

## Novalnet payment extension for **Drupal Ubercart**

### Installation guide

Version 10.0.0

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## Changelog

Version	Description & changes	Date
10.0.0	New Release	12.05.2015

## About this document

This document relates to the Novalnet payment extension module for **Ubercart** and contains important information about an installing and using an extension process. At the same time, this document serves as a performance and functional specification for the extension features.

### Contact details

Novalnet AG  
Payment Institution  
Gutenbergstr. 2  
85737 Ismaning  
Germany

Website : <https://www.novalnet.de>

Tel. : +49 (0)89 - 92 30 683 -21  
Fax : +49 (0)89 - 92 30 683 -11

E-Mail : [technic@novалnet.de](mailto:technic@novалnet.de)  
: [sales@novалnet.de](mailto:sales@novалnet.de)

## 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 (<http://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.

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

**Novalnet AG**

Tel. : +49 (0)89 9230683-21

Fax : +49(0)89 9230683-11

E-Mail : [technic@novalnet.de](mailto:technic@novalnet.de)

## 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 Ubercart shop system**

Ubercart is a very comprehensive e-Commerce solution, which has been developed especially for Drupal. The ubercart module can be used by online-shops and product-catalogues for both physical as well as digital goods (such as music, video or software downloads). Apart from this, even websites with an exclusive private member-area with subscription fees can be programmed with Ubercart.

To test the demo shop, use the following link <https://ubercart3.novalnet.de>

## 2. Functional specification

### 2.1 Supported payment methods

The module supports, the 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	
--------	---

## 2.2 Risk and control management

### 2.2.1 Fraud modules

The Novalnet 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 email

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 Ubercart 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 Ubercart shop with the 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 Ubercart, 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 Ubercart 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).

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

- Drupal Ubercart
- Drupal version: 7.0-7.37
- Ubercart version: 3.0-3.8

##### 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@novалnet.de](mailto:sales@novалnet.de). Based upon the request, we can provide you with a test account.

#### 3.2 Steps for installation

##### 3.2.1 Download

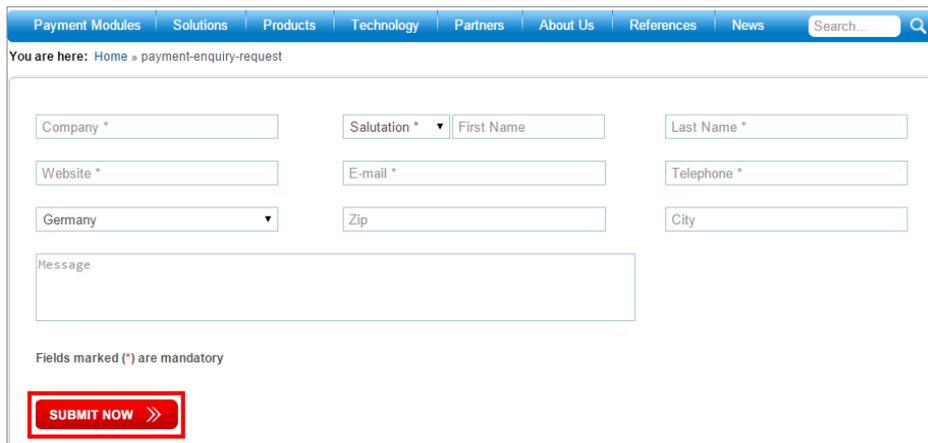
Go to the shop systems in the Novalnet website and click on the **Module Download** as mentioned in the **Fig: 3.2.1 (a)**.

Link: <http://www.novalnet.com/modul/ubercart-payment-module>



**Fig: 3.2.1 (a)**

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



The screenshot shows a web form for a payment enquiry request. At the top, there is a navigation menu with links: Payment Modules, Solutions, Products, Technology, Partners, About Us, References, News, and a search box. Below the menu, the breadcrumb trail reads "You are here: Home » payment-enquiry-request". The form contains several input fields: Company \*, Salutation \* (dropdown), First Name, Last Name \*, Website \*, E-mail \*, Telephone \*, Germany (dropdown), Zip, and City. There is also a larger text area for a message. A note below the fields states "Fields marked (\*) are mandatory". At the bottom left of the form, there is a red button labeled "SUBMIT NOW >>".

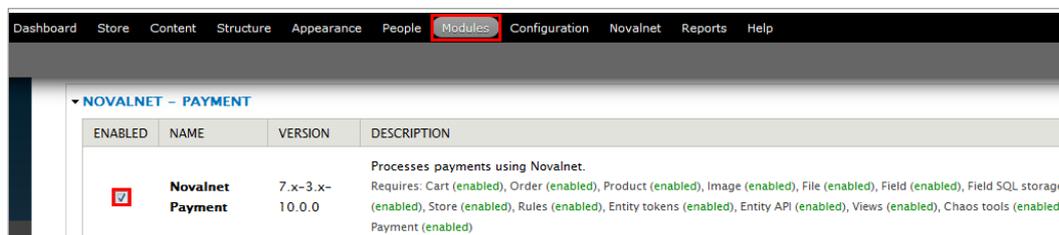
Fig: 3.2.1 (b)

**Note:**

Kindly, do all the necessary steps mentioned in the read-me file `ubercart_novalnet_readme_en.txt`.

### 3.2.2 Installation

Click on the **Modules** menu, it will list out the modules available in the web shop. Kindly, search for the **Novalnet Payment** under the **NOVALNET – PAYMENT** and enable the check box.



The screenshot shows the Drupal Modules page. The "Modules" menu item is highlighted in the top navigation bar. Below, the "NOVALNET – PAYMENT" section is expanded, showing a table of modules. The "Novalnet Payment" module is listed with its version and description. A red checkmark in the "ENABLED" column indicates that the module is installed.

ENABLED	NAME	VERSION	DESCRIPTION
<input checked="" type="checkbox"/>	<b>Novalnet Payment</b>	7.x-3.x-10.0.0	Processes payments using Novalnet. Requires: Cart (enabled), Order (enabled), Product (enabled), Image (enabled), File (enabled), Field (enabled), Field SQL storage (enabled), Store (enabled), Rules (enabled), Entity tokens (enabled), Entity API (enabled), Views (enabled), Chaos tools (enabled), Payment (enabled)

Fig: 3.2.2 (a)

Click on the **Save configuration** button to install the Novalnet module.

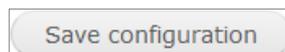


Fig: 3.2.2 (b)

## 4. Configuration

### 4.1 Global settings

Click on the **Novalnet** tab and select the **Novalnet Global Configuration** link. Now, the **Global Configuration** tab will be displayed on the left side of the admin panel with respective fields to configure the merchant details.

