

# **Klarna Services**

## **Using the Simple Order API**

October 2019

**CyberSource<sup>®</sup>**  
**the power of payment**

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# Recent Revisions to This Document

Release	Changes
October 2019	<p>Updated return values for <b>apCaptureReply_paymentStatus</b> and <b>apCaptureReply_status</b>.</p> <p>Added new information about test triggers and URL. See <a href="#">"Testing," page 15</a>.</p>
August 2019	<p>Added information about multibyte character strings. See <a href="#">"Working with Multibyte Character Strings," page 48</a></p>
June 2019	<p>Added support for new currency, CHF (Switzerland). See <a href="#">"Requirements," page 11</a>.</p> <p>Added information to, <a href="#">"Overview of a Klarna Transaction," page 12</a>.</p> <p>Updated information about the sessions service. See <a href="#">Chapter 2, "Creating and Updating a Session," on page 16</a>.</p> <p>Updated descriptions for the <b>billTo_country</b> and <b>billTo_postalCode</b> request fields. See <a href="#">"Request Fields," page 48</a>.</p>
February 2019	<p>Added the following sections:</p> <ul style="list-style-type: none"> <li>■ <a href="#">"Merchant Accounts," page 10</a></li> <li>■ <a href="#">"Requirements," page 11</a></li> <li>■ <a href="#">"Klarna Review Process," page 11</a></li> <li>■ <a href="#">"Shipping Policies," page 12</a></li> <li>■ <a href="#">"Disputes and Fraud," page 12</a></li> </ul> <p>Updated the transaction flow. See <a href="#">Figure 1, "Klarna Transaction," on page 12</a>.</p> <p>Updated information about the sessions service. See <a href="#">Chapter 2, "Creating and Updating a Session," on page 16</a>.</p> <p>Updated the sessions service examples. See <a href="#">"Examples," page 23</a>.</p> <p>Added the <b>apSessionsService_sessionsRequestID</b> and <b>apSessionsService_sessionsType</b> request fields. See <a href="#">"Request Fields," page 48</a>.</p> <p>Updated the description for the <b>billTo_language</b> request field. See <a href="#">"Request Fields," page 48</a>.</p>
January 2018	<p>Added information about multiple captures. See <a href="#">Chapter 6, "Capturing an Authorization," on page 38</a>.</p> <p>Added information about multiple refunds. See <a href="#">Chapter 7, "Refunding a Payment," on page 42</a>.</p>

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Release	Changes
December 2017	<p data-bbox="618 291 1352 352">Added information about Trusted Shops certification in Germany. See <a href="#">"Requirements," page 11</a>.</p> <p data-bbox="618 369 1321 396">Added information to <a href="#">"Overview of a Klarna Transaction," page 12</a>.</p> <p data-bbox="618 413 1187 441">Added support for coupons. See <a href="#">"Coupons," page 20</a>.</p> <p data-bbox="618 457 1105 485">Added <a href="#">"Calculating the Grand Total," page 20</a>.</p> <p data-bbox="618 501 1409 562">Updated information about tax amount fields. See <b>item_#_taxAmount</b> and <b>purchaseTotals_taxAmount</b> in <a href="#">Appendix A, "API Fields," on page 46</a>.</p> <p data-bbox="618 579 1396 667">Changed many of the request fields for the authorization service from required to optional. See <a href="#">Chapter 3, "Authorizing a Payment," on page 29</a> and <a href="#">Appendix A, "API Fields," on page 46</a>.</p>

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# About This Guide

## Audience and Purpose

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This guide is written for merchants who want to offer Klarna payments to customers.

Implementing CyberSource payment processing services requires software development skills. You must write code that uses the CyberSource API request and reply fields to integrate the services into your existing order management system. You must also integrate the Klarna SDK into your web site.

This guide describes tasks you must complete to integrate the CyberSource services and Klarna SDK into your existing order management system.

## Conventions

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### Note, Important, and Warning Statements



#### Note

A *Note* contains helpful suggestions or references to material not contained in the document.



#### Important

An *Important* statement contains information essential to successfully completing a task or learning a concept.



## Text and Command Conventions

Convention	Usage
<b>bold</b>	Field and service names in text; for example: Include the <b>ccAuthService_run</b> field.
Screen text	<ul style="list-style-type: none"> <li>■ XML elements</li> <li>■ Code examples</li> <li>■ Values for API fields; for example: Set the <b>ccAuthService_run</b> field to <code>true</code>.</li> </ul>

## Related Documents

- [Getting Started with CyberSource Advanced for the Simple Order API \(PDF | HTML\)](#)—describes how to start using your CyberSource advanced account.
- [Simple Order API and SOAP Toolkit API Documentation and Downloads page](#)

Refer to the Support Center for complete CyberSource technical documentation:

[http://www.cybersource.com/support\\_center/support\\_documentation](http://www.cybersource.com/support_center/support_documentation)

## Customer Support

For support information about any CyberSource service, visit the Support Center:

<http://www.cybersource.com/support>

# Integrating with Klarna

Klarna payments is an in-line, real-time financing solution you can offer to your customers through CyberSource. Klarna optimizes financing for an offline environment, which improves customer choice and experience.

## Merchant Accounts

---

Two types of merchant accounts are available:

- The CyberSource settlement and services account—this merchant account has no direct contract with a payment provider partner. The CyberSource Financial Settlement Partner (FSP) collects the funds on your behalf and settles the funds to your merchant account. Contact your sales representative for additional information.



CyberSource automatically requests the export compliance service for each transaction using this type of merchant account. Export Compliance verifies customer information by comparing it to many lists that are maintained by government agencies to support export controls. If a customer's first name and last name or company name appears on any of the lists, you receive information indicating that the transaction is declined.

---

- The processor direct contract account—this merchant account must use the payment provider selected by CyberSource and you must inform your sales representative of any existing direct contracts.

## Requirements

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- You must obtain a CyberSource merchant ID and a Klarna API key for each country in which you process transactions.



**Important**

You must provide CyberSource Customer Support with the API key that you receive from Klarna.

- If you have the Trusted Shops certification in Germany, you must update the Terms and Conditions page on your web site:
  - Add information about the Klarna payment method.
  - Include a link to the Klarna Terms and Conditions page.

For details about this requirement, see:

<https://developers.klarna.com/en/no/kco-v2/country-specific/germany>

## Supported Countries and Currencies

**Table 1 Supported Countries and Currencies**

Country	Currency
Austria	EUR
Denmark	DKK
Finland	EUR
Germany	EUR
Netherlands	EUR
Norway	NOK
Sweden	SEK
Switzerland	CHF
United Kingdom	GBP
United States	USD

## Klarna Review Process

Before you launch Klarna payments, Klarna reviews your front-end and back-end integrations. For more information about Klarna's pre-launch review process, contact your CyberSource technical account manager or customer support.

## Shipping Policies

Always follow the shipping policies for each country as outlined by Klarna to ensure that Klarna assumes liability for fraudulent transactions. For Klarna's shipping policy, go to:

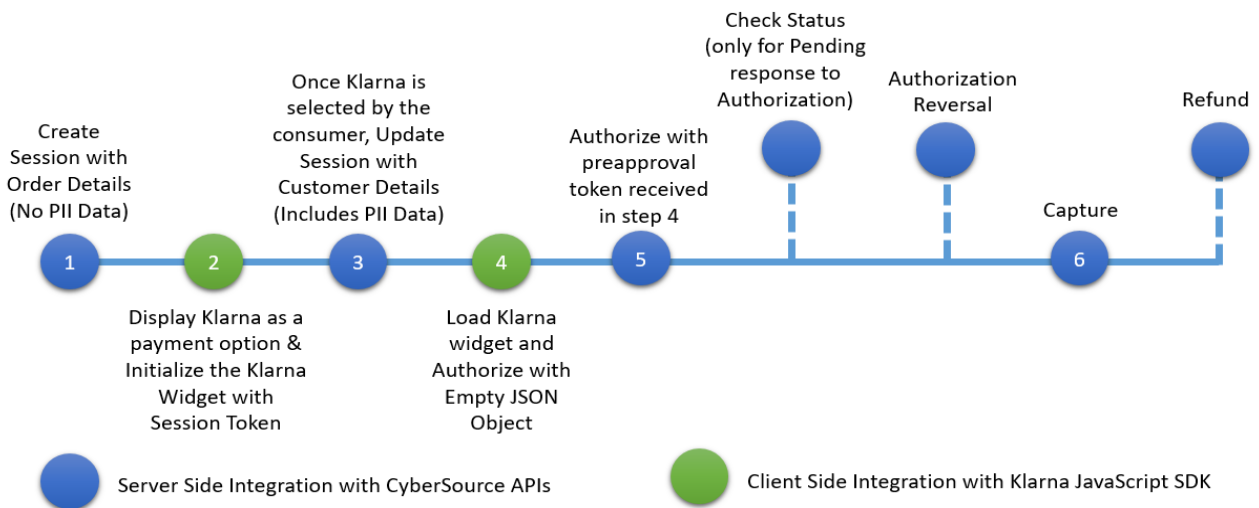
<https://www.klarna.com/international/shipping-policies/>

## Disputes and Fraud

Klarna has a standard process for handling disputes and risky transactions between you and your customers. For more information, contact your CyberSource technical account manager or customer support.

## Overview of a Klarna Transaction

Figure 1 Klarna Transaction



- 1 Add the container for the Klarna widget to the HTML for your checkout page. This is a one-time operation and provides an iFrame for the Klarna widget to be dynamically loaded into when the Klarna widget is initialized.

### Example 1 Adding the Klarna Container to Your Checkout Page

```
<div id=#klarna_container"></div>
```

- 2 When the customer displays your checkout page, send a create session request to CyberSource. The sessions service creates a unique customer session and returns a processor token. (Also called a *session token*.) See [Chapter 2, "Creating and Updating a Session,"](#) on page 16.

