

Installation Guide for WooCommerce Novalnet Plugin

| Version | Date | Remarks |
|---------|------------|--|
| 12.8.0 | 12.07.2024 | [New] Implemented TWINT payment [Fix] Order status is now correctly updated to reflect successful transaction made on the second attempt via PayPal payment [Enhanced] API/Webhook Response is normalized in the payment plugin for Instalment Payments |

🔑 For previous version changelog, go to

<https://github.com/Novalnet-AG/woocommerce-payment-integration-novalnet/releases>

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1 QUICK SETUP

This guide describes the quick installation procedure of Novalnet payment plugin in 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 plugin version (12.8.0) supports the following versions:

| | | |
|---|---|---|
|  |  |  |
| 5.0 - 6.5.5 | 4.0.0 - 9.1.1 | 2.0.0 - 6.4.0 / Subscription plugin |

To get started:

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

1.1 Plugin Installation

To install the Novalnet Payment Plugin, please go to your shop system and follow the steps below.

Step 1: Navigate to **Plugins** → **Add New** in your shop admin panel as shown below.

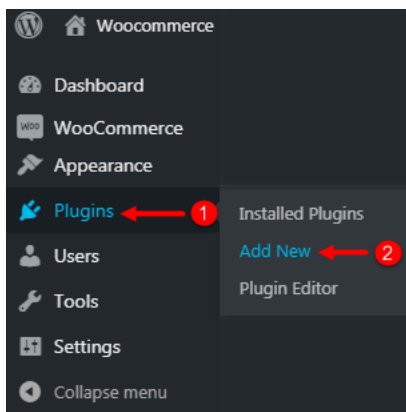


Figure 1

Step 2: Next to **Add Plugins**, click **Upload Plugin**.

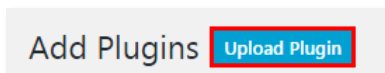


Figure 2

Step 3: In the next window that appears, click **Choose File** and choose the file **woocommerce-novalnet-gateway.zip** included in the Novalnet WooCommerce plugin package. Click **Install Now** to upload it into your shop system.

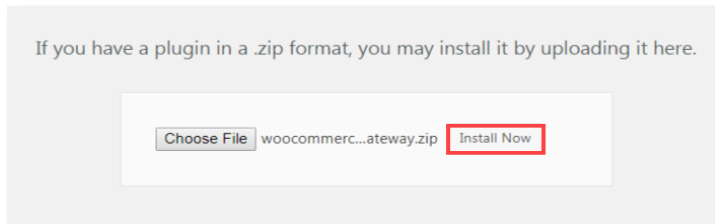


Figure 3

Step 4: After the installation, click **Activate Plugin** as shown below.

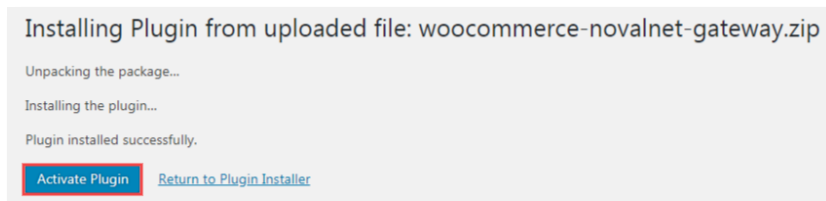


Figure 4

1.2 Upgrading the Novalnet payment plugin

- ① You can get the updated plugin either directly from the WordPress forum, or by contacting our [technical team](#) or via [Novalnet homepage](#).
- 🔑 Earlier version of the Novalnet payment plugin should be installed in the shop to synchronize with the [WordPress forum update](#).

Follow the below steps to update the latest **Novalnet payment plugin - WooCommerce** via shop admin panel

Step 1: Navigate to Plugins → Installed Plugins in your shop admin panel as shown below.

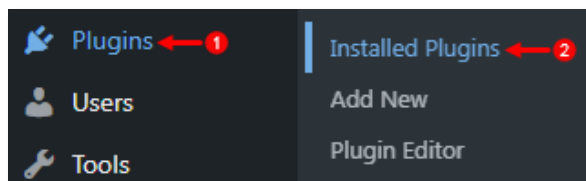


Figure 5

Step 2: Under the **Novalnet payment plugin - WooCommerce**, click **update now** as shown below.

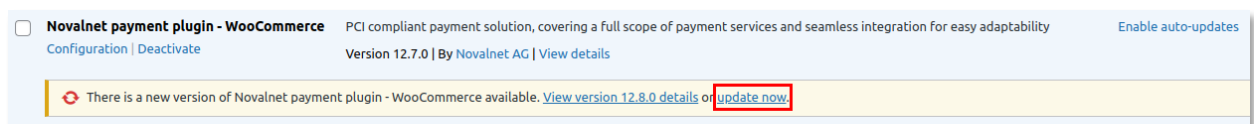


Figure 6

Now, updated version of **Novalnet payment plugin - WooCommerce** will be displayed as shown below.

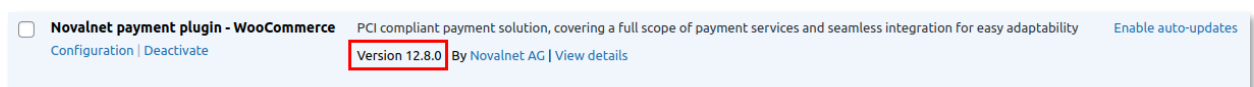


Figure 7

Step 3: After installing (or) up-grading **Novalnet payment plugin - WooCommerce** and click **Configuration** as shown below.

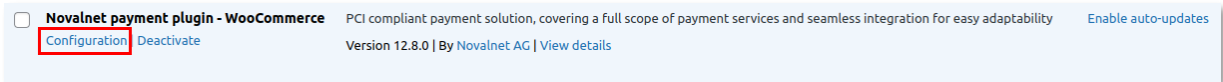


Figure 8

Refer section [1.3 Global Configuration in the WooCommerce shop system](#) to configure your Novalnet merchant account details.

1.3 Global Configuration in the WooCommerce shop system

The main configuration occurs in your WooCommerce shop system as well as in the [Novalnet Admin Portal](#).

In your WooCommerce shop system navigate to **WooCommerce** → **Settings** → **Novalnet Global Configuration**. Enter the following keys as given below:

- Product activation key** - a unique token for merchant authentication and payment processing.
- Payment access key** - a secret key assigned to each merchant which encrypts the data to avoid user manipulation and fraud.
- Tariff ID** - a unique identifier created based on the tariff type at Novalnet.

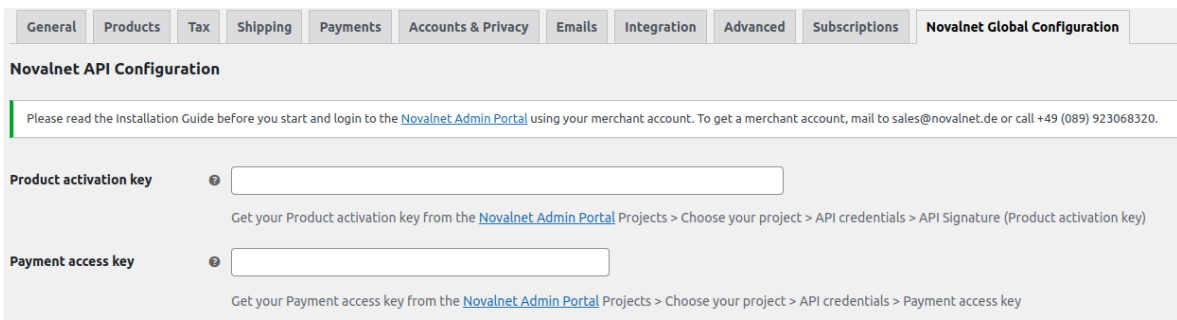


Figure 9

To get your **Product activation key** and **Payment access key**, go to the [Novalnet Admin Portal](#), navigate to **Projects** menu and click view icon on the right of your project to view the project details.

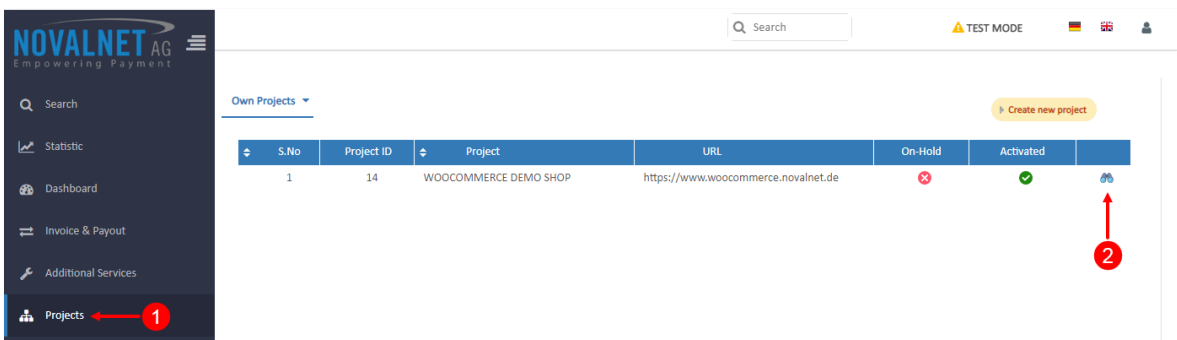


Figure 10

Click **API credentials**, copy the **API Signature (Product activation key)** and **Payment access key**. Create a Tariff ID for each tariff type for the Webshop.

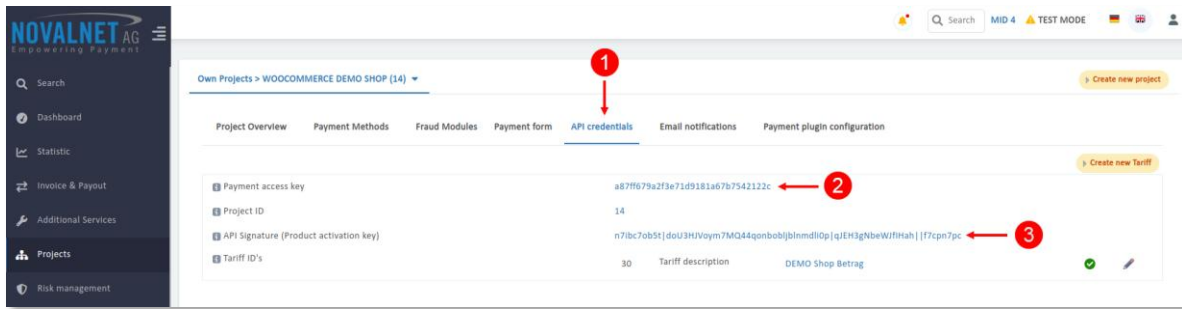


Figure 11

Paste the **Product activation key** and **Payment access key** in the respective fields in your shop system. Next, choose the Tariff ID from the drop down menu that you have created in the [Novalnet Admin Portal](#) for this WooCommerce shop system.

