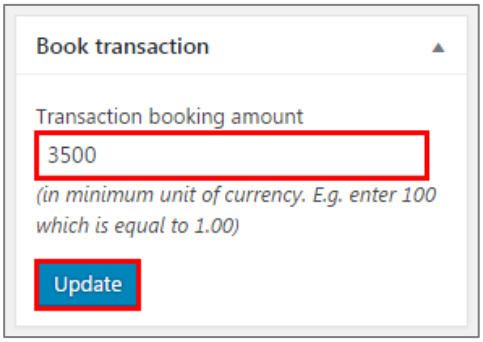

Fig: 8.2 (c)

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Once the booking process is completed successfully, the booked details will be displayed under **Order notes** as mentioned below.

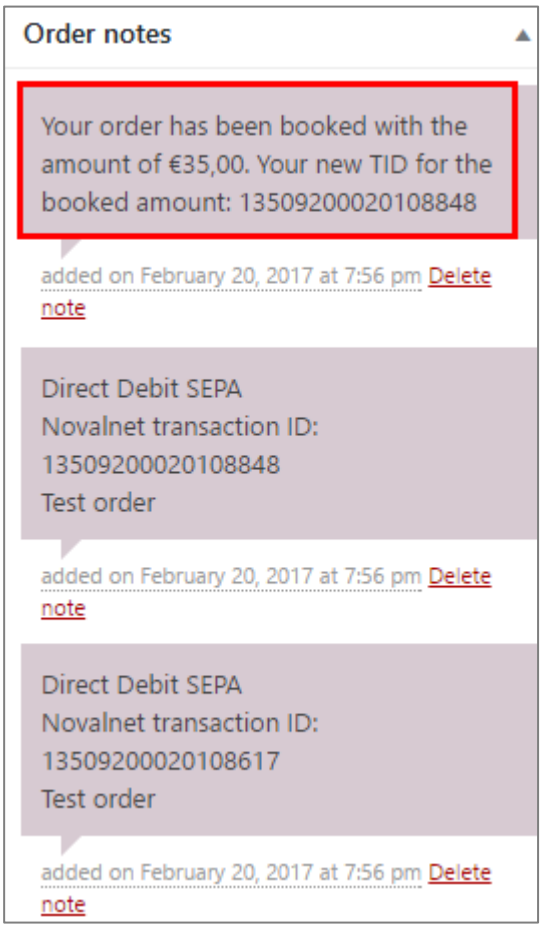

Fig: 8.2 (d)

Important note: Zero amount booking will not be processed, if subscription is activated.

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9. Subscription process

Novalnet is not only a payment service provider, but also offers you in addition an easy option to process recurring payments by our subscription management service free of charge. In this case, an original direct debit or Credit card transaction is followed by the fully automated execution of further payments.

Subscriptions have their standard area of application in the sale of digital goods. Here they serve the purpose of obtaining access to a particular service for a defined recurring period (for example monthly). You have maximal flexibility in your settings. You can offer unlimited as well as time-limited subscriptions. Every time period from one day on is possible as a debit frequency cycle (e.g. three days, one month, beginning of each month etc.).

Novalnet takes over the activation of the subscription on your behalf as well as the continuous monitoring of incoming payments via the comprehensive interface of Novalnet. You can also activate the controls on your own.

Subscriptions with a limited duration will be automatically terminated by us at the end of the subscription period. In order to cancel unlimited subscriptions, we provide your end-users with an additional user-friendly customer portal (https://card.novalnet.de). The Novalnet interface also allows you to manage customer subscriptions independently. Our e-payment services enable shop operators to automatize subscription payments and other processes to a larger extend than you can expect from most payment service providers. Request an individual offer for you.

There are two types of subscriptions supported by Novalnet

- Pre-defined subscription
- Dynamic subscription

To proceed with the subscription process, kindly go to **WooCommerce → Settings → Novalnet Global Configuration** and configure the respective fields under **Dynamic subscription management**.

