# Content

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

<table>
<thead>
<tr>
<th>E-MAIL</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:max.muster@merchant.com">max.muster@merchant.com</a></td>
<td>X</td>
</tr>
</tbody>
</table>
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.
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

<table>
<thead>
<tr>
<th>Customer</th>
<th>Order lines (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max Mustermann</td>
<td>Qty Item Reference Unit price Discount Tax Amount</td>
</tr>
<tr>
<td>Klarna street 123</td>
<td>1 Klarna Shirt item-789 3500.00 0.00 0% 0.00 3500.00</td>
</tr>
</tbody>
</table>

Payment Details
Initial Payment Method
Statement

Order Total
Captured €0.00
Refunded €0.00
Not Captured €3500.00
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 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

<table>
<thead>
<tr>
<th>Merchant reference 1</th>
<th>Merchant reference 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>ref-123</td>
<td>id-456</td>
</tr>
</tbody>
</table>
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.

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.

<table>
<thead>
<tr>
<th>PAYMENT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Payment Method</td>
</tr>
<tr>
<td>Statement</td>
</tr>
<tr>
<td><strong>Resend statement</strong></td>
</tr>
<tr>
<td>Initial Due Date</td>
</tr>
<tr>
<td>Apr 21, 2020</td>
</tr>
</tbody>
</table>
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 6:11 PM
12 minutes ago
Order customer details updated
By johannes.nickenig via Merchant Portal

Apr 6, 2020 1:37 PM
a day ago
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.
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/