- 3 Present the available payment methods to the customer. When the customer chooses the Klarna payment method on your checkout page, install the Klarna SDK and initialize it by calling **Klarna.Credit.init**. In the request, set the client token field to the value of the processor token returned by CyberSource.

### Example 2 Initializing the Klarna SDK

---

```
Klarna.Credit.init({client_token: '<%=processorToken%>'})
  if (count < 3)
  {
    setTimeout(initializeKlarna.bind(null, count), 3000);
  }
  else
  {
    showError()
  }
}
```

---



#### Note

Initializing the Klarna SDK can take up to 10 seconds. CyberSource recommends that you try to initialize the SDK every three seconds, up to a maximum of three attempts.

For additional information about initializing the Klarna SDK, see:

<https://developers.klarna.com/en/us/kco-v3/klarna-payment-methods/klarna-credit/2-present-the-klarna-widget>

- 4 Load the Klarna widget into the Klarna container by calling **Klarna.Credit.load** and specifying the Klarna container.

### Example 3 Loading the Klarna Widget

---

```
Klarna.Credit.load({
  container: "#klarna_container",
  (...)
})
```

---

- 5 Display the Klarna payment options on your checkout page. The `show_form = true` statement dynamically updates the payment options in the Klarna widget.

#### Example 4 Displaying the Klarna Payment Options

---

```

if (res["show_form"] == true)
{
    logging("Klarna Available Payment Option");

    document.getElementById("auth_button").innerHTML =
    "<br><button type=\"button\" name=\"buy\"
    onclick=\"authorizeKlarnaOrder();\">Pay</button>"
}
else
{
    logging("Klarna Not Available As A Payment Option");
}

```

---

- 6 When the customer chooses one of the Klarna payment options:
  - Send an update session request to CyberSource with available customer information. See [Chapter 2, "Creating and Updating a Session," on page 16](#).
  - Call `Klarna.Credit.authorize` to authorize the order with Klarna. In the call, include an empty JSON object. For additional information about Klarna authorizations, see:

<https://developers.klarna.com/en/us/kco-v3/klarna-payment-methods/klarna-credit/3-authorize>

#### Example 5 Authorizing the Order

---

```

Klarna.Credit.authorize({}, function(res) {
    var auth_token = res["authorization_token"];
    var isApproved = res["approved"];
    var show_form = res["show_form"];
})

```

---

- 7 Klarna validates the customer's information and determines whether to authorize the order. When Klarna authorizes the order, Klarna returns an authorization token.
- 8 Send an authorization request to CyberSource. Set the preapproval token field to the value of the authorization token returned by Klarna. See [Chapter 3, "Authorizing a Payment," on page 29](#).
- 9 When CyberSource approves the authorization, send a capture request to complete the purchase. See [Chapter 6, "Capturing an Authorization," on page 38](#).



**Note**

When the authorization reply indicates that the purchase is pending, send a check status request every hour until the payment status changes. See [Chapter 4, "Checking Status," on page 33](#).

## Testing

---

For test transactions, send requests to the CyberSource test server:

<https://ics2wstesta.ic3.com/commerce/1.x/transactionProcessor>

Use the Klarna test triggers, which consist of email addresses. For more information, see:

<https://developers.klarna.com/documentation/testing-environment/#klarna-payments-test-triggers>

# Creating and Updating a Session

The sessions service:

- 1 Creates a new customer session.
- 2 Requires an item-level shipping amount. The following fields are required:
  - `item_#_productName`—set to `shipping`
  - `item_#_quantity`
  - `item_#_totalAmount`
  - `item_#_unitPrice`
- 3 Returns a processor token from Klarna. Use this token when initializing the Klarna SDK on your checkout page. See ["Overview of a Klarna Transaction," page 12](#).
- 4 Updates the existing session after the customer approves the purchase and consents to sharing their data with Klarna.

**Note**

Klarna includes the values that you send for the item-level fields on the invoice that Klarna sends to the customer.

---

## Creating a Session

---

**Important**

Do not send any personally identifiable information (PII) data about the customer in the request to create a session.

---

Send the following required fields in the request to create a new session:

- `apPaymentType`—set to `KLI`.
- `apSessionsService_cancelURL`—set to the URL to which the customer is directed after canceling the Klarna payment.



- `apSessionsService_failureURL`—set to the URL to which the customer is directed after the Klarna payment fails.
- `apSessionsService_run`—set to `true`.
- `apSessionsService_sessionsType`—set to `N`. CyberSource uses this default value when you do not include the session type in the request.
- `apSessionsService_successURL`—set to the URL to which the customer is directed after successfully completing the Klarna payment.
- `billTo_country`
- `item_#_productName`
- `item_#_quantity`
- `item_#_totalAmount`
- `item_#_unitPrice`
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`
- `purchaseTotals_grandTotalAmount`

Send the following optional fields in the request to create a new session:

- `apSessionsService_sessionsType`—set to `N`. CyberSource uses this default value when you do not include the session type in the request.
- `purchaseTotals_discountAmount`

In the U.S., CyberSource recommends that you include the **`purchaseTotals_taxAmount`** field when you request the sessions service.

In countries other than the U.S., CyberSource recommends that you include the **`item_#_taxAmount`** field when you request the sessions service.

For descriptions of these fields, see [Appendix A, "API Fields," on page 46](#).

## Updating a Session

---

You can update the session for 48 hours after creating it. You can update Item details and amounts in the request to update the session.

The session update service enables you to update items in the cart, with or without sending customer billing details. However, when you send customer billing details in the session update request, send as many billing details as possible for the best customer checkout experience.



**Important**

PII data about a customer should be sent only after the customer chooses the Klarna payment option on your checkout page and consents to sharing their data with Klarna.

---

After the customer consents to share their data with Klarna, send the following required fields in the request to update the session:

- `apPaymentType`—set to `KL.I`.
- `apSessionsService_cancelURL`—set to the URL to which the customer is directed after canceling the Klarna payment.
- `apSessionsService_failureURL`—set to the URL to which the customer is directed after the Klarna payment fails.
- `apSessionsService_successURL`—set to the URL to which the customer is directed after successfully completing the Klarna payment.
- `apSessionsService_requestID`
- `apSessionsService_run`—set to `true`.
- `billTo_city`
- `billTo_country`
- `billTo_district`—set to the same value as the value for **`billTo_state`**.
- `billTo_email`
- `billTo_firstName`
- `billTo_language`
- `billTo_lastName`
- `billTo_postalCode`

- `billTo_state`—set to the same value as the value for `billTo_district`.
- `billTo_street1`
- `billTo_street2`
- `item_#_productName`
- `item_#_quantity`
- `item_#_totalAmount`
- `item_#_unitPrice`
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`
- `purchaseTotals_grandTotalAmount`
- `shipTo_city`
- `shipTo_country`
- `shipTo_district`
- `shipTo_email`
- `shipTo_firstName`
- `shipTo_lastName`
- `shipTo_postalCode`
- `shipTo_state`
- `shipTo_street1`
- `shipTo_street2`

Send the following optional fields in the request to update the session:

- `apSessionsService_sessionsType`—set to `U`. If you do not include this field in the request, CyberSource uses the default value of `N`.
- `purchaseTotals_discountAmount`

In the U.S., CyberSource recommends that you include the **purchaseTotals\_taxAmount** field when you request the sessions service.

In countries other than the U.S., CyberSource recommends that you include the **item\_#\_taxAmount** field when you request the sessions service.

For descriptions of these fields, see [Appendix A, "API Fields," on page 46](#).

## Coupons

---

Klarna supports coupons. To include a coupon in a request, include the following required fields:

- **item\_#\_productCode**—set to `coupon`.
- **item\_#\_productName**
- **item\_#\_productSKU**
- **item\_#\_quantity**
- **item\_#\_unitPrice**

For descriptions of these fields, see [Appendix A, "API Fields," on page 46](#). For details about coupon processing, see [Getting Started with CyberSource Advanced for the Simple Order API](#).

## Calculating the Grand Total

---

### Tax Amounts

For the U.S., send the tax amount in the order-level field **purchaseTotals\_taxAmount**. Do not use the item-level tax amount field.

For countries other than the U.S., send the tax amount in the item-level field **item\_#\_taxAmount**. Do not use the order-level tax amount field.

## Grand Total without Coupons

For the U.S., use this formula to calculate the value for the **purchaseTotals\_grandTotalAmount** field:

sum of (unit price x quantity) for all items + order-level tax amount – order-level discount amount

With API field names, the formula looks like this:

sum of (**item\_#\_unitPrice** x **item\_#\_quantity**) for all items + **purchaseTotals\_taxAmount** – **purchaseTotals\_discountAmount**

### Example 6 Grand Total Amount without Coupons in the U.S.

---

```

item_0_unitPrice=100
item_0_quantity=1
item_0_totalAmount=100
item_1_unitPrice=75
item_1_quantity=2
item_1_totalAmount=150
purchaseTotals_taxAmount=40
purchaseTotals_discountAmount=10
purchaseTotals_grandTotalAmount=280

```

---

For countries other than the U.S., use this formula to calculate the value for the **purchaseTotals\_grandTotalAmount** field:

sum of (unit price x quantity) for all items + sum of (item-level tax amount) for all items – order-level discount amount

With API field names, the formula looks like this:

sum of (**item\_#\_unitPrice** x **item\_#\_quantity**) for all items + sum of (**item\_#\_taxAmount**) for all items – **purchaseTotals\_discountAmount**

### Example 7 Grand Total Amount without Coupons in Countries Other than the U.S.

---

```

item_0_unitPrice=100
item_0_quantity=1
item_0_taxAmount=20
item_0_totalAmount=120
item_1_unitPrice=75
item_1_quantity=2
item_1_taxAmount=20
item_1_totalAmount=170
purchaseTotals_discountAmount=10
purchaseTotals_grandTotalAmount=280

```

---

## Grand Total with Coupons

For the U.S., use this formula to calculate the value for the **purchaseTotals\_grandTotalAmount** field:

sum of (unit price x quantity) for all items + order-level tax amount – sum of (coupon amount x quantity) for all items – order-level discount amount

### Example 8 Grand Total Amount with Coupons in the U.S.

---

```

item_0_unitPrice=100
item_0_quantity=1
item_0_totalAmount=100
item_1_unitPrice=75
item_1_quantity=2
item_1_totalAmount=150
item_2_productCode=coupon
item_2_productName=First-time customer
item_2_productSKU=12345
item_2_quantity=1
item_2_unitPrice=30
purchaseTotals_taxAmount=40
purchaseTotals_discountAmount=10
purchaseTotals_grandTotalAmount=250

```

---

For countries other than the U.S., use this formula to calculate the value for the **purchaseTotals\_grandTotalAmount** field:

sum of (unit price x quantity) for all items + sum of (item-level tax amount) for all items – sum of (coupon amount x quantity) for all items – order-level discount amount

### Example 9 Grand Total Amount with Coupons in Countries Other than the U.S.

---

```

item_0_unitPrice=100
item_0_quantity=1
item_0_taxAmount=20
item_0_totalAmount=120
item_1_unitPrice=75
item_1_quantity=2
item_1_taxAmount=20
item_1_totalAmount=170
item_2_productCode=coupon
item_2_productName=First-time customer
item_2_productSKU=12345
item_2_quantity=1
item_2_unitPrice=30
purchaseTotals_discountAmount=10
purchaseTotals_grandTotalAmount=250

```

---

## Examples

---

### XML Examples

#### Example 10 Create Sessions Request

This example might contain optional fields.

