



# Klarna Payments App.

Installation & configuration guide

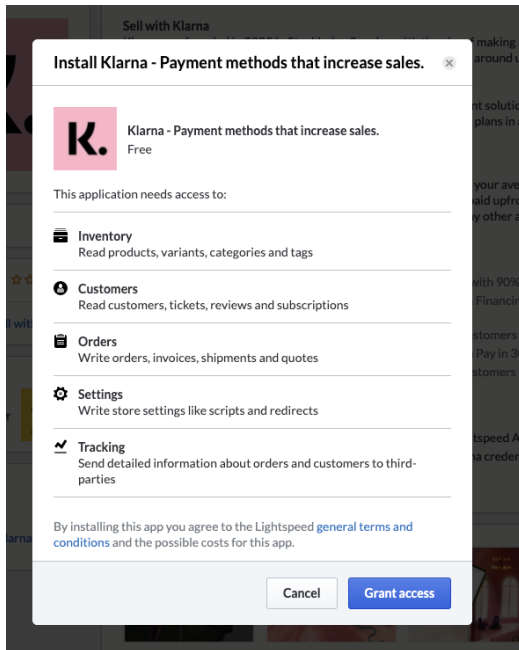
# Table of contents

<b>Klarna Payments App.</b>	<b>1</b>
<b>Installation &amp; configuration guide</b>	<b>1</b>
<b>Configuration.</b>	<b>3</b>
Installation	3
Create your Klarna API credentials	4
Creating your API credentials	4
Enter your Klarna API credentials	5
<b>Payment.</b>	<b>6</b>
Payment method success	7
Payment method failed	8
<b>Order management</b>	<b>10</b>
Full captures	10
Partial captures	11
Credit invoice	12
Inventory options	14
Cancel order	15
<b>Klarna order ID in Lightspeed</b>	<b>17</b>
<b>Fraudulent Klarna orders</b>	<b>18</b>
<b>Explanation of different order statuses</b>	<b>19</b>

# Configuration.

## Installation

When clicking on the [Klarna KP app](#) in the Lightspeed App Store you will be asked to login to your Lightspeed store. After this you will be shown the functionality Klarna needs access to. These are:



**Read products**, variants, categories and tags

**Read customers**, tickets, reviews and registrations

**Write orders**, invoices, shipments en shop carts

**Write settings** such as scripts and redirects

**Send Tracking** send detailed information about orders and customers to third-parties

After Klarna receives permissions to your Lightspeed shop you will be redirected to the Klarna payment app platform. Here you can fill in your username (UID) and password from your Klarna account.

# Create your Klarna API credentials

The next step is to create your Klarna API credentials (username and password) in the Klarna Merchant portal, these can be found under 'settings' via below URL's:

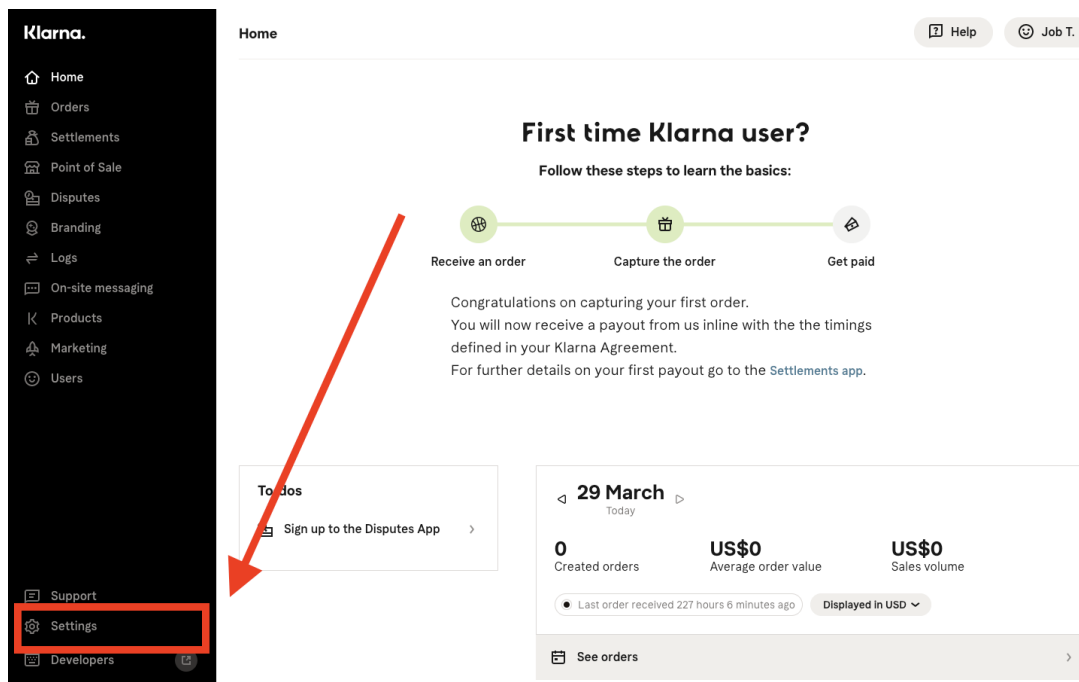
If you have not yet registered, [sign up here](#). For playground credentials [sign up here](#).

