

Klarna

User Guide

for [Klarna Payments](#)

[PrestaShop module](#)

Module version 1.5.7+

User Guide updated 2024-Sep-12

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Overview

This module provides an integration for [Klarna Payments with PrestaShop](#). Change log is available at:

<https://addons.prestashop.com/en/other-payment-methods/43440-klarna-payment-s-official.html#overview>

More info detailed below, but some highlights:

- Version 1.5.7+ (2024-Aug) redesigned Back Office admin.
- Version 1.5.0+ (2024-Feb) supports One-page checkout's using Klarna's HPP.
- Version 1.4.0+ (2024-Jan) supports Klarna's Express Checkout.
- Version 1.3.0+ (2023-Sep) includes On-site messaging.
- Version 1.0.3+ (2023-Jun) Initial release.

Installation

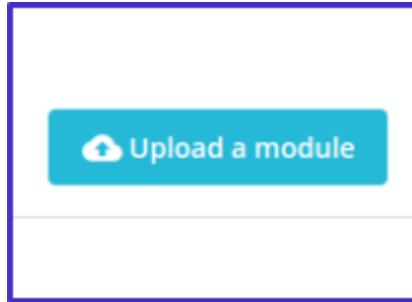
Module requirements / Versions compatibility

- PrestaShop version: 1.7.2.x - 8.1
- PHP version: 7.1.x - Latest version compatible with PrestaShop 8
- 2 decimals are recommended (but zero decimals support is supported for some PrestaShop versions with v1.5.4+)

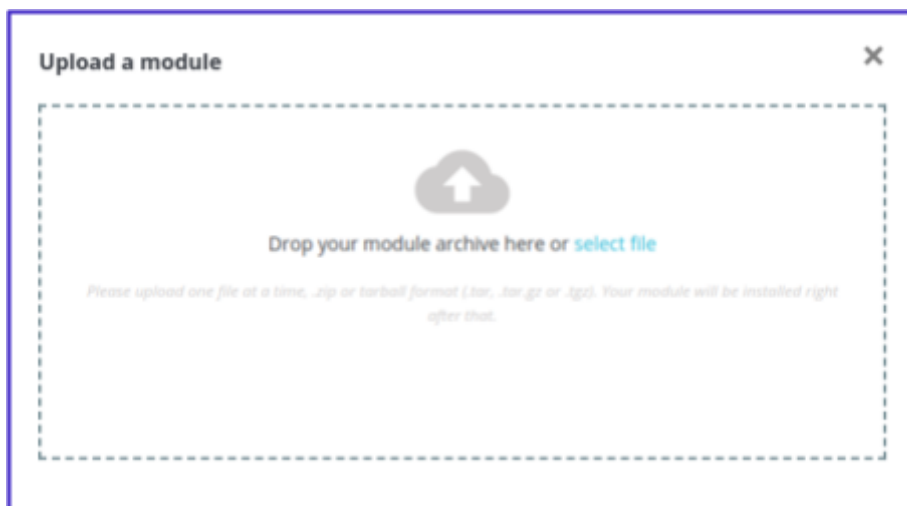
There are two ways that the module can be installed in PrestaShop:

PrestaShop Modules Manager

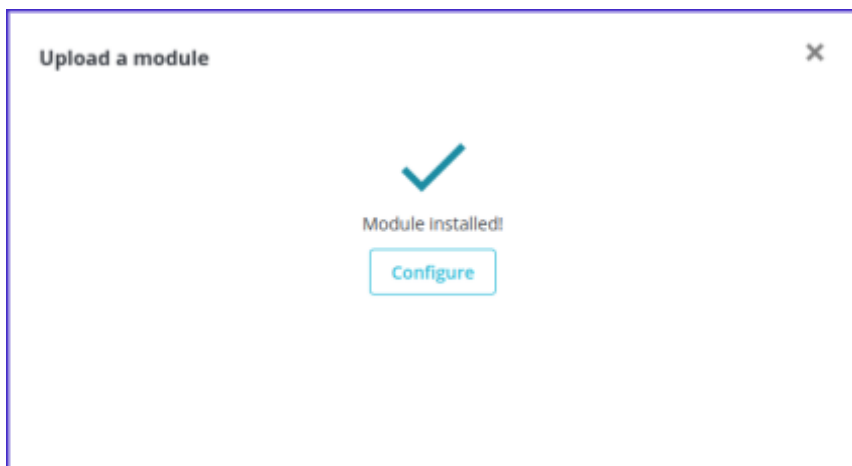
- Log into Backoffice.
- Navigate to Modules -> Modules Manager menu.
- Click on the Upload a Module button, and a dialog box will appear.



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



You will receive the Module installed! success message:



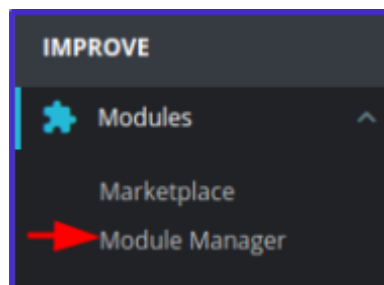
FTP

1. Download the klarnapayments.zip file to your computer.
2. Extract it.
3. Upload klarnapayments 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.

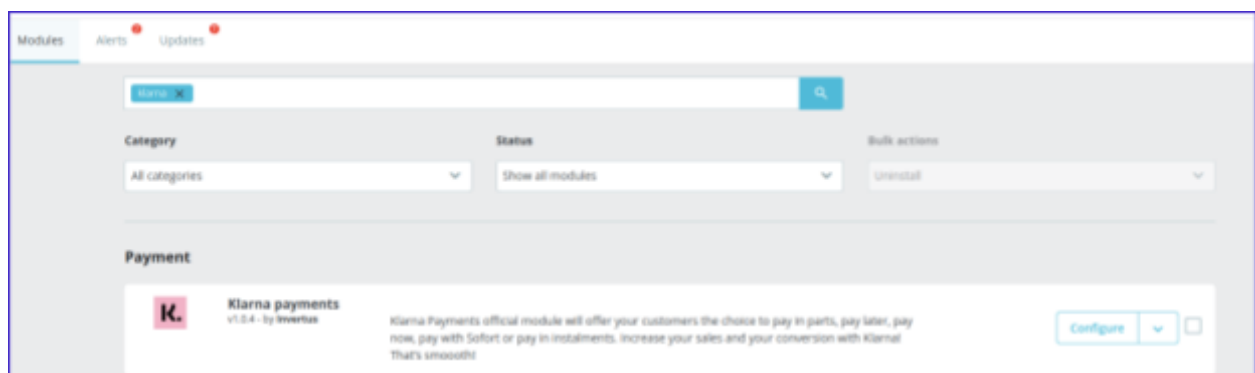
How To Find The Module

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 Payments 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



Klarna payments
v1.0.4 - by Invertus

Klarna Payments official module will offer your customers the choice to pay in parts, pay later, pay now, pay with Sofort or pay in instalments. Increase your sales and your conversion with Klarna! That's smooth!



Configure

Module configuration

Settings

The Settings page is divided into separate blocks. In this tab, you will have to establish the connection with the Klarna authentication key and configure some of the main settings..

