

Klarna Merchant Portal Guide For Adyen Merchants

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Content

Content	2
Log in to Klarna Merchant Portal	3
Users App	4
Invite users and manage permissions	5
Orders App	5
Order Status	7
Order Details	8
Extend the order expiry date	9
Order references	10
See and change customer details	11
Order lines	12
Payment details/Resend statement	13
Refer to Klarna	14
Activity Log	15
Branding App	16
Change Logo and Brand name	16
On-Site Messaging App	17
Activating and Integrating On-Site Messaging	17

Log in to Klarna Merchant Portal

Your email address provided to Adyen to enable Klarna payment methods will be used to set up your account in the Klarna Merchant Portal.

A welcome email will be sent containing username (email address), and one time password to log in.

If you've been invited by another user of an already existing account, you'll receive an activation link containing your username and one time password. Note that the link for activating new accounts expires within 7 days. If the account hasn't been activated within this timeframe, a new activation link has to be sent.

Haven't set up a password yet, or forgot the one you had? No sweat; simply choose "Forgot your password?" and enter your email address. You'll receive an email with a new activation link and instructions on how to create a password.

If you have not received an activation email to login to the Klarna Merchant Portal, please reach out to your Adyen contact to verify the correct email address has been used to set up your account. Adyen can align on necessary steps with Klarna in case a wrong email address has been used or the activation email needs to be sent again.

Users App

In the Users app you can administer the people who've got access to the portal. Press the button Invite users in the top right corner to add a new user.

The screenshot shows the 'Users App' interface. At the top left, there is a search bar with a magnifying glass icon and the text 'Search for user'. To the right of the search bar is a rounded 'Search' button. In the top right corner, there is a dark 'Invite users' button. Below these elements is a table with two columns: 'E-MAIL' and 'NAME'. The table contains one row with a user entry. To the right of the table, there are 'Previous' and 'Next' navigation buttons. Below the table, there are also 'Previous' and 'Next' navigation buttons.

E-MAIL	NAME
max.muster@merchant.com	

Invite users and manage permissions

With your merchant portal account you're able to invite additional users. However, we can not grant Admin Permission to any user, also you will see some apps in the user configuration which are not available to you. Those functions behind the apps are either not available via Adyen or should be initiated from the Adyen backend.

The following apps in the Klarna Merchant Portal are available via Adyen:

- Branding
- On-Site Messaging
- Orders
- Users

Orders App

In the Orders app you can find all the orders you've received/created through Klarna.

The orders are sorted by creation date, i.e. the most recent order is on top of the list. You can limit the list by choosing a preferred period under Creation date (Start Date → End Date). If you have several stores, you can choose to see orders connected to a specific store by changing the Merchant id filter. In addition, you can also search for a specific order in the search bar at the top of the page.

Search for order

What can I search for?

Creation date
Start Date → End Date

Expiry date
Start Date → End Date

Merchant id

Status
Show all

1-25 of 39

Klarna ref.	Creation date	Expiry date	Status	Merchant ref.	Store	Customer details	Value
<input type="checkbox"/> HLFQJWZJ	Apr 25, 2017 8:02 PM	May 23, 2017 2:00 AM	Uncaptured		Demo48	info@google.com Kristofer Karlsson	670.95 GBP
<input type="checkbox"/> FQIDK0D6	Apr 25, 2017 7:59 PM	May 23, 2017 2:00 AM	Uncaptured		Demo48	info@google.com Kristofer Karlsson	670.95 GBP
<input type="checkbox"/> 24CXCST	Apr 25, 2017 12:12 PM	May 23, 2017 2:00 AM	Uncaptured		Demo48	info@google.com Kristofer Karlsson	574.95 GBP
<input type="checkbox"/> 2LWWKITI	Apr 25, 2017 11:56 AM	May 23, 2017 2:00 AM	Uncaptured		Demo48	info@google.com Kristofer Karlsson	193.95 GBP
<input type="checkbox"/> WVVJK250	Feb 21, 2017 8:37 AM	Mar 21, 2017 1:00 AM	Uncaptured		Demo48	info@google.com Kristofer Karlsson	12.45 GBP

Order Status

You can filter your orders by order status:

Uncaptured

The order has not been shipped yet. At this point, the consumer has not received an invoice or a payment confirmation in the case of direct payments.

