



## Checkout

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In Cartzy settings, you can specifically configure the functionality of the checkout page and control the **user-engaging** action features.

**Path: Settings > Checkout**

## Customer accounts

Under this section you can define the behavior of checkout in your store.

1. **Accounts are disabled:** Selecting this option will enable the shoppers to place orders and checkout as guest user. It implies that they will not be able to sign up at your store even if they want to.
2. **Accounts are optional:** Selecting this option will allow the users to sign up on your store. This setting will give them an option to either checkout with their registered account or checkout as a guest user.
3. **Accounts are required:** Selecting this option will require the users to checkout only with a registered account. They will not be able to place orders as a guest user on your store if this setting is enabled.



# Customer contact

This section gives you two options to collect the customers' data at the time of checkout.

1. **Customers can checkout using either their phone number or email:** If this option is selected, the customers will be able to place their orders using their phone number or email address whichever they find feasible for them. This will give them an option to decide if they want to checkout using their phone number or email address.
2. **Customers can only checkout using email:** Enabling this option will allow the customers to place orders and checkout only using their email address. They will not be able to checkout using their phone numbers.



## Form options

Under this section, you can configure the checkout form fields.

### Full Name

- **Require last name only:** Selecting this option will make the last name field mandatory and the customer will not be able to checkout without providing their last name.
- **Require first and last name:** Selecting this option will make it mandatory for the customer to provide their first name and last name on the checkout form.

### Address Line 2 (Apartment Unit, etc)

- **Hidden:** Selecting this option will disable the input field of Address Line 2 on the checkout form. The users will not be able to see it.
- **Optional:** The input field of Address Line 2 will appear on the checkout form but it will be optional for the customers to fill in i.e., they can checkout without filling in this field.
- **Required:** The input field of Address Line 2 will be enabled on the form and mandatory for the customers to fill in i.e., they will not be able to checkout without filling in this field.

### Phone Number

- **Hidden:** Selecting this option will disable the input field of **Phone Number** on the checkout form. The users will not be able to see it.
- **Optional:** The input field of **Phone Number** will appear on the checkout form but it will be optional for the customers to fill in i.e., they can checkout without filling in this field.

- **Required:** The input field of **Phone Number** will be enabled on the form and mandatory for the customers to fill in i.e., they will not be able to checkout without filling in this field.



The image shared below shows the checkout form that appears on the front-end of the website.



## Order processing

You can enable or disable the following options:

1. **Use the shipping address as the billing address by default:** Enabling this option will auto-select the **Billing Address** same as the **Shipping Address** upon loading the checkout form as demonstrated in the checkout form image above, the option of “**Same as shipping address**” is checked by default under **Billing Address**.
2. **Enable address auto-completion:** This option, if enabled, will automatically complete the address fields with the customers’ address based on their browser history, as soon as they start typing their address into the field.



## Checkout threshold

Here you can configure the time period after which the user should receive a reminder email to complete their order and checkout.

1. **Checkout Threshold (no. of days):** it shows the number of days, like after how many days the user will receive an email.
2. **Abandoned Email Threshold (no. of hours):** It shows the number of hours, like after how many hours the user will receive an email.

**Example cases:**

- If you set the number of days to 5 and the number of hours to 2, it means the user will receive an email after 5 days and 2 hours.
- If you set the number of days to 0 and the number of hours to 3, it means the user will receive an email exactly after 3 hours of abandoning their cart on your store.
- If you set the number of days to 2 and the number of hours to 0 then the user will receive an email after 2 days.
- **Default:** If you leave the threshold fields blank, then, by default the user will receive an email exactly after 6 hours.



### Saving changes

Whenever you make changes, or update the settings on the **Checkout** page, you will be prompted to either **Save** or **Discard** the changes as illustrated in the image shared below.

- **Save:** Clicking the **Save** button will save the updated settings/configurations for the checkout page. The page will refresh automatically. And, a success notification popup will appear on the top right corner of the page.
- **Discard:** Clicking the **Discard** button will simply refresh the page without saving the edits. Any changes done will be lost, and the previously saved settings will be restored.

