

# Klarna.

User Guide

for [Klarna Checkout](#)

PrestaShop module

Module version TBD

User Guide updated 2024-Mar-18

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## Overview

This module provides an integration for Klarna Checkout with PrestaShop. Change log is available at:

## Installation

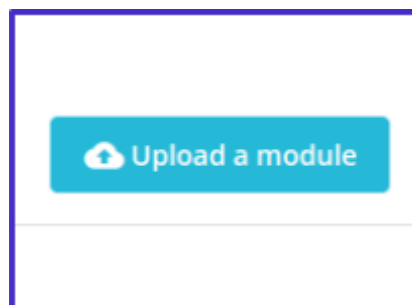
### Module requirements / Versions compatibility

- PrestaShop version: 1.7.2.x - 8.1
- PHP version: 7.1.x - Latest version compatible with PrestaShop 8
- 2 decimals are required

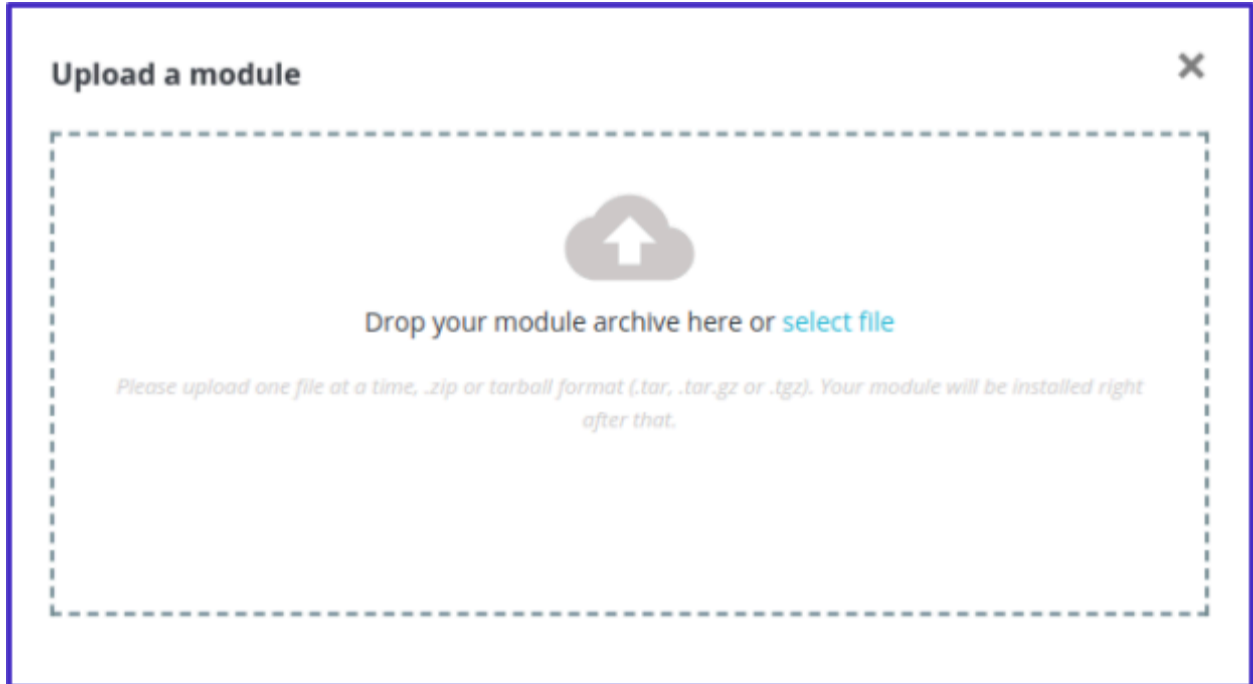
There are two ways that the module can be installed in PrestaShop:

### PrestaShop Modules Manager

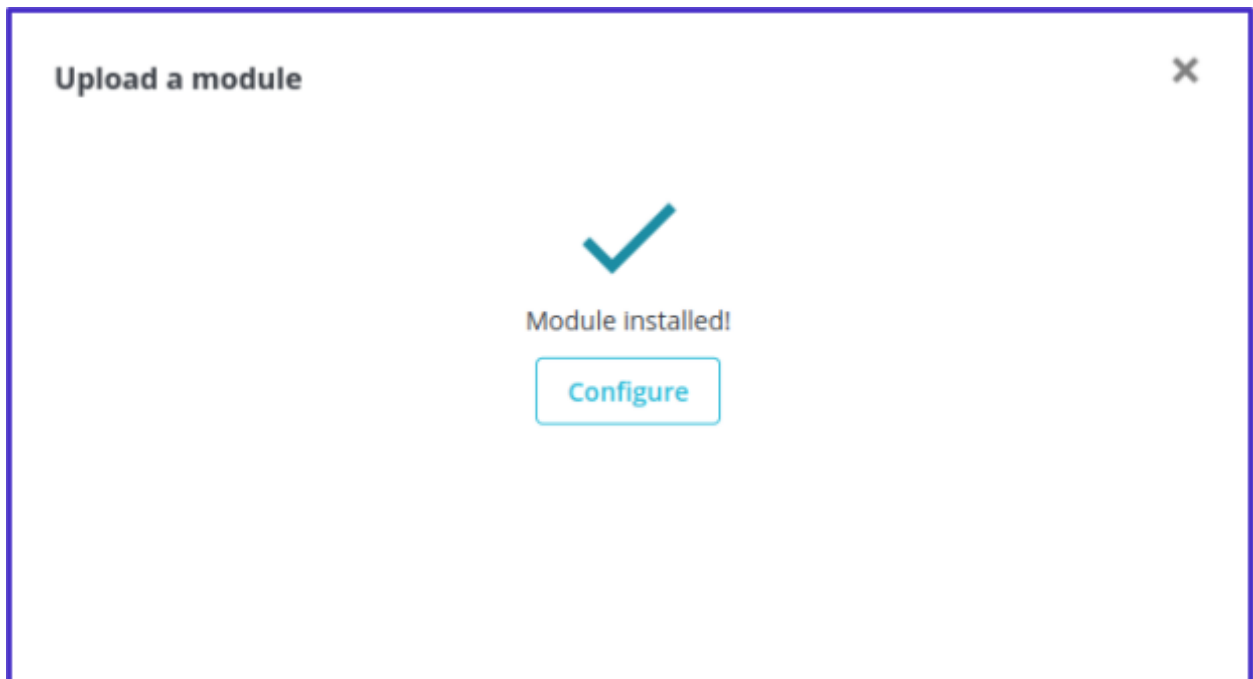
- Log into Backoffice.
- Navigate to Modules -> Modules Manager menu.
- Click on the Upload a Module button, and a dialog box will appear.



