Shipping.

powered by ⊡ CONSIGNOR

About Klarna Shipping

Klarna Shipping Service gives your customers the power to choose their delivery experience. Stay in control with your shipping rules and our user-friendly design.

Adding Klarna Shipping Service to your checkout is now easier than ever. To get started, you only need to provide Klarna with your Consignor credentials. Below, you will find a step by step guide on how to do it.

Preparation

Before you get started, make sure you have everything you need:

- An existing Klarna Checkout (KCOv3) integration.

- Credentials to log in to the Klarna Merchant Portal.

- An existing or new Consignor Subscription Agreement.

Missing something? Reach out to your respective contact at Klarna or Consignor and we will be happy to help.

Best practice

- Provide us with fallback! Send us shipping options for every KCO session. We use those options as fallback in the unlikely event that we do not get a response via the Shipping API from Consignor. This way, we ensure that users are always presented with shipping options. Learn more here.

Klarna.

Step-by-step guide

We need your Consignor credentials to activate Klarna Shipping Service. We use the credentials to setup an API connection with Consignor and fetch the shipping options, which we present in your checkout. The credentials consists of an identifier and a key:

- Identifier: ''Klarna Identifier'' from Consignor

- Key: ''Klarna Key'' from Consignor

Missing something? You can request them through your Consignor Help Center portal.

Get your Consignor credentials

1. Contact Consignor through the Help Center portal.

2. When you have received your credentials, enter these into the Klarna Merchant Portal.

Setup KSS in the merchant portal for the <u>playground</u> environment

3. Log-in to the merchant portal [here](#).

4. You will see an overview of all the apps, click on the ''Logistics'' app.

Welcome Ildikó!

What do you want to do today?

We've just launched our new Branding app!   Take control of your brand right now!

Orders
Search and manage your orders from Klarna.

Settlements
See your transactions and generate reports for reconciliation.

Users
Invite new users and manage existing users in the Portal.

Logs
Search API logs to troubleshoot integration problems.

Settings
Request your API credentials and manage store settings.

Seller
Create new orders with the Klarna in-store solution.

Merchant Lending
Business financing, made simple.

Branding
Take control over how your brand is presented within Klarna.

Logistics
Manage all your logistics in one place.

Instant Shopping

5. If this is your first time, then you will be presented with the Terms & Conditions before you can start the setup.

Shipping for your checkout.

Add your credentials to set up the Klarna Shipping Service.

Store and country

Mid
K506859

Country

Settings

Shipping

Tracking - coming soon

Returns - coming soon

Amendment to the Cooperation Agreement for the provision of the Klarna Shipping Service

The Parties hereby agree that this addendum (the **"Addendum"**) to the Cooperation Agreement and its appendices (the **"Cooperation Agreement"**) shall apply between the Parties. The Addendum shall become effective as of the date and time when accepted by Merchant in the merchant portal. Definitions and expressions used in the Agreement shall, unless stated otherwise, have the same meaning in this Addendum. The Parties agree that apart from the specific additional terms set out below, this Addendum shall not in any other way affect the validity of the Agreement.

Background

Klarna and the Merchant (jointly the **"Parties"**) have previously entered into a cooperation agreement (the **"Cooperation Agreement"**) regarding the Merchant's use of the Klarna Checkout (**"KCO"**). Now, Klarna has introduced the possibility for Merchant to use the Klarna Shipping Service (**"KSS"**) as a module within the KCO, and Merchant wishes to use the KSS.

