Shopify On-Site Messaging App

FAQ.

What is Klarna On-Site Messaging?
Over 6,000 Shopify merchants are already using the On-Site Messaging App to continue their smooth journey, increasing risk-free sales through tailored messaging and showing shoppers available payment plans while they're still shopping.

How should I use Klarna On-Site Messaging?
The On-Site Messaging App helps you create bespoke payment messages to your shoppers, on cart and checkout pages to promote flexible financing. You can also use banners to let customers know the best Klarna option for them.

Which placement should I pick?
The "Product Detail - Price Detail" placement is recommended for both product and cart pages. In addition, the price detail placement is customizable in the Klarna Merchant Portal, so you can customize the font, layout, and other display details to best match your store user experience

Why don't I see a pink box to drag and drop?
Sometimes the Shopify code to add the required On-Site Messaging JavaScript into a store doesn't insert the JavaScript. Disconnecting the account (from the Settings tab) and reconnecting the account usually resolves this issue.

What does the "Risky Ad Position" error message mean?
Try a different position on the page and you can also try a different preview product for the Shopify Ad. The Ad position attaches to a CSS selector on the page, which should be a CSS option that is available on all product pages. The chosen CSS selector can be viewed in the CSS section. If dragging and dropping doesn't find a good CSS selector, you can manually enter an appropriate CSS selector from your page, or if the Ad is already in the desired position, review the front end store view and verify that it is working correctly across products.

Why isn't the placement displayed on my product pages?
We recommend testing in a new incognito window to avoid caching. Also, please wait a few minutes after changes are made to give the code time to update. When using the app, do not manually update your store's theme files with code from the On-Site Messaging app within the Klarna Merchant Portal, as that will prevent the Shopify On-Site Messaging app from working. If the above tips don't resolve the issue, try using a few different preview products and a few different locations on the page. Try choosing different preview products and also try alternate locations for the Ad Position on the page.

How can I get the placement in a specific location on a page?
If the placement doesn't display in the desired location after dragging and dropping the pink box to attach to a CSS element already in your theme, you can add a new, custom CSS element to the specific, desired location in your theme page by updating your appropriate theme liquid file (e.g. product.liquid) in an appropriate location.

Can I use this app for a store using Klarna Payments within Shopify Payments?
Currently Klarna Payments merchants integrated using Shopify Payments do not have access to the Klarna Merchant Portal and Klarna API credentials, which are currently required for Klarna On-Site Messaging.

Klarna.