Captured

The full order has been shipped to the consumer. The consumer has received an invoice/payment confirmation from Klarna by email.

Partially Captured

Parts of the order have been shipped to the consumer. The consumer has received an invoice/payment confirmation from Klarna by email.

Cancelled

The order has been cancelled. Cancelled orders will not show up in your settlement files, as no payment from Klarna or the consumer has been made.

Refunded

The full order or parts of the order has been refunded. The consumer has received an updated payment notification from Klarna by email and Klarna has already refunded or will soon refund the amount to the customer.

Order Details

By clicking on an order you open the order page, where you can find detailed information about the specific order. On this page you will see two important dates:

- Creation date – The date when the order was created
- Expiration date – The last date you'll be able to capture the order. After this date, the order can't be captured anymore; however, it can still be refunded.

It's therefore very important that you always capture your orders via your Adyen API integration before their expiration date passes; otherwise, you won't get paid.

Order 9B6MJV5F Uncaptured €3,500.00

Merchant reference 1	Merchant reference 2	Created	Expires	Merchant ID
ref-123	id-456	Apr 6, 2020, 1:37 PM	May 4, 2020, 2:00 AM Extend expiry	K521600

Customer Order lines (1) Currency: EUR

Shipping address ^

Max Mustermann
Klarna street 123
3rd Floor
München
35440
DE
Tel
+49151515151515
Email
max.mustermann@klarna.com

[Edit shipping address](#)

Billing address v

Additional Info v

Activity Log

Apr 6, 2020 • 1:37 PM
a day ago **Order placed: €3,500.00**

<input type="checkbox"/>	Qty	Item	Reference	Unit price	Discount	Tax	Amount
<input type="checkbox"/>	1	Klarna Shirt	item-789	3500.00	0.00	0% 0.00	3500.00

PAYMENT DETAILS

Initial Payment Method
Statement

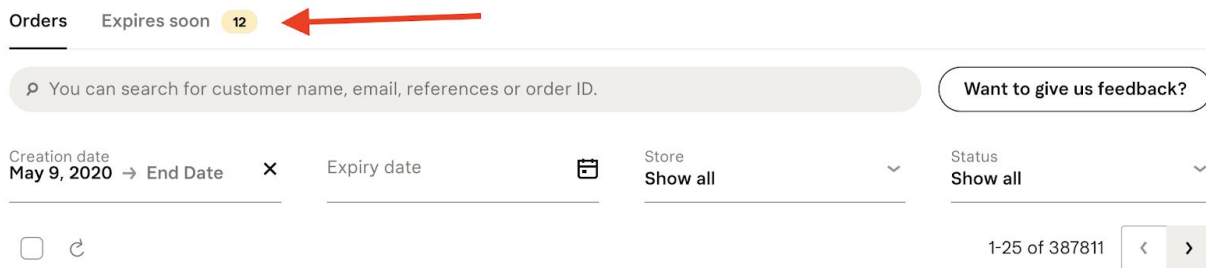
ORDER TOTAL	€3,500.00
Captured	€0.00
Refunded	€0.00
Not Captured	€3,500.00
CUSTOMER BILLED	€0.00

Extend the order expiry date

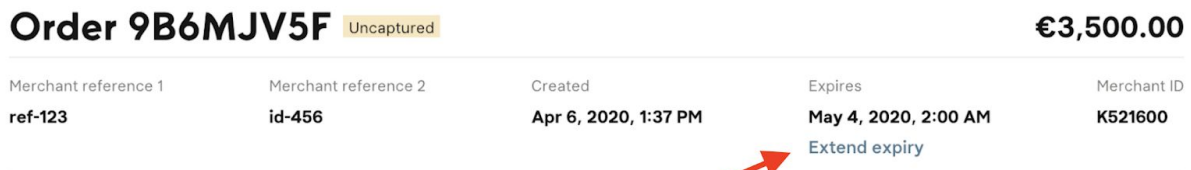
To trigger the payout from Klarna the order needs to be captured. The default time within an order can be captured is 28 days from the date the order was created.