**Global Configuration**

**Merchant script management**

**Subscription configuration**

**Display Novalnet logo**  
 True  
The Novalnet logo will be displayed on the checkout page

**Merchant ID \***  
  
Enter Novalnet merchant ID

**Authentication code \***  
  
Enter Novalnet authentication code

**Project ID \***  
  
Enter Novalnet project ID

**Tariff ID \***  
  
Enter Novalnet tariff ID

**Payment access key \***  
  
Enter the Novalnet payment access key

Fig: 4.1 (a)

Configure the mandatory fields and click on the **Save configuration** button to update/save the changes made.

Save configuration

Fig: 4.1 (b)

Field	Description
Display Novalnet logo	The Novalnet logo will be displayed on the checkout page.
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 a unique ID of merchant project. The merchant can create N number of projects through Novalnet merchant administration.
Tariff ID	Tariff identification number is a unique ID for each merchant project. The merchant can create N number of tariffs through Novalnet merchant administration.
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.
Enable auto-fill	The payment details will be filled automatically in the payment form during the checkout process.
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.
Referrer ID	The referrer ID of the person/company who recommended you Novalnet.

**Table 4.1**

## 4.2 Payment methods

### 4.2.1 Overview

This overview, shows all the Novalnet payment methods to be enabled.

PAYMENT METHOD
+ <input type="checkbox"/> Novalnet Instant Bank Transfer
+ <input type="checkbox"/> Novalnet Direct Debit SEPA
+ <input type="checkbox"/> Novalnet EPS
+ <input type="checkbox"/> Novalnet IDEAL
+ <input type="checkbox"/> Novalnet Prepayment
+ <input type="checkbox"/> Novalnet Invoice
+ <input type="checkbox"/> Novalnet Credit Card
+ <input type="checkbox"/> Novalnet PayPal

Fig: 4.2.1 (a)

To enable the Novalnet payment methods (E.g.: **Novalnet Direct Debit SEPA**), select the required payment method (checkbox) from the list and click on the **Save configuration** button.

PAYMENT METHOD	OPERATIONS
+ <input type="checkbox"/> Novalnet Instant Bank Transfer	<a href="#">settings</a> <a href="#">conditions</a>
+ <input checked="" type="checkbox"/> Novalnet Direct Debit SEPA	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet EPS	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet IDEAL	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet Prepayment	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet Invoice	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet Credit Card	<a href="#">settings</a> <a href="#">conditions</a>
+ <input type="checkbox"/> Novalnet PayPal	<a href="#">settings</a> <a href="#">conditions</a>

Fig: 4.2.1 (b)

Save configuration

Fig: 4.2.1 (c)

## 4.2.2 Configuring the payment methods

After enabled the payment method, select the **settings** link to configure the payment fields.



**Fig: 4.2.2 (a)**

Configure the required fields based on the needs and click on the **Save configuration** button to update/save the changes made.



**Fig: 4.2.2 (b)**

**Note:** Kindly, follow the **Fig: 4.2.1 (a)** to **4.2.2 (b)** to configure the remaining Novalnet payment methods.

Field	Description
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.
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**

## 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**

## 4.4 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.

Go to individual payment method configuration, to view the fraud modules of the payment methods and select the **RISK AND CONTROL MANAGEMENT** link to enable the fraud prevention.



▼ **RISK AND CONTROL MANAGEMENT**

**Enable fraud prevention**

None

PIN by callback

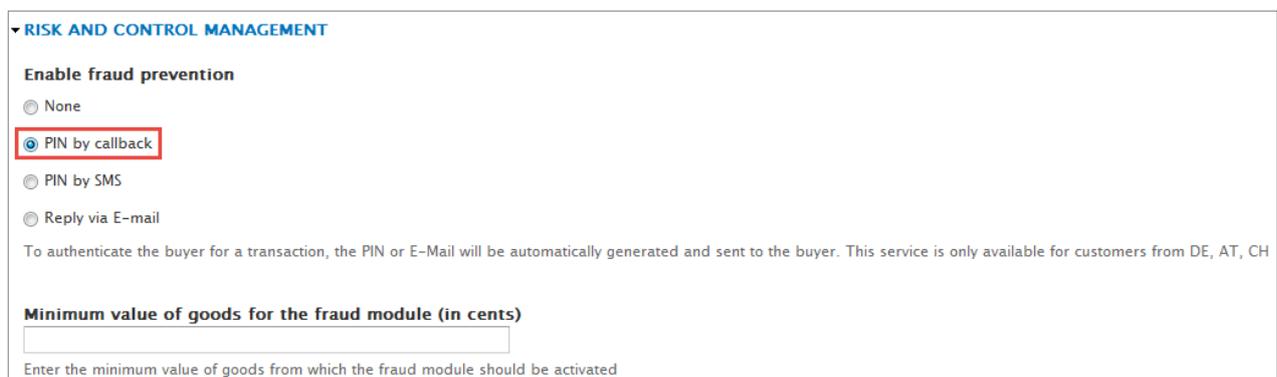
PIN by SMS

Reply via E-mail

Fig: 4.4 (a)

### 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.



▼ **RISK AND CONTROL MANAGEMENT**

**Enable fraud prevention**

None

PIN by callback

PIN by SMS

Reply via E-mail

To authenticate the buyer for a transaction, the PIN or E-Mail will be automatically generated and sent to the buyer. This service is only available for customers from DE, AT, CH

**Minimum value of goods for the fraud module (in cents)**

Enter the minimum value of goods from which the fraud module should be activated

Fig: 4.4 (b)

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



**Fig: 4.4 (c)**

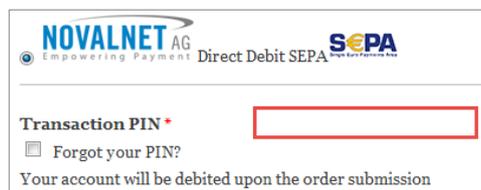
If necessary, configure the **Minimum value of goods for the fraud module (in cents)** to control the respective fraud modules to be displayed in the webshop.

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



**Fig: 4.4 (d)**

Fill the mandatory fields with valid telephone number 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: 4.4 (e)**

If you forgot the given PIN, select the **Forgot your PIN?** checkbox 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.

