

# **Klarna** Checkout

Magento2 Module User Guide for v7.x

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## Introduction

Klarna has created a Magento2 Module to fully integrate Klarna Checkout. Klarna Checkout is a replacement of the standard checkout on most Magento2 sites today. Having the goal to simplify buying, the Klarna Checkout experience is simple, fast and secure. Klarna simplifies buying.

## Requirements

- Supported Magento Version
  - Community Edition 2.3
    - NOTE: Versions of Magento older than 2.3 are not supported with this version. Please use an older version of the extension or upgrade to 2.3 or newer)
  - Enterprise Edition 2.3
    - NOTE: Versions of Magento older than 2.3 are not supported with this version. Please use an older version of the extension or upgrade to 2.3 or newer)
- Supported PHP Version
  - 7.2
- SSL must be enabled for the frontend and backend.
- Site must be public facing.
- Store address information needs to be set in **Stores -> Configuration -> General -> General -> Store Information**

## Feature Overview

The Klarna Checkout Module comes packaged with enhancements to the Magento2 platform to support the Klarna Checkout.

### 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.

### 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.

## 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

## Merchant checkboxes

### *Legacy 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](#))

### *Multiple Checkbox Support*

This allows multiple checkboxes to be added, the user can specify the

- Checkbox ID
- Checked by default
- Required by default
- Checkbox text

And those checkboxes will be displayed on the Klarna Checkout Iframe. You can add these by going to **Stores ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout Options ⇒ Custom Checkboxes**

A custom event/plugin can be added programmatically by the merchant. (See [Custom Multiple Checkboxes](#))

## 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.

## B2B (Business to Business)

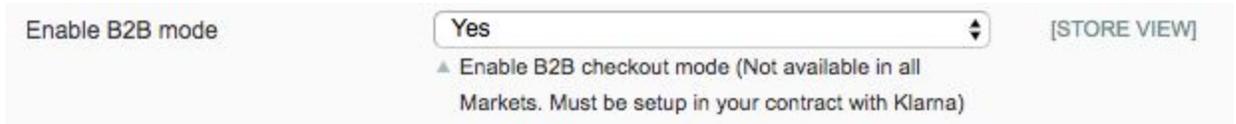
Sometimes an order is placed on behalf of an organization, instead of an individual. We refer to this as the Business to Business flow, or B2B flow, for Klarna Checkout. The B2B flow comes with some differences in the user experience compared to the Business to Consumer flow (B2C).

### Prerequisites

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

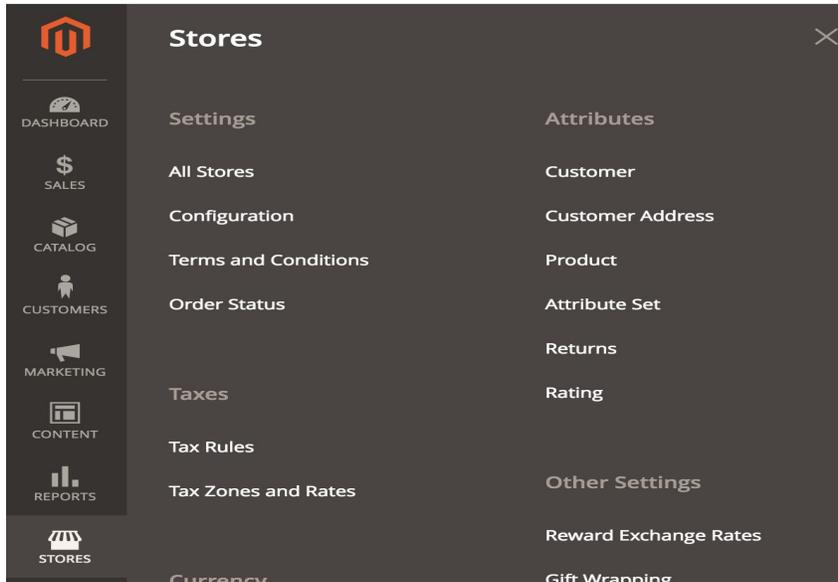
### Configuration

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



The screenshot shows a configuration field for 'Enable B2B mode'. The dropdown menu is set to 'Yes'. Below the dropdown, there is a warning message: 'Enable B2B checkout mode (Not available in all Markets. Must be setup in your contract with Klarna)'. To the right of the dropdown is a '[STORE VIEW]' button.