- Drag & drop or select from the file browser klarnapayments.zip file to Upload a module dialog.



You will receive the Module installed! success message:



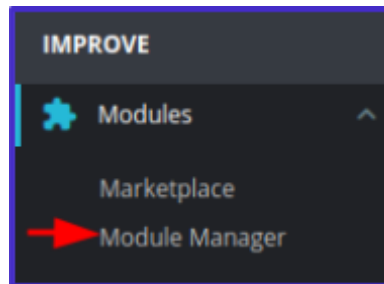
## FTP

1. Download the klarnacheckout.zip file to your computer.
2. Extract it.
3. Upload klarnacheckout folder using an FTP client (such as [FileZilla](#)) into the PrestaShop modules directory.
4. Log into Backoffice.
5. Navigate to Modules -> Modules Catalog menu.
6. Type the module name in the search.
7. Hit the Install button to finish the installation.

## How To Find The Module

After installation you will be able to go to configure straight from the pop-up, however, if you want to come back later you will need to take a different approach.

To find the Klarna Checkout module go to Modules -> Module Manager



Type "Klarna" in the search field at the top of the Module Manager page. Click "Configure" to access module settings

Dashboard

SELL

Orders

Catalog

Customers

Customer Service

Stats

IMPROVE

Modules

Module Manager

Design

Shipping

Payment

International

CONFIGURE

Module Manager > Modules

## Module manager

Upload a module

Help

Modules

Alerts

Updates

Category

All categories

Status

Show all modules

Bulk actions

Uninstall

### Payment



#### Bank transfer

v2.1.3 - by PrestaShop

Upgrade available

Accept wire payments by displaying your account details during the checkout.

Configure



#### Klarna Checkout

v1.0.0 - by Invertus

Klarna Checkout enhances the purchasing process by offering flexible payment options (Pay Later, Pay in Parts, Pay Now), a simplified checkout experience, and increased security for both consumers and merchants.

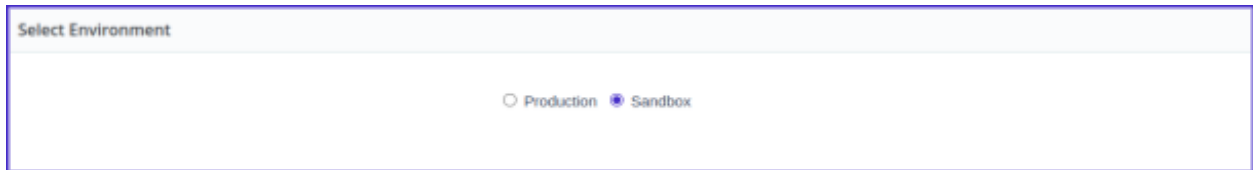
Configure



## Module configuration

### Settings

#### Environment Selection



The screenshot shows a configuration block titled "Select Environment". It contains two radio button options: "Production" (which is selected) and "Sandbox".

The “Select Environment” mode block consists only of two checkboxes. These checkboxes will allow you to quickly switch between the production and playground environment if needed. By default, “Production” mode is selected, so don’t forget to change the mode before testing.

#### Klarna API Connection

In the API key authentication block, you will have to enter the Klarna API username and password to connect to the module and be able to use all of its features.

To connect to the playground sandbox or production environment, you will need to enter your API credentials and select the API endpoint, which is the region in which you have created your Klarna account. (Currently, a store can only be associated with a single API endpoint, so not [all Klarna regions](#) may be supported for a single store, but multiple endpoints could be supported with Prestashop’s [multistore functionality](#).)

To create a sandbox account you need to access [the Klarna Playground dashboard](#). There you will be able to select the API endpoint you want.



## Sign-up for a European test account

Simply enter your email address, access the merchant portal for credentials and start testing.

