

Klarna. Checkout

Magento Module User Guide for v2.x

Disclaimer	4
1 Introduction	4
2 Requirements	4
2.1 System Requirements	4
2.2 Compliance requirements	5
2.2.1 Cancellation Rights	5
2.2.2 Invoice Storage	5
2.2.3 Data protection	5
2.2.3.1 Consent text	5
2.2.3.2 Terms & Conditions update	6
3 Feature Overview	7
3.1 Single page checkout	7
3.2 Separate shipping and billing address	7
3.3 Checkout restrictions	8
3.4 Merchant checkbox	8
3.5 External payment methods	8
3.6 Fraud automatic order cancellation	8
3.7 MOTO (Mail Order / Telephone Order)	9
3.8 B2B (Business to Business)	11
3.8.1 Prerequisites	11
3.8.2 Configuration	11
3.8.3 Use	13
3.9 Recurring Orders (Subscriptions)	14
3.9.1 Prerequisites	14
3.9.2 Configuration	14
3.9.3 Use	14
3.10 EMD (Extra Merchant Data)	14
3.11 Multiple Additional Checkboxes	15
3.12 Fixed Product Tax support	16
3.12.1 Including the additional tax in the existing tax order line:	16
3.12.2 Splitting the additional tax out into a “surcharge” order line:	16
4 Order flow	17
4.1 Changes to order flow	17
4.2 Fraud order rejection	17
5 Installation	17

6 Configuration	18
6.1 Quick setup guide	18
6.2 Additional configuration	20
6.2.1 Restriction of checkout by customer group	20
6.2.2 External payment methods	20
6.3 Checkout configuration	20
6.3.1 Checkout Options	20
6.3.2 Checkout Design	21
6.4 Advanced configuration	22
6.4.1 Custom external payment methods	22
6.4.2 Custom merchant checkbox	23
6.4.3 A/B testing	23
6.5 Magento configuration changes	24
6.5.1 State/Region validation	24
6.5.2 Tax configuration	24
6.5.2.1 Tax Calculation	24
6.5.2.2 Tax Calculation for non-US countries	24
6.5.2.3 Tax Calculation for US	25
7 Additional quote/order details	26
7.1 Additional quote details	26
7.2 Additional order details	26
8 Developer Section	27
9 Managing Orders	28
9.1 Orders	28
Cancel an order	28
Make a full capture	29
Make a partial capture	29
Invoice distribution	30
Refunds	30
Credit memo	30
Make a full refund	31
Make a partial refund	32
Refund an amount	32
Create an adjustment fee	33
10 FAQ	34
10.1 Can KP and KCO both be used in the same site?	34
10.2 Contract changes?	34

Merchant Support Contact Info	34
10.3 Multiple currencies/store views: Why can't we support multiple currencies per Magento website / Why can't we support multiple store views per website	34
11 Troubleshooting	35
11.1 Orders fail to create due to missing state/region	35
11.2 Orders fail to create due to missing title	35
11.3 Orders totals do not match in iframe vs sidebar	35
11.4 Checkout fails to load	35
11.5 Enable debug mode	35
11.6 Orders are canceled after being placed	35
11.6 Contact Klarna	36

Disclaimer

Klarna's Magento 1 plugins for Klarna Checkout and Klarna Payments are offered as-is. With the deprecation of Magento 1 by Magento, An Adobe Company, Klarna will no longer be maintaining the Magento 1 plugins. This includes the following:

- No feature requests for updated Klarna services will be completed
- No pull requests will be accepted
- No issues to code will be accepted
- Support requests to magento@klarna.com will receive a response in regards to the plugins no longer being supported.

Continued use of the Magento 1 plugins does not guarantee continued service with Klarna. Klarna's API can change over time. Any significant vulnerabilities discovered with the Platform or the implementation of Klarna's API may result in termination of services from Klarna. The user of this code assumes the full risk and accepts full responsibility for maintaining their Magento 1 site along with the implementation of Klarna into their site. This includes updating for changes to Klarna's API as well as any security vulnerabilities which may be encountered.

Klarna recommends merchant's to update their sites to a supported platform version (Magento 2 or re-platform). For more information on migrating to Magento 2, visit our guide [here](#). Klarna will continue to support our Magento 2 Klarna Payments Vendor Bundled Extension as well as the Magento 2 Klarna Checkout extension available on the Magento Marketplace. We are committed to continue to extend the Magento 2 offering to include the latest Klarna and Magento functionality for a smooth payment experience for merchants and their consumers.

1 Introduction

Klarna has created a Magento Module to fully integrate Klarna Checkout. Klarna Checkout is a replacement of the standard checkout on most Magento sites today. Having the goal to simplify buying, the Klarna Checkout experience is simple, fast and secure. Klarna simplifies buying.

2 Requirements

2.1 System Requirements

- Supported Magento Version
 - Community Edition 1.8 or 1.9
- PHP 5.6 (no longer supported after Dec 31, 2018 due to reaching End Of Life)
- PHP 7.2
- SSL must be enabled for the frontend and backend of Magento.
- Magento site must be public facing.

2.2 Compliance requirements

Due to the strict German and Austrian law below settings are needed to be legally compliant.

2.2.1 Cancellation Rights

In Germany and Austria, consumers must be presented with a link to the cancellation rights (Widerrufsrecht). Within KCO consumers will be forwarded to the page specified in the parameter 'URL to terms and conditions', with the page anchor #cancellation_rights added to the link. Therefore the merchant needs to set a #cancellation_rights anchor to their terms and condition page.

To set the URL see: [6.3 Checkout configuration](#)

2.2.2 Invoice Storage

The DACH addon module automatically saves the Klarna customer invoice when invoicing an order. All invoices can be found in the following path: {web root}/var/klarnainvoices

2.2.3 Data protection

When personal information is shared with a third party, you need to inform the customer that this is taking place. For legal purposes Klarna is as a third party in your relationship with your customer. Therefore, when a customer chooses Klarna Checkout as a payment method, they must be informed about how their personal information is being handled.

There are two different methods to meet the requirements: Consent text or Terms & Conditions update.

2.2.3.1 Consent text

Consent text and button to pre-fill the KCO is displayed above Klarna Checkout.

In order to pre-fill KCO with the customer account details the customer actively has to agree by pressing a button that is displayed above the KCO.

