Klarna On-site messaging on BigCommerce

(Manual Integration)

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Install steps

Installing JavaScript

1. Navigate to Klarna's Production Merchant Portal and select **On-site messaging**
2. Select your **Merchant ID** and click Continue
3. Under **Installation** copy the code from the first box
    a. Example code looks like this:

```
<script
  async
  src="https://na-library.klarnaservices.com/lib.js"
  data-client-id="cdc500b9-8ef9-5cda-930d-0b78dac3e105"
></script>
```

4. Now head back to your BigCommerce store and navigate to **Storefront → Script Manager.**
5. Select Create a Script and add the following fields
    a. Name of Script: Klarna
    b. Location on Page: Head
    c. Select pages where script will be added: All pages
    d. Script category: Targeting; Advertising
    e. Script type: Script
6. In **Script Contents** add the code you've just copied from Merchant Portal
7. Click Save

Installing your On-site messaging placements

To display the messages on your product page or cart page, you need to have your developer add the following tags to each relevant file:

1. Navigate to Klarna's Production Merchant Portal and select **On-site messaging**
2. Select your **Merchant ID** and click Continue
3. Under **Placements** scroll down until you find the messaging you'd like to add to your site.
    a. **Note:** Placements can be customized by selecting **Custom Design** and following these instructions

4. Once you are satisfied with your placement's customization copy the code.
    a. Example code looks like this:

```
<!-- Placement v2 -->
<klarna-placement
  data-key="credit-promotion-small"
  data-locale="en-US"
  data-total_amount="{{YOUR PRICE VARIABLE HERE}}"
></klarna-placement>
<!-- end Placement -->
```

5. Now head back to your BigCommerce store and navigate to **Storefront → My Themes.**
6. Edit your active theme files and select the pages where you'd like to display Klarna messaging.
    a. We recommend product and cart pages.
7. Add the Placement code you've copied from Merchant Portal exactly where you'd like the messaging to render.
    a. Note: Ensure the data-total_amount field is using the correct price variable
        i. Examples of price variables look like:
            1. {{cart.grand_total.value}}
            2. {{product.price.without_tax.value}}
    b. Note: You can also use 'data-purchase-amount' in place of 'data-total_amount'
        i. Ensure that the placement is displaying the correct amount. If the amount displayed by our placement is orders of magnitude less than what it should be, you can multiply the price variable to correct it.
            1. Example: The price of an item is $93.00, but the placement is calculating based on a price of $0.93. Adjust the price variable that you are passing similar to: {{multiply YOUR PRICE VARIABLE 100}}.
8. Click Save.

If you are passing in a hard value ensure all values are displayed in minor units, meaning there's an implied decimal. For example, a product that costs $432.00 would be 43200 in minor units.

Installing refresh scripts

If you have products with variants, you will need to add the following code where your callback variable is defined.

document.getElementsByTagName("klarna-placement")[0].setAttribute("data-total_amount", product.price.without_tax.value);
window.KlarnaOnsiteService = window.KlarnaOnsiteService || []
window.KlarnaOnsiteService.push({ eventName: 'refresh-placements' })

```
document.getElementsByTagName("klarna-placement")[0].setAttribute("data-tot
al_amount", product.price.without_tax.value);
window.KlarnaOnsiteService = window.KlarnaOnsiteService || []
window.KlarnaOnsiteService.push({ eventName: 'refresh-placements' })
```

Problems? Get in touch with our Merchant Support (US) here: https://www.klarna.com/us/business/merchant-support/

Not in the US? Select your region here: https://www.klarna.com/international/

FAQs

What is Klarna On-site messaging?

For more info, see: https://developers.klarna.com/resources/on-site-messaging

How should I use Klarna On-site messaging?

Recommended guidelines:
https://developers.klarna.com/resources/get-smoooth-handbook

How do I get Klarna Payments on my store?

See:
https://support.bigcommerce.com/articles/Public/Connecting-with-Klarna-Payments

How can I accept the required Legal Terms (EU merchants only)?

Please log onto the Klarna Merchant portal to accept the Legal Terms.

EU Merchant Portal

How do I add a placement to other pages, such as Home Page?

To update other pages, you can add the Placement Scripts to any pages within your theme. You can also add banners to you home or search pages; static images available at: https://guidelines.klarna.com/d/vqlgUznCaZBs/marketing-materials

Where can I find the placement data on my store front end page?

Open browser's developer tools and go to the 'Inspect' tab, you should be able to see all instances of klarna-placement; you can also see the klarna-placement directly in the HTML source of the page.

Why don't I see On-site messaging after changing my theme?

If the theme is changed for a store, you will need to add the placement script back into your theme files.

How do I add Messaging to other pages?

In the case that you want to add our placements to a page other than the Product / Cart page (ex. A Klarna FAQ page using our info-page placement), customization of the theme is required. Each Web Page on BigCommerce has a "type" documented here (Web Pages on BigCommerce) which has a corresponding file in the store's theme files. This file is where the klarna-placement code should be added. The JavaScript library is installed as normal (detailed above).

Example Ticket

Helpful Links

Privacy Policy

https://www.klarna.com/us/privacy-policy/

Legal Compliance

Please verify that product prices are correctly reflected within the Klarna On-site messaging placement, specifically any products that have different prices for different variants. The placement should be refreshed when the variant is updated by the customer.

Support

If additional support is needed, please email us.implementations@klarna.com