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 create your own customer attribute.
  - a. Go to **Stores ⇒ Attributes ⇒ Customer**



b. And add a new customer attribute

**Attribute Properties**

---

Default Label * [global]	<input type="text" value="Organisation ID"/>
Attribute Code * [global]	<input type="text" value="organisation_id"/> <small>This is used internally. Make sure you don't use spaces or more than 21 symbols.</small>
Input Type * [global]	<input type="text" value="Text Field"/>
Values Required [website]	<input type="text" value="No"/>
Default Value [website]	<input type="text"/>
Input Validation [global]	<input type="text" value="None"/>
Input/Output Filter [global]	<input type="text" value="None"/>
Add to Column Options [global]	<input type="text" value="No"/> <small>Select "Yes" to add this attribute to the list of column options in the customer grid.</small>
Use in Customer Segment [global]	<input type="text" value="No"/>

**Storefront Properties**

---

Show on Storefront [website]	<input type="text" value="Yes"/>
Sort Order * [global]	<input type="text" value="100"/>
Forms to Use In [global]	<div style="border: 1px solid #ccc; padding: 5px;"><input checked="" type="checkbox"/> Customer Registration <input type="checkbox"/> Customer Account Edit <input type="checkbox"/> Admin Checkout</div>

- c. Under **Stores ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout** set “Business ID attribute” to the attribute you just created



- i. If you later decide you don't want to use that attribute, you can choose “Unselect” to turn it off.
3. **OPTIONAL:** If you would like to display the organisation ID in your order information page or other sections like Invoice and Credit Memo. You need to create a new quote attribute and order attribute with the same attribute code that you created in step 2 above. Our module will populate the value into this particular field on the quote. Your module will be responsible for copying that value over to the order using a fieldset.xml as well as displaying that field anywhere you need it displayed (eg Order view in admin, invoices, etc...).

## 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.

## Store company registration number to magento order

You need to create your own customized extension with installation script to add new attribute (the attribute need to be the same with custom attribute per 3.8.2 ) on both *Quote* and *Order*, then use fieldset.xml to copy the value from quote to order.

## Automated Merchant Onboarding

Klarna has now added support for automated merchant onboarding to make the process for signing up for an account smooth. Under **Stores ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna ⇒ Klarna API** you will now find a link to signup for an account with Klarna and get credentials. Prior to using this link, please ensure that you have configured Magento properly for your country and are not using the default Magento settings so that we can route you to the proper market signup.

## Fixed Product Tax support

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

Enable FPT	Yes
Display Prices In Product Lists	Excluding FPT, FPT description, final
Display Prices On Product View Page	Excluding FPT, FPT description, final
Display Prices In Sales Modules	Excluding FPT, FPT description, final
Display Prices In Emails	Excluding FPT, FPT description, final
Apply Discounts To FPT	No
FPT Tax Configuration	Not Taxed
Include FPT In Subtotal	Yes

## Order flow

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

### 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.

## Changes to order flow - continued

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.

## Installation

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

The Klarna Checkout Module can be installed using the following commands from a command line:

```
# php bin/magento maintenance:enable
# php bin/magento cache:flush
# php bin/magento cache:disable
# composer require klarna/m2-checkout
# php bin/magento setup:upgrade
# php bin/magento setup:di:compile
# php bin/magento setup:static-content:deploy [languages] (eg: en_US de_AT de_DE fi_FI sv_SE)
# php bin/magento cache:enable
# php bin/magento maintenance:disable
```

## 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.

### 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:

**Stores ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna ⇒ Klarna API**

Option	Description
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)
Test Mode	Credentials are specific to environment. Select 'Disabled' for Live
Debug Mode	API request to Klarna are logged in the default log directory. (Should not be enabled on production. Sensitive information is logged.)
KCOv2 Merchant EID	Your store ID for Klarna Checkout V2 transactions. (This is only for order management functions for past Klarna Checkout V2 orders.)
KCOv2 Shared secret	Your shared secret for Klarna Checkout V2 transactions. (This is only for order management functions for past Klarna Checkout V2 orders.)

## Additional configuration

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

**Stores ⇒ Configuration ⇒ Sales ⇒ Checkout ⇒ Klarna Checkout**

And

**Stores ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna ⇒ Klarna Checkout**

### *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.

### *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 Express support is provided by the Klarna Checkout Module.

## Checkout configuration

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.