This method is included with the DACH add-on module You can enable it with a setting:

System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Options

Option	Setting value
Pre-fill Customer Details	Set to Enable
Customer pre-fill notice Enabled	Set to Enable

2.2.3.2 Terms & Conditions update

Legal information can be added to the terms & conditions of your store. In this case no extra button is displayed to the customer. The pre-filling for logged in user is made automatically.

Configure the following settings once your terms & conditions have been updated.:

System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Options

Option	Setting value
Pre-fill Customer Details	Enable
Customer pre-fill notice Enabled	Disabled

Terms & Conditions update - Continued

To meet the legal requirements, the following information need to be added to you terms & conditions:

English Version

We use Klarna Checkout as our checkout, which offers a simplified purchase experience. When you choose to go to the checkout, your email address, first name, last name, date of birth, address and phone number may be automatically transferred to Klarna AB, enabling the provision of Klarna Checkout. These User Terms apply for the use of Klarna Checkout is available here:

https://cdn.klarna.com/1.0/shared/content/legal/terms/EID/en_us/checkout

NOTE: The merchant EID and customer locale must be provided in the link.

German version:

In unserem Kassenbereich nutzen wir Klarna Checkout. Dazu werden Ihre Daten, wie E-Mail-Adresse, Vor- und Nachname, Geburtsdatum, Adresse und Telefonnummer, soweit erforderlich, automatisch an Klarna AB übertragen, sobald Sie in den Kassenbereich gelangen. Die Nutzungsbedingungen für Klarna Checkout finden Sie hier:

https://cdn.klarna.com/1.0/shared/content/legal/terms/EID/de_de/checkout

NOTE: The merchant EID and customer locale must be provided in the link.

3 Feature Overview

The Klarna Checkout Module comes packaged with enhancements to the Magento platform to support the Klarna Checkout.

3.1 Single page checkout

Klarna Checkout is a single page checkout. The checkout experience and form fields dynamically change depending on the customer's position in the checkout flow. Some returning customers may only be required to click 'Place Order' to complete checkout as their details could be prefilled by Klarna.

3.2 Separate shipping and billing address

Depending on the market and agreement with Klarna, a merchant can enable the ability to allow a separate shipping address to that of billing.

3.3 Checkout restrictions

The Klarna Checkout module can be disabled based on different visitor groups. Some examples are:

- Logged in customer
- Customer group
- Shipping country
- Billing country

3.4 Merchant checkbox

Within the Klarna Checkout a checkbox can be added to trigger events when an order is placed. Out of the box, the Klarna Checkout Module supports several events:

- Creating an account
- Subscribing to newsletter

Custom events can be added programmatically by the merchant. (See [Custom merchant checkbox](#))

See section on [Multiple Checkboxes](#) if you are looking for the new functionality that allows you to specify multiple separated checkboxes.

3.5 External payment methods

Alternative payment methods will be displayed when Klarna's standard offering is not approved for the customer. Selecting an alternative payment will redirect the customer from Klarna Checkout to the external payment page. The Klarna Checkout Module supports PayPal Express out of the box. Additional methods can be added programmatically by the merchant. (See [Custom external payment methods](#))

Please note that when a consumer is using an alternative payment method not offered by default, no order is created in Klarna. All processing of the order is the merchant's responsibility.

3.6 Fraud automatic order cancellation

If Fraud Prevention Review has been enabled for a merchant, the Klarna Checkout Module will automatically cancel orders that are flagged as fraudulent. Orders will be put into a fraud pending state to prevent progression of an order until the fraud state of an order is determined.

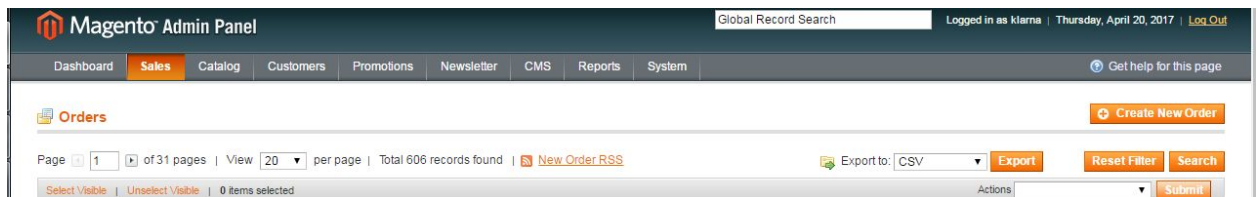
The orders will be cancelled both in Klarna and Magento.

3.7 MOTO (Mail Order / Telephone Order)

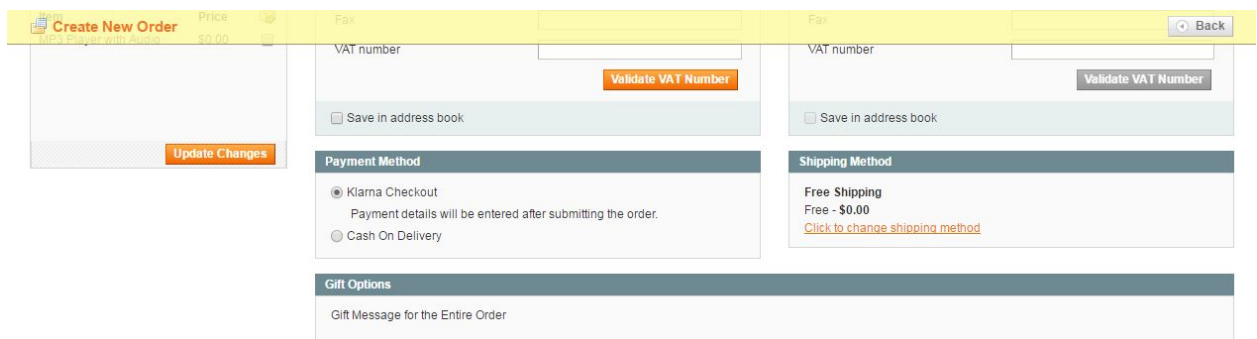
Klarna Checkout can be used to process payments on orders placed in the admin. The only option that will be available to you will be Credit Card and your contract with Klarna will need to support this.

