

Klarna Payments App.

Installation & configuration guide

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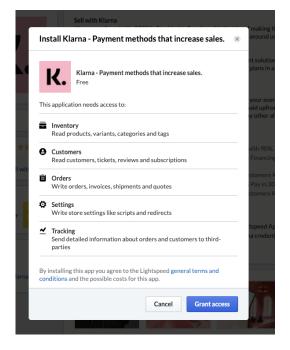




Configuration.

Installation

When clicking on the <u>Klarna KP app</u> 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:

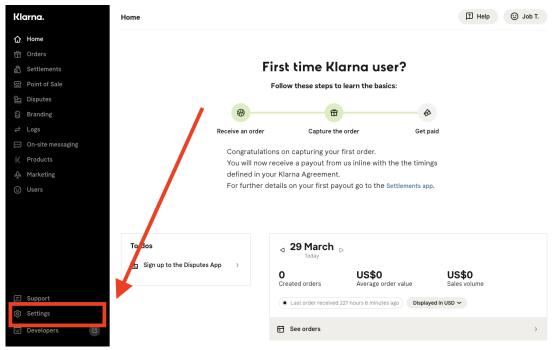
If you have not yet registered, sign up here. For playground credentials sign up here.

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

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.	Settings				I Help 😳 Job T.
☆ Home					
苗 Orders	Store N6*****	~			
备 Settlements					
😭 Point of Sale	Managa		a dan binla		
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≓ Logs					
On-site messaging	+ Generate new Klarr	ha API credentials			
K Products					
n Marketing	Username (UID)	Password	Created on	Status	
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Support					
😥 Settings					
Support code					
Klarna API Credentials					
SFTP Credentials					
Bank account details					
Store Information					
Developers	Klarna. Copyright © 2	2005-2021 Klarna Inc. NML	_S #1353190, 629 N. High Street, Thir	d Floor, Columbus, OH 43	215 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 Klama username for this payment application
*Password
Received Klama 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.

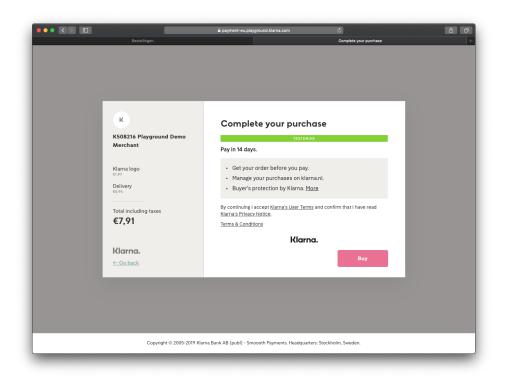
During your sign up with Klarna you have signed a merchant agreement with us..The payment methods that you have signed for are activated within your Klarna account and are displayed in the checkout under the header 'payment methods'. Klarna's offering of payment methods differs per country, you can request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

VSD / CAD		🗎 stef-dev.shoplightspeec		C 2 Items - \$32.50	count / Regist
🍐 lightsp	beed			HOME CLOTHING Q	
			Payment method	Confirmation	
Billing address	Log in or register	Shipping method		Review your order	
First name: *	Last name: *	 Shiping 	\$10.00	Product Quar	ntity Subtotal
Stef	de Kramer	1 working day			
Email: *	Customer type:	Payment methods		Spa Hat	
stef.dekramer@notive.	Private \$	Klama. Pay later in 30 days	Free	Spa Jeans	
Telephone: *	Mobile:	Nama. Paylater in 50 days	Fiee		
+(1) 502383512	Mobile	Klarna. Buy now, pay later	Free		
Address: *				Subtotal excl. tax:	\$42.5
300 Post street				Total incl. tax:	\$42.5
(Optional)				Discount code:	
City: *	ZIP/Postal Code: *				
San Francisco	CA 94108				
State / Province: *	Country: *			Comment:	
California \$	United States \$				
· Phile an abile of discuss					
 Ship to this address 				 Subscribe to our newsletter 	

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.