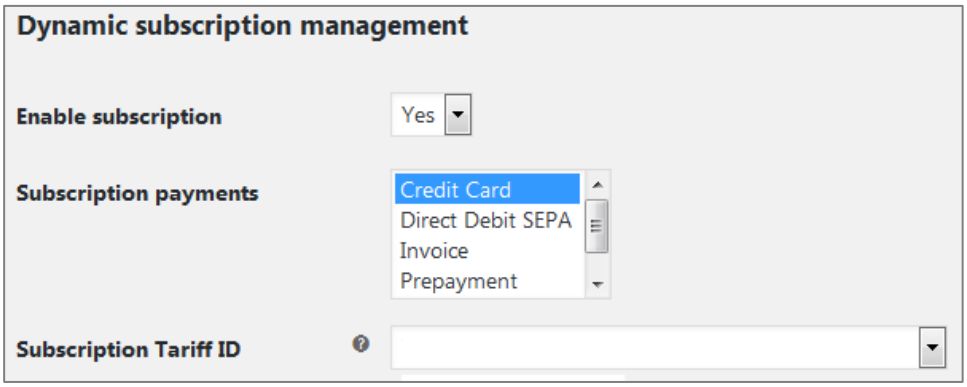

Fig: 9 (a)

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Field	Description
Enable subscription	Enable (or) disable the subscription transaction process.
Subscription Payments	Select the subscription supported payments.
Subscription Tariff ID	This is the tariff ID which is used to process the subscription transaction with respective features.

Table 9

By default shop supports the product based subscription, based on that merchant need to configure the respective product to process the subscription transaction.

Recurring order

On subscription renewal, a new order will be generated with the reference to the parent order.

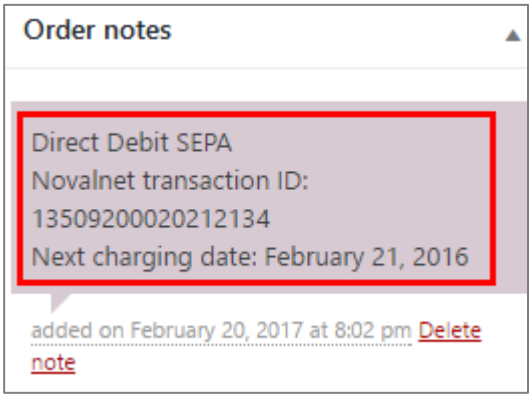

Fig: 9 (b)

9.1 Subscription suspension process

To suspend a particular subscription transaction, go to **WooCommerce → Subscriptions** to view the list of subscription orders. On mouse over the corresponding subscription order, **Suspend** link will appear. Suspend action can be performed by clicking on that link.

Fig: 9.1 (a)

The subscription **Status** will be changed from ACTIVE to ON-HOLD

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Once the subscription suspension has been completed successfully, the respective comments will be displayed in the **Subscription notes** of the particular order.

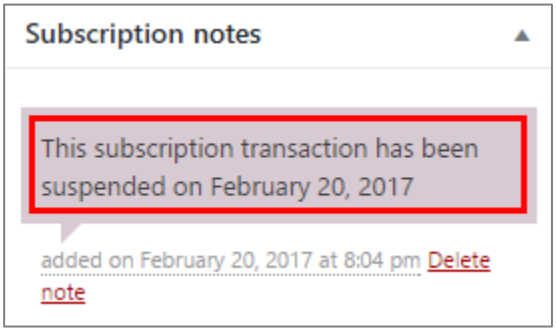

Fig: 9.1 (b)

9.2 Subscription reactivation process

To reactivate a suspended subscription, go to **WooCommerce** → **Subscriptions** to view the list of subscriptions orders. On mouse over the corresponding suspended subscription order, **Reactivate** link will appear. Reactivation can be performed by clicking on that link.

Fig: 9.2 (a)

The subscription **Status** will be changed to

Once the subscription reactivation has been completed successfully, the transaction details will be displayed in the **Subscription notes** of the particular order.

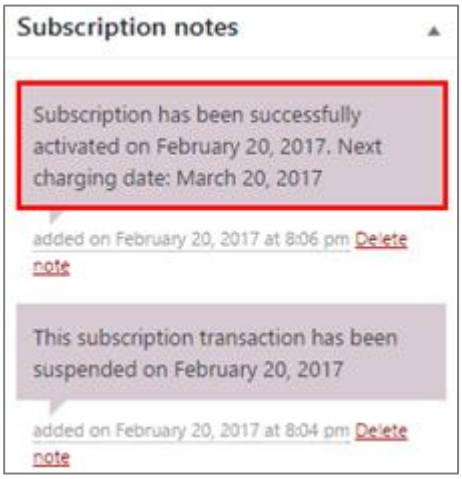

Fig: 9.2 (b)

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9.3 Subscription change date process

To perform subscription date change process, select the respective order from **WooCommerce** → **Subscriptions** menu. Now, select the date in the **Next Payment** field from the **Billing Schedule** meta box.

