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Abandoned checkouts

API version
2019-07 (Latest)

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You can query the Checkout resource to return abandoned checkouts. A checkout is considered abandoned when a customer has entered billing and shipping information, but hasn't completed the purchase.

What you can do with Abandoned checkouts

The Shopify API lets you do the following with the Abandoned checkouts resource. More detailed versions of these general actions may be available:

- GET /admin/api/#{api_version}/checkouts/count.json
  Retrieves a count of checkouts
- GET /admin/api/#{api_version}/checkouts.json
  Retrieves a list of abandoned checkouts

Abandoned checkouts properties

abandoned_checkout_url	`"abandoned_checkout_url": "https://www.snowdevil.ca/orders/14168/68778783ad298f1c80c3bafcddeea?recovered=1"` The recovery URL that's sent to a customer so they can recover their checkout.

billing_address	`"billing_address": {`
	`"address1": "Chestnut Street 92",`
	`"address2": "",`
	`"city": "Louisville",`
	`"company": null,`
	`"country": "United States",`
	`"country_code": "US",`
	`"default": true,`
	`"first_name": "Greg",`
	`"id": 207119551,`

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	"last_name": "Piotrowski", "name": "Greg Piotrowski", "phone": "555-625-1199", "province": "Kentucky", "province_code": "KY", "zip": "40202" } The mailing address associated with the payment method. It has the following properties: • **address1**: The street address of the billing address. • **address2**: An optional additional field for the street address of the billing address. • **city**: The city of the billing address. • **company**: The company of the person associated with the billing address. • **country**: The name of the country of the billing address. • **country_code**: The two-letter code (ISO 3166-1 alpha-2 format) for the country of the billing address. • **default**: Whether this is the default address for the customer. • **first_name**: The first name of the person associated with the payment method. • **last_name**: The last name of the person associated with the payment method. • **latitude**: The latitude of the billing address. • **longitude**: The longitude of the billing address. • **name**: The full name of the person associated with the payment method. • **phone**: The phone number at the billing address. • **province**: The name of the state or province of the billing address. • **province_code**: The two-letter abbreviation of the state or province of the billing address. • **zip**: The zip or postal code of the billing address.
buyer_accepts_marketing	"buyer_accepts_marketing": false Whether the customer would like to receive email updates from the shop. This is set by the **I want to receive occasional emails about new products, promotions and other news** checkbox during checkout.
cart_token	"cart_token": "68778783ad298f1c80c3bafcddeea" The ID for the cart that's attached to the checkout.
closed_at	"closed_at": null The date and time (ISO 8601 format) when the checkout was closed. If the checkout was not closed, then this value is `null`.
completed_at	"completed_at": null The date and time (ISO 8601 format) when the checkout was completed. For abandoned checkouts, this value is always `null`.

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created_at	`"created_at": "2008-01-10T11:00:00-05:00"` The date and time (ISO 8601 format) when the checkout was created.
currency READ-ONLY	`"currency": "USD"` The three-letter code (ISO 4217 format) of the shop's default currency at the time of checkout. For the currency that the customer used at checkout, see `presentment_currency`.

customer	`"customer": {`
	`"accepts_marketing": false,`
	`"created_at": "2012-03-13T16:09:55-04:00",`
	`"email": "bob.norman@hostmail.com",`
	`"first_name": "Bob",`
	`"id": 207119551,`
	`"last_name": "Norman",`
	`"note": null,`
	`"orders_count": "0",`
	`"state": null,`
	`"total_spent": "0.00",`
	`"updated_at": "2012-03-13T16:09:55-04:00",`
	`"tags": "tagcity"`
	`}`
	Information about the customer. For more information, see the Customer resource.

customer_locale	`"customer_locale": "fr"` The two or three-letter language code, optionally followed by a region modifier. Example values: `en`, `en-CA`.
device_id	`"device_id": 1` The ID of the Shopify POS device that created the checkout.