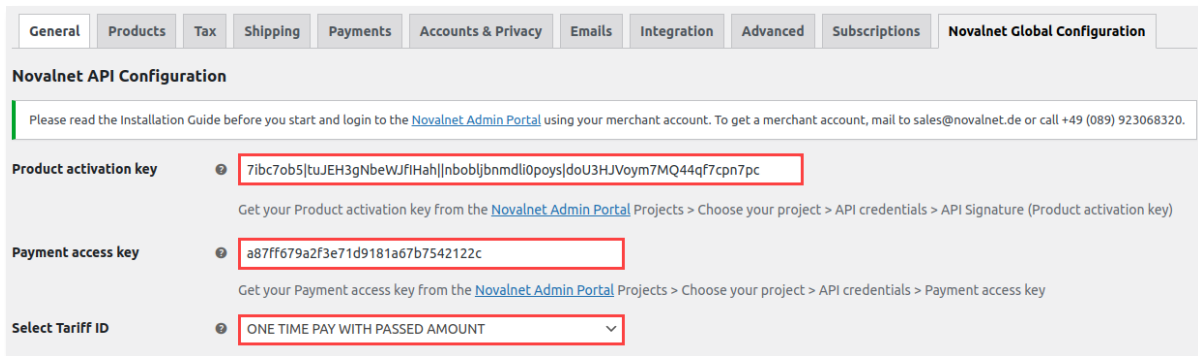


Figure 12

Then click **Save changes** to update the changes.

1.3.1 Notification/Webhook 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.

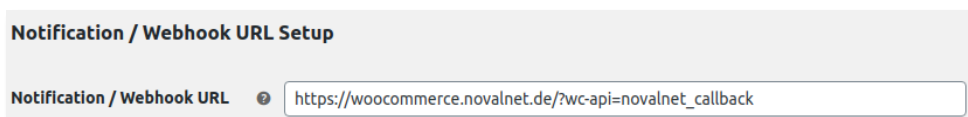


Figure 13

Click **Configure** to setup this **Notification / Webhook URL** in the **Novalnet Admin Portal**.

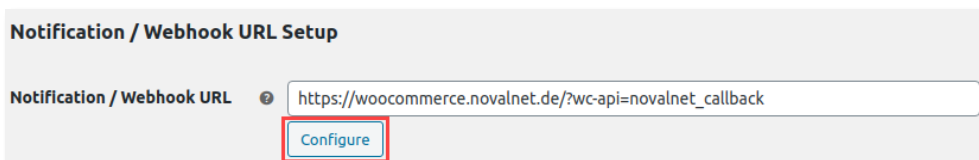


Figure 14

After successful configuration, your shop **Webhook URL** will be linked with your Novalnet Merchant account which can be seen under **Vendor script URL/ Notification & Webhook URL** field under **API credentials** of your project as shown below.

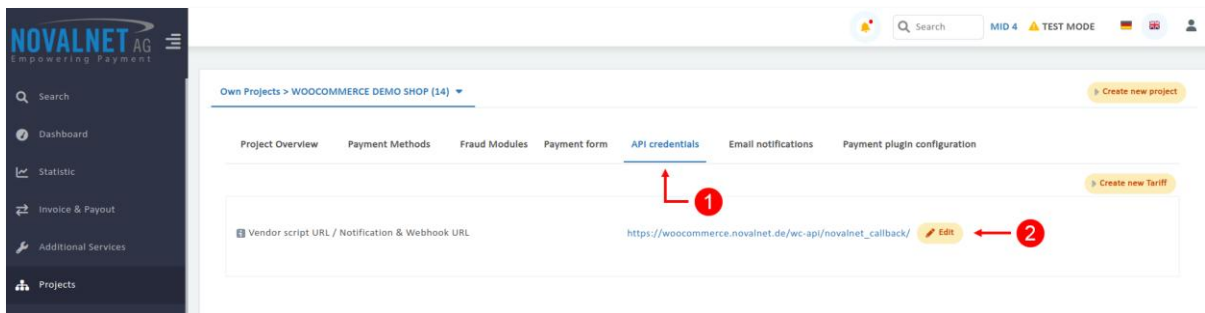


Figure 15

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

Notification / Webhook URL Setup

Notification / Webhook URL

Allow manual testing of the Notification / Webhook URL ☐
 Enable this to test the Novalnet Notification / Webhook URL manually. Disable this before setting your shop live to block unauthorized calls from external parties

Send e-mail to

Figure 16

- ① **Webhook URL** - Required to keep the merchant's database/system up to date 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 live, to block unauthorized calls from external parties.
- ① **Send e-mail to** - Every execution will be sent as a message to the e-mail address defined in this field.

1.3.2 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 projects** in the [Novalnet Admin Portal](#). The domain must be valid (secured https://) website. Please follow the below steps to whitelist the domains under the single client key in the [Novalnet Admin Portal](#).

Step 1: Go to the [Novalnet Admin Portal](#) with your Novalnet merchant account details.

Step 2: Navigate to the **Projects** menu and choose your project as shown below.

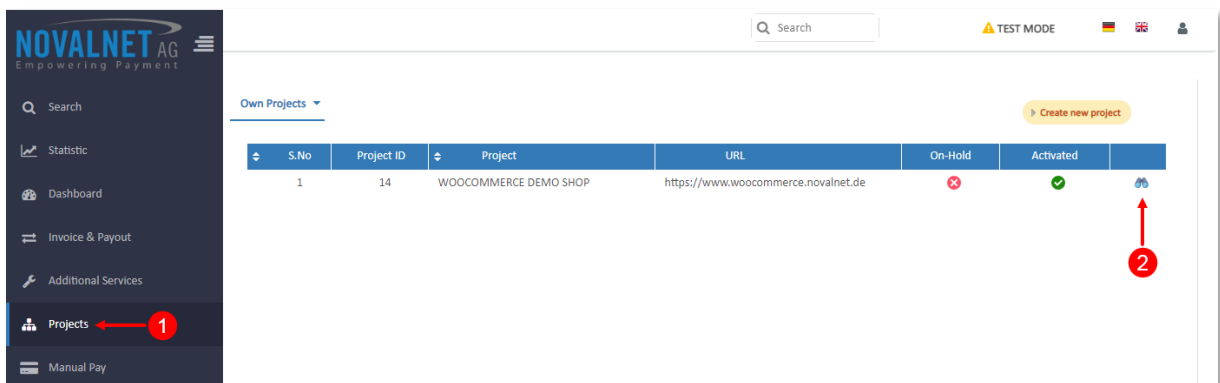


Figure 17

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

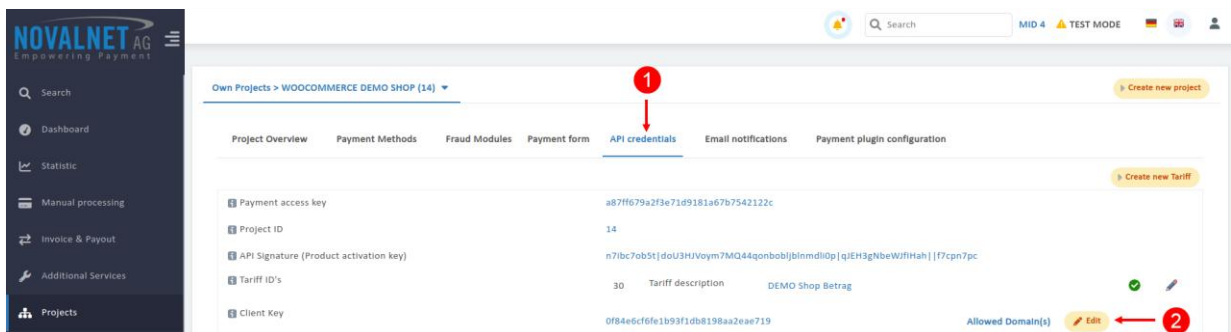


Figure 18

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

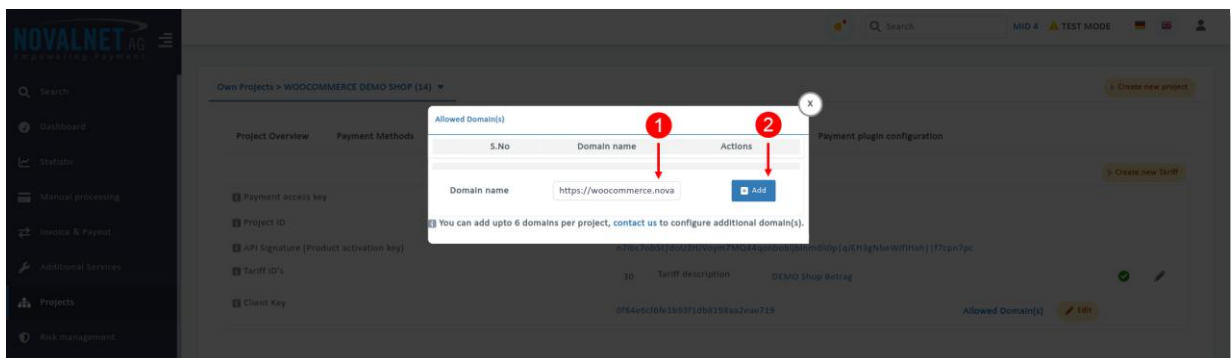


Figure 19

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

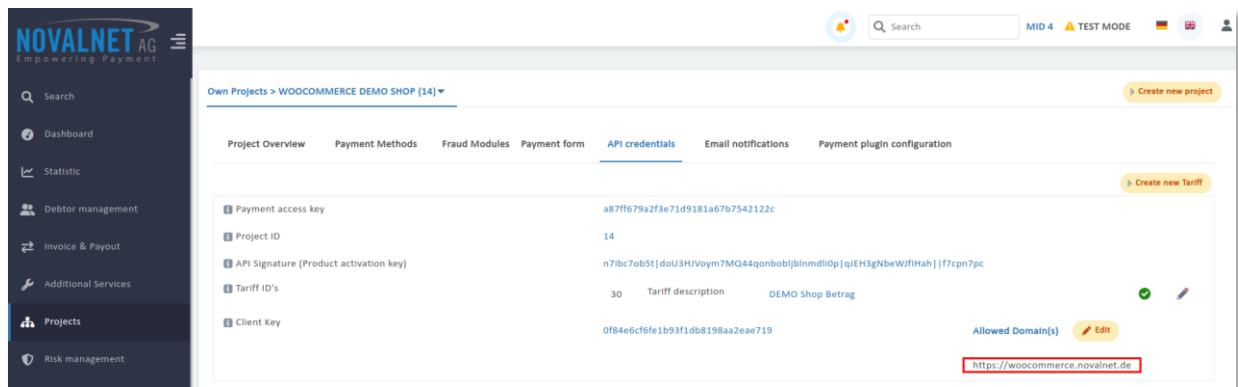


Figure 20

1.4 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 on the payment methods or have additional payment method requests, please contact sales@novалnet.de

To activate the preferred payment methods for your website, navigate to Novalnet Admin Portal → **Projects** → Choose your projects → **Payment Methods** → click **Edit Payment Methods** in the top right corner as shown below.