Credentials

Klarna payments / Settings

Settings User guide

Settings Logs

Credentials

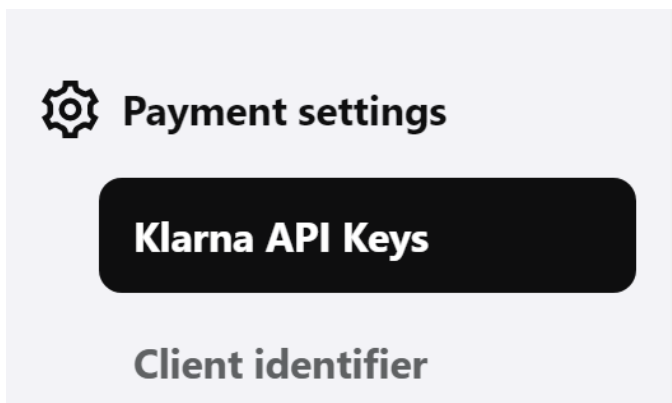
Production Playground

Europe Connected ▾

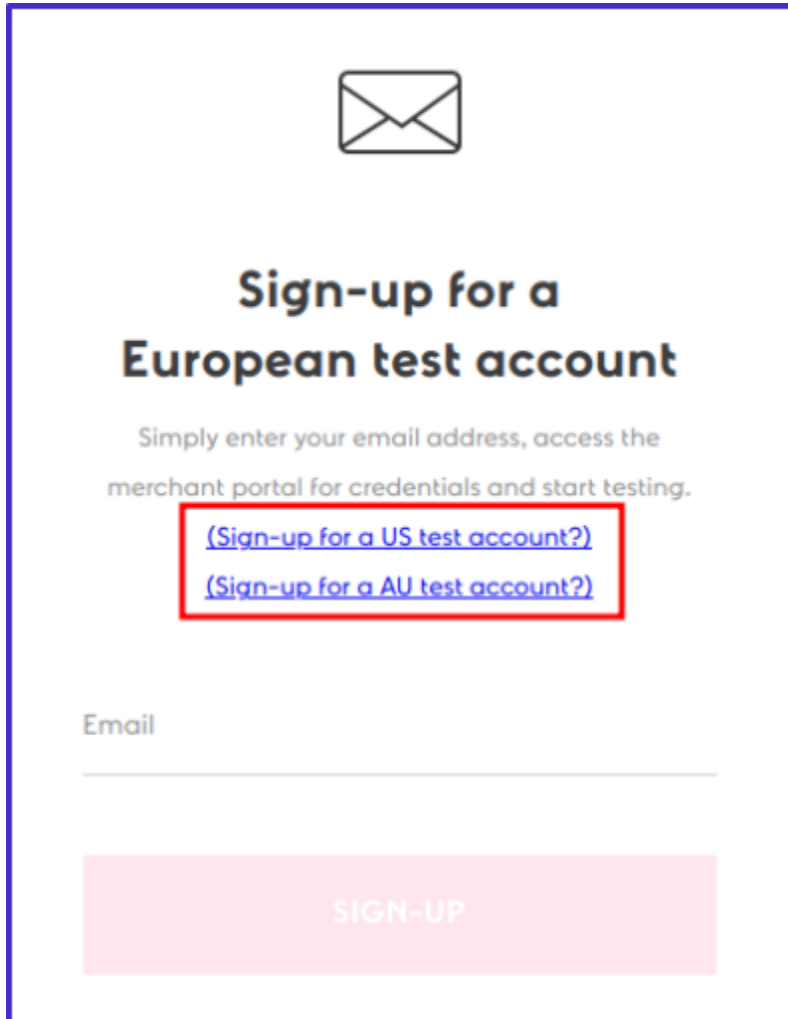
Test:	<input type="text" value="Username (Test)"/>	<input type="text" value="Password (Test)"/>	<input type="text" value="Client ID (Test)"/>
Production:	<input type="text" value="Username (Production)"/>	<input type="text" value="Password (Production)"/>	<input type="text" value="Client ID (Production)"/>

North America - US Connected ▲

Multiple regions and environments (Test, Production) can be configured. API username, API Password, and Client ID/identifier can be retrieved from the [Klarna Merchant Portal](#), under Payments settings (bottom left menu).



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



The image shows a sign-up form for a European test account. At the top is an envelope icon. Below it is the heading "Sign-up for a European test account". The text below the heading says "Simply enter your email address, access the merchant portal for credentials and start testing." There are two links: "(Sign-up for a US test account?)" and "(Sign-up for a AU test account?)", both highlighted with a red box. Below the links is an "Email" input field with a horizontal line underneath. At the bottom is a pink "SIGN-UP" button.

Klarna Payments

Klarna Payments should be enabled if you have a direct merchant account with Klarna, and those Klarna API credentials are used in this module for Klarna as a payment method in your shop's checkout.

On-site messaging

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

As of version 1.3.0+, 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.

Klarna payments / On-site messaging

On-site messaging

Settings On-site messaging Styling Logs

On-site messaging settings

Activate on-site messaging Enabled

Data Client ID

Enter the data-client-id for your Klarna merchant account, which can be retrieved from the Merchant Portal under On-site messaging app -> Installation

Default country

Select the default country if the locale for on-site messaging cannot be determined based on customer's address in checkout and store front currency. May be necessary when EUR currency is selected on storefront.

Save

Configure on-site messaging placement

Footer theme

Footer data key

Top of page theme

Top of page data key

Left column theme

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.

Express Checkout

Express Checkout gives your customers a fast and convenient way to purchase with Klarna. Partners who have integrated Express Checkout see an improved customer experience, increased conversion rates, and a higher AOV.

To learn more about Express Checkout, refer to the [product documentation](#).

To activate Express Checkout, you need to register your store's URL in the Merchant Portal. Copy your account's Klarna Client Identifier into the "Klarna Express Checkout" configuration menu within "Klarna Payments" in your PrestaShop admin (under Payment -> Payment Methods -> Klarna payments).

The screenshot shows the PrestaShop admin interface for configuring Klarna Express Checkout. The page title is "Klarna Express Checkout" and it is part of the "Klarna payments" configuration. The "Activate Klarna Express Checkout" toggle is turned on (Enabled). The "Klarna Client Identifier" field contains the value "klarna_test_client_TV". Below this, there is a section for "Configure Klarna Express Checkout placement" with options for "Placement" (Product page, Cart page), "Theme" (Default), and "Shape" (Default). A "Save" button is visible at the bottom right of the settings area.

More info about Express Checkout for PrestaShop at docs.klarna.com.

Sign in with Klarna

This feature is in development, coming soon (after v1.5.7). More information about this feature can be found at: docs.klarna.com

PrestaShop order settings

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

Order Status Mapping

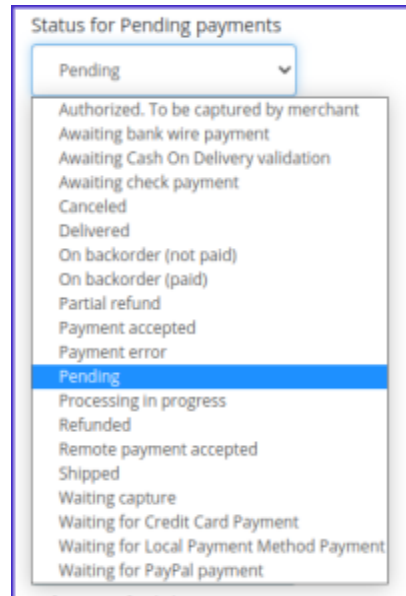
Status for New orders	Payment accepted	Definition: Payment authorized / order created
Status for Captured orders	Shipped	Definition: Full payment amount captured
Status for Canceled orders	Canceled	Definition: Payment cancelled
Status for Refunded orders	Refunded	Definition: Refunded
Status for Partially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

Save

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

In the 1.0.4+ module version, the capture upon order fulfillment feature was introduced. It 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.

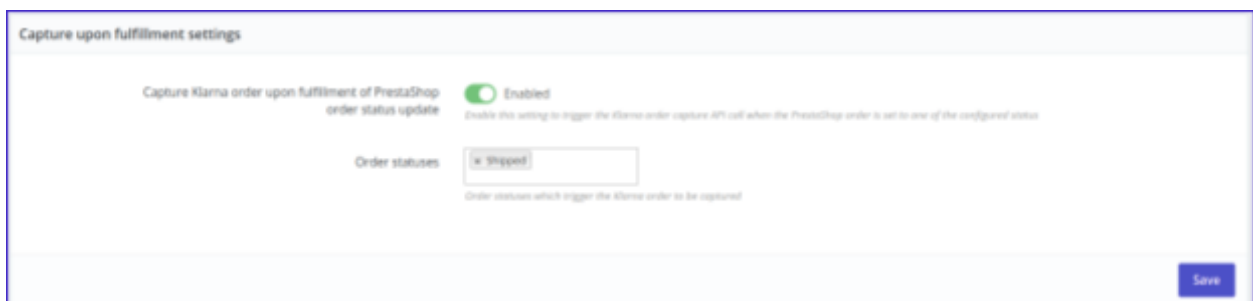
This section has two fields that control the whole functionality



The screenshot shows the 'Capture upon fulfillment settings' interface. At the top, there is a section titled 'Capture upon fulfillment settings'. Below this, there is a toggle switch labeled 'Capture Klarna order upon fulfillment of PrestaShop order status update'. The toggle is currently in the 'Disabled' position. To the right of the toggle, there is a small text description: 'Enable this setting to trigger the Klarna order capture API call when the PrestaShop order is set to one of the configured status'. Below the toggle, there is a text input field labeled 'Order statuses'. The input field is currently empty. Below the input field, there is a small text description: 'Order statuses which trigger the Klarna order to be captured'. In the bottom right corner of the form, there is a blue 'Save' button.