[\(Sign-up for a US test account?\)](#)

[\(Sign-up for a AU test account?\)](#)

Email

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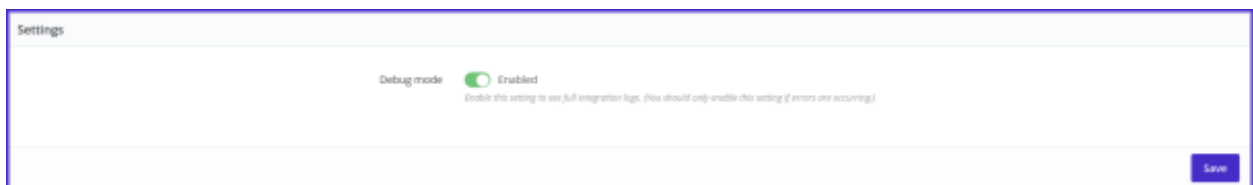
SIGN-UP

The production account creation is similar; access [Klarna Merchant Portal](#) where you must select the account locale and follow further account creation steps.



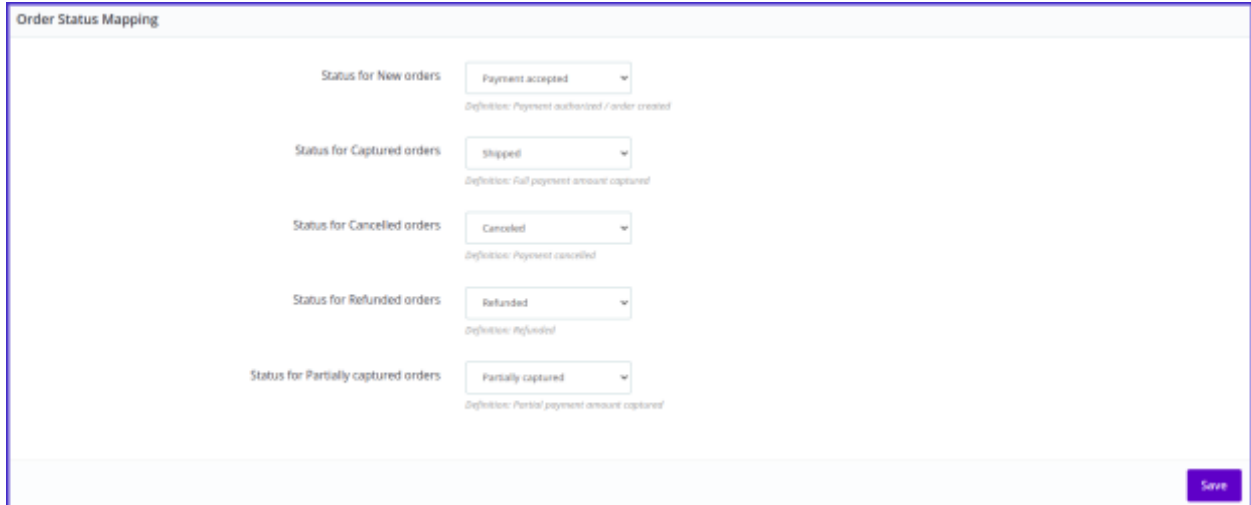
## Settings

In the setting section, you will be able to activate module debug mode. With this enabled, you will see full integration logs. We recommend enabling this feature only for debugging purposes. More details about the Logging functionality can be seen in the [Logs part of this document](#).



## Order Status Mapping

In the Klarna order status mapping section, you will have the option to map Klarna order states to PrestaShop order statuses.



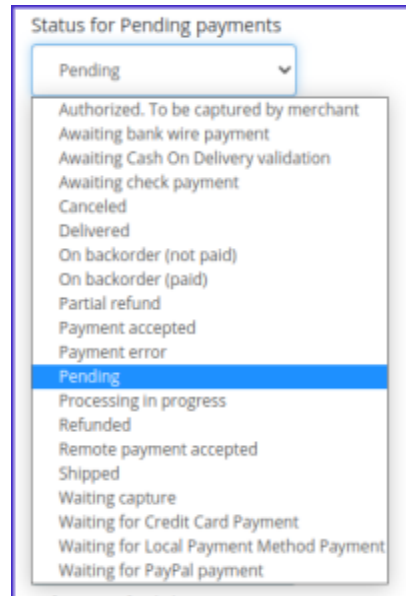
The screenshot shows the 'Order Status Mapping' configuration page. It features five rows, each with a label on the left and a dropdown menu on the right. Below each dropdown is a small text definition. A 'Save' button is located in the bottom right corner.

Order Status	Selected PrestaShop Status	Definition
Status for New orders	Payment accepted	Definition: Payment authorized / order created
Status for Captured orders	Shipped	Definition: Full payment amount captured
Status for Canceled orders	Canceled	Definition: Payment cancelled
Status for Refunded orders	Refunded	Definition: Refunded
Status for Partially captured orders	Partially captured	Definition: Partial payment amount captured

By default, these statuses are used:

- Status for New orders - Payment accepted  
This state defines orders when the payment was not captured by the merchant.
- Status for Captured orders - Shipped  
This state defines orders that have captured the payment.
- Status for Canceled orders - Canceled  
This state defines orders that have been canceled.
- Status for Refunded orders - Refunded  
This state defines orders for which the order has been refunded.
- Status for Partially captured orders - Partially captured  
This state defines orders that have been partially captured

If you need to change these statuses, simply click on the drop-down menu, and it will show all of the available states created in your PrestaShop system. Select the desired status, the one that suits your store processes the best.