- Production Merchant Portal: <https://eu.portal.klarna.com>
- Playground Merchant Portal: <https://playground.eu.portal.klarna.com>

We recommend creating your playground credentials first and to use them to test several transactions and scenarios. Please reach out to your Klarna contact or our local support team when needed. After testing is complete you can create your production API credentials in the production merchant portal. These credentials will allow you to process real transactions and go live with Klarna in your checkout.

## Creating your API credentials

From the Klarna (Playground) Merchant portal, go into the 'settings' section. (See image below). From here you will be able to create your API credentials.



Press the button 'Generate new API credentials' and save the Username (UID) and password. The API credentials always start with your Klarna Merchant ID for example: N654321.

**Klarna.**

Home  
Orders  
Settlements  
Point of Sale  
Disputes  
Branding  
Logs  
On-site messaging  
Products  
Marketing  
Users  
Support  
Settings  
Support code  
**Klarna API Credentials**  
SFTP Credentials  
Bank account details  
Store Information  
Developers

Settings

Store: N6\*\*\*\*\*

### Manage Klarna API Credentials

Use your Klarna API credentials to authenticate with Klarna when placing orders for **Your store**. You can have up to 5 active Klarna API credentials.

**+ Generate new Klarna API credentials**

Username (UID)	Password	Created on	Status
N6*****	*****	12 Mar 2021, 17:03	Active

**Klarna.** Copyright © 2005-2021 Klarna Inc. NMLS #1353190, 629 N. High Street, Third Floor, Columbus, OH 43215 [Terms & Conditions](#)

## Enter your Klarna API credentials

When you have generated your API credentials, you are able to insert them in the 'Klarna App Settings' page in the Klarna Lightspeed app.

## Klarna App Settings

**Note!** - Please check your email with instructions on the Klarna installation

\*Username (UID)  
N\*\*\*\*\*

Received Klarna username for this payment application

\*Password  
\*\*\*\*\*

Received Klarna password for this payment application

Environment  
Production

Submit

[Installation guide](#)

### Important!

Do not forget to change the environment, username and password to production after you have successfully completed testing with Klarna. This page also allows you to enter a surcharge per transaction, this amount should be between 0 and 100 cents.

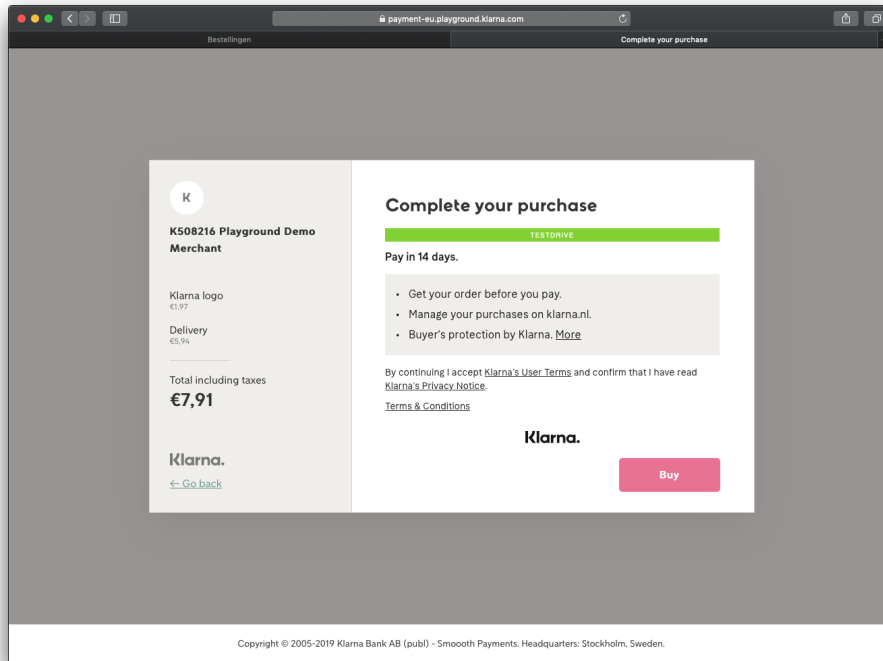
# Payment.

During your sign up with Klarna you have signed a merchant agreement with us..The payment methods that you have signed for are activated within your Klarna account and are displayed in the checkout under the header 'payment methods'. Klarna's offering of payment methods differs per country, you can request the available suite of our payment methods with your Klarna contact person or via our Merchant Support.

