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Installation Guide for WooCommerce Novalnet Plugin

Version	Date	Remarks
12.10.5	25.09.2026	**[Enhanced]** Strengthened webhook checksum validation to improve webhook integrity and authenticity

👉For the previous version changelog, go to https://github.com/Novalnet-AG/woocommerce-payment-integration-novalnet/blob/master/changelog.txt

TABLE OF CONTENTS

1 QUICK SETUP 4

1.1 Plugin Installation 4

1.2 Upgrading the Novalnet payment gateway 5

1.3 Global Configuration in the WooCommerce shop system 6

1.3.1 Notification/Webhook configuration in the Novalnet Admin Portal 7

1.3.2 Client key configuration in the Novalnet Admin Portal 9

1.4 Payment Activation in the Novalnet Admin Portal 10

1.5 Payment Configuration in the WooCommerce shop system 13

2 TESTING AND GOING LIVE 14

3 ADDITIONAL CONFIGURATION 15

3.1 Additional configuration for all the payment methods 15

3.2 Additional configuration for Novalnet Credit/Debit Cards 21

3.3 Additional configuration for Apple Pay Payment 21

3.4 Additional configuration for Google Pay Payment 22

4 MANAGING WOOCOMMERCE ADMIN PANEL 23

4.1 Order Management 23

4.2 Transaction Overview 23

4.3 Order details for Instalment payments 24

4.4 Admin order creation 24

4.5 Novalnet transaction details update 26

4.6 Confirming / Cancelling a transaction 27

4.7 Refunding an order 28

4.7.1 Auto Refund by Cancelled Status 29

4.7.2 Refunding an Instalment order 30

4.8 Cancelling Instalment Orders 30

4.8.1 Cancelling Instalment Orders through Order Status 30

4.8.2 Instalment Cancellation Options 31

4.9 Changing the order amount 32

5 MANAGING SUBSCRIPTION 32
5.1 Suspending / Reactivating subscriptions 34
5.2 Changing the subscription's payment date 35
5.3 Changing subscription payment method 35
5.4 Changing the subscription amount 37
5.5 Cancelling subscriptions 38
6 UNINSTALLATION 38
7 TECHNICAL SUPPORT THROUGH NOVALNET 39

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1 QUICK SETUP

This guide outlines the quick installation procedure for the Novalnet payment gateway in your shop system, enabling you to start accepting payments worldwide. For this integration, a Novalnet merchant account is needed to accept Novalnet payments, so please make sure that you have received your merchant account details from our sales team. If not, drop a mail to sales@novalnet.de

This Novalnet payment gateway version (12.10.5) supports the following versions:

WordPress	WooCommerce	WooCommerce Subscriptions
5.0 – 7.1.2	4.0.0 – 11.1.2	2.0.0 - 9.2.0

To get started:

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

1.1 Plugin Installation

To install the Novalnet Payment Gateway, please go to your shop system and follow the steps below.
Step 1: Navigate to **Plugins → Add Plugin** in your shop admin panel as shown below.

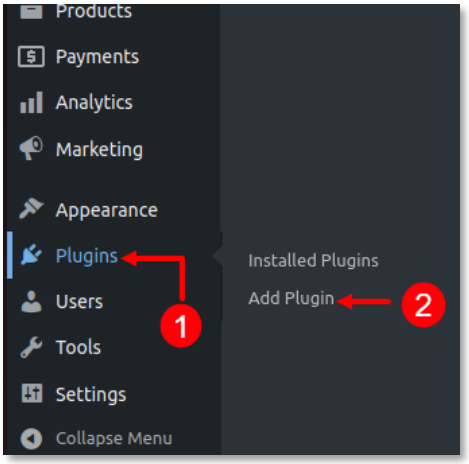


Figure 1

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

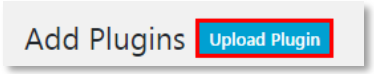


Figure 2

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

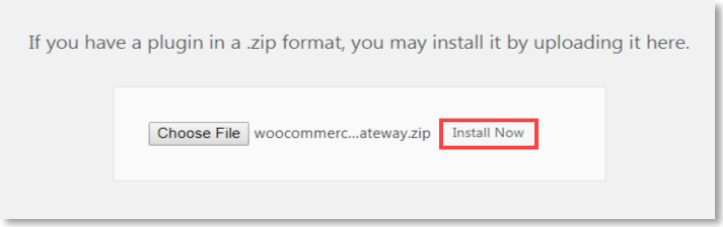


Figure 3

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

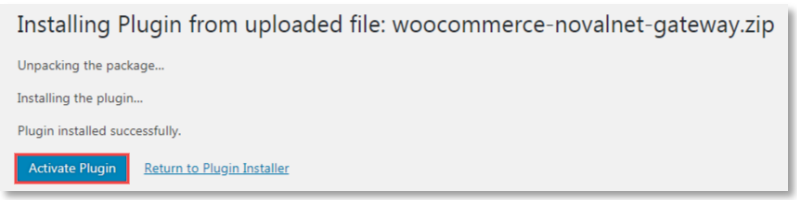


Figure 4

1.2 Upgrading the Novalnet payment gateway

ⓘ You can get the updated plugin directly from the WordPress forum, by contacting our technical team, or via the Novalnet homepage.

☛ An earlier version of the Novalnet payment gateway should be installed in the shop to synchronize with the WordPress forum update.

Follow the steps below to update the latest **Novalnet payment gateway for WooCommerce** via the shop admin panel

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

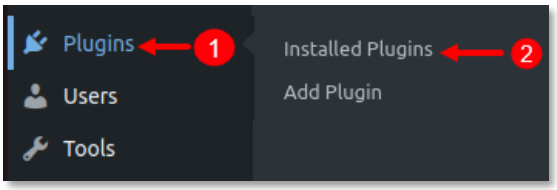


Figure 5

Step 2: Under the **Novalnet Payment Gateway for WooCommerce**, click **update now** as shown below.

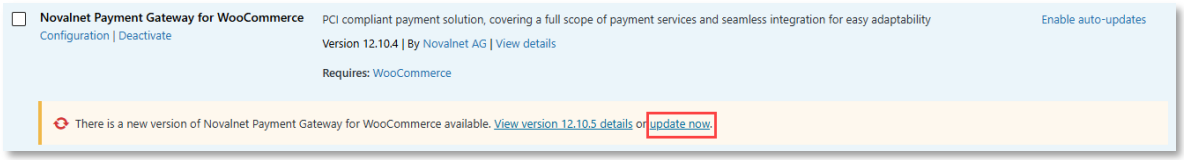


Figure 6

Now, the updated version of the **Novalnet Payment Gateway for WooCommerce** will be displayed as shown below.

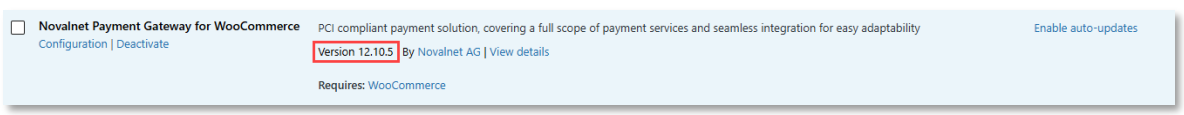


Figure 7

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Step 3: After installing or upgrading the **Novalnet Payment Gateway for WooCommerce** and click **Configuration** as shown below.

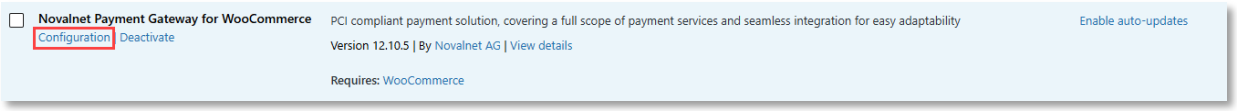


Figure 8

Refer to Chapter 1.3 Global Configuration in the WooCommerce shop system to configure your Novalnet merchant account details.

1.3 Global Configuration in the WooCommerce shop system

The main configuration occurs in your WooCommerce shop system as well as in the Novalnet Admin Portal.

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

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

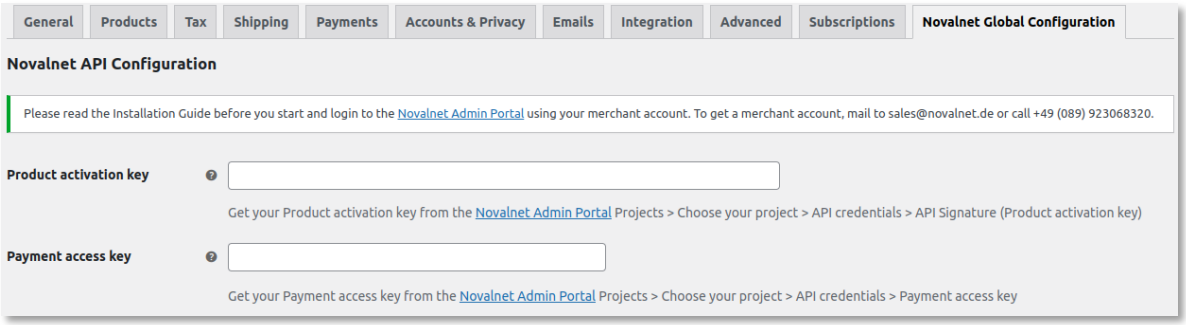


Figure 9

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

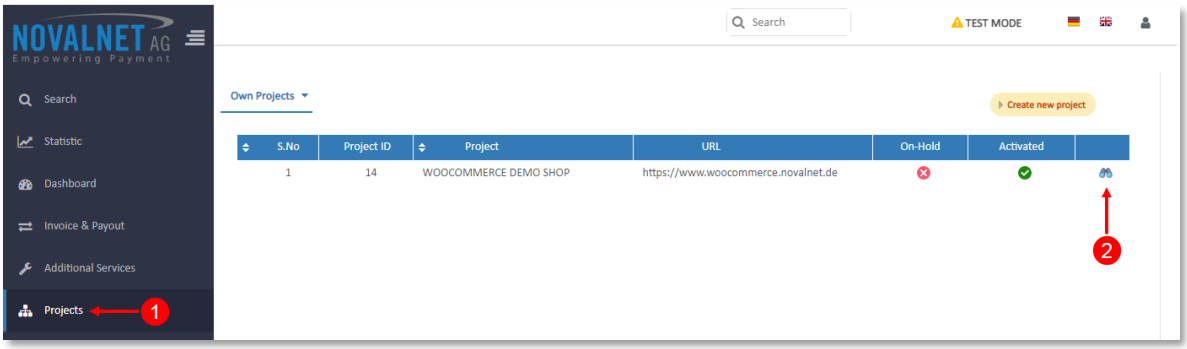


Figure 10

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

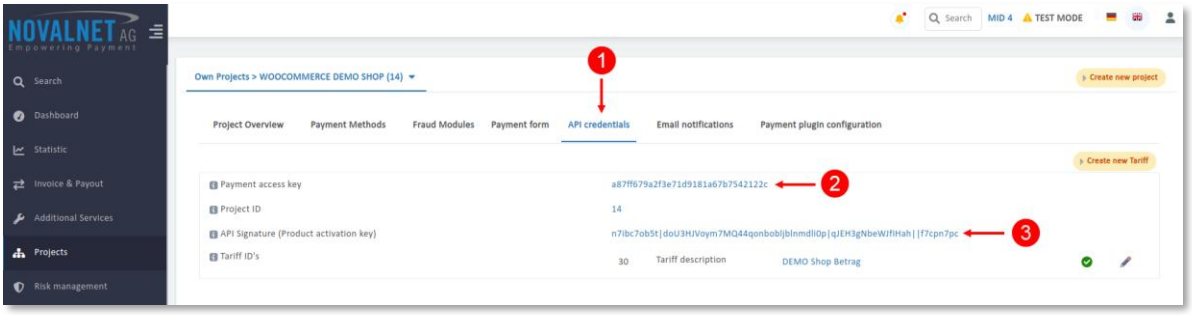


Figure 11

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

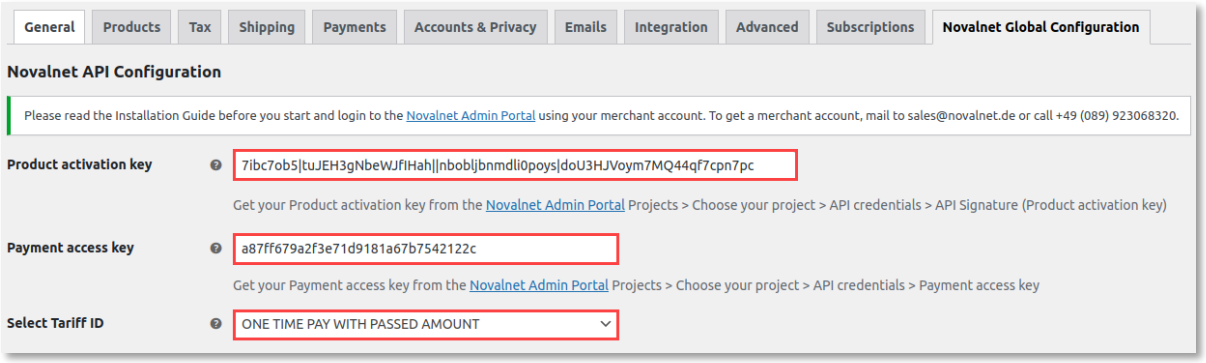


Figure 12

Then click Save changes to update the changes.