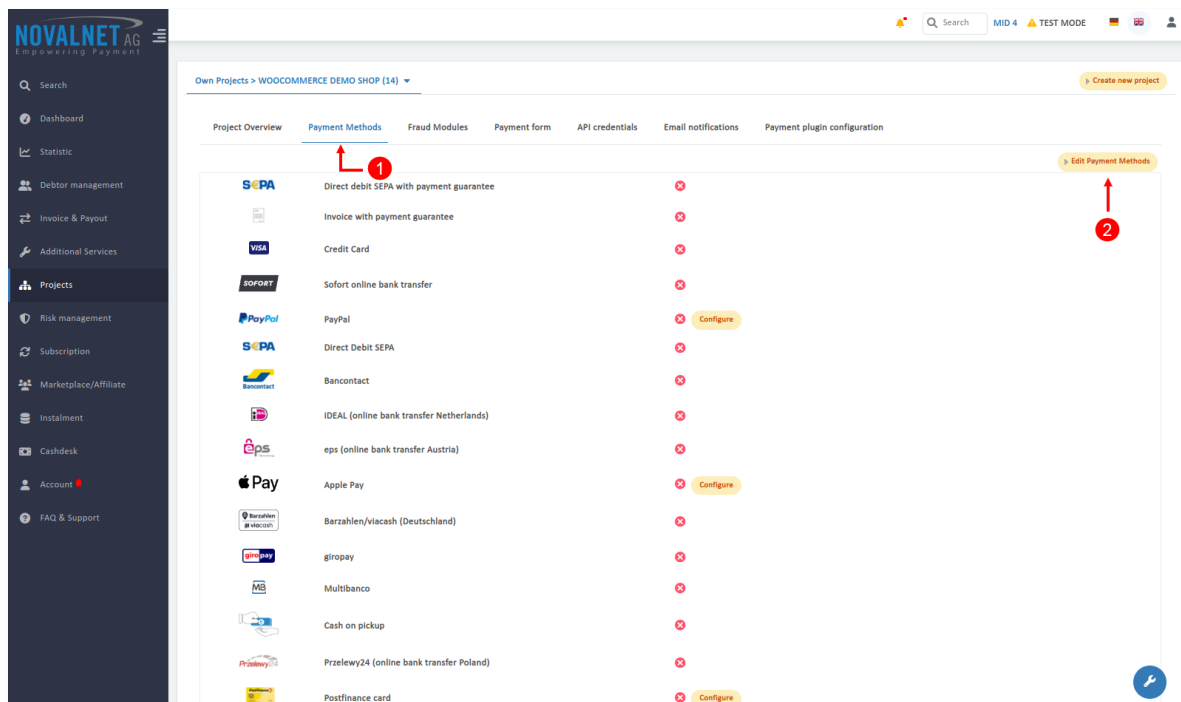


Figure 21

Now select the preferred payment methods and click **Update** to activate them.

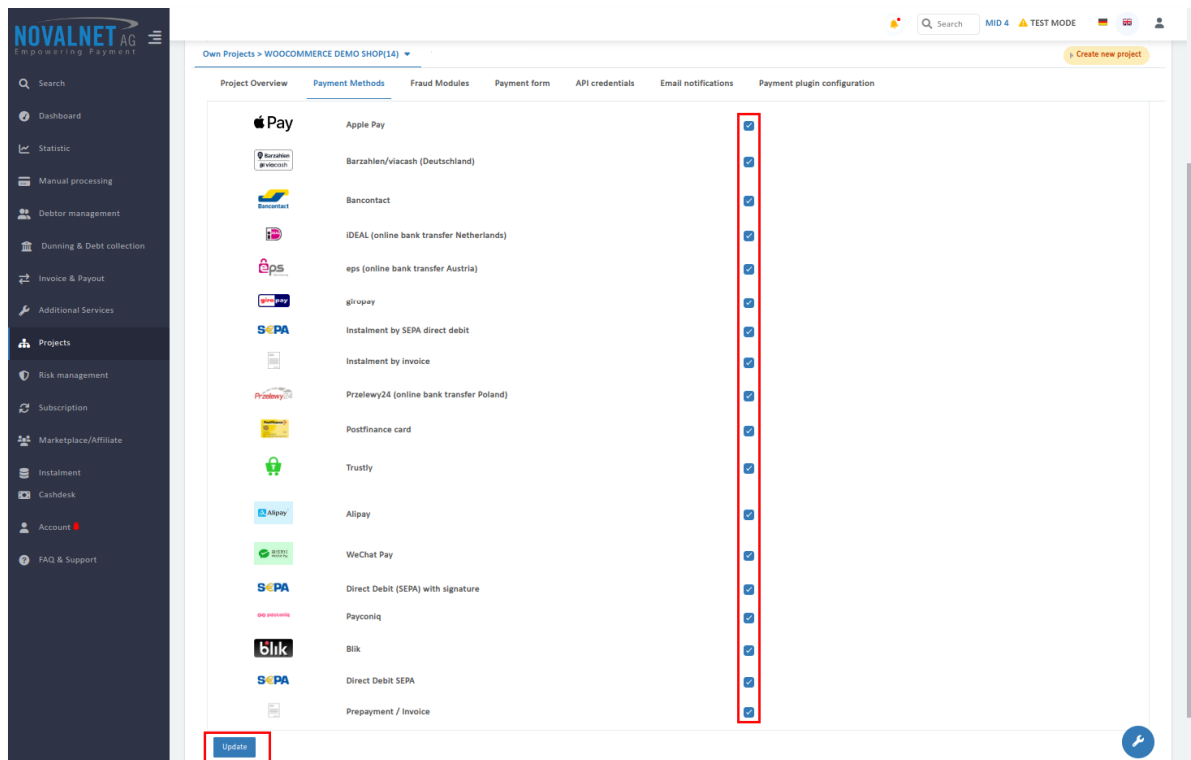


Figure 22

To use the **Apple Pay** payment method, go to **Apple Pay** → **Configure** → **Add new domain** in the [Novalnet Admin Portal](#) as shown below.

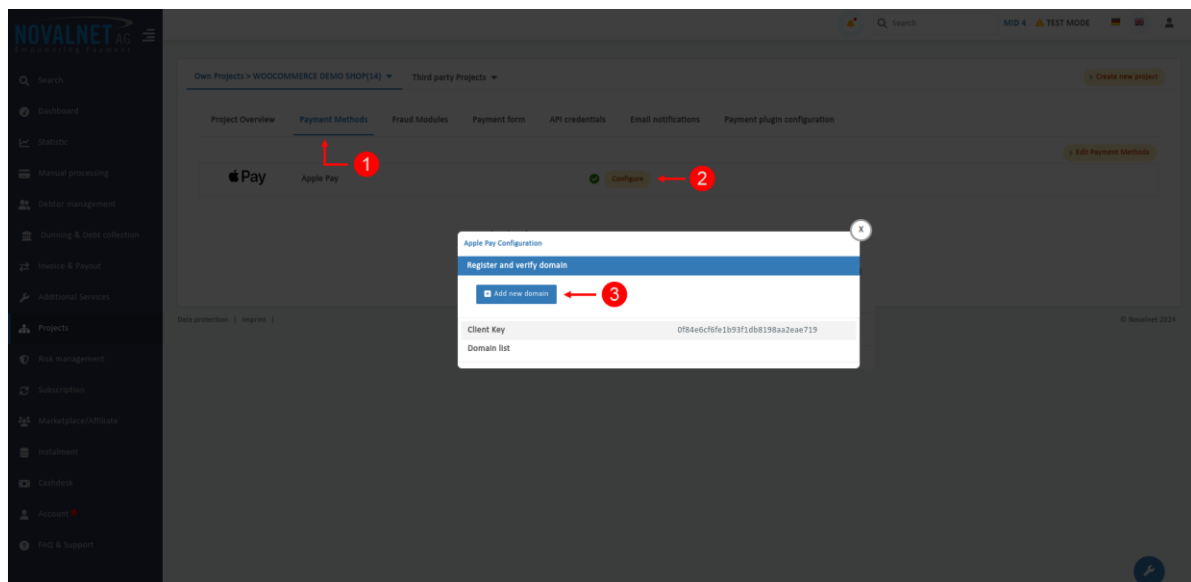


Figure 23

Then, paste your shop domain for which you enable **Apple Pay**, and click **Download verification file**. You will need to host that verification file in your domain's root directory.

For example: the path should be,

<https://woocommerce.novalnet.de/.well-known/apple-developer-merchantid-domain-association>.

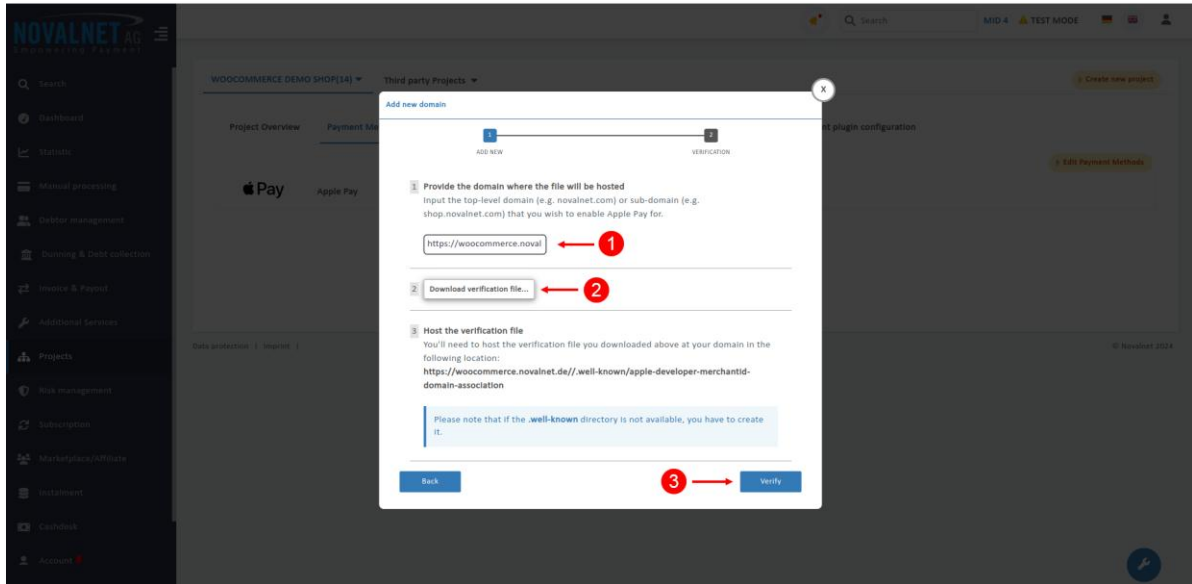


Figure 24

⚡ Please note that if the **.well-known** directory is not available, you have to create it.

