User Guide

for Klarna Payments

PrestaShop module

Module version 1.5.3

User Guide updated 2024-Mar-7

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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-payments-official.html#overview

More info detailed below, but some highlights:

- Version 1.2.0+ includes Partial refund, Extra Merchant Data (EMD), and Shipment Tracking Info features.
- Version 1.3.0+ (released 2023-Sep-12) includes On-site messaging.
- Version 1.4.0+ (2024-Jan) supports Klarna's Express Checkout.
- Version 1.5.0+ (2024-Feb) supports One-page checkout's using Klarna's HPP.

Installation

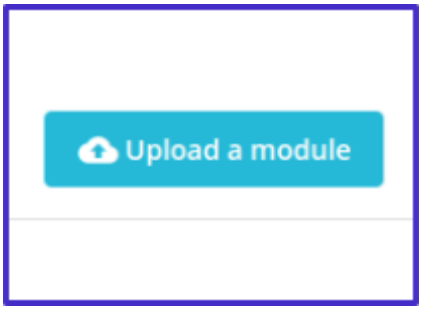
Module requirements / Versions compatibility

- 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:

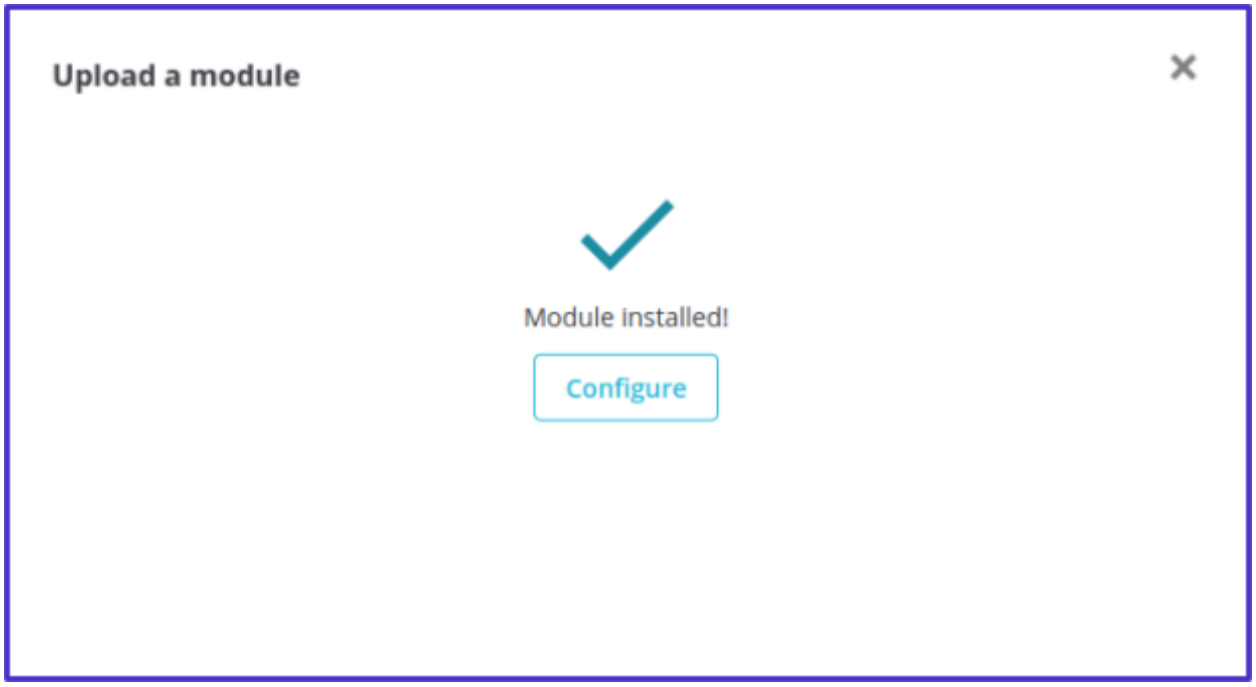
PrestaShop Way

- 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:



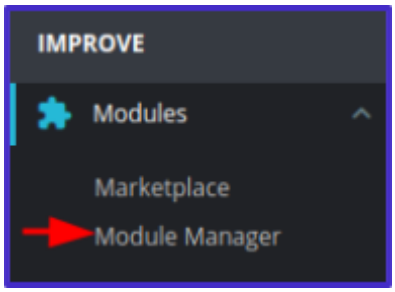
FTP Way

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.

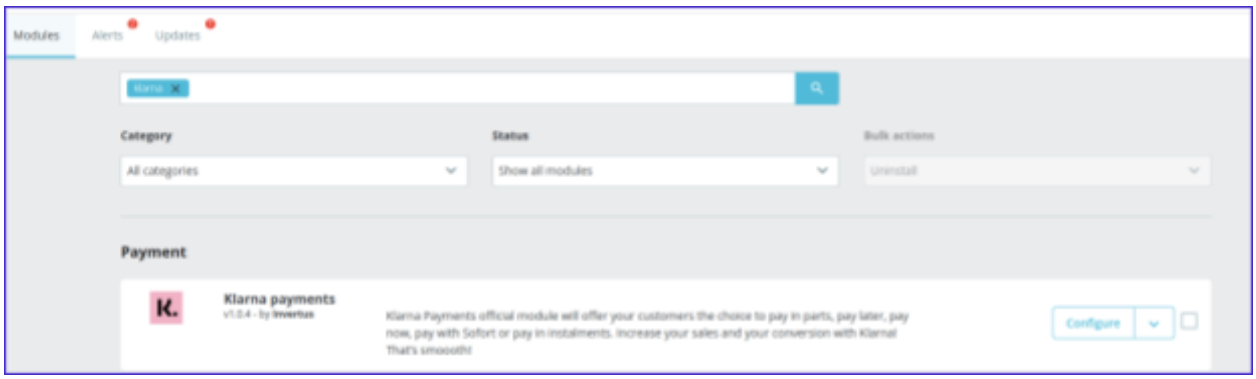
How To Find The Module

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

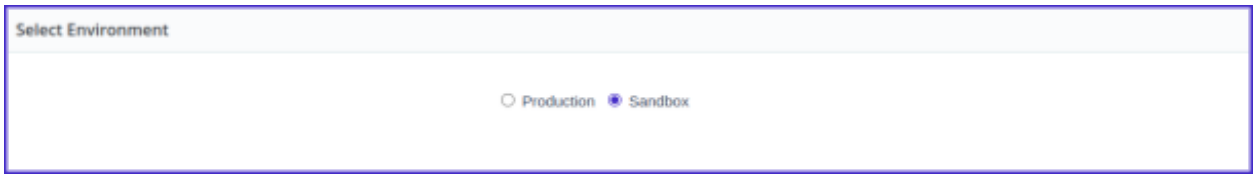


Click “Configure” to access module settings

Module configuration - Settings tab

The settings page is divided into 4 separate blocks. In this tab, you will have to establish the connection with the Klarna API key and configure some of the main settings. Let's discuss each block individually.

Environment Selection

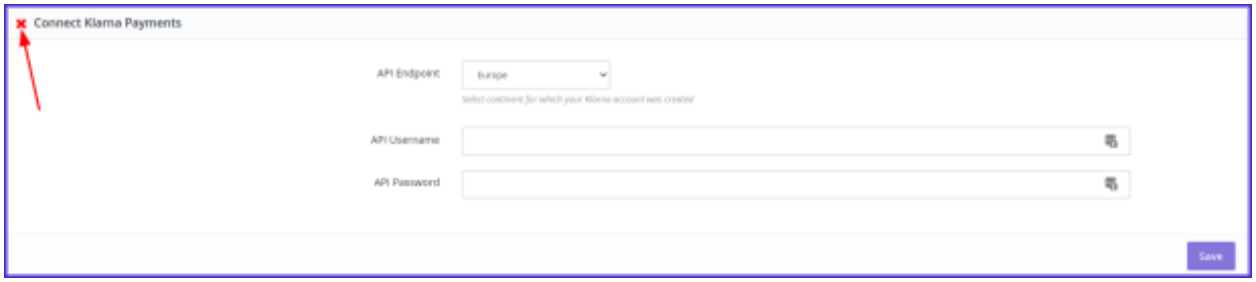


The "Select Environment" mode block consists only of two checkboxes. These checkboxes will allow you to quickly switch between the production and playground environment if needed. By default, "Production" mode is selected, so don't forget to change the mode before testing.

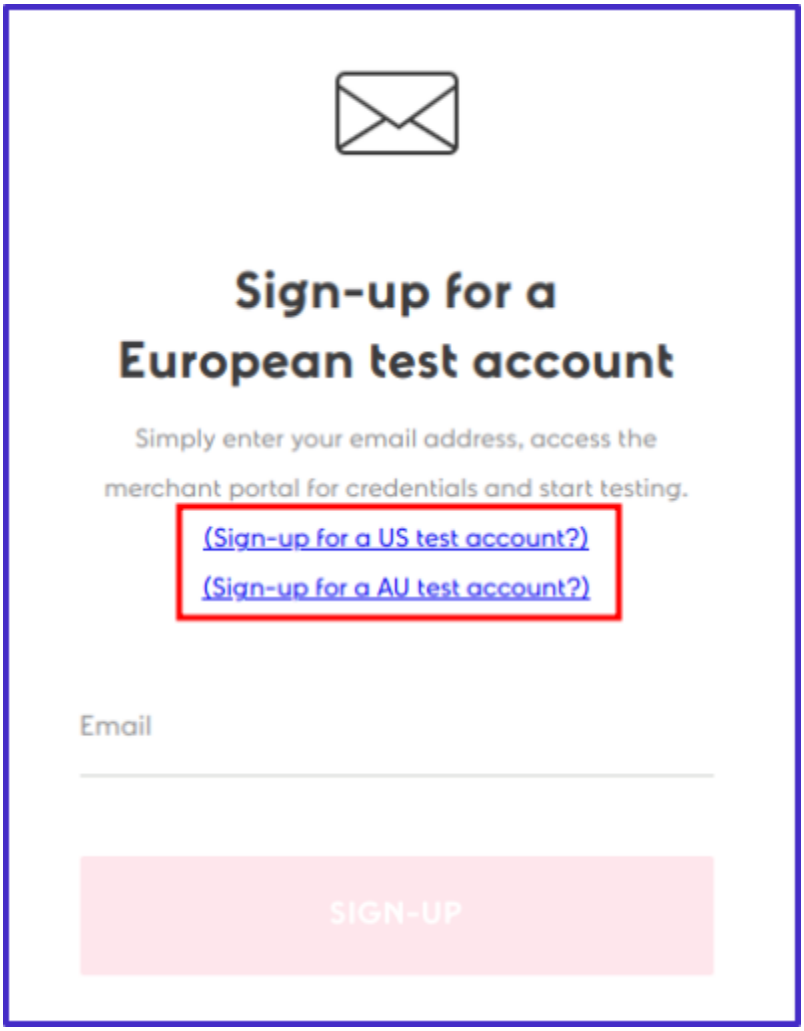
Klarna API Connection

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 payments regions can be supported for a single store, but multiple endpoints could be supported with Prestashop's multistore functionality.) Before you successfully connect, you will see a red "X" at the top left corner of this section.