The screenshot shows the checkout process on the 'lightspeed' website. The page is titled 'Payment method' and includes a progress bar with steps: Billing address, Shipping method, and Confirmation. The 'Billing address' section contains fields for First name (Stef), Last name (de Kramer), Email (stef.dekramer@nbtive), Telephone (+1 502383514), and Address (300 Post street, San Francisco, CA 94108, California, United States). The 'Shipping method' section shows 'Shipping' selected for \$10.00. The 'Payment methods' section lists two Klarna options: 'Pay later in 30 days' and 'Buy now, pay later', both marked as 'Free'. The 'Review your order' section displays a table of items: Spa Hat (\$12.50), Spa Jeans (\$20.00), and Shipping & Handling (\$10.00), with a subtotal of \$42.50 and a total including tax of \$42.50. A discount code field and a comment box are also present.

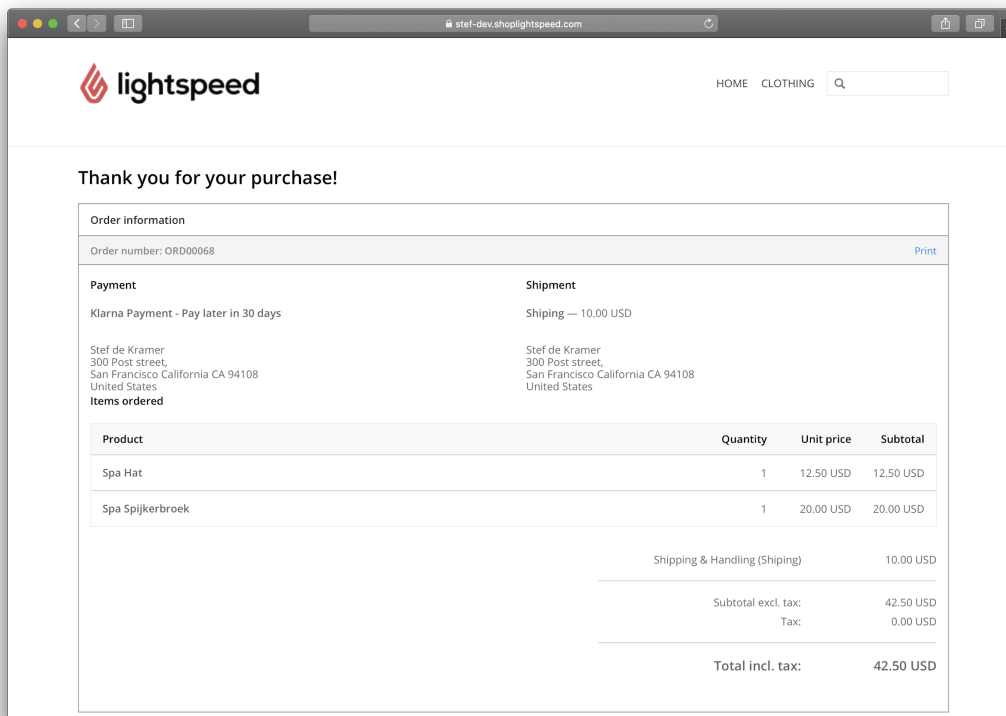
Product	Quantity	Subtotal
Spa Hat	1x	\$12.50
Spa Jeans	1x	\$20.00
Shipping & Handling		\$10.00
Subtotal excl. tax:		\$42.50
Total incl. tax:		\$42.50

After the shopper chooses a Klarna payment method, they will be redirected to the Klarna hosted payment page where they can finalize the purchase.



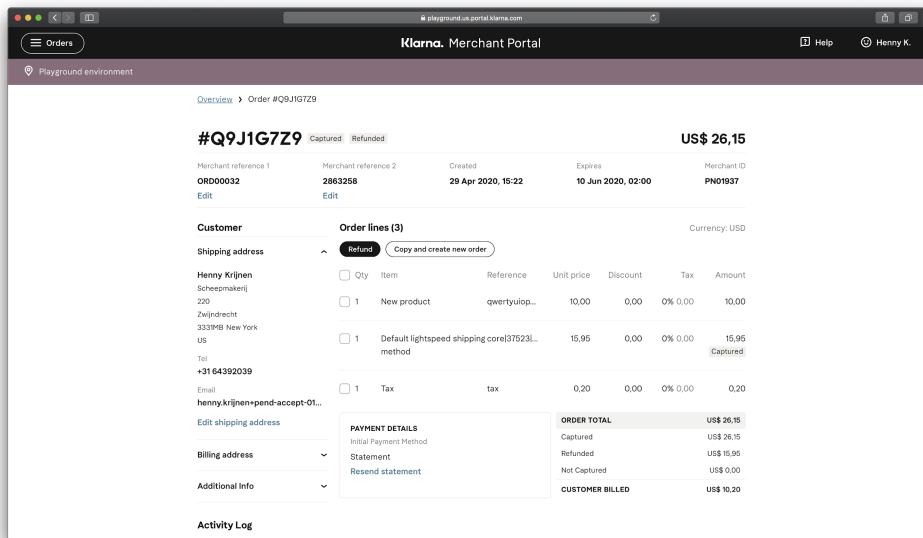
## Payment method success

After the payment has been completed, the customer will be redirected to the Lightspeed order confirmation page. The order will be set to ready for shipment in the Lightspeed back office environment.