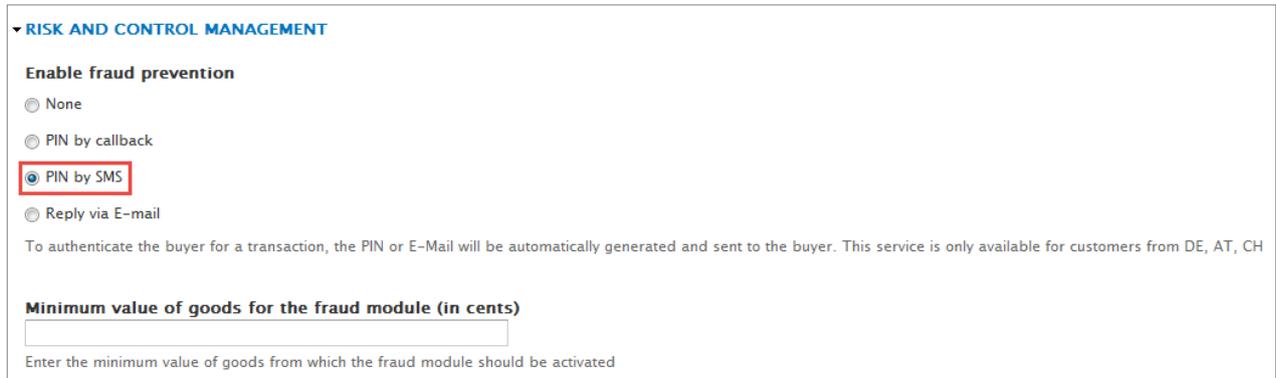


Fig: 4.4 (f)

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

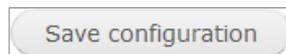


Fig: 4.4 (g)

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



Fig: 4.4 (h)

Fill the mandatory fields with valid mobile number 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: 4.4 (i)

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

## Reply via E-mail

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

**▼ RISK AND CONTROL MANAGEMENT**

**Enable fraud prevention**

None  
 PIN by callback  
 PIN by SMS  
 Reply via E-mail

To authenticate the buyer for a transaction, the PIN or E-Mail will be automatically generated and sent to the buyer. This service is only available for customers from DE, AT, CH

**Minimum value of goods for the fraud module (in cents)**

Enter the minimum value of goods from which the fraud module should be activated

Fig: 4.4 (j)

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

Save configuration

Fig: 4.4 (k)

Once it has been enabled, it will display the field **E-mail address** along with the Novalnet Direct Debit SEPA form as mentioned below in the web shop.




Direct Debit SEPA

**Account holder \***

**Bank country \***

**IBAN or Account number \***

**BIC or Bank code \***

I hereby grant the SEPA direct debit mandate and confirm that the given IBAN and BIC are correct

**E-mail address \***

Your account will be debited upon the order submission

Fig: 4.4 (l)

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

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 4.4**

## 4.5 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.



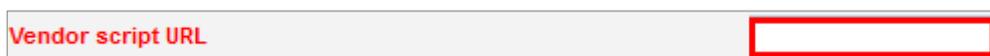
**Fig: 4.5 (a)**

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



**Fig: 4.5 (b)**

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



**Fig: 4.5 (c)**

## 4.6 Configuring merchant script e-mail settings

For merchant script, need to configure **Merchant script management** under the Global Configuration.

The screenshot shows the 'Global Configuration' page with a sidebar on the left containing 'Global Configuration' and 'Subscription configuration'. The 'Merchant script management' option is highlighted with a red box. The main content area contains the following settings:

- Enable E-mail notification for callback:** True (dropdown menu)
- Enable test mode:** False (dropdown menu)
- Enable debug mode:** False (dropdown menu)
- E-mail from address:** testadmin@novalnet.de
- E-mail address (To):** (empty text field)
- E-mail address (Bcc):** (empty text field)
- E-mail subject:** Novalnet Callback Script Access Report
- E-mail body:** (empty text area)

Fig: 4.6 (a)

Configure the respective fields and click on the **Save configuration** button to save/update the changes made.

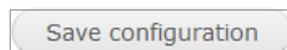


Fig: 4.6 (b)

Field	Description
Enable E-mail notification for callback	If True, notification mails will send through our callback script.
Enable test mode	Set the debug mode as <b>True</b> , to display the text for testing purpose. <b>Note:</b> For <b>LIVE</b> , set the value as <b>False</b> .
Enable debug mode	Set the test mode as <b>True</b> , for testing purpose <b>Note:</b> For <b>LIVE</b> , set the value as <b>False</b> .
E-mail from address	E-mail address of the recipient.
Callback notification mail address (To & Bcc)	If True, notification mails will send to given email address through our callback script.
E-mail subject	The received mails shows a respective mail subject as mentioned.
E-mail body	Content of the mail body.

Table 4.6

## 4.7 Miscellaneous

### 4.7.1 Order status management

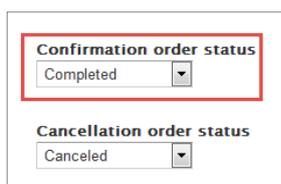
Once the order has been placed successfully, the **Order completion status** of the respective payment will be set as an order status.



**Order completion status**  
Completed

Fig: 4.7.1 (a)

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

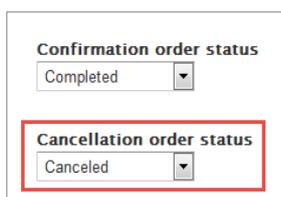


**Confirmation order status**  
Completed

**Cancellation order status**  
Canceled

Fig: 4.7.1 (b)

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



**Confirmation order status**  
Completed

**Cancellation order status**  
Canceled

Fig: 4.7.1 (c)

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

**Callback order status**

Completed ▾

**Fig: 4.7.1 (d)**

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

**Order status for the pending payment**

Pending ▾

**Fig: 4.7.1 (e)**

Field	Description
Order completion status	Once the order has been placed successfully, the <b>Order completion status</b> of the respective payment will be set as an order status.
Callback order status	For <b>Invoice</b> and <b>Prepayment</b> 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 <b>Callback order status</b> .
Cancellation order status	Once the order got canceled (or) fully refunded, the <b>Cancellation order status</b> will be set as an order status.
Confirmation order status	Once the transaction got confirmed, the <b>Confirmation order status</b> will be set as an order status.
Order status for the pending payment	For <b>PayPal</b> payment when the transaction is pending, the order status will be set to <b>Order status for the pending payment</b> .

**Table 4.7.1**

## 5. Orders

To view the Novalnet orders, choose on the **Novalnet orders** link via **Novalnet** in the menu.