The date when the order expires (and can not be captured anymore) can be seen in the orders app

Orders that will expire within the next 4 days are highlighted in the orders list



You can see and **extend the expiry date** of an order on the order details page. Extending the expiry will extend the time by another 28 days (the default time). The extension is always subject to a risk assessment and might be declined. After the order has been expired the expiry date can not be extended anymore.



Order 9B6MJV5F Uncaptured			€3,500.00	
Merchant reference 1	Merchant reference 2	Created	Expires	Merchant ID
ref-123	id-456	Apr 6, 2020, 1:37 PM	May 4, 2020, 2:00 AM Extend expiry	K521600

Order references

Merchant references

Merchant reference 1

This is your own order reference number that can be used to identify the order in your store system. You can have up to two unique references for each order.

Having a merchant reference is not mandatory; however, keeping a merchant reference of your own might make it easier to find the order in the portal.

Merchant reference 2

This is the Adyen pspReference created for this order.

Klarna reference

This is a unique reference that we use to identify the order in our systems.

Order 9B6MJV5F Uncaptured

Merchant reference 1

ref-123

Merchant reference 2

id-456


See and change customer details

On the left hand side of the order page you'll see the customer details.

To edit the shipping address on behalf of the customer, click "Edit shipping address". Add the new shipping address and hit "Save".

The shipping address shows where you send the products and do not affect the address where we send the payment notification.

Customer

Shipping address 

Max Mustermann

Klarna Street 123

München

35440

DE

Tel

+491515151515

Email

max.mustermann@klarna.com

[Edit shipping address](#)

Billing address 

Please note that a change of address always requires a risk assessment and the **change could be rejected.**

If you want to change the customer's email address and it is rejected, please ask your customer to contact Klarna Customer Support directly

Order lines

In the order lines section, you can see detailed information on what the customer bought. You'll find the amounts of the items, the tax rate and total tax amount, as well as the total order amount. Any active discounts will also be visible in the order lines.

Please note that you can not make changes to the order lines via the Klarna merchant portal.

Payment details/Resend statement

Beneath the order lines you'll see a field for "Payment details". Here, you can see which payment method the customer chooses.

Click "Resend statement" to send a new copy of the payment instructions to the customer by email.

PAYMENT DETAILS

Initial Payment Method

Statement

Resend statement

Initial Due Date

Apr 21, 2020

Refer to Klarna

The customer will receive instructions on how to log in to Klarna's customer page by email.

As of today, this feature is only available if you're based in the UK or US.

PAYMENT DETAILS

Initial Payment Method

Pay later in parts

VISA *****1552

[Resend statement](#)

Additional payment details?

Please refer customers to log in to Klarna in case they need additional information about the payment.

[Refer to Klarna](#)

Activity Log

The activity log shows the history of the order. You can see each action performed on the order, who performed it, and when it was done.

Activity Log

Apr 7, 2020 12 minutes ago	●	6:11 PM Order customer details updated By johannes.nickenig via Merchant Portal
Apr 6, 2020 a day ago	●	1:37 PM Order placed: €3,500.00 By Klarna

Branding App

In the Branding app you can manage how your brand assets are displayed on Klarna's customer touch points, e.g. on the Hosted Payment Page, Payment Notifications, or in the Klarna consumer app.