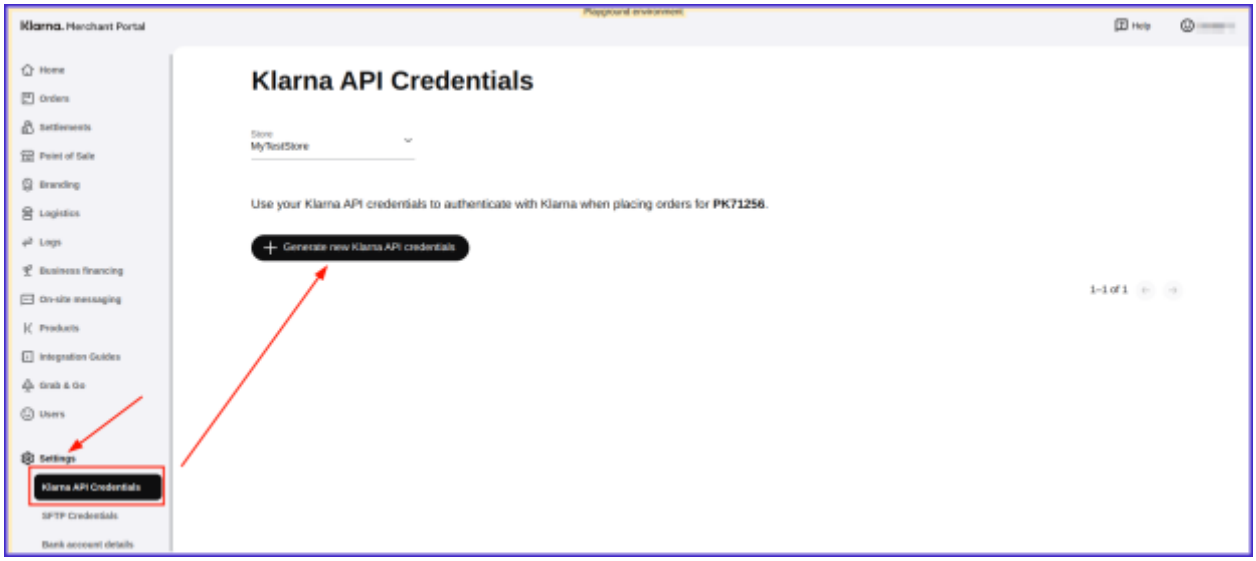


To create a sandbox account you need to access [the Klarna Playground dashboard](). There you will be able to select the API endpoint you want.



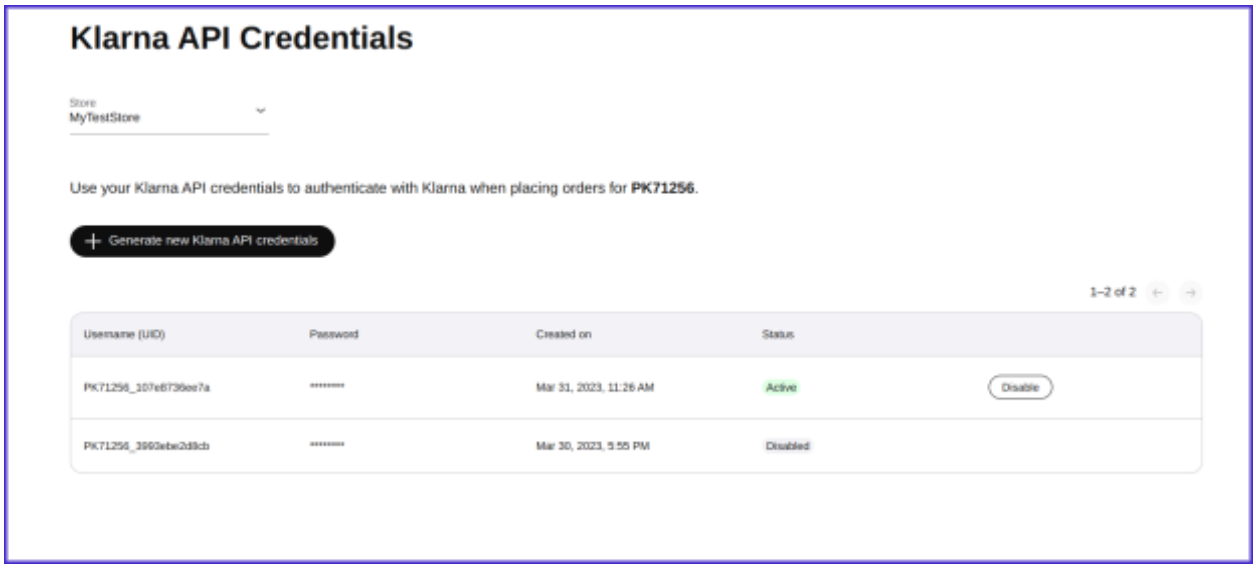
The production account creation is similar; access [Klarna Merchant Portal]() where you must select the account locale and follow further account creation steps.

Once you have created the account, you will be able to generate Klarna API credentials. You need to navigate to **Settings -> Klarna API Credentials** and click the button with the “+” icon saying **Generate new Klarna API credentials**.



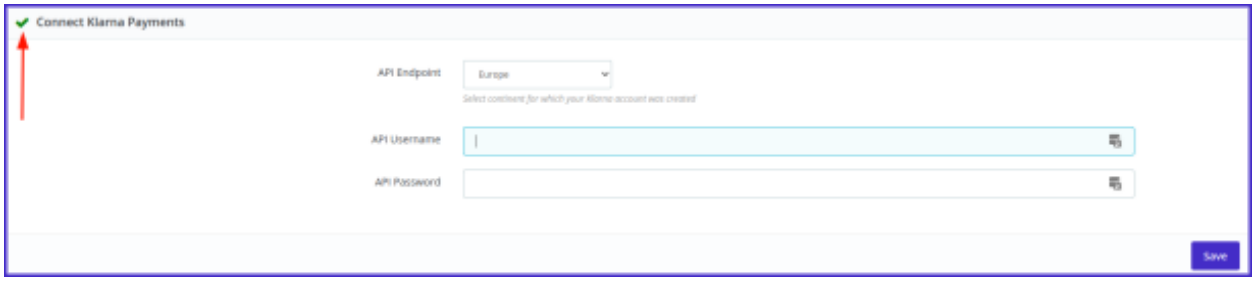
NOTE: Make sure to save your credentials as they are only revealed once, so if you lose them, you would need to generate new ones.

Once created, you will see the list of your API credentials.



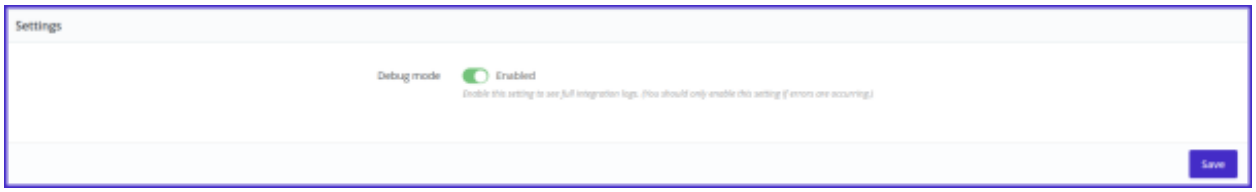
The API username and password should be pasted to the Klarna Payments module fields in PrestaShop Back-Office. When all of the information is inserted, click the save button.

If everything is done correctly, you will see a green check mark after saving the API information.



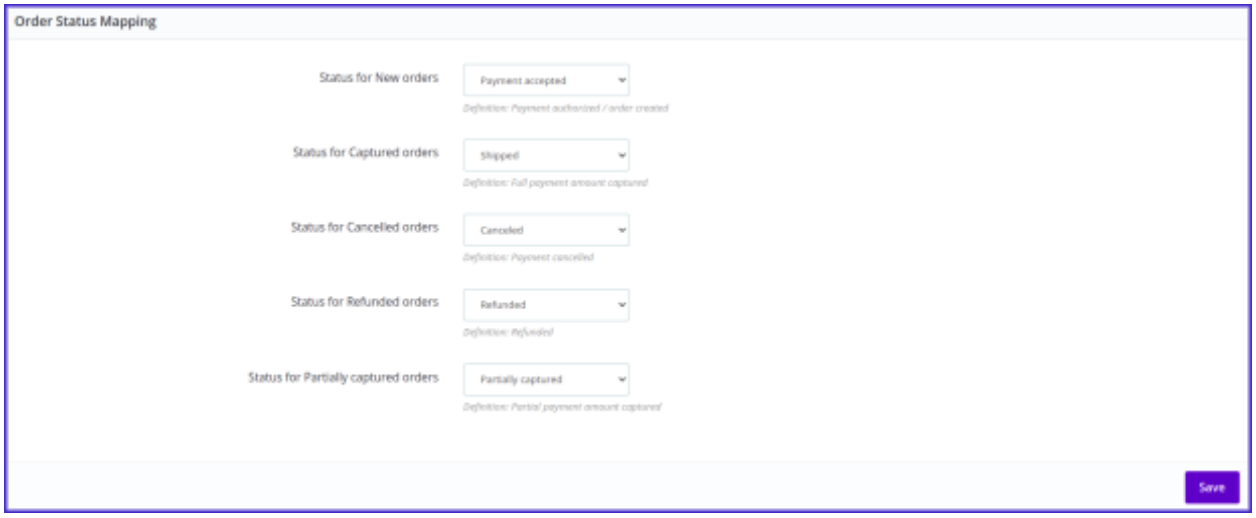
Settings

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.



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

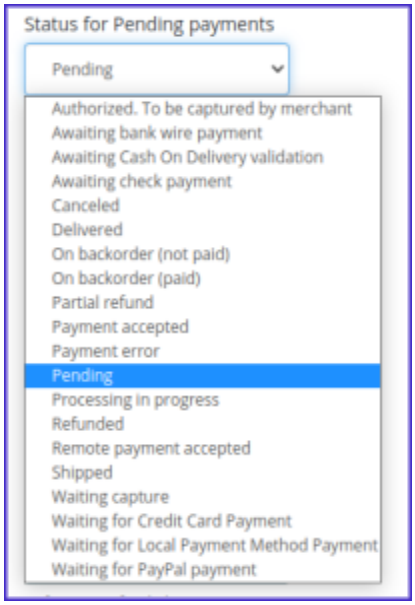
  This state defines orders that have captured the payment.
- Status for Canceled orders - Canceled

  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

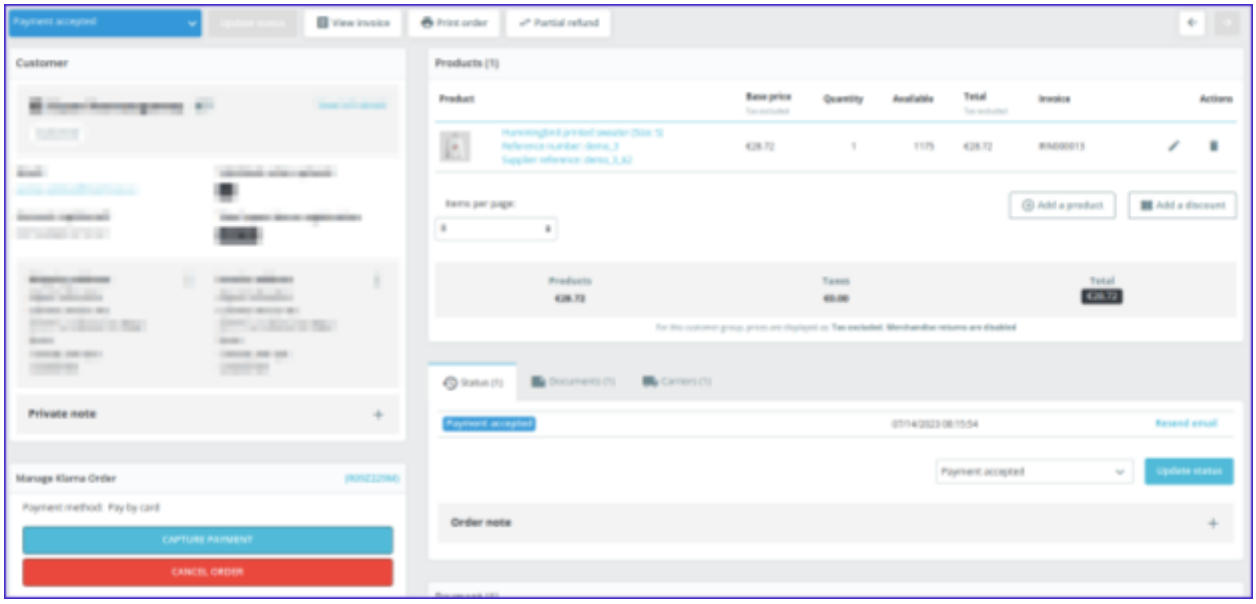
In the 1.0.4+ module version, the capture upon order fulfillment feature was introduced. It allows you to capture the order when the desired PrestaShop status is selected. As soon as the order is updated to the defined PrestaShop order status, the payment is captured. The Klarna order capture API call gets triggered when the PrestaShop order is set to one of the configured statuses.