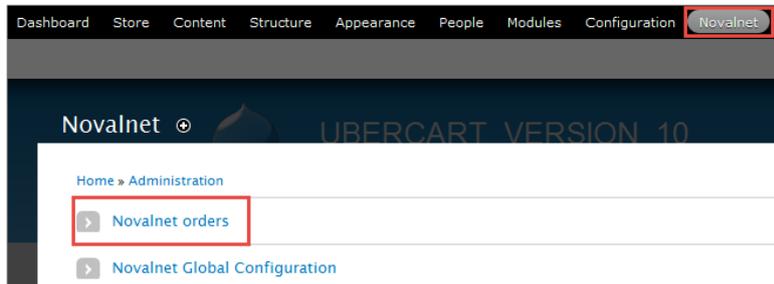


Fig: 5.0

### 5.1 Orders overview

Now, click on the particular **ORDER ID** to proceed further.

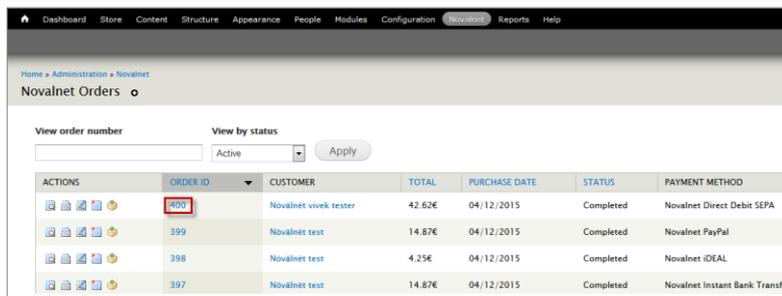


Fig: 5.1

## 5.2 Order details

Now, you can review the details of the current order information on the below page. Furthermore, the buttons at the top allow to view and mail the invoice, payment information and shipment and log information.

Dashboard Store Content Structure Appearance People Modules Configuration Novalnet Reports Help Hello shopadmin Log out

Home » Administration » Store » Orders

Order 435 **VIEW** **EDIT** **INVOICE** **PAYMENTS** **PACKAGES** **SHIPMENTS** **LOG**

**Ship to:**  
NOVALNET TEST  
2,GUTENBERGSTR  
85737 ISMANING  
GERMANY

**Bill to:**  
NOVALNET TEST  
2,GUTENBERGSTR  
85737 ISMANING  
GERMANY

**Customer info:**  
Customer number: 6  
Primary e-mail:  
test@novalnet.de

**Payment:**  
Balance: 0.00€ (View)  
Method: Novalnet Direct Debit SEPA

**Products:**

QTY	PRODUCT	SKU	COST	PRICE	TOTAL
2 x	Amul	AM123	0.00€	12.75€	25.50€

Subtotal 25.50€  
Flat rate label 3.25€  
Order total 28.75€

**Tracking numbers:**

**Order comments:**

DATE	USER	NOTIFIED	STATUS	COMMENT
04/15/2015 - 21:46	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13124700005702906

**Admin comments:**

DATE	USER	COMMENT
04/15/2015 - 21:46	-	Order created through website.

**Update order:**

▶ ADD AN ORDER COMMENT

▶ ADD AN ADMIN COMMENT

▶ MANAGE TRANSACTION

▶ AMOUNT UPDATE

Order status: Completed  Send e-mail notification on update. Update

Fig: 5.2

## 5.3 Transaction logs

To view the Novalnet transaction logs, click on the **Novalnet orders** link under the **Novalnet** menu.

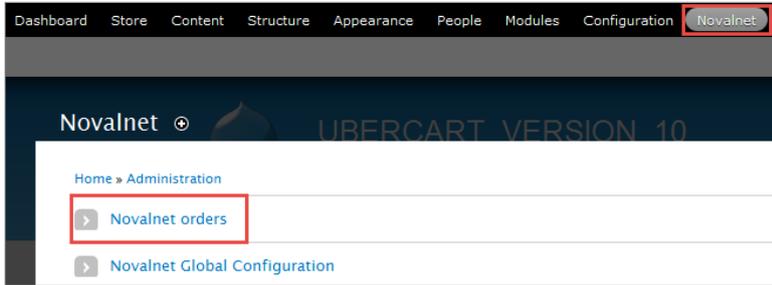


Fig: 5.3 (a)

Click on the **Logs** link of that particular transaction from the list to view the API logs.

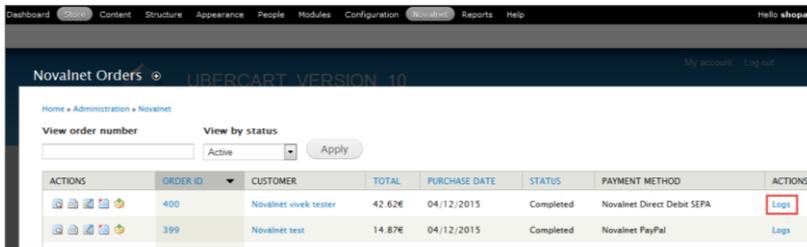


Fig: 5.3 (b)

Now, you can review the **NOVANET TRANSACTIONS LOG** for that particular transaction.

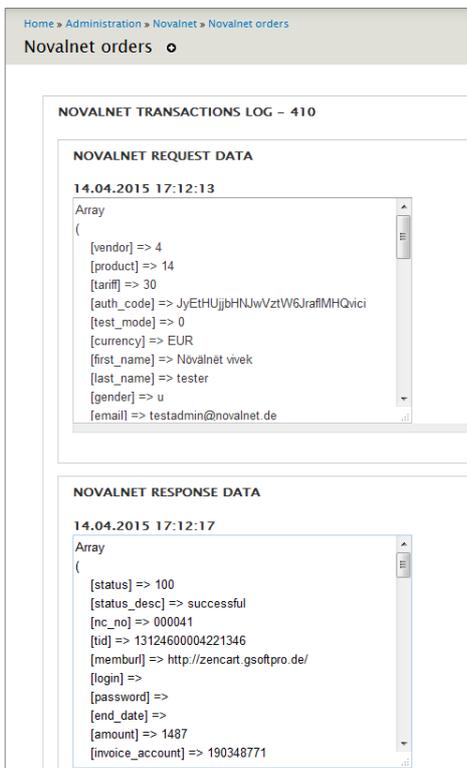
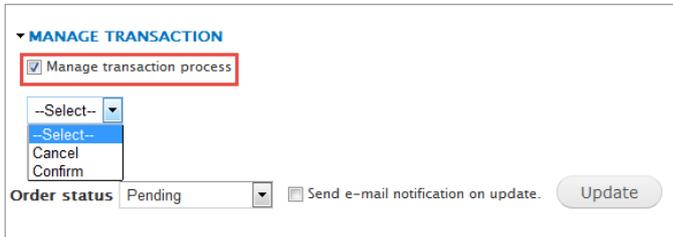