Here are the steps for using Klarna Checkout with an admin order:

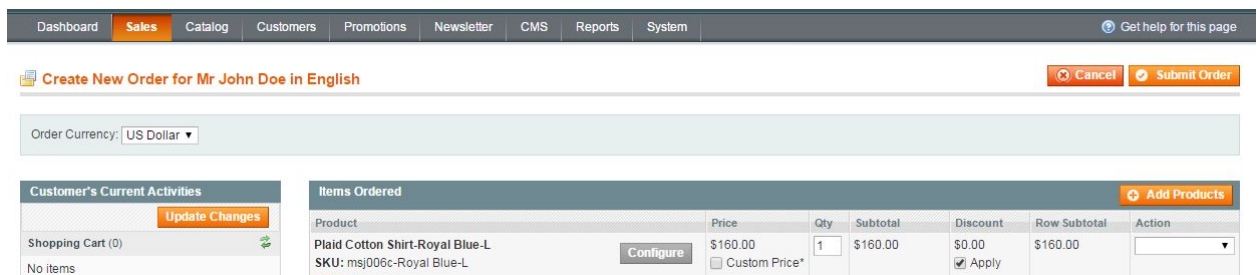
1. Create New Order from Sales tab



2. After choosing a customer and appropriate products, select Klarna Checkout as the Payment Method. As noted “Payment details will be entered after submitting the order.”, the credit card details are not entered until the subsequent page.



3. At the top right of the page, click the “Submit Order” button.



4. After submitting the order, click the “Pay with Klarna” button at the top right of the page.



Klarna. Checkout Magento Module User Guide for v2.x

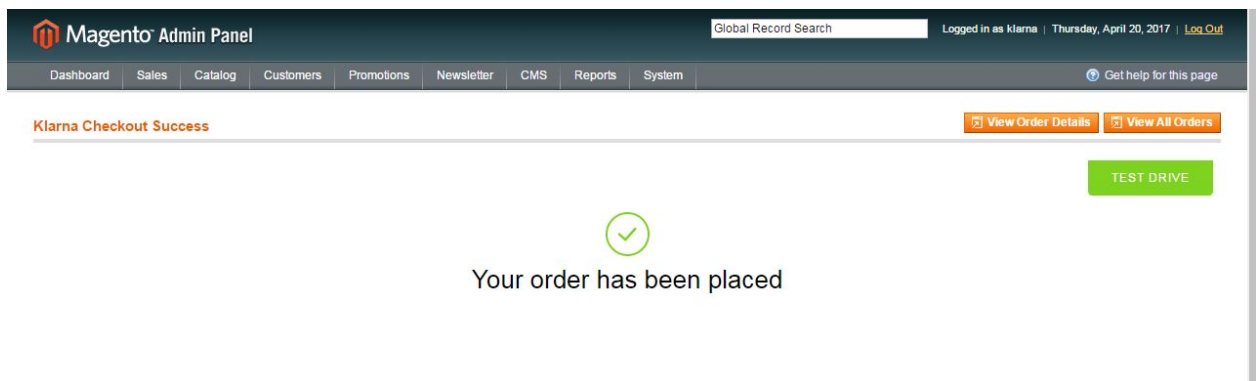
- On the Klarna Checkout page, enter the customer's credit card. Note that the customer's address details should not be changed on this page. See next slide for warning if the address was changed.

The screenshot shows the Klarna Checkout interface. At the top, there's a yellow header bar with "Klarna Checkout" on the left and "Back" and "Cancel Order" buttons on the right. Below the header, the "Shipping address" section is active, showing a checked box for "Ship to a different address". The address details for "John Doe" are listed: "3000 Sunnyside Dr.", "Manhattan, KS 66502", "john.doe1@gmail.com", and "(908) 123-4444". An "Edit" link is present. Below this, the "Payment method" section shows "Pay now by card" selected. It includes input fields for "Card Number", "MM / YY", and "CVC". At the bottom of the payment section, logos for VISA, MasterCard, American Express, and Discover are displayed.

- On the Klarna Checkout page, if the customer's address details were changed, a popup modal will warn that "Address updates are not allowed for admin order. Your changes will be reset."

This screenshot shows the Klarna Checkout page with a warning modal. The modal, titled "Address updates are not allowed for admin orders. Your changes will be reset.", has an "OK" button. In the background, the "Billing address" form is visible, containing fields for "john.doe@gmail.com", "John", "Doe", "123 Main Street, Suite 100", "Address line 2", "New York", "NY", "10001", "United States", and "(908) 123-4444". There are "Cancel" and "Next" buttons at the bottom of the form. The "Shipping address" section below shows an unchecked box for "Ship to a different address". The top of the page shows the "Magento Admin Panel" navigation bar and a "TEST DRIVE" button.

6. The order is placed. Click the “View Order Details” button if desired.



3.8 B2B (Business to Business)

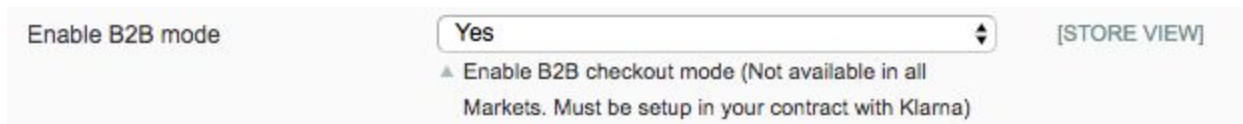
Sometimes an order is placed on behalf of an organization, not an individual. We refer to this as the Business to Business flow, or B2B flow, for Klarna Checkout. The B2B flow comes with some differences in the user experience compared to the Business to Consumer flow (B2C).

3.8.1 Prerequisites

- Your e-store ID has been enabled for B2B by Klarna (available in Sweden, Norway and Finland)

3.8.2 Configuration

1. Enable B2B in **System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout**



2. OPTIONAL: If you would like to allow your registered customers to provide you their organization number when they create their account with you so that they don't have to type it every time they place an order, then you can have your developer follow these steps to create a new customer attribute.

NOTE: The below code is to be used as a reference only. It is not intended to be used as-is. The ID and label of the attribute can be set to whatever you want. In a later step you will select the attribute you created in a configuration setting.

