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Novalnet payment plugin for **WooCommerce**

Installation guide

Version 10.1.1

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Changelog

Version	Description & changes	Date
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 module for **Woocommerce** and contains important information about installation process. At the same time, this document serves as a performance and functional specification for the payment methods.

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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 Novalnet technical service team

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1. General

Novalnet is a leading payment institution offering online gateways for processing of 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.

This 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.novalnet.de/

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2. Functional specification

2.1 Supported payment methods

The module supports, processing of the following payment methods via Novalnet platform.

Credit cards

Visa	
MasterCard	
American Express	

Online Transfer

iDEAL	
Instant Bank Transfer	
eps (Electronic Payment Standard)	

Account-based payment methods

Direct Debit SEPA	
Invoice	
Prepayment	

Wallet system

PayPal	

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2.2 Risk and control management

2.2.1 Fraud modules

The 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
- Reply by E-mail

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

For the 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)

The payment extension seamlessly adapts to the existing checkout process of the WooCommerce shop. Communication and data transfer are performed in the background between the module and the server API of the Novalnet platform. The consumer will not notice the processing. For payments by Credit card, data is transferred via the client API of the Novalnet platform during the checkout process for checking and secure storage of Credit card details at Novalnet.

The status of the completed transactions is sent via Novalnet platform, which is processed by the extension to synchronize an order in the WooCommerce shop with current status.

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, are 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 the Credit card directly from client's browser to the Novalnet platform. During the checkout process, the consumer will not be redirected to other pages (except for 3-D secure).

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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

3. Download and installation

3.1 Compatibility and requirements

Shop system details

- WooCommerce
- WordPress Version: 3.7.x - 4.x
- WooCommerce Version: 2.1.x - 2.4.x

Novalnet merchant account

- Interface: Client and Server API
- Optional: Fraud modules

If you do not already have a 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

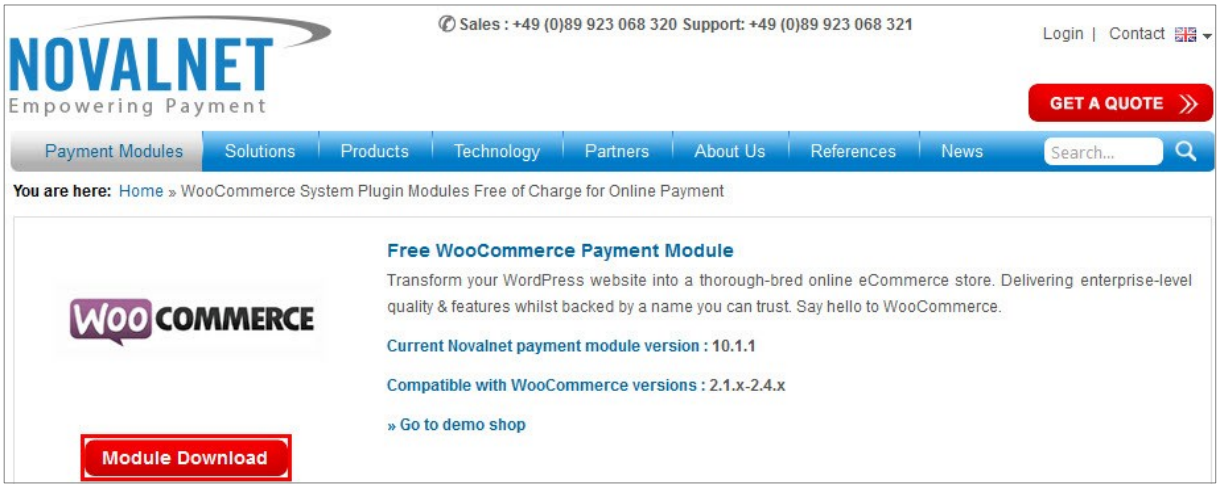

Fig: 3.2.1 (a)

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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.

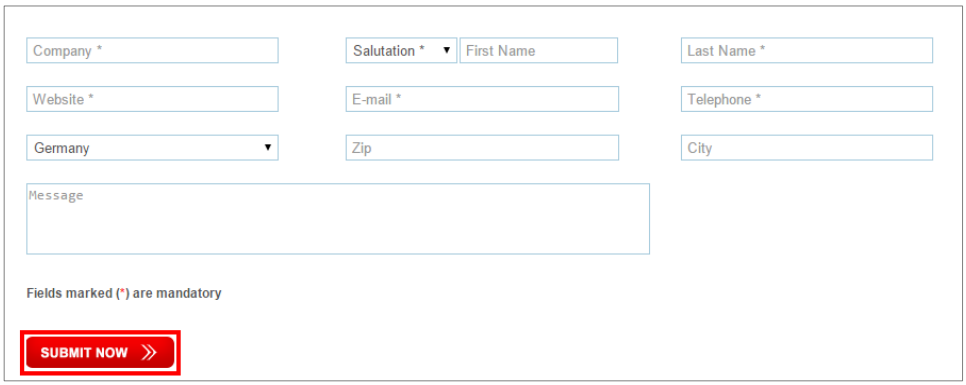

Fig: 3.2.1 (b)

Note: Kindly, do all the necessary steps mentioned in the read-me file **woocommerce_novalnet_readme.txt**.

4. Configuration

4.1 Plugin installation

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

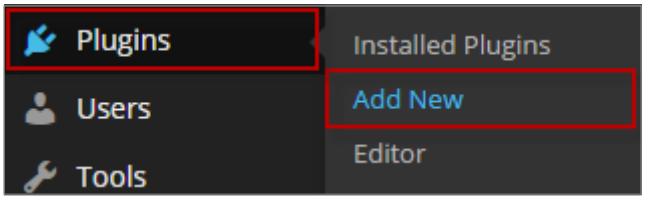

Fig: 4.1 (a)

Click on the **Upload Plugin** button.

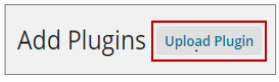

Fig: 4.1 (b)

Browse the Novalnet payment plugin **novalnet-payment-gateway-for-woocommerce.10.1.1.zip** and click on the **Install Now** button to install Novalnet payment plugin.

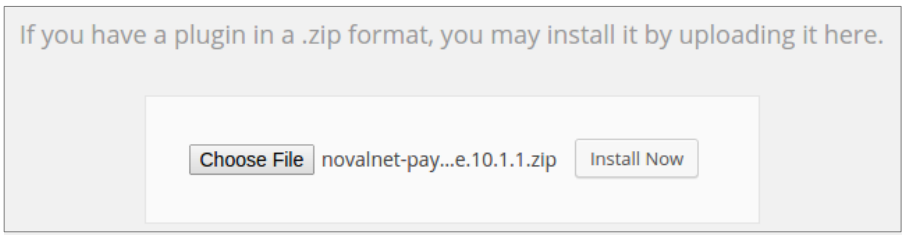

Fig: 4.1 (c)

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

Fig: 4.1 (d)

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

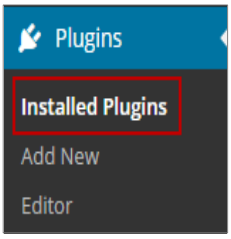

Fig: 4.1 (e)

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

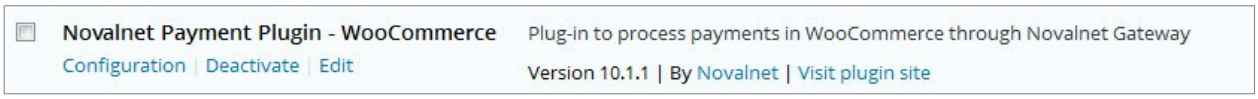

Fig: 4.1 (f)