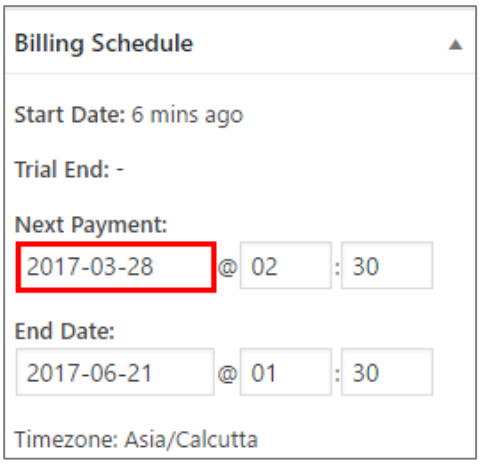

Fig: 9.3 (a)

Change the date and click on the **Save Subscription** button to update the date.

Fig: 9.3 (b)

Once the subscription date has been changed successfully, the transaction details will be displayed in the **Subscription notes** of the particular order.

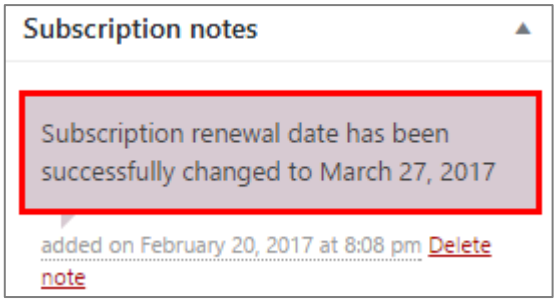

Fig: 9.3 (c)

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9.4 Change payment method process

Change Payment Method in webshop

Recurring orders can be processed/changed with different payment method for the further subscription cycles. To process change payment method, select the subscription order under **My Subscriptions** in the **My Account** page. Then click on **Change Payment** button to change the payment method of the respective subscription order.

Fig: 9.4 (a)

After clicking, you will be redirected to a page with the subscription payment methods, change/choose the payment of your choice and click on the **Change Payment Method** button to update the same.