- a. Create a custom attribute

```
$installer->addAttribute("customer", "organization_id", array(
    "type"      => "varchar",
    "backend"   => "",
    "label"     => "Organization Id",
    "input"     => "text",
    "source"    => "",
    "visible"   => true,
    "required"  => false,
    "default"   => "",
    "frontend"  => "",
    "unique"    => false,
    "note"     => "Custom Attribute"
));
```

- b. Add the attribute to an attribute group:

```
$attribute = Mage::getSingleton("eav/config")
    ->getAttribute("customer", "organization_id");

$setup->addAttributeToGroup(
    $entityTypeId,
    $attributeSetId,
    $attributeGroupId,
    'customattribute',
    '999' //sort_order
);
```

- c. Add the attribute to all relevant customer forms (so that the customer can edit the information on the frontend):

```
$used_in_forms=array();

$used_in_forms[]="adminhtml_customer";
$used_in_forms[]="checkout_register";
$used_in_forms[]="customer_account_create";
$used_in_forms[]="customer_account_edit";
$used_in_forms[]="adminhtml_checkout";

$attribute->setData("used_in_forms", $used_in_forms)
    ->setData("is_used_for_customer_segment", true)
    ->setData("is_system", 0)
    ->setData("is_user_defined", 1)
    ->setData("is_visible", 1)
    ->setData("sort_order", 100)
;
$attribute->save();
```

- d. Under **System** ⇒ **Configuration** ⇒ **Sales** ⇒ **Checkout** ⇒ **Klarna Checkout** set "Business ID attribute" to the attribute you just created



Business ID attribute: Unselect [STORE VIEW]

▲ Custom attribute for business id

- i. If you later decide you don't want to use that attribute, you can choose "Unselect" to turn it off.

3.8.3 Use

B2B is only available to customers who have a registered account with you. Customers can initiate a B2B checkout using any of the following methods:

- If you created a custom attribute per 3.8.2 and the customer filled in this value, then they will be defaulted into B2B flow. There will be a link at the top of the checkout that will allow them to switch back to B2C if they want
- If you did not create a custom attribute, but the customer filled in the Company Name field on their billing address, then they will again be defaulted into B2B flow. There will be a link at the top of the checkout that will allow them to switch back to B2C if they want.
- If neither of the above is true, then a customer will be defaulted into B2C flow. However, there will be a link at the top of checkout that will allow them to switch to B2B flow.

3.9 Recurring Orders (Subscriptions)

Klarna Checkout supports recurring orders in Magento. However, orders cannot be mixed (a customer cannot order recurring items and non-recurring items in the same order). Magento itself provides this limitation and will present an error to the customer if they try to checkout with a mixed cart.

3.9.1 Prerequisites

- Your account with Klarna must be configured to support recurring orders. Please check with your account manager on this.
- See the next section on configuration. You must configure a cron schedule
- Klarna only supports simple recurring items. Free-trial and initial fee products will not work.
- Magento only allows only recurring product in basket this need to be the only product in basket.

3.9.2 Configuration

A new configuration item has been added to schedule a cron process for checking for and processing recurring profiles. You will find this setting at **System ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna Checkout Cron ⇒ Schedule for process recurring profile**



The screenshot shows a configuration field for the cron schedule. The label is 'Cron schedule for process recurring profile'. To the right is a text input field. Below the input field is a hint: '▲ Use Crontab Format (Eg. */5 * * * * for every 5 minutes)'. To the right of the input field is a '[GLOBAL]' button.

3.9.3 Use

Once an order has been placed with a recurring product, you can find a entry for the recurring profile in the Magento admin under **Sales ⇒ Recurring Profiles (beta)**. Recurring orders will be created by their billing frequency. A new order will be generated in your Magento system when the recurrence is triggered.

3.10 EMD (Extra Merchant Data)

Klarna Checkout supports sending extra data with the order to Klarna to assist in our fraud reviews. Out of the box the module does not provide any of this functionality but instead provides hooks that can be used to update the API requests. Please see <https://github.com/klarna/m1-kco-altaddress> for a sample module on how to add EMD to a request.

3.11 Multiple Additional Checkboxes

Within the Klarna Checkout you can now add multiple, separate, checkboxes. This functions the same as the original single checkbox that you can add. See that [section](#) of the manual for information on triggering events.

To add additional checkboxes:

1. Go to **System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Options**
2. Scroll down to Custom Checkboxes
3. For each checkbox you want to add,

The screenshot shows the 'Custom Checkboxes' section in the Magento configuration. It features a table with the following columns: 'Checkbox Id', 'Checked By Default', 'Required By Default', and 'Checkbox Text'. A single row is visible with the ID 'alphanum_underscore', both default checkboxes set to 'Yes', and the text 'Here is the text the customer sees'. To the right of the table are 'Delete' and 'Add' buttons. Below the table, there is a note: 'Add multiple additional custom checkboxes to Klarna Checkout.' and a 'STORE VIEW' link in the top right corner.

Checkbox Id	Checked By Default	Required By Default	Checkbox Text	
alphanum_underscore	Yes	Yes	Here is the text the customer sees	Delete

▲ Add multiple additional custom checkboxes to Klarna Checkout.

[STORE VIEW]

- a. Click the “Add” button
 - b. Enter a “checkbox id”
 - i. This must be unique
 - ii. This should include alphanumeric characters and the underscore character only
 - iii. It is recommended you use lower case, however this is not required
 - iv. NO SPACES
 - v. No validation is done by the form (eg, the rules here are not enforced, but if not followed the code will not work)
 - vi. This ID should match what you put in the XML (eg “your_checkbox” from the example in [Custom merchant checkbox](#))
 - c. Choose if the checkbox should be checked by default (requiring the customer to “un-check” it if they don’t want it checked)
 - d. Choose if the checkbox should be required by default (the customer will not be able to place an order unless the checkbox is checked)
 - e. Enter the text that will be displayed to the customer next to the checkbox
4. When you are done adding checkboxes be sure to click the “Save Config” button in the top right of the screen

When checkout loads, an event named “kco_merchant_checkbox_<your_checkbox_id>” (where <your_checkbox_id> is replaced with the ID you used in step 3b above but forced to lowercase. Eg **kco_merchant_checkbox_your_checkbox**) will be fired off with the config settings of that checkbox. This allows you to do a final check to determine if you really want that checkbox to be displayed (consider the scenario where you only want to show a checkbox if the customer doesn’t have an account with you).