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <billTo>
    <country>DE</country>
  </billTo>
  <item id="0">
    <unitPrice>19.99</unitPrice>
    <quantity>1</quantity>
    <productName>Green Widget</productName>
    <taxAmount>1.00</taxAmount>
    <totalAmount>20.99</totalAmount>
  </item>
  <item id="1">
    <unitPrice>10.00</unitPrice>
    <quantity>2</quantity>
    <productName>Blue Widget</productName>
    <taxAmount>2.00</taxAmount>
    <totalAmount>22.00</totalAmount>
  </item>
  <item id="2">
    <unitPrice>5.00</unitPrice>
    <quantity>1</quantity>
    <productName>shipping</productName>
    <totalAmount>5.00</totalAmount>
  </item>
  <purchaseTotals>
    <currency>EUR</currency>
    <discountAmount>3.00</discountAmount>
    <grandTotalAmount>44.99</grandTotalAmount>
  </purchaseTotals>
  <apPaymentType>KLI</apPaymentType>
  <apSessionsService run="true">
    <cancelURL>http://test.com/Klarna/Reply.jsp</cancelURL>
    <successURL>http://test.com/Klarna/Reply.jsp</successURL>
    <failureURL>http://test.com/Klarna/Reply.jsp</failureURL>
    <sessionsType>N</sessionsType>
  </apSessionsService>
</requestMessage>
```

---

**Example 11 Create Session Reply**

---

```
<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848446567036715804007</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <purchaseTotals>
    <currency>EUR</currency>
  </purchaseTotals>
  <apSessionsReply>
    <reasonCode>100</reasonCode>
    <responseCode>00000</responseCode>
    <processorToken>eyJhbGciOiJub251In0.ewogICJzZXNzaW9uX2lkIiA6ICI5ODk2ZDUxNy0xNG
    JkLTRmMzItYmM0YS0xODQ5MjQ2MzI3NDciLAogICJiYXNlX3VybyCIgOiAiaHR0cHM6Ly9jcmVkaXQt
    bmEucGxheWdyb3VuZC5rbGFybmEuY29tIiwKICAiZGVzaWduIiA6ICJrbGFybmEiLAogICJsYW5ndW
    FnZSIgOiAiZW4iLAogICJwdXJjaGFzZV9jb3VudHJ5IiA6ICJVUyIsCiAgInRyYWNlX2Zsb3ciIDog
    ZmFsc2UKfQ.</processorToken>
  </apSessionsReply>
</replyMessage>
```

---



**Example 12 Update Session Request**

This example might contain optional fields.

---

```

<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <billTo>
    <firstName>Anna</firstName>
    <lastName>Schmidt</lastName>
    <street1>Leopoldstrasse 4</street1>
    <street2>Apt 2</street2>
    <city>Lichtenberg</city>
    <district>Berlin</district>
    <state>Berlin</state>
    <postalCode>10318</postalCode>
    <country>DE</country>
    <phoneNumber>5551234567</phoneNumber>
    <email>schmidt@example.com</email>
    <dateOfBirth>19820101</dateOfBirth>
    <language>DE-DE</language>
  </billTo>
  <shipTo>
    <firstName>Anna</firstName>
    <lastName>Schmidt</lastName>
    <street1>Leopoldstrasse 4</street1>
    <street2>Apt 2</street2>
    <city>Lichtenberg</city>
    <state>Berlin</state>
    <district>Berlin</district>
    <postalCode>10318</postalCode>
    <country>DE</country>
    <phoneNumber>5551234567</phoneNumber>
    <email>schmidt@example.com</email>
  </shipTo>
  <item id="0">
    <unitPrice>19.99</unitPrice>
    <quantity>1</quantity>
    <productName>Green Widget</productName>
    <taxAmount>1.00</taxAmount>
    <totalAmount>20.99</totalAmount>
  </item>
  <item id="1">
    <unitPrice>10.00</unitPrice>
    <quantity>2</quantity>
    <productName>Blue Widget</productName>
    <taxAmount>2.00</taxAmount>
    <totalAmount>22.00</totalAmount>
  </item>

```

---

```

<item id="2">
  <unitPrice>5.00</unitPrice>
  <quantity>1</quantity>
  <productName>shipping</productName>
  <totalAmount>5.00</totalAmount>
</item>
<purchaseTotals>
  <currency>EUR</currency>
  <discountAmount>3.00</discountAmount>
  <grandTotalAmount>44.99</grandTotalAmount>
</purchaseTotals>
<apPaymentType>KLI</apPaymentType>
<apSessionsService run="true">
  <cancelURL>http://test.com/Klarna/Reply.jsp</cancelURL>
  <successURL>http://test.com/Klarna/Reply.jsp</successURL>
  <failureURL>http://test.com/Klarna/Reply.jsp</failureURL>
  <sessionsType>U</sessionsType>
  <sessionsRequestID>4848446567036715804007</sessionsRequestID>
</apSessionsService>
</requestMessage>

```

---

### Example 13 Update Session Reply

```

<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848446567036715804007</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <purchaseTotals>
    <currency>EUR</currency>
  </purchaseTotals>
  <apSessionsReply>
    <reasonCode>100</reasonCode>
    <responseCode>00000</responseCode>
    <processorToken>eyJhbGciOiJub251In0.ewogICJzZXNzaW9uX2lkIiA6ICI5ODk2ZDUxNy0xNGJkLTRmMzItYmM0YS0xODQ5MjQ2MzI3NDciLAogICJiYXNlX3VybyCIgOiAiaHR0cHM6Ly9jcmVkaXQtbmEucGxheWdyb3VuZC5rbGFybmEuY29tIiwKICAiZGVzaWduIiA6ICJrbGFybmEiLAogICJ5YW5ndWFnZSIgOiAiZW4iLAogICJwdXJjaGFzZV9jb3VudHJ5IiA6ICJlYyIsCiAgInRyYWNlX2Zsb3ciIDogZmFsc2UKfQ.</processorToken>
  </apSessionsReply>
</replyMessage>

```

---

## Name-Value Pair Examples

### Example 14 Create Session Request

This example might include optional fields.

---

```

apSessionsService_run=true
apSessionsService_cancelURL=http://test.com/Klarna/Reply.jsp
apSessionsService_successURL=http://test.com/Klarna/Reply.jsp
apSessionsService_failureURL=http://test.com/Klarna/Reply.jsp
apSessionsService_sessionsType=N
merchantID=mid123
merchantReferenceCode=ref1234
billTo_country=DE
item_0_unitPrice=19.99
item_0_quantity=1
item_0_productName=Green Widget
item_0_taxAmount=1.00
item_0_totalAmount=20.00
item_1_unitPrice=10.00
item_1_quantity=2
item_1_productName=Blue Widget
item_1_taxAmount=2.00
item_1_totalAmount=22.00
item_2_unitPrice=5.00
item_2_quantity=1
item_2_productName=shipping
item_2_totalAmount=5.00
purchaseTotals_currency=EUR
purchaseTotals_discountAmount=3.00
purchaseTotals_grandTotalAmount=44.99
apPaymentType=KLI

```

---

### Example 15 Create Session Reply

---

```

merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
purchaseTotals_currency=EUR
apSessionsReply_reasonCode=100
apSessionsReply_responseCode=00000
apSessionsReply_processorToken=eyJhbGciOiJub25lIn0ewogICJzZXNzaW9uX2lkIiA6ICI5ODk2ZDUxNy0xNGJkLTRmMzItYmM0YS0xODQ5MjQ2MzI3NDciLAogICJiYXNlX3VyYmCIgOiAiaHR0cHM6Ly9jcmVkaXQtbmEucGxheWdyb3VuZC5rbGFybmEuY29tIiwKI CAiZGVzaWduIiA6ICJrbGFybmEiLAogICJ5YW5ndWFnZSIgOiAiZW4iLAogICJwdXJjaGFzZV9jb3VudHJ5IiA6ICJvYyIsCiAgInRyYWNlX2Zsb3ciIDogZmFsc2UKfQ

```

---

**Example 16 Update Session Request**

This example might include optional fields.

---