## Payment configuration

Payment settings is configured via the following path:

**Stores ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna ⇒ Klarna Checkout**

Option	Description
Enable this Solution	Whether or not to use Klarna Checkout
New order status	Status that an order gets set to after fraud processing has completed
Shipping Countries	Supported shipping countries for Klarna.
Disable Klarna for specific customer groups	Selected groups will see standard checkout instead of Klarna checkout.
External Payment Methods	Additional payment methods not processed through Klarna, e.g. PayPal, that can be included on the Klarna checkout page. Make sure to enable the specific payment method first for it to show up in the list. See <a href="#">External Payment Methods</a> section for more info on adding custom payment methods

## Checkout Options

Checkout options can be configured via the following path:

**Stores ⇒ 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.
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.
URL to cancellation terms	The URL to your cancellation terms and conditions. This is only applicable in the DACH market. Field is ignored if left blank.
URL to redirect for checkout failures	Must be a fully qualified URL. If left blank, defaults to the cart URL. Useful for redirecting checkout failures to a specific page other than the shopping cart
Shipping methods in iframe	Display shipping methods inside the Klarna iframe. (This is ignored and forced to 'no' in some markets)
Packstation Enabled	Only applicable in DACH market. Enables support for Packstation. Forces "Separate shipping address" to "Yes" (ignores whatever value specified in that setting)
Separate shipping addresses	Used to enable shipping address to be different than billing address (not supported in all markets).

Option (Continued)	Description (Continued)
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.
Customer pre-fill notice	Display a pre-fill notice to registered customer before submitting details to Klarna. The customer must accept the notice to have their account details shared with Klarna.
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).
National Identification number mandatory	Requires that the customer enters their NIN/SSN. (not supported in all markets). Enabling this can also have the effect of requiring DOB in some markets
Telephone number mandatory	Requires that the customer enters a phone number. (not supported in all markets).
Enable B2B mode	See <a href="#">B2B</a> section
Business ID attribute	Only visible if “Enable B2B mode” is “Yes”. See <a href="#">B2B</a> section
Custom Checkboxes	See <a href="#">Multiple Checkbox Support</a> section

## Checkout Design

Checkout design options can be configured via the following path:

**Stores ⇒ 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.*
Checkout header color	Modify the color of headers on checkout.*
Checkout link color	Modify the color of links on checkout.*
Checkout border radius	Modify the border radius of the iframe

\*CSS hex color e.g. #FF9900

## Magento configuration changes

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

### *Tax configuration*

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

Navigate to:

**Stores ⇒ Configuration ⇒ Sales ⇒ Tax**

### General Tax Calculation

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

### 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”

### 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”

## Developer Section

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.

### 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 external payment method **must provide its own checkout page**. If the customer selects this payment method, Klarna will redirect the customer to this page using the “redirect URL” and that page will need to collect the customers information along with shipping and payment details.

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

```
<?xml version="1.0"?>
<klarna xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
        xsi:noNamespaceSchemaLocation="urn:magento:module:Klarna_KcoCore:etc/klarna.xsd">
    <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>
```

## Custom merchant checkbox

### *Legacy 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 observers. 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. Each event will have a prefix of `kco_` added automatically to them when they are called. You should account for this in your events.xml file

The adding of the checkbox can be accomplished by adding xml to a custom klarna.xml file in your new module's etc directory.

### Example code:

```
<?xml version="1.0"?>
<klarna xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
        xsi:noNamespaceSchemaLocation="urn:magento:module:Klarna_KcoCore:etc/klarna.xsd">
    <merchant_checkbox id="your_checkbox" translate="label text">
        <label>Your Checkbox</label>
        <text>Click our checkbox</text>
        <validation_event>merchant_checkbox_your_checkbox_validation</validation_method>
        <save_event>merchant_checkbox_your_checkbox_save</save_method>
    </merchant_checkbox>
</klarna>
```

### Below are examples of both observers:

```
class MerchantCheckboxNewsletterSignup implements ObserverInterface
{
    public function execute(\Magento\Framework\Event\Observer $observer)
    {
        if ($observer->getChecked()) {
            // Do something...
        }
    }
}

class MerchantCheckboxNewsletterSignupValidation implements ObserverInterface
{
    public function execute(\Magento\Framework\Event\Observer $observer)
    {
        $observer->getState()->setEnabled(false);
    }
}
```

## Multiple Checkbox Support

If you need to programmatically enable/disable a checkbox or change it's required or "checked by default" flag, you can create a [plugin](#) for

```
\Klarna\Kco\Helper\Checkout::getAdditionalCheckboxes($quote)
```

(If you are on Magento 2.2 or later, use an **after** plugin. For 2.1 you will need to use an **around** plugin to get access to the original method's parameters)

On order placement, a custom event for each individual checkbox is fired. The naming convention for these events will be `kco_[checkbox ID]_save`.