When the order is placed, the code will run your configured save method as per the documentation from [Custom merchant checkbox](#)

3.12 Fixed Product Tax support

Klarna Checkout provides support for Magento's Fixed Product Tax configuration. However, it is only supported using the following settings:

3.12.1 Including the additional tax in the existing tax order line:

Fixed Product Taxes		
Enable FPT	<input type="text" value="Yes"/>	[WEBSITE]
Display Prices In Product Lists	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Display Prices On Product View Page	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Display Prices In Sales Modules	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Display Prices In Emails	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Apply Discounts To FPT	<input type="text" value="No"/>	[WEBSITE]
FPT Tax Configuration	<input type="text" value="Not Taxed"/>	[WEBSITE]
Include FPT In Subtotal	<input type="text" value="No"/>	[WEBSITE]

3.12.2 Splitting the additional tax out into a “surcharge” order line:

Fixed Product Taxes		
Enable FPT	<input type="text" value="Yes"/>	[WEBSITE]
Display Prices In Product Lists	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Display Prices On Product View Page	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Display Prices In Sales Modules	<input type="text" value="Including FPT and FPT description"/>	[WEBSITE]
Display Prices In Emails	<input type="text" value="Excluding FPT"/>	[WEBSITE]
Apply Discounts To FPT	<input type="text" value="No"/>	[WEBSITE]
FPT Tax Configuration	<input type="text" value="Not Taxed"/>	[WEBSITE]
Include FPT In Subtotal	<input type="text" value="Yes"/>	[WEBSITE]

4 Order flow

Klarna Checkout replaces the checkout experience to optimize it for simplicity and security. This change could potentially change existing order flow.

4.1 Changes to order flow

In certain markets, orders are placed into the state of pending payment when placed by a customer. This happens for several reasons:

- The order has been created by Klarna and is pending fraud review.
- The order has been created by Klarna but is not ready for invoicing.

A notification from Klarna will be sent to Magento to update the status of an order. Once the order is ready for capture, the order will move to processing and will be ready for invoicing and shipping.

4.2 Fraud order rejection

If Fraud Prevention Review is enabled during setup with Klarna, some orders may remain in a pending payment state for up to 24 hours. Most orders will have instant decision. If the order is determined to be fraud the order will automatically be rejected and cancelled in Magento.

5 Installation

It is recommended to test the installation process on a test environment before deploying to your production environment.

First confirm that 'Compilation Mode' is disabled via the admin by following the path:

System ⇒ Tools ⇒ Compilation

If the compiler status is 'Disabled', you may proceed with the installation. If not, simply click the 'Disable' button on the right hand side of the screen.

Extract the provided archive into your Magento root directory. Files should automatically be placed in the correct path. On Linux systems this can be achieved by running the following command: `tar -xvzf kco-1.x.x.tar.gz`

Once the module package has properly been installed, the Magento Cache will need to be cleared. This can be achieved via the admin of your Magento store by following this path:

System ⇒ Cache Management

Click 'Flush Magento Storage'. This will clear your whole Magento cache. It may be necessary to only clear 'Configuration' and 'Layout' caches. However, clearing the full cache is recommended.

6 Configuration

Klarna Checkout can be integrated quickly with a few configurations. Advanced options do exist if further configuration is needed.

The Klarna Checkout Module is also very extensible. This allows merchants to easily enhance and customize certain features to fit specific needs.

6.1 Quick setup guide

After installation of the Klarna Checkout Module, a few configuration settings need to be set to enable Klarna Checkout.

These settings can be found by following the admin navigation path of:

System ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna Checkout

Option	Description
Title	Alt text to the Klarna logo on order review in admin and front-end.
Enabled	Enable Klarna as a payment method.
API Version	The API version you should connect to. This is based off of your region.
Merchant ID	Your merchant ID for API interaction. (Provided to you by Klarna)
Shared secret	Your private password for API interaction. (Provided to you by Klarna)
Debug Mode	API request to Klarna are logged in the default log directory. (Should not be enabled on production. Sensitive information is logged.)
Test Mode	Credentials are specific to environment. Select 'Enabled' for Test Mode.
New order status	The status of an order once it passes payment review.
Payment from applicable countries	Select if you wish to allow all countries to purchase or if only a selected list should be allowed.
Payment from Specific countries	Countries you wish to accept payment from. Please note that guest customers may not have a country defined and will be rejected when entering Klarna Checkout.

Option (continued)	Description (continued)
Shipping Countries	In certain markets, customers can ship to other countries. This is the list of countries you wish to display in a country dropdown on the checkout.
Disable Klarna for specific customer groups	Selected groups will see the standard Magento checkout instead of Klarna checkout.
External Payment Methods	Displayed when Klarna's standard offering is not approved for the customer
Strip Zip/Post Code	Strips the last four digits from ZIP+4 codes. Recommended for tax rules using specific zip code. NOTE: US only.

6.2 Additional configuration

Additional options can be configured for Klarna Checkout to adjust checkout behavior. These settings can be found by following the admin navigation path:

System ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna Checkout

6.2.1 Restriction of checkout by customer group

Klarna Checkout can be restricted to select customer groups. Simply select the customer groups you wish to limit Klarna Checkout. All non selected groups will be presented with your existing checkout. If no groups are selected, all customers will be directed to Klarna Checkout.

6.2.2 External payment methods

Alternative payment methods can be displayed within Klarna Checkout as an alternative to Klarna's standard offering. These options will appear when the customer must choose a payment method before completing the purchase. Only certain external payment methods are supported by Klarna. Only PayPal Expressed is supported by the Klarna Checkout Module.

6.3 Checkout configuration

Klarna Checkout is set to enabled by default. Klarna Checkout will not appear until the payment method is enabled. The Klarna Checkout Module does have several additional features that can be enabled and configured to modify the checkout experience.

6.3.1 Checkout Options

Checkout options can be configured via the following path:

System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Options

Option	Description
Merchant Checkbox	A checkbox will be added to Klarna Checkout that will trigger the event selected before order is placed.
Merchant Checkbox Text	Predefined checkbox options will have label text by default. Use this field to override the default text. Leave blank to use default text.
Merchant Checkbox Required	Select if the checkbox is required to place the order. Not required by default.
Merchant Checkbox Checked	Select if the checkbox should be checked by default. Not checked by default.

