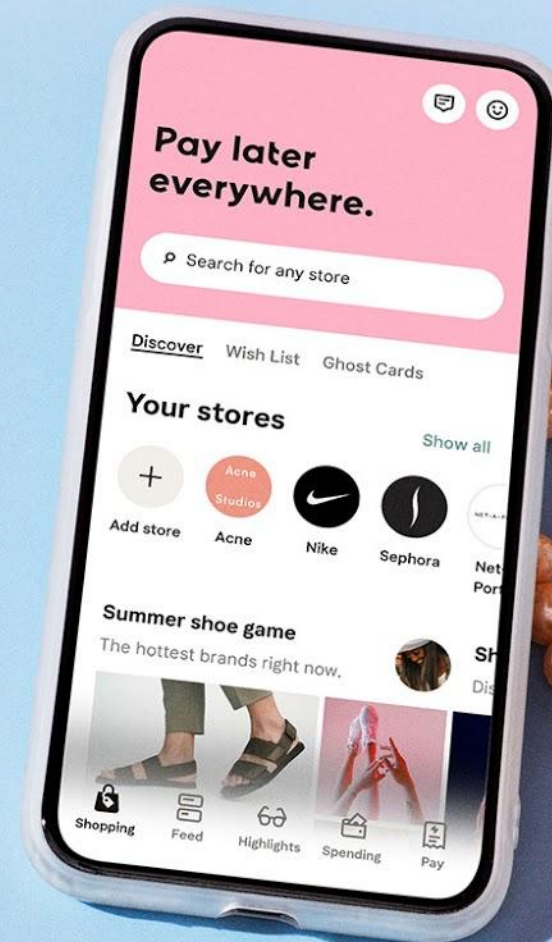


Introducing

Merchant Disputes App

One service to handle Klarna Dispute requests, part of the Merchant Portal



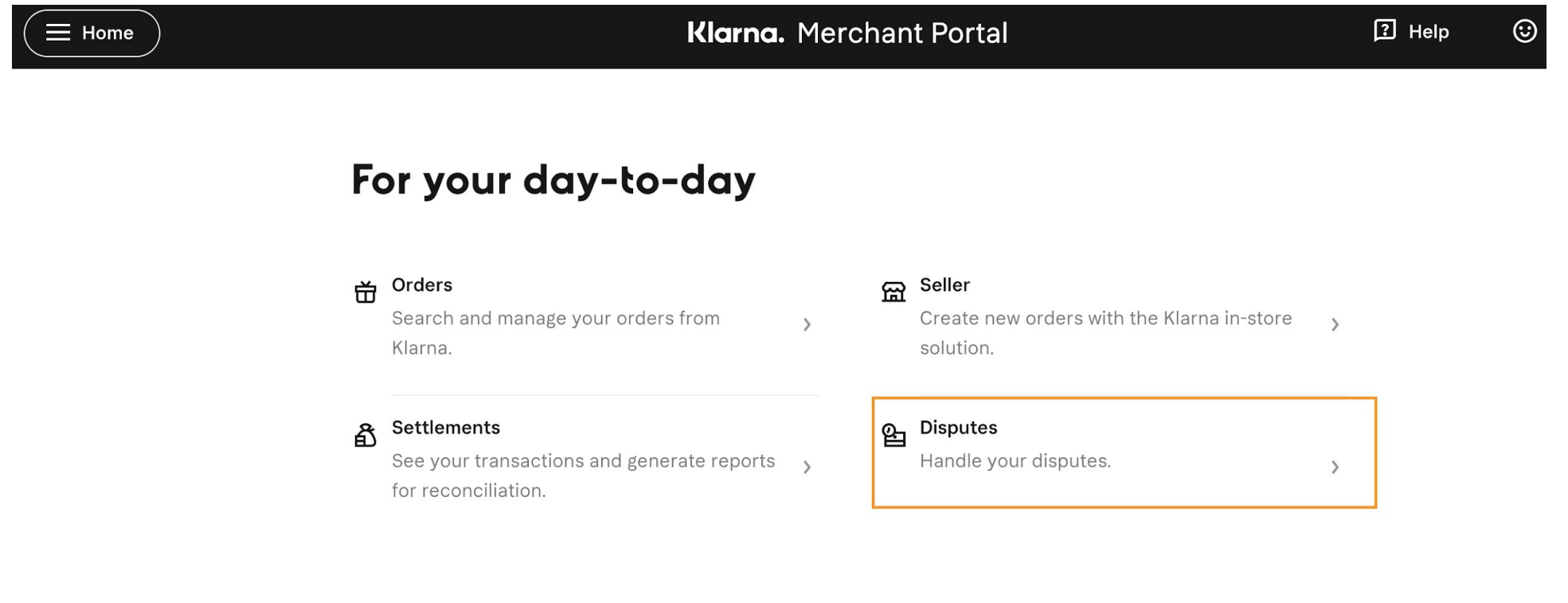
K.