Change Logo and Brand name

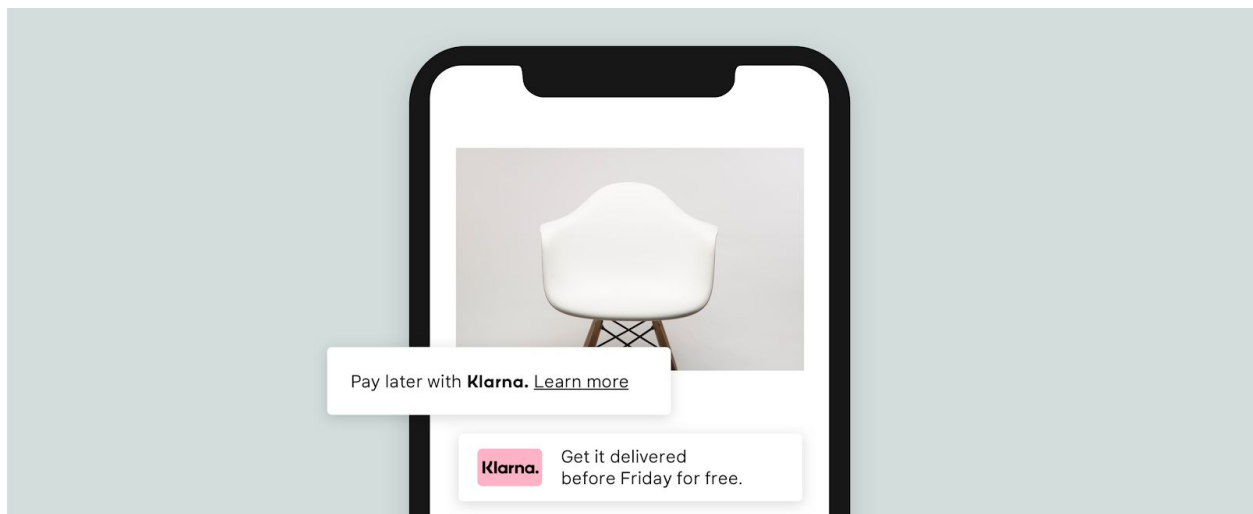
You can add your logo to the payment notifications we send to your customers, or include it as an icon in our consumer app, making it easier for customers to find their purchases from your store. If you are using the **Klarna Hosted Payment page** your **logo** and **brand name** will also be displayed there.

The screenshot displays the Klarna Branding App interface. At the top, there is a dropdown menu for 'Select brand' with 'Playground Demo Merchant' selected. Below this, it shows the 'Merchant ID connected to this brand: K521600'. The main section is titled 'Brand information' and contains instructions: 'Set up and manage your brand. Make customers see you in the best light across Klarna's ecosystem including our smooth app.' Below the instructions are input fields for 'Brand name' (filled with 'Playground Demo Merchant'), 'Homepage' (filled with 'http://www.example.com/demo-merchant' and a link icon), 'Instagram url', and 'Facebook url'. A 'Logo' section with an information icon contains the text 'Your logo will be displayed in consumer communications and statements.' Below this is a logo upload area with a 'Klarna.' logo and 'Upload' and 'Delete' buttons. To the right, a mobile app preview shows a dog's face at the top, followed by the brand name 'Playground Demo...' and the Klarna logo. Below this is a 'Latest Purchases' section with placeholder items. Two callout boxes provide technical specifications: one for the main brand image (1000x1000 px) and one for the Klarna logo (180x180 px), both with 'Upload' and 'Delete' buttons.

On-Site Messaging App

Consumers are not always aware of the different credit and financing options available to them before they reach the checkout. Knowing that financing is available early on can influence the purchase decision.

Use On-Site Messaging to detail the benefits of Klarna's payment methods at the product and card page. It's a simple and successful way to drive sales. We see an increased conversion rate wherever On-Site Messaging is implemented.



Find out more about Klarna On-site messaging here:

<https://developers.klarna.com/documentation/on-site-messaging/>

Activating and Integrating On-Site Messaging

To implement Klarna On-Site messaging you need to activate it in the Klarna On-Site Messaging App in the Merchant Portal. Please follow this integration guide on how to activate it in the merchant portal and how to install it:

<https://developers.klarna.com/documentation/on-site-messaging/integration/>