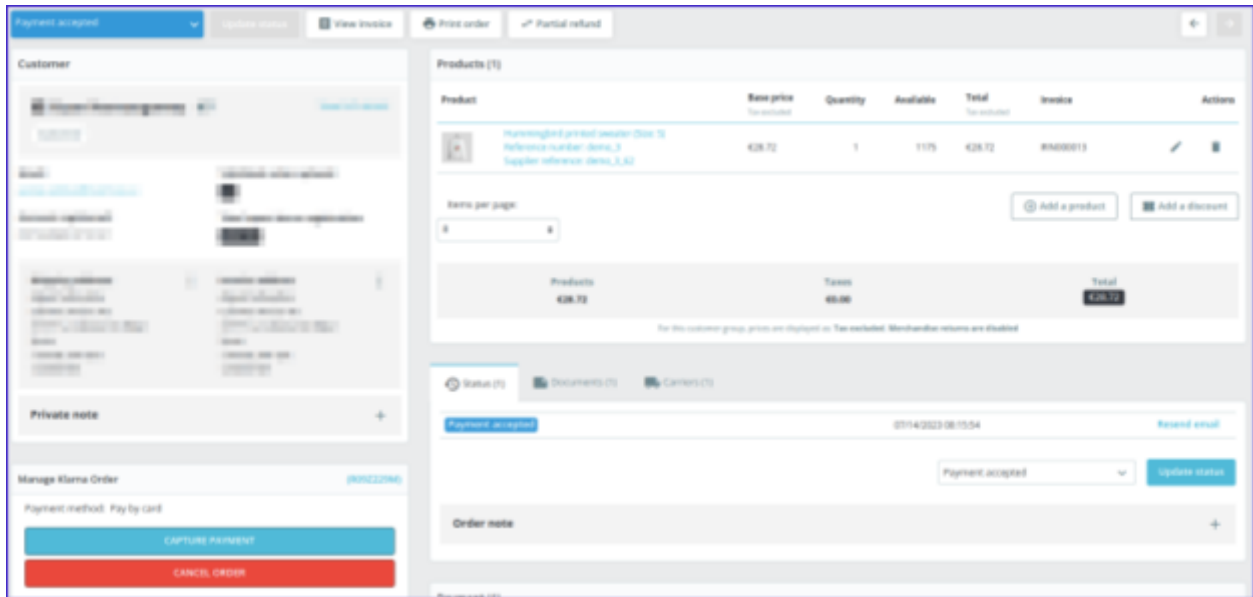
- **Capture Klarna order upon fulfillment of PrestaShop order status update** - this switch enables or disables the capture on fulfillment functionality.
- **Order statuses** - it is a dropdown list, where you select the order statuses, on which Klarna payment gets captured.

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”.

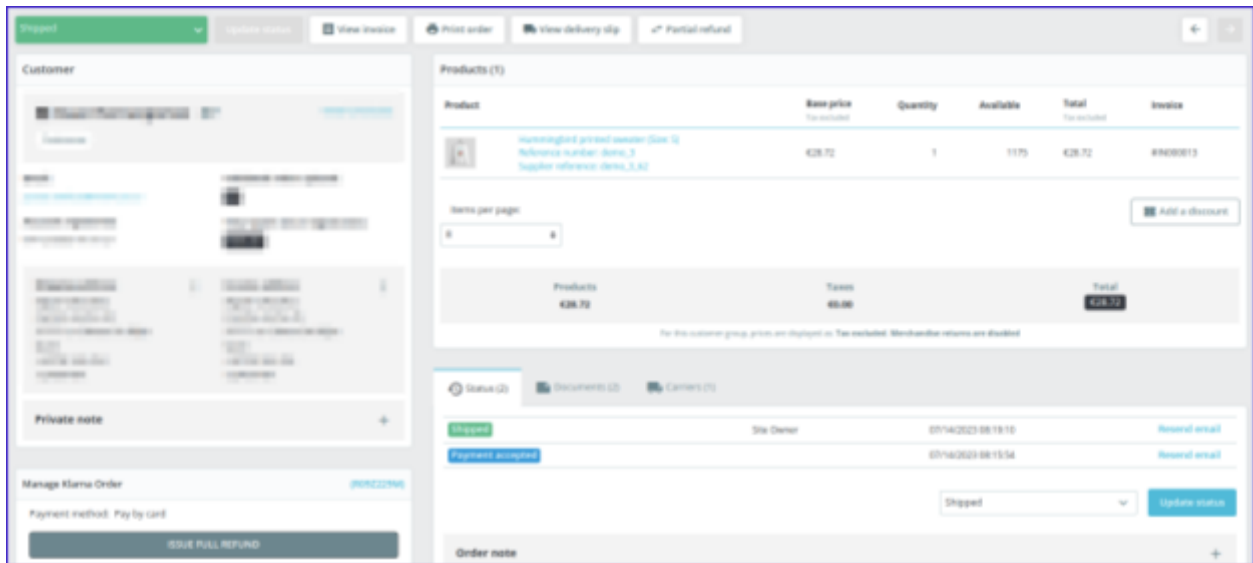


The screenshot shows the 'Capture upon fulfillment settings' interface. At the top, there is a section titled 'Capture upon fulfillment settings'. Below this, there is a toggle switch labeled 'Capture Klarna order upon fulfillment of PrestaShop order status update'. The toggle is currently in the 'Enabled' position. To the right of the toggle, there is a small text description: 'Enable this setting to trigger the Klarna order capture API call when the PrestaShop order is set to one of the configured status'. Below the toggle, there is a text input field labeled 'Order statuses'. The input field now contains the text 'Shipped'. Below the input field, there is a small text description: 'Order statuses which trigger the Klarna order to be captured'. In the bottom right corner of the form, there is a blue 'Save' button.

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.

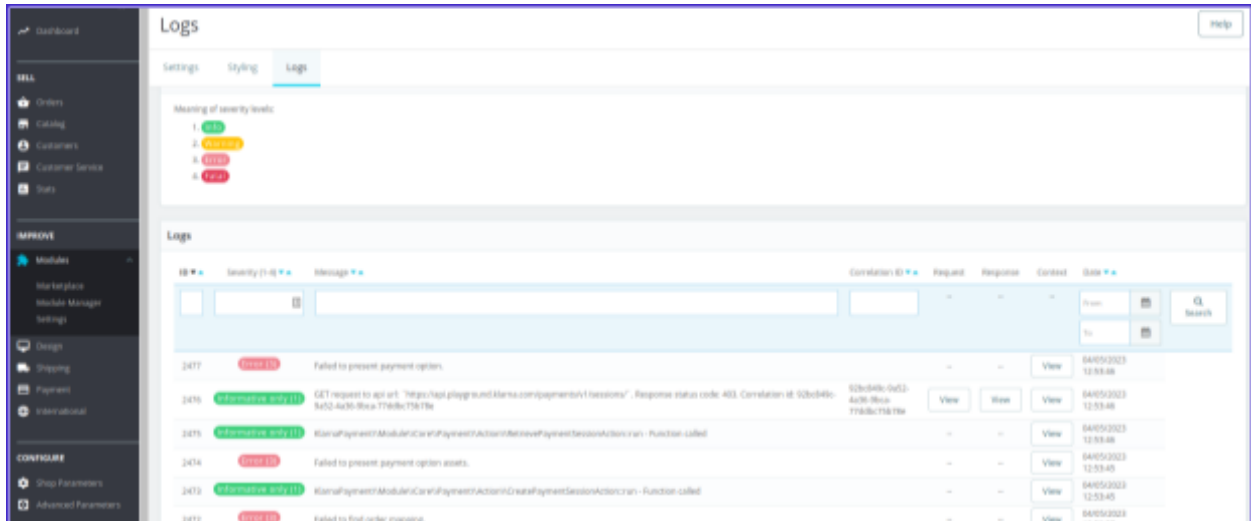


Additional settings

In the Additional settings section, you will be able to activate module debug mode and other settings.. With this “Enable debug mode” 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](#).