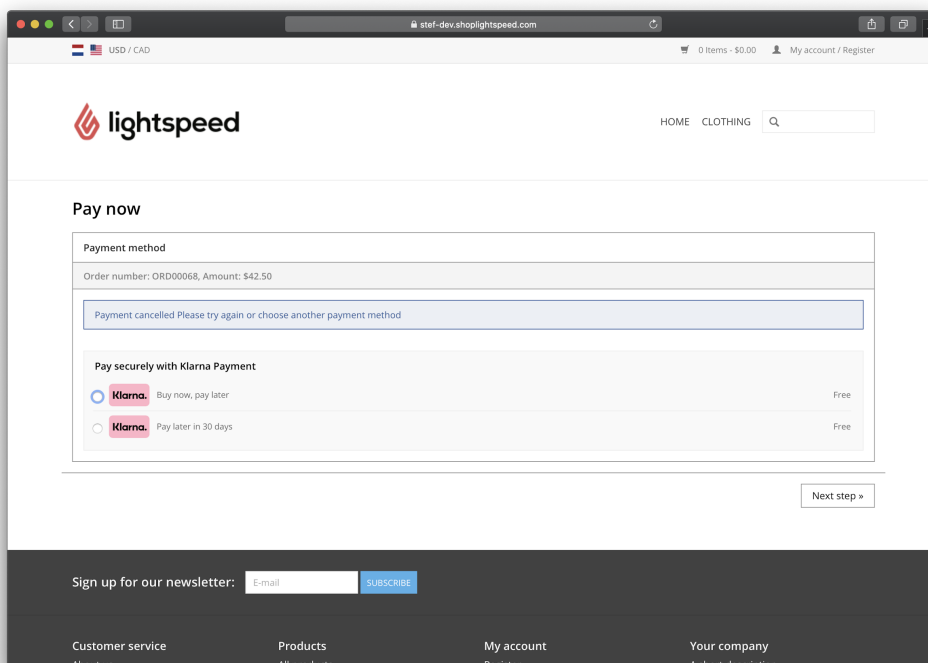
The order will also be visible in your Klarna Merchant Portal. The production Klarna Merchant Portal can be reached via:

- <https://eu.portal.klarna.com>



## Payment method failed

When the customer is not accepted by Klarna for a Klarna transaction, or when the customer cancels a transaction, the customer will be redirected to the Lightspeed payments method page. Now the customer can choose another payment method and try again.







## Partial captures

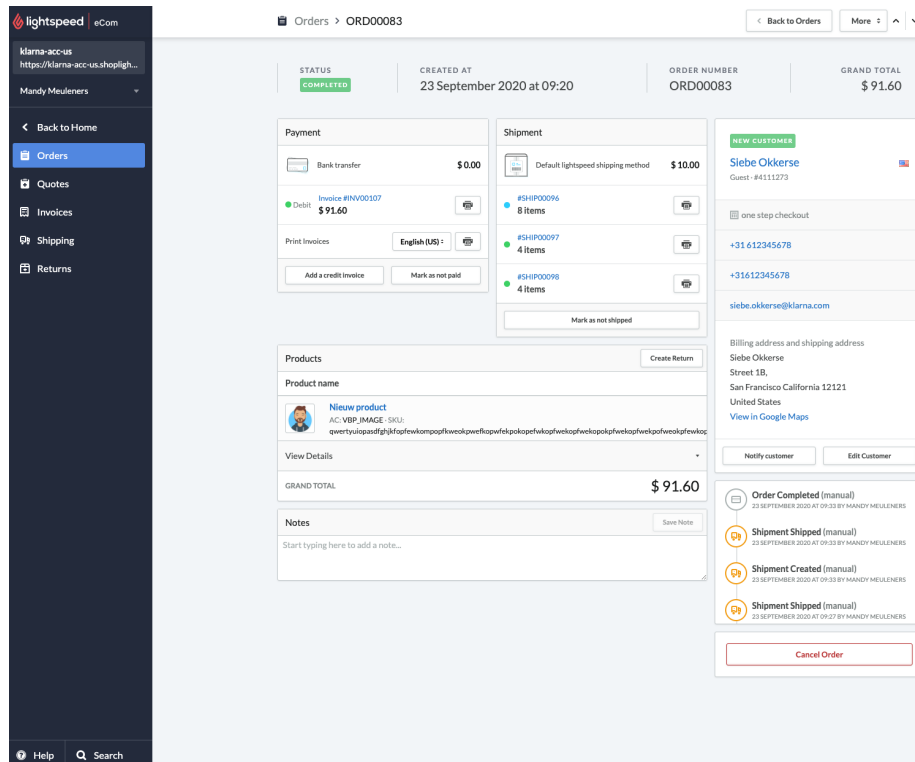
Sometimes you can't send all products at the same time, because not all items are in-stock. Partial captures enable you to partially ship an order.