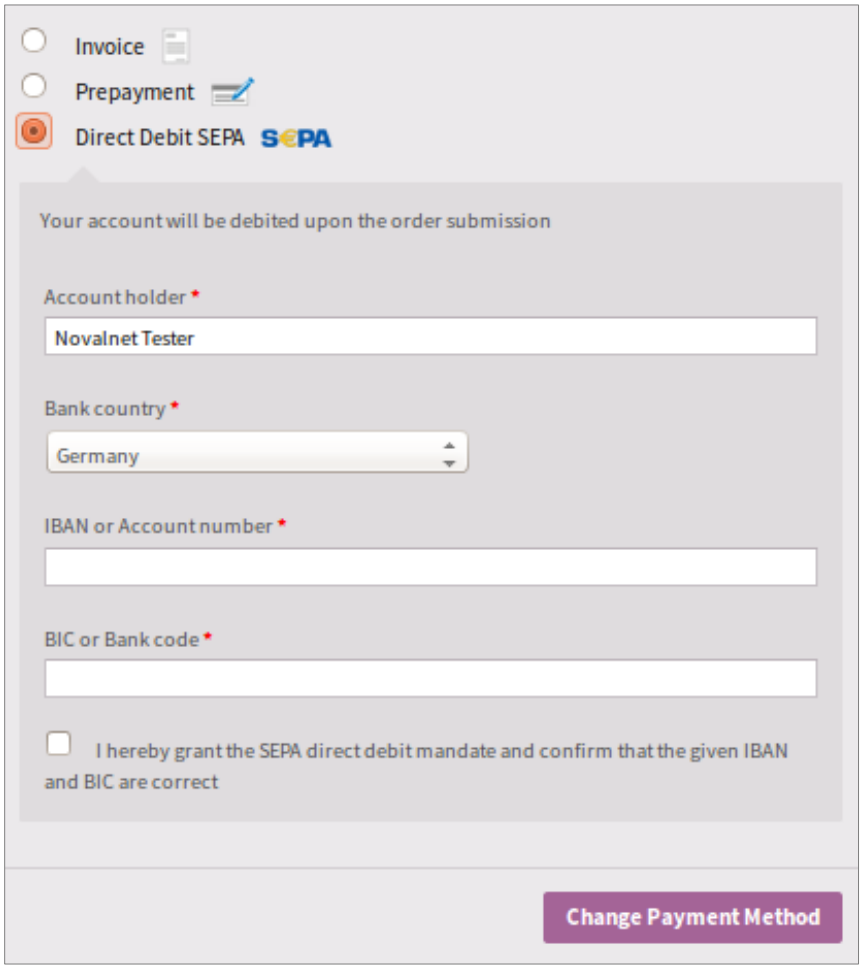

Fig: 9.4 (b)

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Tax number: DE 254954139

Chief Executive Officer: Gabriel Dixon
Board of directors: Johnson Rajdaniel
Chairman of the board: Frank Haussmann
Commercial register number: HRB 167381

Once the change payment method has been executed successfully, the transaction details will be displayed in the **Customer Details** with changed payment method details appending in the same order.

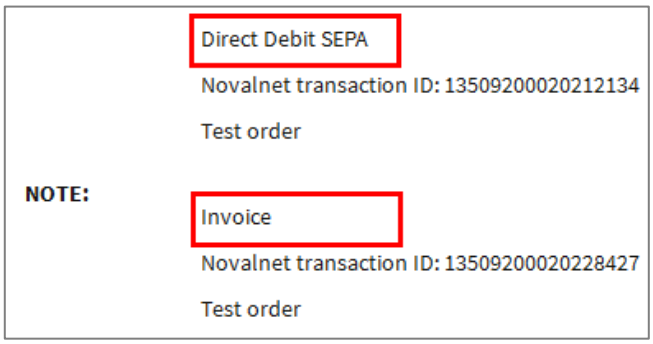

Fig: 9.4 (c)

Change Payment Method in admin

To perform a change payment method in admin, select the respective order from **WooCommerce** → **Subscriptions** menu. Now, click on the edit option in the **Billing Details**, list of subscription supported payments will be displayed under **Payment Method**. Select the required payment from the dropdown list to perform change payment method.

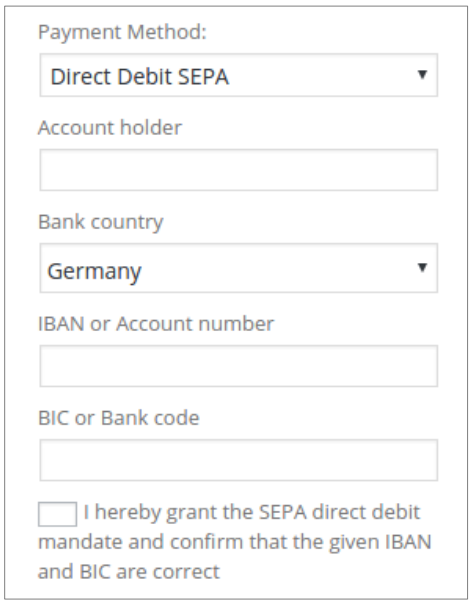

Fig: 9.4 (d)

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Once the change payment method has been executed successfully, the transaction details will be displayed in the **Subscription notes** with changed payment method details appending in the same order.

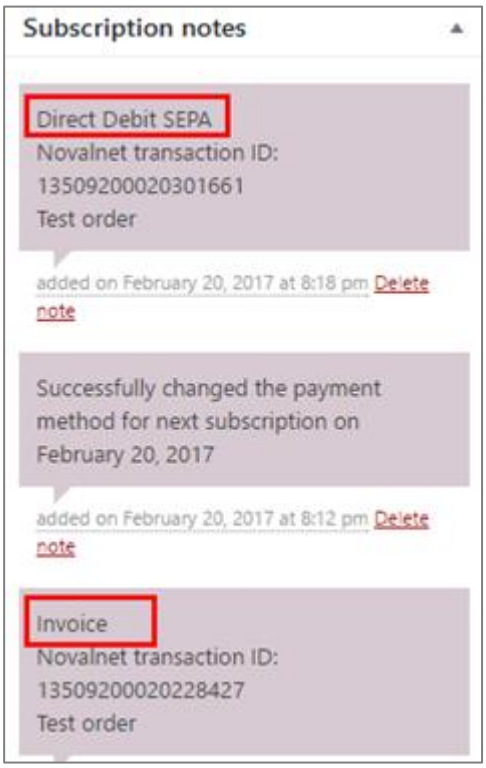

Fig: 9.4 (e)

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9.5 Subscription change amount process

To perform subscription change amount process, select the respective order from **WooCommerce** → **Subscriptions** menu.