1.3.1 Notification/Webhook configuration in the Novalnet Admin Portal

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

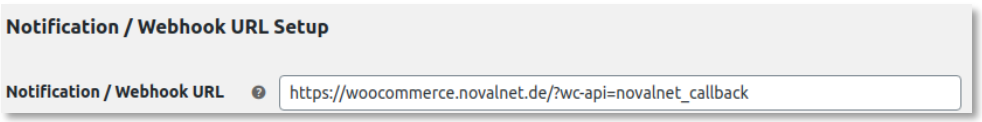


Figure 13

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

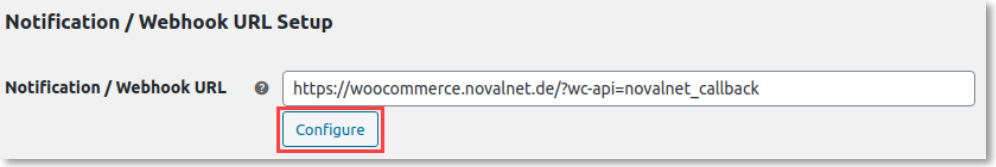


Figure 14

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

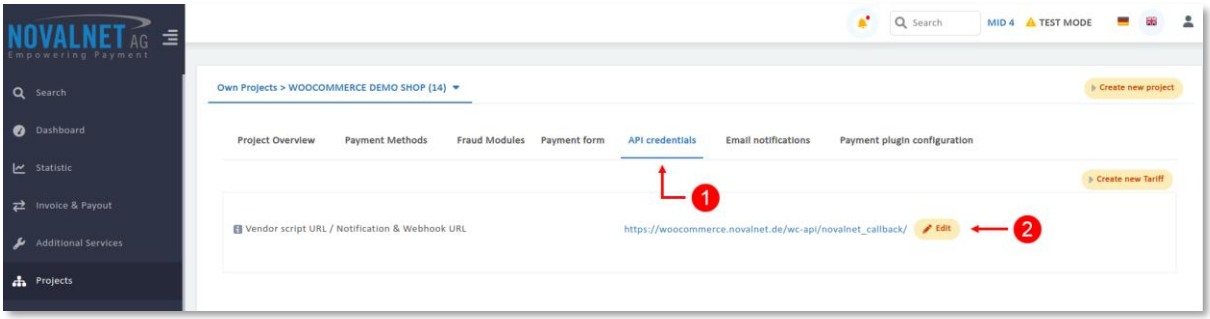


Figure 15

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

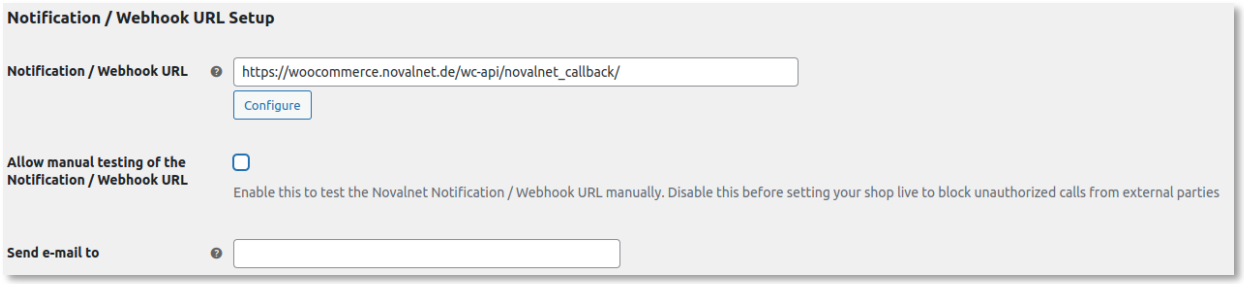


Figure 16

- **Notification / Webhook URL** - Required to keep the merchant's database/system up to date and synchronized with Novalnet (for example, up-to-date transaction status delivery).
- **Allow manual testing of the Notification / Webhook URL** - Enable this to test the Novalnet Notification / Webhook URL manually. Disable this before setting your shop system live to block unauthorized calls from external parties.
- **Send e-mail to** - Every execution will be sent as a message to the e-mail address defined in this field.

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1.3.2 Client key configuration in the Novalnet Admin Portal

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

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

Step 1: Go to the Novalnet Admin Portal with your Novalnet merchant account details.

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

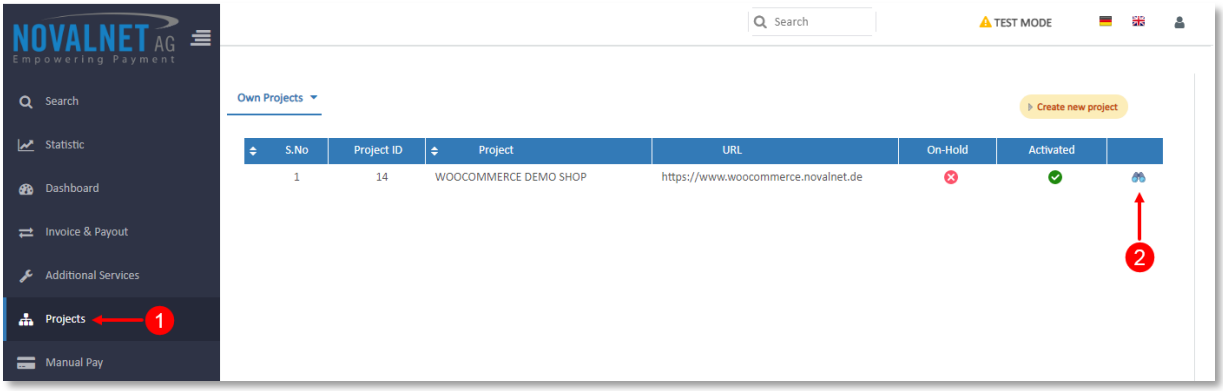


Figure 17

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

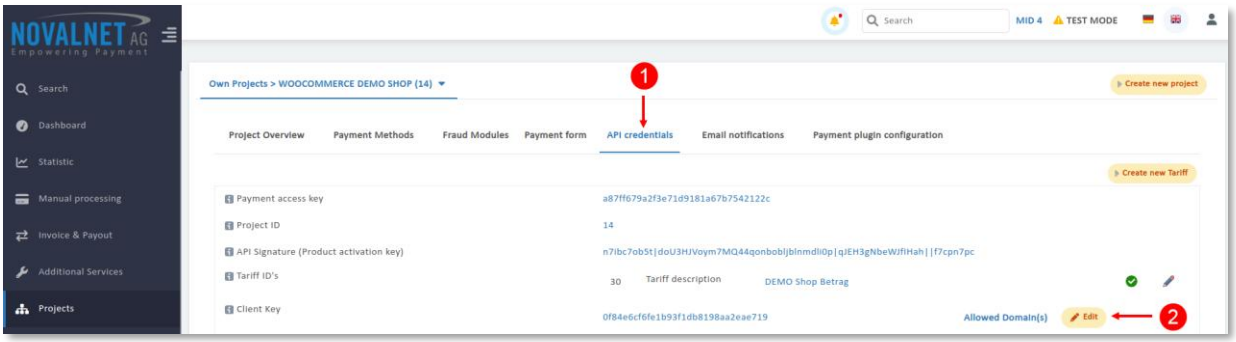


Figure 18

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

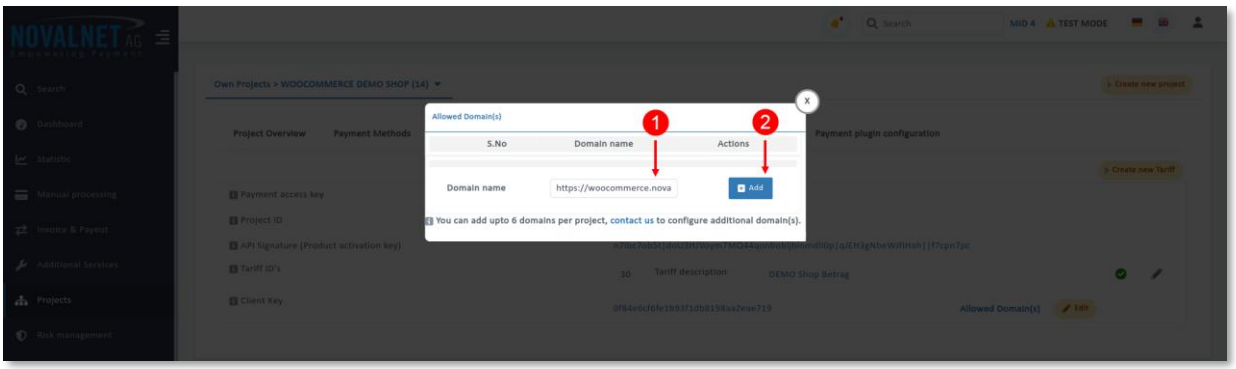


Figure 19

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

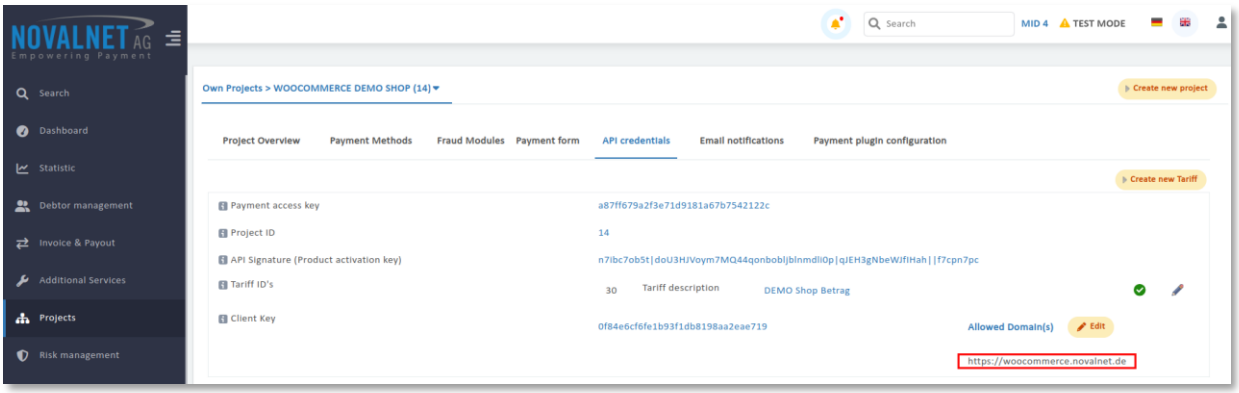


Figure 20

1.4 Payment Activation in the Novalnet Admin Portal

All the Novalnet-supported payment methods can be viewed here: www.novalnet.com/payment. If you have questions about the payment methods or have additional payment method requests, please contact sales@novalnet.de