```

apSessionsService_run=true
apSessionsService_cancelURL=http://test.com/Klarna/Reply.jsp
apSessionsService_successURL=http://test.com/Klarna/Reply.jsp
apSessionsService_failureURL=http://test.com/Klarna/Reply.jsp
apSessionsService_sessionsType=U
apSessionsService_requestID=4848446567036715804007
merchantID=mid123
merchantReferenceCode=ref1234
billTo_firstName=Anna
billTo_lastName=Schmidt
billTo_street1=Leopoldstrasse 4
billTo_street2=Apt 2
billTo_city=Lichtenberg
billTo_district=Berlin
billTo_state=Berlin
billTo_postalCode=10318
billTo_country=DE
billTo_phoneNumber=5551234567
billTo_email=schmidt@example.com
billTo_dateOfBirth=19820101
billTo_language=DE-DE
shipTo_firstName=Anna
shipTo_lastName=Schmidt
shipTo_street1=Leopoldstrasse 4
shipTo_street2=Apt 2

```

---

**Example 17 Update Session Reply**


---

```

merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
purchaseTotals_currency=EUR
apSessionsReply_reasonCode=100
apSessionsReply_responseCode=00000
apSessionsReply_processorToken=eyJhbGciOiJub251In0ewogICJzZXNzaW9uX2lkIiA6ICI5ODk2ZDUxNy0xNGJkLTRmMzItYmM0YS0xODQ5MjQ2MzI3NDciLAogICJiYXNlX3VybyCIgOiAiaHR0cHM6Ly9jcmVkaXQtbmEucGxheWdyb3VuZC5rbGFybmEuY29tIiwKIjAiZGVzaWduIiA6ICJrbGFybmEiLAogICJ5YW5ndWFnZSIgOiAiZW4iLAogICJwdXJjaGFzZV9jb3VudHJ5IiA6ICJVVyIsCiAgInRyYWNLX2Zsb3ciIDogZmFsc2UKfQ

```

---

# Authorizing a Payment

The authorization service responds with a Klarna URL to which you direct the customer after the transaction is complete. The Klarna URL is returned in the **apAuthReply\_merchantURL** field.

The following fields are required when you request the authorization service:

- **apAuthService\_preapprovalToken**—set to the token generated by Klarna. When Klarna authorizes the order, Klarna generates a preapproval token and sends it to the browser.
- **apAuthService\_run**—set to `true`.
- **apPaymentType**—set to `KLI`.
- **billTo\_city**
- **billTo\_country**—set to the same billing country that was used in the sessions request.
- **billTo\_email**
- **billTo\_firstName**
- **billTo\_lastName**
- **billTo\_postalCode**—required only when the billing country is the U.S. or Canada.
- **billTo\_state**—required only when the billing country is the U.S. or Canada.
- **billTo\_street1**
- **merchantID**
- **merchantReferenceCode**
- **purchaseTotals\_currency**
- **purchaseTotals\_grandTotalAmount**—set to the same grand total amount that was used in the latest sessions update request.

In the U.S., CyberSource recommends that you include the **purchaseTotals\_taxAmount** field when you request the authorization service.

In countries other than the U.S., CyberSource recommends that you include the **item\_#\_taxAmount** field when you request the authorization service.

For descriptions of these fields, see [Appendix A, "API Fields,"](#) on page 46.

## Examples

---

### XML Examples

#### Example 18 Authorization Request

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <billTo>
    <firstName>Anna</firstName>
    <lastName>Schmidt</lastName>
    <street1>Leopoldstrasse 4</street1>
    <city>Lichtenberg</city>
    <state>Berlin</state>
    <postalCode>10318</postalCode>
    <country>DE</country>
    <email>schmidt@example.com</email>
  </billTo>
  <purchaseTotals>
    <currency>EUR</currency>
    <grandTotalAmount>19.99</grandTotalAmount>
  </purchaseTotals>
  <apPaymentType>KLI</apPaymentType>
  <apAuthService run="true">
    <preapprovalToken>ca322c34-6f2d-5421-b29f-0d10ebadc3bb</preapprovalToken>
  </apAuthService>
</requestMessage>
```

---

**Example 19 Authorization Reply**


---

```

<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848446851386814504011</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <requestToken>AhjnrwSTBtW3cyn40BxLohjaZCoMrLNy1k027mU/BwOJYAAAVh/8</requestToken>
  <purchaseTotals>
    <currency>EUR</currency>
  </purchaseTotals>
  <apAuthReply>
    <reasonCode>100</reasonCode>
    <status>AUTHORIZED</status>
    <processorResponse>00003</processorResponse>
    <amount>19.99</amount>
    <paymentStatus>authorized</paymentStatus>
    <responseCode>00003</responseCode>
    <merchantURL>https://credit-na.playground.klarna.com/v1/sessions/9896d517-
      14bd-4f32-bc4a-184924632747/redirect</merchantURL>
    <reconciliationID>6LBP2Y395ISZ</reconciliationID>
    <processorTransactionID>1a2a3706-cc17-4fd9-a9d6-b437fc064d8f
      </processorTransactionID>
  </apAuthReply>
</replyMessage>

```

---

## Name-Value Pair Examples

**Example 20 Authorization Request**


---

```

apAuthService_run=true
apAuthService_preapprovalToken=ca322c34-6f2d-5421-b29f-0d10ebadc3bb
apPaymentType=KLI
billTo_firstName=Anna
billTo_lastName=Schmidt
billTo_street1=Leopoldstrasse 4
billTo_city=Lichtenberg
billTo_state=Berlin
billTo_postalCode=10318
billTo_country=DE
billTo_email=schmidt@example.com
purchaseTotals_currency=EUR
purchaseTotals_grandTotalAmount=19.99
merchantID=mid123
merchantReferenceCode=ref1234

```

---

**Example 21 Authorization Reply**

---

```
merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNy1k07KXFKEb9JpA6cQ1QY9
purchaseTotals_currency=EUR
apAuthReply_reasonCode=100
apAuthReply_status=AUTHORIZED
apAuthReply_processorResponse=00003
apAuthReply_amount=19.99
apAuthReply_paymentStatus=authorized
apAuthReply_merchantURL=https://credit-na.playground.klarna.com/v1/
    sessions/9896d517-14bd-4f32-bc4a-184924632747/redirect<
apAuthReply_reconciliationID=6LBP2Y395ISZ
apAuthReply_processorTransactionID=1a2a3706-cc17-4fd9-a9d6-b437fc064d8f
```

---



# Checking Status

Request the check status service when the authorization status is *pending*. A *pending* status is returned by Klarna in a small number of cases when Klarna reviews an authorization. CyberSource recommends that you request the check status service hourly until the payment status changes.

The following fields are required when you request the check status service:

- `apCheckStatusService_checkStatusRequestID`—set to the request ID that was included in the authorization reply message.
- `apCheckStatusService_run`—set to `true`.
- `apPaymentType`—set to `KLI`.
- `merchantID`
- `merchantReferenceCode`

For descriptions of these fields, see [Appendix A, "API Fields,"](#) on page 46.

## Examples

---

### XML Examples

#### Example 22 Check Status Request

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <apPaymentType>KLI</apPaymentType>
  <apCheckStatusService run="true">
    <checkStatusRequestID>4848446851386814504011</checkStatusRequestID>
  </apCheckStatusService>
</requestMessage>
```

---

**Example 23 Check Status Reply**


---

```

<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848446851386814504011</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <requestToken>AhinrwSTBtW8DZrTGhZqohjaZCoMrLNylk1GCXFKEcEYAb4ZNJMVriuK9xSYNq3gbN
aY0LNQAAakBX9</requestToken>
  <apCheckStatusReply>
    <reasonCode>100</reasonCode>
    <paymentStatus>AUTHORIZED</paymentStatus>
    <reconciliationID>6LBP2Y395IT0</reconciliationID>
  </apCheckStatusReply>
</replyMessage>

```

---

## Name-Value Pair Examples

**Example 24 Check Status Request**


---

```

apCheckStatusService_run=true
apCheckStatusService_checkStatusRequestID=4848446851386814504011
apPaymentType=KLI
merchantID=mid123
merchantReferenceCode=ref1234

```

---

**Example 25 Check Status Reply**


---

```

merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNylk07KXFKEb9JpA6cQ1QY9
apCheckStatusReply_reasonCode=100
apCheckStatusReply_paymentStatus=authorized
apCheckStatusReply_reconciliationID=6LBP2Y395ISZ
ap_check_status_payment_status=SETTLED
ap_check_status_rcode=1
ap_check_status_response_code=00004
ap_check_status_rflag=SOK
ap_check_status_rmsg=Request was processed successfully.
ap_check_status_trans_ref_no=TC20000C
ics_rcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
merchant_ref_number=ref1234
request_id=4865699224970179113680
request_token=AhjnrwSR8oc9Xks3f77JHGENP93fNRxNIJYafR58Mm3AAA8hZW

```

---

# Reversing an Authorization

The authorization reversal service enables you to reverse the amount that was authorized.

The following fields are required when you request the authorization reversal service:

- `apAuthReversalService_authRequestID`—set to the request ID that was included in the authorization reply message.
- `apAuthReversalService_run`—set to `true`.
- `apPaymentType`—set to `KLI`.
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`

For descriptions of these fields, see [Appendix A, "API Fields,"](#) on page 46.

## Examples

---

### XML Examples

#### Example 26 Authorization Reversal Request

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <apPaymentType>KLI</apPaymentType>
  <apAuthReversalService run="true">
    <authRequestID>4848446851386814504011</authRequestID>
  </apAuthReversalService>
</requestMessage>
```

---

#### Example 27 Authorization Reversal Reply

---

```
<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848446851386814504011</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <requestToken>AhinrwSTBtW8DZrTGba4ZNMvRiuK9xSYNq3gbNaY0LNQAAakBX9</requestToken>
  <apAuthReversalReply>
    <reasonCode>100</reasonCode>
    <status>AUTH_REVERSED</status>
    <processorResponse>00007</processorResponse>
    <amount>19.99</amount>
    <paymentStatus>auth_reversed</paymentStatus>
    <responseCode>00007</responseCode>
    <reconciliationID>6LBP2Y395IT0</reconciliationID>
  </apAuthReversalReply>
</replyMessage>
```

---

## Name-Value Pair Examples

### Example 28 Authorization Reversal Request

---

```
apAuthReversalService_run=true
apAuthReversalService_authRequestID=4848446851386814504011
apPaymentType=KLI
merchantID=mid123
merchantReferenceCode=ref1234
```

