Klarna In-store Test cases

1. Configuration

	Test Case	Expected Outcome	Validated
1.1	**Log in to retail system admin to configure Klarna.**	Credentials valid. User able to log in.	☐
1.2	**Configuration requires admin privilege.**	Store associate is not able to change the configuration of Klarna without the right privileges.	☐
1.3	**Configure credentials.**	System admin able to configure API credentials.	☐
1.4	**Credentials are validated.** (best practice)	System admin is able to see that credentials are correct from the configuration view.	☐
1.5	**Configure profiles.**	System admin able to change profiles used for creating the session and loading the distribution view.	☐
1.6	**Activate Klarna in the admin system.**	System admin can enable/disable Klarna, when enabled Klarna is present as a payment method for store associates.	☐
1.7	**Switch between playground and live.**	System admin able to switch between Klarna test environment (playground) and live environment if system has a test mode.	☐

2. Payments

	Test Case	Expected Outcome	Validated
2.1	**Associated metadata are correct.** Buy 5 bikes 1000kr. Total 5000 kr. Full refund.	Data is sent correctly on all calls: • `merchant_reference2` should include `{{store_id}} - {{instance_id}}` • `acquiring_channel` should be set to `IN_STORE` • `profile_id` of session is correct • `profile_id` of the distribution view is correct • `User-Agent` is set to the name of partner and version of the system	☐
2.2	**Giftcards.** Buy bike 5000 kr. Pay 500 kr with gift card, and the rest 4500 kr with Klarna. Full refund.	System can do payment with a gift card with correct amount to Klarna and still do correct refund.	☐
2.3	**Discounts.** Buy bike 5000 kr. 10% order discount 500 kr. Pay 500 kr with voucher (tillgodokvitto). 4000 kr with Klarna. Full refund..	System can do payment with discount and voucher, with correct amount to Klarna and still do correct refund.	☐
2.4	**Partial refunds.** Buy bike 5000 kr and a bike frame 4000 kr. 1% order line discount on bike frame = 40 kr. Order discount 10% = 896kr. Klarna = 8064 kr. Two partial refunds.	System can handle combination of discounts and multiple refunds are reflected correctly. Total for Klarna = 8064 SEK.	☐
2.5	**Complex discounts structure.** Buy bike 4999 kr and a bike frame 3999 kr. 10 % order line discount on bike frame = 399,9 kr. Order discount 10% = 859,81kr. Klarna = 7738,29 kr. Two partial refunds.	System can handle combination of discounts and multiple refunds are correct. Klarna total = 7738,29 SEK.	☐
2.6	**Split payments.** (Mandatory behavior when system supported) Buy bike 5000 kr. Pay 2500 kr paid with cards, and the rest 2500 kr with Klarna. Full refund.	See that POS can do payment split payments and declares the 2500 kr paid by card as Store Credit. Payment done using Klarna happens after the payment by Card. It is not possible to pay with Klarna before paying by card.	☐

2.7	**Manual identity check.** Buy bike 5000 kr. Full refund.	Complete payment using test profile that enables Manual Identity Check. • session profile_id must be "*test-profile-with-manual-identification*" • store associate should have to manually validate the identity of the consumer to complete the payment	☐
2.8	**Denied purchase.** Buy bike 5000 kr. Purchase is not completed.	Try to complete payment using test triggers that denies payment. System shows that purchase was denied. • e-mail address contains ...+denied@...	☐
2.9	**Denied identity check.** Buy bike 5000 kr. Purchase is not completed.	Try to complete payment using test profile that enables Manual Identity Check. • session profile_id must be `test-profile-with-manual-identification` • Store associates refuses identity • purchase is not completed	☐
2.10	**Cancelled payment by consumer.** Buy bike 5000 kr. Purchase is cancelled by consumer.	Start payment process from System, cancel payment from the Consumer device. Payment should be detected as unsuccessful by System.	☐
2.11	**Cancelled payment by store associate.** Buy bike 5000 kr. Purchase is cancelled by store associate.	Start payment process from System, store associate cancels payment from distribution view. Payment should be detected as unsuccessful by System.	☐

3. Post Purchase

	Test Case	Expected Outcome	Validated
4.1	**Klarna payment information on receipt.**	Receipt given to the consumer contains correct information: • Klarna is shown as a payment method with correct amount (when split payment) • Klarna reference is printed	☐
4.2	**Order created in POS contains Klarna's details.**	Order visible on POS with Klarna as Payment method • correct order amount matching Klarna Order • order details match klarna merchant portal (order_id) • klarna_reference is also available	☐
4.3	**Integrated refund.** (Integrated Order Management)	Order Management functionality (capture / refund / cancellation) is possible from the Order and triggers correct behaviors. Store associate can find the order from the consumer receipt.	☐
4.3	**Manual refund.** (Non-integrated Order Management)	Store associate has available information to retrieve order from Merchant Portal. • One of merchant_reference1, order_id or klarna_reference • Optionally, store associate has direct link to Merchant Portal's order view	☐