In order to create a partial capture (shipment), follow these steps:

1. Go into the **'Orders'** tab within the Lightspeed backoffice and select the desired order.
2. Under the **'Shipment'** tab, click on the **#SHIP** number.
3. On the right side of the screen the status of your order can be changed to **'Cancelled'**. Click **save**.
4. In the tab **'Shipment'**, click **'Create Shipment'**. Select the item(s) you wish to send, change the status to **'Shipped'** and click **'Add'**. The status will now change to **'Partially Shipped'**.

The screenshot shows the Lightspeed eCom interface for order ORD00083. The order status is 'PARTIALLY SHIPPED'. The page is divided into several sections: Payment, Shipment, Products, and Customer Information. The Payment section shows a bank transfer of \$0.00 and an invoice of \$91.60. The Shipment section shows a default shipping method of \$10.00 and 8 items. The Products section shows a 'New product' with a placeholder image. The Customer Information section shows the customer's name, email, and address. A timeline on the right side of the page shows the order history: Shipment Created (manual), Shipment Shipped (manual), Shipment Cancelled (manual), and Order Paid (manual).

Once you have the remaining items in stock, you can repeat the same process. Once all products are sent, the status of your order will automatically change to **'Completed'**.



When an order is partially captured, both discounts as well as the total shipping costs that apply to an order are captured when the first order line item is fulfilled within Lightspeed.

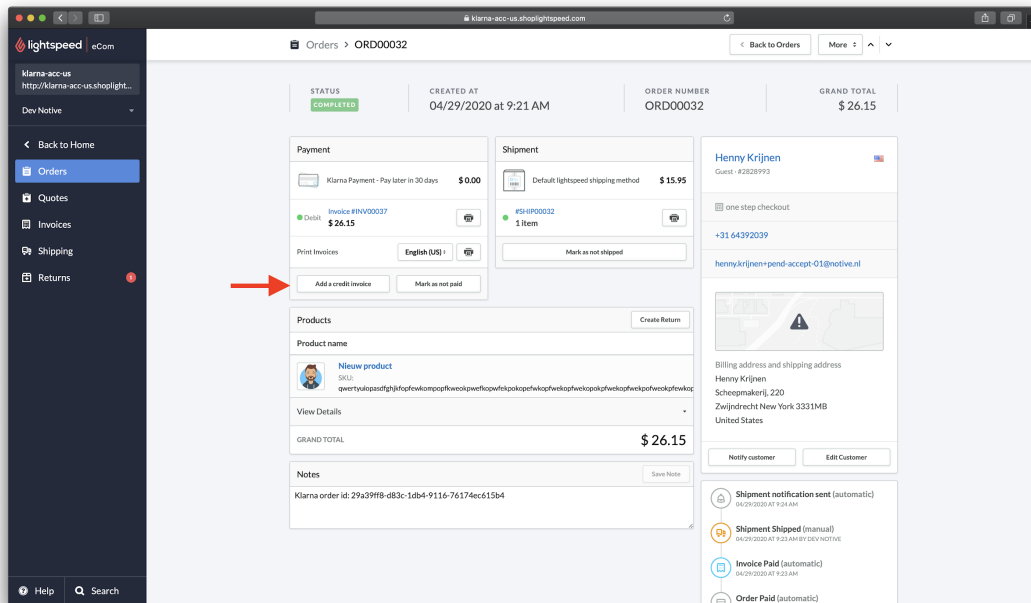
## Credit invoice

A credit invoice should be created when a return is received, or when you want to execute a compensation. In the section "Payment" you can find the button "Add credit invoice".

The following credit options are available:

- Credit based on number of products
- Credit of shipping fee
- Credit of surcharge
- Credit of a custom amount

When creating a credit invoice, you are able to change your stock automatically. When you would like to change the stock without refunding the full product, please do this separately with the function "Create return" (See subject "Inventory options" below), and create a separate credit invoice for a different amount.