	HOME CLC	OTHING Q	
			Prin
Shipment			
Shiping — 10.00 USD			
Stef de Kramer 300 Post street, San Francisco California CA 94 United States	4108		
	Quantity	Unit price	Subtotal
	1	12.50 USD	12.50 USD
	1	20.00 USD	20.00 USD
Ship	oping & Handling (Ship	ping)	10.00 USI
			42.50 USI 0.00 USI
	Total incl.	tax:	42.50 USE
	Shiping — 10.00 USD Stef de Kramer 300 Post street, San Francisco California CA 94 United States	Shipment Shiping — 10.00 USD Stef de Kramer 300 Post street, 30n Frankets, California CA 94108 United States Quantity 1 1 Shipping & Handling (Ship Subtotal excl	Shiping — 10.00 USD Stop for Street, San Francisco California CA 94108 United States 1 12.50 USD





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

		Klarna.	. Merchant Portal					Help	Henny K.
verview > Order #Q9J1G7Z9									
≠Q9J1G7Z9 □	aptured Refun	ded				US	\$ 26,15		
	Merchant refer	rence 2	Created 29 Apr 2020, 15:22				Merchant ID PN01937		
dit	Edit								
ustomer	Order li	nes (3)				Cu	rrency: USD		
hipping address	Refund	Copy and crea	ite new order						
	🗌 Qty	Item	Reference	Unit price	Discount	Tax	Amount		
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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.

🍐 lightspeed	l	HOME CLOTHING Q	
Pay now			
Payment method			
Order number: ORD00068, Amount	t: \$42.50		
Payment cancelled Please try aga	in or choose another payment method		
Pay securely with Klarna Payn	nent		
Klarna. Buy now, pay later			Free
Riarna. Pay later in 30 days			Free
			Next step »
Sign up for our newsletter:	E-mail SUBSCRIBE		



Order management

Full captures

To fulfill a Klarna Payments order, navigate to the desired order, fill in the appropriate information, and click the "Mark as shipped" button. The status of your order will change towards 'Completed' when all orders are shipped.

		er number D00037	grand total \$63.40
Payment	Shipment		
Klarna Payment - Pay later in 30 days \$0.00	Default lightspeed shipping method \$15.	95 Mandy Meu Guest • #3266436	85
Debit \$63.40	#SHIP00037 7 items	i one step checko	ut
Print Invoices English (US) :	Mark as Shipped	+1 411678123	
Add a credit invoice Mark as not paid		mandy@klarna.con	n
Products Product name Klieuw product SKU: qwertyulopasdfabjikfopfewkompopfkweokpwefkce	Create Return	Mandy Meu SW street, New York New Yor United States	k 11443
Test product			Edit Address
View Details		• Notify customer	Edit Customer
GRAND TOTAL	\$ 63.4	0	
Notes Klarna order id: 8dab993e-b550-13df-b5d1-fee6f05b0	Save Not	e Order Paid (a 13 MAY 2020 AT 3 Shipment Cr 13 MAY 2020 AT 3	uttomatic) #21 #20 #20 2d (automatic)
		С	ancel Order

9



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'. De status will now change to 'Partially Shipped'.

lightspeed eCom	Orders > ORD00083	< Back to Orders More * ^ V
klarna-acc-us https://klarna-acc-us.shopligh Mandy Meuleners 🔹	STATUS CREATED AT ORDER NUM PARTIALLY SHIPPED 23 September 2020 at 09:20 ORD0008	
https://klarna-acc-us.shopligh	Detractor 23 September 2020 at 09:20 Payment Bank transfer \$ 0.0000 \$ 0.0000 \$ 0.00000 <th></th>	
😧 Help 🝳 Search		Order Paid (manual) 23 SERTENBER 300 AT 09 34 BY MANOY MELLENES Cancel Order

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'.





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Cucles Invoices Invoices Stipping Returns Returns	🖹 Orders	Bank transfer \$0.00 Default lightspeed shipping method \$10.00 Si	iebe Okkerse 🔤
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Shippent Shipped (manual)			Shipment Created (manual)
Cancel Order		e	
			Cancel Order
Help Q, Search			

When an order is partially captured, both discounts as well and 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.





	■ klarna-acc-us.shoplightspeed.com	¢ (d)
🍐 lightspeed eCom	Orders > ORD00032	< Back to Orders More ÷
klarna-acc-us http://klarna-acc-us.shoplight Dev Notive ~	STATUS CREATED AT ORDER COMPLETED 04/29/2020 at 9:21 AM ORDE	NUMBER GRAND TOTAL 20032 \$26.15
Back to Home Orders	Payment Shipment	Henny Krijnen
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Invoices	Print Imoles English (US): Mark as not shipped	+31 64392039 hennykrijnen+pend-accept-01@notive.nl
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Grders > ORD00064		Create a credit invoice				Cancel	Add
	CREATED AT	Title		Amount	Total	Quantity	
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Product name		Notify customer				•	• ••••
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Print Invoices English : Add a credit invoice Mark as not paid Products Product name Tshirt Klarna View Details	• #SI • 1i	Update stock Enable to return items to stock Status Change the invoice status.	Add a custom cr	redit		Not pa	

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".