Logs

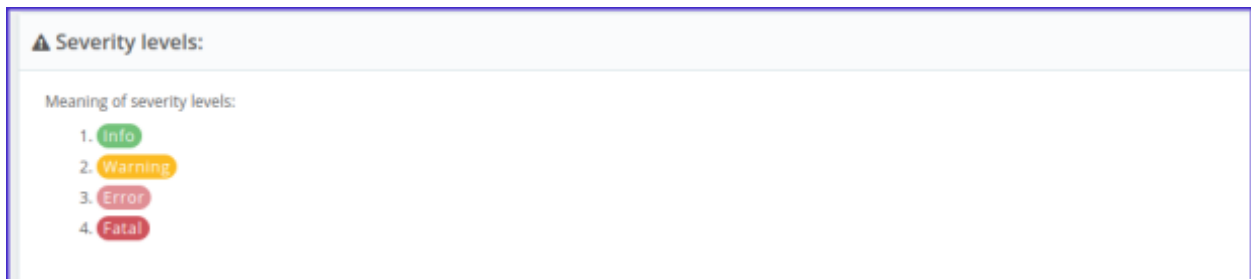
In the Logs tab, you can review the recorded events between the web services and store data that could be used to identify the problems that clients are experiencing.



The screenshot shows the Klarna Logs interface. At the top, there are tabs for 'Settings', 'Styling', and 'Logs'. Below the tabs is a legend for severity levels: 1. Info (green), 2. Warning (yellow), 3. Error (red), and 4. Fatal (dark red). The main area displays a list of logs with columns for ID, Severity, Message, Correlation ID, Request, Response, Context, and Date. The logs are filtered by severity level 'Error' and show several entries with messages like 'Failed to present payment option' and 'GET request to api url'. Each log entry has a 'View' button and a timestamp.

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.

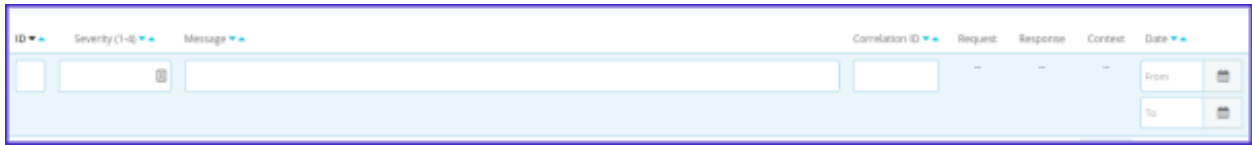


The screenshot shows the 'Severity levels' section in the Klarna Logs interface. It features a warning icon and the text 'Severity levels:'. Below this, it says 'Meaning of severity levels:' followed by a list of four levels: 1. Info (green), 2. Warning (yellow), 3. Error (red), and 4. Fatal (dark red).

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.



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.

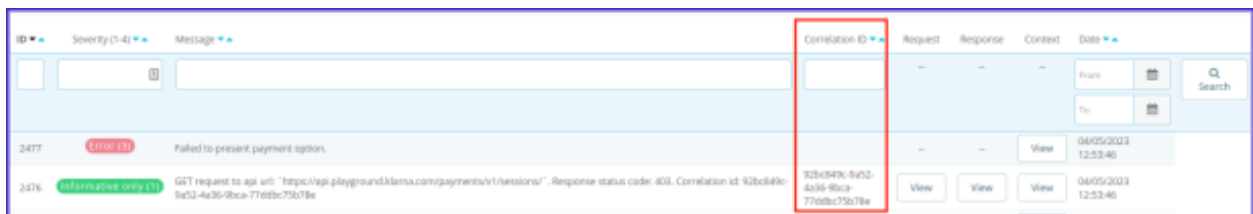
You see more details by clicking the “View” button under each row.



Context - additional context data that is associated with each logged row. It would look like this:

```
2455: Context data
{
  "context_id_customer": 4,
  "id_shop": 1,
  "currency": "EUR",
  "id_language": 1
}
```

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



ID	Severity	Message	Correlation ID	Request	Response	Context	Date
2477	Error	Failed to present payment option.		--	--	--	04/05/2023 12:53:40
2476	Info	GET request to api url: "https://api-playground.klarna.com/payments/v1/sessions". Response status code: 403. Correlation id: 92bd46fc-9452-4e30-8bca-7708bc755078e	92bd46fc-9452-4e30-8bca-7708bc755078e				04/05/2023 12:53:40

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>

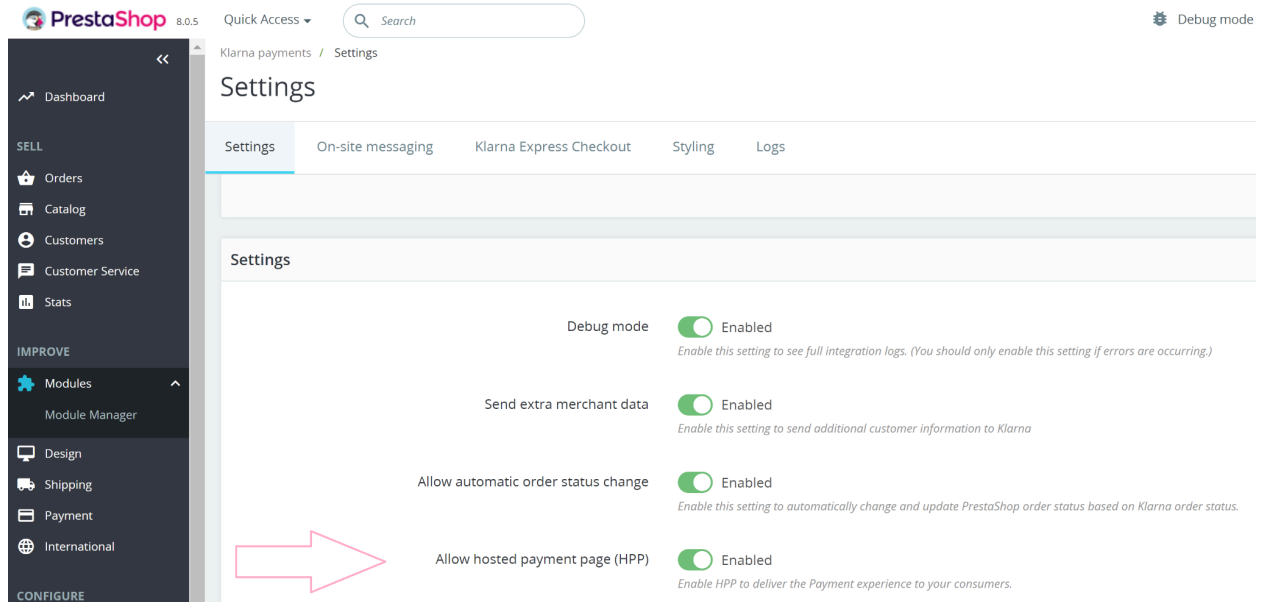
Currency

To be supported, the currency for your shop must be configured for your Klarna merchant account. Supported currencies available for Klarna Payments are documented at:

<https://docs.klarna.com/klarna-payments/in-depth-knowledge/purchase-countries-currencies-locales/#data-mapping>

Compatibility with PrestaShop's One-Page Checkout(s)

As of version 1.5.0 [2024-Feb], this module offers increased compatibility for Prestashop's one-page checkout functionality, e.g. [The Checkout](#), using Klarna's [Hosted Payment Page](#) [HPP], rather than inline for Klarna Payments. If the module detects a shop is using a one-page checkout, the HPP option will be enabled automatically, but shop admins can manually configure the option also.