This section has two fields that control the whole functionality

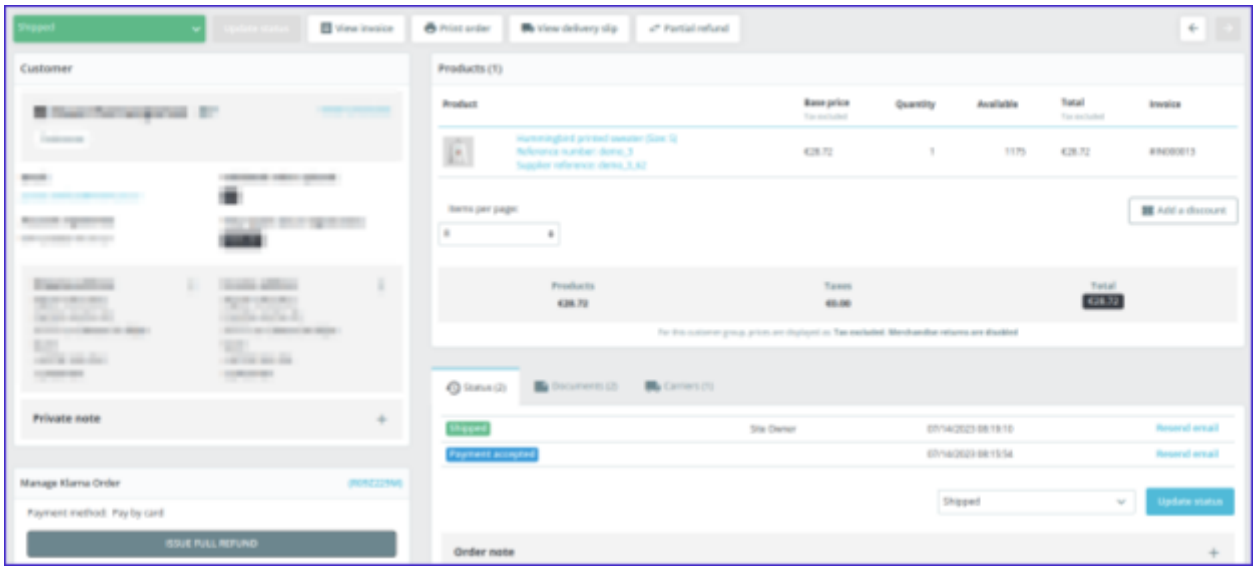
- **Capture Klarna order upon fulfillment of PrestaShop order status update** - this switch enables or disables the capture on fulfillment functionality.
- **Order statuses** - it is a dropdown list, where you select the order statuses, on which Klarna payment gets captured.

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”.

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. Supported currencies available for Klarna Payments are documented at: https://docs.klarna.com/klarna-payments/in-depth-knowledge/puchase-countries-currencies-locales/#data-mapping

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.

Styling Tab

In this tab, you can control the styling of your Klarna checkout elements, as documented at: https://docs.klarna.com/klarna-payments/in-depth-knowledge/additional-features/#customize-the-klarna-widget

Styling settings

You can match your brand with the Klarna payment method, as inside the styling settings you can modify the colors of these elements:

- Color details - This field will change the color of details such as bullets of a bulleted list.
- Color border - This field lets you edit the border of the “Pay now” payment option elements in the checkout.
- Color border selected - This field lets you edit the border of the active “Pay now” payment option element in the checkout.
- Color text - This field lets you define the color of the text.
- Radius border - This field lets you change the radius of the border. The higher the defined number, the rounder the border edges get.

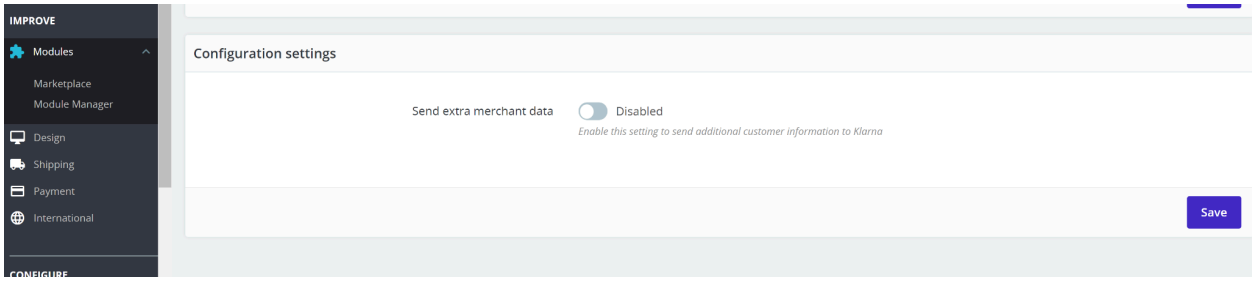
Order Placement

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 the **1.2.0 Klarna Payments** module version. As of version 1.3.0, EMD can be toggled:

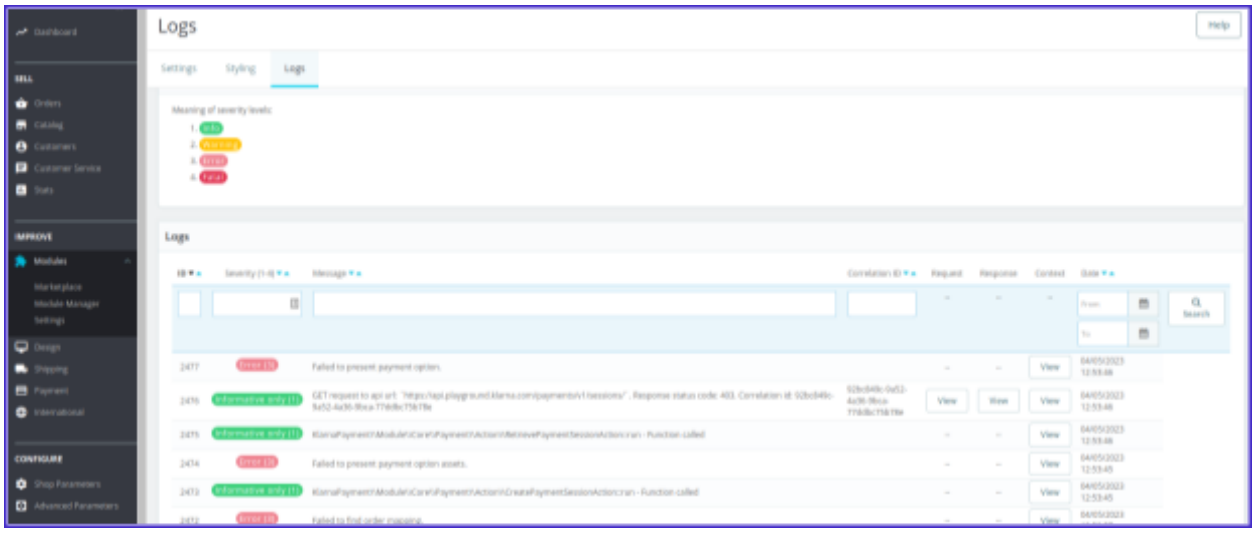


Additional information about customizing EMD is included in the Technical documentation, included in the module zip file.

When EMD is enabled, when the Klarna Payments session is created or updated, customer_account_info schema data is included in the attachment field by default, but 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.

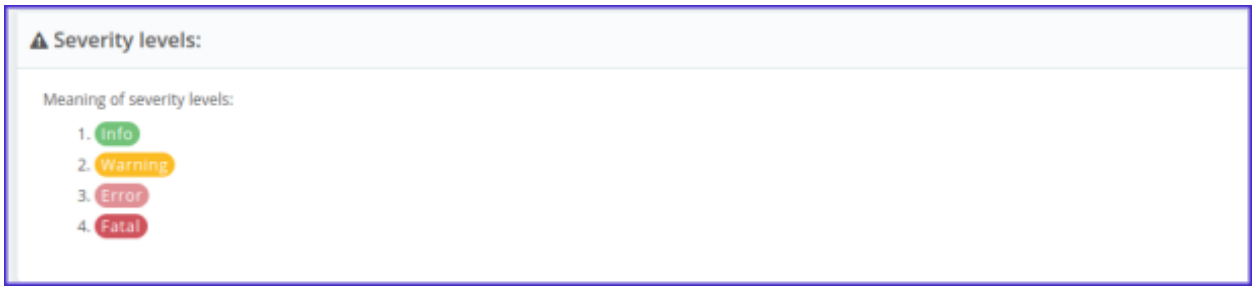
Logs

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.



Basic information

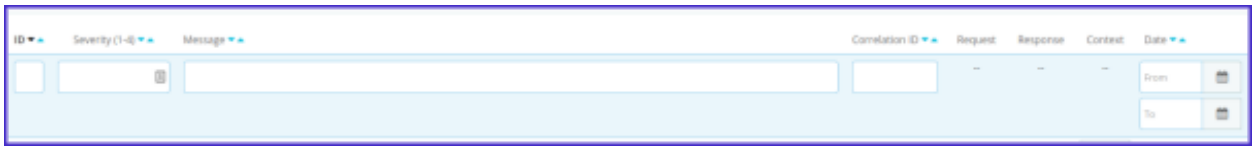
To review the events visually quicker and identify the major issues faster there are 4 severity levels of the events that will be highlighted in different colors in the events list. The explanation of the event's colors can be found in the Severity levels section at the top of the page in the Logs tab.



The 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 two enter the date - you can either select the date in the calendar or enter the date manually in mm/dd/yyyy format.