Orders > ORD00064

STATUS  
READY FOR SHIPMENT

CREATED AT  
17 May 2020

Payment

Klarna Payment - Buy now, pay later
€ 0,50

Invoice #INV00095  
€ 50,45

Print Invoices
English (US)

Add a credit invoice
Mark as not paid

Products

Product name

Tshirt  
Klarna

View Details

GRAND TOTAL

Create a credit invoice
Cancel
Add

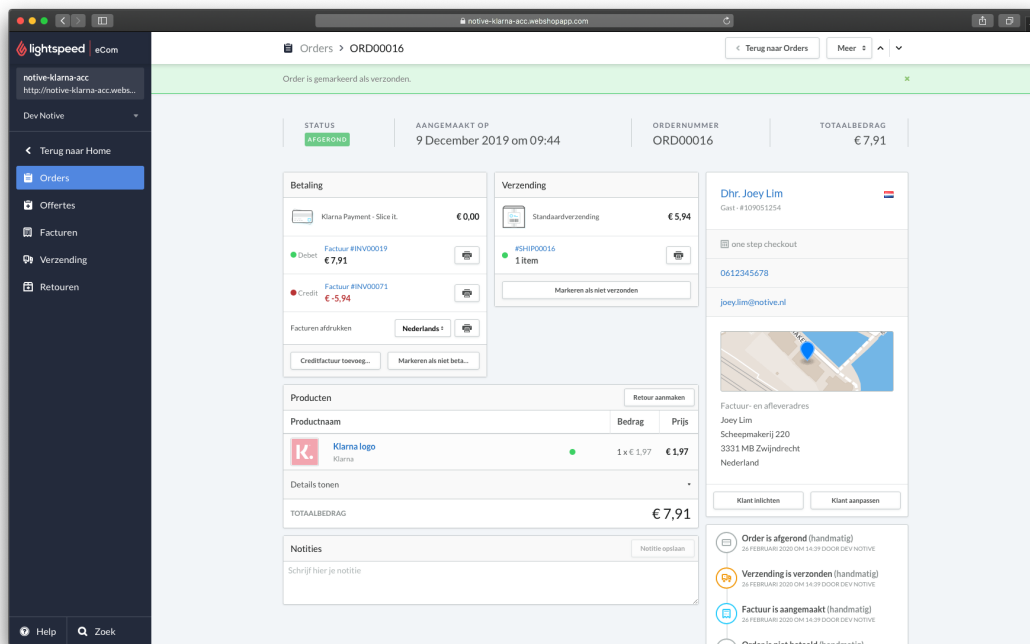
Title	Amount	Total	Quantity
Tshirt Klarna	21% 1x € 49,95	€ 49,95	0
Custom description	21% € 0	€ 0	1
Payment costs Klarna Payment - Buy now, pay later		€ 0,50	€ 0
Add a custom credit			

Update stock  
Enable to return items to stock

Status  
Change the invoice status.

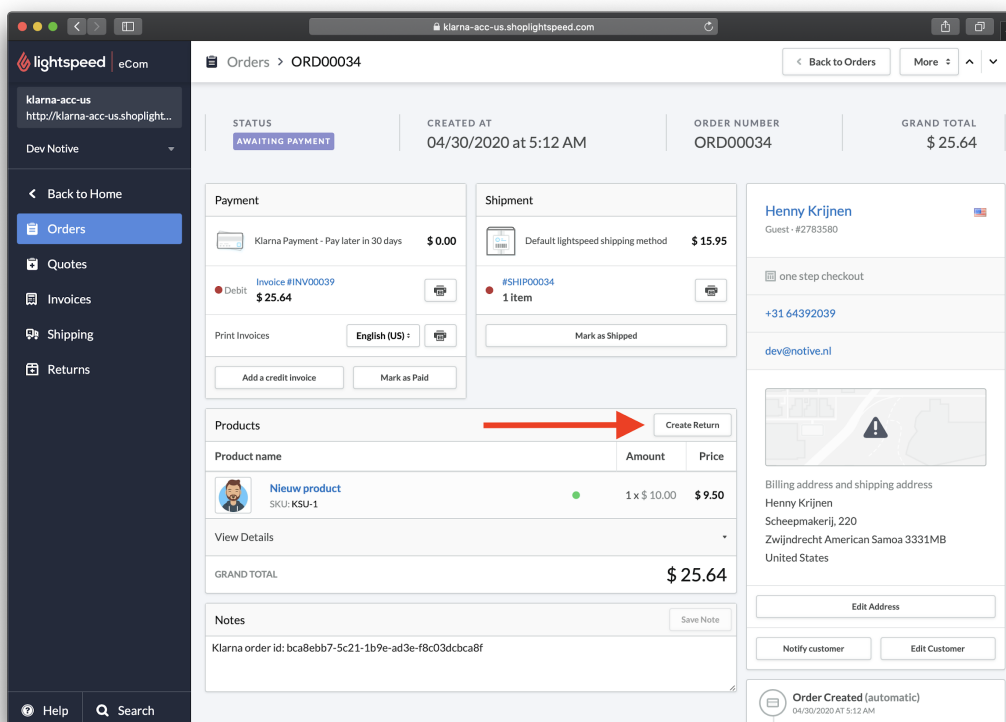
Notify customer  
Send an automated email to the customer.