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4.2 Configuration wizard

4.2.1 Global configuration

Novalnet Global configurations can be configured by either of the two ways,

1. It can be configured via **WooCommerce → Settings**

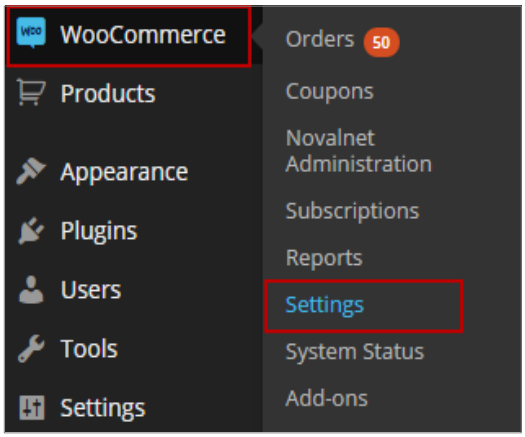

Fig: 4.2.1 (a)

Click on the **Novalnet Global Configuration** tab

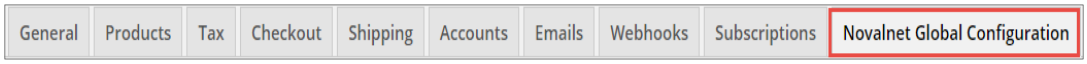

Fig: 4.2.1 (b)

Now you can configure the Novalnet merchant details in the appropriate fields.

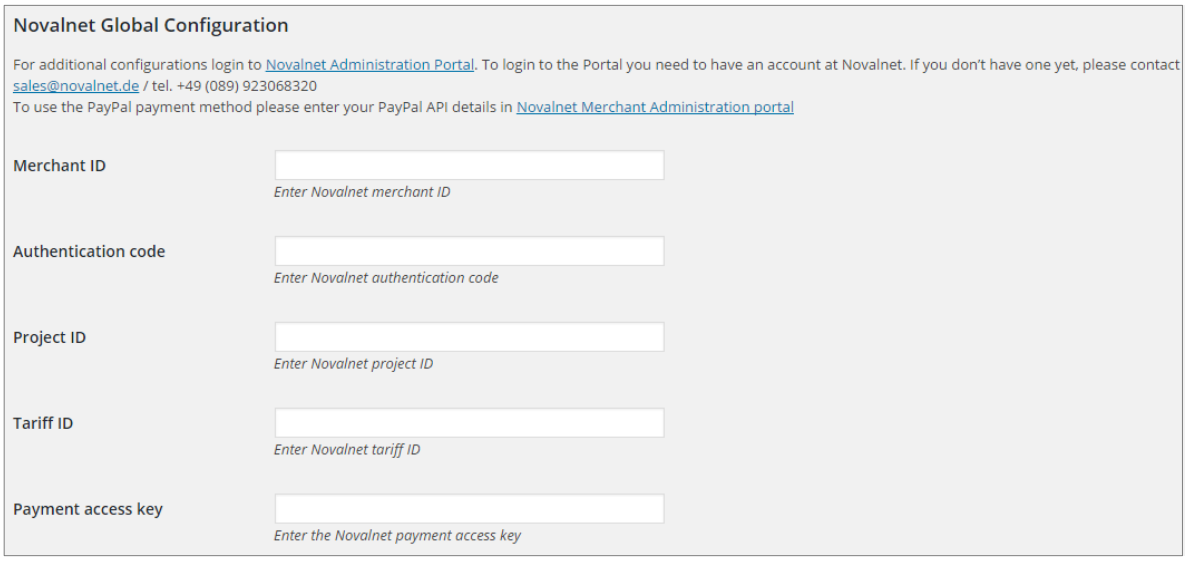

Fig: 4.2.1 (c)

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

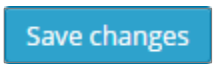

Fig: 4.2.1 (d)

2. Novalnet global configuration can also be configured by clicking the link **Configuration** under the **Novalnet Payment Plugin - WooCommerce** title from the list of installed plugins.

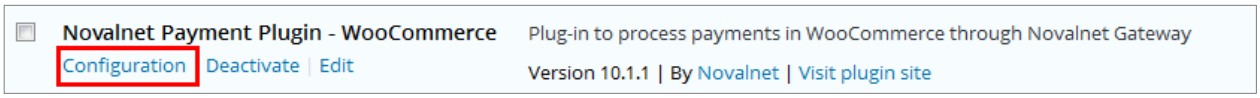

Fig: 4.2.1 (e)

Field	Description
Merchant ID	A 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	Merchant 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.
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.
Subscription Tariff ID	This is the tariff ID which is used to process the subscription transaction with respective features.
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 cents)	In case the order amount exceeds mentioned limit, the transaction will be set on hold till your confirmation of transaction.
Enable auto-fill	The payment details will be filled automatically in the payment form during the checkout process.
Proxy server	Enter the IP address of your proxy server along with the port number in the following format IP Address : Port Number (if applicable).
Gateway timeout (in seconds)	In case the order processing time exceeds the gateway timeout, the order will not be placed.
Referrer ID	The referrer ID of the person/company who recommended you Novalnet.

Table 4.2.1

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4.2.2 Payment methods

To configure Novalnet payment methods, go to **WooCommerce → Settings**

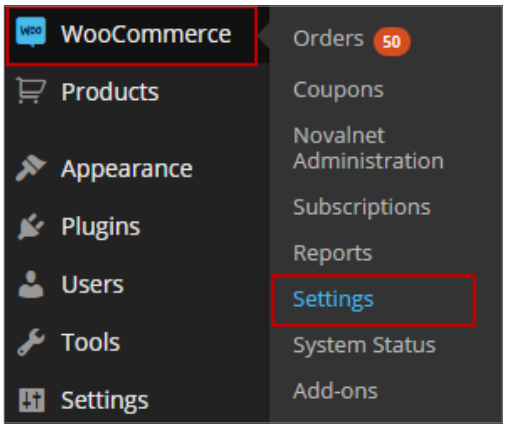

Fig: 4.2.2 (a)

Click on the **Checkout** tab and choose the respective Novalnet payment method.

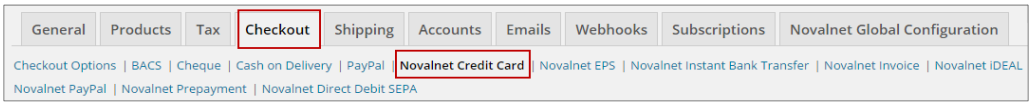

Fig: 4.2.2 (b)

Check the **Enable payment method** to display the payment in the web shop. Kindly, configure the other fields based on the needs.

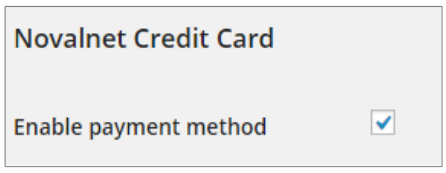

Fig: 4.2.2 (c)

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

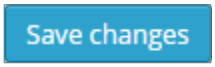

Fig: 4.2.2 (d)

Note: Kindly, follow the **Fig: 4.2.2 (a)** to **4.2.2 (d)** to install the remaining Novalnet payment methods

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Field	Description
Enable payment method	The merchant can activate/deactivate the payment methods by using this option.
Enable test mode	The payment will be processed in the test mode therefore amount for this transaction will not be charged
Display payment method logo	The payment method logo will be displayed on the checkout page
Display Novalnet logo	The Novalnet logo will be displayed on the checkout page
Notification for the buyer	The entered text will be displayed on the checkout page.
Transaction reference 1 / Transaction reference 2	This reference will appear in your bank account statement.