### Capture upon fulfillment settings

This option allows you to capture the order when the desired PrestaShop status is selected. As soon as the order is updated to the defined PrestaShop order status, the payment is captured. The Klarna order capture API call gets triggered when the PrestaShop order is set to one of the configured statuses.

This section has two fields that control the whole functionality



Capture upon fulfillment settings

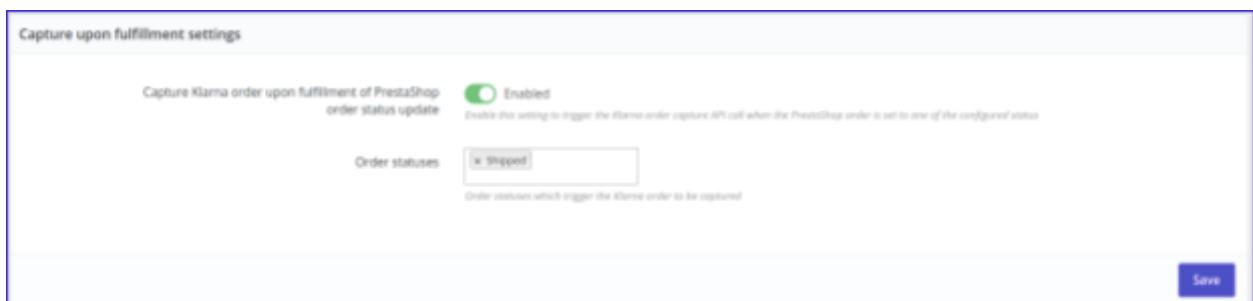
Capture Klarna order upon fulfillment of PrestaShop order status update  Disabled  
Enable this setting to trigger the Klarna order capture API call when the PrestaShop order is set to one of the configured status

Order statuses:   
Order statuses which trigger the Klarna order to be captured

Save

- **Capture Klarna order upon fulfillment of PrestaShop order status update** - this switch enables or disables the capture on fulfillment functionality.
- **Order statuses** - it is a dropdown list, where you select the order statuses, on which Klarna payment gets captured.

You enable the capture upon fulfillment and select the order status on which the order is captured and press the “Save” button. In this case, the status is “Shipped”.



Capture upon fulfillment settings

Capture Klarna order upon fulfillment of PrestaShop order status update  Enabled  
Enable this setting to trigger the Klarna order capture API call when the PrestaShop order is set to one of the configured status

Order statuses:   
Order statuses which trigger the Klarna order to be captured

Save

A new order is created, and it is set to the “Payment accepted” status, as configured in the [Order Status Mapping section of the Klarna module](#).

As soon as the order is set to the status “Shipped” it gets automatically captured as the order was fulfilled.

### Other considerations

Specifically for the US, tax is transmitted to Klarna as a separate order line item. In other regions the tax is transmitted to Klarna with each order line. This is done following the best practices defined in Klarna docs:

<https://docs.klarna.com/klarna-payments/in-depth-knowledge/tax-handling/#tax-handling-best-practices-transmitting-tax-in-the-us>

### Currency

To be supported, the currency for your shop must be configured for your Klarna merchant account.

### Versioning

It is recommended for merchants to stay up to date on the latest versions of the module to get the latest fixes and functionality. Prior to [requesting support](#), please ensure the shop is updated to the latest version.

### On-site Messaging

[On-site messaging](#) is a way to let customers know that Klarna is available on your website.

On-site messaging is supported, for standard PrestaShop themes, such as [Classic](#). Compatibility with non-standard themes is not guaranteed or supported.

On-site messaging requires a Data client ID, which is specific for the Klarna merchant account and can be retrieved from the [Klarna merchant portal](#). The shop

administrator can choose the placement type from the available options and enter that key. Product and cart pages are recommended.

The screenshot shows the 'On-site messaging' settings page in a Klarna merchant dashboard. The page is titled 'On-site messaging' and has a breadcrumb trail 'Klarna payments / On-site messaging'. A 'Help' button is in the top right. Below the title are tabs for 'Settings', 'On-site messaging', 'Styling', and 'Logs'. The 'On-site messaging settings' section includes: 'Activate on-site messaging' (Enabled), 'Data Client ID' (24ad9368-cb4f-56fe-b1ef-1d0\*\*\*\*\*), and 'Default country' (Germany). A 'Save' button is at the bottom right of this section. Below is the 'Configure on-site messaging placement' section with dropdowns for 'Footer theme', 'Top of page theme', and 'Left column theme', and text input fields for 'Footer data key' and 'Top of page data key'.

Data from the customer's browser for the shop (e.g. language and currency switcher) and shop data are used to determine the appropriate data-locale for the On-site messaging placement.

- For all non-EUR currency, the code matches currency and checks for supported language. Based on the customer's chosen language, the module returns a locale. The currency list has only one match for each country, so the module has predefined regions based on currency, e.g. if currency PLN is matched, Polish language is used, data-locale would be pl-PL. If any other language were

to be used, en-PL would be returned instead as no other language is supported for the Poland region.