When creating a new credit invoice, the credit invoice will be visible under "payment". Within Klarna, a refund will be created automatically for the amount you have put into the credit invoice. When the refund has been processed, the credit invoice will receive a green sign with the status "paid".



## Inventory options

This functionality allows you to update your own inventory in the Lightspeed back-end. Your inventory will be amended, however, no credit invoice will be created with Klarna. To amend your inventory, please select "create return" within the pop-up, select "products". Please see "credit invoice" in this guide to understand how a credit invoice is created.

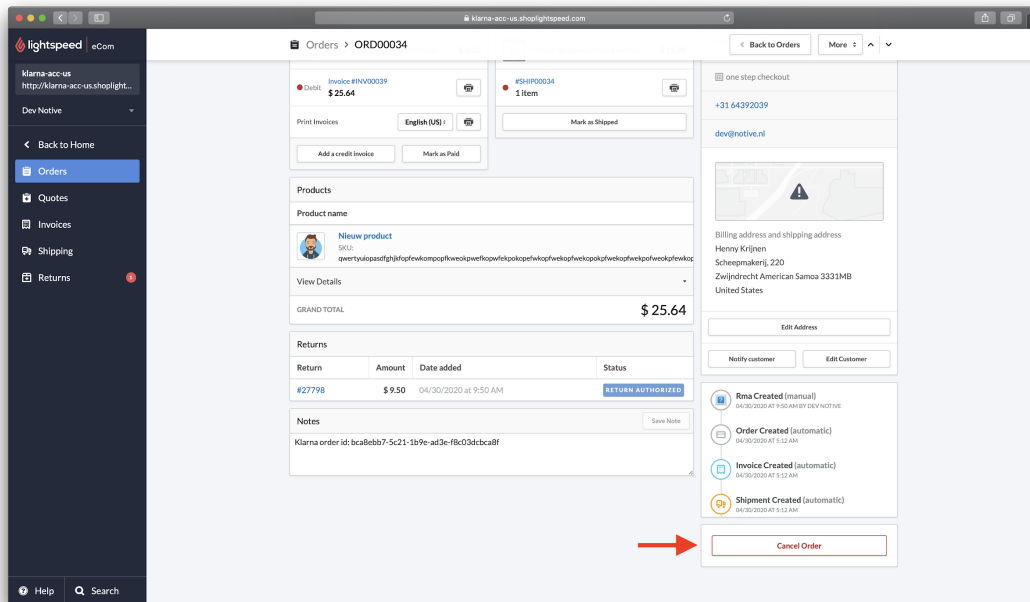


## Cancel order

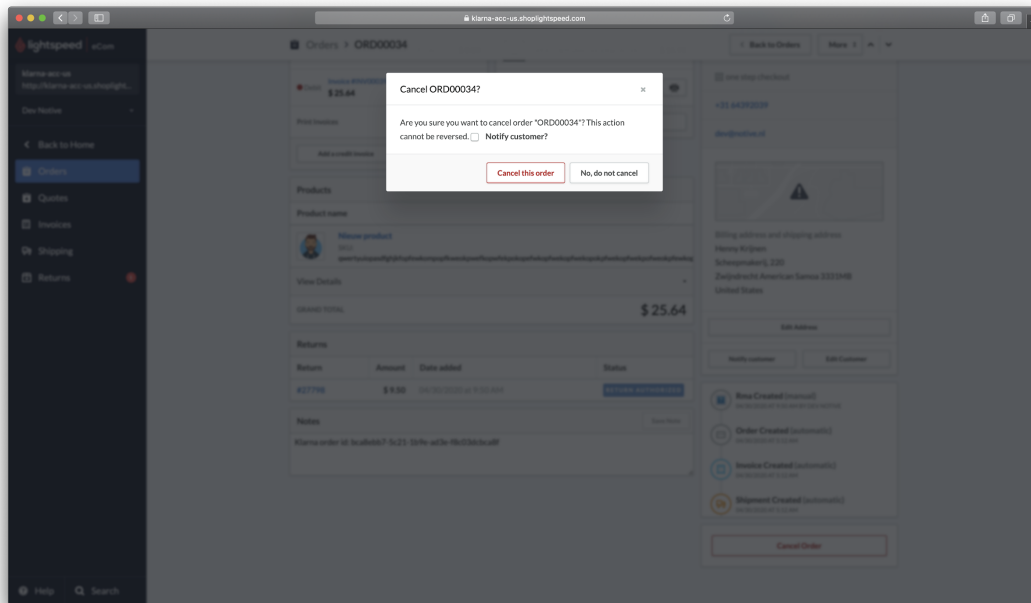
To cancel an order, go to the relevant order and press the red button “cancel order”.

### Important!

by cancelling an order you will also refund the shipping costs. The complete order amount will be sent back to the customer.