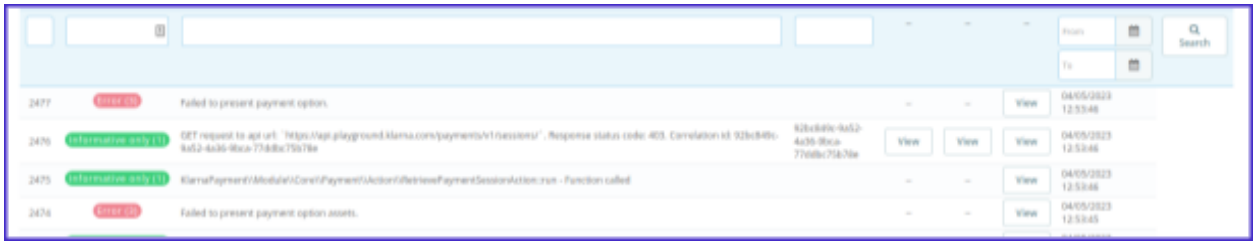
Once you enter the details that you want to filter your events list by, all you need to do is to click the Search button.

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.



Request - full request data that is sent from the module to Klarna API, including HTTP headers and raw body. It would look like this:

Response - full response data that is received from Klarna API, including response status code, headers, and raw body. It would look like this:

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

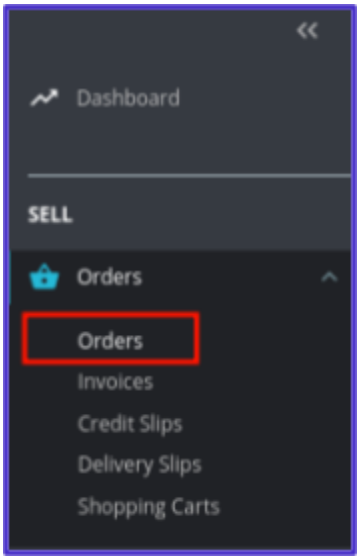
Correlation ID - an identifier that each Klarna response will have. It can help to trace specific issues with Klarna support.

Order Management

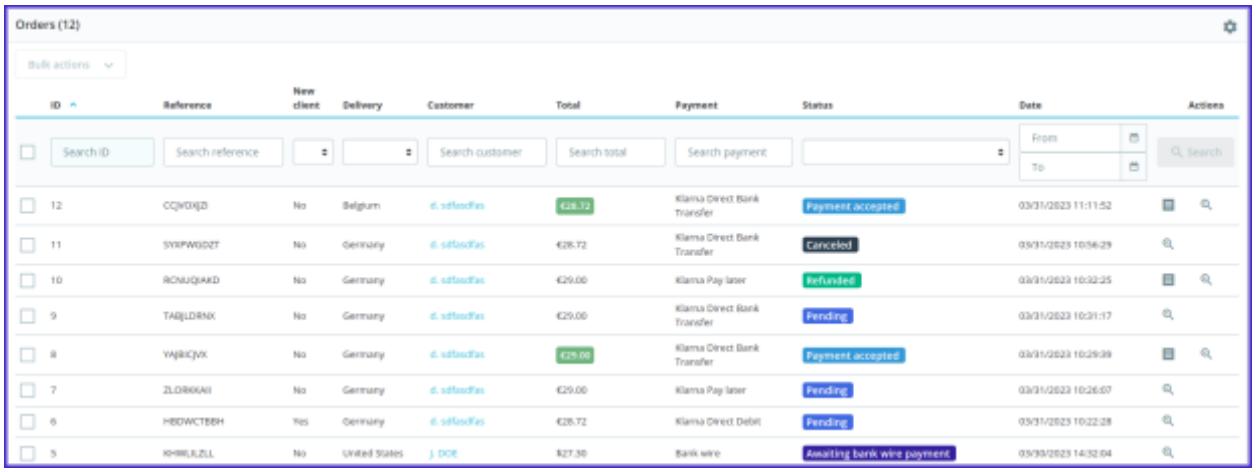
The order management in this module works differently compared to previous Prestashop Klarna modules, particularly you need to configure the capture upon fulfillment feature. Even if you have used a Klarna module in Prestashop previously, please read this section carefully.

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.



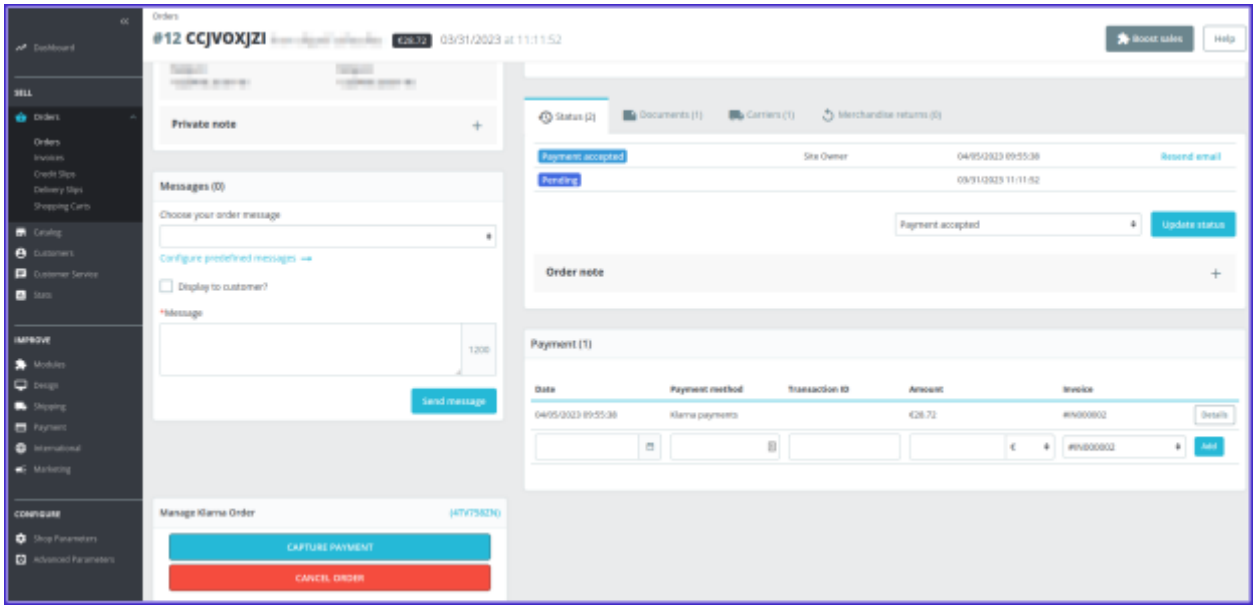
Capture and Cancel Payments

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.

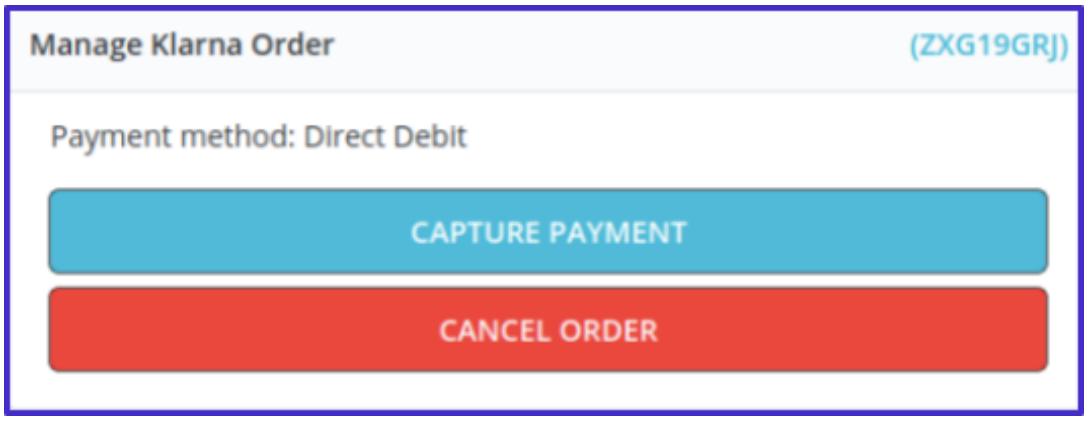
You can also do that manually from the PrestaShop orders management page.

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



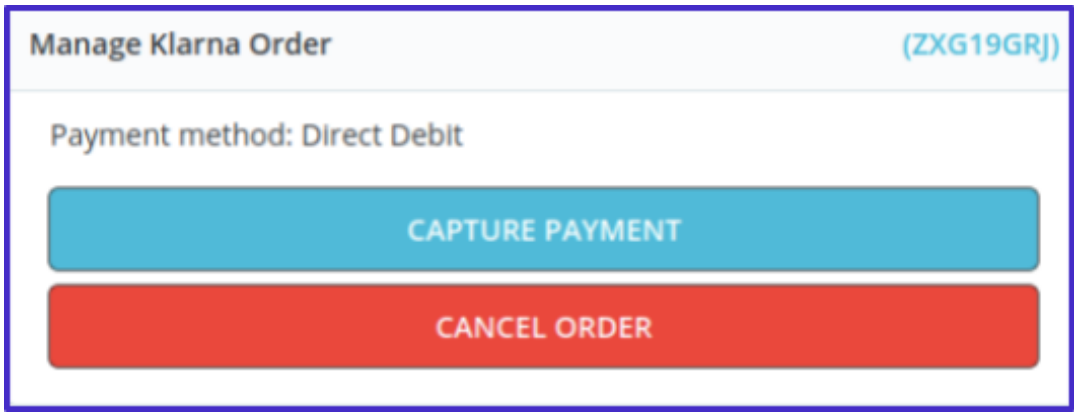
To capture the payment you would need to click the first button with the label **CAPTURE PAYMENT**. Once the button is clicked the payment will be captured and the order status will be set to the one that was defined in the Order Status Mapping settings.

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.

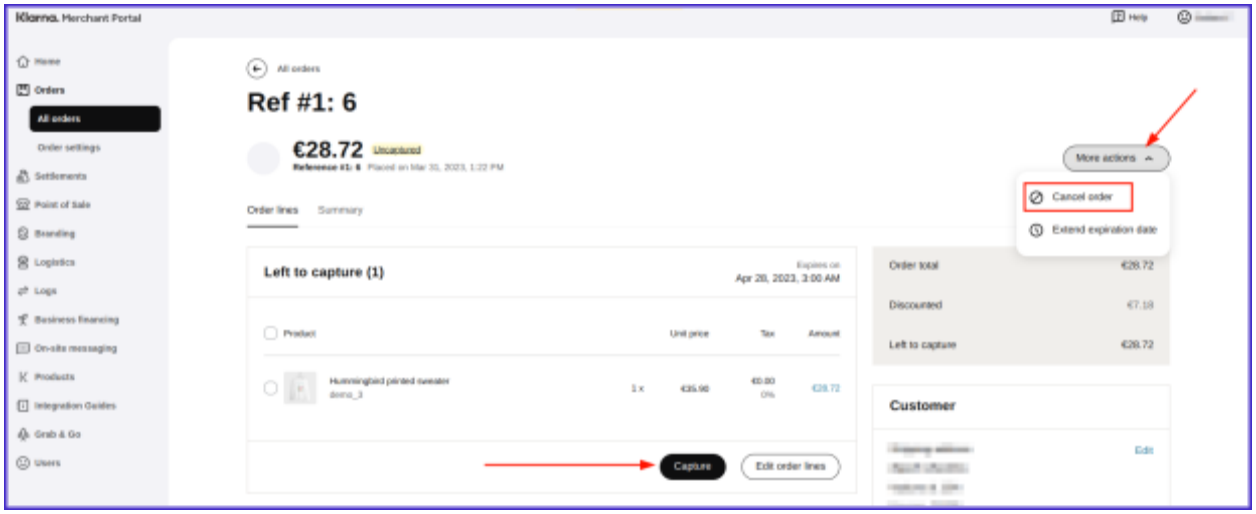


While orders can also be managed within the Klarna merchant portal, it is recommended to do order management within your PrestaShop admin to keep the data in sync between Klarna and your shop. Updates made in the Klarna Merchant Portal will not update the order in your PrestaShop store.