Extra Merchant Data

In some cases, Klarna requires additional information regarding the customer and the purchase in order to make a correct risk assessment. This information, called extra merchant data (EMD), may consist of data about the customer performing the transaction, the product/services associated with the transaction, or the seller and their affiliates.

[Extra Merchant Data](#) was included from version 1.2.0+, and as of v1.5.7+, EMD is sent for `unique_account_identifier`, `account_registration_date` and `account_last_modified` in the `customer_account_info` schema data, included in the `attachment field` by default. Merchants can customize EMD according to their shop's needs for their Klarna contract. For a merchant, the additional customer information can be found

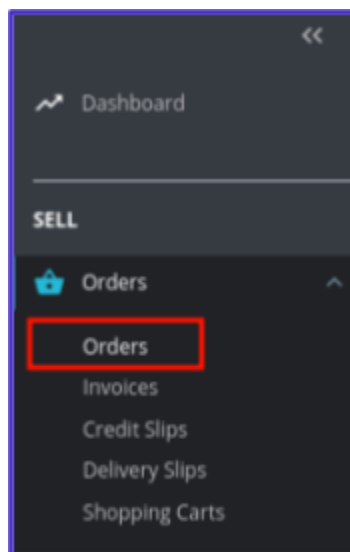
in the Klarna Payments module Logs tab. Additional information about customizing EMD is included in the Technical documentation, included in the module zip file.

Order Management

The order management in this module works differently compared to previous Prestashop Klarna modules, particularly you need to configure the capture upon fulfillment feature. Even if you have used a Klarna module in Prestashop previously, please read this section carefully.

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.

Orders (12)										
Bulk actions										
ID	Reference	New client	Delivery	Customer	Total	Payment	Status	Date	Actions	
<input type="checkbox"/>	<input type="text" value="Search ID"/>	<input type="text" value="Search reference"/>	<input type="text" value=""/>	<input type="text" value="Search customer"/>	<input type="text" value="Search total"/>	<input type="text" value="Search payment"/>	<input type="text" value=""/>	From <input type="text" value=""/>	To <input type="text" value=""/>	<input type="button" value="Search"/>
<input type="checkbox"/>	12	CCQVDQJD	No	Belgium	e. sfluo@as	€28.32	Klarna Direct Bank Transfer	Payment accepted	03/31/2023 11:11:52	<input type="button" value=""/>
<input type="checkbox"/>	11	SYRPFVGSZT	No	Germany	e. sfluo@as	€28.72	Klarna Direct Bank Transfer	Cancelled	03/31/2023 10:56:29	<input type="button" value=""/>
<input type="checkbox"/>	10	RCNUQKAD	No	Germany	e. sfluo@as	€29.00	Klarna Pay later	Refunded	03/31/2023 10:32:25	<input type="button" value=""/>
<input type="checkbox"/>	9	TABLDKRX	No	Germany	e. sfluo@as	€29.00	Klarna Direct Bank Transfer	Pending	03/31/2023 10:31:17	<input type="button" value=""/>
<input type="checkbox"/>	8	YAJIKJYK	No	Germany	e. sfluo@as	€29.00	Klarna Direct Bank Transfer	Payment accepted	03/31/2023 10:29:39	<input type="button" value=""/>
<input type="checkbox"/>	7	ZLDRKAI	No	Germany	e. sfluo@as	€29.00	Klarna Pay later	Pending	03/31/2023 10:26:07	<input type="button" value=""/>
<input type="checkbox"/>	6	HBOWCTEHH	Yes	Germany	e. sfluo@as	€28.72	Klarna Direct Debit	Pending	03/31/2023 10:22:28	<input type="button" value=""/>
<input type="checkbox"/>	5	KHREKZLL	No	United States	J. DOE	\$27.30	Bank wire	Awaiting bank wire payment	03/30/2023 14:32:04	<input type="button" value=""/>

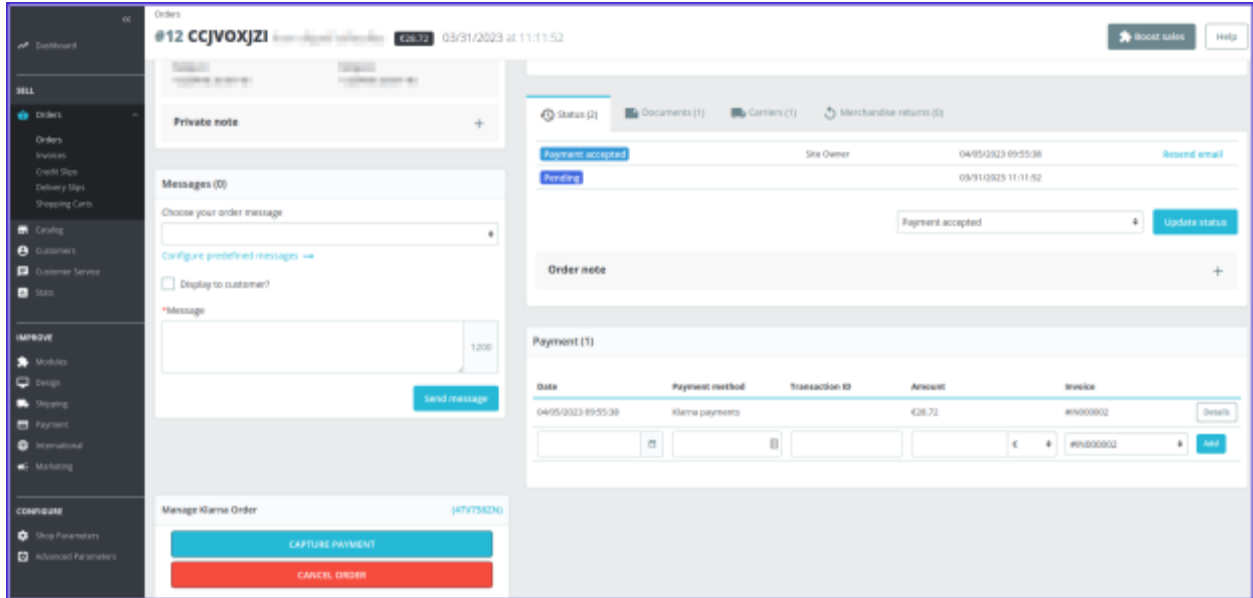
Capture and Cancel Payments

Since the 1.0.4 Klarna module version order capture upon fulfillment feature was added. So there are 3 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.

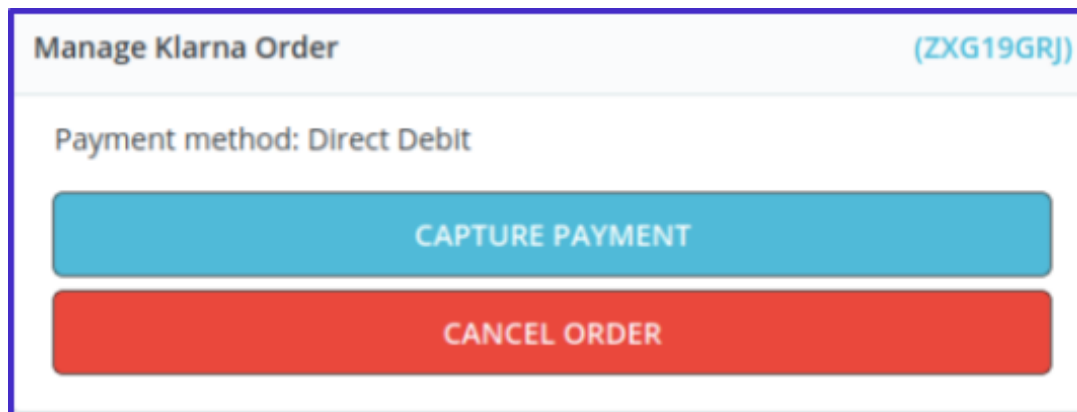
You can also do that manually from the PrestaShop orders management page.