Table 4.2.2

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4.3 Payment methods specific settings

4.3.1 Credit card

Field	Description
Enable 3D Secure	The 3D-Secure will be activated for Credit cards. The issuing bank prompts the buyer for a password what, in turn, help to prevent a fraudulent payment. It can be used by the issuing bank as evidence that the buyer is indeed their card holder. This is intended to help decrease a risk of charge-back.
Enable AMEX	The 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 card acceptance will be enabled and the logo will appear on the checkout page. Also the AMEX option will be displayed in the card type (payment form).
Limit for expiry year	The maximum limit of Credit card expiry year. In case if the field is empty, limit of 25 years from the current year will be set by default.

Table 4.3.1

4.3.2 Direct Debit SEPA

Field	Description
SEPA payment duration (in days)	The number of days after which the payment should be processed (must be greater than 6 days).
Enable auto-fill for payment data	For the registered users SEPA direct debit details will be filled automatically in the payment form.

Table 4.3.2

4.3.3 Invoice

Field	Description
Payment due date (in days)	The 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.

Table 4.3.3

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Board of directors: Johnson Rajdaniel

Chairman of the supervisory board: Frank Haussmann
Register District Court of Munich HRB 167381
Tax ID: DE 254954139
E-mail: info@novalnet.de

4.4 Miscellaneous

4.4.1 Order status management

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

Fig: 4.4.1 (a)

Once the transaction got confirmed, the **Confirmation order status** will be set as an order status.

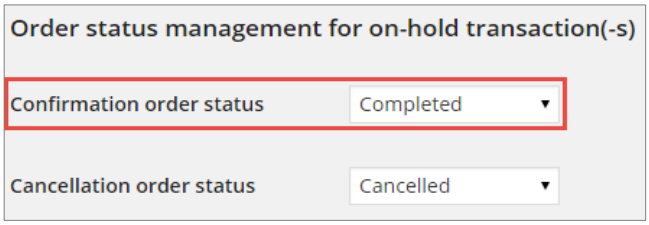

Fig: 4.4.1 (b)

Once the order got canceled, the **Cancellation order status** will be set as an order status.

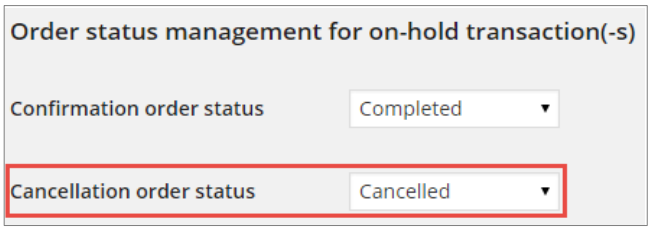

Fig: 4.4.1 (c)

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**.

Fig: 4.4.1 (d)

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

Fig: 4.4.1 (e)

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Field	Description
Order completion status	Once the order has been placed successfully, the **Order completion status** of the respective payment will be set as an 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 **Confirmation order status** will be set as an order status.
Order status for the pending payment	For **PayPal** payment when the transaction is pending, the order status will be set to **Order status for the pending payment**.

Table 4.4.1

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4.5 Fraud modules configuration

We have integrated the fraud modules (PIN by callback, PIN by SMS and Reply via E-mail) for the below mentioned payment methods

- Credit card
- Direct Debit SEPA
- Invoice

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

PIN by callback

In a first step of the 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 telephone. The customer must enter this 4 digit pin on the checkout 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.

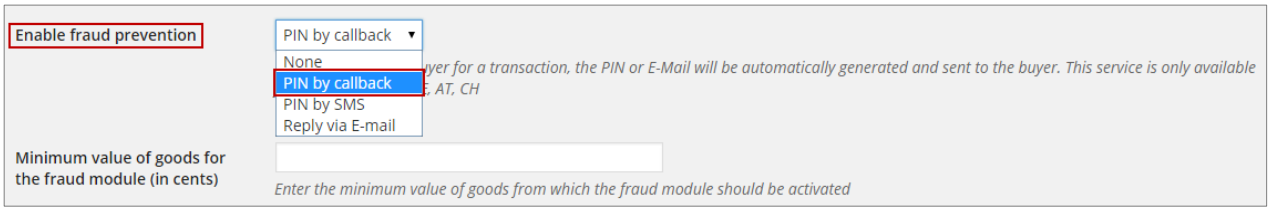

Fig: 4.5 (a)

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

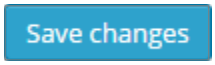

Fig: 4.5 (b)

Additional option (**Minimum value of goods for the fraud module (in cents)**) is provided along with the fraud module. Configure the same to control the respective fraud modules to be displayed in the web shop.

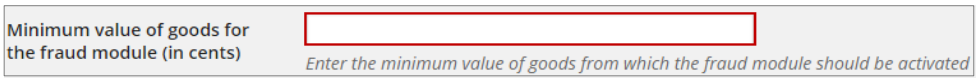

Fig: 4.5 (c)

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Once it has been enabled, it will display the field **Telephone number** along with the Novalnet Credit Card form in the web shop as shown below.

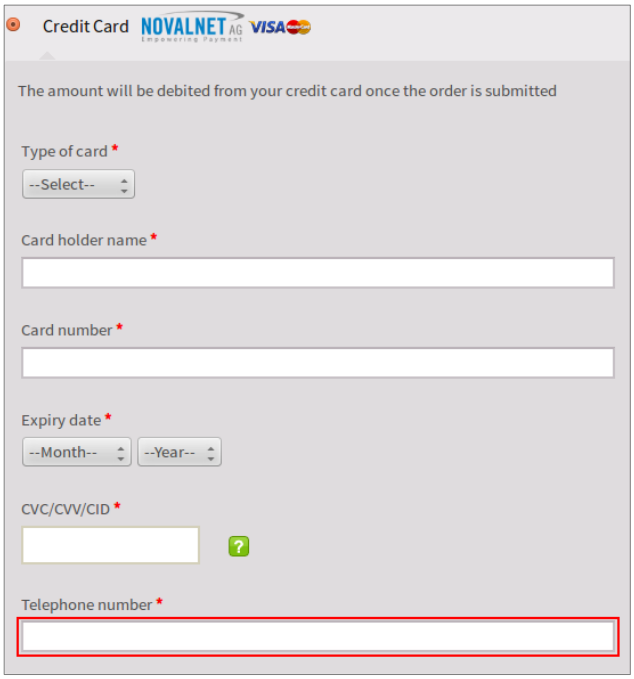

Fig: 4.5 (d)

Fill all the mandatory fields and proceed further. Later, the PIN will be received via phone to the given number and enter the valid PIN in **Transaction PIN** field to success the order.

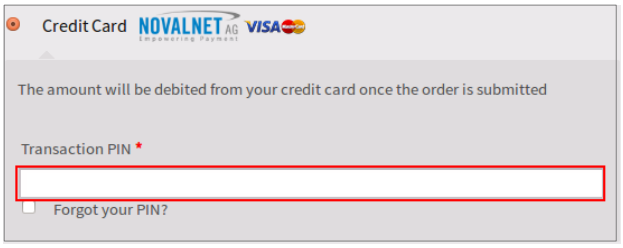

Fig: 4.5 (e)

If you forgot the given PIN, select the **Forgot your PIN?** Check box and proceed the order to get the new PIN to success the same.