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

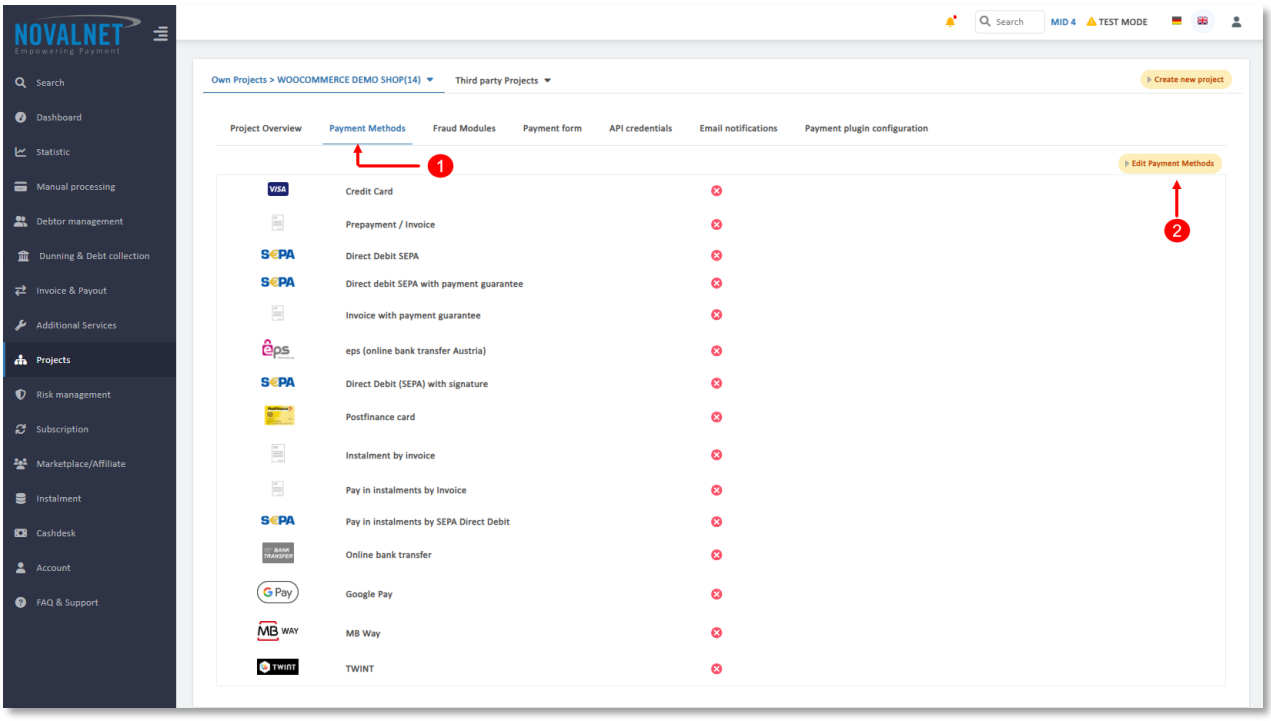


Figure 21

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

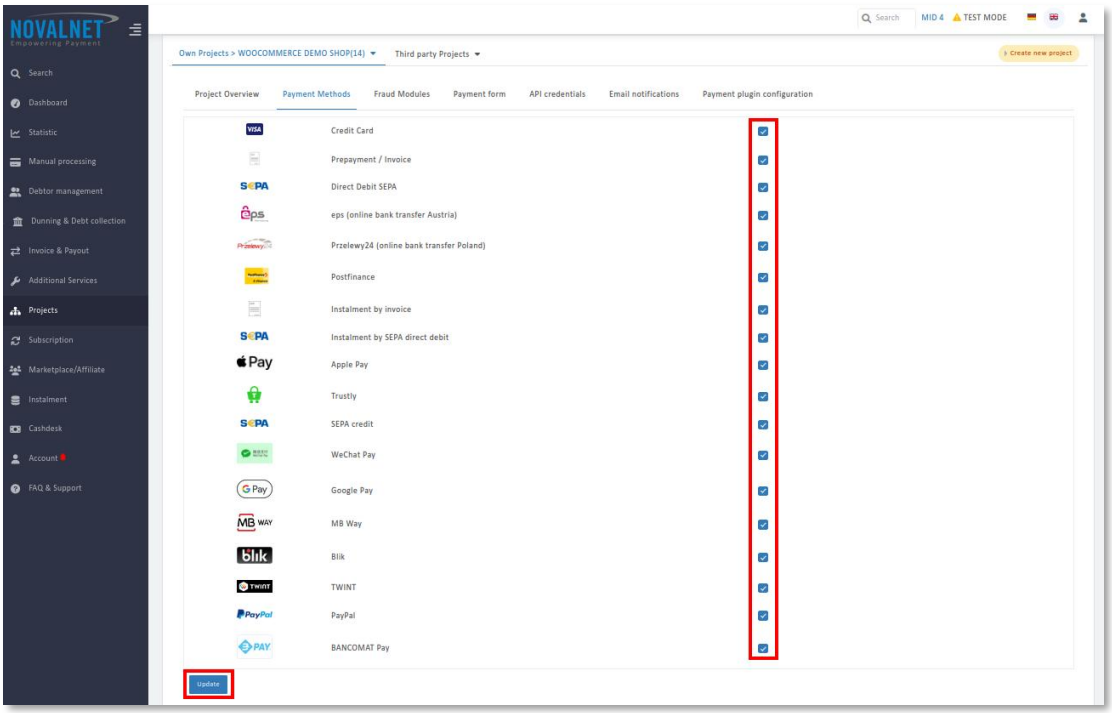


Figure 22

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

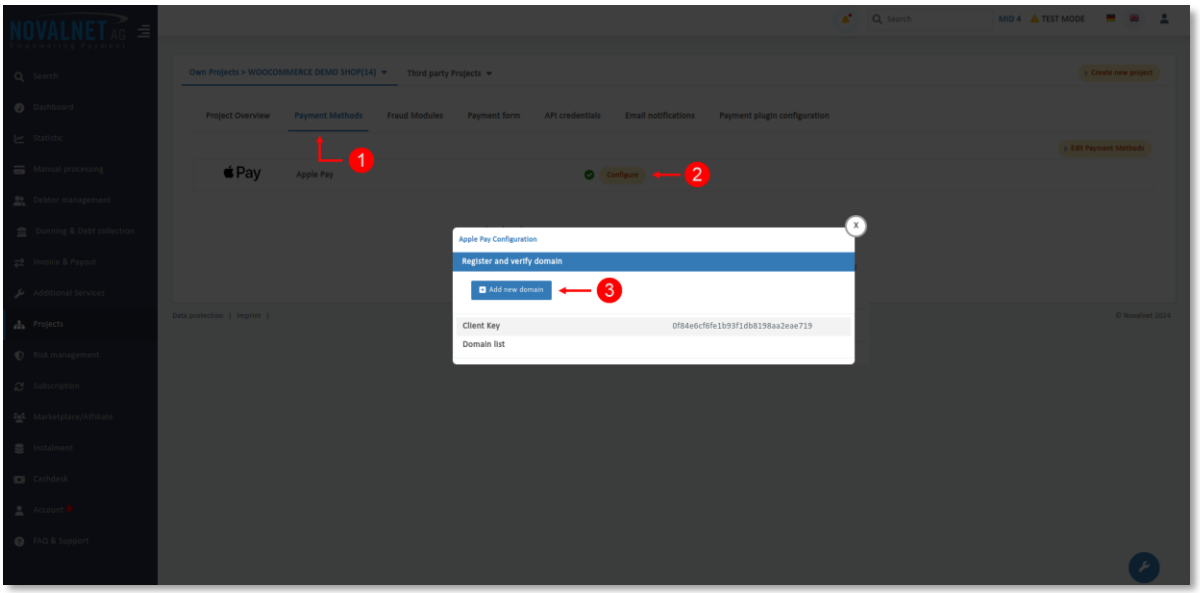


Figure 23

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

For example, the path should be https://woocommerce.novalnet.de/.well-known/apple-developer-merchantid-domain-association.

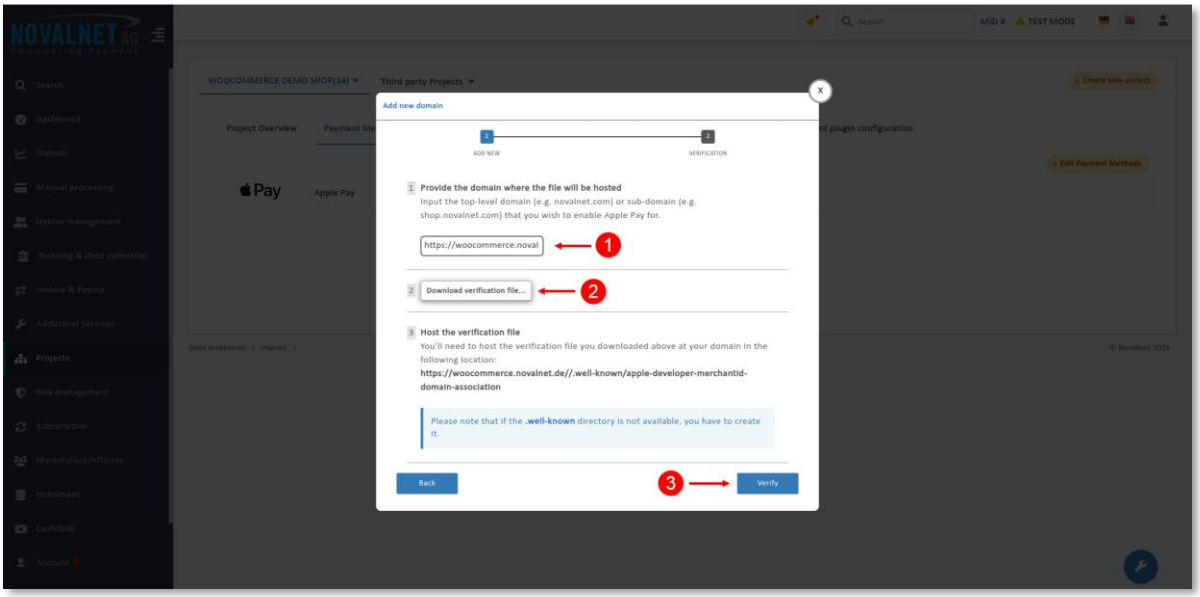


Figure 24

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

To use the **PayPal** payment method, the PayPal API credentials must be configured in the Novalnet Admin Portal as shown below.

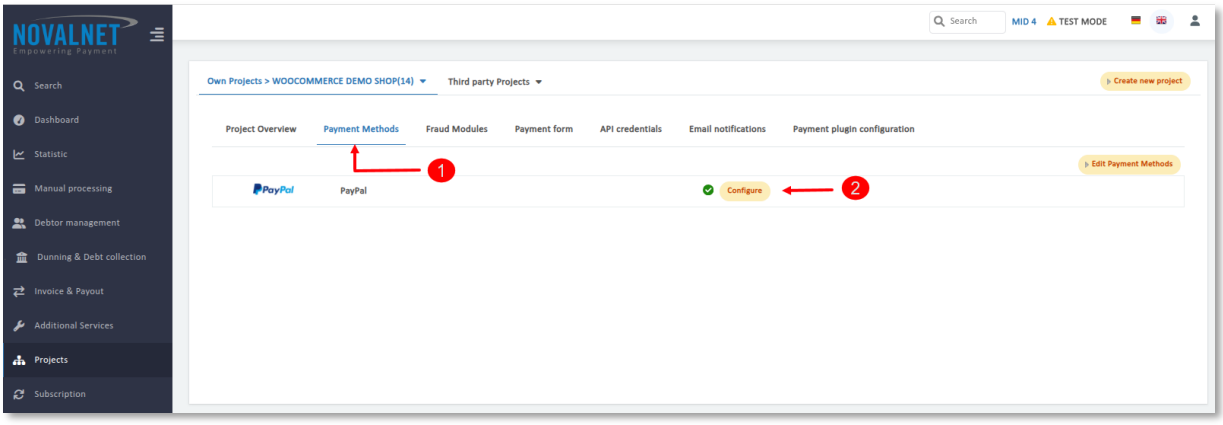


Figure 25

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Enter the required PayPal API credential details and click **Confirm**