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discount_codes	"discount_codes": [
	{
	"discount_code": {
	"id": 507328175,
	"code": "WINTERSALE20OFF",
	"usage_count": 0,
	"created_at": "2017-09-25T19:32:28-04:00",
	"updated_at": "2017-09-25T19:32:28-04:00"
	}
	}
	]
	
	Discount codes applied to the checkout. Returns an empty array when no codes are applied.
	
	Each discount code has the following fields:
	• **amount**: The amount of the discount in presentment currency.
	• **code**: The discount code.
	• **type**: The type of discount. Valid values: `percentage`, `shipping`, `fixed_amount`. (default: `fixed_amount`)

email	"email": "bob.norman@hostmail.com" The customer's email address.
gateway	"gateway": "authorize_net" The payment gateway used by the checkout. For abandoned checkouts, this value is always `null`.
id	"id": 450789469 The ID for the checkout.
landing_site	"landing_site": "http://www.example.com?source=abc" The URL for the page where the customer entered the shop.

line_items	"line_items": {
	"fulfillment_service": "manual",
	"grams": 400,
	"price": "214.00",
	"product_id": 431300801,
	"quantity": 4,
	"requires_shipping": true,
	"sku": "SKU123",
	"title": "Jib",
	"variant_id": 233402193,
	"variant_title": "Green",
	"vendor": "Ottawa Sail Shop"
	}
	A list of line items, each containing information about an item in the checkout. Each object has the following properties:
	
	• **fulfillment_service**: The fulfillment service provider for the item.

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	• **fulfillment_status**: The status of the item's fulfillment. Valid values: `fulfilled`, `null`, `partial`. • **grams**: The weight of the item in grams. • **price**: The price of the item in presentment currency. • **product_id**: The product ID od the item. • **quantity**: The number of products that were purchased. • **requires_shipping**: Whether the items requires shipping.. • **sku**: A unique identifier for the item in the shop. • **title**: The title of the product. • **variant_id**: The product variant ID of item. • **variant_title**: The title of the product variant. • **vendor**: The name of the item's supplier.
location_id	`"location_id": 1` The ID of the physical location where the checkout was processed.
note	`"note": null` The text of an optional note that a shop owner can attach to the order.
phone	`"phone": "+13125551212"` The customer's phone number for receiving SMS notifications.
presentment_currency	`"presentment_currency": "USD"` The three-letter code (ISO 4217 format) of the currency that the customer used at checkout. For the shop's default currency, see `currency`.
referring_site	`"referring_site": "http://www.anexample.com"` The website that referred the customer to the shop.

shipping_address	`"shipping_address": {`
	`"address1": "Chestnut Street 92",`
	`"address2": "Apt 2",`
	`"city": "Louisville",`
	`"company": null,`
	`"country": "United States",`
	`"first_name": "Bob",`
	`"last_name": "Norman",`
	`"latitude": "45.41634",`
	`"longitude": "-75.6868",`
	`"phone": "555-625-1199",`
	`"province": "Kentucky",`
	`"zip": "40202",`
	`"name": "Bob Norman",`
	`"country_code": "US",`
	`"province_code": "KY"`
	`}`
	The mailing address where the order will be shipped to. It has the following properties:
	• **address1**: The street address of the shipping address.

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	• **address2**: An optional additional field for the street address of the shipping address. • **city**: The city of the shipping address. • **company**: The company of the person associated with the shipping address. • **country**: The name of the country of the shipping address. • **country_code**: The two-letter code (ISO 3166-1 alpha-2 format) for the country of the shipping address. • **first_name**: The first name of the person associated with the shipping address. • **last_name**: The last name of the person associated with the shipping address. • **latitude**: The latitude of the shipping address. • **longitude**: The longitude of the shipping address. • **name**: The full name of the person associated with the shipping address. • **phone**: The phone number at the shipping address. • **province**: The name of the state or province of the shipping address. • **province_code**: The two-letter abbreviation of the state or province of the shipping address. • **zip**: The zip or postal code of the shipping address.

