

See your customers

Open the list of people who have bought from your store and see each one's orders, abandoned carts and subscriptions.

Add-on [Online store](#)

Everyone who buys from your store is added to a customer list. Open a name and you can see their orders, any carts they left behind and any subscriptions, all in one place.

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.

Steps

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Sales**.
3. Click **Customers**.
4. Click a customer to open their details.
5. Use the tabs to look through what they have done:
 - **Orders**: each order's total, invoice number and purchase date, plus its fulfillment and payment status. Click the three dots on an order, then **View More Details** to see the shipping and billing information.
 - **Abandoned Carts**: carts they started and left, with the date, how many items and the total. Click the three dots, then **See More Details** to see more.
 - **Subscriptions**: their repeat purchases. For each you'll see the status, the recurring invoices and the dates of each cycle. To end one, click the three dots next to it.

Who is on the list

A person joins the **Customers** list when they buy something. Someone who leaves a cart without buying is saved in your site's wider contact list instead, and only appears under **Customers** if they come back and buy.

Tips

- Looking for one order rather than one person? See [Find and manage your orders](#).
- Customer details are private. Use them to help with an order, not to share around.
- To act on carts people left behind, see [See carts people left behind](#).
- If a customer asks you to remove their information, read [Handle a customer's privacy request](#).

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 can't find a customer? Email us their name and what you're looking for, and we'll take a look. We reply within one business day. See [Request a change](#).

Related guides: [Find and manage your orders](#) · [See carts people left behind](#) · [Sell a product on a repeat schedule](#) · [Let customers make an account](#) · [Handle a customer's privacy request](#)

More guides: the [Zossoz Help Center](#) · [Questions? Email hello@zossoz.com](#)