Now, click on the **Edit item** icon to change the amount of the respective order amount.

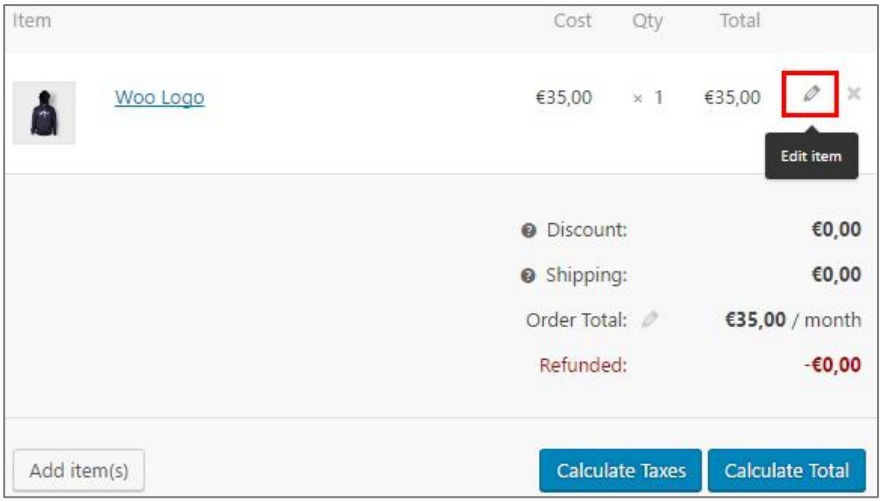

Fig: 9.5 (a)

Change the amount and click on the **Save** button to update the amount.

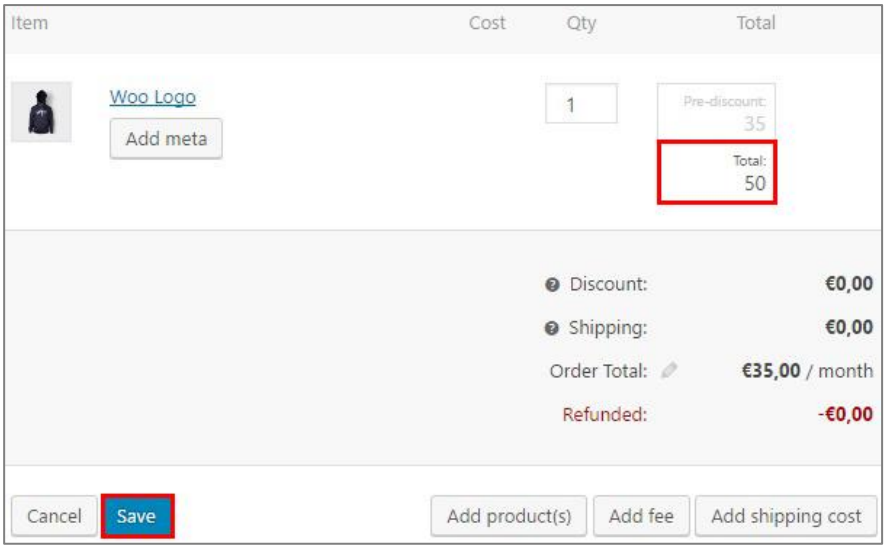

Fig: 9.5 (b)

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Then click on the **Calculate Total** button the update the amount.