---

### Example 29 Authorization Reversal Reply

---

```
merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNy1k07KXFKEb9JpA6cQ1QY9
apAuthReversalReply_reasonCode=100
apAuthReversalReply_status=AUTH_REVERSED
apAuthReversalReply_processorResponse=00007
apAuthReversalReply_amount=19.99
apAuthReversalReply_paymentStatus=auth_reversed
apAuthReversalReply_responseCode=00007
apAuthReversalReply_reconciliationID=6LBP2Y395IT0
ap_auth_request_id=4865699224970179113680
ap_payment_type=KLI
ics_applications=ics_ap_auth_reversal
merchant_id=mid12345
merchant_ref_number=ref1234
ap_auth_reversal_amount=19.99
ap_auth_reversal_payment_status=AUTH_REVERSED
ap_auth_reversal_processor_response=00007
ap_auth_reversal_rflag=SOK
ap_auth_reversal_rcode=1
ap_auth_reversal_rmsg=Request was processed successfully.
ap_auth_reversal_response_code=00007
ap_auth_reversal_trans_ref_no=6LBP2Y395ISZ
ics_rcode=1
ics_rmsg=Request was processed successfully.
ics_rflag=SOK
merchant_ref_number=ref1234
request_token=AhjnrwSTB8UkMYfw//LQohjhgxnN7LODLcVqaswikhjd+H/5aAAAygtN
request_id=4865699224970179113680
```

---

# Capturing an Authorization

The capture service enables you to capture the entire authorized amount or part of the authorized amount. Klarna supports multiple capture requests when the total amount of all captures is less than the authorized amount.

The following fields are required when you request the capture service:

- `apCaptureService_authRequestID`—set to the request ID that was included in the authorization reply message.
- `apCaptureService_run`—set to `true`.
- `apPaymentType`—set to `KL.I.`
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`
- `purchaseTotals_grandTotalAmount`

The following fields are optional but recommended when you request the capture service:

- `item_#_productName`
- `item_#_quantity`
- `item_#_totalAmount`
- `item_#_unitPrice`

For descriptions of these fields, see [Appendix A, "API Fields,"](#) on page 46.

# Examples

---

## XML Examples

### Example 30 Capture Request

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <item id="0">
    <unitPrice>19.99</unitPrice>
    <quantity>1</quantity>
    <productName>Green Widget</productName>
    <totalAmount>19.99</totalAmount>
  </item>
  <purchaseTotals>
    <currency>EUR</currency>
    <grandTotalAmount>19.99</grandTotalAmount>
  </purchaseTotals>
  <apPaymentType>KLI</apPaymentType>
  <apCaptureService run="true">
    <authRequestID>4848446851386814504011</authRequestID>
  </apCaptureService>
</requestMessage>
```

---

### Example 31 Capture Reply

---

```
<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848447150406200004010</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <requestToken>AhjnrwSTBtW4gx7YeQ2qohjhhHbRK9xSYNq3EGPbDyG1QAAA5B7J</requestToken>
  <purchaseTotals>
    <currency>EUR</currency>
  </purchaseTotals>
  <apCaptureReply>
    <reasonCode>100</reasonCode>
    <transactionID>1217697c-fc8a-4fcc-a13d-20fa83dbce98</transactionID>
    <status>SETTLED</status>
    <processorResponse>00004</processorResponse>
    <amount>19.99</amount>
    <reconciliationID>80G6DY3AKNB7</reconciliationID>
    <paymentStatus>SETTLED</paymentStatus>
    <responseCode>00004</responseCode>
  </apCaptureReply>
</replyMessage>
```

---

## Name-Value Pair Examples

### Example 32 Capture Request

---

```

apCaptureService_run=true
apCaptureService_authRequestID=4848446851386814504011<
apPaymentType=KLI
item_0_unitPrice=19.99
item_0_quantity=1
item_0_productName=Green Widget
item_0_totalAmount=19.99
merchantID=mid123
merchantReferenceCode=ref1234
purchaseTotals_currency=EUR
purchaseTotals_grandTotalAmount=19.99

```

---

### Example 33 Capture Reply

---

```

merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNy1k07KXFKEb9JpA6cQ1QY9
purchaseTotals_currency=EUR
apCaptureReply_reasonCode=100
apCaptureReply_processorTransactionID=1217697c-fc8a-4fcc-a13d-20fa83d
    bce98
apCaptureReply_status=SETTLED
apCaptureReply_processorResponse=00004
apCaptureReply_amount=19.99
apCaptureReply_paymentStatus=SETTLED
apCaptureReply_reconciliationID=80G6DY3AKNB7
apCaptureReply_responseCode=00004
ap_payment_type=KLI
ap_auth_request_id=4865699224970179113680
currency=EUR
grand_total_amount=19.99
ics_applications=ics_ap_capture
merchant_id=mid123
merchant_ref_number=ref1234
ap_capture_amount=19.99
ap_capture_status=SETTLED
ap_capture_payment_status=SETTLED
ap_capture_rflag=SOK
ap_capture_rcode=1
ap_capture_rmsg=Request was processed successfully.
ap_capture_response_code=00007
ap_capture_trans_ref_no=6LBP2Y395ISZ
ap_capture_processor_response=00004
ap_capture_processor_transaction_id=1211697c-fc8a-4fcc-a13d-20fa83
    dbce44

```



---

```
currency=EUR
ics_rcode=1
ics_rmsg=Request was processed successfully.
ics_rflag=SOK
merchant_ref_number=ref1234
request_token=AhjnrwSTB8UkMYfw//LQohjhg
xnN7LODLcVqaswikhjd+H/5aAAAyGTN
request_id=4865699224970179113680
```

---

# Refunding a Payment

The refund service enables you to refund the entire captured amount or part of the captured amount. Klarna supports multiple refund requests when the total amount of all refunds is less than the captured amount.

## Required Fields

---

The following fields are required when you request the refund service:

- `apPaymentType`—set to `KL.I`.
- `apRefundService_refundRequestID`—set to the request ID that was included in the capture reply message.
- `apRefundService_run`—set to `true`.
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`
- `purchaseTotals_grandTotalAmount`

## Recommended Fields

---

The following fields are optional but recommended when you request the refund service:

- `billTo_email`
- `billTo_firstName`
- `billTo_lastName`
- `item_#_productName`
- `item_#_quantity`

- item\_#\_totalAmount
- item\_#\_unitPrice

For descriptions of these fields, see [Appendix A, "API Fields,"](#) on page 46.

## Examples

---

### XML Examples

#### Example 34 Refund Request

This example might contain optional fields.

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <billTo>
    <firstName>Anna</firstName>
    <lastName>Schmidt</lastName>
    <email>schmidt@example.com</email>
  </billTo>
  <item id="0">
    <unitPrice>19.99</unitPrice>
    <quantity>1</quantity>
    <productName>Green Widget</productName>
    <totalAmount>19.99</totalAmount>
  </item>
  <purchaseTotals>
    <currency>EUR</currency>
    <grandTotalAmount>19.99</grandTotalAmount>
  </purchaseTotals>
  <apPaymentType>KLI</apPaymentType>
  <apRefundService run="true">
    <refundRequestID>4848447150406200004010</refundRequestID>
  </apRefundService>
</requestMessage>
```

---

**Example 35 Refund Reply**


---

```

<replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <requestID>4848447150406200004010</requestID>
  <decision>ACCEPT</decision>
  <reasonCode>100</reasonCode>
  <requestToken>AhjnrwSTBtW5cHHSaz3MohjdlXqWrLNzOZ2aiXDS2PivpA6cQba4ZNMvRiuK9xSYNq
  3EGPbDyG1QAAAmh/B</requestToken>
  <purchaseTotals>
    <currency>EUR</currency>
  </purchaseTotals>
  <apRefundReply>
    <reasonCode>100</reasonCode>
    <transactionID>4cbe83f2-5deb-4535-b534-de9b7099dd50</transactionID>
    <status>REFUNDED</status>
    <processorResponse>00006</processorResponse>
    <amount>19.99</amount>
    <reconciliationID>72WTZY39N3YT</reconciliationID>
    <paymentStatus>REFUNDED</paymentStatus>
    <responseCode>00006</responseCode>
  </apRefundReply>
</replyMessage>

```

---

## Name-Value Pair Examples

**Example 36 Refund Request**

This example might contain optional fields

---

```

apRefundService_run=true
apRefundService_refundRequestID=4848447150406200004010
apPaymentType=KLI
billTo_firstName=Anna
billTo_lastName=Schmidt
billTo_email=schmidt@example.com
item_0_unitPrice=19.99
item_0_quantity=1
item_0_productName=Green Widget
item_0_totalAmount=19.99
merchantID=mid123
merchantReferenceCode=ref1234
purchaseTotals_currency=EUR
purchaseTotals_grandTotalAmount=19.99

```

---

**Example 37 Refund Reply**

---

```
merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNy1k07KXFKEb9JpA6cQ1QY9
purchaseTotals_currency=EUR
apRefundReply_reasonCode=100
apRefundReply_processorTransactionID=4cbe83f2-5deb-4535-b534-de9b7099
    dd50
apRefundReply_status=REFUNDED
apRefundReply_processorResponse=00006
apRefundReply_amount=19.99
apRefundReply_reconciliationID=72WTZY39N3YT
apRefundReply_paymentStatus=REFUNDED
apRefundReply_responseCode=00006
```

---

# API Fields

## Formatting Restrictions

Unless otherwise noted, all field names are case sensitive and all fields accept special characters such as @, #, and %.



### Note

The values of the **item\_#\_** fields must not contain carets (^) or colons (:) because these characters are reserved for use by the CyberSource services.

Values for request-level and item-level fields must not contain new lines or carriage returns. However, they can contain embedded spaces and any other printable characters. CyberSource removes all leading and trailing spaces.

## Data Type Definitions

For more information about these data types, see the [World Wide Web Consortium \(W3C\) XML Schema Part 2: Datatypes Second Edition](#).