Clear values

- 1. No email overload, all disputes handled in one service!**
 - You only receive grouped reminder emails if disputes approach the deadline
- 2. Save time by responding to disputes in the app!**
 - No letter-like dispute requests we focus on the essentials to solve each dispute
- 3. Avoid unnecessary dispute costs by never missing a deadline!**
 - Disputes with the nearest deadline always appear on top of the list

Easy Sign Up to the Disputes App

- Click on the disputes app shown on the homepage of the Merchant Portal
- Select an email address & contact language in order to receive dispute related emails, e.g. reminder emails
- Agree to the terms & conditions
- Sign Up!
- We will send you an email once your first dispute appears in the merchant disputes app



The screenshot shows the Klarna Merchant Portal homepage. At the top, there is a navigation bar with a 'Home' button, the text 'Klarna. Merchant Portal', and a 'Help' button with a question mark icon. Below the navigation bar, the main heading is 'For your day-to-day'. There are four menu items: 'Orders' (Search and manage your orders from Klarna.), 'Seller' (Create new orders with the Klarna in-store solution.), 'Settlements' (See your transactions and generate reports for reconciliation.), and 'Disputes' (Handle your disputes.). The 'Disputes' item is highlighted with an orange border. Below this, there is a dark grey bar with the text 'Klarna. Merchant Portal' and a 'Go back' link. The main content area is titled 'Welcome to the Merchant Disputes App'. It features a list of benefits: 'No email overload, all disputes handled in one service', 'Save time by responding to disputes in the app', and 'Avoid unnecessary dispute costs by never missing deadlines'. Below this, there is a text prompt: 'Before signing up, please confirm your preferred email address and contact language for dispute related emails.' There are two input fields: one for 'Email for receiving notifications about disputes' with the value 'disputes.single.mid@example.com', and one for 'Preferred contact language' with the value 'English'. Below the input fields, there is a checkbox and text: 'Hereby I confirm that I understood and agree to the [terms & conditions](#) for the Merchant Disputes App. Klarna reserves the right to amend these terms and conditions.' At the bottom, there is a 'Sign up' button.

Home Klarna. Merchant Portal Help

For your day-to-day

- Orders**
Search and manage your orders from Klarna.
- Seller**
Create new orders with the Klarna in-store solution.
- Settlements**
See your transactions and generate reports for reconciliation.
- Disputes**
Handle your disputes.

Klarna. Merchant Portal

[Go back](#)

Welcome to the Merchant Disputes App

- No email overload, all disputes handled in one service
- Save time by responding to disputes in the app
- Avoid unnecessary dispute costs by never missing deadlines


Before signing up, please confirm your preferred email address and contact language for dispute related emails.

Email for receiving notifications about disputes
disputes.single.mid@example.com

Preferred contact language
English

Hereby I confirm that I understood and agree to the [terms & conditions](#) for the Merchant Disputes App. Klarna reserves the right to amend these terms and conditions.