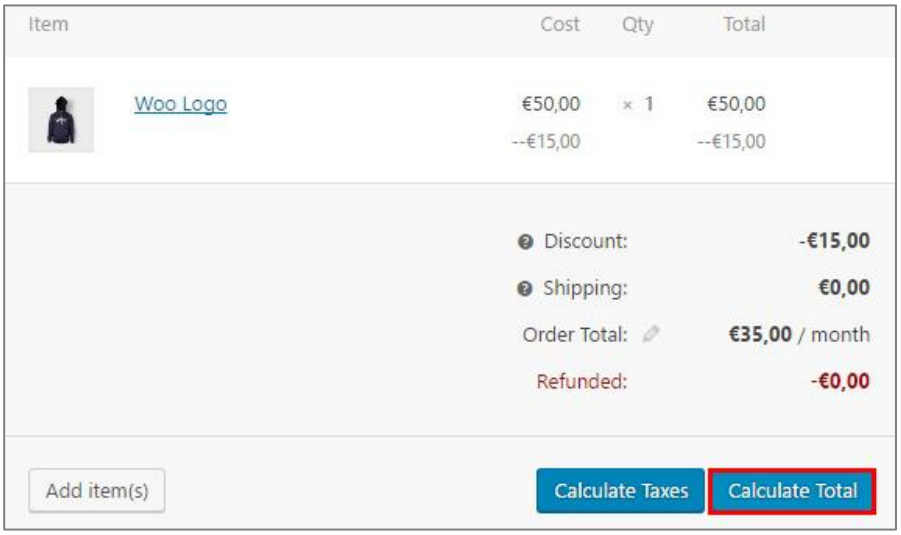

Fig: 9.5 (c)

Once the subscription amount has been changed successfully, the transaction details will be displayed in the **Subscription notes** of the particular order.

Fig: 9.5 (d)

9.6 Subscription cancellation process

Subscription cancellation in the admin panel

To perform a subscription cancellation, go to **WooCommerce** → **Subscriptions** to view the list of subscriptions orders. On mouse over the corresponding subscription order, **Cancel** link will appear. Subscription cancellation can be performed by clicking on that link.

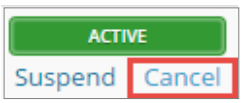

Fig: 9.6 (a)

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A list of cancel reasons will be displayed, select the particular reason and click on **Confirm** button.

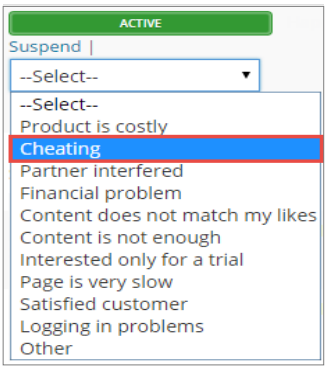

Fig: 9.6 (b)

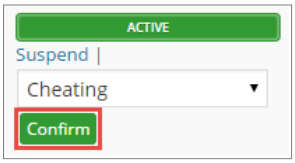

Fig: 9.6 (c)

Once the subscription cancel has been executed successfully, the status will be changed to PENDING CANCELLATION and the transaction details will be displayed in the **Subscription notes** of the particular order.

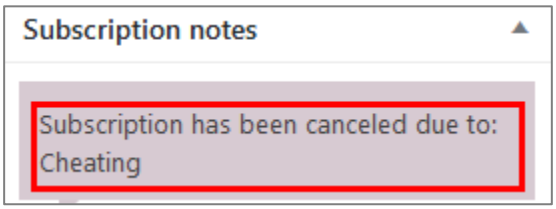

Fig: 9.6 (d)

Note: To process all the subscription features successfully, kindly configure your server IP address on Novalnet administration portal.

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10. Affiliate system management

The Novalnet platform for affiliate programs allows you to organize your affiliate management in an easy and uncomplicated manner. You save time and effort, as the complete processes - from revenue sharing up to the payout to your affiliates - are managed by Novalnet. Additionally, you have the possibility to manage your members via the Novalnet system and to automatize your subscription management.

The Novalnet partner program platform puts an additional interface for the management of your affiliates at your disposal in direct combination with our reliable and safe payment solution. In the course of your cooperation with Novalnet as payment service provider this interface, its implementation and administration are provided to you free of charge. The calculation and payout of commissions is of course carried out reliably and at the highest security level by Novalnet.

Using this service you save considerable time and administrative effort paying out referral commissions and turnover commissions. The automation of the affiliate program via the Novalnet solution renders manual booking and control of affiliate payouts obsolete.

Furthermore as a merchant, you always get an overview in the Novalnet administration portal about the amount of turnover generated by each of your affiliate partners and the level of their turnover commission. At this point, single or combined settlements can be set up. You can create any combination of commission types for your sales partners.