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

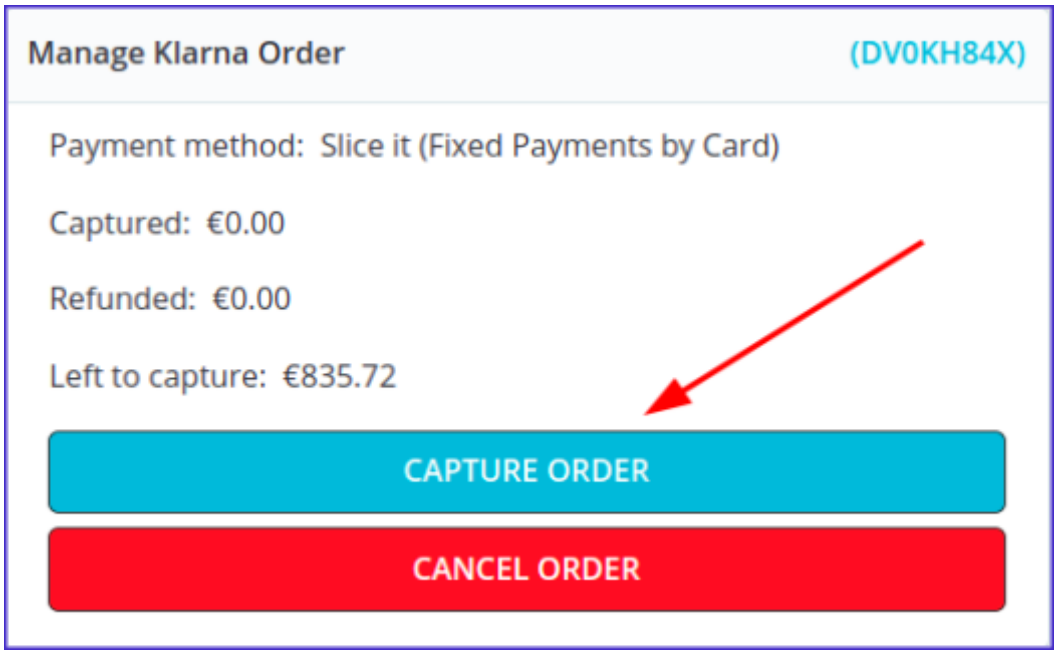


Inside the Klarna merchant portal, you can view more information about the order and transaction information.



Partial Capture

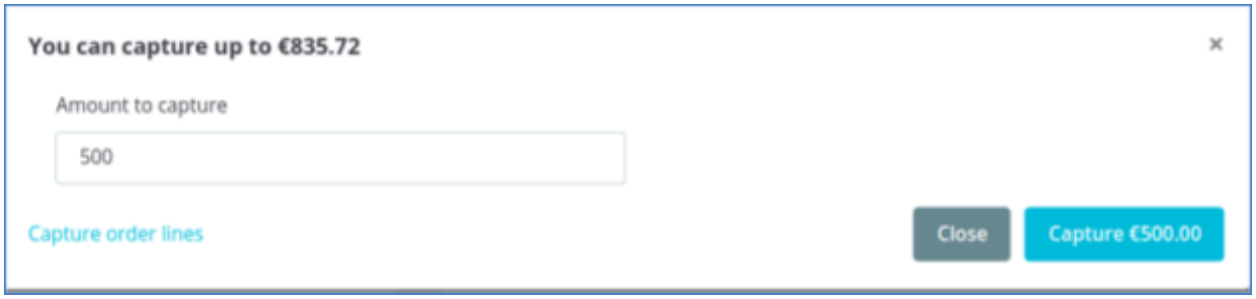
In the 1.1.0 module version partial capture was introduced. Now you can select items that can be captured from your order management page. If that does not suit you, there is an option to capture the order amount instead of the items included in the order. To partially capture orders you need to click on the **CAPTURE ORDER** button on the order management page



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.

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.

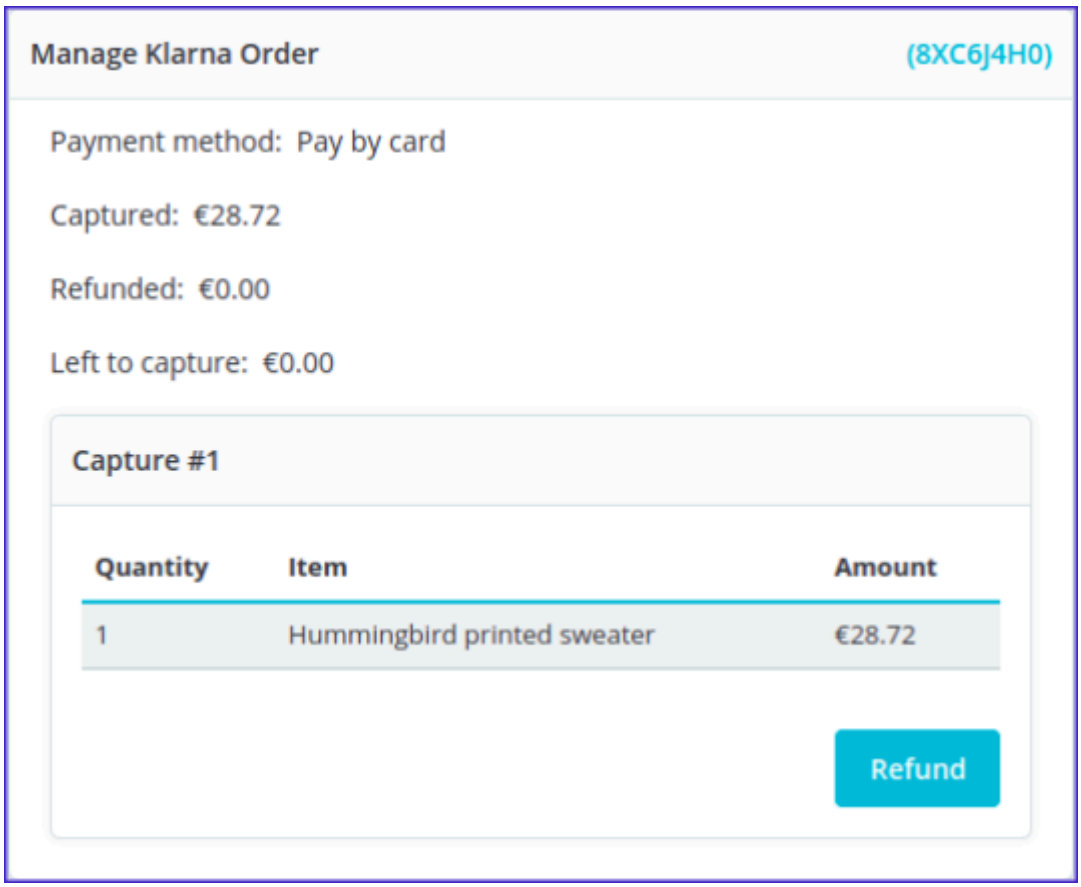
A similar process is with order amount capture, you enter the amount in the field which is presented when you click the link **Capture amount**



You can 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.

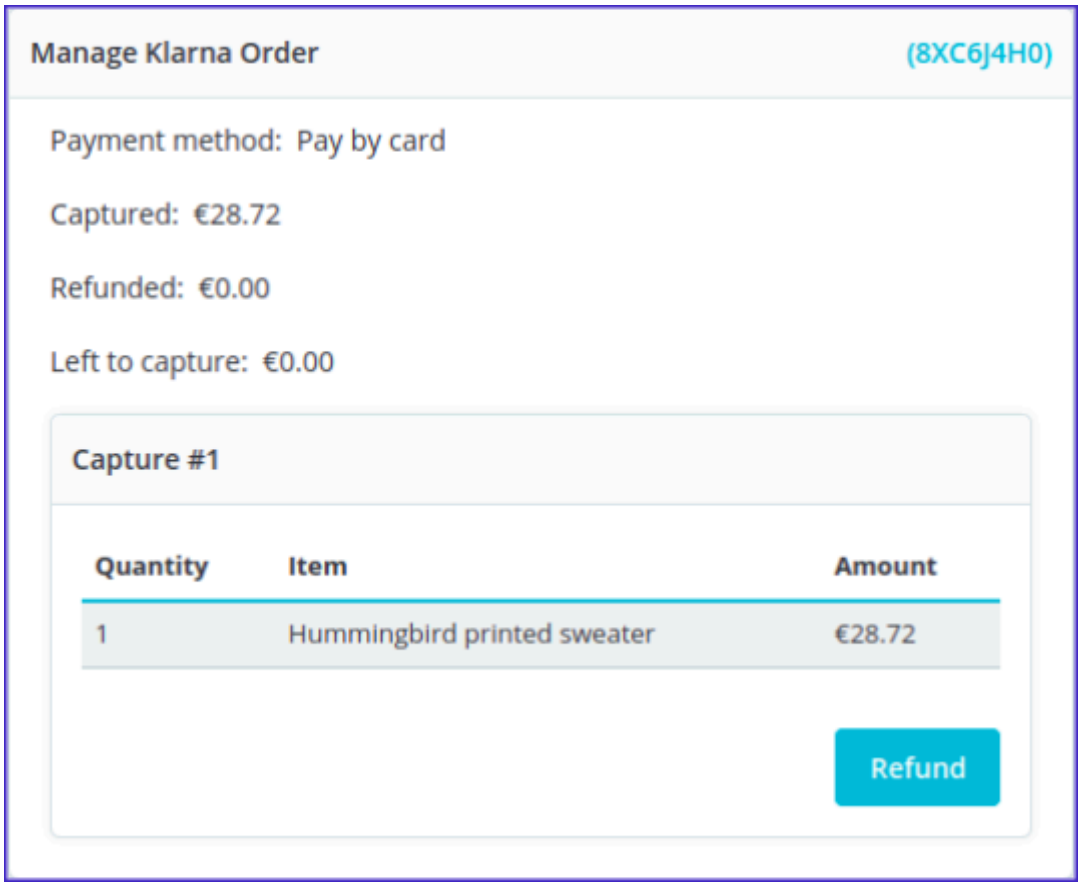
All of the capture attempts can be seen in the same Klarna order management section.



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.