## Custom themes

When using a custom theme not based on Magento's Luma theme, it may be necessary to customize the Klarna checkout pages. What you will need to do is add an override for `klarnacheckout.xml` to your theme (in the directory structure `Klarna_Kco/page_layout` under your theme's design directory (potentially `app/design/frontend/<namespace>/<modulename>`). You will probably want to use the same layout file from your theme being used in `Magento_Checkout/page_layout/checkout.xml`. This will add your site's header and footer back into the page at the correct places. If you instead want to remove your site's header & footer from the checkout (as some cart abandonment experts advise) then you will need to add code to that same `klarnacheckout.xml` file to remove your header container/blocks.

## 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 observing the event 'kco\_override\_load\_checkout':

```
public function execute(\Magento\Framework\Event\Observer $observer)
{
    if ($this->getForceUseKlarna()) {
        // Force user to use Klarna
        $observer->getOverrideObject()->setForceEnabled(true);
        return;
    }
    if ($this->getForceUseDefaultCheckout()) {
        // Force customer to use default checkout
        $observer->getOverrideObject()->setForceDisabled(true);
        return;
    }
}
```

## Adding EMD data

Developers can add EMD (extra merchant data) by creating their own custom module by following the guidelines below:

1. In etc/di.xml file, add a section like below to register a plugin class to generate and update EMD data

```
<type name="Klarna\KcoCore\Model\Api\Builder">
    <plugin name="CUSTOM_PLUGIN" type="Vendor\Module\Plugin\CustomPlugin"
    sortOrder="10"/>
</type>
```

2. This plugin class will provide a before method for `setRequest` function as example below:

```
public function beforeSetRequest (\Klarna\KcoCore\Model\Api\Builder $subject, array $request,
$type = 'create')
{
    if ($this->attachmentExists($request)) {
        $request['attachment'] = $this->updateAttachment($request);
    } else {
        $createAttachment = $this->createAttachment();
        if ($createAttachment) {
            $request['attachment'] = $this->createAttachment();
        }
    }
    return [$request, $type];
}
```

The format of attachment (as returned from function `createAttachment()` or `updateAttachment()` ) will be like below, where variable `$attachmentBody` is an array

```
[
    'content_type' => 'application/vnd.klarna.internal.emd-v2+json',
    'body' => json_encode($attachmentBody)
];
```

3. A sample Magento module for demonstration propose can be found at: <https://github.com/klarna/m2-emd-otheraddress>

## Managing Orders

### Orders

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



All of the orders display.

Search by keyword

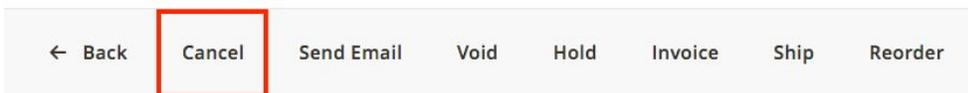
Filters Default View Columns Export

Actions 877 records found 200 per page 1 of 5

ID	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
5000000270	Feb 22, 2019 3:30:34 AM	Test Test	Test Test	\$61.00	\$61.00	Processing	<a href="#">View</a>	
2000000221	Feb 20, 2019 10:55:12 AM	Kristi Ba'rbosky	Kristi Ba'rbosky	\$92.00	\$92.00	Complete	<a href="#">View</a>	
5000000269	Feb 20, 2019 8:55:03 AM	Vincent 't Hart	Vincent 't Hart	\$129.96	\$129.96	Processing	<a href="#">View</a>	

### 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.**

## Invoice Totals

Subtotal	€34.00
Shipping & Handling	€27.00
<b>Grand Total (Excl.Tax)</b>	<b>€51.26</b>
☺ Total Tax	€9.74
<b>Grand Total (Incl.Tax)</b>	<b>€61.00</b>

## Amount

Capture Online ▾

Append Comments

Email Copy of Invoice

Submit Invoice

**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.

## Items to Invoice

Product	Price	Qty	Qty to Invoice
Fusion Backpack SKU: 24-MB02	\$59.00	Ordered 5	<input type="text" value="3"/>