Fig: 5.3 (c)

## 6. Extension process

### 6.1 Capture/Void transaction process

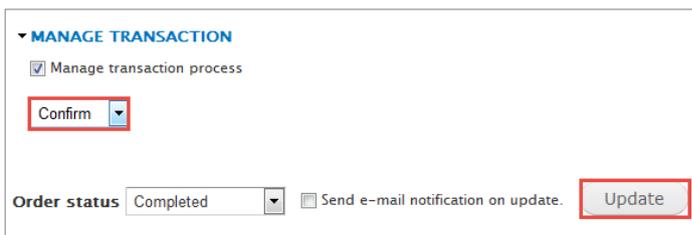
Select the particular order, then click on the **Manage transaction process** checkbox under the **MANAGE TRANSACTION** link and then **Confirm/Cancel** the payment transaction to proceed further.



▼ **MANAGE TRANSACTION**  
 Manage transaction process  
 --Select--  
 --Select--  
 Cancel  
 Confirm  
 Order status: Pending  
 Send e-mail notification on update. Update

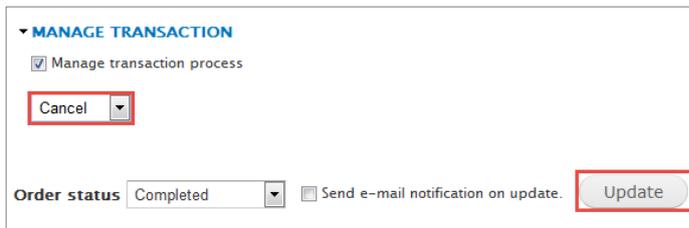
Fig: 6.1 (a)

Choose the **Confirm/Cancel** option from the drop down list and click on the **Update** button to confirm/cancel the payment transaction of the respective order.



▼ **MANAGE TRANSACTION**  
 Manage transaction process  
 Confirm  
 Order status: Completed  
 Send e-mail notification on update. Update

Fig: 6.1 (b) – Confirm process



▼ **MANAGE TRANSACTION**  
 Manage transaction process  
 Cancel  
 Order status: Completed  
 Send e-mail notification on update. Update

Fig: 6.1 (c) – Cancel process

Now, the transaction was Completed/Canceled, refer the transaction details in **Order comments** and the order status will be changed accordingly

Order comments:					
DATE	USER	NOTIFIED	STATUS	COMMENT	
04/02/2015 - 04:39	-	✓	Pending	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554	
04/02/2015 - 04:40	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554 Transaction confirmed successfully	

Fig: 6.1 (d) – Order comments after confirmation process

Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/02/2015 - 04:13	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000419688
04/02/2015 - 04:17	-	✓	Canceled	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000419688  The transaction has been canceled on 2015-04-02, 04:17:38

Fig: 6.1 (e) – Order comments after cancellation process

## 6.2 Refund transaction process

Select the particular order, then click on the **Transaction refund** checkbox under the **MANAGE TRANSACTION** link to refund the order amount to proceed further.

Enter the valid refund amount in the appropriate box, then click on the **Update** button to refund the specified amount.

▼ **MANAGE TRANSACTION**

Transaction refund

**Please enter the refund amount (in cents)**

Novalnet Transaction ID : 13123300005026295

Order status:   Send e-mail notification on update.

Fig: 6.2 (a)

The refund process has been completed successfully, refer the **Order comments** for the transaction reference.

Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/02/2015 - 04:39	-	✓	Pending	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554
04/02/2015 - 04:40	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554  Transaction confirmed successfully
04/02/2015 - 04:46	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554  Refund has been executed for the TID: 13123400000507554 with the amount €15.00

Fig: 6.2 (b)

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

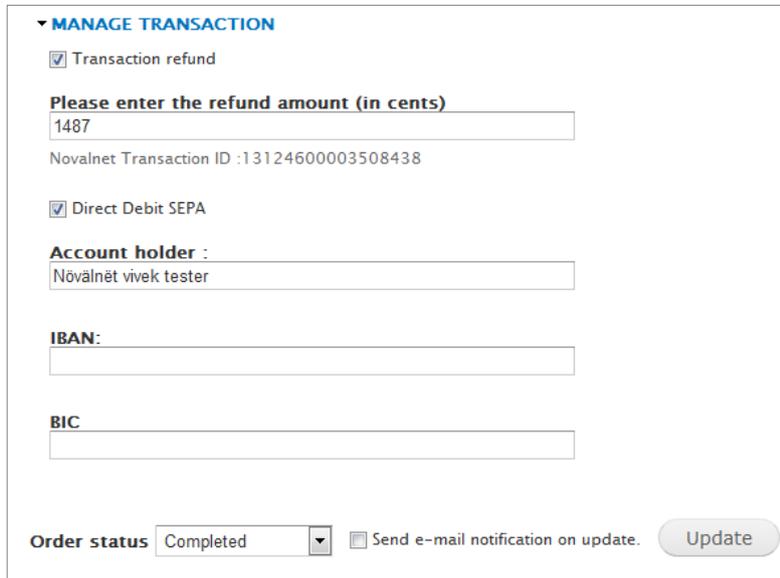
Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/02/2015 - 04:40	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554  Transaction confirmed successfully
04/02/2015 - 04:51	-	✓	Canceled	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000507554  Refund has been executed for the TID: 13123400000507554 with the amount €5.00

Fig: 6.2 (c)

## 6.2.1 Refund transaction process with bank details

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

Select the **Direct Debit SEPA** refund option.



▼ **MANAGE TRANSACTION**

Transaction refund

**Please enter the refund amount (in cents)**  
1487

Novalnet Transaction ID : 1312460003508438

Direct Debit SEPA

**Account holder :**  
Noválnět vivek tester

**IBAN:**  
\_\_\_\_\_

**BIC**  
\_\_\_\_\_

Order status: Completed  Send e-mail notification on update.