**Table 2** Data Type Definitions

Data Type	Description
Date and time	Format is YYYY-MM-DDThh:mm:ssZ, where: <ul style="list-style-type: none"> <li>■ T separates the date and the time</li> <li>■ Z indicates Coordinated Universal Time (UTC), also known as Greenwich Mean Time (GMT)</li> </ul> <p><b>Example</b> 2019-08-11T22:47:57Z equals August 11, 2019, at 22:47:57 (10:47:57 p.m.).</p>
Integer	Whole number {..., -3, -2, -1, 0, 1, 2, 3, ...}
String	Sequence of letters, numbers, spaces, and special characters

## Numbered Elements

---

The CyberSource XML schema includes several numbered elements. You can include these complex elements more than once in a request. For example, when a customer order includes more than one item, you must include multiple `<item>` elements in your request. Each item is numbered, starting with 0. The XML schema uses an `id` attribute in the item's opening tag to indicate the number. For example:

```
<item id="0">
```

As a name-value pair field name, this tag is called **item\_0**. In this portion of the field name, the underscore before the number does not indicate hierarchy in the XML schema. The item fields are generically referred to as **item\_#\_<element name>** in the documentation.

Below is an example of the numbered `<item>` element and the corresponding name-value pair field names. If you are using the Simple Object Access Protocol (SOAP), the client contains a corresponding `Item` class.

### Example 38 Numbered XML Schema Element Names and Name-Value Pair Field Names

XML Schema Element Names	Corresponding Name-Value Pair Field Names
<pre>&lt;item id="0"&gt;   &lt;unitPrice&gt;   &lt;quantity&gt; &lt;/item&gt;</pre>	<pre>item_0_unitPrice item_0_quantity</pre>
<pre>&lt;item id="1"&gt;   &lt;unitPrice&gt;   &lt;quantity&gt; &lt;/item&gt;</pre>	<pre>item_1_unitPrice item_1_quantity</pre>



When a request is in XML format and includes an `<item>` element, the element must include an `id` attribute. For example: `<item id="0">`.

## Working with Multibyte Character Strings

Some languages—such as Korean, Chinese, and Russian—require more than one ASCII byte per character. Therefore, a string of multibyte characters can exceed the allotted string length of some CyberSource API fields.

In some languages, a short name that visually has only three or four characters might be equivalent to 10 or 15 bytes in UTF-8. Therefore, it is important to consider the overall length of a multibyte string to be sure it fits into the allotted ASCII string length.



**Important**

For best success when working with languages, make sure the total length of a multibyte string does not exceed the ASCII string length for a specific API field.

## Request Fields

**Table 3 Request Fields**

Field	Description	Required (R) / Optional (O)	Data Type & Length
apAuthReversalService_authRequestID	Request ID of the authorization that you want to reverse. Set the value of this field to the value of the request ID that was returned in the authorization reply message.	Authorization Reversal (R)	String (26)
apAuthReversalService_run	Whether to include <b>apAuthReversalService</b> in the request. Possible values: <ul style="list-style-type: none"> <li>■ <code>true</code>: Include the service in the request.</li> <li>■ <code>false</code> (default): Do not include the service in the request.</li> </ul>	Authorization Reversal (R)	String (5)
apAuthService_preapprovalToken	Token generated by Klarna. When Klarna authorizes the order, Klarna generates a preapproval token and sends it to the browser. See " <a href="#">Overview of a Klarna Transaction</a> ," page 12.	Authorization (R)	String (60)
apAuthService_run	Whether to include <b>apAuthService</b> in the request. Possible values: <ul style="list-style-type: none"> <li>■ <code>true</code>: Include the service in the request.</li> <li>■ <code>false</code> (default): Do not include the service in the request.</li> </ul>	Authorization (R)	String (5)



**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
apCaptureService_authRequestID	Request ID of the authorization that you want to capture. Set the value of this field to the value of the request ID that was returned in the authorization reply message.	Capture (R)	String (26)
apCaptureService_run	Whether to include <b>apCaptureService</b> in the request. Possible values: <ul style="list-style-type: none"> <li>■ <code>true</code>: Include the service in the request.</li> <li>■ <code>false</code> (default): Do not include the service in the request.</li> </ul>	Capture (R)	String (5)
apCheckStatusService_checkStatusRequestID	Request ID of the authorization for which you want to verify the status. Set the value of this field to the value of the request ID that was returned in the authorization reply message.	Check Status (R)	String (26)
apCheckStatusService_run	Whether to include <b>apCheckStatusService</b> in the request. Possible values: <ul style="list-style-type: none"> <li>■ <code>true</code>: Include the service in the request.</li> <li>■ <code>false</code> (default): Do not include the service in the request.</li> </ul>	Check Status (R)	String (5)
apPaymentType	Identifier for the payment type. Set the value for this field to KLI.	Authorization (R) Authorization Reversal (R) Capture (R) Check Status (R) Refund (R) Sessions (R)	String (3)
apRefundService_refundRequestID	Request ID of the capture that you want to refund. Set the value of this field to the value of the request ID that was returned in the capture reply message.	Refund (R)	String (26)
apRefundService_run	Whether to include <b>apRefundService</b> in the request. Possible values: <ul style="list-style-type: none"> <li>■ <code>true</code>: Include the service in the request.</li> <li>■ <code>false</code> (default): Do not include the service in the request.</li> </ul>	Refund (R)	String (5)
apSessionsService_cancelURL	Your web site URL that the customer is directed to after canceling the Klarna payment: <ol style="list-style-type: none"> <li>1 You direct the customer to the Klarna URL that is included in the authorization response.</li> <li>2 If the customer cancels the payment, Klarna directs the customer to this cancel URL.</li> </ol>	Sessions (R)	String (255)

**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
apSessionsService_failureURL	Your web site URL that the customer is directed to after the Klarna payment fails:  1 You direct the customer to the Klarna URL that is included in the authorization response.  2 If the payment fails, Klarna directs the customer to this failure URL.	Sessions (R)	String (255)
apSessionsService_run	Whether to include <b>apSessionsService</b> in the request. Possible values:  ■ true: Include the service in the request. ■ false (default): Do not include the service in the request.	Sessions (R)	String (5)
apSessionsService_sessionsRequestID	Request ID of the session that you want to update. Set the value of this field to the value of the request ID that was returned in the new session reply message.	Sessions (Required when updating a session.)	String (26)
apSessionsService_sessionsType	Whether the request is to create a new session or update an existing session. Possible values:  ■ N (default): Create a session. ■ U: Update a session.	Sessions (O)	String (5)
apSessionsService_successURL	Your web site URL that the customer is directed to after successfully completing the Klarna payment:  1 You direct the customer to the Klarna URL that is included in the authorization response.  2 If the customer successfully completes the payment, Klarna directs the customer to this success URL.	Sessions (R)	String (255)
apUI_borderRadius	Radius for the corners of the borders displayed on the widget. Format:  <val1>px<val2>px<val3>px<val4>px where:  ■ <val1> is the radius for the right top corner. ■ <val2> is the radius for the left top corner. ■ <val3> is the radius for the right bottom corner. ■ <val4> is the radius for the left bottom corner.  <b>Example</b> 25px10px25px10px	Sessions (O)	String (25)

**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
apUI_colorBorder	Color for the border of an area. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorBorderSelected	Color for the border of a selected area. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorButton	Color for buttons. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorButtonText	Color for text on buttons. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorCheckBox	Color for check boxes. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorCheckboxCheckMark	Color for a selected check box. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorHeader	Color for headings. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)

**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
apUI_colorLink	Color for links. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_colorText	Color for text. Use one of three supported formats: <ul style="list-style-type: none"> <li>■ Hex. Example: #3333FF</li> <li>■ Partial hex. Example: #33F</li> <li>■ Name. Example: neon blue</li> </ul>	Sessions (O)	String (10)
apUI_theme	Your name for the UI theme.	Sessions (O)	String (100)
billTo_city	City of the billing address.	Authorization (R) Sessions (Required when updating a session.)	String (50)
billTo_country	Country of the billing address. Use the two-character <i>ISO Standard Country Codes</i> . <b>Note</b> If the billing country is the U.S., the <b>billTo_state</b> and <b>billTo_postalCode</b> fields are also required. <b>Note</b> The value for this field when you create a session must be the same as the value when you update a session. <b>Authorizations</b> The value for this field must be the same value that was used for the sessions request.	Authorization (R) Sessions (Required when creating and updating a session)	String (2)
billTo_dateOfBirth	Customer's date of birth. Format: YYYYMMDD	Authorization (O) Sessions (O)	String (8)
billTo_district	Customer's neighborhood, community, or region within the city or municipality. When you include this field in a request, the value for this field must be the same as the value for the <b>billTo_state</b> field.	Authorization (O) Sessions (Required when updating a session.)	String (50)
billTo_email	Customer's email address.	Authorization (R) Refund (O but recommended) Sessions (Required when updating a session.)	String (255)

**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
billTo_firstName	Customer's first name.	Authorization (R) Refund (O but recommended) Sessions (Required when updating a session.)	String (60)
billTo_language	Language code and country code used for the transaction. Format: [language code][dash][country code] Possible values: <ul style="list-style-type: none"> <li>■ DA-DK: Danish-Denmark</li> <li>■ DE-AT: German-Austria</li> <li>■ DE-DE: German-Germany</li> <li>■ EN-GB: English-United Kingdom</li> <li>■ EN-US: English-United States</li> <li>■ FI-FI: Finnish-Finland</li> <li>■ NB-NO: Norwegian-Norway</li> <li>■ NL-NL: Dutch-Netherlands</li> <li>■ SV-FI: Swedish-Finland</li> <li>■ SV-SE: Swedish-Sweden</li> </ul>	Authorization (O) Sessions (Required when updating a session.)	String (5)
billTo_lastName	Customer's last name.	Authorization (R) Refund (Optional but recommended) Sessions (Required when updating a session.)	String (60)
billTo_phoneNumber	Customer's phone number. CyberSource recommends that you include the country code when the order is from outside the U.S.	Authorization (O) Sessions (O)	String (15)