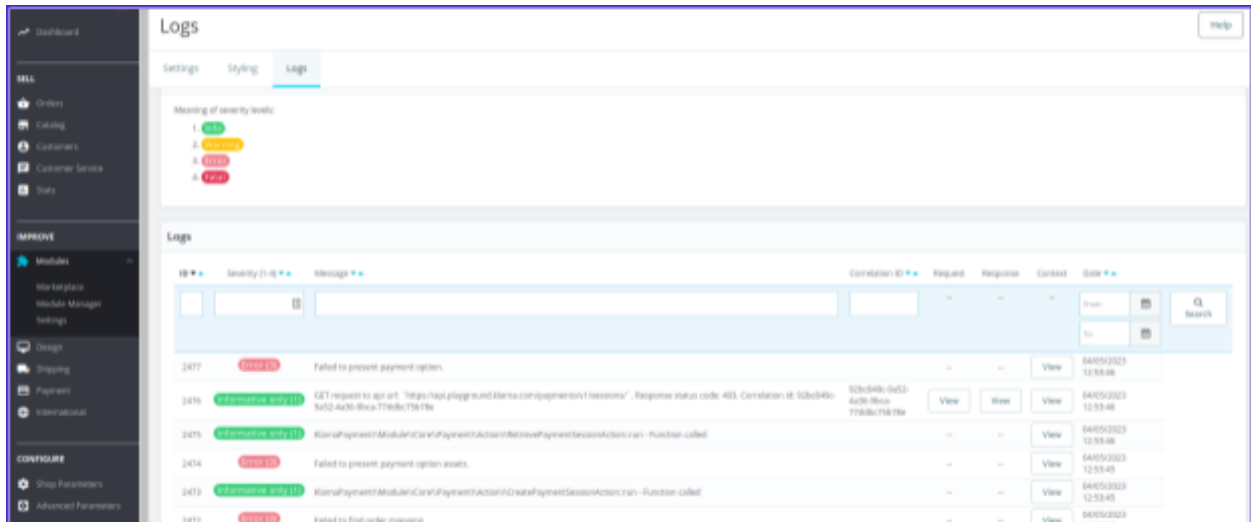
- As EUR currency supports multiple regions, the logic is more complex. The module first uses the current billing country (e.g. if the customer entered address data in checkout). If the customer's country is not set, the module uses the default shop's country. Based on the country, the module searches for a region match. Then the module proceeds to check for language and returns a specific locale. For these cases, the module first respects the current country, so the region would not differ. (The module can't use language solely as language could be used in multiple countries. For example Belgium doesn't have a single national language so without respecting the country, Belgium region would never be used.)
- On both cases if no match is found (neither currency, nor country), the module returns default locale en-\*\* based on what is configured in Klarna's settings. This locale on install will be set to default to the shop's country.

## Styling

In this tab, you can control the styling of some Klarna checkout elements, if supported by Klarna for your merchant account.

## Logs

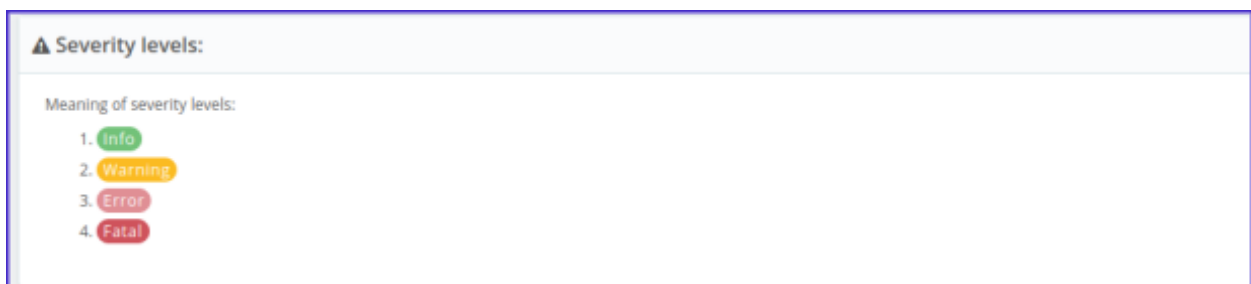
In the Logs tab, you can review the recorded events between the web services and store data that could be used to identify the problems that clients are experiencing.



The screenshot shows the 'Logs' tab in a system interface. The interface includes a sidebar with navigation options like 'Dashboard', 'MILL', 'IMPROVE', and 'CONFIGURE'. The main content area is titled 'Logs' and includes a 'Meaning of severity levels' section with a legend: 1. Info (green), 2. Warning (yellow), 3. Error (red), 4. Fatal (dark red). Below this is a table of log entries with columns for ID, Severity, Message, Correlation ID, Request, Response, Context, and Date. The table contains several entries, some with 'Info' severity and some with 'Error' severity.

## Basic information

To review the events visually quicker and identify the major issues faster there are 4 severity levels of the events that will be highlighted in different colors in the events list. The explanation of the event's colors can be found in the Severity levels section at the top of the page in the Logs tab.



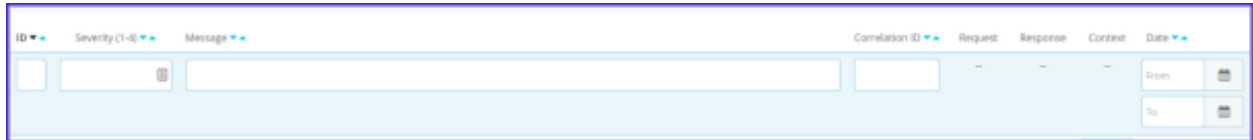
The screenshot shows the 'Severity levels' section in the Logs tab. It features a legend with four items: 1. Info (green circle), 2. Warning (yellow circle), 3. Error (red circle), 4. Fatal (dark red circle).