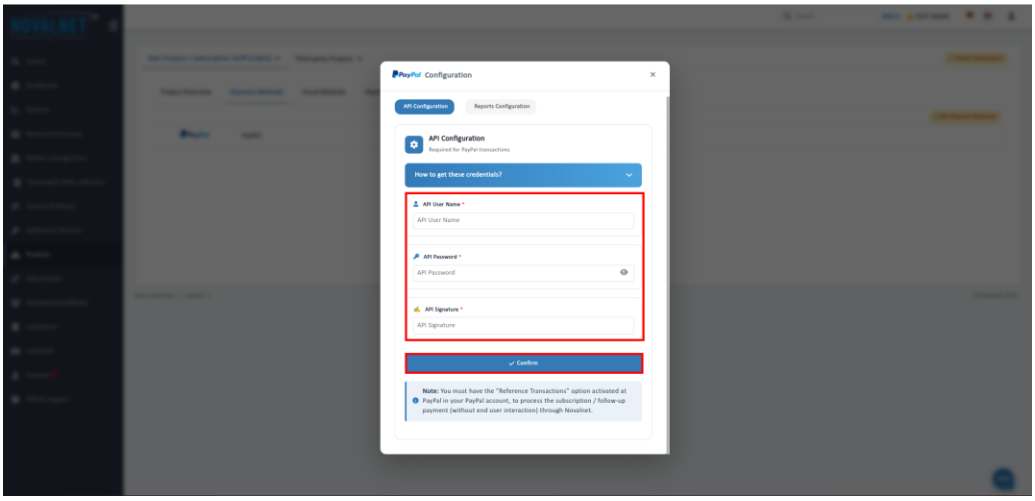


Figure 26

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

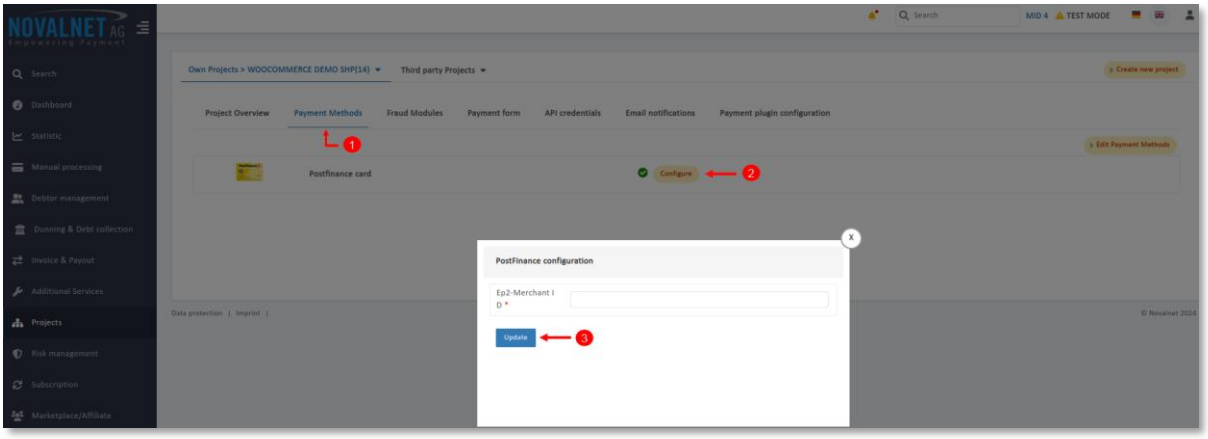


Figure 27

1.5 Payment Configuration in the WooCommerce shop system

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

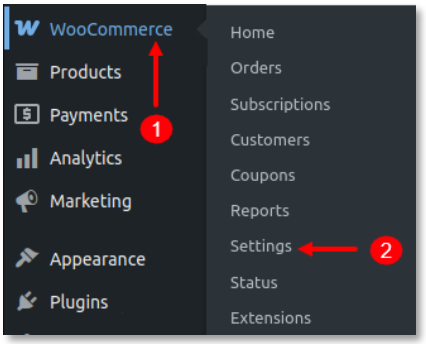


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In the settings page, click the **Payments** tab as shown below.

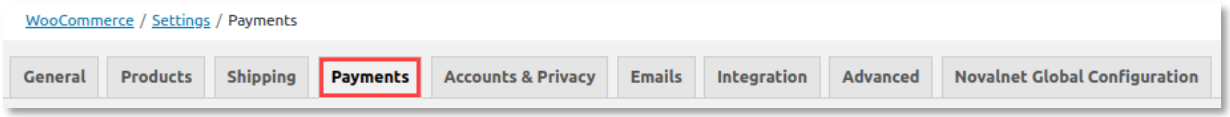


Figure 29

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

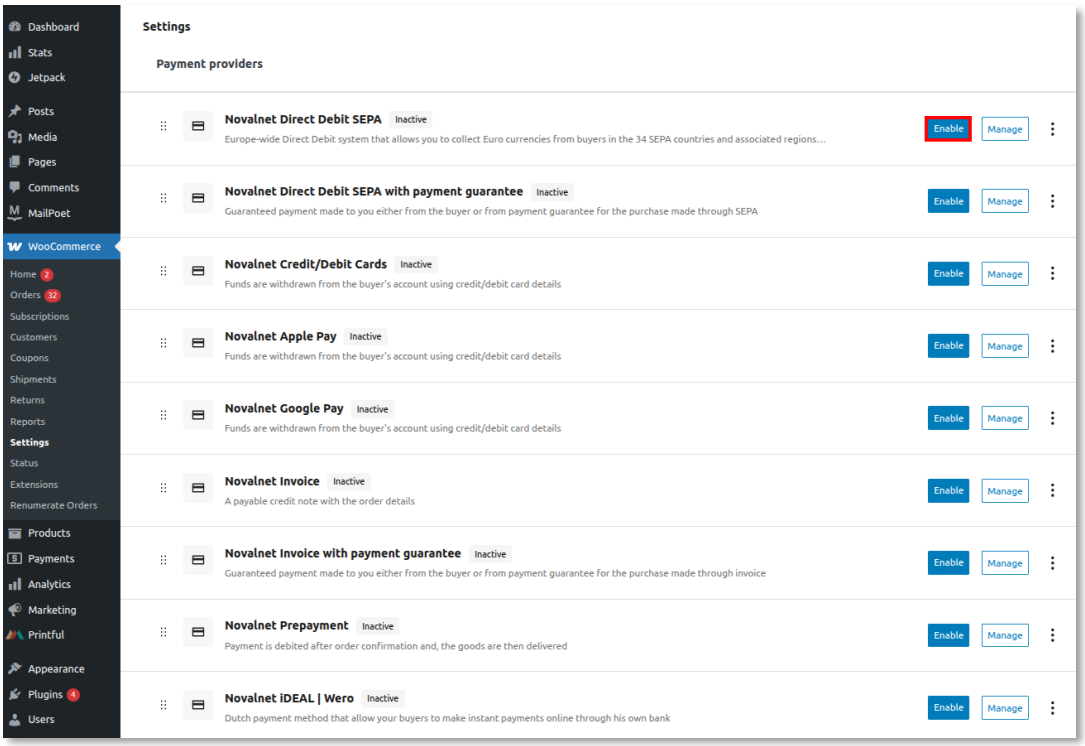


Figure 30

Refer to Chapter 3 ADDITIONAL CONFIGURATION for more payment configurations.

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

ⓘ Are you happy with our service and support? Please spend a few minutes sharing your success here

2 TESTING AND GOING LIVE

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

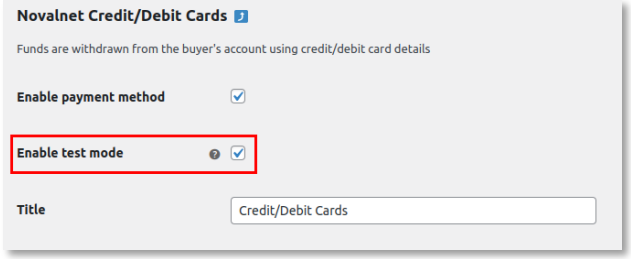


Figure 31

NOVALNET AG
Payment Institution
Gutenbergstr. 7
D-85748 Garching

Tel.: +49 89 9230683-19
Fax: +49 89 9230683-11
E-mail: technic@novalnet.de
Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO)
Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

ⓘ Before going **live**, change the individual payment configurations to update the payment method settings in the shop admin panel.

ⓘ Refer to the URL below for the Novalnet test payment data for testing: https://developer.novalnet.com/testing/

Execute orders in LIVE MODE

To proceed with **LIVE** orders, don't forget to uncheck/disable the **Enable test mode** option in the individual payment configuration page.

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

ⓘ Are you happy with our service and support? Please spend a few minutes sharing your success here

3 ADDITIONAL CONFIGURATION

3.1 Additional configuration for all the payment methods

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

Title

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

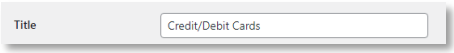


Figure 32

Description

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

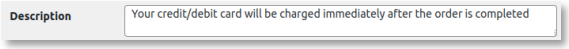


Figure 33

Instructions

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

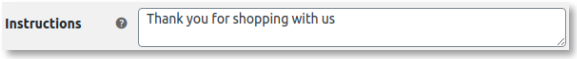


Figure 34

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

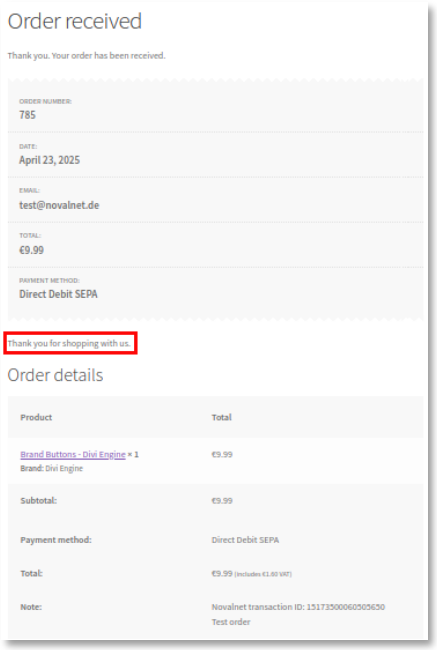


Figure 35

Minimum order amount

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

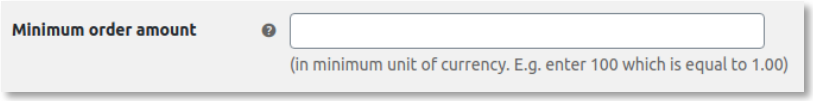


Figure 36

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

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

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

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

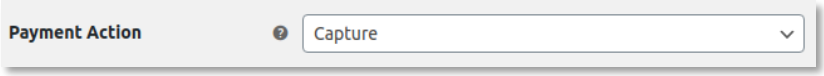


Figure 37

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ⓘ **Authorize** - Payment details are verified while the funds are reserved, which will be captured later.

ⓘ **Minimum transaction amount for authorization** - Transactions from this amount will be "**authorized**" (reserved) only and captured later. Leave the field blank to authorize all transactions.

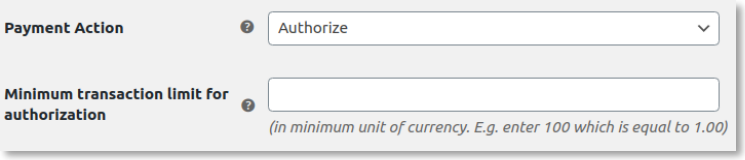


Figure 38

ⓘ **Authorize with zero amount**

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

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

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

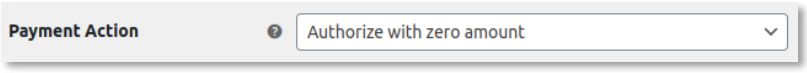


Figure 39

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

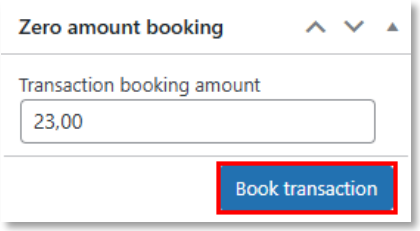


Figure 40

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Commercial register number: HRB 167381

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

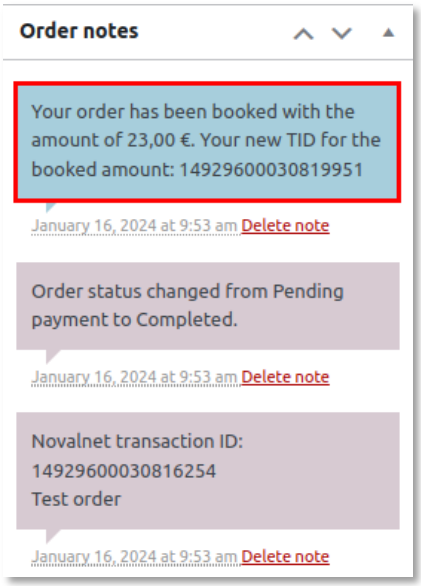


Figure 41

Payment due date (in days)

☛ This option is available only for ***Novalnet Direct Debit SEPA***, ***Novalnet Invoice,*** *and* ***Novalnet Prepayment.***

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

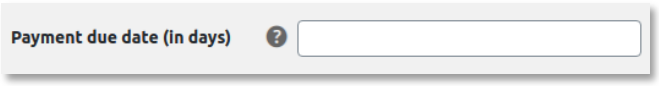


Figure 42

ⓘ For ***Novalnet Direct Debit SEPA,*** enter the number of days after which the payment is debited (must be between 3 and 14 days).

ⓘ For ***Novalnet Invoice,*** enter the number of days given to the buyer to transfer the amount to Novalnet (must be greater than 7 days). If this field is left blank, 14 days will be set by default.

ⓘ For ***Novalnet Prepayment,*** enter the number of days given to the buyer to transfer the amount to Novalnet (must be between 7 to 28 days). If this field is left blank, 14 days will be set by default.

Completed order status

Set the status that will be used for completed orders.