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

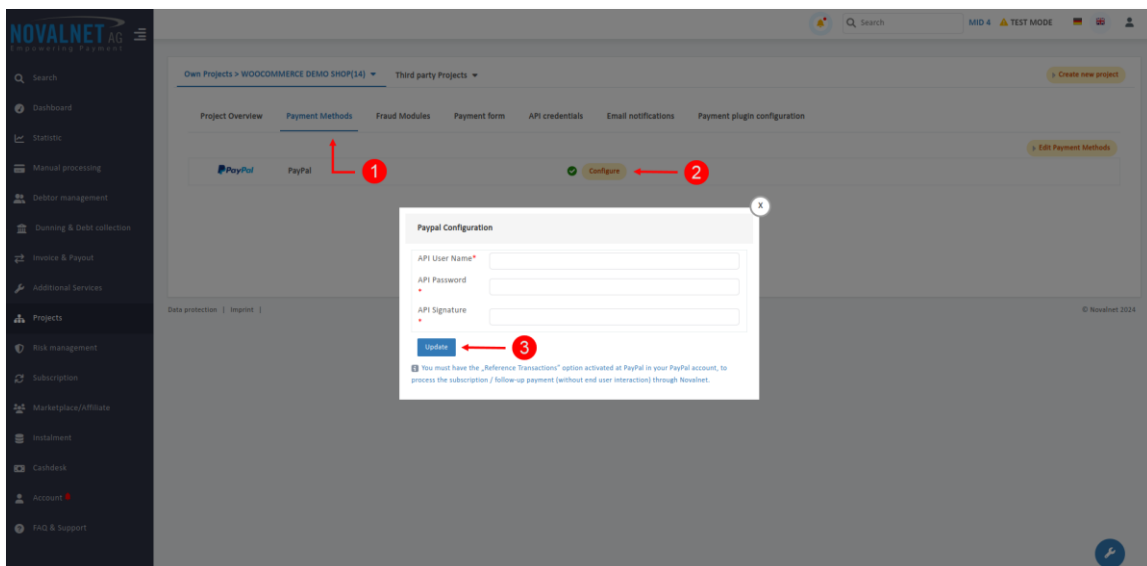


Figure 25

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

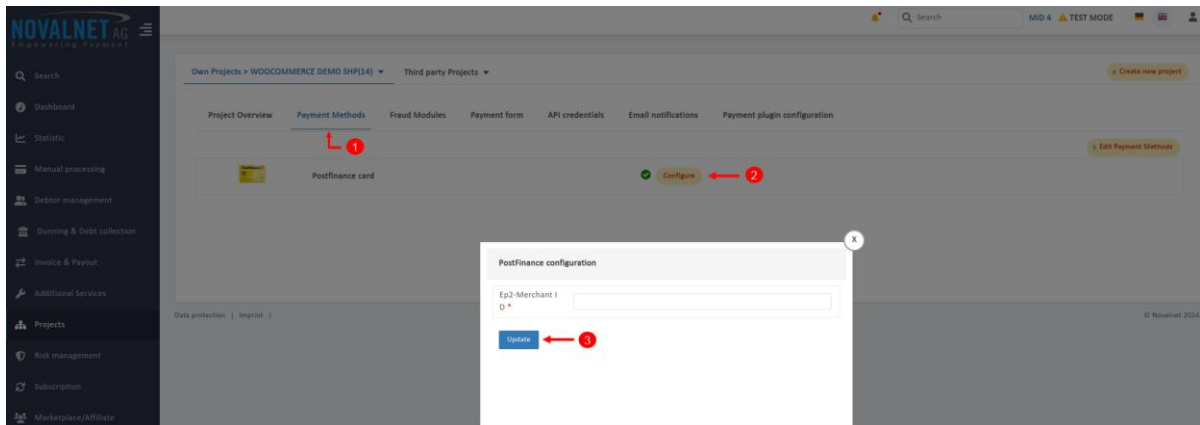


Figure 26

1.5 Payment Configuration in the WooCommerce shop system

Soon after the activation of payment methods in the [Novalnet Admin Portal](#), you must enable those payment methods in your shop system to display them on your WooCommerce checkout page. Navigate to **WooCommerce** → **Settings** as shown below.

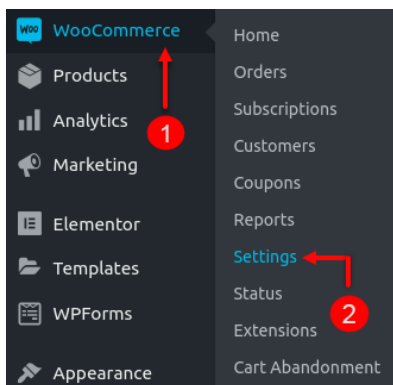


Figure 27

In the settings page, click **Payments** tab as shown below.

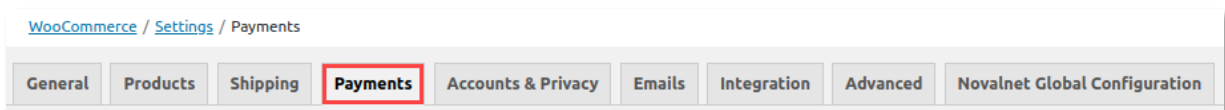


Figure 28

Click **Enabled** to activate the preferred payment methods as shown below.

Payment methods
Installed payment methods are listed below and can be sorted to control their display order on the frontend.

| Method | Enabled | Description | Automatic Recurring Payments | |
|--|-------------------------------------|--|------------------------------|------------------------|
| ⌵ ⌶ Novalnet Direct Debit SEPA – Direct Debit SEPA | <input type="checkbox"/> | Europe-wide Direct Debit system that allows you to collect Euro currencies from buyers in the 34 SEPA countries and associated regions | - | Set up |
| ⌵ ⌶ Novalnet Direct Debit SEPA with payment guarantee – Direct Debit SEPA | <input type="checkbox"/> | Guaranteed payment made to you either from the buyer or from payment guarantee for the purchase made through SEPA | - | Set up |
| ⌵ ⌶ Novalnet Credit/Debit Cards – Credit/Debit Cards | <input checked="" type="checkbox"/> | Funds are withdrawn from the buyer's account using credit/debit card details | - | Set up |
| ⌵ ⌶ Novalnet Apple Pay – Apple Pay | <input type="checkbox"/> | Funds are withdrawn from the buyer's account using credit/debit card details | - | Set up |
| ⌵ ⌶ Novalnet Google Pay – Google Pay | <input type="checkbox"/> | Funds are withdrawn from the buyer's account using credit/debit card details | - | Set up |
| ⌵ ⌶ Novalnet Invoice – Invoice | <input type="checkbox"/> | A payable credit note with the order details | - | Set up |
| ⌵ ⌶ Novalnet Invoice with payment guarantee – Invoice | <input type="checkbox"/> | Guaranteed payment made to you either from the buyer or from payment guarantee for the purchase made through invoice | - | Set up |
| ⌵ ⌶ Novalnet Prepayment – Prepayment | <input type="checkbox"/> | Payment is debited after order confirmation and, the goods are then delivered | - | Set up |
| ⌵ ⌶ Novalnet IDEAL – IDEAL | <input type="checkbox"/> | Dutch payment method that allow your buyers to make instant payments online through his own bank | - | Set up |
| ⌵ ⌶ Novalnet Sofort – Sofort | <input type="checkbox"/> | Pan European payment method allows buyers to pay through their own internet banking system | - | Set up |
| ⌵ ⌶ Novalnet Online bank transfer – Online bank transfer | <input type="checkbox"/> | Pan European payment method allows buyers to pay through their own internet banking system | - | Set up |
| ⌵ ⌶ Novalnet giropay – giropay | <input type="checkbox"/> | German based online payment method where funds are instantly transferred from buyer's account to your account | - | Set up |

Figure 29

Refer chapter [3 ADDITIONAL CONFIGURATION](#) for more payment configurations.

- ❗ If you have any recommendations or suggestions for improvement, kindly share your thoughts with us on 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](#)

2 TESTING AND GOING LIVE

Execute test transactions by navigating to **Payments** → Choose the specific payment method (e.g. **Novalnet Credit/Debit Cards**) → check **Enable test mode** at each payment configuration page. In the test mode the transaction amount will not be charged by Novalnet.

Novalnet Credit/Debit Cards ⓘ

Funds are withdrawn from the buyer's account using credit/debit card details

Enable payment method ☒

Enable test mode ⓘ ☒

Title

Figure 30

- ❗ Before going **Live**, change the individual payment configurations to update the payment method settings in the shop admin panel.
- ❗ 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 uncheck/disable the **Enable test mode** option in the individual payment configuration page.

- ① If you have any recommendations or suggestions for improvement, kindly share your thoughts with us on technic@novalnet.de or call us at +49 89 9230683-19.
- ① Are you happy with our service and support? Please spend a few minutes to share your success [here](#)

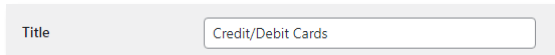
3 ADDITIONAL CONFIGURATION

3.1 Additional configuration for all the payment methods

For additional payment configuration settings for each payment methods, navigate to **WooCommerce** → **Settings** → **Payments**, click **Finish set up** on the right of each payment method and configure the required additional payment settings.

Title

Enter the payment title that will be displayed on the checkout page.

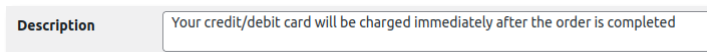


The screenshot shows a configuration box with a label 'Title' and a text input field containing the text 'Credit/Debit Cards'.

Figure 31

Description

Provide the payment description that will be displayed on the checkout page.

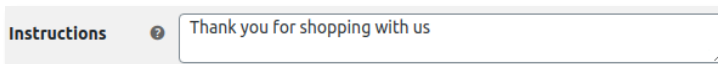


The screenshot shows a configuration box with a label 'Description' and a text input field containing the text 'Your credit/debit card will be charged immediately after the order is completed'.

Figure 32

Instructions

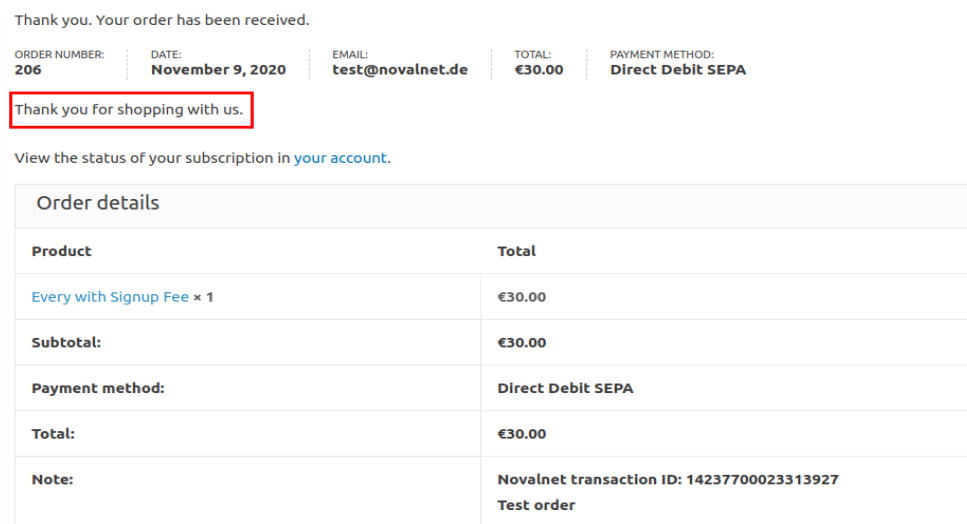
Text entered in this field will be displayed on the payment success page and order e-mail. The message can be for example: **Thank you for shopping with us.**



The screenshot shows a configuration box with a label 'Instructions' and a text input field containing the text 'Thank you for shopping with us'.