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.

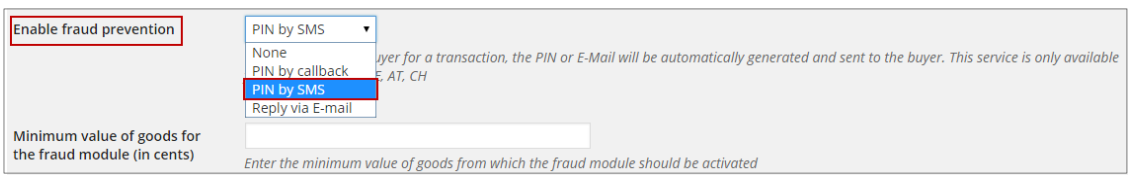

Fig: 4.5 (f)

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

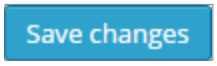

Fig: 4.5 (g)

Once it has been enabled, it will display the field **Mobile number** along with Novalnet Credit Card form in the web shop as shown below.

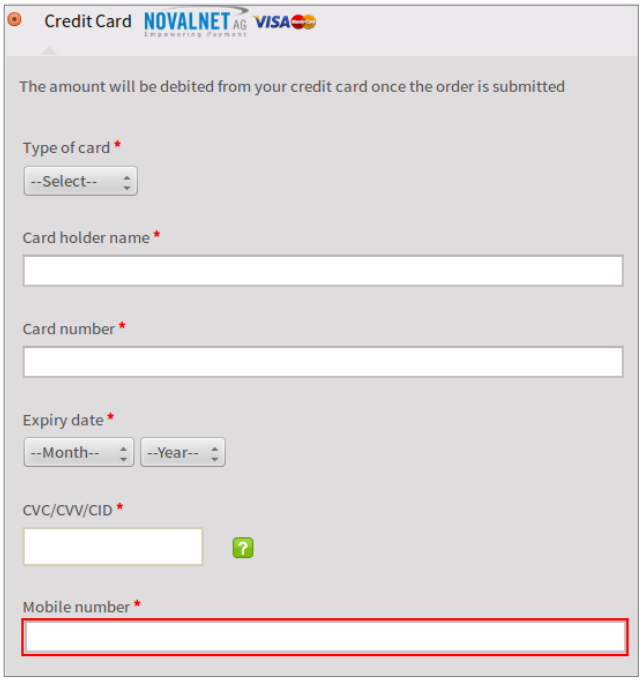

Fig: 4.5 (h)

Fill all the mandatory fields and proceed further. Later, the PIN will be received via SMS to the given number and enter the valid PIN in **Transaction PIN** field to success the order.

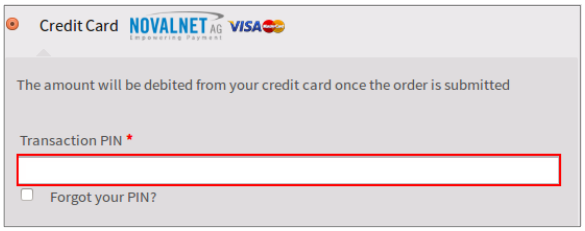

Fig: 4.5 (i)

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

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Reply via E-mail

In this process, the customer receives an email to which he/she has to reply back to the same email address, before the order is accepted. This way, the use of disposable email addresses can be prevented.

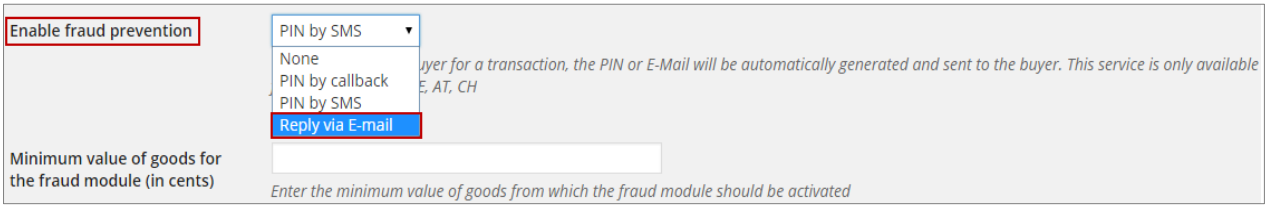

Fig: 4.5 (j)

Select the fraud prevention **(Reply via E-mail)** in the **Enable fraud prevention** option and click on the **Save changes** button to update/save the changes made.

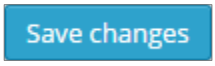

Fig: 4.5 (k)

Once it has been enabled, it will display the field **E-mail address** along with Novalnet Credit Card form in the web shop as shown below.

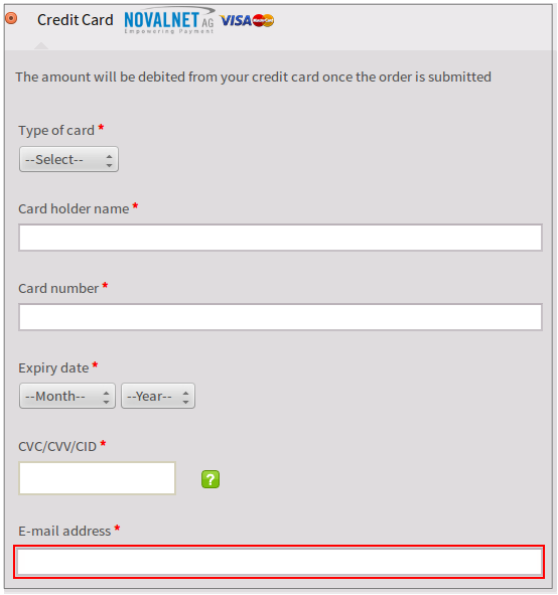

Fig: 4.5 (l)

Fill all the mandatory fields and proceed further. You will shortly receive an e-mail, please reply for the same to success the order.

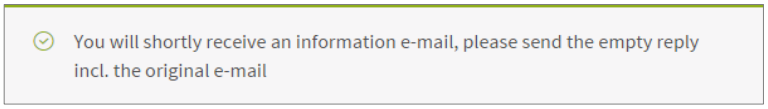

Fig: 4.5 (m)

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Field	Description
Minimum value of goods for the fraud module (in cents)	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 via callback to success the order.
Mobile number	Enter the valid mobile number to get the PIN via SMS to success the order.
E-mail address	Enter the valid E-mail address to receive the mail and reply the same to success the order.
Transaction PIN	Enter the valid PIN to success the order.

Table 4.5

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4.6 Merchant script configuration in administration portal

The merchant script is necessary for keeping your database/system actual and 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, then select an appropriate project by clicking on the link.

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. Then, you can configure the Vendor script URL as shown below.

Fig: 4.6 (c)

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4.6.1 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**.

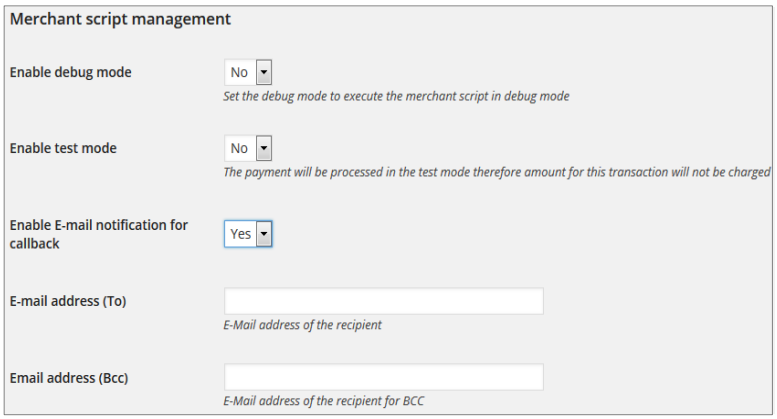

Fig: 4.6.1

Field	Description
Enable E-mail notification for callback (To & Bcc)	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**.