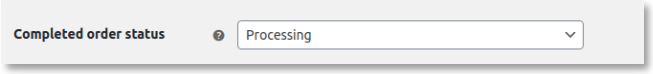


Figure 43

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Callback/Webhook order status

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

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

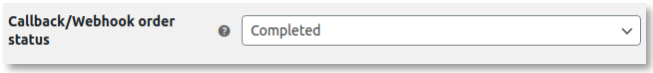


Figure 44

Payment guarantee configuration

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

When the basic requirements are met, Novalnet offers you the option to process payments as guarantee payments. For more information about Novalnet's guaranteed payments,
Please visit: https://developer.novalnet.com/onlinepayments/aboutguarantee

Force Non-Guarantee payment

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

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

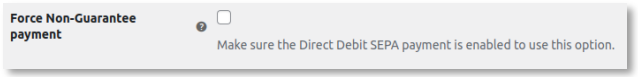


Figure 45

Allow B2B Customers

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

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

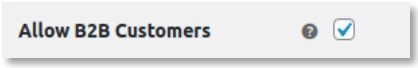


Figure 46

Payment instalment configuration

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

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

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Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

Display Instalment Plan on Product Detail Page

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

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

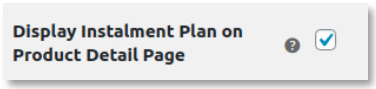


Figure 47

Instalment cycles

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

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

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

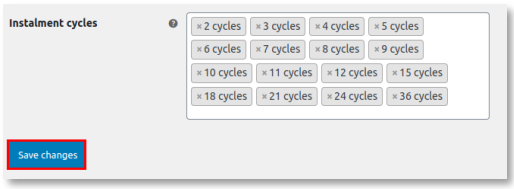


Figure 48

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

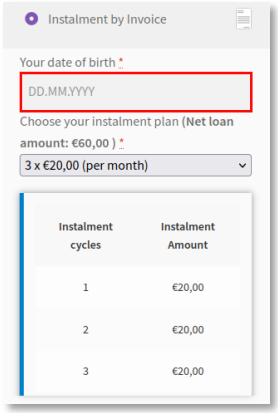


Figure 49

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Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

Enable for shipping methods

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

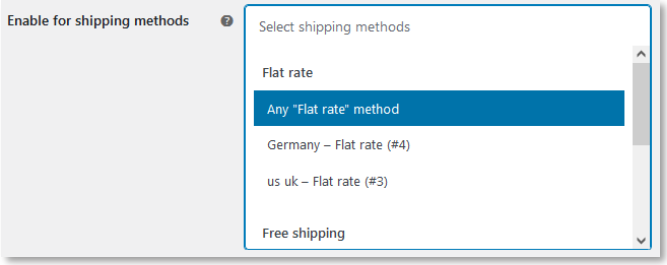


Figure 50

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

Accept for virtual orders

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

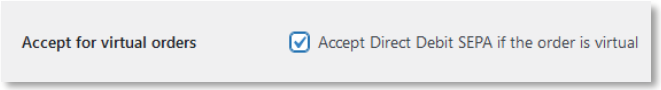


Figure 51

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

3.2 Additional configuration for Novalnet Credit/Debit Cards

Custom CSS settings

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

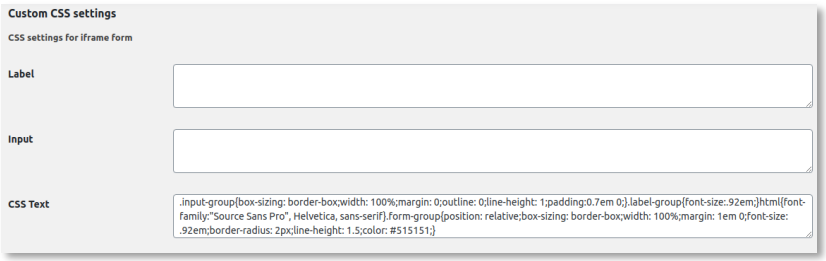


Figure 52

3.3 Additional configuration for Apple Pay Payment

Business name

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

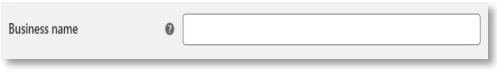


Figure 53

Button Type

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



Figure 54

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Button Theme

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

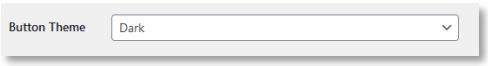


Figure 55

Button Height

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

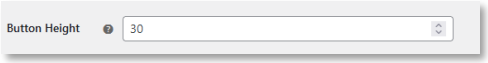


Figure 56

Button Corner Radius

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

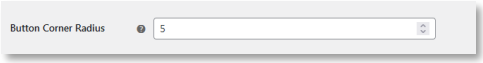


Figure 57

Display the Apple Pay Button on

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

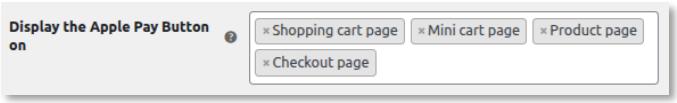


Figure 58

3.4 Additional configuration for Google Pay Payment

Business name

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

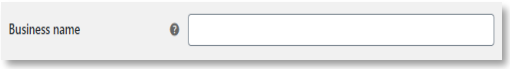


Figure 59

Enforce 3D secure payment outside EU

By enabling this option, all payments from cards issued outside the EU will be authenticated via 3DS 2.0 SCA.

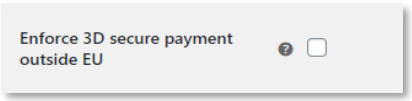


Figure 60

Google Merchant ID

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

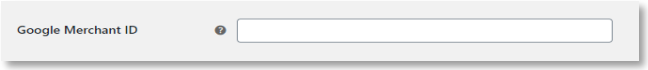


Figure 61

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Button Type

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

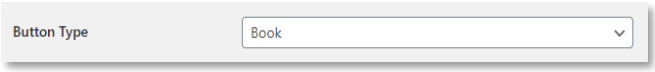


Figure 62

Button Height

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



Figure 63

Display the Google Pay Button on

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

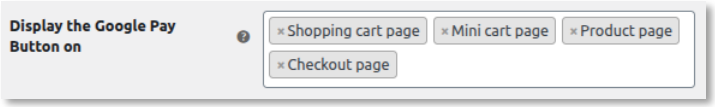


Figure 64

4 MANAGING WOOCOMMERCE ADMIN PANEL

4.1 Order Management

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

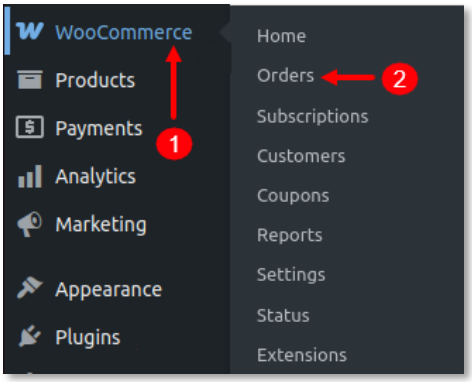


Figure 65

4.2 Transaction Overview

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

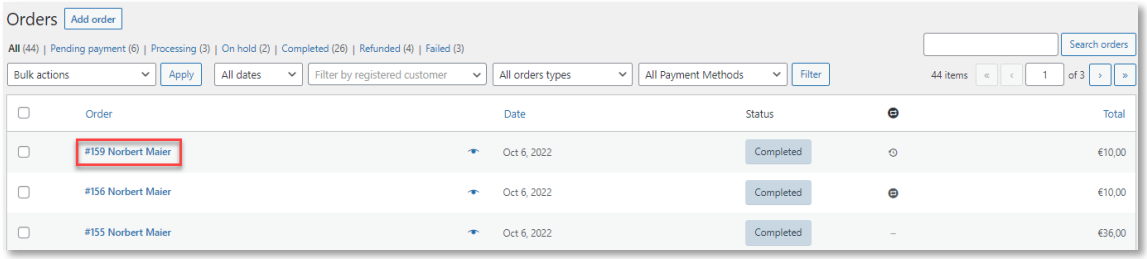


Figure 66

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Commercial register number: HRB 167381

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

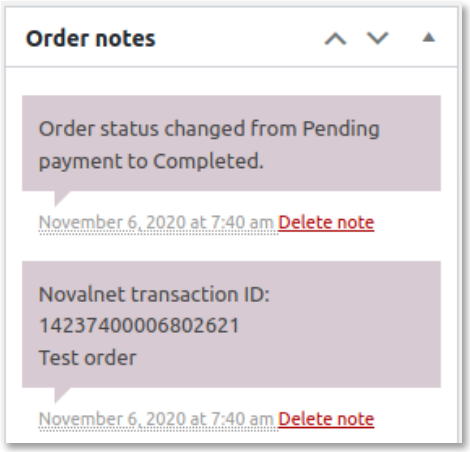


Figure 67

4.3 Order details for Instalment payments

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

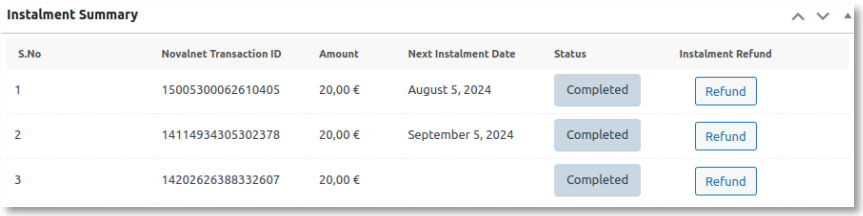


Figure 68

4.4 Admin order creation

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

To create an order from the shop admin panel, navigate to **WooCommerce → Orders**. Click **Add order** as shown below.

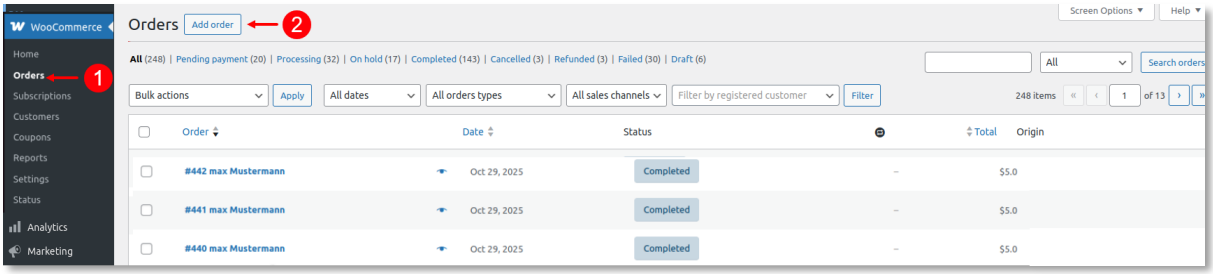


Figure 69

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Next, choose an existing customer under the **Customer** section, select a respective payment type under **Payment method**, and click **Add item(s) → Recalculate → Create** as shown below to create an order.