Figure 33

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



The screenshot shows a payment success notification. At the top, it says 'Thank you. Your order has been received.' Below this, there are five columns of information: ORDER NUMBER: 206, DATE: November 9, 2020, EMAIL: test@novalnet.de, TOTAL: €30.00, and PAYMENT METHOD: Direct Debit SEPA. A red box highlights the message 'Thank you for shopping with us.' Below this, there is a link 'View the status of your subscription in your account.' At the bottom, there is a table with order details.

| Order details | |
|---------------------------|--|
| Product | Total |
| Every with Signup Fee × 1 | €30.00 |
| Subtotal: | €30.00 |
| Payment method: | Direct Debit SEPA |
| Total: | €30.00 |
| Note: | Novalnet transaction ID: 14237700023313927 Test order |

Figure 34

Minimum order amount

Enter the minimum order amount required to display the chosen payment method in your checkout page (for example credit card). If the order is less than this amount, the chosen payment method will not be displayed in the checkout.

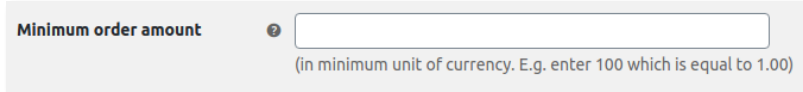


Figure 35

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

☛ This option is available only for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Instalment by Direct Debit SEPA, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Instalment by Invoice, Novalnet PayPal, Novalnet Apple Pay, and Novalnet Google Pay.*

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

- ① **Capture** - This is the default setting where payments are directly executed, and funds are automatically transferred from buyer's account to the merchant account. This can be changed as per your business requirement.

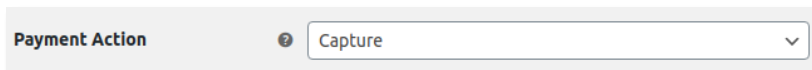


Figure 36

- ① **Authorize** - Payment details are verified while the funds are reserved, which will be captured later.
- ① **Minimum transaction amount for authorization** - Transactions from this amount will be "authorized" (reserved) only and captured later. Leave the field blank to authorize all transactions.

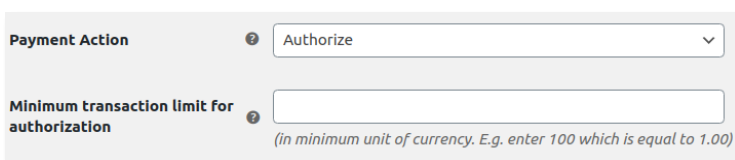


Figure 37

- ① **Authorize with zero amount**

☛ This option is available only for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit ACH, Novalnet Apple Pay and Novalnet Google Pay.*

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

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

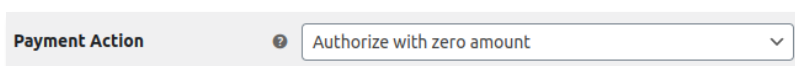


Figure 38

To set an amount for each transaction with the amount 0, navigate to **WooCommerce** → **Orders** and select the order you want. Enter the desired amount for the €0 transaction and click **Book transaction**.

Figure 39

The amount will be debited and a new TID will be generated as shown below.

Figure 40

Payment due date (in days)

👉 This option is available only for **Novalnet Direct Debit SEPA**, **Novalnet Invoice**, **Novalnet Prepayment** and **Novalnet Barzahlen/viacash**.

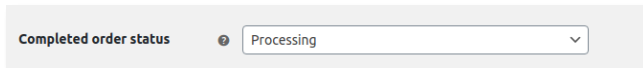
Payment due date (in days) refers to the duration (number of days) given for the buyer to complete the payment. The payment process and duration may differ for each payment method.

Figure 41

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

Completed order status

Set the status that will be used for completed orders.



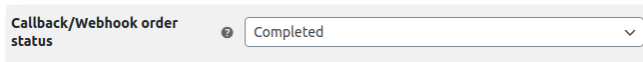
A dropdown menu with the label "Completed order status" and a small information icon. The selected value is "Processing".

Figure 42

Callback/Webhook order status

☛ This option is available only for **Novalnet Invoice**, **Novalnet Prepayment**, **Novalnet Barzahlen/viacash** and **Novalnet Multibanco**.

Set the status that will be applied for orders when webhook/callback script returns order success status.



A dropdown menu with the label "Callback/Webhook order status" and a small information icon. The selected value is "Completed".

Figure 43

Payment guarantee configuration

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

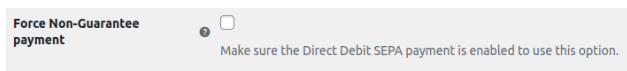
When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about Novalnet's guarantee payments,

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

Force Non-Guarantee payment

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

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



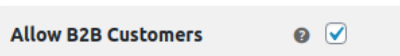
A checkbox labeled "Force Non-Guarantee payment" with a small information icon. Below the checkbox is the text: "Make sure the Direct Debit SEPA payment is enabled to use this option."

Figure 44

Allow B2B Customers

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

Enabling this option will allow B2B buyers in your shop system.



A checkbox labeled "Allow B2B Customers" with a small information icon. The checkbox is checked.

Figure 45

Payment instalment configuration

☛ This option is available only for **Novalnet Instalment by Direct Debit SEPA** and **Novalnet Instalment by Invoice**.

When the basic requirements are met, Novalnet offers you the option to process payments as instalment payments. For more information about Novalnet's instalment payments, Please visit: <https://developer.novalnet.com/onlinepayments/aboutinstalment#basic-requirements>

Display Instalment Plan on Product Detail Page

☛ This option is available only for **Novalnet Instalment by Direct Debit SEPA** and **Novalnet Instalment by Invoice**.

Enable this option to display the Instalment Plan in your product detail page.

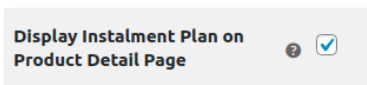


Figure 46

Instalment cycles

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

☛ This option is available only for **Novalnet Instalment by Direct Debit SEPA** and **Novalnet Instalment by Invoice**.

Define which instalment cycles you wish to offer in your shop (e.g., 3 cycles, 6 cycles, 9 cycles, 12 cycles etc.) and click Save changes. The buyer can then choose among these instalment cycles, if they wish to pay in instalments.



Figure 47

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

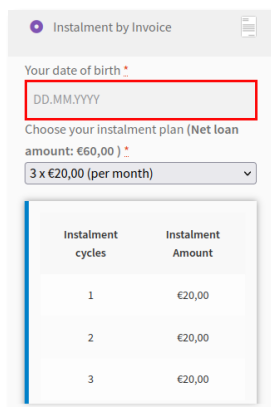


Figure 48

Enable for shipping methods

☛ This option is available for all payment methods, exceptional for **Google Pay** and **Apple Pay**.

Figure 49

Choose one or more shipping methods applicable to the payment method. If left unselected, all the shipping methods will display for the particular payment method.

Accept for virtual orders

☛ This option is available for **all payment methods**.

Figure 50

Enable this option to display the specified payment methods for the virtual orders.

3.2 Additional configuration for Novalnet Credit/Debit Cards

Custom CSS settings

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

Figure 51

3.3 Additional configuration for Apple Pay Payment

Business name

This is the text that appears as PAY '**BUSINESS NAME**' in the Apple Pay modal payment sheet.

Figure 52

Button Type

Select the button type for Apple Pay from this drop-down.

Figure 53

Button Theme

Select the button theme for Apple Pay from this drop-down.

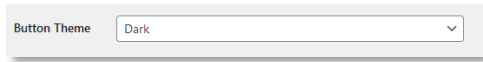


Figure 54

Button Height

Set the button height for Apple Pay, range from 30 to 64 pixels.

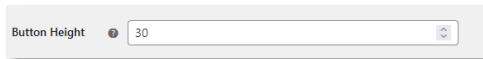


Figure 55

Button Corner Radius

Set the corner radius of the button for Apple Pay, range from 0 to 10 pixels.

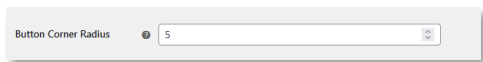


Figure 56

Display the Apple Pay Button on

Choose where to display the Apple Pay button in the shop frontend.

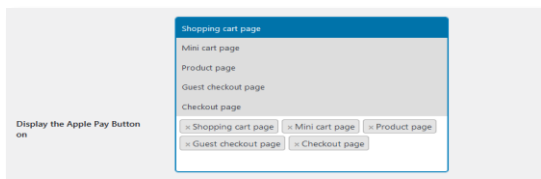


Figure 57

3.4 Additional configuration for Google Pay Payment

Business name

This is the text that appears as PAY '**BUSINESS NAME**' in the Google Pay modal payment sheet.



Figure 58

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.

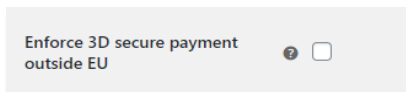


Figure 59

Google Merchant ID

Enter your Google's merchant identifier for processing the payment method in live environment.




Figure 60

Button Type

Select the button type for Google Pay from this drop-down.

Figure 61

Button Height

Set the button height for Google Pay, range from 30 to 64 pixels.

Figure 62

Display the Google Pay Button on

Choose where to display the Google Pay button in the shop frontend.

Figure 63

4 MANAGING WOOCOMMERCE ADMIN PANEL

4.1 Order Management

Manage your orders and view their details under **WooCommerce** → **Orders** in your WooCommerce admin panel as shown below.

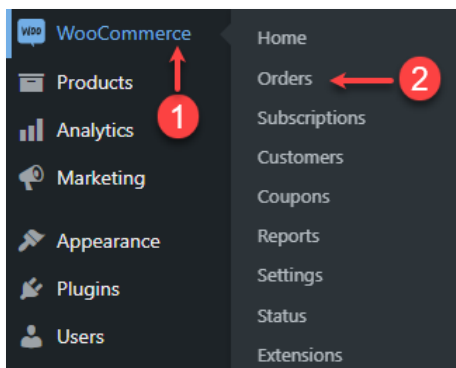


Figure 64

4.2 Transaction Overview

Click the order number to view the overview of the Novalnet transaction details for that order.

| | Order | Date | Status | Total |
|--------------------------|--------------------|-------------|-----------|--------|
| <input type="checkbox"/> | #159 Norbert Maier | Oct 6, 2022 | Completed | €10,00 |
| <input type="checkbox"/> | #156 Norbert Maier | Oct 6, 2022 | Completed | €10,00 |
| <input type="checkbox"/> | #155 Norbert Maier | Oct 6, 2022 | Completed | €36,00 |

Figure 65

The **Order notes** on the right panel displays the actual transaction status as shown below.

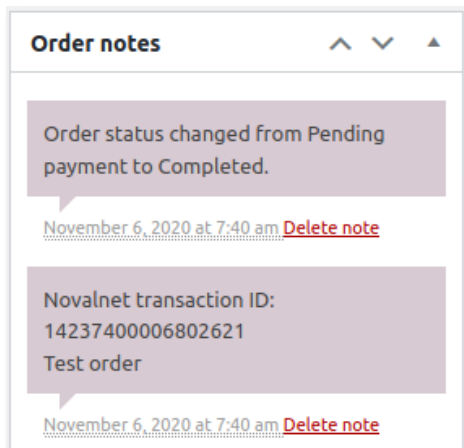


Figure 66

4.3 Order details for Instalment payments

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

| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
|------|-------------------------|---------|----------------------|-----------|------------------------|
| 1 | 15005300062610405 | 20,00 € | August 5, 2024 | Completed | Refund |
| 2 | 14114934305302378 | 20,00 € | September 5, 2024 | Completed | Refund |
| 3 | 14202626388332607 | 20,00 € | | Completed | Refund |

Figure 67

4.4 Admin order creation

👉 This option is available only for **Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Prepayment, Novalnet Barzahlen/viacash and Novalnet Multibanco**

To create an order from the shop admin panel, navigate to **WooCommerce → Orders** as shown in [Figure 64](#). Click **Add order** as shown below.