The logs list can be also filtered by:

- ID - event ID;
- Severity level (1-4) - number of severity levels from 1 to 4;
- Message - full message text or part of the message text;



- Correlation ID - Klarna response identifier;
- Date (from, to) - there are two options to enter the date - you can either select the date in the calendar or enter the date manually in mm/dd/yyyy format.



The screenshot shows a search filter interface with the following fields and options:

- ID**: A dropdown menu.
- Severity (1-4)**: A dropdown menu.
- Message**: A text input field.
- Correlation ID**: A text input field.
- Request**: A dropdown menu with a hyphen (-) selected.
- Response**: A dropdown menu with a hyphen (-) selected.
- Context**: A dropdown menu with a hyphen (-) selected.
- Date**: A dropdown menu.
- From**: A date selection field with a calendar icon.
- To**: A date selection field with a calendar icon.

Once you enter the details that you want to filter your events list by, all you need to do is to click the Search button.

## Detailed log information

You can also see additional information for each logged event. Most of the logs will have:

- Request;
- Response;
- Context;
- Correlation ID.

You see more details by clicking the “View” button under each row.

**Request** - full request data that is sent from the module to Klarna API, including HTTP headers and raw body.

**Response** - full response data that is received from Klarna API, including response status code, headers, and raw body.

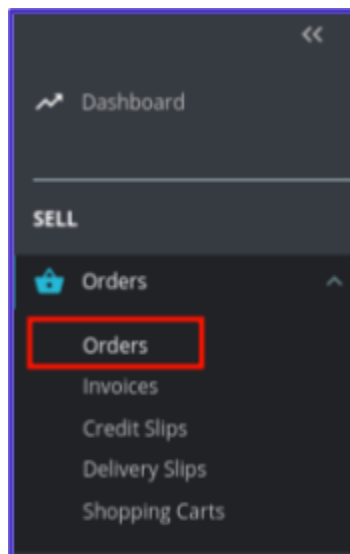
**Context** - additional context data that is associated with each logged row.

**Correlation ID** - an identifier that each Klarna response will have. It can help to trace specific issues with Klarna support.

## Order Management

### Orders

Klarna module allows you to manage and see the order information. To see that you need to navigate to the **Orders -> Orders** page in the PrestaShop admin panel.



There you will find all of the orders created in your shop including those processed by the Klarna module. Those orders will be set to different statuses depending on the payment state. You can see additional order information by clicking on the “View” button.

## Capture and Cancel Payments

There are multiple ways to capture your payments.

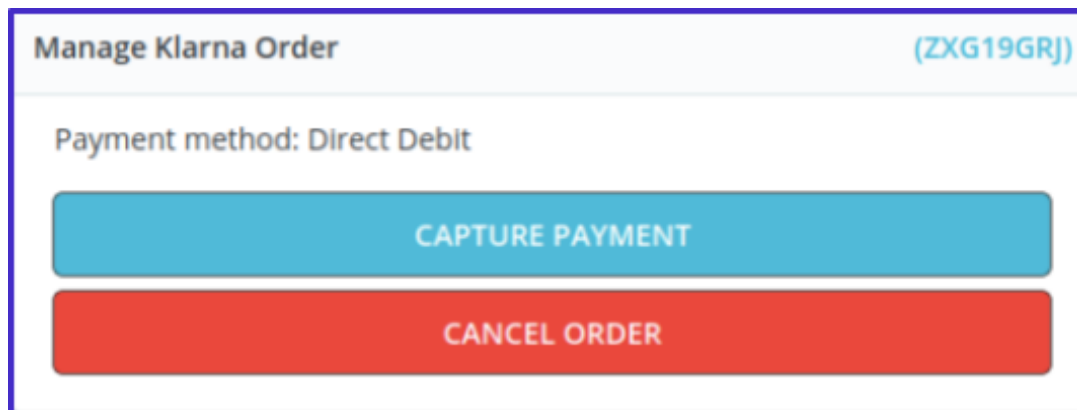
You can capture payments automatically when it reaches the desired PrestaShop order status using the [Capture upon fulfillment functionality](#), please refer to that section of the document.

You can also do that manually from the PrestaShop orders management page.

If the order was processed by the Klarna system in the detailed order view you will see a new section added.

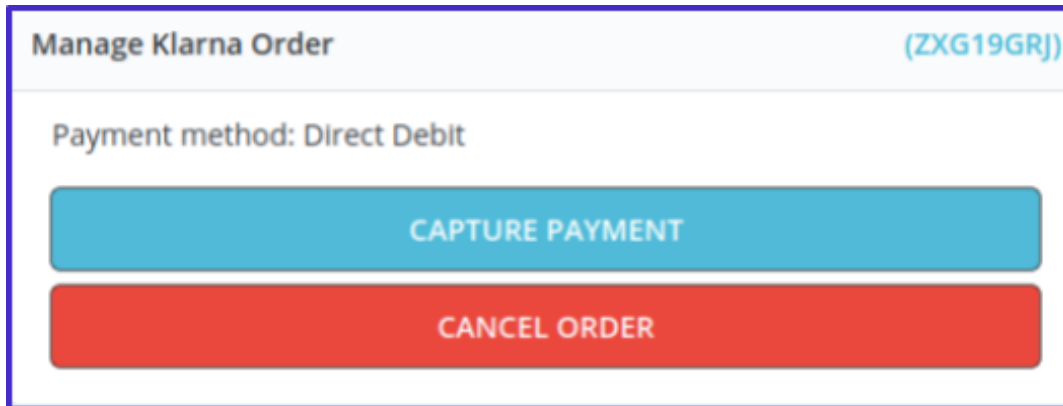
To capture the payment you would need to click the first button with the label **CAPTURE PAYMENT**. Once the button is clicked the payment will be captured and the order status will be set to the one that was defined in the [Order Status Mapping](#) settings.