Table 4.6.1

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5. Extension process

5.1 Confirm/Cancel transaction process

Select the particular order from **WooCommerce → Orders** in the admin end, to view the order details.

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

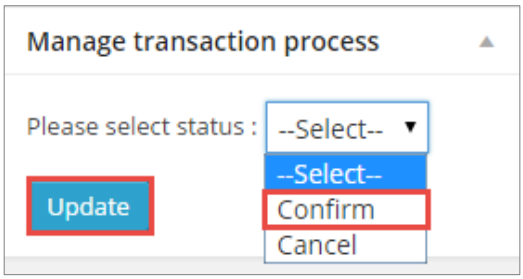

Fig: 5.1 (a) – Confirm process

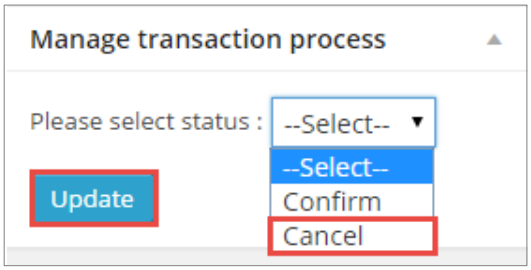

Fig: 5.1 (b) – Cancel process

Once the transaction has been confirmed/canceled, the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order and the order status will be changed accordingly.

After confirmation process

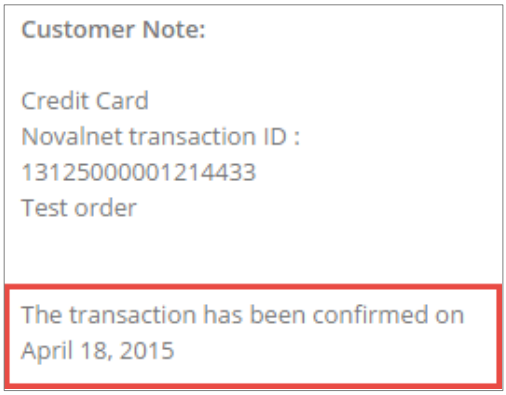

Fig: 5.1 (c) – Customer Note

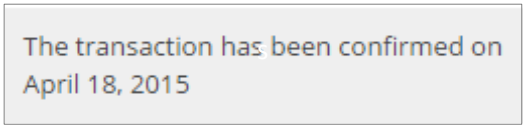

Fig: 5.1 (d) – Order Notes

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After cancellation process

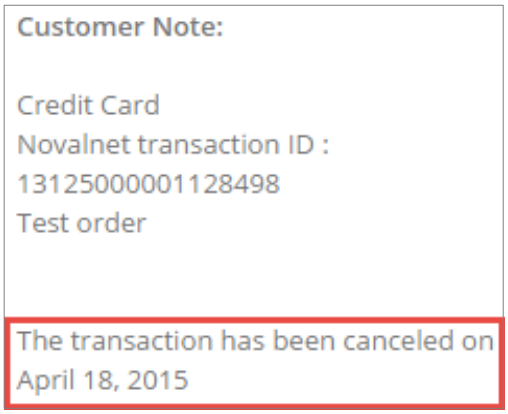

Fig: 5.1 (e) – Customer Note

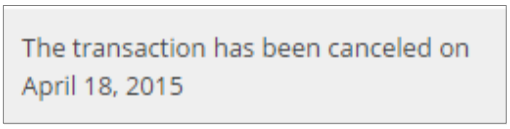

Fig: 5.1 (f) – Order Notes

5.2 Refund transaction process

Select the particular order in the **Refund process** meta box, enter the valid amount (in cents) in the appropriate box and click on the **Confirm** button to refund the specified amount.

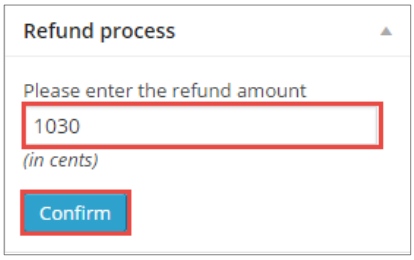

Fig: 5.2 (a)

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

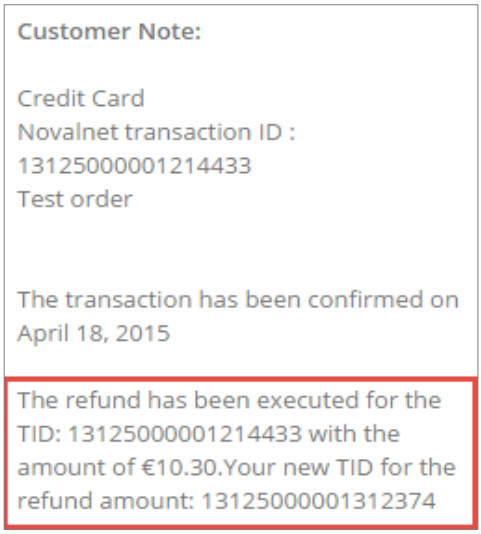

Fig: 5.2 (b) – Customer Note

Fig: 5.2 (c) – Order Notes

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Note: If the full amount for the particular order was refunded, then the transaction will be closed and the order status will be changed to **Refunded**.

Fig: 5.2 (d) – Order status

Fig: 5.2 (e) – Order Notes

5.2.1 Refund transaction process with bank details

Also, the refund process can be carried out via bank details, it is applicable only for the payments (iDEAL, Instant Bank Transfer, Invoice and Prepayment).

Select the refund option either **None** or **Novalnet Direct Debit SEPA** to refund.

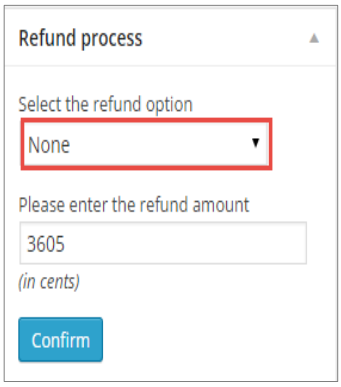

Fig: 5.2.1 (a) – Refund process by None option

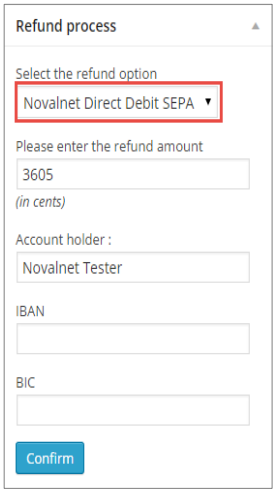

Fig: 5.2.1 (b) – Refund option by Novalnet Direct Debit SEPA option

None: It will process as normal refund.

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

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5.2.2 Refund reference

For the existing transactions, **Refund reference** field will be available to specify the respective reason or information for the refund. It will be available in the **Refund process** meta box.

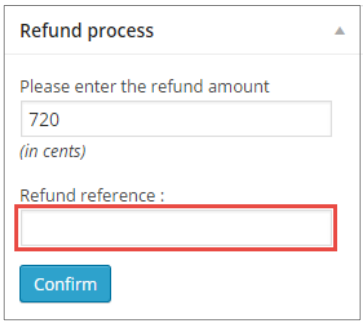

Fig: 5.2.2

5.3 Amount update process

Select the particular order. In the **Amount update** meta box, enter the valid amount (in cents) in the appropriate box and click on the **Update** button to update the specified amount.