Option (continued)	Description (continued)
Allow Guest Checkout	Used to determine if guest customers should be offered the Klarna Checkout. If set to 'Yes,' guest customer will be allowed to checkout with Klarna.
URL to terms and conditions	The URL to your terms and conditions. This is required in all markets. If left empty, Klarna Checkout will fail to initialize.
Separate shipping addresses	Used to enable shipping address to be different than billing address (not supported in all markets).
Auto focus Klarna Checkout	Focus will automatically be set to the Klarna Checkout on load. This allows for entry of customer details without requiring the customer to move their mouse.
Pre-fill Customer Details	Prefill Klarna Checkout with stored customer data.
Title mandatory	Requires that the customer specifies title (not supported in all markets)
Date of birth mandatory	Requires that the customer enters date of birth. (not supported in all markets).
Packstation Enabled	Only available in certain markets.
Telephone number mandatory	Only available in certain markets.
Customer pre-fill notice Enabled	See Data protection section
Enable B2B mode	See B2B section
Custom Checkboxes	See Multiple Additional Checkboxes section

6.3.2 Checkout Design

Checkout design options can be configured via the following path:

System ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Design

Option	Description
Checkout button color	Modify the color of buttons.*
Checkout button text color	Modify the color of button text.*
Checkout checkbox color	Modify the background color of a checkbox.*
Checkout checkbox checkmark color	Modify the color of the checkbox checkmark.*

Option (continued)	Description (continued)
Checkout header color	Modify the color of headers on checkout.*
Checkout link color	Modify the color of links on checkout.*
Checkout border radius	Border radius. e.g. 5px

*CSS hex color e.g. #FF9900

6.4 Advanced configuration

Additional configuration can be made by a Magento developer. These topics assume advanced knowledge of Magento development. A custom module will need to be created to accomplish these tasks.

6.4.1 Custom external payment methods

A custom external payment method can be added as an option by creating a custom module to include it. The external payment method must be approved by Klarna. Please consult your Klarna Representative for a list of approved external payment methods.

The method to be included is triggered by a redirect URL from Klarna. This URL should be pointed to your Magento instance to collect shopping cart details if necessary.

The adding of a method can be accomplished by adding xml to the config.xml of your new module. See the example code below:

```
<?xml version="1.0"?>
<config>
    [...]
    <klarna>
        [...]
        <external_payment_methods>
            <your_method_code translate="name" ifconfig="payment/your_method_code/active">
                <label>Your Method</label>
                <name>Your Method</name>
                <redirect_url><![CDATA[{{secure_base_url}}method/start]]></redirect_url>
                <image_url><![CDATA[{{secure_base_url}}yourmethod.png]]></image_url>
                <description>Checkout using my method.</description>
                <fee>0</fee>
            </your_method_code>
        </external_payment_methods>
    </klarna>
</config>
```

6.4.2 Custom merchant checkbox

A custom checkbox can be added to the Klarna Checkout by creating a custom module to include it as an option.

You will need to create two observer methods. One will validate whether the checkbox should be shown. The other will trigger the events on order placement based on the status of the checkbox.

The adding of the checkbox can be accomplished by adding xml to the config.xml file of your new module.

Example code:

```
<?xml version="1.0"?>
<config>
    [...]
    <klarna>
        [...]
        <merchant_checkbox>
            <your_checkbox translate="label text">
                <label>Your Checkbox</label>
                <text>Click our checkbox</text>
                <validation_class>your_module/observer</validation_class>
                <validation_method>validateCheckbox</validation_method>
                <save_class>your_module/observer</save_class>
                <save_method>triggerCheckedBox</save_method>
            </your_checkbox>
        </merchant_checkbox>
    </klarna>
</config>
```

Below is an example of observer class methods:

```
class Your_Module_Model_Observer
{
    public function validateCheckbox(Varien_Event_Observer $observer)
    {
        if ($observer->getChecked()) {
            // Do stuff
        }
    }

    public function triggerCheckedBox(Varien_Event_Observer $observer)
    {
        $observer->setEnabled(true);
    }
}
```

6.4.3 A/B testing

If A/B testing is necessary, it's recommended to use a third party service to accomplish testing. Example services are Google or Optimizely.

If you wish to create your own test programmatically, the Klarna Checkout Module has an observer event that can be observed to determine if Klarna checkout should load. You will need to create a new module to add the observer method.

Example - observer method observing the event 'kco_override_load_checkout':

```
public function abTestCheckout (Varien_Event_Observer $observer)
{
    if ($this->_getForceUseKlarna()) {
        // Force user to use Klarna
        $observer->getOverrideObject()->setForceEnabled(true);
    } elseif ($this->_getForceUseDefaultCheckout()) {
        // Force customer to use default checkout
        $observer->getOverrideObject()->setForceDisabled(true);
    }
}
```

6.5 Magento configuration changes

Some changes may need to be made to Magento to best integrate with Klarna.

6.5.1 State/Region validation

Klarna does not pass the state/region details to Magento in checkout in most markets. The requirement for state/region needs to be disabled in the Magento admin. This setting is available for Magento 1.7+.

Navigate to:

System ⇒ Configuration ⇒ General ⇒ General ⇒ States Options

Remove all countries from the multi-select list besides the US.

6.5.2 Tax configuration

The below tax configuration is necessary for tax to be calculated and communicated properly between Magento and Klarna

Navigate to:

System ⇒ Configuration ⇒ Sales ⇒ Tax

6.5.2.1 Tax Calculation

- “Tax Calculation Based On” should be set to “Shipping Address”
- “Apply Customer Tax” must be set to “After Discount”

6.5.2.2 Tax Calculation for non-US countries

- “Tax Calculation Method Based On” should be set to “Row Total”
- “Catalog Prices” must be set to “Including Tax”

- “Shipping Prices” must be set to “Including Tax”
- “Apply Discount on Prices” must be set to “Including Tax”

6.5.2.3 Tax Calculation for US

- “Tax Calculation Method Based On” should be set to “Unit Price”
- “Catalog Prices” must be set to “Excluding Tax”
- “Shipping Prices” must be set to “Excluding Tax”
- “Apply Discount on Prices” must be set to “Excluding Tax”

7 Additional quote/order details

Some Klarna details on an order are stored in separate tables created by the Klarna module. All tables created by Klarna are prefixed with 'klarna_'.

7.1 Additional quote details

Additional details about a quote are stored on the table 'klarna_kco_quote'.

This table stores:

- The Klarna checkout session ID for the checkout.
- A column for is_active. Which is used to store if the session is still active for the quote.
- A quote_id for the customer checkout quote.
- is_changed to let the Klarna module keep track of deltas in Klarna vs Magento.