Before the payment is captured you can also cancel it. To do that you would need to click the **CANCEL ORDER** button and the order status will be set to the one that was defined in the [Order Status Mapping](#) settings.

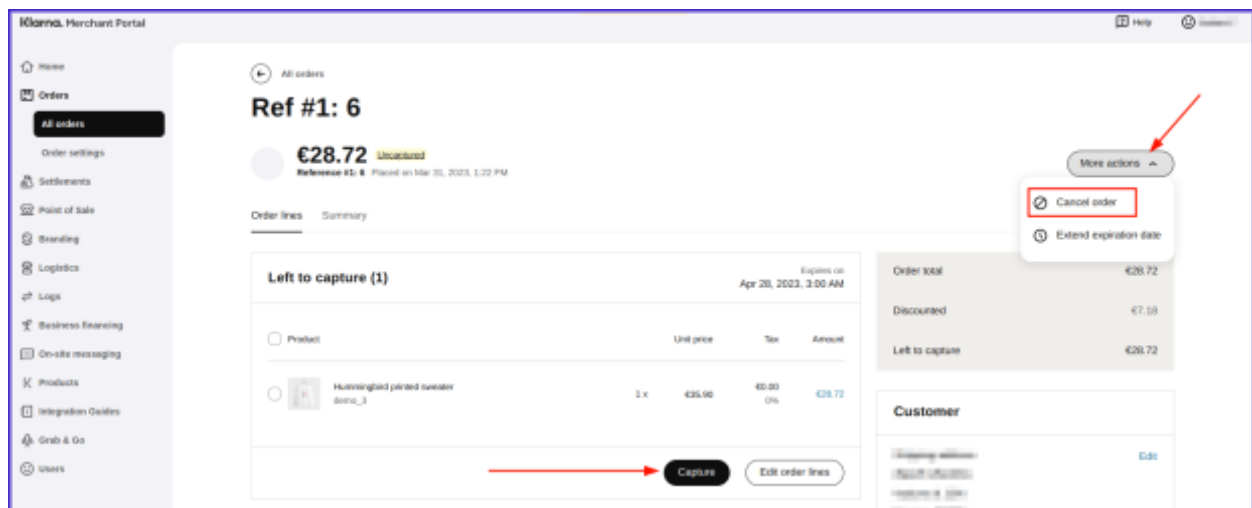


**While orders can also be managed within the Klarna merchant portal, it is recommended to do order management within your PrestaShop admin** to keep the data in sync between Klarna and your shop. Updates made in the Klarna Merchant Portal will not update the order in your PrestaShop store.

You can access the Klarna Merchant Portal order by clicking the Klarna reference number:



Inside the Klarna merchant portal, you can view more information about the order and transaction information.



## Partial Capture

You can select items that can be captured from your order management page. If that does not suit you, there is an option to capture the order amount instead of the items

included in the order. To partially capture orders you need to click on the **CAPTURE ORDER** button on the order management page

**Manage Klarna Order** (DV0KH84X)

Payment method: Slice it (Fixed Payments by Card)

Captured: €0.00

Refunded: €0.00

Left to capture: €835.72

**CAPTURE ORDER**

**CANCEL ORDER**

You will be greeted with a modal that displays the order in more detail, you will see all of the items that are available to capture as well as the total amount.

You can capture up to €835.72

<input type="checkbox"/>	Quantity	Item	Amount
<input type="checkbox"/>	1	Hummingbird printed sweater	€828.72
<input type="checkbox"/>	1	Shipping	€7.00

Capture amount

Close Capture

To capture individual items you need to select the checkbox on the left. Once that is done the amount to be captured will appear on the button and it will become active. Keep in mind that you are not able to capture more than the order amount that is left to capture, so if that becomes the case, the button will become inactive once again. A similar process is with order amount capture, you enter the amount in the field which is presented when you click the link **Capture amount**

**You can capture up to €835.72** x

Amount to capture

[Capture order lines](#)

You can partially capture orders as long as there is some amount to capture.

As soon as you partially capture the order status will be set to the one that was defined in the [Order Status Mapping](#) settings.

All of the capture attempts can be seen in the same Klarna order management section.

**Manage Klarna Order** (8XC6J4H0)

Payment method: Pay by card

Captured: €28.72

Refunded: €0.00

Left to capture: €0.00

**Capture #1**

Quantity	Item	Amount
1	Hummingbird printed sweater	€28.72

## Refunds

Only captured Klarna transactions can be refunded.

In the order list you will see orders with the status “Payment accepted”, these orders can be refunded. The refund can be initiated by clicking the **Refund** button on the order management page. Once the order is captured the Klarna section will change and have the refund button.

**Manage Klarna Order** (8XC6J4H0)

---

Payment method: Pay by card

Captured: €28.72

Refunded: €0.00

Left to capture: €0.00

**Capture #1**

Quantity	Item	Amount
1	Hummingbird printed sweater	€28.72

[Refund](#)

When the button is clicked you will see a modal with items available for refund action. To initiate a full refund select all of the items (or enter the whole order amount) and click refund.