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.

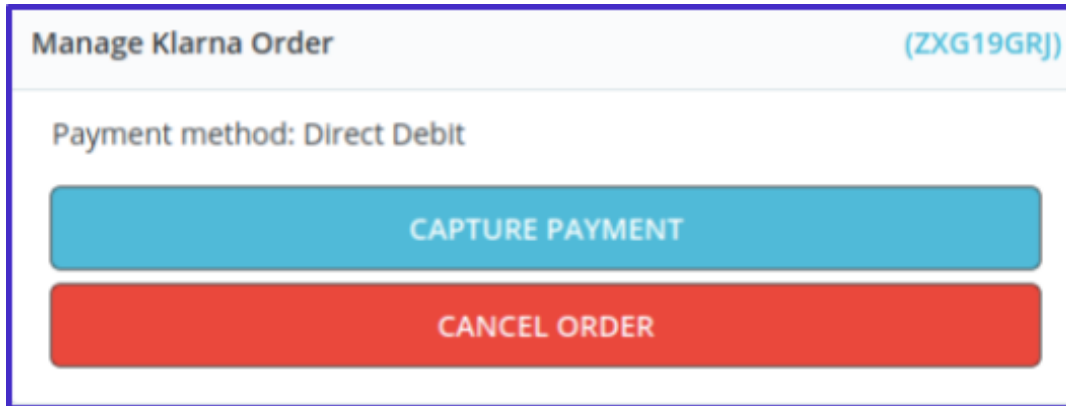
Before the payment is captured you can also cancel it. To do that you would need to click the **CANCEL ORDER** button and the order status will be set to the one that was defined in the [Order Status Mapping](#) settings.



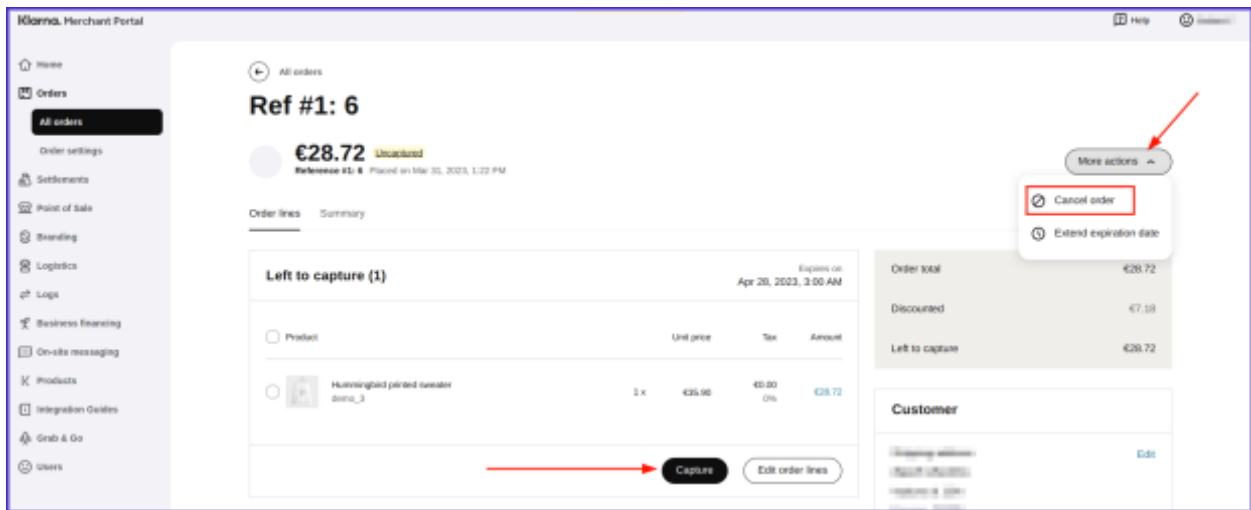
While orders can also be managed within the Klarna merchant portal, it is recommended to do order management within your PrestaShop admin to keep the data in sync

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:

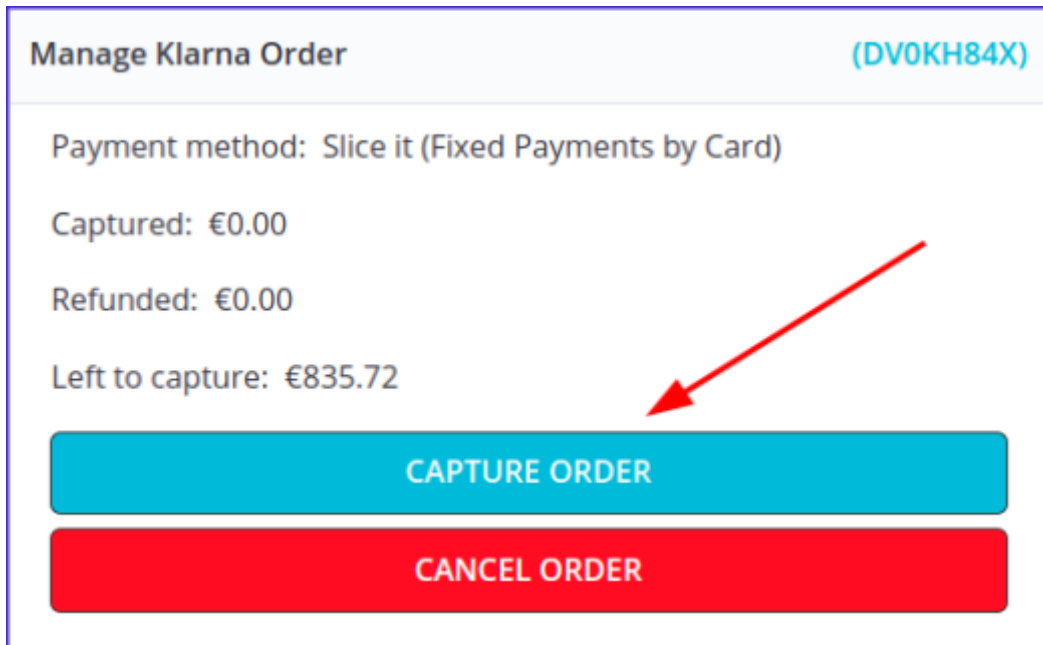


Inside the Klarna merchant portal, you can view more information about the order and transaction information.



Partial Capture

In the 1.1.0 module version partial capture was introduced. Now 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

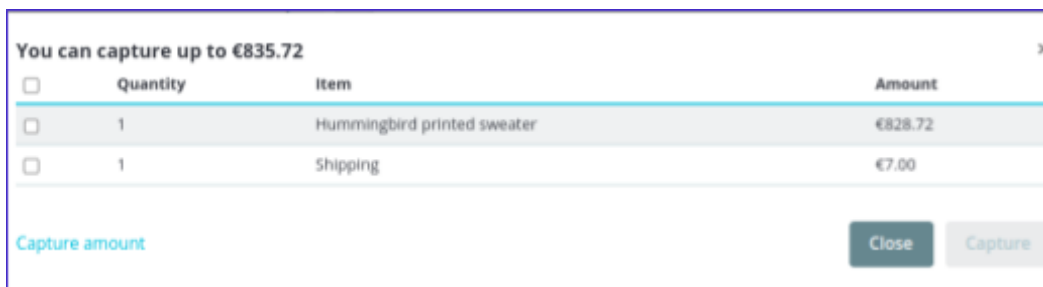
Refunded: €0.00

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 ✕

Amount to capture

[Capture order lines](#) Close Capture €500.00

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

Refund

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 ✕

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

Refund amount

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

Partial refund functionality was included in the 1.2.0 Klarna Payments module version. 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 Klarna Payments management 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.