Possible payout options through the Novalnet systems are

- **Pay per Lifetime:** Repetitive commission payouts to affiliate (subscriptions etc.)
- **Pay per Lead:** One-time payment with a fixed amount

You can set up new affiliates in the back end by yourself, evaluate the turnover an affiliate generates and the amount of commission the affiliate received. So you and your affiliate benefit from online payment by Novalnet and a fast payout. With Novalnet as a payment service provider, you can benefit from many useful additional services such as the affiliate program along with e-payment.

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11. Supported external plugins

This plugin supports the following WordPress external plugins:

- WooCommerce Subscription
- WooCommerce German Market
- WooCommerce Germanized
- WooCommerce Germanized Pro
- WooCommerce Checkout Manager
- User Role editor
- Gravity Forms
- BackWPup
- W3 Total Cache / WP Super cache
- WooCommerce Sequential Order Numbers Pro
- WooCommerce Print Invoices & Delivery Notes
- WooCommerce Extra Charges To Payment Gateway
- WooCommerce - All in One SEO Pack
- PDF Invoices and Packaging Slips for WooCommerce
- Groups WooCommerce
- WordPress SEO by Yoast
- WooCommerce dynamic pricing
- Contact Form 7
- WooCommerce Accepted Payment Methods
- WooCommerce Deutsch (de_DE)

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12. Uninstallation procedure

12.1 Plugin uninstallation

To uninstall the Novalnet payment plugin, go to **Plugins → Installed Plugins** from the Dashboard menu.

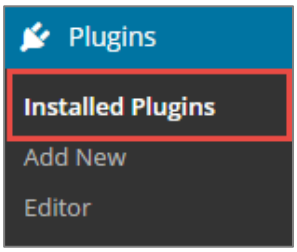

Fig: 12.1 (a)

Click on the **Deactivate** link under **Novalnet payment plugin - WooCommerce**.

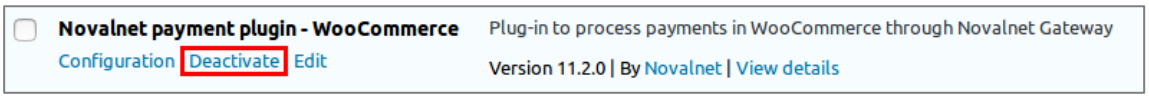

Fig: 12.1 (b)

Now, click on the **Delete** link to delete the Novalnet payment plugin from your webshop.

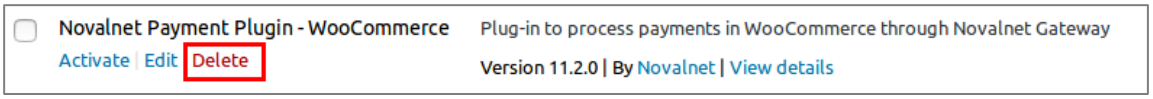

Fig: 12.1 (c)

To remove the entire plugin from your webshop, click on the **OK** button.

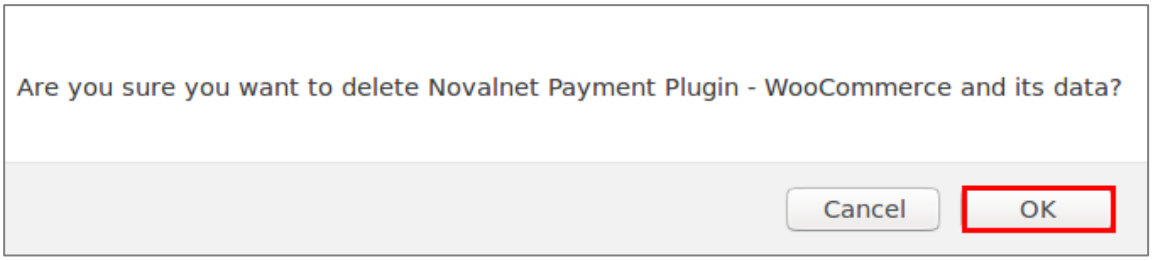

Fig: 12.1 (d)

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Important note: Kindly, contact sales@novalnet.de / tel. +49 89 923068320 to get the test data to process the payment.

13. Imprint and contact

You can find all advice and news regarding Novalnet at:	www.twitter.com/novalnet
Become a fan of Novalnet on Facebook:	www.facebook.com/novalnet
Connect with us on Xing:	www.xing.com/companies/novalnetag

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