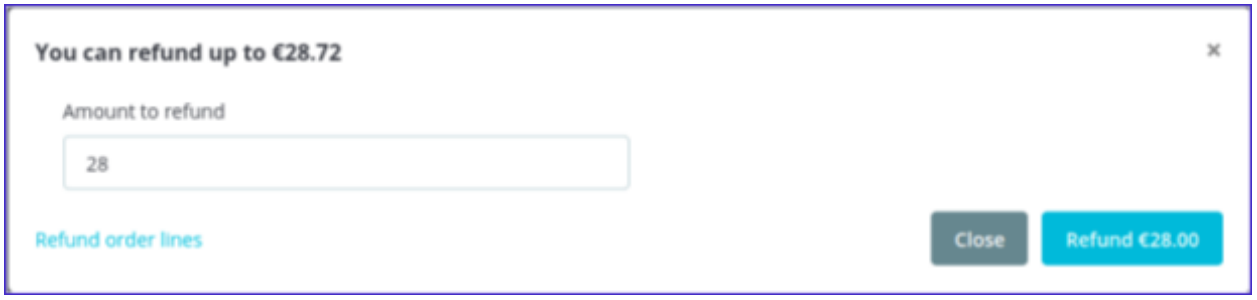
When the button is clicked you will see a modal with items available for refund action. To initiate a full refund select all of the items (or enter the whole order amount) and click refund.

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.

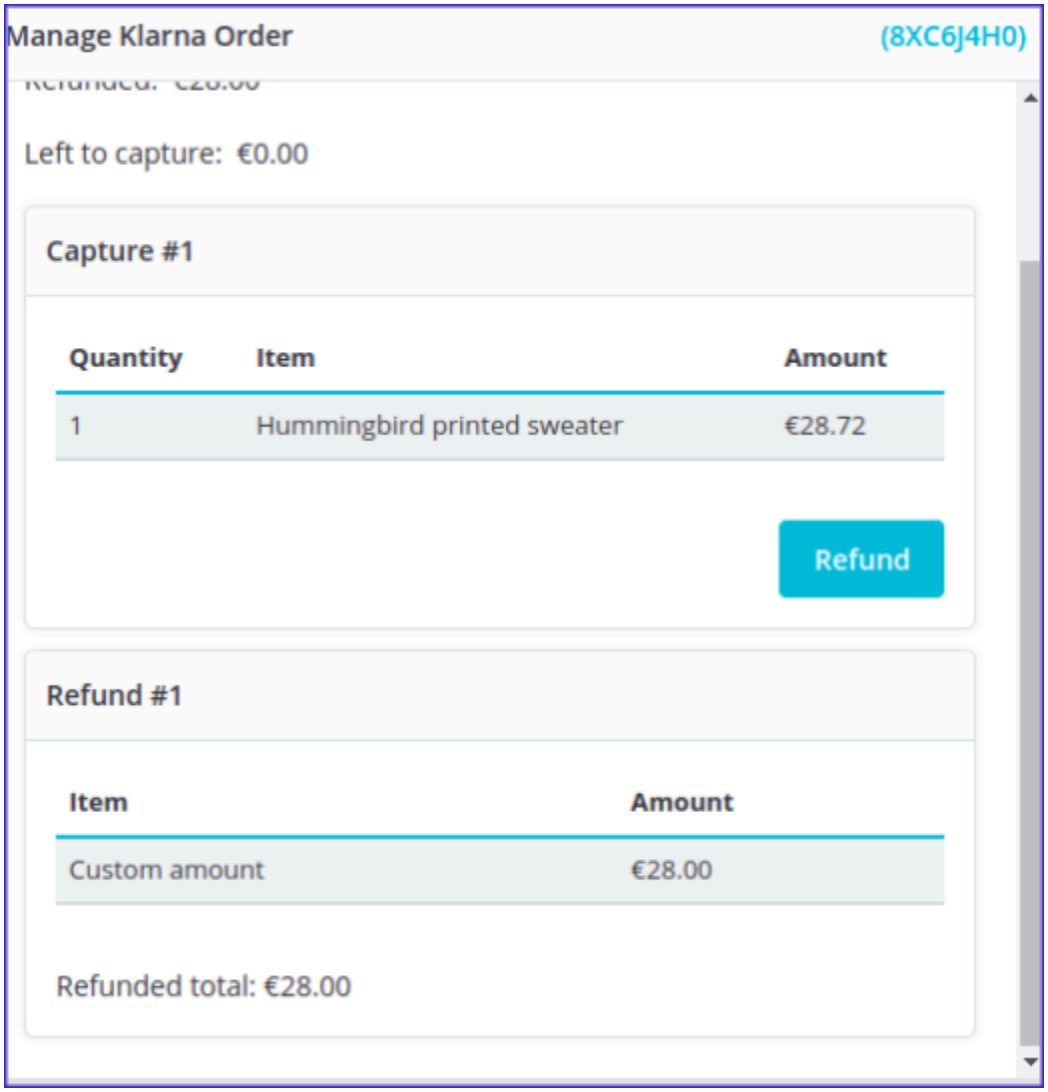
Partial Refund

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.



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



Shipment tracking information

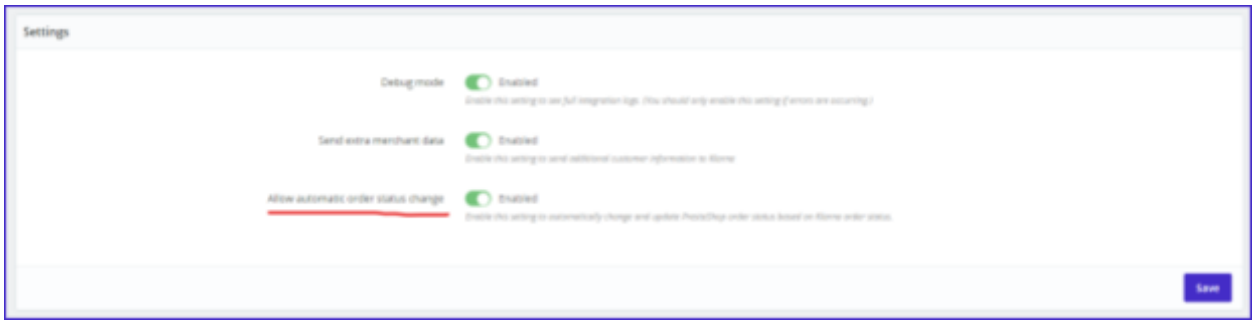
In the **1.2.0 Klarna Payments** Shipment Tracking Information feature was included. Meaning that when you capture the order shipping information is automatically sent to Klarna with the order's capture.

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:

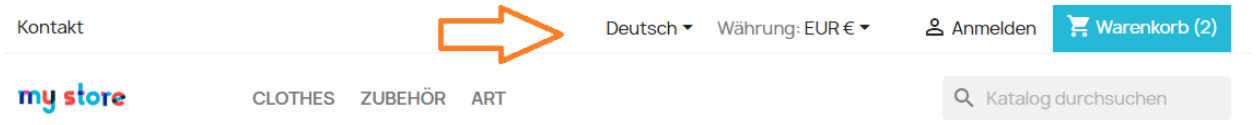
- PrestaShop statuses will not be updated according to Klarna, only the initial status for new orders will be added, allowing you to customize PrestaShop statuses to your liking.

Translations

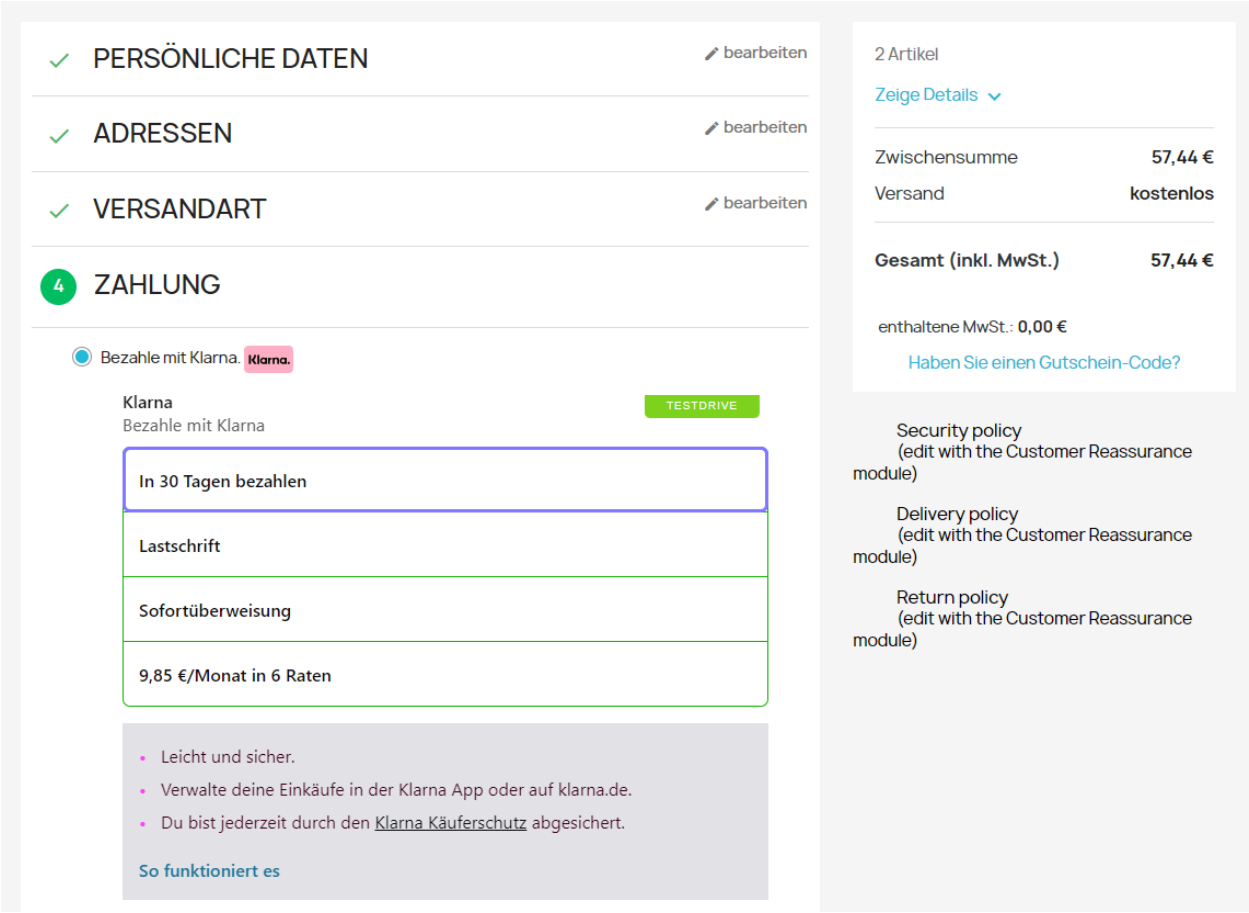
Klarna Payment Method Translations

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.

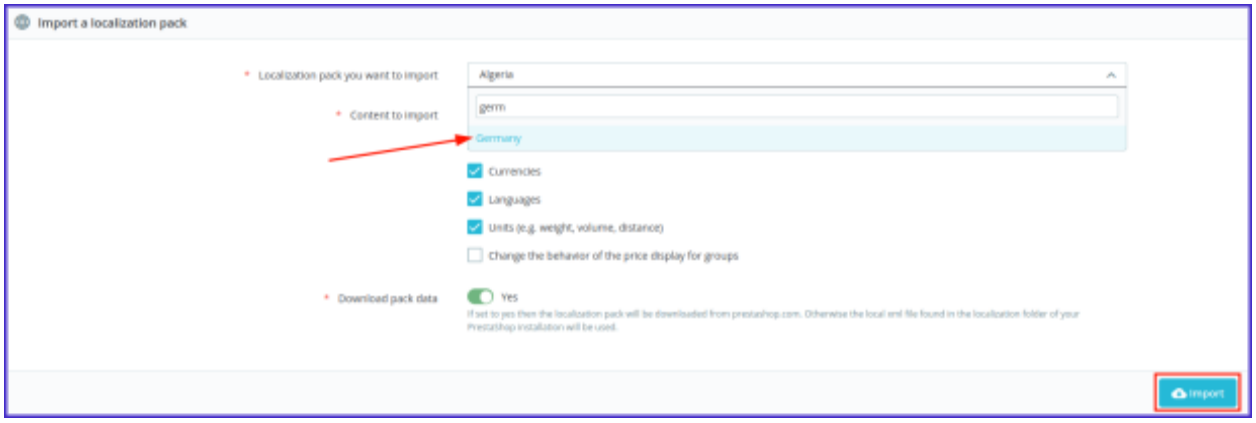


Whichever language you select, the payment methods will be translated into that language, as supported by Klarna Payments, per: https://docs.klarna.com/klarna-payments/in-depth-knowledge/puchase-countries-currencies-locales/



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.