You can refund up to €28.72 ✕

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

Refund amount

You can refund up to €28.72 ✕

Amount to refund

Refund order lines

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

Refund #1

Item	Amount
Custom amount	€28.00

Refunded total: €28.00

Shipment tracking information

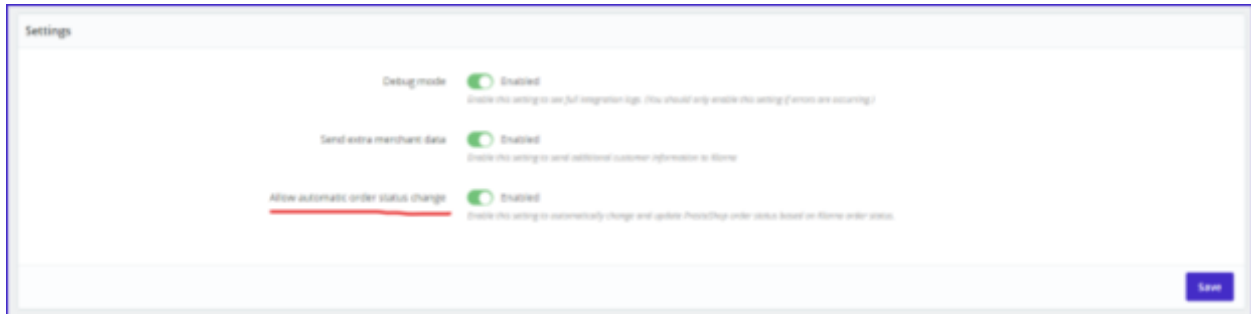
In the [1.2.0 Klarna Payments Shipment Tracking Information](#) feature was included. Meaning that when you capture the order shipping information is automatically sent to Klarna with the order's capture.

Initial payment method

The customer's selected [initial payment method](#) cannot be displayed on the order confirmation page, and thus the same field in the PrestaShop back office, as Klarna only provides this initial payment method data for an order in English.

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:

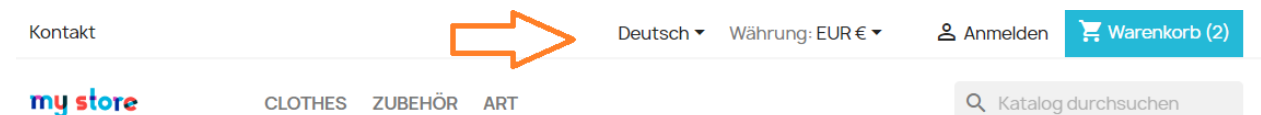
- PrestaShop statuses will not be updated according to Klarna, only the initial status for new orders will be added, allowing you to customize PrestaShop statuses to your liking.

Translations

Klarna Payment Method Translations

Conveniently, Klarna payment methods are translated automatically depending on the language that is selected for your shop.

If you have a multilingual shop, all your customers will have to do is select a language that they prefer.



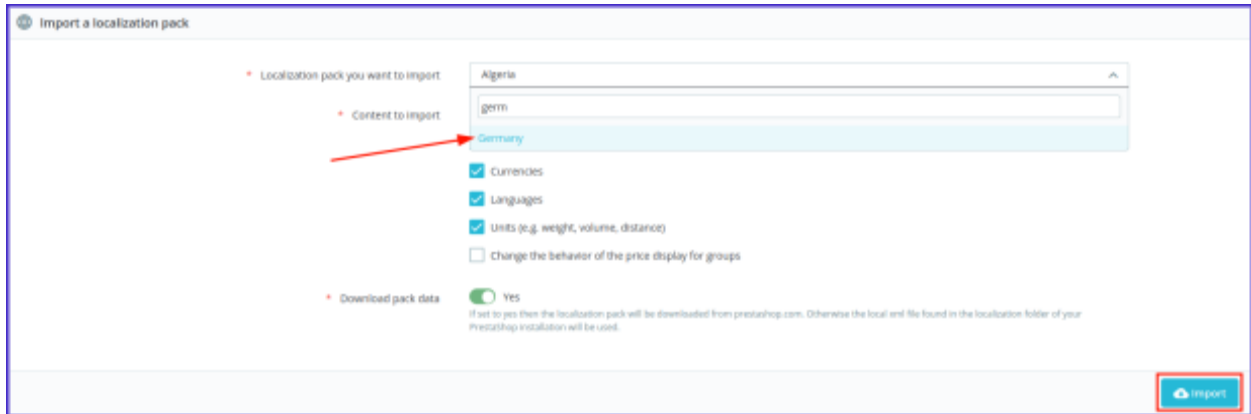
Whichever language you select, the payment methods will be translated into that language, as supported by Klarna Payments, per:

<https://docs.klarna.com/klarna-payments/in-depth-knowledge/purchase-countries-currencies-locales/>

The screenshot displays a checkout interface with a left sidebar for navigation and a main content area. The sidebar includes sections for 'PERSÖNLICHE DATEN', 'ADRESSEN', 'VERSANDART', and 'ZAHLUNG'. The 'ZAHLUNG' section is active, showing 'Bezahle mit Klarna' as the selected method. Below this, there are four payment options: 'In 30 Tagen bezahlen', 'Lastschrift', 'Sofortüberweisung', and '9,85 €/Monat in 6 Raten'. A 'TESTDRIVE' button is visible next to the Klarna logo. A summary box on the right shows '2 Artikel', a 'Zwischensumme' of 57,44 €, and 'Versand' as 'kostenlos'. The total is 57,44 €, with 0,00 € of tax included. Below the summary, there are links for 'Haben Sie einen Gutschein-Code?' and three policy links: 'Security policy', 'Delivery policy', and 'Return policy', all indicating they can be edited with the Customer Reassurance module.

Adding new languages

You can easily install new languages in PrestaShop. To do that you need to go to **Improve -> International -> Localization**. Firstly, select the needed language from **“Content to import”** and import a new localization pack by clicking the **“Import”** button.



All imported languages will appear in your shop, and your customers will be able to choose them when shopping.

Customer Experience

Depending on the customer's country, and possibly the merchant account configuration, different Klarna payment options may be available.

Klarna payment descriptor in checkout

Depending on the country selected in the PrestaShop checkout address fields, your customers will see different payment method titles. Every Klarna payment option can be identified by the logo.

✓ SHIPPING METHOD edit

4 PAYMENT

Pay with Klarna **Klarna.**

Klarna TESTDRIVE
Pay with Klarna

Pay in 30 days

Direct debit

Direct Bank Transfer

9,85 €/month in 6 months

- Easy and secure.
- Manage your purchase in Klarna App or on klarna.de.
- Buyer's protection by Klarna. [More.](#)

[How it works](#)

By continuing I accept the [terms for the Klarna Shopping Service](#), and confirm that I have read the [Privacy Notice](#) and the [Cookie Notice](#), [Imprint](#).

[Terms & Conditions](#)

I agree to the [terms of service](#) and will adhere to them unconditionally.

PLACE ORDER

Subtotal €57.44

Shipping Free

Total (tax incl.) €57.44

Included taxes: €0.00

[Have a promo code?](#)