Table 3 Request Fields (Continued)

Field	Description	Required (R) / Optional (O)	Data Type & Length
billTo_postalCode	<p>Postal code for the billing address. The postal code must consist of 5 to 9 digits.</p> <p>When the billing country is the U.S., the 9-digit postal code must follow this format: [5 digits][dash][4 digits]</p> <p><b>Example</b> 12345-6789</p> <p>When the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space][numeric][alpha][numeric]</p> <p><b>Example</b> A1B 2C3</p> <p><b>Note</b> The postal code specified when you create the session can be different when you update the session.</p>	<p>Authorization (Required when the billing country is the U.S. or Canada)</p> <p>Sessions (Required when updating a session and the billing country is the U.S.)</p>	String (10)
billTo_state	<p>State or province of the billing address. For an address in the U.S. or Canada, use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a>.</p> <p><b>Note</b> The state specified when you create the session can be different when you update the session</p>	<p>Authorization (R when the billing country is the U.S. or Canada)</p> <p>Sessions (Required when updating a session.)</p>	String (50)
billTo_street1	First line of the billing street address.	<p>Authorization (R)</p> <p>Sessions (Required when updating a session.)</p>	String (60)
billTo_street2	Additional address information.	<p>Authorization (O)</p> <p>Sessions (Required when updating a session.)</p>	String (60)
item_#_discountAmount	<p>Item-level discount amount. If the item quantity is 1, this value is the discount for the item. If the item quantity is more than 1, this value is the discount for the entire quantity of the item.</p> <p>See <a href="#">"Numbered Elements," page 47</a>.</p>	<p>Authorization (O)</p> <p>Sessions (O)</p>	String (15)

Table 3 Request Fields (Continued)

Field	Description	Required (R) / Optional (O)	Data Type & Length
item_#_productCode	Type of product. For coupons, set the value for this field to <code>coupon</code> . See <a href="#">"Coupons," page 20</a> . See <a href="#">"Numbered Elements," page 47</a> .	Authorization Capture Refund Sessions  R for coupons; otherwise, not used.	String (6)
item_#_productName	Product name. See <a href="#">"Numbered Elements," page 47</a> . <b>Note</b> To include a shipping amount in a request, set the value of this field to <code>shipping</code> and include the <code>item_#_unitPrice</code> , <code>item_#_totalAmount</code> , and <code>item_#_quantity</code> fields for the shipping item. You can optionally include the <code>item_#_taxAmount</code> field for the shipping item.	Authorization (O) Capture (O but recommended) Refund (O but recommended) Sessions (R)	String (255)
item_#_productSKU	Identification code for the product. See <a href="#">"Numbered Elements," page 47</a> .	Authorization Capture Refund Sessions  R for coupons; otherwise, not used.	String (255)
item_#_quantity	The default is 1. See <a href="#">"Numbered Elements," page 47</a> .	Authorization (O) Capture (O but recommended) Refund (O but recommended) Sessions (R)	Nonnegative integer (10)
item_#_taxAmount	Item-level tax amount. If the item quantity is 1, this value is the tax for the item. If the item quantity is more than 1, this value is the tax for the entire quantity of the item. See <a href="#">"Numbered Elements," page 47</a> .	Authorization (Not used for the U.S.; recommended for other countries.) Sessions (Not used for the U.S.; recommended for other countries.)	String (15)

Table 3 Request Fields (Continued)

Field	Description	Required (R) / Optional (O)	Data Type & Length
item_#_taxRate	Tax rate for the item. See <a href="#">"Numbered Elements," page 47.</a>	Authorization (O) Sessions (O)	String (15)
item_#_totalAmount	Item-level total amount. If the item quantity is 1, then this value is the total amount for the item. If the item quantity is more than 1, then this value is the total amount for the entire quantity of the item. See <a href="#">"Numbered Elements," page 47.</a>	Authorization (O) Capture (O but recommended) Refund (O but recommended) Sessions (R)	String (15)
item_#_unitPrice	Per-item price of the product. This value cannot be negative. You can include a decimal point (.), but you cannot include any other special characters. CyberSource truncates the amount to the correct number of decimal places. See <a href="#">"Numbered Elements," page 47.</a> <b>Authorization and Sessions</b> If a discount applies to the cost of the item, this value includes the discount amount. For example, if the original (pre-discount) price is 10.00 and the discount amount is 5.00, the price of the item is 15.00. Do not include the tax amount in this value.	Authorization (O) Capture (O but recommended) Refund (O but recommended) Sessions (R)	String (15)
merchantID	Your CyberSource merchant ID. Use the same merchant ID for evaluation, testing, and production.	Required for all services.	String (30)
merchantReferenceCode	Merchant-generated transaction number or tracking number. CyberSource recommends that you send a unique value for each transaction so that you can perform meaningful searches for the transaction. For information about tracking orders and transactions, see <a href="#">Getting Started with CyberSource Advanced for the Simple Order API.</a>	Required for all services.	String (50)
purchaseTotals_currency	Currency for the transaction. Use the three-character <a href="#">ISO Standard Currency Codes.</a>	Required for all services.	String (5)
purchaseTotals_discountAmount	Total discount for the entire order.	Sessions (O)	String (15)



Table 3 Request Fields (Continued)

Field	Description	Required (R) / Optional (O)	Data Type & Length
purchaseTotals_ grandTotalAmount	Grand total for the transaction. This value cannot be negative. You can include a decimal point (.), but you cannot include any other special characters. CyberSource truncates the amount to the correct number of decimal places.  <b>Authorizations</b> The value for this field must be the same value that was used for the sessions request.  <b>Sessions</b> See " <a href="#">Calculating the Grand Total</a> ," page 20.	Authorization (R) Capture (R) Refund (R) Sessions (R)	String (15)
purchaseTotals_ taxAmount	Total tax amount for the order.	Authorization (Recommended for the U.S.; not used for other countries.)  Sessions (Recommended for the U.S.; not used for other countries.)	String (15)
shipTo_city	City of the shipping address.	Authorization (O)  Sessions (Required when updating a session.)	String (40)
shipTo_country	Country of the shipping address. Use the two-character <a href="#">ISO Standard Country Codes</a> .	Authorization (O)  Sessions (Required when updating a session.)	String (2)
shipTo_district	Neighborhood, community, or region within a city or municipality.	Authorization (O)  Sessions (Required when updating a session.)	String (50)
shipTo_email	Email of the recipient.	Authorization (O)  Sessions (Required when updating a session.)	String (255)
shipTo_firstName	First name of the recipient.	Authorization (O)  Sessions (Required when updating a session.)	String (60)
shipTo_lastName	Last name of the recipient.	Authorization (O)  Sessions (Required when updating a session.)	String (60)

**Table 3 Request Fields (Continued)**

Field	Description	Required (R) / Optional (O)	Data Type & Length
shipTo_phoneNumber	Phone number for the shipping address.	Authorization (O) Sessions (O)	String (20)
shipTo_postalCode	Postal code for the shipping address. The postal code must consist of 5 to 9 digits.  When the shipping country is the U.S., the 9-digit postal code must follow this format: [5 digits][dash][4 digits]  <b>Example</b> 12345-6789  When the shipping country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space] [numeric][alpha][numeric]  <b>Example</b> A1B 2C3	Authorization (O) Sessions (Required when updating a session.)	String (20)
shipTo_state	State or province of the shipping address. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a> .	Authorization (O) Sessions (Required when updating a session.)	String (40)
shipTo_street1	First line of the shipping address.	Authorization (O) Sessions (Required when updating a session.)	String (100)
shipTo_street2	Second line of the shipping address.	Authorization (O) Sessions (Required when updating a session.)	String (100)

## Reply Fields

**Table 4 Reply Fields**

Field	Description	Returned By	Data Type & Length
apAuthReply_amount	Authorized amount.	Authorization	String (15)
apAuthReply_dateTime	Date and time when the service was requested.	Authorization	String (20)
apAuthReply_merchantURL	Klarna URL. Direct the customer to this URL after the transaction is completed.	Authorization	String (2048)

**Table 4 Reply Fields (Continued)**

Field	Description	Returned By	Data Type & Length
apAuthReply_paymentStatus	Klarna authorization status. Possible values: <ul style="list-style-type: none"> <li>■ AUTHORIZED: Payment successfully authorized.</li> <li>■ PENDING: Request received and waiting to be processed.</li> <li>■ FAILED: Request failed.</li> </ul>	Authorization	String (15)
apAuthReply_processorResponse	Code from Klarna that describes why the authorization is pending or failed. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization	String (5)
apAuthReply_processorTransactionID	Klarna-generated transaction identifier.	Authorization	String (50)
apAuthReply_reasonCode	Numeric value corresponding to the result of the authorization request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization	Integer (5)
apAuthReply_reconciliationID	CyberSource-generated reference number. You can use this value to reconcile your transactions with information from Klarna and information in CyberSource reports.	Authorization	String (60)
apAuthReply_responseCode	Klarna response code. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization	String (5)
apAuthReply_status	Klarna authorization status. Possible values: <ul style="list-style-type: none"> <li>■ AUTHORIZED: Payment successfully authorized.</li> <li>■ PENDING: Request received and waiting to be processed.</li> <li>■ FAILED: Request failed.</li> </ul>	Authorization	String (15)
apAuthReversalReply_amount	Amount that was reversed.	Authorization Reversal	String (15)
apAuthReversalReply_dateTime	Date and time when the service was requested.	Authorization Reversal	String (20)
apAuthReversalReply_paymentStatus	Klarna authorization reversal status. Possible values: <ul style="list-style-type: none"> <li>■ AUTH_REVERSED: Authorization successfully reversed.</li> <li>■ FAILED: Request failed.</li> </ul>	Authorization Reversal	String (15)