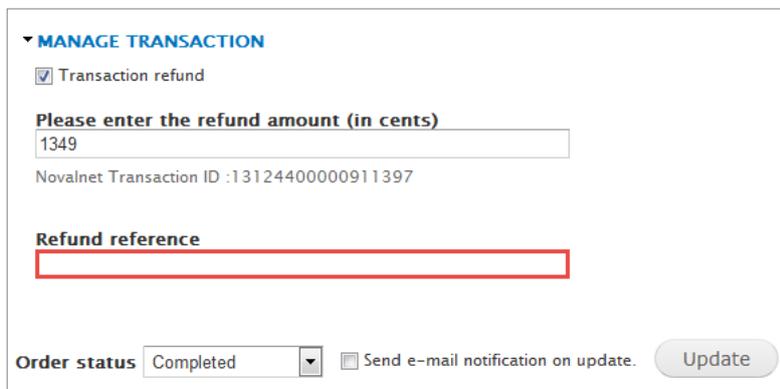
Fig: 6.2.1 (a)

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

**None:** By default, it will process as normal refund process.

### Refund reference

For existing transactions, we will have the **Refund reference** field to enter the respective reason or information.



▼ **MANAGE TRANSACTION**

Transaction refund

**Please enter the refund amount (in cents)**  
1349

Novalnet Transaction ID : 13124400000911397

**Refund reference**  
\_\_\_\_\_

Order status: Completed  Send e-mail notification on update.

Fig: 6.2.1 (b)

## 6.3 Amount update process

Select the particular order, then click on the **Amount update** checkbox under the **AMOUNT UPDATE** link to update the order amount to proceed further.

Enter the amount which needs to be updated in the transaction and click on the **Update** button.

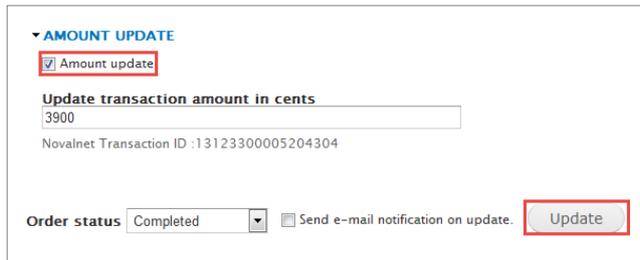


Fig: 6.3 (a)

The updated amount will be displayed in the **Order comments** as mentioned below

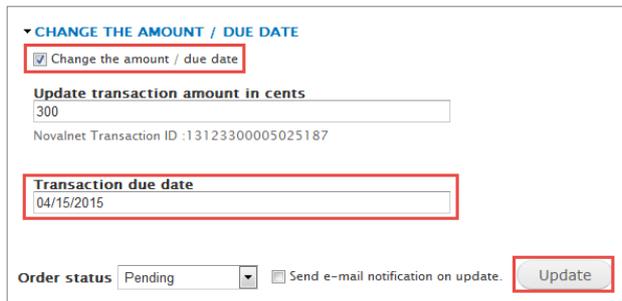
Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/02/2015 - 05:04	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000614749
04/02/2015 - 05:04	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 13123400000614749 The Transaction amount €15.00 has been updated successfully on 2015-04-02,05:04:34

Fig: 6.3 (b)

## 6.4 Due date change process

Select the particular order, then click on the **Change the amount / due date** checkbox under the **CHANGE THE AMOUNT / DUE DATE** field.

Change the due date in **Transaction due date** field and click on the **Update** button.



**CHANGE THE AMOUNT / DUE DATE**

Change the amount / due date

**Update transaction amount in cents**  
300

Novalnet Transaction ID : 13123300005025187

**Transaction due date**  
04/15/2015

Order status: Pending  Send e-mail notification on update. **Update**

**Fig: 6.4 (a)**

The updated due date will be displayed in the **Order comments**.

Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/15/2015 - 06:25	-	✓	Completed	Test order Novalnet Prepayment Novalnet transaction ID : 1312470000425431 Please transfer the amount to the below mentioned account details of our payment processor Novalnet <b>Due date : 04/29/2015</b> Account holder : NOVALNET AG IBAN : DE4910050000190348771 BIC : BELA2333XXX Bank : Berliner Sparkasse Berlin Amount : 14.87€ Reference 1 : BNR-13-411 Reference 2 : TID 1312470000425431 Reference 3 : Order number 411  The Transaction amount 14.87€ has been updated successfully on 2015-04:15,06:25:29

**Fig: 6.4 (b)**

## 7. Subscription process

Novalnet AG 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.).

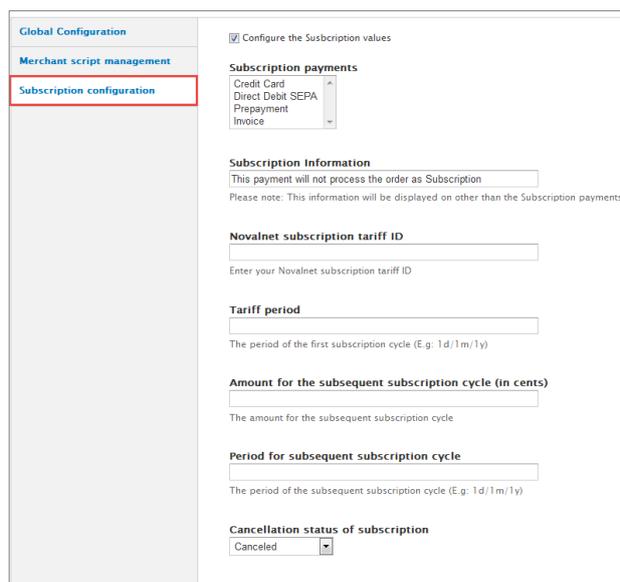
Novalnet AG takes over the activation of the subscription on your behalf as well as the continuous monitoring of incoming payments via the comprehensive interface of Novalnet, you can of course also activate the controls on your own.

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 AG 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 subscription, which we are supporting from the Novalnet

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

To proceed with the subscription process, need to configure **Subscription configuration** under the **Novalnet Global Configuration**.



The screenshot shows the 'Global Configuration' interface with the 'Subscription configuration' section highlighted. The configuration options are as follows:

- Configure the Subscription values
- Subscription payments**
  - Payment method dropdown: Credit Card, Direct Debit SEPA, Prepayment, Invoice
- Subscription Information**
  - Text input: This payment will not process the order as Subscription
  - Note: Please note: This information will be displayed on other than the Subscription payments.
- Novalnet subscription tariff ID**
  - Text input: Enter your Novalnet subscription tariff ID
- Tariff period**
  - Text input: The period of the first subscription cycle (E.g. 1 d / 1 m / 1 y)
- Amount for the subsequent subscription cycle (in cents)**
  - Text input: The amount for the subsequent subscription cycle
- Period for subsequent subscription cycle**
  - Text input: The period of the subsequent subscription cycle (E.g. 1 d / 1 m / 1 y)
- Cancellation status of subscription**
  - Dropdown menu: Canceled

**Fig: 7.0 (a)**

Configure the respective fields and click on the **Save configuration** button to save/update the changes made.