## Invoice distribution

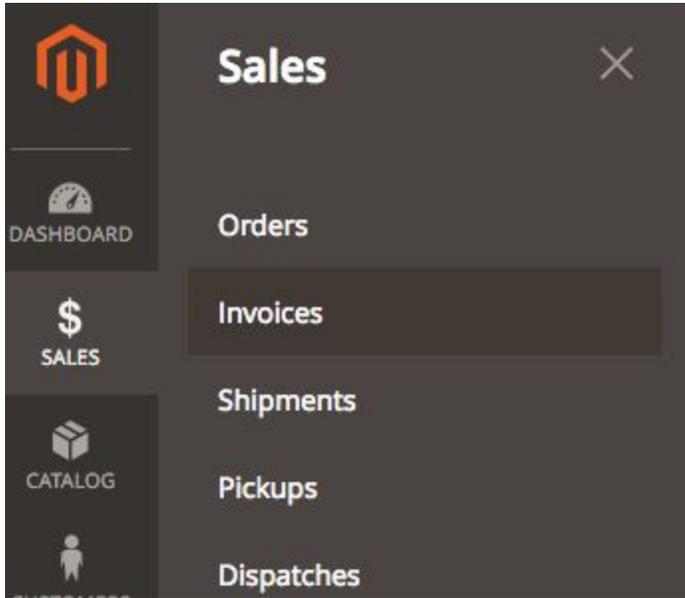
If you have set **Send invoice via e-mail** to **Yes**, the invoice will be sent out to the customer upon capturing the order.

## Refunds

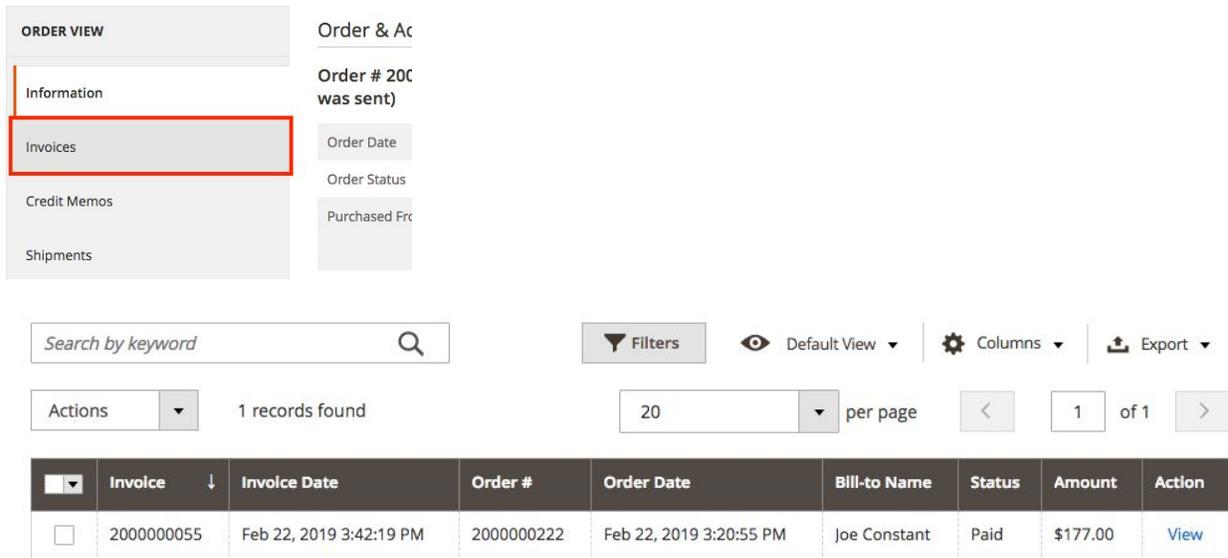
### Credit memo

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

You can navigate to the desired invoice one of two ways. You can find the invoice from the invoice list under **Sales->Invoices**



Or open the order you wish to refund from the orders list and navigate to the “Invoices” tab



ORDER VIEW

Information

**Invoices**

Credit Memos

Shipments

Order & Ac

Order # 200 was sent)