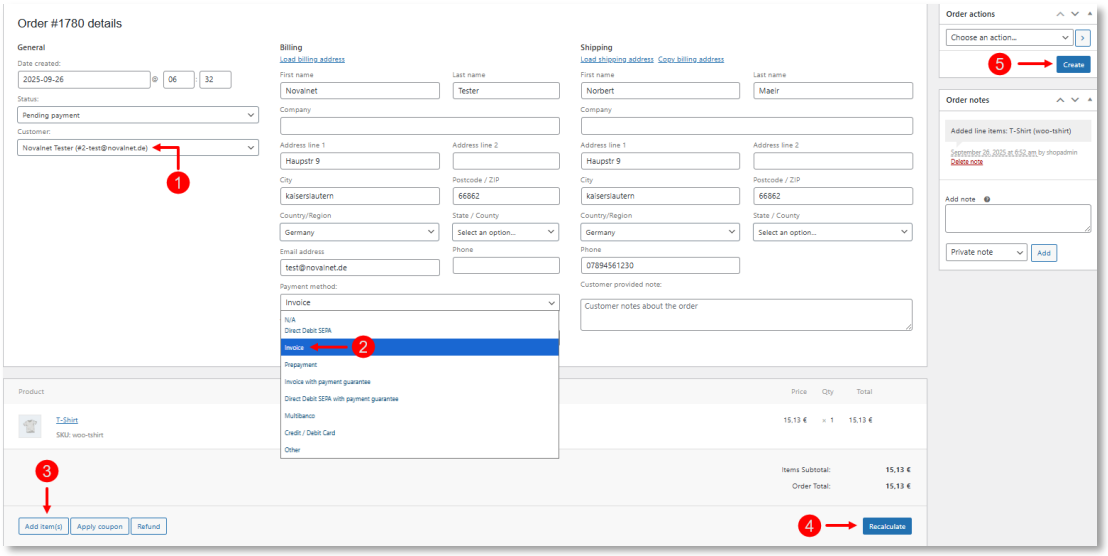


Figure 70

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

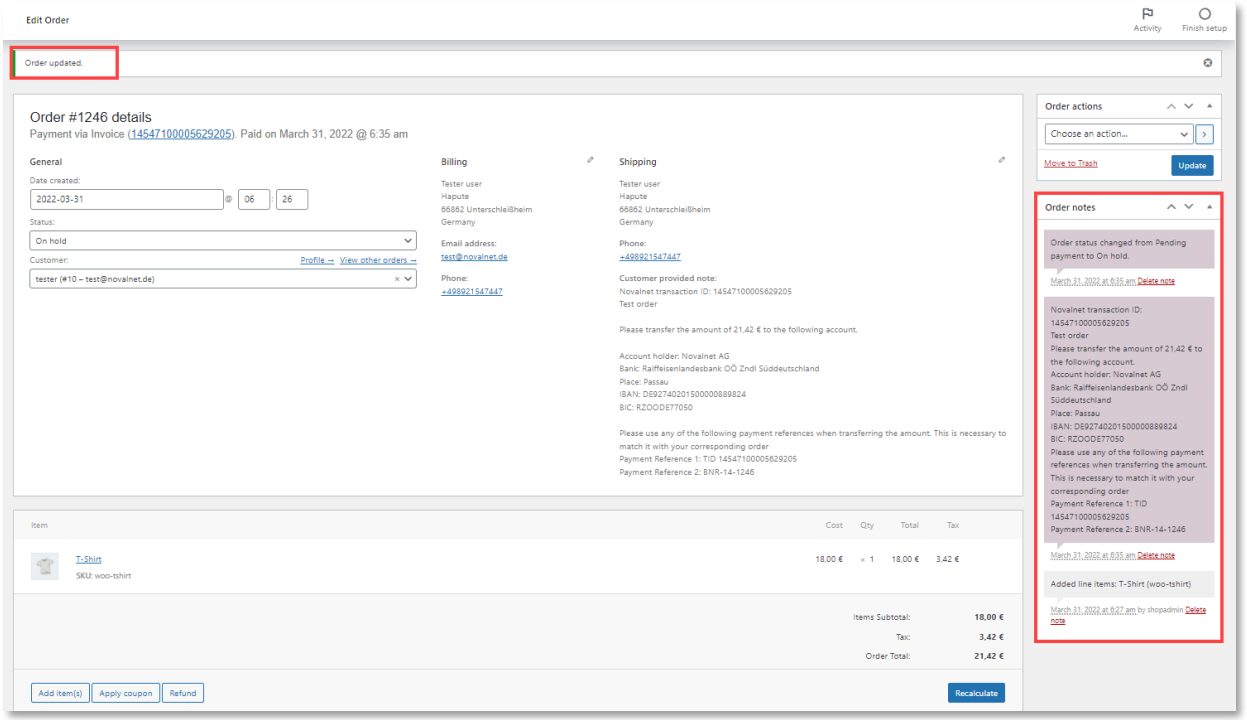


Figure 71

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4.5 Novalnet transaction details update

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

To synchronize a transaction from Novalnet for an order in the shop admin panel, navigate to **WooCommerce → Orders**. Click **Add order** as shown below.

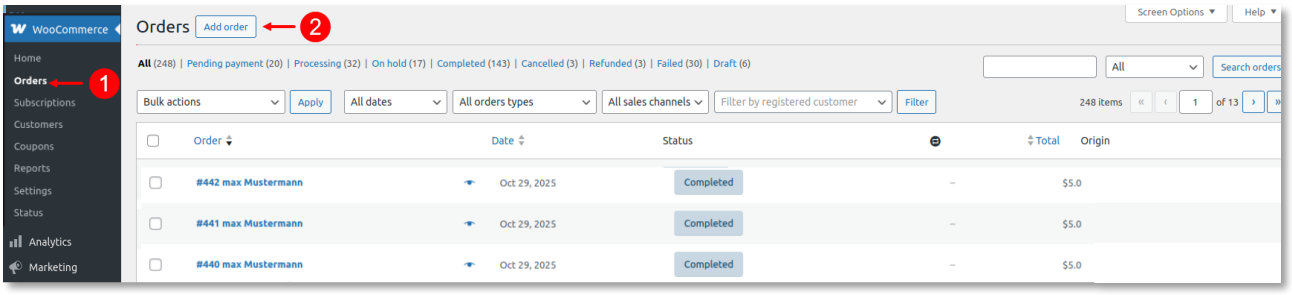


Figure 72

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

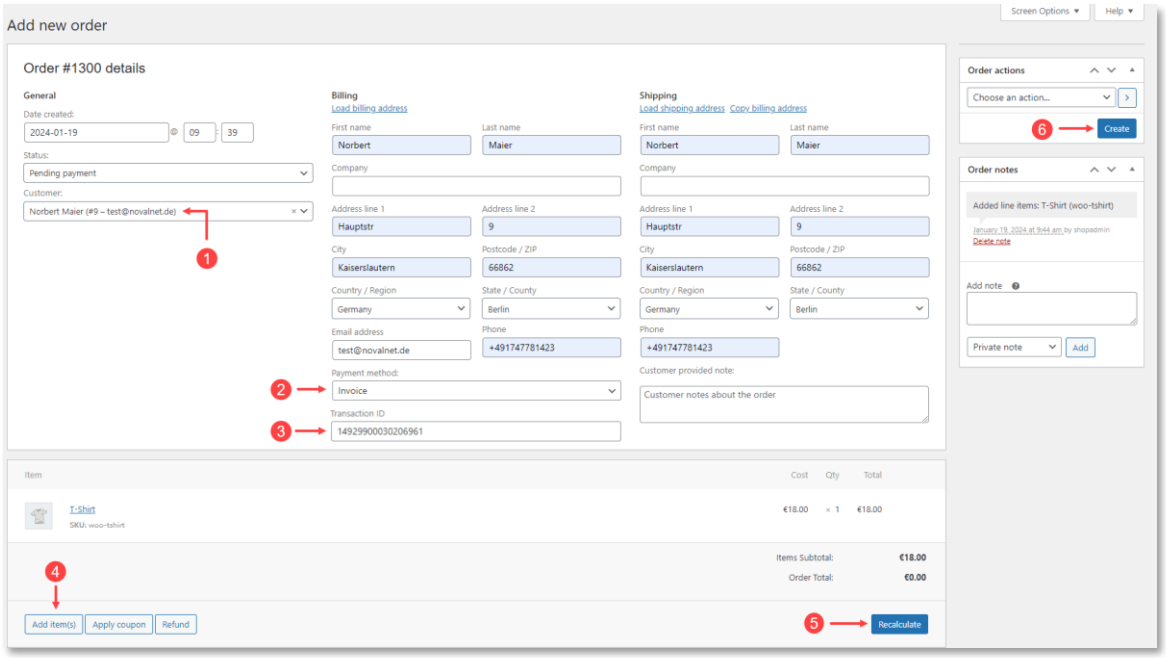


Figure 73

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The updated transaction details will be displayed as shown below.

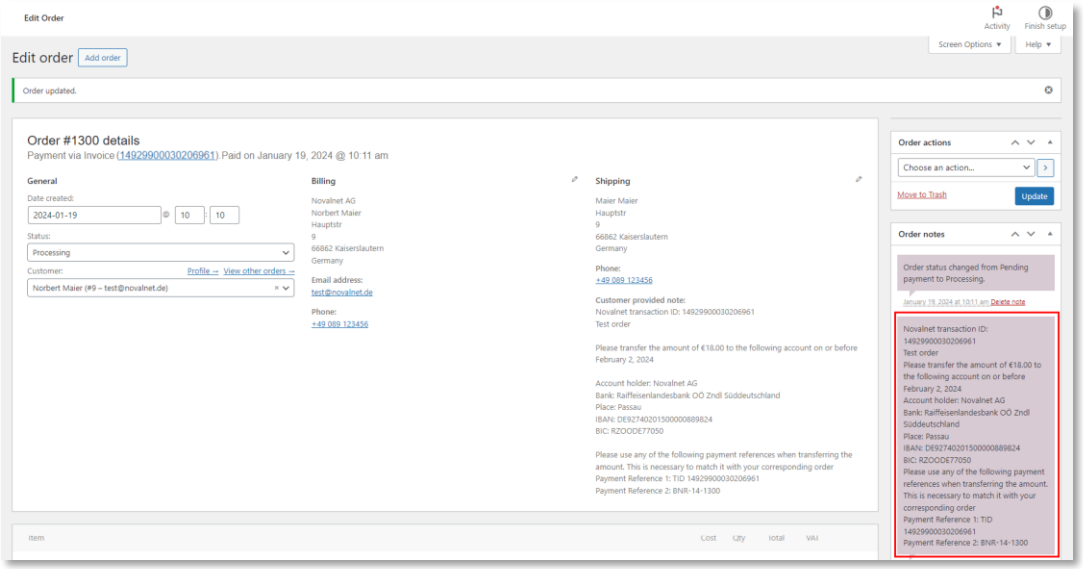


Figure 74

4.6 Confirming / Cancelling a transaction

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

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

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

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

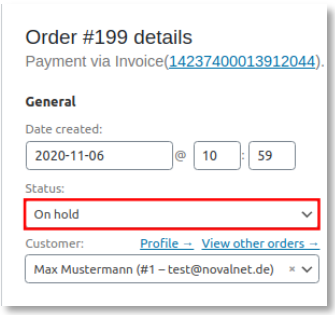


Figure 75

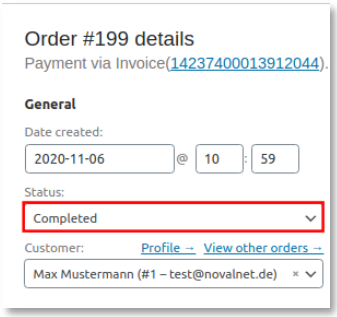


Figure 76

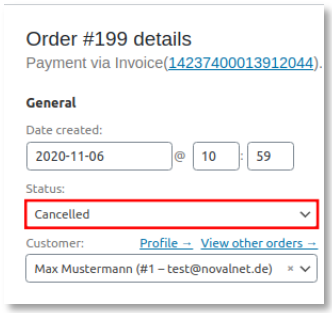


Figure 77

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

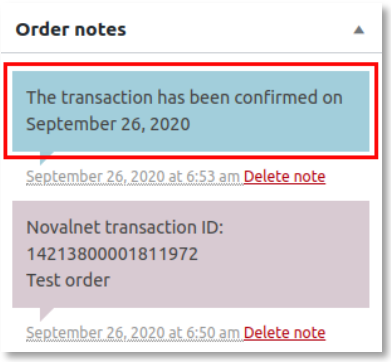


Figure 78

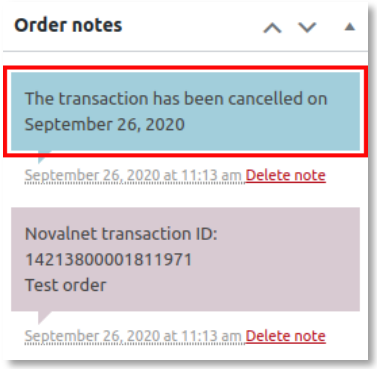


Figure 79

4.7 Refunding an order

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

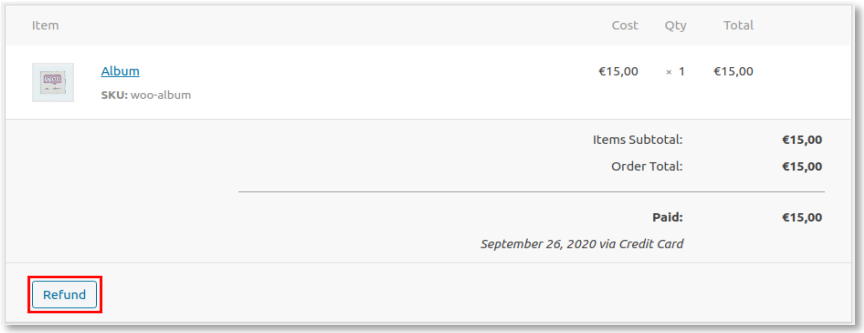


Figure 80

Please follow the steps below to issue a refund.