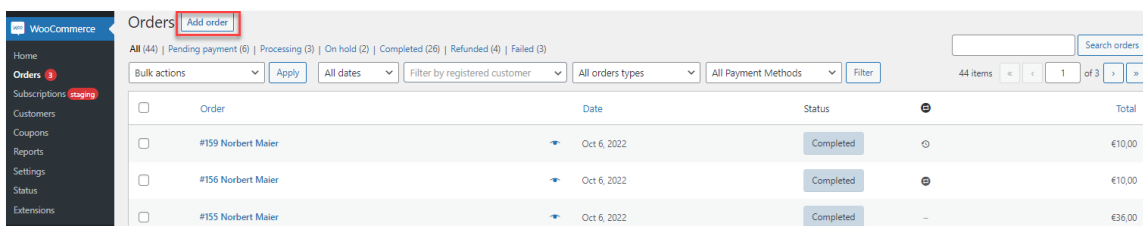


Figure 68

Next, choose an existing customer, select payment method and click **Add item(s) → Recalculate → Create** as shown below to create an order.

Order #1246 details

General
Date created: 2022-04-01 @ 10:30
Status: Pending payment
Customer: Novalnet Tester (K2 - test@novalnet.de)

Billing
Load billing address
First name: Novalnet, Last name: Tester
Company: Novalnet
Address line 1: Hauptstr 9, Address line 2:
City: Kaiserslautern, Postcode / ZIP: 66862
Country / Region: Germany, State / Country:
Email address: test@novalnet.de, Phone:
Payment method: Invoice (selected)

Shipping
Load shipping address Copy billing address
First name: Nobert, Last name: Maier
Company:
Address line 1: Hauptstr 9, Address line 2:
City: Kaiserslautern, Postcode / ZIP: 66862
Country / Region: Germany, State / Country:
Phone: 07894561230
Customer provided note:
Customer notes about the order:
Order actions: Choose an action... Create (5)

Order notes
Added line items: T-shirt (#16)
April 3, 2022 at 10:33 am by shopadmin Delete
Add note:
Private note Add

| Item | Cost | Qty | Total |
|------------------------|---------|-----|----------------|
| T-shirt | 21,00 € | 1 | 21,00 € |
| Items Subtotal: | | | 21,00 € |
| Order Total: | | | 21,00 € |

Add item(s) Apply coupon Refund Recalculate (4)

Figure 69

Order is now successfully created and order note is updated in the shop admin panel as shown below.

Edit Order
Order updated. (1)

Order #1246 details
Payment via Invoice (14547100005629205) Paid on March 31, 2022 @ 6:35 am

General
Date created: 2022-03-31 @ 06:26
Status: On hold
Customer: tester (#10 - test@novalnet.de)

Billing
Tester user
Hauptstr
66862 Unterschleißheim
Germany
Email address: test@novalnet.de
Phone: +498921547447

Shipping
Tester user
Hauptstr
66862 Unterschleißheim
Germany
Phone: +498921547447
Customer provided note: Novalnet transaction ID: 14547100005629205
Test order
Please transfer the amount of 21,42 € to the following account.
Account holder: Novalnet AG
Bank: Raiffeisenlandesbank OÖ Zndl Süddeutschland
Place: Passau
IBAN: DE92740201500000889824
BIC: RZOOD03305
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order
Payment Reference 1: TID 14547100005629205
Payment Reference 2: BNR-14-1246

| Item | Cost | Qty | Total | Tax |
|------------------------|---------|-----|----------------|----------------|
| T-Shirt | 18,00 € | 1 | 18,00 € | 3,42 € |
| Items Subtotal: | | | 18,00 € | |
| Tax: | | | | 3,42 € |
| Order Total: | | | | 21,42 € |

Add item(s) Apply coupon Refund Recalculate (4)

Order actions
Choose an action... Update (5)

Order notes
Order status changed from Pending payment to On hold.
March 31, 2022 at 6:35 am Delete note
Novalnet transaction ID: 14547100005629205
Test order
Please transfer the amount of 21,42 € to the following account.
Account holder: Novalnet AG
Bank: Raiffeisenlandesbank OÖ Zndl Süddeutschland
Place: Passau
IBAN: DE92740201500000889824
BIC: RZOOD03305
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order
Payment Reference 1: TID 14547100005629205
Payment Reference 2: BNR-14-1246
March 31, 2022 at 6:35 am Delete note
Added line items: T-Shirt (woo-tshirt)
March 31, 2022 at 6:27 am by shopadmin Delete note

Figure 70

4.5 Novalnet transaction details update

👉 This option is available only for **Novalnet Direct Debit SEPA, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice, Novalnet Invoice with payment guarantee, Novalnet Prepayment, Novalnet Barzahlen/viacash and Novalnet Multibanco.**

To synchronize a transaction from Novalnet for an order in the shop admin panel, navigate to **WooCommerce → Orders** as shown in [Figure 64](#). Click **Add order** as shown below.

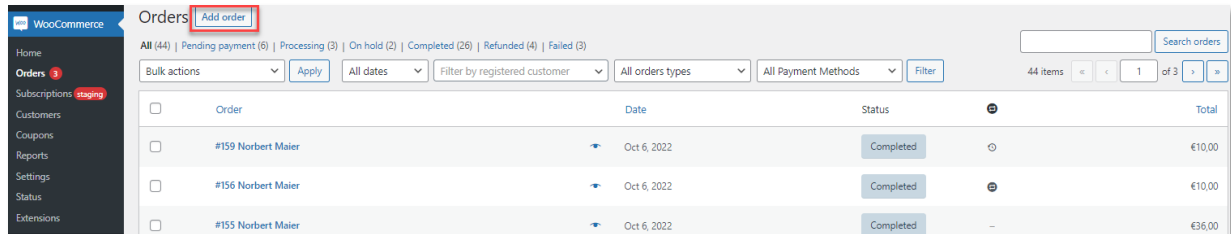


Figure 71

Next, choose respective customer and select Novalnet payment method. Further enter the transaction ID generated at Novalnet and choose the respective product by clicking **Add item(s) → Recalculate → Create** as shown below to update the transaction details

Figure 72

The updated transaction details will be displayed as shown below.

Edit Order

Order updated.

Order #1300 details
Payment via Invoice(14929900030206961) Paid on January 19, 2024 @ 10:11 am

General
Date created: 2024-01-19 @ 10:10:10
Status: Processing
Customer: Norbert Maier (#9 - test@novalnet.de)

Billing
Novalnet AG
Norbert Maier
Hauptstr. 9
66862 Kaiserslautern
Germany
Email address: test@novalnet.de
Phone: +49 989 123456

Shipping
Maier Maier
Hauptstr. 9
66862 Kaiserslautern
Germany
Phone: +49 989 123456
Customer provided note: Novalnet transaction ID: 14929900030206961
Test order
Please transfer the amount of €18.00 to the following account on or before February 2, 2024
Account holder: Novalnet AG
Bank: Raiffeisenlandesbank OÖ 2ndf Süddeutschland
Place: Passau
IBAN: DE8774001150000899624
BIC: RZOODE33HAN
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order
Payment Reference 1: TID 14929900030206961
Payment Reference 2: BNR-14-1300

Order actions
Choose an action...
Move to Trash Update

Order notes
Order status changed from Pending payment to Processing.
January 19, 2024 at 10:11 am [Delete note](#)
Novalnet transaction ID: 14929900030206961
Test order
Please transfer the amount of €18.00 to the following account on or before February 2, 2024
Account holder: Novalnet AG
Bank: Raiffeisenlandesbank OÖ 2ndf Süddeutschland
Place: Passau
IBAN: DE8774001150000899624
BIC: RZOODE33HAN
Please use any of the following payment references when transferring the amount. This is necessary to match it with your corresponding order
Payment Reference 1: TID 14929900030206961
Payment Reference 2: BNR-14-1300

Figure 73

4.6 Confirming / Cancelling a transaction

Depending on your [“Payment action”](#) configuration, the order status might be automatically set to **“On hold”** if authorization (reservation) is required for an order.

To confirm or cancel the transaction for an **“On hold”** order, navigate to **WooCommerce → Orders** in your shop admin panel and select the order.

To **confirm** the **“On hold”** order, change the order status manually to **“Completed”** as shown below, and click **Update**. Soon after manual confirmation, Novalnet will execute the payment.

To **cancel** the **“On hold”** order, change the order status manually to **“Cancelled”** as shown in the image below, and click **Update**. After you have cancelled the order, Novalnet will cancel the transaction.

Order #199 details
Payment via Invoice(14237400013912044).

General
Date created: 2020-11-06 @ 10:59
Status: On hold
Customer: Max Mustermann (#1 - test@novalnet.de)

Figure 74

Order #199 details
Payment via Invoice(14237400013912044).

General
Date created: 2020-11-06 @ 10:59
Status: Completed
Customer: Max Mustermann (#1 - test@novalnet.de)

Figure 75

Order #199 details
Payment via Invoice(14237400013912044).

General
Date created: 2020-11-06 @ 10:59
Status: Cancelled
Customer: Max Mustermann (#1 - test@novalnet.de)

Figure 76

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

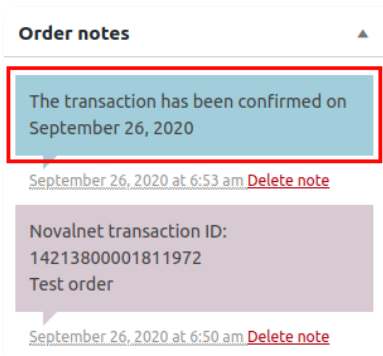


Figure 77

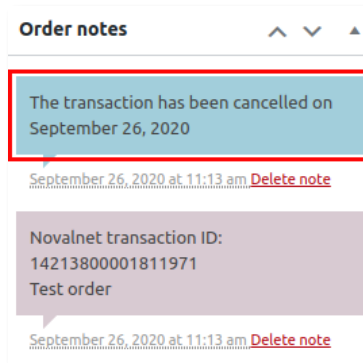


Figure 78

4.7 Refunding an order

You can refund either the full or partial order amount to the buyer. Refund can be initiated by navigating to **WooCommerce → Orders**, selecting the particular order and by clicking **Refund** as shown below.



Figure 79

Please follow the steps below to issue a refund.

Step 1: Enter the refundable amount by editing the total amount.

Step 2: The refundable amount gets filled automatically under the **Refund amount** field.

Step 3: Click **Refund via [payment method used by the buyer]** (e.g. Novalnet Credit/Debit Cards) to refund the amount to the buyer.

Note: The payment method used will be displayed automatically on this button as shown below.



Figure 80

Note: Note down the **Reason for refund (optional)** for your future reference (only for existing transactions).

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

4.7.1 Refunding through manual order cancellation

Upon manually changing the order status to '**Cancelled**,' the order is effectively cancelled, and the corresponding order amount is **refunded**. Once the amount is refunded, the order status updates to '**Refunded**'.

Order #191 details
Payment via Credit/Debit Cards (14852800020806422).