**Table 4 Reply Fields (Continued)**

Field	Description	Returned By	Data Type & Length
apAuthReversalReply_processorResponse	Code from Klarna that describes why the authorization reversal failed. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization Reversal	String (5)
apAuthReversalReply_reasonCode	Numeric value corresponding to the result of the authorization reversal request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization Reversal	Integer (5)
apAuthReversalReply_reconciliationID	CyberSource-generated reference number. You can use this value to reconcile your transactions with information from Klarna and information in CyberSource reports.	Authorization Reversal	String (60)
apAuthReversalReply_responseCode	Klarna response code. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Authorization Reversal	String (5)
apAuthReversalReply_status	Klarna authorization reversal status. Possible values: <ul style="list-style-type: none"> <li>■ AUTH_REVERSED: Authorization successfully reversed.</li> <li>■ FAILED: Request failed.</li> </ul>	Authorization Reversal	String (15)
apCaptureReply_amount	Amount that was captured.	Capture	String (15)
apCaptureReply_dateTime	Date and time when the service was requested.	Capture	String (20)
apCaptureReply_paymentStatus	Klarna capture status. Possible values: <ul style="list-style-type: none"> <li>■ FAILED: Request failed.</li> <li>■ PENDING: Request received and waiting to be processed.</li> <li>■ SETTLED: Payment successfully captured.</li> </ul>	Capture	String (15)
apCaptureReply_processorResponse	Code from Klarna that describes why the capture is pending or failed. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Capture	String (5)
apCaptureReply_processorTransactionID	Klarna-generated transaction identifier.	Capture	String (50)
apCaptureReply_reasonCode	Numeric value corresponding to the result of the capture request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Capture	Integer (5)
apCaptureReply_reconciliationID	CyberSource-generated reference number. You can use this value to reconcile your transactions with information from Klarna and information in CyberSource reports.	Capture	String (60)

Table 4 Reply Fields (Continued)

Field	Description	Returned By	Data Type & Length
apCaptureReply_responseCode	Klarna response code. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Capture	String (5)
apCaptureReply_status	Klarna capture status. Possible values: <ul style="list-style-type: none"> <li>■ FAILED: Request failed.</li> <li>■ PENDING: Request received and waiting to be processed.</li> <li>■ SETTLED: Payment successfully captured.</li> </ul>	Capture	String (15)
apCheckStatusReply_paymentStatus	Klarna payment status. Possible values: <ul style="list-style-type: none"> <li>■ PENDING: Payment was initiated. Do not ship the goods.</li> <li>■ SETTLED: Payment is complete and the funds have been deposited in your merchant account. Ship the goods.</li> <li>■ FAILED: Payment failed.</li> <li>■ ABANDONED: Customer did not confirm the payment or customer canceled the payment.</li> <li>■ AUTHORIZED: Customer authorized the payment.</li> </ul>	Check Status	String (15)
apCheckStatusReply_reasonCode	Numeric value corresponding to the result of the check status request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Check Status	Integer (5)
apCheckStatusReply_reconciliationID	CyberSource-generated reference number. You can use this value to reconcile your transactions with information from Klarna and information in CyberSource reports.	Check Status	String (60)
apRefundReply_amount	Amount that was refunded.	Refund	String (15)
apRefundReply_dateTime	Date and time when the service was requested.	Refund	String (20)
apRefundReply_paymentStatus	Klarna refund status. Possible values: <ul style="list-style-type: none"> <li>■ REFUNDED: Payment successfully refunded.</li> <li>■ FAILED: Request failed.</li> </ul>	Refund	String (15)
apRefundReply_processorResponse	Code from Klarna that describes why the refund failed. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Refund	String (5)
apRefundReply_processorTransactionID	Klarna-generated transaction identifier.	Refund	String (50)

Table 4 Reply Fields (Continued)

Field	Description	Returned By	Data Type & Length
apRefundReply_reasonCode	Numeric value corresponding to the result of the refund request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Refund	Integer (5)
apRefundReply_reconciliationID	CyberSource-generated reference number. You can use this value to reconcile your transactions with information from Klarna and information in CyberSource reports.	Refund	String (60)
apRefundReply_responseCode	Klarna response code. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Refund	String (5)
apRefundReply_status	Klarna refund status. Possible values: <ul style="list-style-type: none"> <li>■ REFUNDED: Payment successfully refunded.</li> <li>■ FAILED: Request failed.</li> </ul>	Refund	String (15)
apSessionsReply_processorToken	Klarna-generated token. Include this value when you call the <b>Klarna.Credit.init</b> function to initialize the Klarna SDK. See <a href="#">"Overview of a Klarna Transaction,"</a> page 12.	Sessions	String (500)
apSessionsReply_reasonCode	Numeric value corresponding to the result of the sessions request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Sessions	Integer (5)
apSessionsReply_responseCode	Klarna response code. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes,"</a> on page 64.	Sessions	String (5)
decision	Summarizes the result of the overall request. Possible values: <ul style="list-style-type: none"> <li>■ ACCEPT</li> <li>■ ERROR</li> <li>■ REJECT</li> </ul> For details about these values, see the information about handling replies in <a href="#">Getting Started with CyberSource Advanced for the Simple Order API</a> .	All services	String (6)

**Table 4 Reply Fields (Continued)**

Field	Description	Returned By	Data Type & Length
merchantReferenceCode	Merchant-generated transaction number or tracking number. CyberSource recommends that you send a unique value for each transaction so that you can perform meaningful searches for the transaction. For information about tracking orders and transactions, see <a href="#">Getting Started with CyberSource Advanced for the Simple Order API</a> .	All services	String (50)
purchaseTotals_currency	Currency for the transaction. Use the three-character <a href="#">ISO Standard Currency Codes</a> .	Authorization Capture Refund Sessions	String (5)
reasonCode	Numeric value corresponding to the result of the overall request. See <a href="#">Appendix B, "Reason Codes and Klarna Response Codes," on page 64</a> .	All services	Integer (5)
requestID	Identifier for the request.	All services	String (26)
requestToken	Request token data created by CyberSource for each reply. The field is an encoded string that contains no confidential information such as an account or card verification number. The string can contain a maximum of 256 characters.	All services	String (256)

# Reason Codes and Klarna Response Codes



**Important**

CyberSource recommends using the reason code value and the Klarna response code to determine the transaction result.

**Table 5 Reason Codes and Klarna Response Codes**

Reason Code	Klarna Response Codes	Description
100	<ul style="list-style-type: none"> <li>■ 00000—status: completed.</li> <li>■ 00001—status: pending.</li> <li>■ 00002—status: abandoned.</li> <li>■ 00003—status: authorized.</li> <li>■ 00004—status: settled.</li> <li>■ 00006—status: refunded.</li> </ul>	Successful transaction.
102	10000—status: failed.	One or more fields in the request contain invalid data.
150	<ul style="list-style-type: none"> <li>■ 20000—status: failed.</li> <li>■ 20001—status: failed.</li> <li>■ 20002—status: failed.</li> <li>■ 30000—status: failed.</li> <li>■ 30100—status: failed.</li> </ul>	Possible reasons: <ul style="list-style-type: none"> <li>■ The signature was not included in the HTTP header.</li> <li>■ The signature in the HTTP header has expired, or it is not a valid signature.</li> <li>■ The API version in the HTTP header was missing or is not supported.</li> </ul>
203	<ul style="list-style-type: none"> <li>■ 30200—status: failed.</li> <li>■ 30400—status: failed.</li> <li>■ 30500—status: failed.</li> </ul>	Klarna declined the transaction because of funding source problems, or the transaction was flagged as high risk.
204	30350—status: failed.	Payment declined because of insufficient funds in the account.
233	<ul style="list-style-type: none"> <li>■ 30600—status: failed.</li> <li>■ 30700—status: failed.</li> </ul>	Klarna declined the transaction because of tax errors or government compliance errors.



# API Field Map

**Table 6** Field Map

<b>Klarna API Field Name</b>	<b>Simple Order API Field Name</b>
authorization_token	apAuthService_preapprovalToken
billing_address.city	billTo_city
billing_address.country	billTo_country
billing_address.email	billTo_email
billing_address.family_name	billTo_lastName
billing_address.given_name	billTo_firstName
billing_address.phone	billTo_phoneNumber
billing_address.postal_code	billTo_postalCode
billing_address.region	billTo_district
billing_address.street_address	billTo_street1
billing_address.street_address2	billTo_street2
billing_address.title	billTo_title
customer.date_of_birth	billTo_dateOfBirth
customer.gender	billTo_gender
locale	billTo_language
merchant_urls.confirmation	apAuthService_successURL
options.color_border	apUI_colorBorder
options.color_border_selected	apUI_colorBorderSelected
options.color_button	apUI_colorButton
options.color_button_text	apUI_colorButtontext
options.color_checkbox	apUI_colorCheckbox
options.color_checkbox_checkmark	apUI_colorCheckboxCheckMark
options.color_header	apUI_colorHeader
options.color_link	apUI_colorLink
options.color_text	apUI_colorText
options.radius_border	apUI_borderRadius
order_amount	purchaseTotals_grandTotalAmount

**Table 6 Field Map (Continued)**

<b>Klarna API Field Name</b>	<b>Simple Order API Field Name</b>
order_lines.name	item_#_productName
order_lines.reference	item_#_productSKU
order_lines.tax_rate	item_#_taxRate
order_lines.total_amount	item_#_totalAmount
order_lines.unit_price	item_#_unitPrice
order_lines.quantity	item_#_quantity
order_lines.tax_amount	item_#_taxAmount
purchase_country	billTo_country
purchase_currency	purchaseTotals_currency
shipping_address.city	shipTo_city
shipping_address.country	shipTo_country
shipping_address.email	shipTo_email
shipping_address.family_name	shipTo_lastName
shipping_address.given_name	shipTo_firstName
shipping_address.phone	shipTo_phoneNumber
shipping_address.postal_code	shipTo_postalCode
shipping_address.region	shipTo_district
shipping_address.street_address	shipTo_street1
shipping_address.street_address2	shipTo_street2
shipping_address.title	shipTo_title