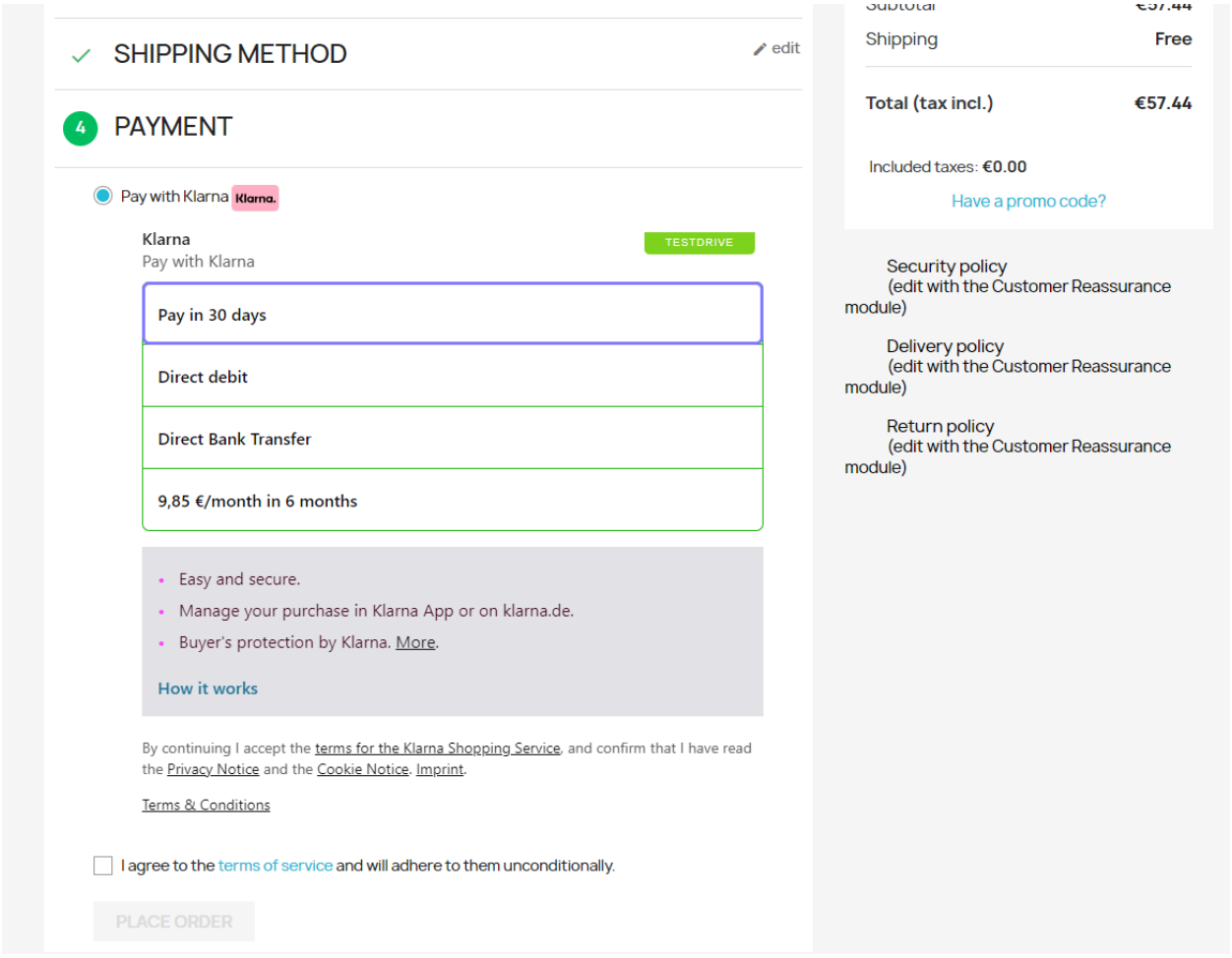
All imported languages will appear in your shop, and your customers will be able to choose them when shopping.

Customer Experience

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

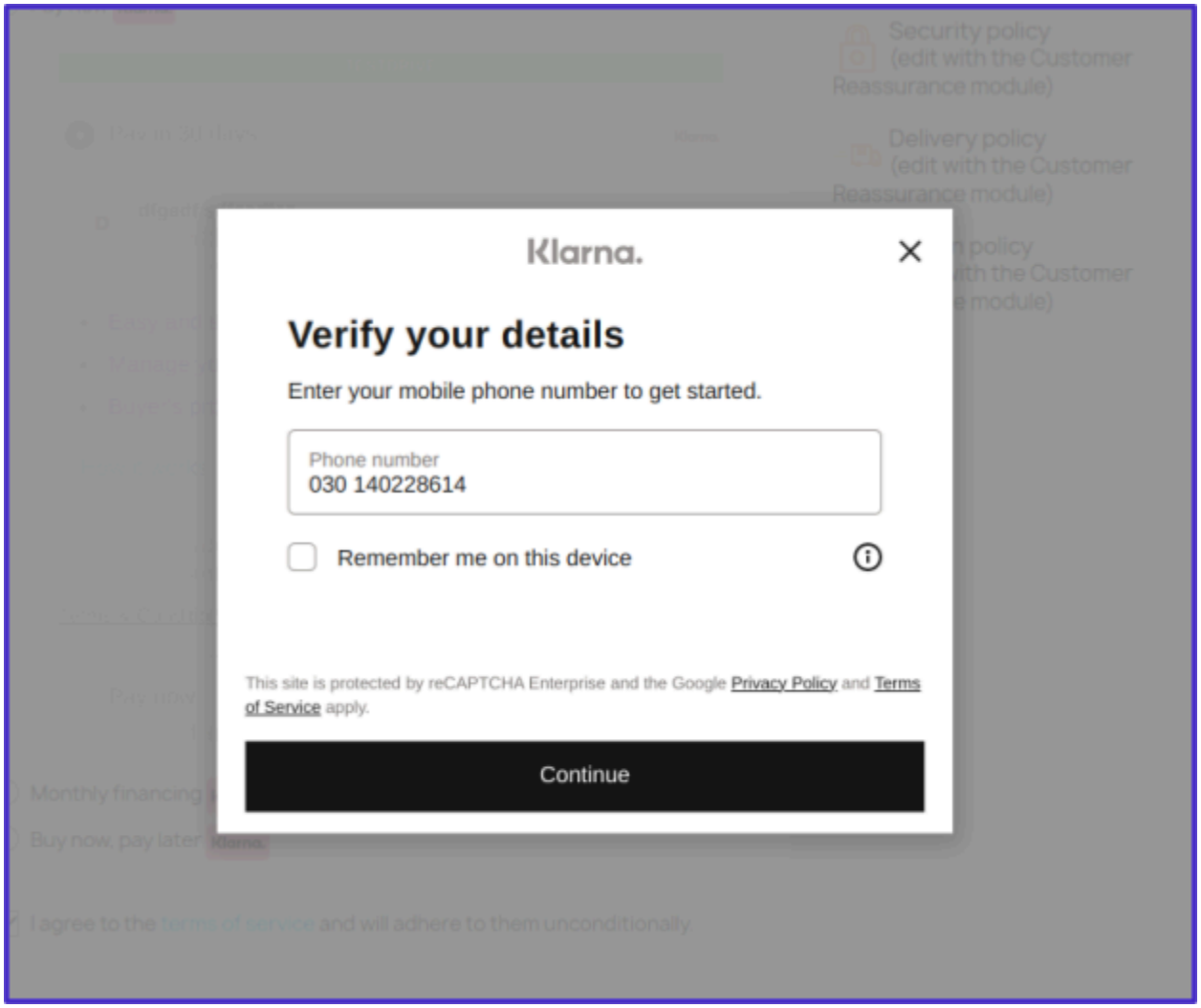
Checkout

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

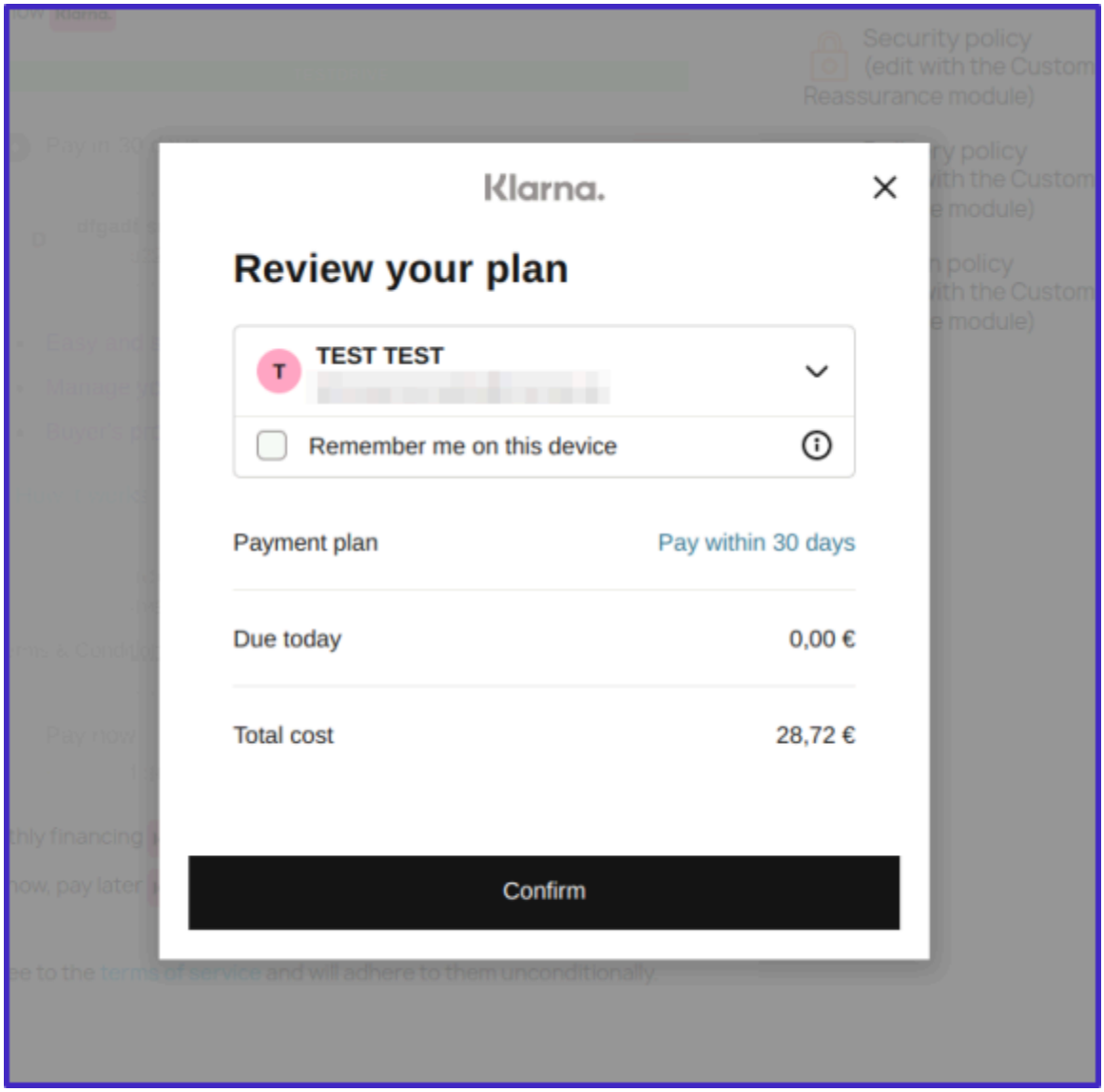


When you choose a payment option and click the button to place the order, a Klarna modal will appear, where your customers will finish the checkout process.