General

Date created:
2023-11-16 @ 07:03

Status:
Cancelled

Customer:
Norbert Maier (#2 – test@novalnet.de)

Figure 81

Order notes

Refund has been initiated for the TID: 14852800020806422 with the amount of 30,00 €. New TID: 14852800020900409 for the refunded amount

November 16, 2023 at 7:04 am [Delete note](#)

Order status changed from Cancelled to Refunded.

Figure 82

Order #191 details
Payment via Credit/Debit Cards (14852800020806422).

General

Date created:
2023-11-16 @ 07:03

Status:
Refunded

Customer:
Norbert Maier (#2 – test@novalnet.de)

Figure 83

In the case of an unpaid order, the Transaction ID (TID) is '**Cancelled**' following the order status changed to '**Cancelled**'.

Order #194 details
Payment via Invoice (14852800021110059).

General

Date created:
2023-11-16 @ 07:06

Status:
Cancelled

Customer:
Norbert Maier (#2 – test@novalnet.de)

Figure 84

Order notes

Refund has been initiated for the TID: 14852800021110059 with the amount of 5,00 €.

November 16, 2023 at 7:08 am [Delete note](#)

Order status changed from Processing to Cancelled.

Figure 85

4.7.2 Refunding an Instalment orders

To refund an instalment order, navigate to **WooCommerce** → **Orders** and click the order. Scroll down to the **Instalment Summary** section and click **Refund** next to the completed instalment cycle that needs a refund, as shown below.

| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------------|------------------------|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300062302698 | €20,00 | August 5, 2024 | Completed | Refund |
| 2 | | €20,00 | September 5, 2024 | Pending payment | |
| 3 | | €20,00 | | Pending payment | |

Figure 86

In the refund field that appears, enter the **Refund amount** and click **Confirm** as shown below.

| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
|------|-------------------------|--------|----------------------|-----------------|---|
| 1 | 15005300063824367 | €20,00 | August 5, 2024 | Completed | Refund amount: 20,00 Reason for refund (optional): Confirm Cancel |
| 2 | | €20,00 | September 5, 2024 | Pending payment | |
| 3 | | €20,00 | | Pending payment | |

Figure 87

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

4.8 Cancelling Instalment orders

4.8.1 Cancelling Instalment Orders through Order Status

To cancel the instalment orders through order status, navigate to **WooCommerce** → **Orders** in your shop admin panel and select the order. Then, change the order status manually to "**Cancelled**" as shown below, and click **Update**. After you have cancelled the installment order, Novalnet will Cancel and refund the transaction.

Order #200 details
Payment via Instalment by Invoice ([14366100002627015](#)).

General

Date created: 2021-05-13 @ 08 : 02

Status: **Completed**

Customer: [Profile](#) [View other orders](#)

Max Mustermann (#1 - test@novalnet.de)

Figure 88

Order #200 details
Payment via Instalment by Invoice ([14366100002627015](#)).

General

Date created: 2021-05-13 @ 08 : 02

Status: **Cancelled**

Customer: [Profile](#) [View other orders](#)

Max Mustermann (#1 - test@novalnet.de)

Figure 89

i Further, there will be no recurring instalments for that order.

Once the instalment order has been successfully cancelled, you will see the new transaction status under **Order notes** section of the order. Refer to the section [4.2 Transaction Overview](#) for more details about the **Order notes**.

4.8.2 Instalment Cancellation Options

To cancel the instalment orders through options, navigate to **WooCommerce → Orders** in your shop admin panel and select the order. In the Instalment summary click **Instalment Cancel** to cancel as shown below.

| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------------|-----------------------------------|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300063824367 | €14,99 | August 5, 2024 | Completed | Refund |
| 2 | | €14,99 | September 5, 2024 | Pending payment | |
| 3 | | €15,00 | | Pending payment | |
| | | | | | Instalment Cancel |

Figure 90

Please follow the below steps to cancel the instalments in two different ways,

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

| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------------|--|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300063824367 | €14,99 | August 5, 2024 | Completed | Refund |
| 2 | | €14,99 | September 5, 2024 | Pending payment | |
| 3 | | €15,00 | | Pending payment | |
| | | | | | Cancel All Instalment Cancel All Remaining Instalments |

Figure 91

| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------|-------------------|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300063307448 | €0,00 | August 5, 2024 | Refunded | |
| 2 | | €14,99 | September 5, 2024 | Cancelled | |
| 3 | | €15,00 | | Cancelled | |

Figure 92

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

| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------------|--|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300063824367 | €14,99 | August 5, 2024 | Completed | Refund |
| 2 | | €14,99 | September 5, 2024 | Pending payment | |
| 3 | | €15,00 | | Pending payment | |
| | | | | | Cancel All Instalment Cancel All Remaining Instalments |


Figure 93

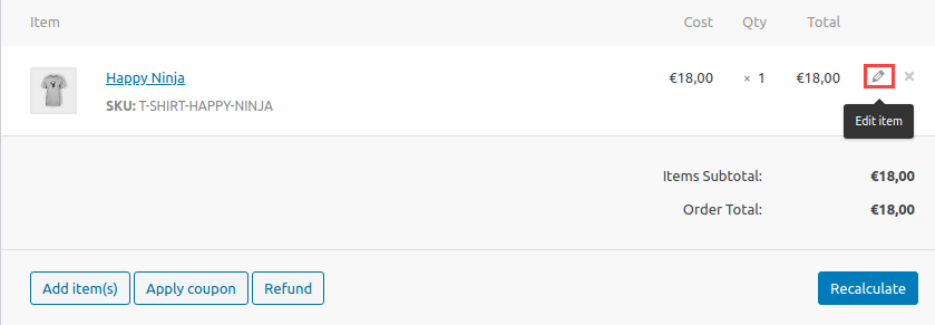
| Instalment Summary | | | | | |
|--------------------|-------------------------|--------|----------------------|-----------|------------------------|
| S.No | Novalnet Transaction ID | Amount | Next Instalment Date | Status | Instalment Refund |
| 1 | 15005300063824367 | €14,99 | August 5, 2024 | Completed | Refund |
| 2 | | €14,99 | September 5, 2024 | Cancelled | |
| 3 | | €15,00 | | Cancelled | |


Figure 94

4.9 Changing the order amount

☛ You can change the order amount for **Novalnet Direct Debit SEPA**, **Novalnet Invoice**, **Novalnet Prepayment** and **Novalnet Barzahlen/viacash**, when the order status set to '**On hold**' or '**Pending payment**'.

Under **WooCommerce** → **Orders** select the order that you wish to update and click **Edit item**  icon as shown below.

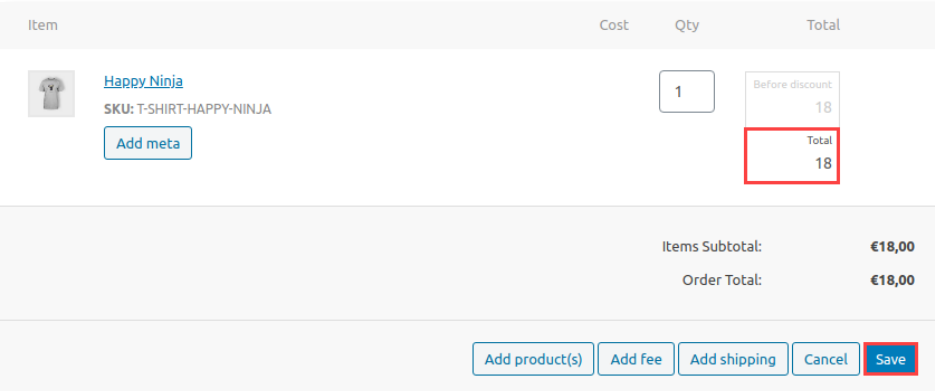



| Item | Cost | Qty | Total |
|--|--------|-----|---|
|  Happy Ninja SKU: T-SHIRT-HAPPY-NINJA | €18,00 | x 1 | €18,00 |
| | | | Items Subtotal: €18,00 Order Total: €18,00 |

Buttons: Add item(s), Apply coupon, Refund, Recalculate

Figure 95

Enter the new order amount (must be minimum unit of currency, e.g., 3500 = €35.00) and click **Save** to update the changes as shown below.



| Item | Cost | Qty | Total |
|--|------|-----|---|
|  Happy Ninja SKU: T-SHIRT-HAPPY-NINJA Add meta | | 1 | Before discount: 18 Total: 18 |
| | | | Items Subtotal: €18,00 Order Total: €18,00 |

Buttons: Add product(s), Add fee, Add shipping, Cancel, Save

Figure 96

☛ The amount will updated only for that particular order, not for a product.

Once the order amount has been successfully changed, you will see the transaction details under **Order notes** section of the order. Refer to section [4.2 Transaction Overview](#) for more details about the **Order notes**.

5 MANAGING SUBSCRIPTION

You can create subscription automatically through Novalnet, either based on the predefined settings in the [Novalnet Admin Portal](#) or through the dynamic subscription creation parameters passed during the initial API request and execute automated follow-up debits via supported payment methods. On each successful debits executed by the predefined subscription cycle, a new order is created in your shop system, specifying to the parent **TID** subscription. To offer subscription payments in your checkout, click **Enable subscription** in the [Novalnet Global Configuration](#) tab.

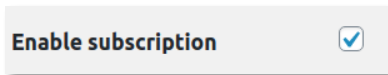


Figure 97

Use the **Subscription payments** option in the **Novalnet Global Configuration** tab to choose the payment methods you wish to offer for subscription payments.

☛ This option is only available for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Novalnet Direct Debit ACH, Novalnet Invoice, Novalnet Prepayment, Novalnet PayPal, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice with payment guarantee, Novalnet Google Pay and Novalnet Apple Pay.*

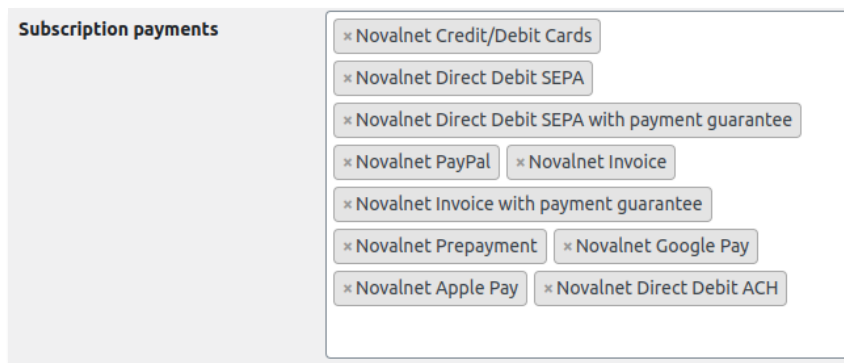


Figure 98

Subscription Tariff ID

Choose the preferred Tariff ID (unique identifier for the tariff plan) that you created earlier in the [Novalnet Admin Portal](#) for your project's subscriptions.

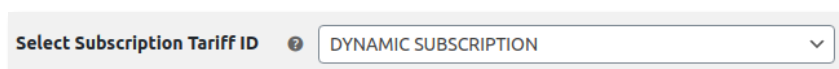


Figure 99

Please visit: <https://developer.novalnet.com/corecompetencies/dynamic> to know more about the dynamic subscription creation in the [Novalnet Admin Portal](#).