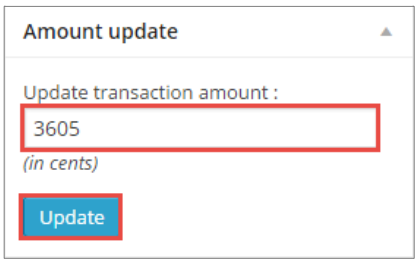

Fig: 5.3 (a)

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

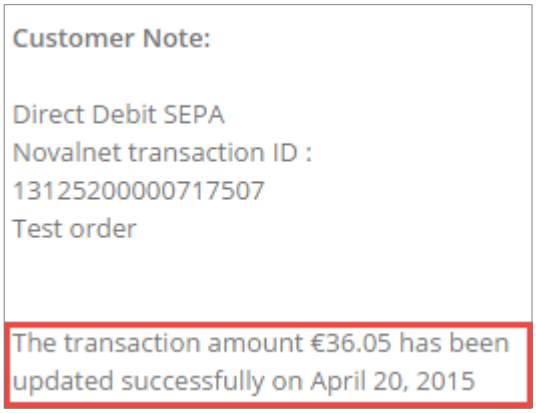

Fig: 5.3 (b) – Customer Note

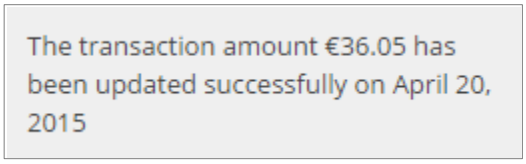

Fig: 5.3 (c) – Order Notes

NOVALNET AG
Payment Institution
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Board of directors: Johnson Rajdaniel

Chairman of the supervisory board: Frank Haussmann
Register District Court of Munich HRB 167381
Tax ID: DE 254954139
E-mail: info@novalnet.de

5.4 Due date change process

Select the particular order. In **Change the amount / due date** meta box, change the due date in **Transaction due date** field and click on the **Update** button.

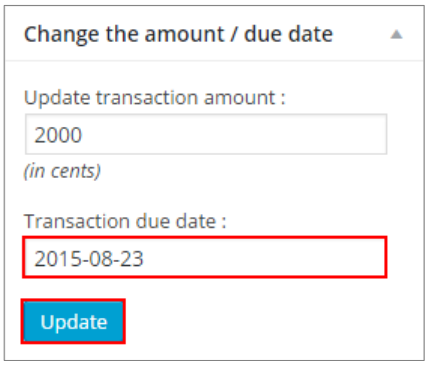

Fig: 5.4 (a)

Once the due date change process has been completed succesfully, the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order.

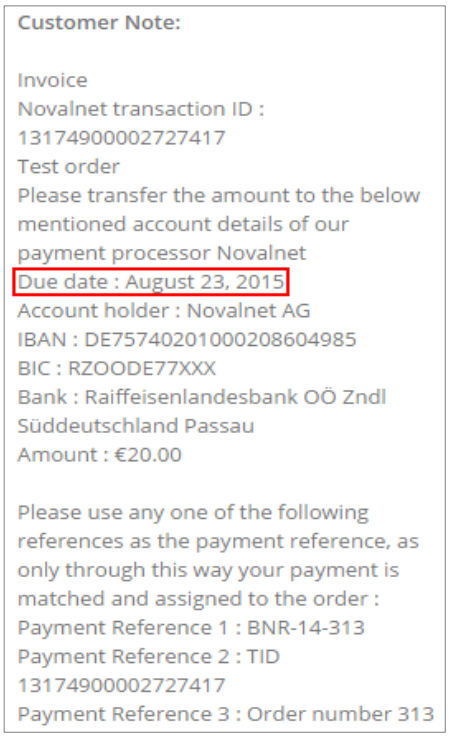

Fig: 5.4 (b) – Customer Note

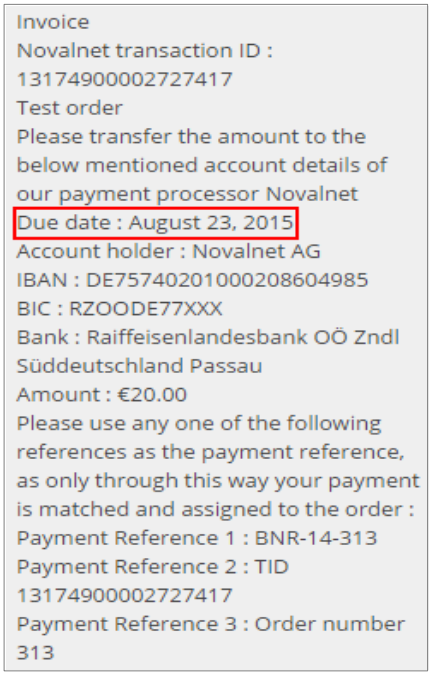

Fig: 5.4 (c) – Order Notes

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6. Payment Reference

By using any one of the following references as the payment reference, as only through this way your payment is matched and assigned to the order.

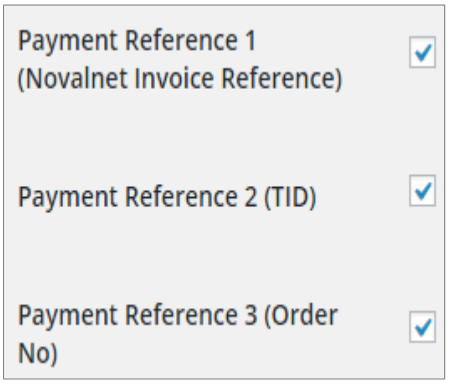

Fig: 6 (a)

Selected **Payment Reference** will be displayed in the **Customer Note** and **Order Notes** of the particular order.

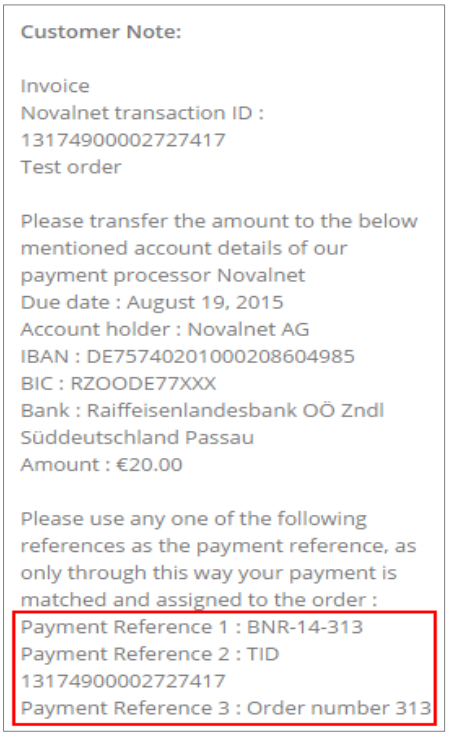

Fig: 6 (b) – Customer Note

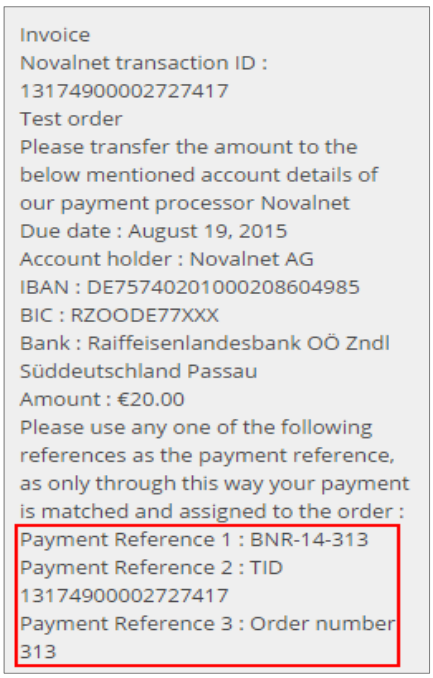

Fig: 6 (c) – Order Notes

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7. 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 week, 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 of course 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 are supporting from the Novalnet

- **Pre-defined subscription**
- **Dynamic subscription**

To proceed with the subscription process, kindly configure the below mentioned field **Subscription Tariff ID** in the **Novalnet Global Configuration**.