The details associated with a quote are best loaded with the Klarna quote model Klarna_Kco_Model_Klarnaquote.

For example:

```
$klarnaQuote = Mage::getModel('klarna_kco/klarnaquote')->loadActiveByQuote($quote);
```

7.2 Additional order details

Additional details about an order are stored on the table 'klarna_kco_order'.

This table stores:

- The Klarna checkout session ID for the checkout.
- The Klarna reservation ID for use when capturing an order.
- The order_id for the customer order.
- Is_acknowledged is used to note that Klarna has pushed a notification to Magento saying an order has been created. And Magento has acknowledged receipt of the order and the notification to Klarna.

The details associated with a quote are best loaded with the Klarna quote model Klarna_Kco_Model_Klarnaorder.

For example:

```
$klarnaOrder = Mage::getModel('klarna_kco/klarnaorder')->loadActiveByOrder($order);
```

8 Developer Section

8.1 Adding EMD data

Developer can add extra merchant data by creating their own custom module by following the guidelines below:

1. In config.xml file, add a section like below to register new attachment data collector

```
<klarna>
  <attachments>
    <kasper>
      <CUSTOM_NAME>
        <class>CUSTOM_MODULE/CUSTOM_CLASS</class>
      </CUSTOM_NAME>
    </kasper>
    <kred>
      <CUSTOM_NAME>
        <class>CUSTOM_MODULE/CUSTOM_CLASS</class>
      </CUSTOM_NAME>
    </kred>
  </attachments>
</klarna>
```

Note: section under “kasper” is for V3 and “kred” is for V2

2. Attachment data collector class need to extend class from Klarna Payment module

[Klarna_Kco_Model_Checkout_Attachment_Abstract](#)

See example:

[Klarna_Kco_Model_Checkout_Attachment_Default](#)

3. A sample magento module for demonstration propose can be found at: [Link to M1 sample module]

9 Managing Orders

9.1 Orders

To get an overview of all transactions, navigate to Sales >Orders.



All of the orders display.

Orders Create New Order

Page 1 of 1 pages | View 20 per page | Total 12 records found | [New Order RSS](#) | Export to: CSV | [Export](#) | [Reset Filter](#) | [Search](#)

Select Visible | Unselect Visible | 0 items selected

Order #	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action
Any	From: To:	brazelle		From: To:	From: To:		
<input type="checkbox"/> 100006915	Jul 31, 2015 12:16:46 AM	joy brazelle	joy brazelle	\$25.95	\$25.95	Processing	View
<input type="checkbox"/> 100006494	May 19, 2015 2:28:16 PM	joy brazelle	joy brazelle	\$25.95	\$25.95	Canceled	View
<input type="checkbox"/> 100006376	Apr 28, 2015 12:00:32 PM	joy brazelle	joy brazelle	\$21.96	\$21.96	Canceled	View
<input type="checkbox"/> 100006293	Apr 14, 2015 1:26:13 AM	joy brazelle	joy brazelle	\$25.95	\$25.95	Canceled	View
<input type="checkbox"/> 100006283	Apr 12, 2015 4:46:05 PM	joy brazelle	joy brazelle	\$21.96	\$21.96	Canceled	View
<input type="checkbox"/> 100006175	Mar 30, 2015 9:11:16 PM	joy brazelle	joy brazelle	\$21.96	\$21.96	Closed	View

Cancel an order

An order can be cancelled before it has been captured. To cancel the order, open the order and click Cancel. This will cancel the order in both Magento and Klarna.



Make a full capture

An order is not completed until it has been captured in Klarna. To capture an order, open the order and click on Invoice.



then **Capture Online > Submit Invoice**.

A form with a yellow background. It contains a table of charges: Subtotal (Skr692.84), Klarna Invoice Fee (Skr50.00), Shipping & Handling (Skr55.00), Tax (Skr183.21), and Grand Total (Skr971.05). Below the table is a dropdown menu labeled 'Amount' with 'Capture Online' selected. There are checkboxes for 'Append Comments' and 'Email Copy of Invoice'. At the bottom is a button labeled 'Submit Invoice' with a checkmark icon. The 'Amount' dropdown and the 'Submit Invoice' button are highlighted with red rectangular boxes.

NOTE: Using *Capture offline*, will only update Magento, not Klarna.

Make a partial capture

NOTE: If you are using the v2 API, partial captures for orders that contain a discount/coupon are not supported. This has to do with how the Klarna backend manages those orders

To make a partial capture, open the order and click on **Invoice**.



Update the quantities to the amount that you want to capture.

Price	Qty	Qty to Invoice	Subtotal	Tax Amount	Discount Amount	Row Total
Skr138.57	Ordered 11	<input type="text" value="5"/>	Skr1,524.25	Skr381.06	Skr0.00	Skr1,905.31
<div>Update Qty's</div>						

Invoice distribution

If you have set **Send invoice via e-mail** to **Yes**, the invoice will be sent out to the customer upon capturing the order.

Refunds

Credit memo

Refunds are created in Magento using Credit Memos. Refunds are not done on the Order, but on the Invoice.

Select the desired order from the Invoices list.

Click Credit Memo to refund the order order.



Klarna. Checkout Magento Module User Guide for v2.x

You can also get to the Invoice from the left link in the Order.

The screenshot shows the Magento Admin Panel with the 'Sales' tab selected. The 'Order View' section is active, displaying 'Order # 100006531 | May 13, 2016 9:21:04 AM'. On the left, a sidebar menu has 'Invoices' highlighted with a red box. The main content area shows 'Order # 100006531 (the order confirmation email is not sent)' with details: Order Date: May 13, 2016 9:21:04 AM and Order Status: Processing.

From the Invoice, click Credit Memo

The screenshot shows a row of four buttons: 'Back', 'Send Email', 'Credit Memo', and 'Print'. The 'Credit Memo' button is highlighted with a red box.

Make a full refund

Make a full refund by clicking the **Refund** button without changing any of the amounts.