Agree

6. After accepting the terms, you will land on the overview page. Here you can create a new profile.

7. First, name your profile and choose your environment. (Please note that you are in the playground environment, most probably you want to use EU playground. To set up production, see the guide below).
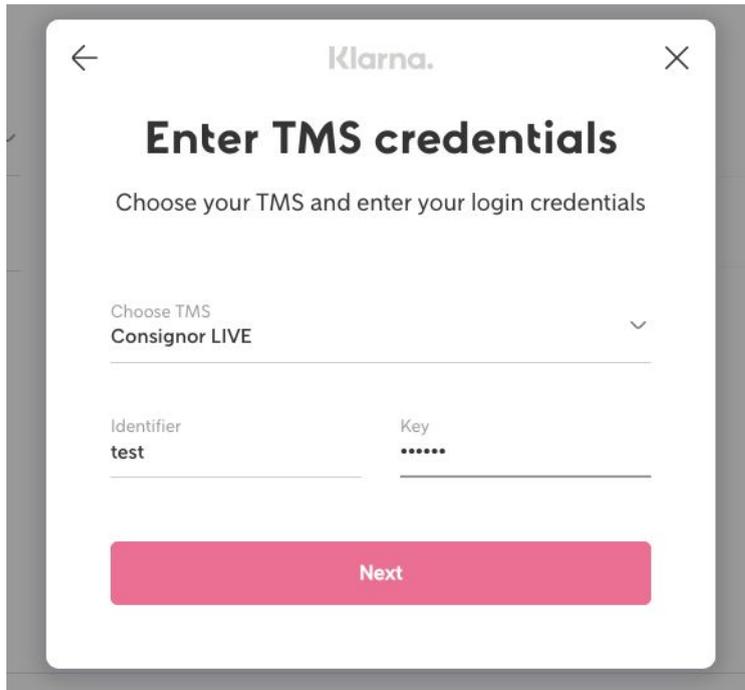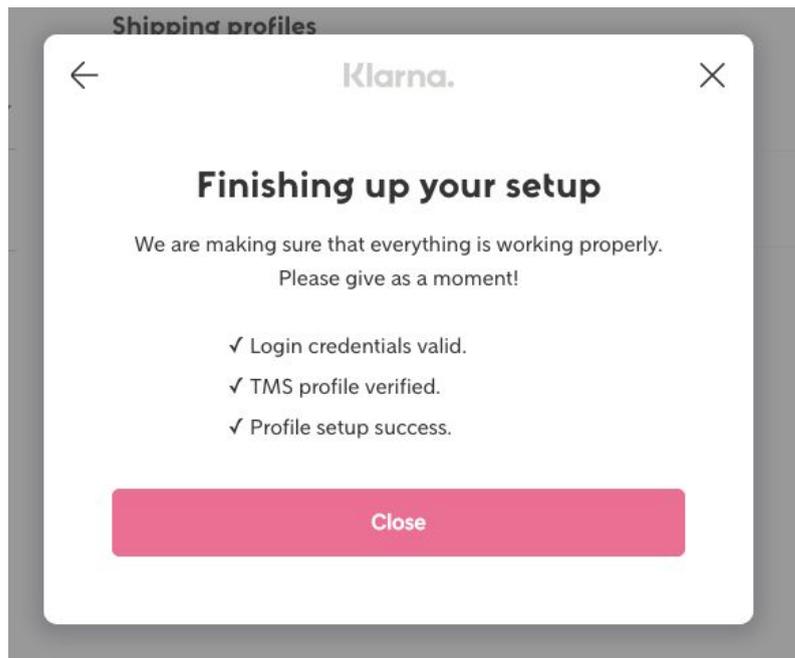

8. Once you have chosen your environment, add your Consignor credentials.

9. Click on "next" to finish the setup.

10. After closing the profile page, you will see your credentials on the overview page . You can activate or deactivate credentials here by clicking on the "activate" button on the right side of the screen. Please

note that you can have only 1 active credential per MID / country for now. If you have several countries per MID, contact Klarna.

All done! Klarna Shipping Service is now activated in your Klarna Checkout in **playground**. You will see the shipping options from Consignor in the Klarna Checkout in playground.

Setup Klarna Shipping Service in the Merchant Portal for the <u>production</u> environment

The process is the same as above, but in the production environment of the Merchant Portal. However, the ''Logistics'' app is not yet available in production. Please contact Klarna if you want to enable your credentials in the production environment.

Help

Credentials

You can test your credentials [here](#) in our tool called ''Shipwreck''. If you see shipping options in Shipwreck, then the Consignor credentials are correct. If you do not see shipping options, please reach out to Consignor.

Shipping options

The shipping options are shown based on your settings in Consignor. If you'd like to change what is shown in the checkout, please contact Consignor and adjust the settings. If you have any feedback on the user experience, please reach out to Klarna. We'd love to hear from you!

Contact details

- Klarna: https://www.klarna.com/se/foretag/butikssupport/
- Consignor: https://consignor.zendesk.com/hc/en-us