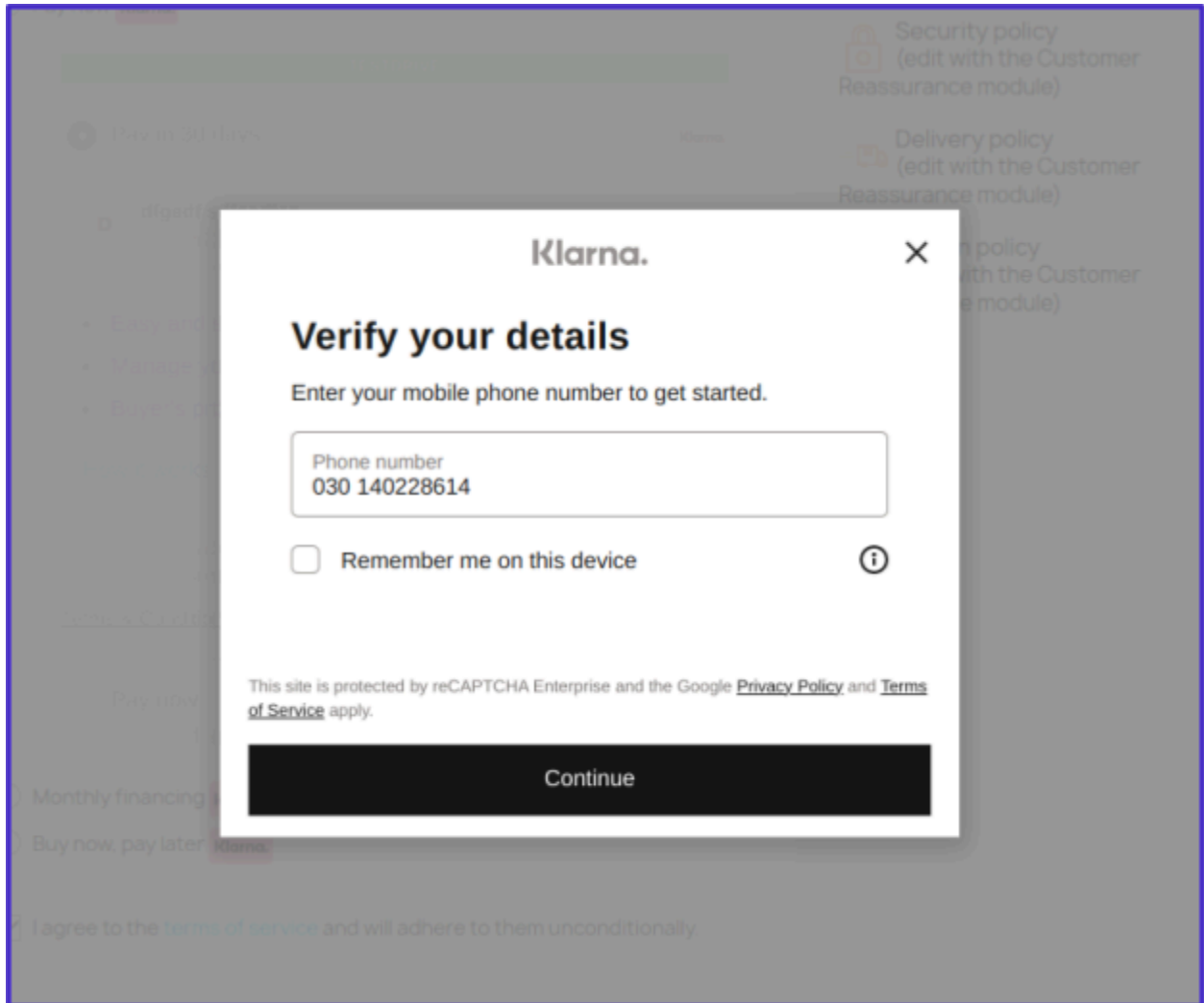
Security policy
(edit with the Customer Reassurance module)

Delivery policy
(edit with the Customer Reassurance module)

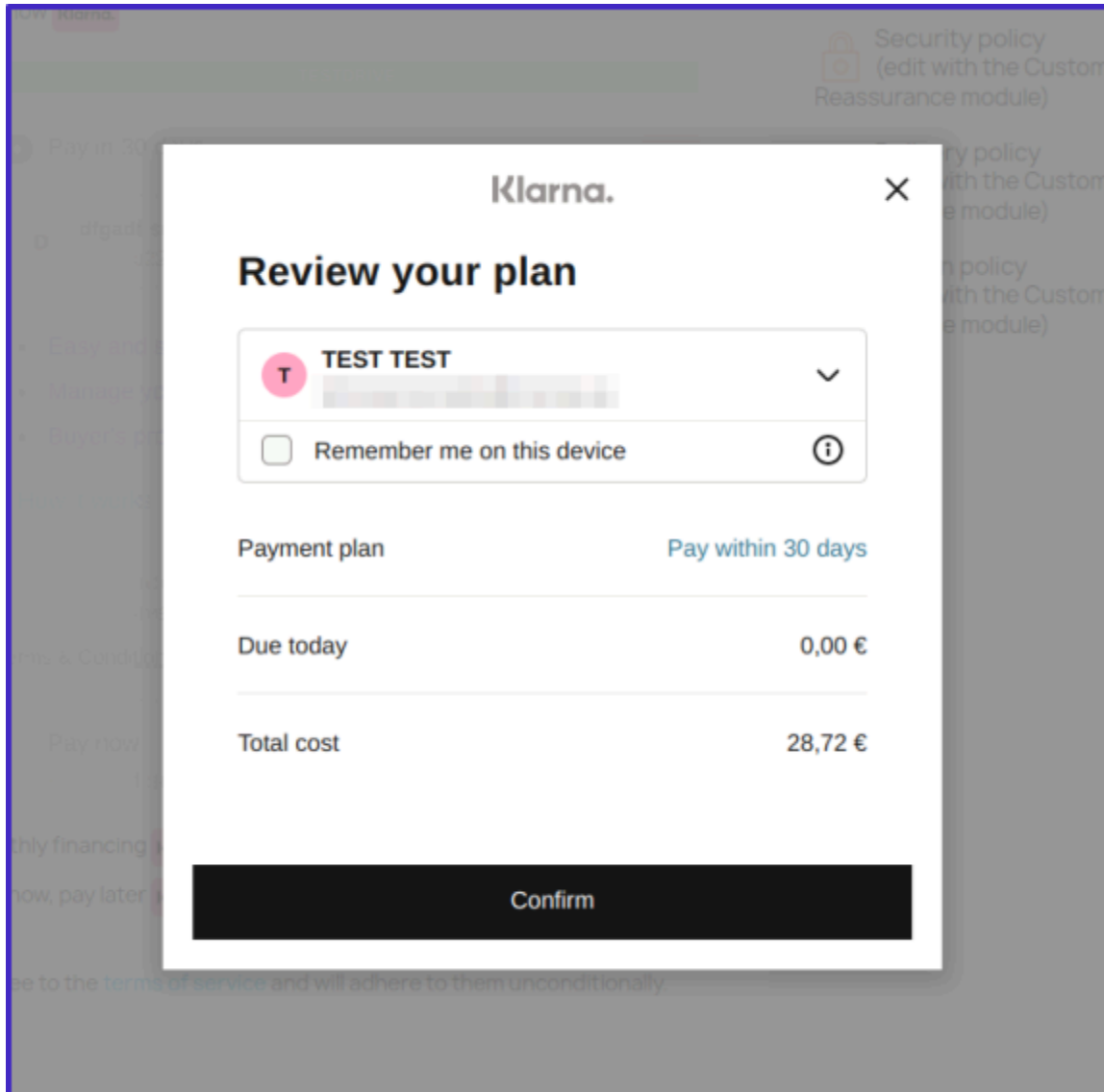
Return policy
(edit with the Customer Reassurance module)

When you choose a payment option and click the button to place the order, a Klarna modal will appear, where your customers will finish the checkout process.

If all of the information is filled in correctly in PrestaShop checkout, Klarna will have the details prefilled for each step.



Before confirming the order, the customer will be able to see the payment options chosen, the amount that is required to be paid today, and the total cost.



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

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

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

Klarna Payments doesn't appear in checkout

There can be different root causes for why Klarna Payments could be active in a shop but not appear in checkout. Here are some possible reasons to review:

- Verify that API calls can communicate from your shop to Klarna. You can review your Klarna logs in the [Klarna Merchant Portal](#) to verify API calls can successfully reach Klarna for your merchant account.
- Verify that desired region & “Carrier restrictions” include “Klarna payments” (under IMPROVE -> Payment -> Preferences)
- Verify checkout can be supported, either inline or via HPP; please see [this section](#) below for more information
- Check if the theme follows PrestaShop standards
- Check the cart amount falls with *minimum* to *maximum* amounts, if configured
- Ensure that after changing configuration options, particularly merchant id or environment (production vs. test), a clean session is used when testing changes, e.g. a new incognito browser window

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.

Known Issues

“Validation failed for checkout. Contact support.” error

Root cause may be due to non-standard theme; test with a standard theme to confirm.