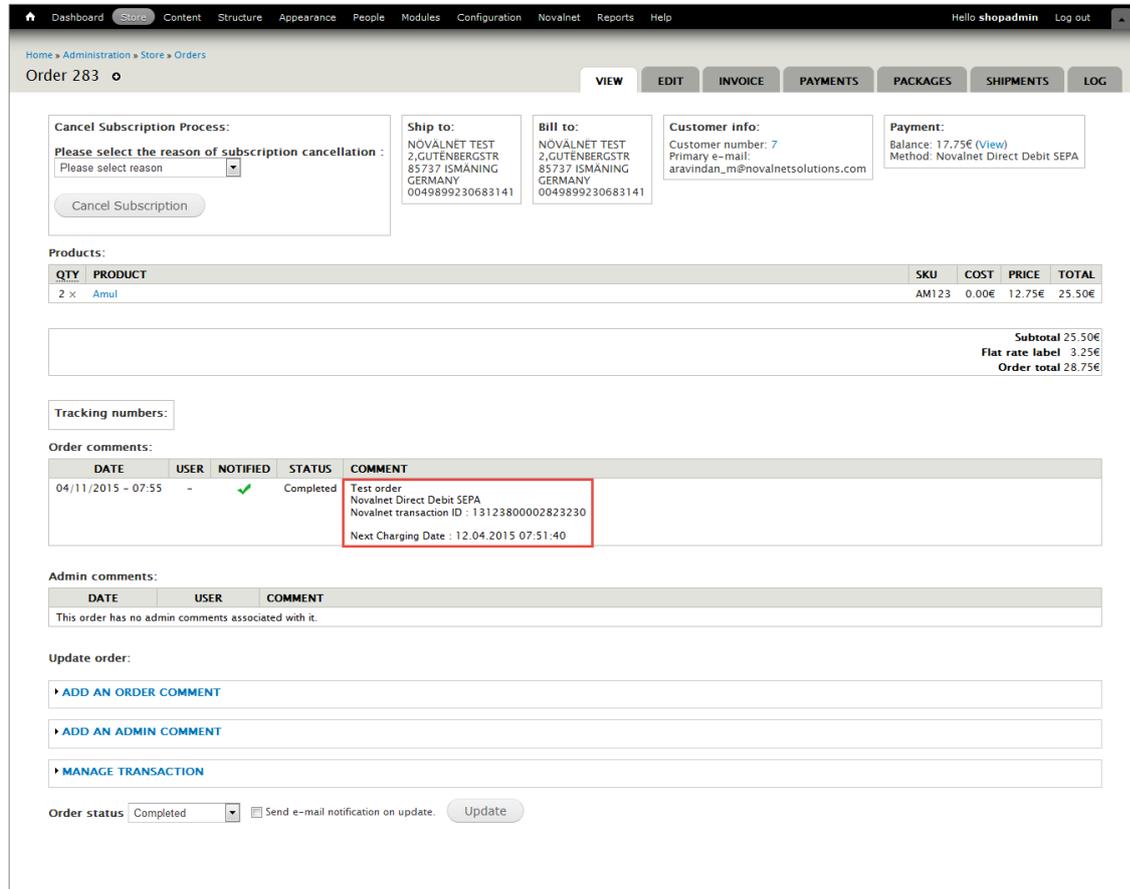
**Fig: 7.0 (b)**

Field	Description
Subscription payments	The payments that supports the subscription process will display over the drop down.
Subscription Information	This information will be displayed on other than the subscription payments.
Novalnet subscription tariff ID	This is the tariff ID which is used to process the subscription transaction with respective features.
Tariff period	Tariff period for dynamic subscription type. Period value has combined with d, m, y.  If 1d means given subscription transaction process per day.  If 1m means given subscription transaction process per month.  If 1y means given subscription transaction process per year.  Example: 2d
Amount for the subsequent subscription cycle (in cents)	This is the amount in cents value of subscription cycle process.
Period for subsequent subscription cycle	Tariff period for dynamic subscription type. Period value has combined with d, m, y.  If 1d means given subscription transaction process per day.  If 1m means given subscription transaction process per month.  If 1y means given subscription transaction process per year.  Example: 2d
Cancellation status of the subscription	The defined status will displayed, while cancelling the subscription

**Table 7.0**

## Recurring order

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



The screenshot displays the 'Order 283' page in the Novalnet AG system. At the top, there is a navigation menu with options like Dashboard, Store, Content, Structure, Appearance, People, Modules, Configuration, Novalnet, Reports, and Help. The user is logged in as 'shopadmin'. The page title is 'Order 283' with a dropdown arrow. Below the title are tabs for VIEW, EDIT, INVOICE, PAYMENTS, PACKAGES, SHIPMENTS, and LOG.

The main content area is divided into several sections:

- Cancel Subscription Process:** A section with a dropdown menu labeled 'Please select the reason of subscription cancellation:' and a 'Cancel Subscription' button.
- Ship to:** NOVALNET TEST, 2,GUTENBERGSTR, 85737 ISMANING, GERMANY, 0049899230683141
- Bill to:** NOVALNET TEST, 2,GUTENBERGSTR, 85737 ISMANING, GERMANY, 0049899230683141
- Customer info:** Customer number: 7, Primary e-mail: aravindan\_m@novalnetsolutions.com
- Payment:** Balance: 17,75€ (View), Method: Novalnet Direct Debit SEPA

**Products:**

QTY	PRODUCT	SKU	COST	PRICE	TOTAL
2 x	Amul	AM123	0.00€	12.75€	25.50€

Summary: Subtotal 25.50€, Flat rate label 3.25€, Order total 28.75€

**Tracking numbers:**

**Order comments:**

DATE	USER	NOTIFIED	STATUS	COMMENT
04/11/2015 - 07:55	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 1312380002823230 Next Charging Date : 12.04.2015 07:51:40

**Admin comments:**

DATE	USER	COMMENT
This order has no admin comments associated with it.		

**Update order:**

- ADD AN ORDER COMMENT
- ADD AN ADMIN COMMENT
- MANAGE TRANSACTION

**Order status:** Completed (dropdown)  Send e-mail notification on update.

Table 7.0 (c)

## 7.1 Subscription cancellation process

### Subscription cancellation in the admin panel

To cancel the subscription in the webshop, select the particular order, find the **Cancel Subscription Process** pane in left corner.