shipping_lines	`"shipping_lines": {`
	`  "code": "Free Shipping",`
	`  "price": "0.00",`
	`  "source": "shopify",`
	`  "title": "Free Shipping"`
	`}`
	Information about the chosen shipping method. It has the following properties:
	• **code**: A reference to the shipping method.
	• **price**: The price of the shipping method in presentment currency.
	• **source**: The channel where the checkout originated. Example value: `shopify` .
	• **title**: The title of the shipping method. Example value: `International Shipping` .

source_name	`"source_name": "web"` Where the checkout originated. Valid values: `web` , `pos` , `iphone` , `android` .
subtotal_price	`"subtotal_price": "398.00"` The price of the checkout in presentment currency before shipping and taxes.

tax_lines	`"tax_lines": {`
	`  "price": "11.94",`
	`  "rate": 0.06,`
	`  "title": "State Tax"`
	`}`
	An array of tax line objects, each of which details a tax applicable to the checkout. Each object has the following properties:
	• **price**: The amount of tax to be charged in presentment currency.

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	• **rate**: The rate of tax to be applied. • **title**: The name of the tax.
taxes_included	`"taxes_included": false` Whether taxes are included in the price.
token	`"token": "b1946ac92492d2347c6235b4d2611184"` A unique ID for a checkout.
total_discounts	`"total_discounts": "0.00"` The total amount of discounts to be applied in presentment currency.
total_line_items_price	`"total_line_items_price": "398.00"` The sum of the prices of all line items in the checkout in presentment currency.
total_price	`"total_price": "409.94"` The sum of line item prices, all discounts, shipping costs, and taxes for the checkout in presentment currency.
total_tax	`"total_tax": "11.94"` The sum of all the taxes applied to the checkout in presentment currency.
total_weight	`"total_weight": 400` The sum of all the weights in grams of the line items in the checkout.
updated_at	`"updated_at": "2012-08-24T14:02:15-04:00"` The date and time (ISO 8601 format) when the checkout was last modified.
user_id	`"user_id": 1` The ID of the user who created the checkout.

Endpoints

GET	/admin/api/2019-07/checkouts/count.json
Retrieves a count of checkouts	
since_id	Restrict results to after the specified ID.
created_at_min	Count checkouts created after the specified date. (format: 2014-04-25T16:15:47-04:00)

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created_at_max	Count checkouts created before the specified date. (format: 2014-04-25T16:15:47-04:00)
updated_at_min	Count checkouts last updated after the specified date. (format: 2014-04-25T16:15:47-04:00)
updated_at_max	Count checkouts last updated before the specified date. (format: 2014-04-25T16:15:47-04:00)
status	Count checkouts with a given status. (default: `open`) • **open**: Count only open abandoned checkouts. • **closed**: Count only closed abandoned checkouts.

Count all checkouts

`GET /admin/api/#{api_version}/checkouts/count.json`

View Response

GET	/admin/api/2019-07/checkouts.json

Retrieves a list of abandoned checkouts.

limit	The maximum number of results to show. (default: `50`, maximum: `250`)
page DEPRECATED	The page of results to show. > Removed in version 2019-10. Use cursor-based pagination instead. (default: `1`)
since_id	Restrict results to after the specified ID.
created_at_min	Show checkouts created after the specified date. (format: 2014-04-25T16:15:47-04:00)
created_at_max	Show checkouts created before the specified date. (format: 2014-04-25T16:15:47-04:00)
updated_at_min	Show checkouts last updated after the specified date. (format: 2014-04-25T16:15:47-04:00)
updated_at_max	Show checkouts last updated before the specified date. (format: 2014-04-25T16:15:47-04:00)

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status	Show only checkouts with a given status. (default: `open`) • **open**: Show only open abandoned checkouts. • **closed**: Show only closed abandoned checkouts.

Retrieve all abandoned checkouts

```
GET /admin/api/#{api_version}/checkouts.json
```

View Response

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