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

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

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

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

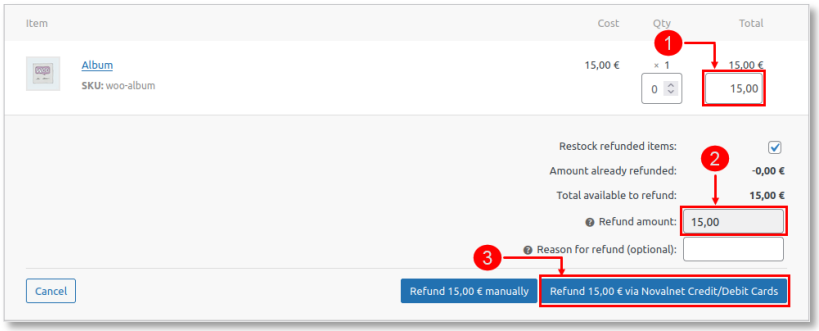


Figure 81

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

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

4.7.1 Auto Refund by Cancelled Status

This configuration helps you to automatically trigger a complete refund of the associated amount for orders whose status is set to '**Cancelled**'.

In your WooCommerce shop system, navigate to **WooCommerce → Settings → Novalnet Global Configuration**

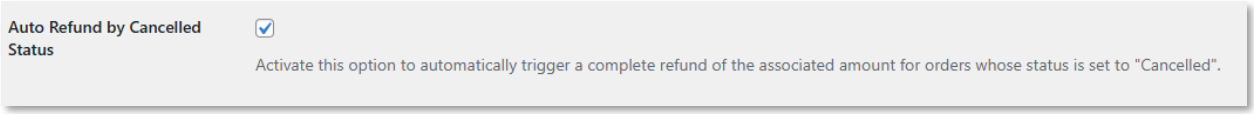


Figure 82

Ensure this checkbox is unchecked to prevent automatic refunds.

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

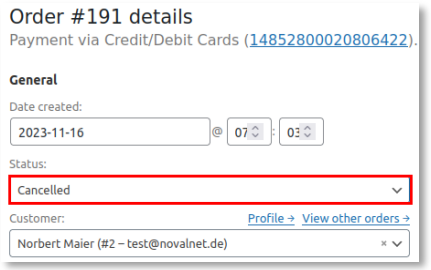


Figure 83

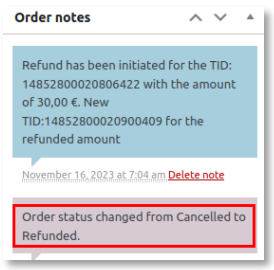


Figure 84

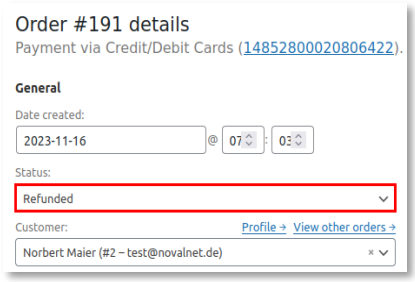


Figure 85

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



Figure 86

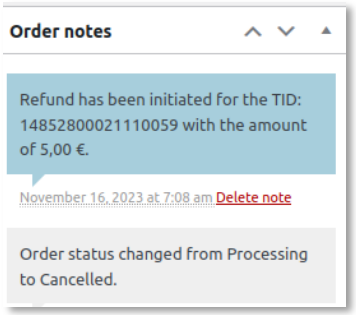


Figure 87

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4.7.2 Refunding an Instalment order

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

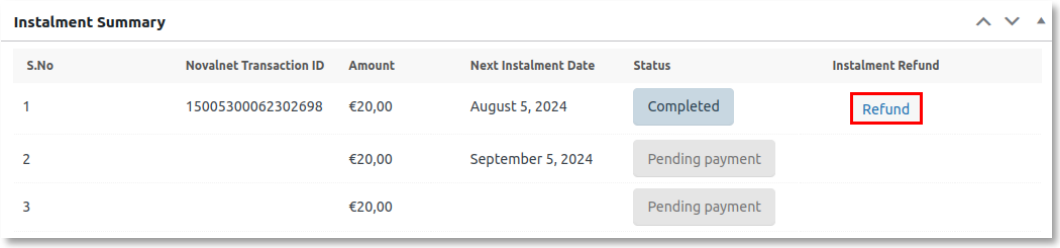


Figure 88

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

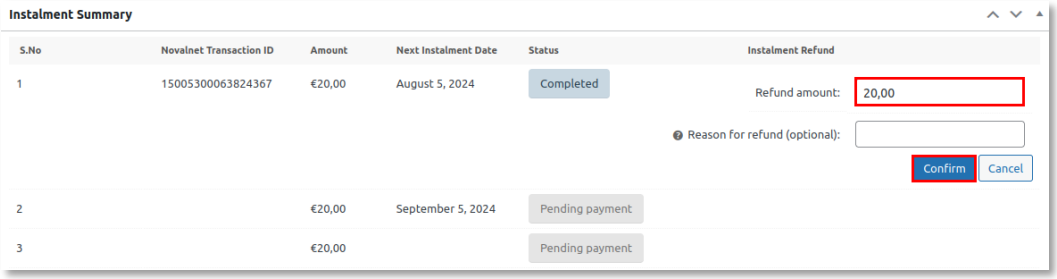


Figure 89

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

4.8 Cancelling Instalment Orders

4.8.1 Cancelling Instalment Orders through Order Status

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

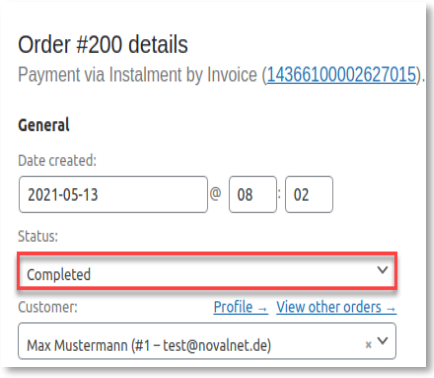


Figure 90

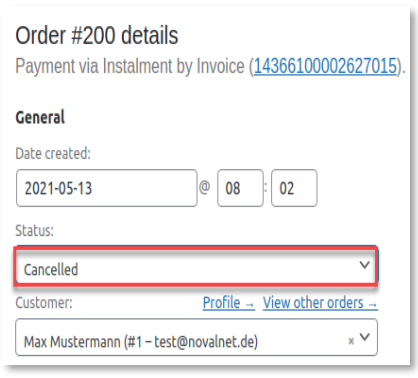


Figure 91

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

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

4.8.2 Instalment Cancellation Options

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

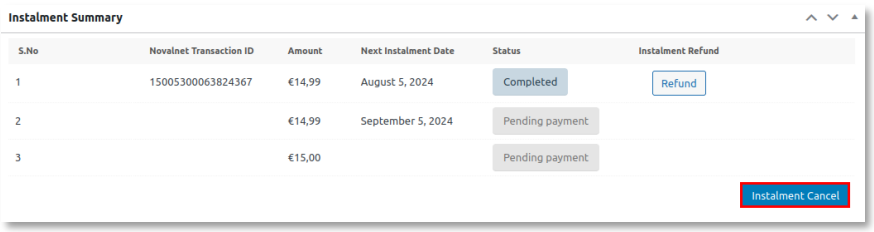


Figure 92

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

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

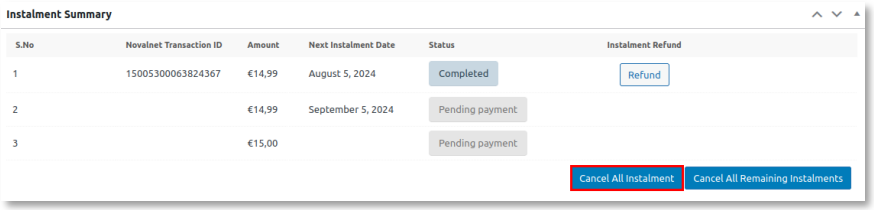


Figure 93

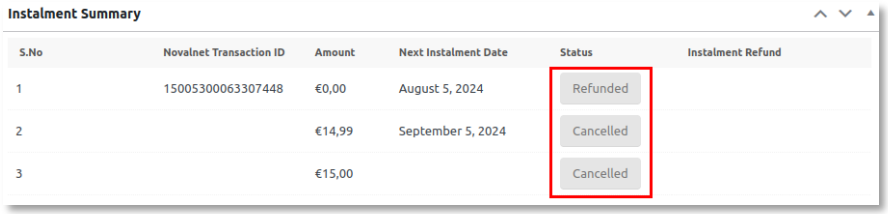


Figure 94

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

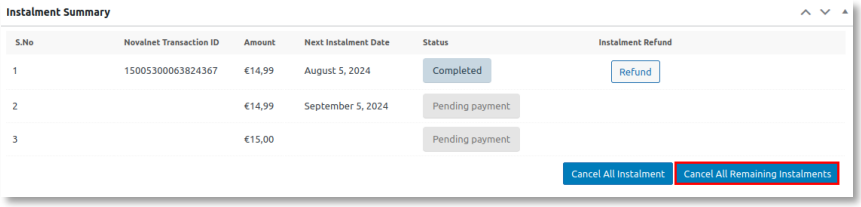


Figure 95

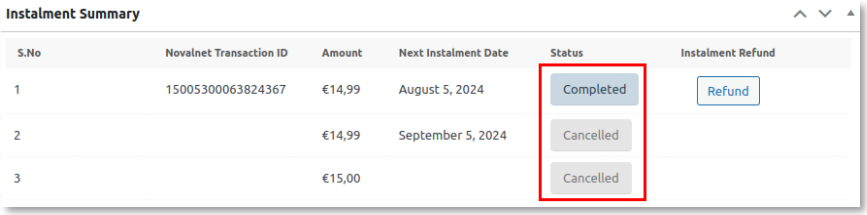


Figure 96

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4.9 Changing the order amount

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

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

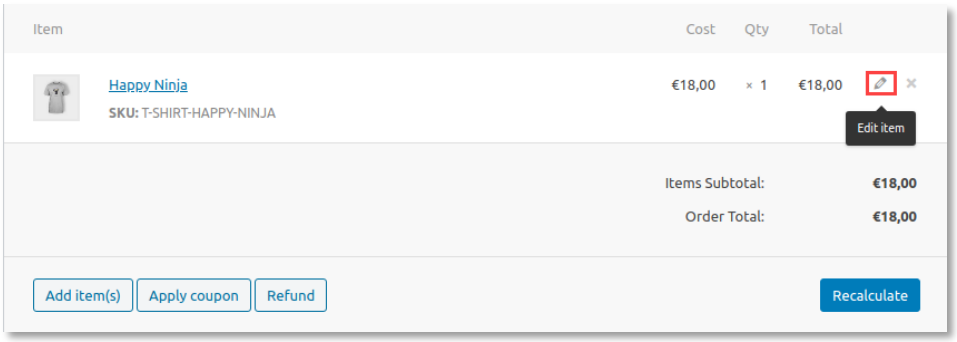


Figure 97

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

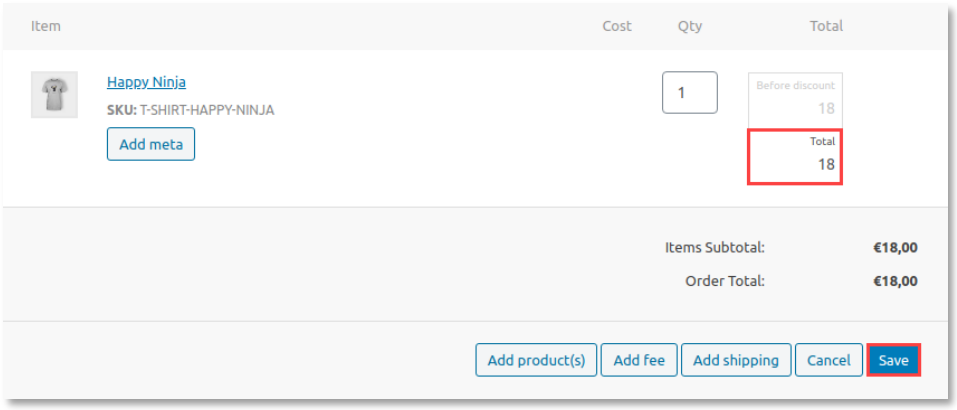


Figure 98

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

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

5 MANAGING SUBSCRIPTION

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

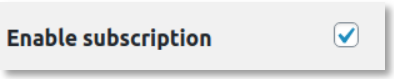


Figure 99

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

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

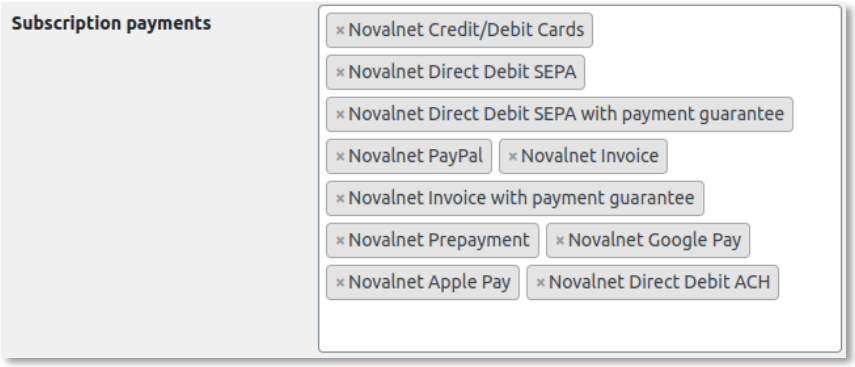


Figure 100

Subscription Tariff ID

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

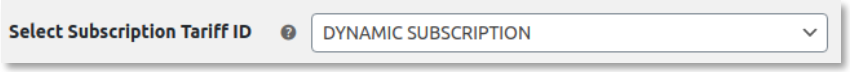


Figure 101

Please visit: https://developer.novalnet.com/corecompetencies/dynamic to know more about the dynamic subscription creation in the Novalnet Admin Portal.