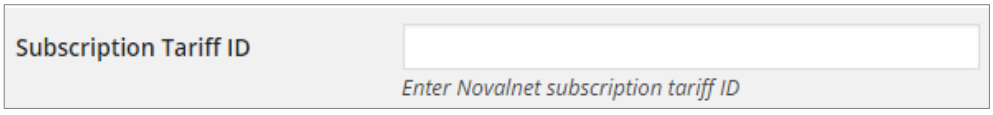

Fig: 7 (a)

Field	Description
Subscription Tariff ID	This is the tariff ID which is used to process the subscription transaction with respective features.

Table 7

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

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Recurring order

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

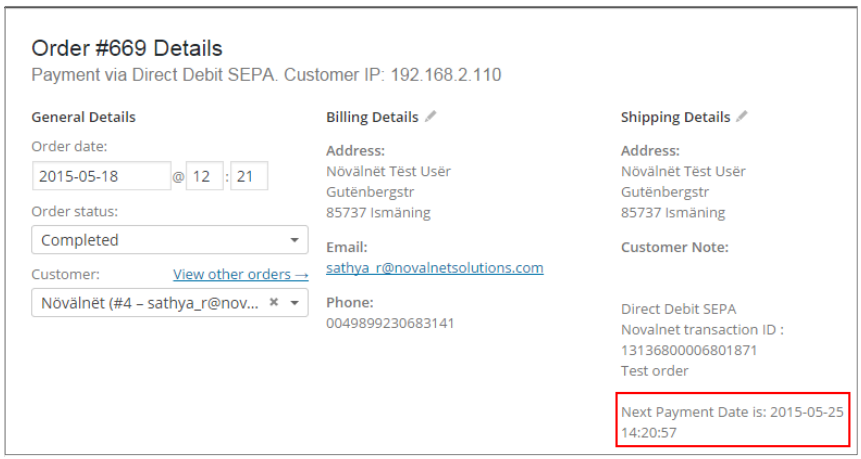

Fig: 7 (b)

7.1 Subscription suspension process

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

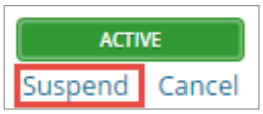

Fig: 7.1 (a)

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

Once the subscription suspension has been completed successfully, the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order.

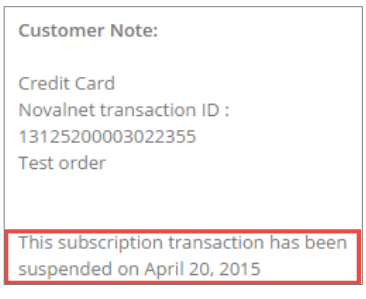

Fig: 7.1 (b) – Customer Note

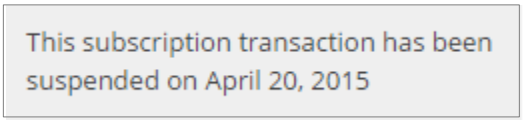

Fig: 7.1 (c) – Order Notes

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7.2 Subscription reactivation process

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

Fig: 7.2 (a)

The subscription **Status** will be changed to

Once the subscription reactivation has been completed successfully, the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order.

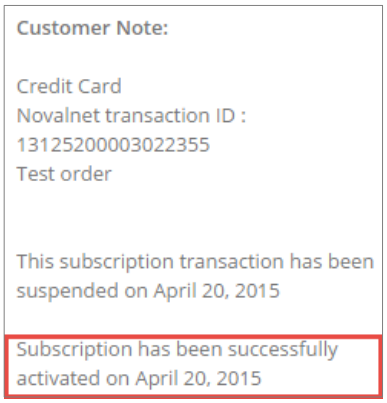

Fig: 7.2 (b) – Customer Note

Fig: 7.2 (c) – Order Notes

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7.3 Subscription change date process

To perform subscription date change process, go to **WooCommerce → Subscriptions** to view the list of subscriptions. On mouse over the date in the **Next Payment** column, **Change** link will appear. Subscription change date can be performed by clicking on that link.

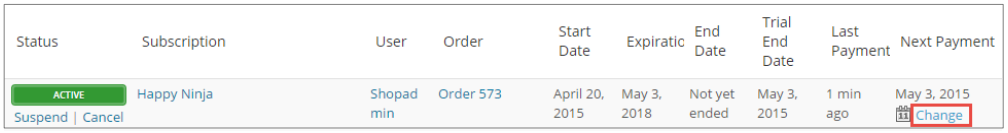

Fig: 7.3 (a)

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

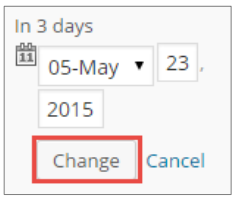

Fig: 7.3 (b)

Once the subscription change date has been executed successfully, the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order.

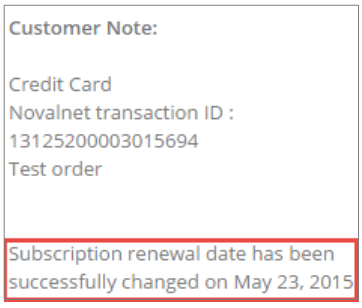

Fig: 7.3 (c) – Customer Note

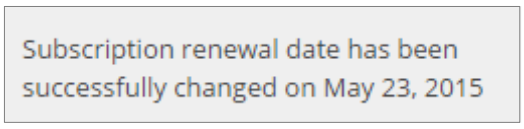

Fig: 7.3 (d) – Order Notes

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7.4 Change payment method process

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 the **Change Payment Method** button to change the payment method of the respective subscription order.

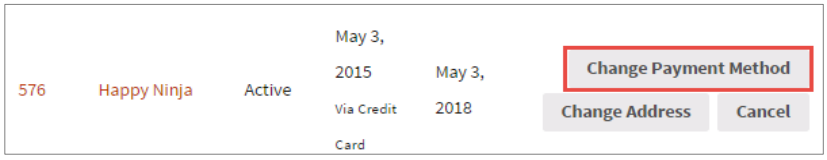

Fig: 7.4 (a)

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.