Enable shop based subscription

☛ This option is only available for *Novalnet Credit/Debit Cards, Novalnet Direct Debit SEPA, Direct Debit ACH, Novalnet Invoice, Novalnet Prepayment, Novalnet PayPal, Novalnet Direct Debit SEPA with payment guarantee, Novalnet Invoice with payment guarantee, Novalnet Google Pay and Novalnet Apple Pay.*

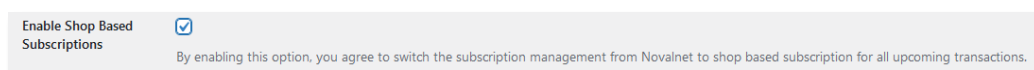


Figure 100

Enable this option to agree and switch the subscription management from Novalnet to shop based subscription for all upcoming transactions.

Novalnet will handle Subscription Orders before enabling this option. Once the above option is enabled, the shop system will handle the recurring process not by Novalnet.

☛ After the option is enabled, the shop system will automatically perform the cronjob on the specified date and time. Then, the bookings are created for recurring transactions using a token created in the initial subscription payment request.

Display Subscription Cancellation Option for Buyer

Enable this option if you want to allow the buyer to cancel their subscriptions from their end in your web shop under **My Account → Subscriptions**.

**Display Subscription
Cancellation Option for End
User**



Figure 101

The buyer can cancel the subscription by clicking **View** on the subscription order and by clicking **Cancel**.

| | |
|-------------------|--|
| Status | Active |
| Start date | 16 mins ago |
| Last order date | 16 mins ago |
| Next payment date | March 5, 2020 |
| End date | June 5, 2020 |
| Trial end date | March 5, 2020 |
| Payment | Via Manual Renewal |
| Actions | <div> <div>Cancel</div> <div>Change address</div> <div>Change payment</div> </div> |

Figure 102

Next, the buyer must choose the reason for their subscription cancellation and click **Confirm** as shown below.

| | |
|---------|--|
| Actions | <div> <div>Cancel</div> <div>Change address</div> <div>Change payment</div> <div>Renew now</div> </div> <div> --Select-- --Select-- Product is costly Cheating Partner interfered Financial problem Content does not match my likes Content is not enough Interested only for a trial Page is very slow Not happy customer Logging in problems Other </div> <div> <div>Confirm</div> </div> |
|---------|--|

Figure 103

5.1 Suspending / Reactivating subscriptions

You can suspend or cancel an existing subscription for a certain period, maybe due to products' unavailability. Navigate to **WooCommerce** → **Subscription** and choose the subscription in question. Click **Suspend** under the green "Active" status to change it to **On hold**. To reactivate a subscription again, click **Reactivate** under the "On hold" status as shown below.



Figure 104

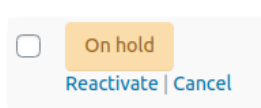


Figure 105

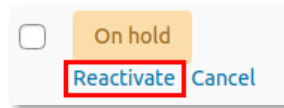


Figure 106

Once the subscription has been suspended (put "On hold") or cancelled you can see the updated subscription details under **WooCommerce** → **Subscriptions** → Choose the order → **Subscription notes** section as shown below.

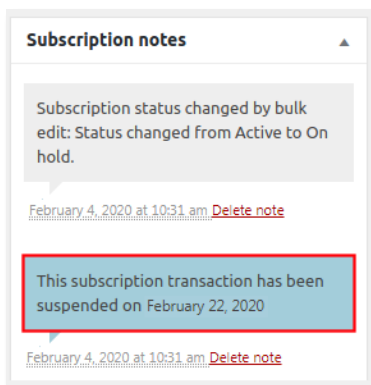


Figure 107

5.2 Changing subscription's payment date

To change the payment date for a subscription, navigate to **WooCommerce** → **Subscriptions** in the shop admin panel and click the order number. In the right panel of the subscription details, under **Schedule**, enter the new date for the next payment on the "Next Payment" field as shown in the image below, and click **Update** under **Subscription actions** to save the changes.

 A screenshot of the "Schedule" form. It includes a "Payment:" section with "every" and "month" dropdowns. Below is "Start Date: 5 mins ago". The "Trial End:" section has fields for "YYYY-MM-DD @ HH : MM". The "Next Payment:" section has a date field with "2020-10-30" (highlighted with a red rectangle), a time field with "15", and a "01" field. The "End Date:" section has fields for "2021-01-24 @ 13 : 01".

Figure 108

Next Payment will be the date when the existing subscription will be updated with the new payment date from your end. Once the payment date has been changed you can see the updated subscription details in **Subscription notes** section.

5.3 Changing subscription payment method

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

Under **My Account** → **Subscriptions**, the buyer can change the payment method used for paying a particular subscription. This can be done under **Actions: Change payment method** as shown below.

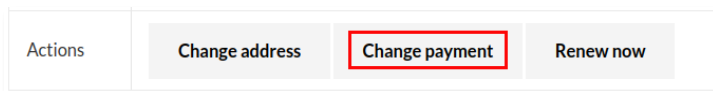


Figure 109

All payment methods that the buyer has enabled will be listed here. The buyer will choose the payment method that they want, and finalizes the changes by clicking **Change payment method**.

A screenshot of a web form titled 'Direct Debit SEPA'. It features an 'IBAN' field with a red asterisk and a placeholder 'DE00 0000 0000 0000 0000 00'. Below the field is a list of bullet points: 'This payment change will be processed as a zero-amount booking, which stores your payment data for future renewal orders.' and 'I hereby grant the mandate for the SEPA direct debit (electronic transmission) and confirm that the given bank details are correct!'. At the bottom, there are radio button options for 'Credit/Debit Cards' (with logos for VISA, Mastercard, American Express, Discover, JCB, and others), 'Invoice', 'Prepayment', and 'Direct Debit ACH' (with a logo). A 'Change payment method' button is located at the bottom right.

Figure 110

A notification will be sent to the buyer's email address (Updated under **My Account**) indicating all the changes made. Also, you can see the updated subscription details in **Subscription notes** section.

Subscription updates

1. **Wednesday 5th of February 2020, 09:53am**
Successfully changed the payment method for next subscription on February 5, 2020

Figure 111

Changing payment method in the shop admin panel (For merchant)

You can change the payment method for your buyer's subscriptions by navigating to **WooCommerce** → **Subscriptions** and by clicking on the order number.

Update the new payment method by clicking the edit  icon on the **Billing** section.

Subscription #2046 details


| General | Billing |
|--|--|
| <p>Customer: Profile → View other subscriptions →</p> <p>Test user (#1 – test@novalnet.de) <input type="text"/></p> <p>Subscription status: <input type="text" value="Active"/></p> <p>Parent order: #2045</p> | <p>Address: Norbert buyer Hauptstr. 9 66862 Kaiserslautern</p> <p>Email address: test@novalnet.de</p> <p>Phone: +49899230683141</p> <p>Payment Method: Credit Card </p> |

Figure 112

Select a payment type from the drop-down list and, click **Change Payment** as shown below.

Payment method

- Manual Renewal
- Direct Debit SEPA
- Credit/Debit Cards
- Invoice
- Prepayment

☒ Change Payment

Figure 113

After changing the payment method, you can see the updated subscription details in **Subscription notes** section.

5.4 Changing the subscription amount

To change the subscription amount, navigate to **WooCommerce** → **Subscriptions** in your shop admin panel.

Click the order number and click edit item  icon as shown below.




| Item | Cost | Qty | Total | |
|--|--------|-----|--------|---|
|  Beanie | €10,00 | x 1 | €10,00 |   |
| Edit item | | | | |

Figure 114

Enter the new amount under **Total** and finalize your changes by clicking **Save** as shown below.




| Item | Cost | Qty | Total |
|--|------|-----|---|
|  Beanie <input type="text" value="1"/>   | | | <input type="text" value="10"/> <input checked="" type="text" value="15"/> |
| Add meta | | | |
| Flat rate | | | €0,00 |
| Items: Beanie x 1 | | | |
| Discount: €0,00 Shipping: €0,00 Order total: €10,00 / month | | | |
| Add product(s) Add fee Add shipping cost Cancel Save | | | |

Figure 115

When the changes are saved, click **Recalculate** as shown below.


| Item | Cost | Qty | Total |
|--|--------|-----|----------------|
|  Beanie | €15,00 | x 1 | €15,00 |
| Flat rate Items: Beanie x 1 | | | €0,00 |
| Discount: | | | €0,00 |
| Shipping: | | | €0,00 |
| Order total: | | | €15,00 / month |

Figure 116

The updated amount can then be reviewed under **Subscription notes** section.

5.5 Cancelling subscriptions

Navigate to **WooCommerce** → **Subscriptions** in your shop admin panel. Hover your mouse over the green **“Active”** status below the subscription order that you wish to cancel, so that the **Cancel** option becomes visible. Click **Cancel** and choose the reason for cancellation from the drop-down list. Click **Confirm** to finalize the cancellation.

☐ **Active**
Suspend **Cancel**

--Select--
--Select--
Product is costly
Cheating
Partner interfered
Financial problem
Content does not match my likes
Content is not enough
Interested only for a trial
Page is very slow
Not happy customer
Logging in problems
Other

Figure 117

Figure 118

After cancellation, the subscription status changes to **PENDING CANCELLATION**. For your future reference (e.g., internal statistics or optimization), you can review the cancellation reasons under **Subscription notes** section.

6 UNINSTALLATION

To uninstall the Novalnet Payment Plugin, please follow the steps below.

Step 1: Navigate to **Plugins** → **Installed Plugins** as shown below.

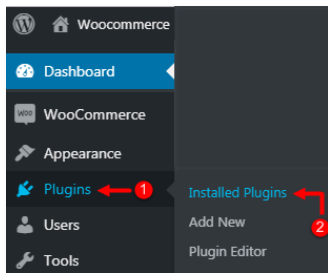


Figure 119

Step 2: Under the plugin **Novalnet payment plugin - WooCommerce**, click **Deactivate** as shown below.

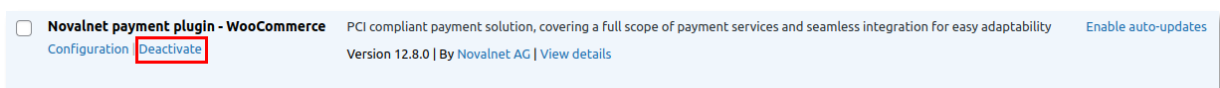


Figure 120

Step 3: After deactivating, click **Delete**.

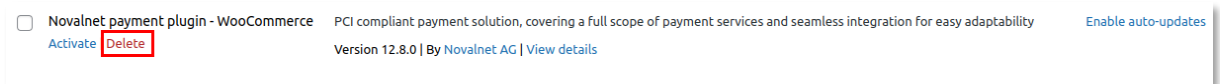


Figure 121

Step 4: Click **OK** to confirm that you wish to delete the Novalnet payment plugin permanently from your shop system.

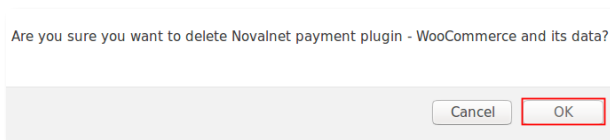


Figure 122

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

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