Enable Shop-Based Subscription

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

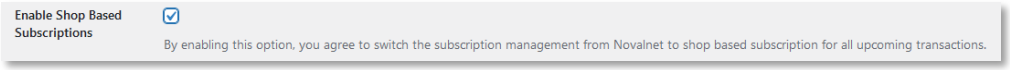


Figure 102

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

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

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

NOVALNET AG
Payment Institution
Gutenbergstr. 7
D-85748 Garching

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Fax: +49 89 9230683-11
E-mail: technic@novalnet.de
Tax id: DE254954139

Board of Directors: Gabriel Dixon (CEO), Johnson Rajdaniel (CFO)
Chairman of the supervisory Board: Frank Haussmann
Commercial register number: HRB 167381

Display Subscription Cancellation Option for Buyer

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

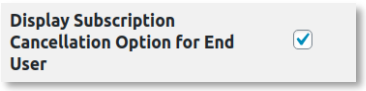


Figure 103

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

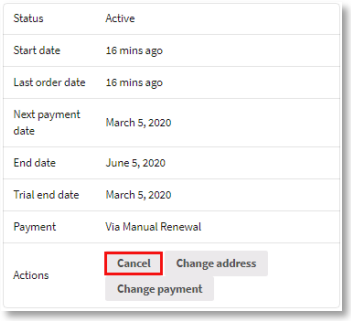


Figure 104

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

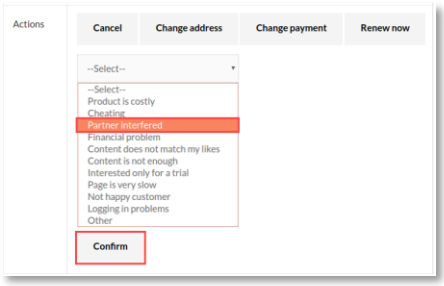


Figure 105

5.1 Suspending / Reactivating subscriptions

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



Figure 106

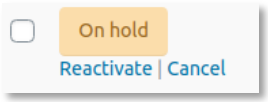


Figure 107



Figure 108

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

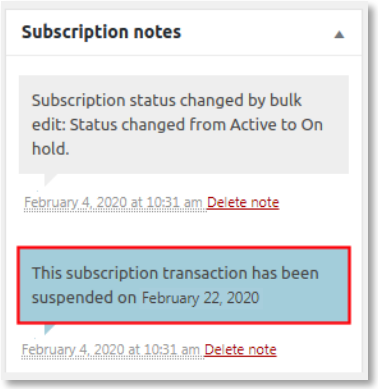


Figure 109

5.2 Changing the subscription's payment date

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

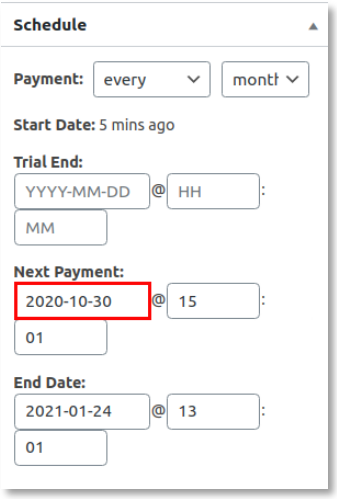


Figure 110

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

5.3 Changing subscription payment method

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

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

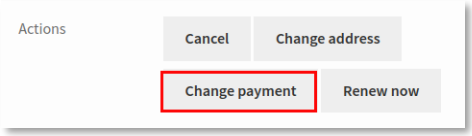


Figure 111

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

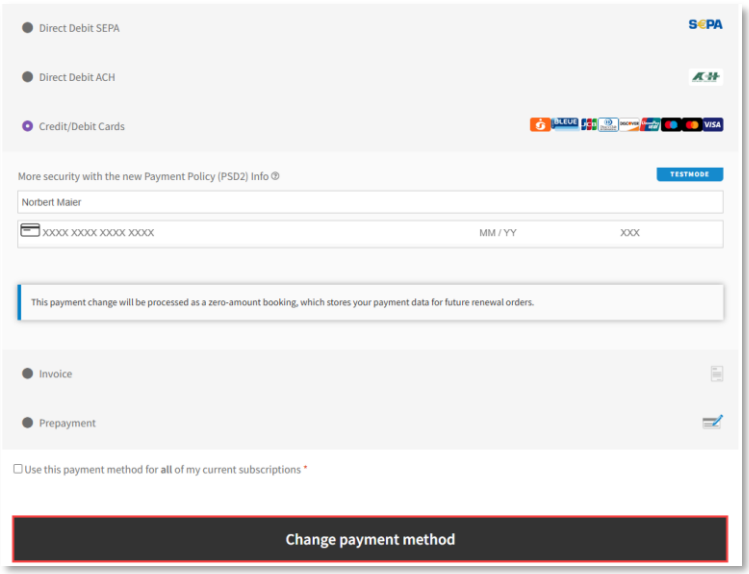


Figure 112

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

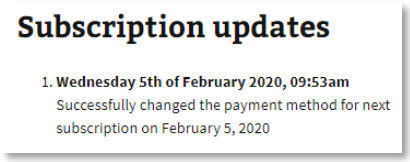


Figure 113

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

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

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

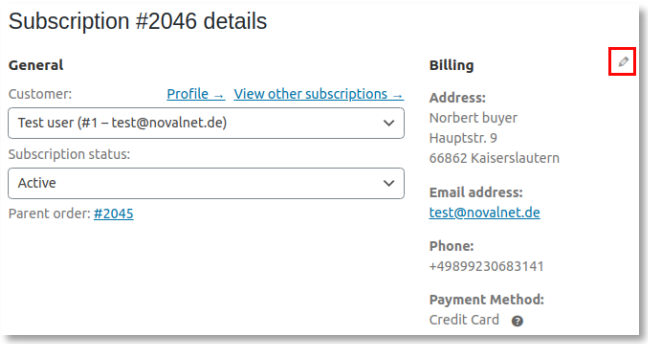


Figure 114

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

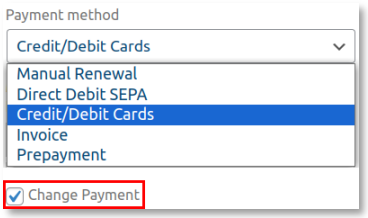


Figure 115

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

5.4 Changing the subscription amount

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

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

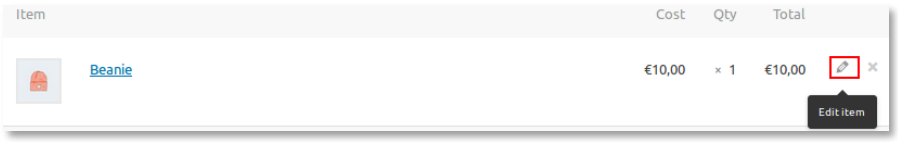


Figure 116

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

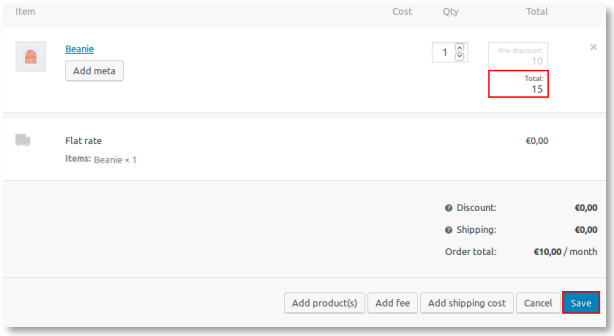


Figure 117

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

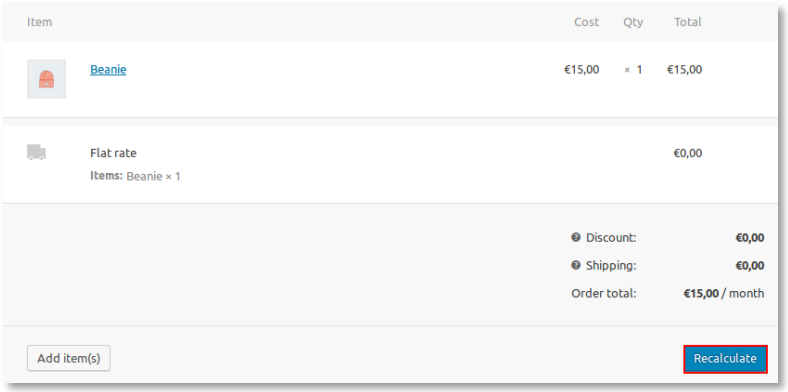


Figure 118

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

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5.5 Cancelling subscriptions

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



Figure 119

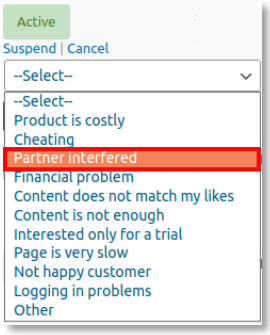


Figure 120

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

6 UNINSTALLATION

To uninstall the Novalnet payment gateway, please follow the steps below.

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

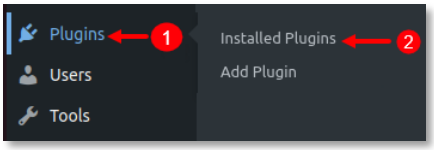


Figure 121

Step 2: Under the plugin **Novalnet Payment Gateway for WooCommerce**, click **Deactivate** as shown below.

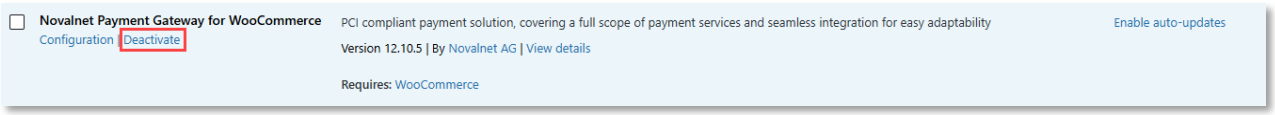


Figure 122

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

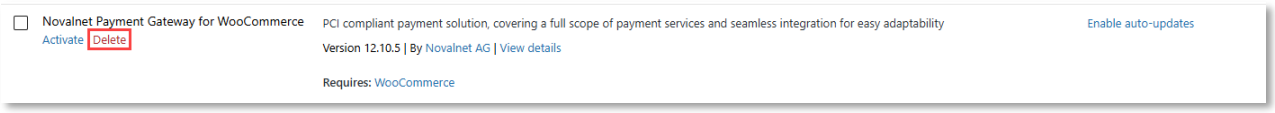


Figure 123

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

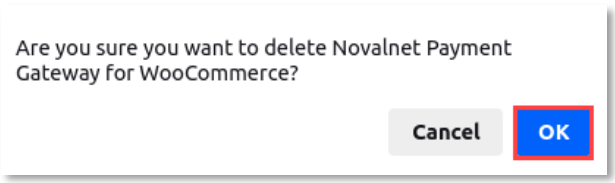


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7 TECHNICAL SUPPORT THROUGH NOVALNET

For any questions or further enquiries, please contact one of the following departments as per your requirement. Our in-house experts are ready to assist you in case of queries or issues.

For **installation assistance,** contact technic@novalnet.de or call +49 89 9230683-19.

For a **merchant account, new payment plugin, or additional payment methods,** please contact sales@novalnet.de or call +49 89 9230683-20.

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

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