Sign up



A clear overview of all ongoing Disputes.

Search & Filters

Search for specific disputes or use filters to narrow down the disputes shown.

DisputesID

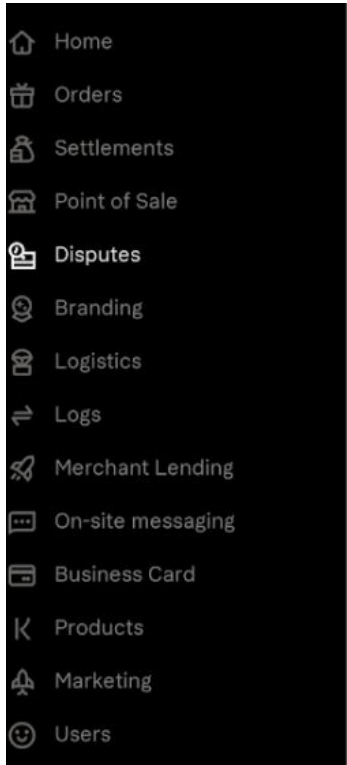
Click on the Dispute ID to reach the disputes detail page.

Deadline

The deadline shows you how many days you have left to reply to a dispute.

Status

The status shows if a dispute is still unresolved, already replied to, has expired or was already closed.



Dispute ID	Reason	Order number	Deadline	Status
270164	Return	77op7eg5ech	13 Nov 2020, 11:39	Unresolved
270081	Return	77op7eg5ech	13 Nov 2020, 12:03	Unresolved
270174	Return	77op7eg5ech	13 Nov 2020, 16:08	Unresolved
270196	Return	77op7eg5ech	16 Nov 2020, 10:41	Unresolved
270197	Return	77op7eg5ech	16 Nov 2020, 10:54	Unresolved
270198	Faulty goods	77op7eg5ech	16 Nov 2020, 11:55	Unresolved

Clear expectations on information required.

Klarna Reference

You can go to the order this dispute relates to by clicking on the Klarna Reference.

Requirements

See which information is required from you to be added to your response.

Submit

Be aware that once you send a response you have only 60 more minute to send a second response. Afterwards, you have to wait for a Klarna agent to answer, in order to send another reply.

Klarna Reference	Reason	Merchant	Dispute date
0TK5DPVH	Return	Test merchant	30 Oct 2020

Customer

Jasen Doyle f4c3dc5d Quitzon
drop+e9f6fd38e85440c29c22a727ca52c310+g
reen@klarna.net

Order details

Order date
30 Oct 2020

Dispute ID
270174

Requests (1)

 Klarna
30 Oct 2020, 16:08

Unresolved

Deadline

13 Nov 2020, 16:08

Requirements

Tracking ID

Your response to the dispute

Fields marked with * are required.

Be aware that once you send your initial response, you only have 60 more minutes to send a second response. In order to send further or later responses you have to wait for a Klarna agent to answer.

+ Add attachment (max. 7.3MB)


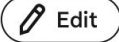


Submit


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Manage your settings

- Account admins can enter the dispute settings page via the disputes app landing page
- On the settings page you have an overview of all merchant IDs connected to your account
- By clicking on the 'edit' button, you can change the contact email & contact language for each ID
- In case you add a new ID to your Merchant Portal account, it will automatically be connected to the Disputes App. Please make sure to confirm the new ID settings in the settings page

Settings

Merchant ID	Contact Email	Contact Language	Change
K211194	disputes.multiple.mids@example.com	Local	
K206402	disputes.multiple.mids@example.com	English	
K206376	disputes.multiple.mids@example.com	English	
K209574	disputes.multiple.mids@example.com	English	

1-4 of 4 

Merchant ID settings

Choose an email address and language for emails regarding this merchant id's disputes.

Contact Email
disputes.multiple.mids@example.com

Contact Language
English

Save changes

Close

**Thank
you!**