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.

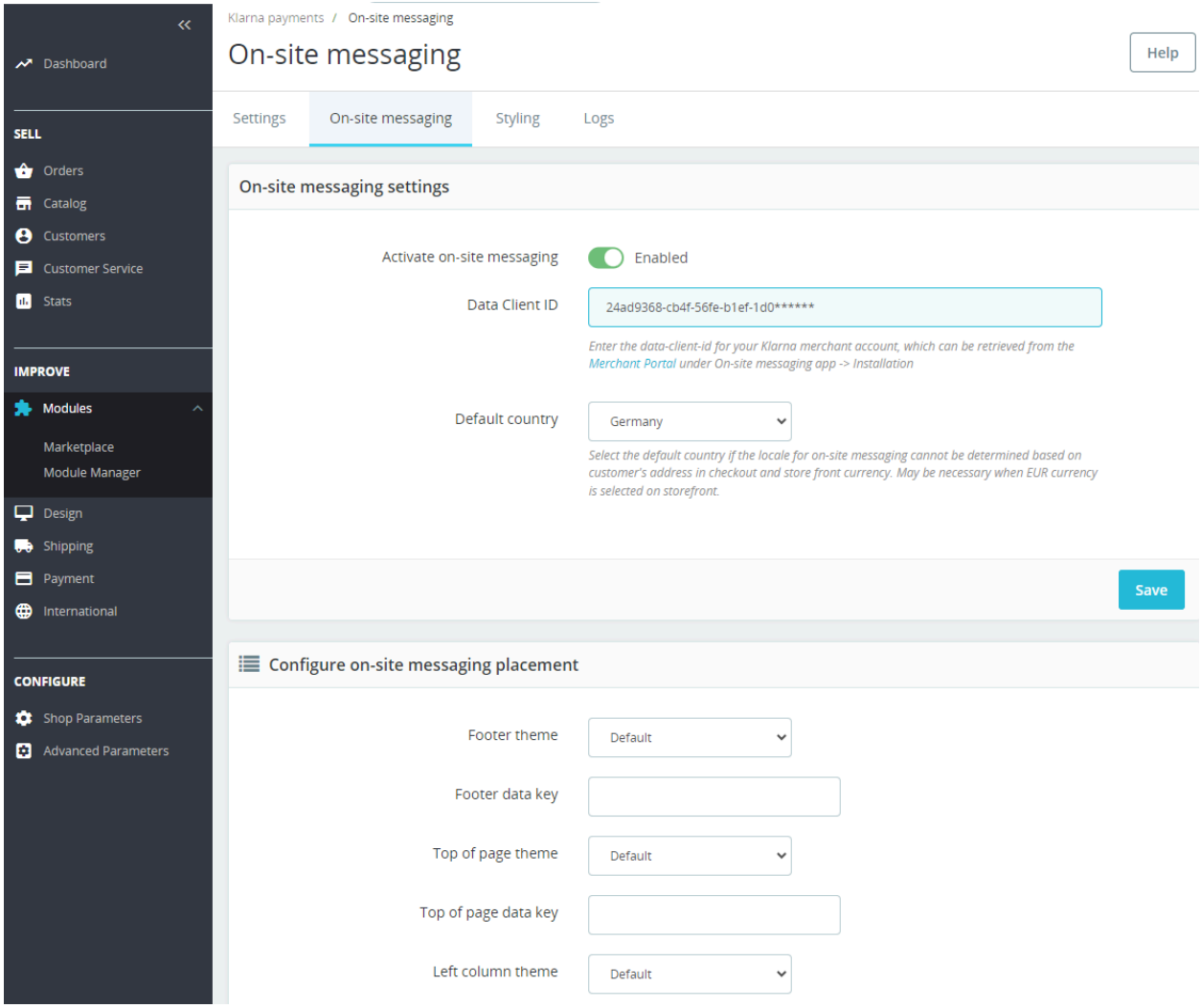


On-site Messaging

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.



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.

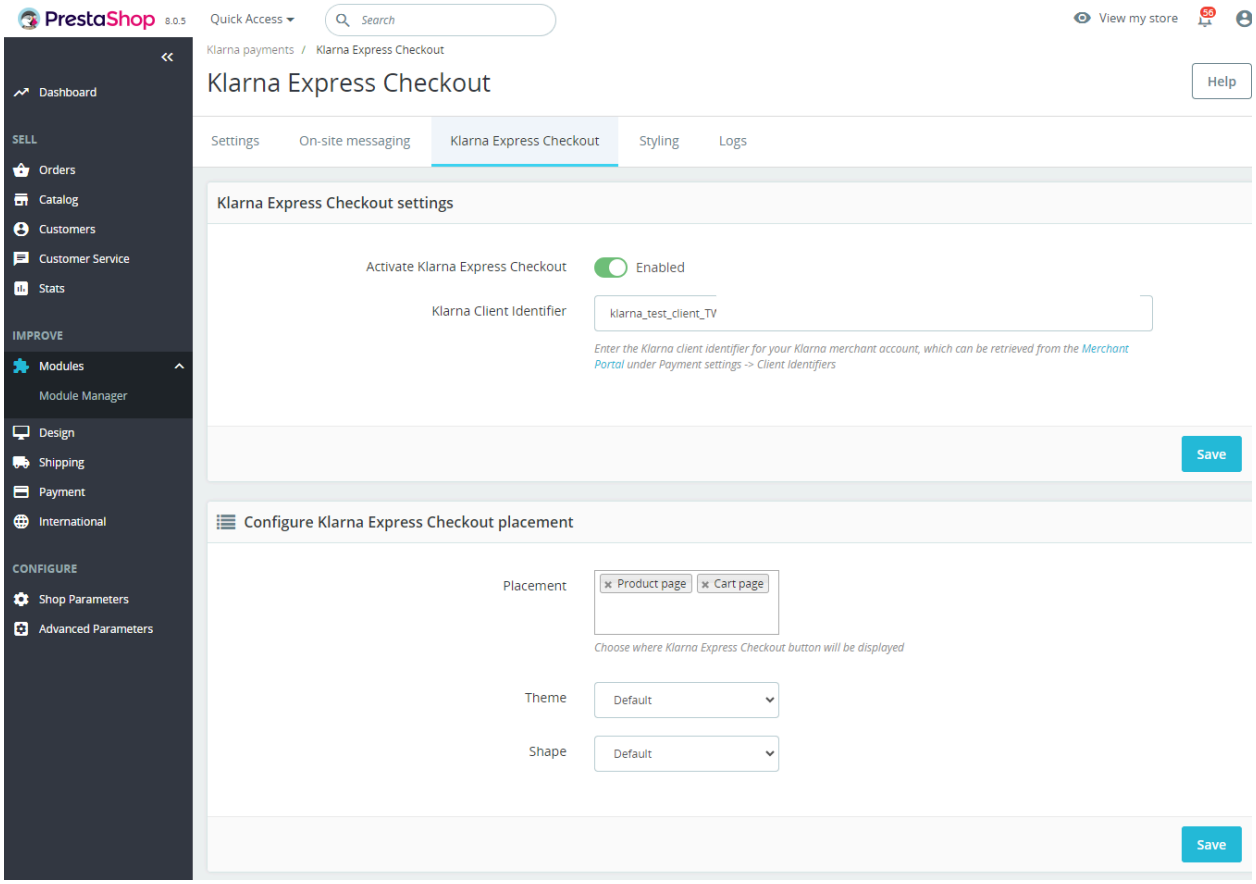
- As EUR currency supports multiple regions, the logic is more complex. The module first uses the current billing country (e.g. if the customer entered address data in checkout). If the customer's country is not set, the module uses the default shop's country. Based on the country, the module searches 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.

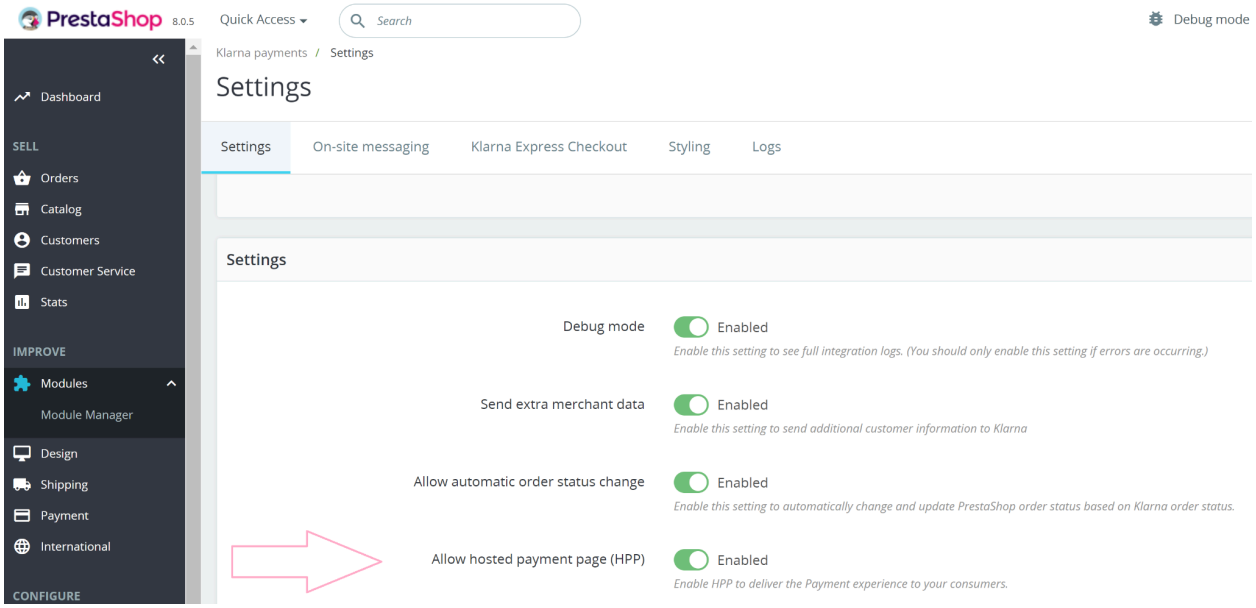


More info about Express Checkout for PrestaShop at docs.klarna.com.

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.



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.

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.