There will be a pop-up screen to confirm the cancellation of the order. You are provided the opportunity here to inform the customer about cancellation.



After canceling the order you can see in the activity log that the order is cancelled.

**Important!**

When an order is cancelled this can not be reverted, the only option is to create a new order.

# Klarna order ID in Lightspeed

When an order is created in the Lightspeed webshop, you can find the corresponding Klarna order\_ID under notes.

The screenshot displays the Lightspeed eCom interface for order ORD00034. The interface is divided into several sections: a left sidebar with navigation links, a top header with order status and totals, a main content area with payment and shipment details, and a right sidebar with customer information. A red arrow points to the Klarna order ID in the Notes section.

**Order Details:**

- Order Number: ORD00034
- Status: AWAITING PAYMENT
- Created At: 04/30/2020 at 5:12 AM
- Grand Total: \$ 25.64

**Payment:**

- Klarna Payment - Pay later in 30 days: \$ 0.00
- Debit: \$ 25.64
- Invoice #INV00039
- Print Invoices: English (US)
- Buttons: Add a credit invoice, Mark as Paid

**Shipment:**

- Default lightspeed shipping method: \$ 15.95
- #SHIP00034
- 1 item
- Buttons: Mark as Shipped

**Products:**

Product name	Amount	Price
Nieuw product SKU: KSU-1	1 x \$ 10.00	\$ 9.50

**Grand Total:** \$ 25.64

**Notes:**

Klarna order id: bca8ebb7-5c21-1b9e-ad3e-f8c03dcba8f

**Customer Information:**

- Name: Henny Krijnen
- Guest: #2783580
- Phone: +31 64392039
- Email: dev@notive.nl
- Address: Henny Krijnen, Scheepmakerij, 220, Zwijndrecht American Samoa 3331MB, United States

**Order Created (automatic):** 04/30/2020 AT 5:12 AM



# Fraudulent Klarna orders

If enabled on your Klarna Merchant\_ID, for UK and US orders only you may see an order with status PENDING. For these orders, Klarna is performing an additional risk check which can take up to 24 hours. For comparison, when an order is created but gets rejected by Klarna because of fraud, the status of this particular order will be set to cancelled in Lightspeed.

The screenshot displays the Lightspeed eCom interface for a specific order (ORD00067). The order status is 'CANCELLED'. The interface is divided into several sections: Payment, Shipment, Products, and Notes. The Payment section shows a Klarna Payment of \$0.00 and two invoices: Invoice #INV00069 for \$30.00 (Debit) and Invoice #INV00070 for \$-30.00 (Credit). The Shipment section shows a shipment of 1 item for \$10.00. The Products section lists 'Jeans Spa' with a quantity of 1 and a price of \$20.00. The Notes section contains a Klarna order ID: 7aa0cbc7-3c04-1226-b19d-eda7750311fa. The right sidebar shows customer information for 'Stef de Kramer' and a warning icon indicating a billing and shipping address mismatch.

lightspeed eCom

stef-dev  
http://stef-dev.shoplightspeed.com

Dev Native

Back to Home

Orders

Quotes

Invoices

Shipping

Returns

Help

Search

Orders > ORD00067

Back to Orders

More

STATUS: CANCELLED

CREATED AT: 04/20/2020 at 9:20 AM

ORDER NUMBER: ORD00067

GRAND TOTAL: \$ 30.00

Payment

Klarna Payment - Pay later in 30 days \$ 0.00

Debit Invoice #INV00069 \$ 30.00

Credit Invoice #INV00070 \$ -30.00

Print Invoices

English (US)

Shipment

Verzending \$ 10.00

#SHIP00067 1 item

Products

Product name	Amount	Price
Jeans Spa	1 x \$ 20.00	\$ 20.00

View Details

GRAND TOTAL \$ 30.00

Notes

Klarna order id: 7aa0cbc7-3c04-1226-b19d-eda7750311fa

Save Note

Stef de Kramer

Guest - #2785301

one step checkout

+31 0620569998

hennykrijnen+pend-reject-01@notive.nl

Billing address and shipping address

Stef de Kramer  
Scheepmakerij,  
Zwijndrecht American Samoa 3331MB  
United States

Notify customer

Edit Customer

Invoice Unpaid (API)  
04/20/2020 AT 9:23 AM

Invoice Created (API)  
04/20/2020 AT 9:23 AM

# Explanation of different order statuses

Lightspeed status	Klarna status
Awaiting payment	Status Pending - The order is not completed at Klarna. The customer didn't finish the order hence Klarna rejected the order.
Ready for shipment	The order is placed but not fully captured: Klarna has accepted and finished the order. You can now send the order.
Partially Shipped	A partial capture has been performed.
Canceled	The order is fully canceled.
Completed	Your order is completed (successfully shipped and paid).
Item(s) Refunded	The item has been returned and refunded.