**Cancel Subscription Process:**  
Please select the reason of subscription cancellation :  
Please select reason  
Cancel Subscription

Fig: 7.1 (a)

Choose the termination reason from the drop down list

**Cancel Subscription Process:**  
Please select the reason of subscription cancellation :  
Please select reason  
Please select reason  
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  
Satisfied customer  
Logging in problems  
Other

Fig: 7.1 (b)

Click on the **Cancel Subscription** button to cancel the subscription for the order

**Cancel Subscription Process:**  
Please select the reason of subscription cancellation :  
Financial problem  
Cancel Subscription

Fig: 7.1 (c)

The subscription was canceled, refer the transaction details in **Order comments** and the order status will be changed accordingly

Order comments:				
DATE	USER	NOTIFIED	STATUS	COMMENT
04/15/2015 - 11:55	-	✓	Completed	Test order Novalnet Direct Debit SEPA Novalnet transaction ID : 1312470000271 8466
04/15/2015 - 12:01	shopadmin	✓	Canceled	Subscription has been canceled due to: Financial problem

Fig: 7.1 (d)

## Subscription cancellation in the webshop

To cancel the subscription in the webshop, click on **My account** link which is displaying at the right most corner of the top in the webshop.



Fig: 7.1 (e)

Click on the **Orders** tab, to view all the transaction you have to proceeded in the shop.



Fig: 7.1 (f)

Select the respective order from the list and select the reason from the dropdown list and then click on the **Cancel Subscription** button to cancel the subscription.

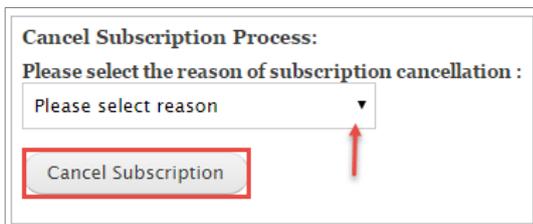


Fig: 7.1 (g)

The respective subscription has been canceled and the status will update accordingly.

Date	Status	Message
04/13/2015	-	Order created.
04/13/2015	Pending	Test order Novalnet Invoice Novalnet transaction ID : 13124500002917249 Please transfer the amount to the below mentioned account details of our payment processor Novalnet Due date : 04/23/2015 Account holder : NOVALNET AG IBAN : DE4910050000190348771 BIC : BELADEVXXX Bank : Berliner Sparkasse Berlin Amount : 28.75€ Reference 1 : BNR-14-406 Reference 2 : TID 13124500002917249 Reference 3 : Order number 406
04/13/2015	Completed	Subscription has been canceled due to: Page is very slow

Fig: 7.1 (h)

### Subscription cancellation in the card portal

It is also possible to cancel the subscription in card portal (<https://card.novalnet.de>), by using the transaction ID. Select the reason from **Subscription Unsubscribe** field and click on the **Terminate** button.

Subscription Details	
Signup Date / Time	09-04-2015, 21:39:54
Paid till	09-07-2015, 21:39:54
Subscription Unsubscribe	Please select reason <input type="button" value="v"/>
<input type="button" value="Terminate"/>	

Fig: 7.1 (i)

The subscription has been canceled and the selected reason will be updated as mentioned below

Subscription Details	
Signup Date / Time	09-04-2015, 21:39:54
Paid till	09-07-2015, 21:39:54
Cancelled on	09-04-2015, 22:42:57
Cancellation reason	Financial problem

Fig: 7.1 (j)

## 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 AG 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 AG.

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.

## 9. Uninstallation procedure

### 9.1 Payment uninstallation

By clicking on the modules menu, will navigate to the **Modules** page which contains the list of modules that currently installed in the web shop.

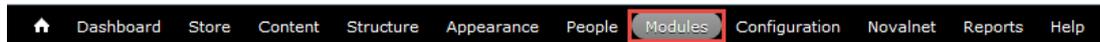


Fig: 9.1 (a)

Uncheck the **Novalnet Payment** option under the **NOVALNET – PAYMENT**, and click on **Save configuration** button to disable the module in the web shop.

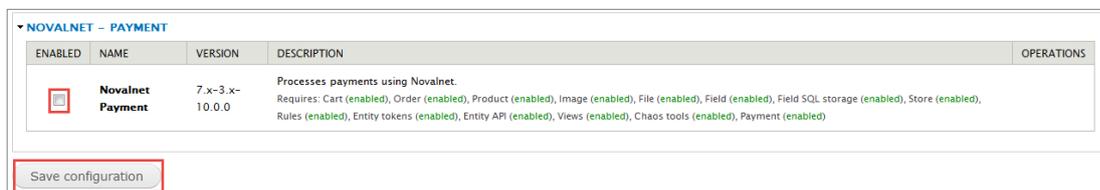


Fig: 9.1 (b)

The disabled payment will be available in the wizard **UNINSTALL**.

Check the **Novalnet Payment**, and click on **Uninstall** button to uninstall the module from the web shop.

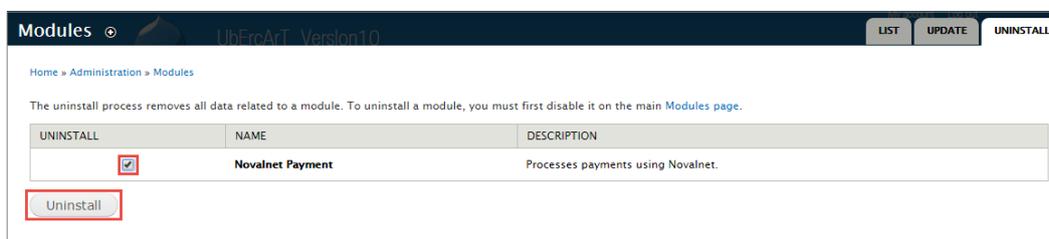


Fig: 9.1 (c)

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

## 10. Imprint and Contact

You can find all advice and news regarding Novalnet at:



[www.twitter.com/novalnet](http://www.twitter.com/novalnet)

Become a fan of Novalnet on Facebook:



[www.facebook.com/novalnet](http://www.facebook.com/novalnet)

Connect with us on Xing:



[www.xing.com/companies/novalnetag](http://www.xing.com/companies/novalnetag)

Novalnet AG  
Payment Institution  
Gutenbergstr. 2  
85737 Ismaning  
Germany

<https://www.novalnet.de/>

Tel.: +49 (0) 89 - 92 30 683 -21

Fax: +49 (0) 89 - 92 30 683 -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](mailto:info@novalnet.de)