

See carts people left behind

Find the carts shoppers filled and left, read what was in them, and clear out old or test carts.

Add-on [Online store](#)

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Some shoppers fill a cart, start to check out, and never finish. Your store keeps a list of those carts, so you can see what people wanted.

What counts as a left cart

- The cart has at least one item in it.
- The shopper typed their email address at checkout. Carts without an email aren't recorded.
- The cart hasn't been touched for more than 4 hours.

Left carts are removed on their own after 90 days.

See your left carts

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Sales**.
3. Click **Abandoned Carts**.
4. Read the list. Each row shows the **Cart ID**, the date, the customer, the items and the total.
5. Click a cart to open it.

An open cart shows when it was left, each item with its SKU and quantity, the subtotal, tax if it applies, shipping and the total. It also shows the customer's name, email, shipping address and chosen shipping method.

Clear carts you don't need

Clear old carts, or ones you made yourself while testing, so the list shows the ones that matter.

1. On the **Abandoned Carts** page, check the boxes next to the carts.
2. Click the trash can icon at the top right.
3. Click **Delete** in the box that appears.

You can't get a deleted cart back. To clear a single cart, open it and click the trash can icon there.

Tips

- Test carts you made while setting up can show up here too. Clear them so they don't confuse the list.
- A cart isn't a sale. It becomes an order only when the customer pays, and then you'll see it under Find and manage your orders.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and don't see the **Abandoned Carts** page? Email hello@zossoz.com with your business name, and we'll look into it. We reply within one business day. See [Request a change](#).

Related guides: [Find and manage your orders](#) · [Check your store sales numbers](#) · [Set up shipping rates](#) · [Change your checkout form](#)

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