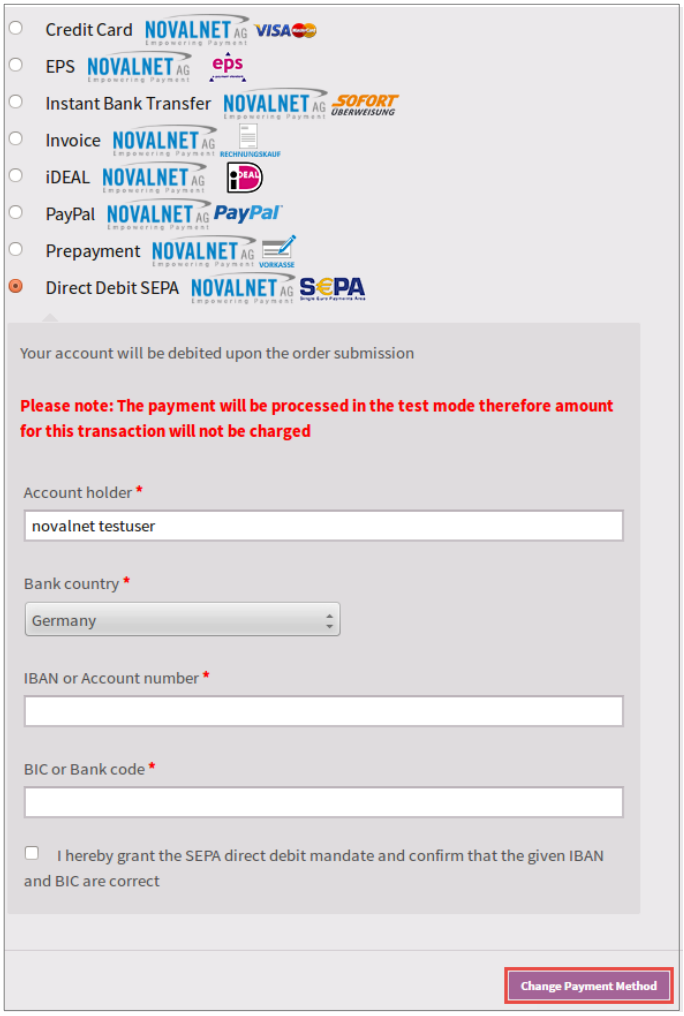

Fig: 7.4 (b)

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

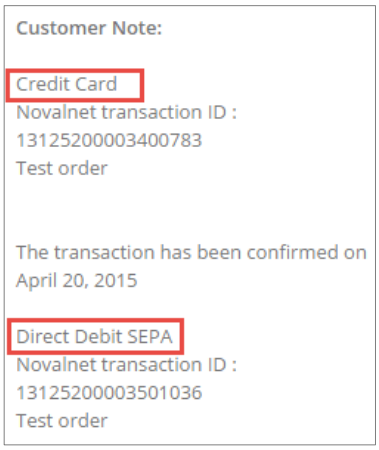

Fig: 7.4 (c)

7.5 Subscription cancellation process

Subscription cancellation in the admin panel

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

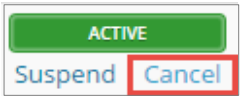

Fig: 7.5 (a)

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

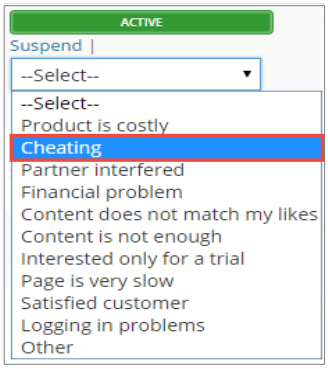

Fig: 7.5 (b)

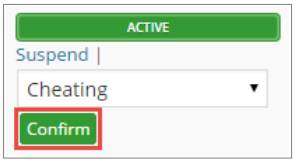

Fig: 7.5 (c)

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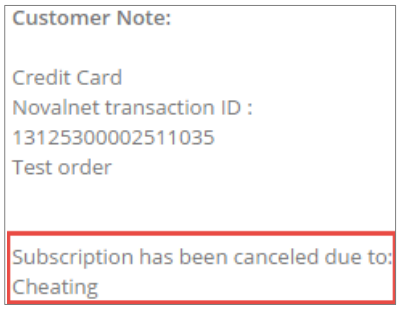
Once the subscription cancel has been executed successfully, the **Status** will be changed to CANCELLED and the transaction details will be displayed in the **Customer Note** and **Order Notes** of the particular order.



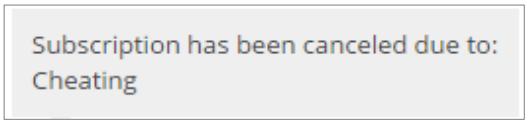


Fig: 7.5 (d) – Customer Note

Fig: 7.5 (e) – Order Notes

Subscription cancellation in the web shop

To perform a subscription cancellation in the web shop, go to **My Account**. Under **My Subscriptions** list of the subscriptions orders will be displayed. Click on the **Cancel** button.

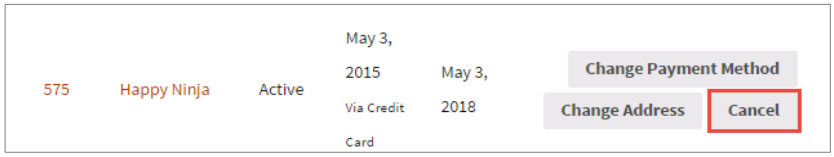
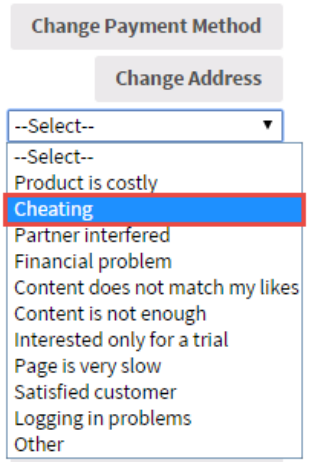


Fig: 7.5 (f)

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



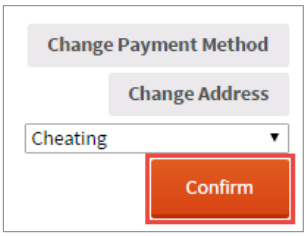


Fig: 7.5 (g)

Fig: 7.5 (h)

The respective subscription will be canceled.

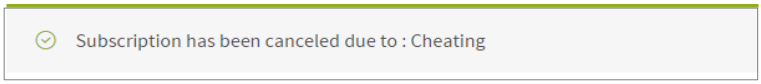


Fig: 7.5 (i)

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8. 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 from the commission to the payout to your affiliates the entire processes are administrated 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 of 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 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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9. Supported external plugins

The Novalnet payment module 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)

NOVALNET AG
Payment Institution
Gutenbergstr. 2
85737 Ismaning, Germany

Tel.: 089-9230683-21
Fax: 089-9230683-11
Board of directors: Gabriel Dixon (CEO)
Board of directors: Johnson Rajdaniel

Chairman of the supervisory board: Frank Haussmann
Register District Court of Munich HRB 167381
Tax ID: DE 254954139
E-mail: info@novalnet.de

10. Uninstallation procedure

10.1 Plugin uninstallation

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

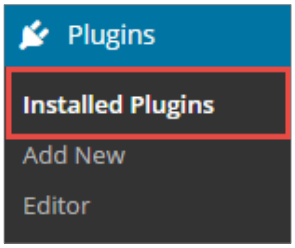

Fig: 10.1 (a)

Click on the **Deactivate** link under **Novalnet Payment Plugin - WooCommerce**.

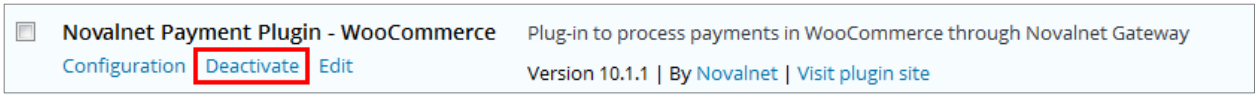

Fig: 10.1 (b)

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Important note: Kindly, contact sales@novalnet.de / tel. +49 (089) 923068320 to get the test data to process the payment.

11. 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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