The screenshot shows the 'Items to Refund' table and the 'Refund Totals' section. The 'Items to Refund' table has columns: Product, Price, Qty, Return to Stock, Qty to Refund, Subtotal, Tax Amount, Discount Amount, and Row Total. The first row shows 'Test product 2 - Simple ääö ß SKU: S002' with a price of Skr138.57, ordered and invoiced quantity of 4, and a subtotal of Skr554.27. Below the table is an 'Update Qty's' button. The 'Refund Totals' section shows a summary of the refund amounts: Subtotal (Skr554.27), Refund Shipping (20), Adjustment Refund (0), Adjustment Fee (0), Tax (Skr128.57), and Grand Total (Skr702.84). At the bottom, there are checkboxes for 'Append Comments' and 'Email Copy of Credit Memo', and two buttons: 'Refund Offline' and 'Refund'. The 'Refund' button is highlighted with a red box.

NOTE: Using *Refund Offline*, only updates Magento, not Klarna. Always use **Refund** when adjusting the order in Credit Memo.

Make a partial refund

NOTE: If you are using the v2 API, partial refunds for orders that contain a discount/coupon are not supported. This has to do with how the Klarna backend manages those orders

Refunding a partial order is done in the Refund items section. There you can change the quantity of the items to refund.

Items to Refund									
Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount	Row Total	
Test product 2 - Simple ääö ß SKU: S002	€138.57	Ordered 4 Invoiced 4	<input type="checkbox"/>	<div>2</div>	€554.27	€0.00	€0.00	€554.27	
			<div>Update Qty's</div>						
Paid Amount	Refund Amount	Shipping Amount	Shipping Refund		Order Grand Total				
€579.77	€0.00	€20.00	€0.00		€579.77				

Refund an amount

Refund a dollar amount by changing the Qty to Refund to 0 and entering the amount in the Adjustment Refund. The amount refunded cannot exceed the total order amount.

Paid Amount \$45.90	Refund Amount \$0.00	Shipping Amount \$6.00	Shipping Refund \$0.00	Order Grand Total \$45.90
------------------------	-------------------------	---------------------------	---------------------------	------------------------------

Credit Memo Comments
 Credit Memo Comments

Refund Totals

Subtotal	\$0.00
Refund Shipping	6
Adjustment Refund	25.00
Adjustment Fee	0
Grand Total	\$6.00

Append Comments ☐
 Email Copy of Credit Memo ☐

[Refund Online](#)
[Refund](#)

Create an adjustment fee

Refund Totals	
Subtotal	\$0.00
Refund Shipping	<input type="text" value="6"/>
Adjustment Refund	<input type="text" value="25.00"/>
Adjustment Fee	<input type="text" value="5.00"/>
Grand Total	\$6.00
<hr/>	
Append Comments <input type="checkbox"/>	
Email Copy of Credit Memo <input type="checkbox"/>	
<input checked="" type="checkbox"/> Refund Offline <input checked="" type="checkbox"/> Refund	

The Adjustment Fee subtracts a dollar amount from the total refund.

Order Totals	
Subtotal	\$39.90
Shipping & Handling	\$6.00
Grand Total	\$45.90
Total Paid	\$45.90
Total Refunded	\$26.00
Total Due	\$0.00

10 FAQ

10.1 Can KP and KCO both be used in the same site?

You cannot use both Klarna Payments and Klarna Checkout in the same website. You can use it in the same Magento instance as long as you setup separate websites and have your Klarna contract allowing both products. To continue those discussions please speak with your Account Manager / Implementation Expert or contact a Klarna sales representative if you don't already have a contract with us.

10.2 Contract changes?

When you want to change your contract you should contact merchant support.

Merchant Support Contact Info

AT: <https://www.klarna.com/at/verkaeufer/haendlersupport/>
BE: <https://www.klarna.com/be/zakelijk/webwinkelsupport/>
DE: <https://www.klarna.com/de/verkaeufer/haendlersupport/>
DK: <https://www.klarna.com/dk/erhverv/butikssupport/>
FI: <https://www.klarna.com/fi/yrittys/kauppiastuki/>
NL: <https://www.klarna.com/nl/zakelijk/webwinkelsupport/>
NO: <https://www.klarna.com/no/bedrift/butikksupport/>
SE: <https://www.klarna.com/se/foretag/butikssupport/>
UK: <https://www.klarna.com/uk/business/merchant-support/>
US: <https://www.klarna.com/us/business/merchant-support/>

10.3 Multiple currencies/store views: Why can't we support multiple currencies per Magento website / Why can't we support multiple store views per website

Magento uses a base currency that is configured at the website level (not store view) along with tax configuration done at the website level (not store view). To avoid rounding and mismatch issues we only work with base currency and do not support using display currency (which is used by the currency switcher). So if you want to support multiple currencies you will need to setup multiple websites (with different URLs, configured in Magento at the "Website" level, not store view) for each currency.

Klarna settles with the merchant using the contract agreed currency. This can lead to settlement issues due to conversion mismatches (Magento converted the currency between display currency and base currency using one conversion and Klarna does the conversion using a different conversion - likely due to the conversions happening on different days since the capture/invoice doesn't usually happen on the same day the order is created or even the same day Klarna settles with the merchant)

11 Troubleshooting

If not properly configured, Klarna Checkout may fail to initialize. There are several methods to help debug exactly what causes Klarna Checkout to fail to load.

11.1 Orders fail to create due to missing state/region

See: [6.5.1 State/Region validation](#)

11.2 Orders fail to create due to missing title

See: [6.5.2 Name And Address Options](#)

11.3 Orders totals do not match in iframe vs sidebar

Make sure tax and price settings are correct. See: [6.5.4 Tax configuration](#)

11.4 Checkout fails to load

Check to make sure your country and locale options are set. See: [6.5.3 Locale configuration](#)

11.5 Enable debug mode

A file will be created in your var/log directory named 'kco_kasper_api.log' or 'kco_kred_api.log' that includes the request and responses. The log file name is dependent on your market. It is recommended to disable this log when using live credentials and to delete copies of the log on the server.

Klarna APIs will respond with verbose details that cause checkout to load. Review the logs to help debug.

To enable debug mode navigate to:

System ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna Checkout

Set the option 'Debug Mode' to 'Enabled'.

11.6 Orders are canceled after being placed

If this is for a physical item being ordered, please make sure the customer is being presented with shipping options. If no shipping options are offered, Magento will reject the order causing us to cancel the order. If you offer different shipping method by region, please make sure you also offer a fallback shipping option that covers the entire country so that if a customer enters a shipping address that Magento does not have regional options for the customer will at least be presented with the fallback option

11.6 Contact Klarna

Klarna is always happy to work with merchants to help resolve implementation issues. Reach out to your Klarna Representative for assistance.