	A notive-klarna-acc.webshopapp.com	ڻ ٿ
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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.

	🔒 klarna-ac	c-us.shoplightspeed.com	Ċ	(†		
\delta lightspeed eCom	Orders > ORD00034			< Back to Orders More More		
klarna-acc-us http://klarna-acc-us.shoplight Dev Notive v	STATUS CREATED A AWAITING PAYMENT 04/30/20	т D20 at 5:12 AM	ORDER NU			
< Back to Home	Payment	Shipment		Henny Krijnen 🖷		
Orders	Klarna Payment - Pay later in 30 days \$0.00	Default lightspeed shipping method	\$ 15.95	Guest · #2783580		
Quotes	Debit \$25,64	#SHIP00034	-	🗐 one step checkout		
 Invoices Shipping 	\$25.04	1 item		+3164392039		
Returns		Mark as Shipped		dev@notive.nl		
	Add a credit invoice Mark as Paid					
	Products	Creat	e Return			
	Product name	Amount	Price			
	Nieuw product skU: KsU-1	• 1 x \$ 10.00	\$ 9.50	Billing address and shipping address Henny Krijnen		
	View Details -			Scheepmakerij, 220 Zwijndrecht American Samoa 3331MB		
	GRAND TOTAL	\$ 2	25.64	United States		
	Notes	s	ave Note	Edit Address		
	Klarna order id: bca8ebb7-5c21-1b9e-ad3e-f8c03dcbca8f			Notify customer Edit Customer		
Help Q Search			6	Order Created (automatic) 04/30/2020 AT 5:12 AM		



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.

	■ klarna-acc-us.shoplightspeed.com	¢ 💧
lightspeed ecom	Orders > ORD00034	< Back to Orders More More
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	Returns	
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	Klarna order id: bca8ebb7-5c21-1b9e-ad3e-f8c03dcbca8f	Order Created (automatic) 04/30/2020 AT 5:12 AM
	Invoice Created (automatic)	
		Shipment Created (automatic) Organzoza AT 512 AM
		Gancel Order
		Canveroruer
Help Q Search		

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





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		Shipment Crusted (automatik) High Classes
		Constitution
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After canceling the order you can see in the activity log that the order is cancelled.

Important!

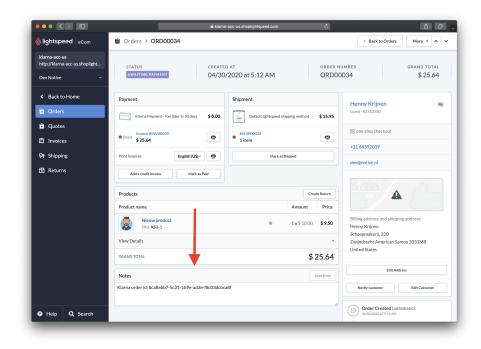
When an order is cancelled this can not be reverted, the only option is to create a new order.





Klarna order ID in Lightspeed

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



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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.

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lightspeed ecom	Orders > ORD00067			< Back to Orders More A
stef-dev http://stef-dev.shoplightspee Dev Notive v	STATUS CREATED AT	at 9:20 AM	order numbe ORD00067	
Back to Home	Payment	Shipment		Stef de Kramer
Orders	Klarna Payment - Pay later in 30 days \$0.00	Verzending	\$ 10.00	Guest · #2785301
Quotes	Debit \$30.00	#SHIP00067 1 item		iii one step checkout
🗐 Invoices		1 item		+31 0620569998
P: Shipping	Credit S-30.00			henny.krijnen+pend-reject-01@notive.nl
Returns	Print Invoices English (US) :			
	Products			
	Product name	A	mount Price	
	Jeans Spa	• 1	x\$20.00 \$20.00	Billing address and shipping address Stef de Kramer Scheepmakerij.
	View Details		•	Zwijndrecht American Samoa 3331MB United States
	GRAND TOTAL		\$ 30.00	
	Notes		Save Note	Notify customer Edit Customer
	Klarna order id: 7aa0cbc7-3c04-1226-b19d-eda775031	1fa		Invoice Unpaid (API) 04/20/2020 AT 9:21 AM
Help Q Search			h	Invoice Created (API)





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.

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