Order Date

Order Status

Purchased Fr

Search by keyword

Filters

Default View

Columns

Export

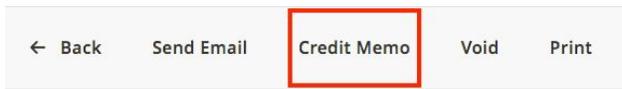
Actions

1 records found

20 per page

	Invoice	Invoice Date	Order #	Order Date	Bill-to Name	Status	Amount	Action
<input type="checkbox"/>	2000000055	Feb 22, 2019 3:42:19 PM	2000000222	Feb 22, 2019 3:20:55 PM	Joe Constant	Paid	\$177.00	<a href="#">View</a>

Once you have selected and opened the invoice, click **Credit Memo**



### Make a full refund

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



**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
Fusion Backpack SKU: 24-MB02	\$59.00	Ordered 5 Invoiced 3	<input type="checkbox"/>	1	\$177.00
			<input type="button" value="Update Qty's"/>		

## Refund an amount

### Refund Totals

Subtotal	\$0.00
Refund Shipping	<input type="text" value="0"/>
Adjustment Refund	<input type="text" value="25"/>
Adjustment Fee	<input type="text" value="0"/>
<b>Grand Total (Excl.Tax)</b>	<b>\$25.00</b>
Total Tax	\$0.00
<b>Grand Total (Incl.Tax)</b>	<b>\$25.00</b>

- Append Comments
- Email Copy of Credit Memo
- Refund to Store Credit

Refund a dollar amount by entering the amount in the Adjustment Refund and changing the Qty to Refund to 0. The amount refunded cannot exceed the total order amount. (NOTE: Due to a bug in Magento, you must change the qty last. Otherwise the totals will not update properly. This is not a Klarna bug, this is a Magento bug).

## Create an adjustment fee

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

### Refund Totals

Subtotal	\$0.00
Refund Shipping	<input type="text" value="0"/>
Adjustment Refund	<input type="text" value="25"/>
Adjustment Fee	<input type="text" value="5"/>
<b>Grand Total (Excl.Tax)</b>	<b>\$20.00</b>
Total Tax	\$0.00
<b>Grand Total (Incl.Tax)</b>	<b>\$20.00</b>

- Append Comments
- Email Copy of Credit Memo
- Refund to Store Credit

## FAQ

### **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.

### **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/yritys/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/>

### **KCO: Is the default one page checkout required to be enabled?**

Default one page checkout must be enabled. Otherwise it won't work because the Magento KCO plugin is built on top of it.

### **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)

## 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.

### Enable debug mode

A file will be created in your var/log directory named 'klarna\_api.log' that includes the request and responses. If using a "v2" API version, it is recommended to disable this log when using live credentials and to delete copies of the log on the server as sensitive information can get logged (for "v3" API versions there are filters in place to obscure sensitive data from the logs).

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

To enable debug mode navigate to:

**Stores ⇒ Configuration ⇒ Sales ⇒ Payment Methods ⇒ Klarna ⇒ Klarna API**

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

### Orders fail to create due to missing state/region

In some markets Klarna does not pass the state/region details to Magento2 in checkout. The requirement for state/region needs to be disabled in the Magento2 admin.

Navigate to:

**Stores ⇒ Configuration ⇒ General ⇒ General ⇒ States Options**

Remove your country from the multi select list.

### Error message "validation\_service\_failed".

"validation\_service\_failed" means that the order validation that happens between Klarna and Magento failed. Our system will do a callback to the merchant's system just prior to redirecting the consumer to the success page. This callback is what reported the error. If you have debug mode enabled, you should be able to review your klarna\_\*.log files to see what error was reported.

## What are the reasons that the KCO iframe/redirects don't work?

This can have multiple reasons for example:

- Is the shop reachable from outside (even for local development, your shop must be publicly accessible. Use a service such as <https://ngrok.com>)
- Is the shop using an https address?
- Is the SSL certificate self-signed (these won't work, use <https://letsencrypt.org/> instead)
- Is the website password secured?
- Are you whitelisting specific IP's? If yes: We use AWS, so you would need to whitelist all of AWS. It is better that you don't try to use IP, instead allow all traffic to any URL with /klarna/ or /kco/. If you really have to use IPs, see <https://docs.aws.amazon.com/general/latest/gr/aws-ip-ranges.html>

## 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

## Contact Klarna

Klarna is always happy to work with merchants to help resolve implementation issues. Reach out to your Klarna Representative for assistance. Or email [magento@klarna.com](mailto:magento@klarna.com) for support with the extension itself