**You can refund up to €28.72** x

<input type="checkbox"/>	Quantity	Item	Amount
<input type="checkbox"/>	1	Hummingbird printed sweater	€28.72

**Refund amount** [Close](#) [Refund](#)

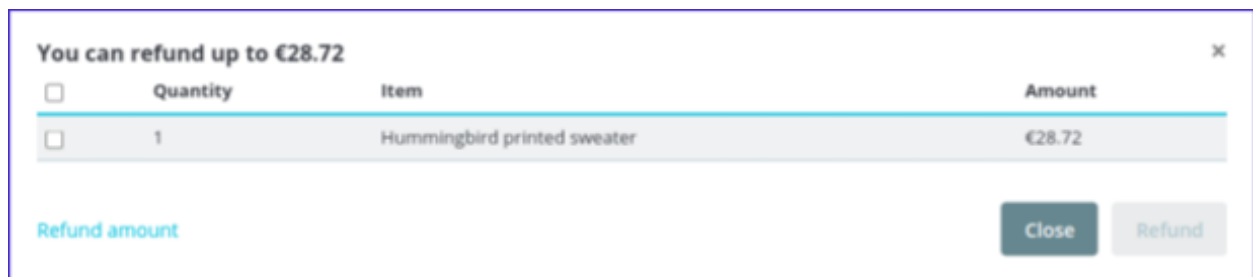
As soon as you issue the refund the order status will be set to the one that was defined in the [Order Status Mapping](#) settings.

## Partial Refund

Same as with the [Partial Capture](#) you can refund part of your Klarna order or a selected amount of that order.

To partially refund an order you need to navigate to the orders management page, there click on the order that was captured or at least partially captured. Same as for a full refund you will find a refund button in the “Manage Klarna Order” section.

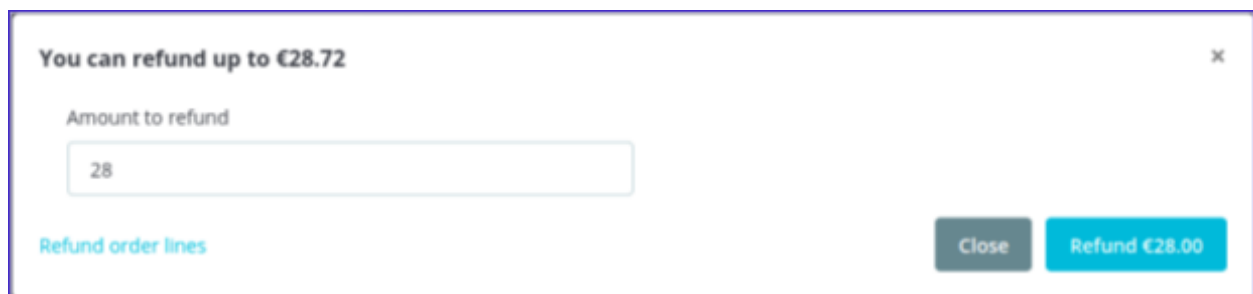
Once the button is clicked a modal will open up and there you will be able to either refund items or the amount you define.



The screenshot shows a modal window titled "You can refund up to €28.72" with a close button (X) in the top right corner. Below the title is a table with three columns: "Quantity", "Item", and "Amount". The table contains one row with a checkbox in the first column, "1" in the "Quantity" column, "Hummingbird printed sweater" in the "Item" column, and "€28.72" in the "Amount" column. Below the table, there is a link "Refund amount" on the left and two buttons, "Close" and "Refund", on the right.

<input type="checkbox"/>	Quantity	Item	Amount
<input type="checkbox"/>	1	Hummingbird printed sweater	€28.72

[Refund amount](#) Close Refund



The screenshot shows a modal window titled "You can refund up to €28.72" with a close button (X) in the top right corner. Below the title is a label "Amount to refund" followed by a text input field containing the number "28". At the bottom left, there is a link "Refund order lines". At the bottom right, there are two buttons: "Close" and "Refund €28.00".

**You can refund up to €28.72** X

Amount to refund

[Refund order lines](#) Close Refund €28.00

The list of refunds will be visible in the same Klarna management section as captures.



Manage Klarna Order (8XC6J4H0)

Refunded: €28.00

Left to capture: €0.00

**Capture #1**

Quantity	Item	Amount
1	Hummingbird printed sweater	€28.72

**Refund #1**

Item	Amount
Custom amount	€28.00

Refunded total: €28.00

## Automatic order status synchronization

The setting “Allow automatic order status change” allows you to manage how the PrestaShop order statuses should behave based on Klarna order status. The toggle option can be found in the main module Settings

By default the toggle is enabled meaning that:

- Prestashop order statuses will be updated according to Klarna's order status
- The update is done only once to the same status, so you can still set custom order status if needed, as it will not be overridden.

If the toggle is deactivated:

- PrestaShop statuses will not be updated according to Klarna, only the initial status for new orders will be added, allowing you to customize PrestaShop statuses to your liking.

## Support

Support requests (about Klarna account related issues) can be submitted to <http://klarna.com/merchant-support>

Or for module related support, the following email address:

[support@invertus.eu](mailto:support@invertus.eu)

We recommend using the latest module version for Klarna to support.

Compatibility with non-standard themes is not guaranteed or supported.