



Cart recovery

OneStepCheckout Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

LAST UPDATED
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| Cart recovery

Cart recovery sends a configured Magento email for an eligible active quote that has items and has not been updated within the configured threshold. The cron job runs in Magento's `default` group once per hour.

Configure recovery

Under **Cart Recovery**, enable the feature and select an email template that provides the `recovery_url`, `items_html` and related variables. Set the abandoned-cart threshold and choose how a recovered cart interacts with an existing cart:

- **Merge with the existing cart** combines compatible carts and recollects totals.
- **Replace the existing cart** deactivates the current active quote and uses the recovered quote.

Quotes without a recipient email are deferred. The retry interval and maximum missing-email attempts prevent a quote without a recipient from being retried on every cron run. Adding a recipient resets the deferred state.

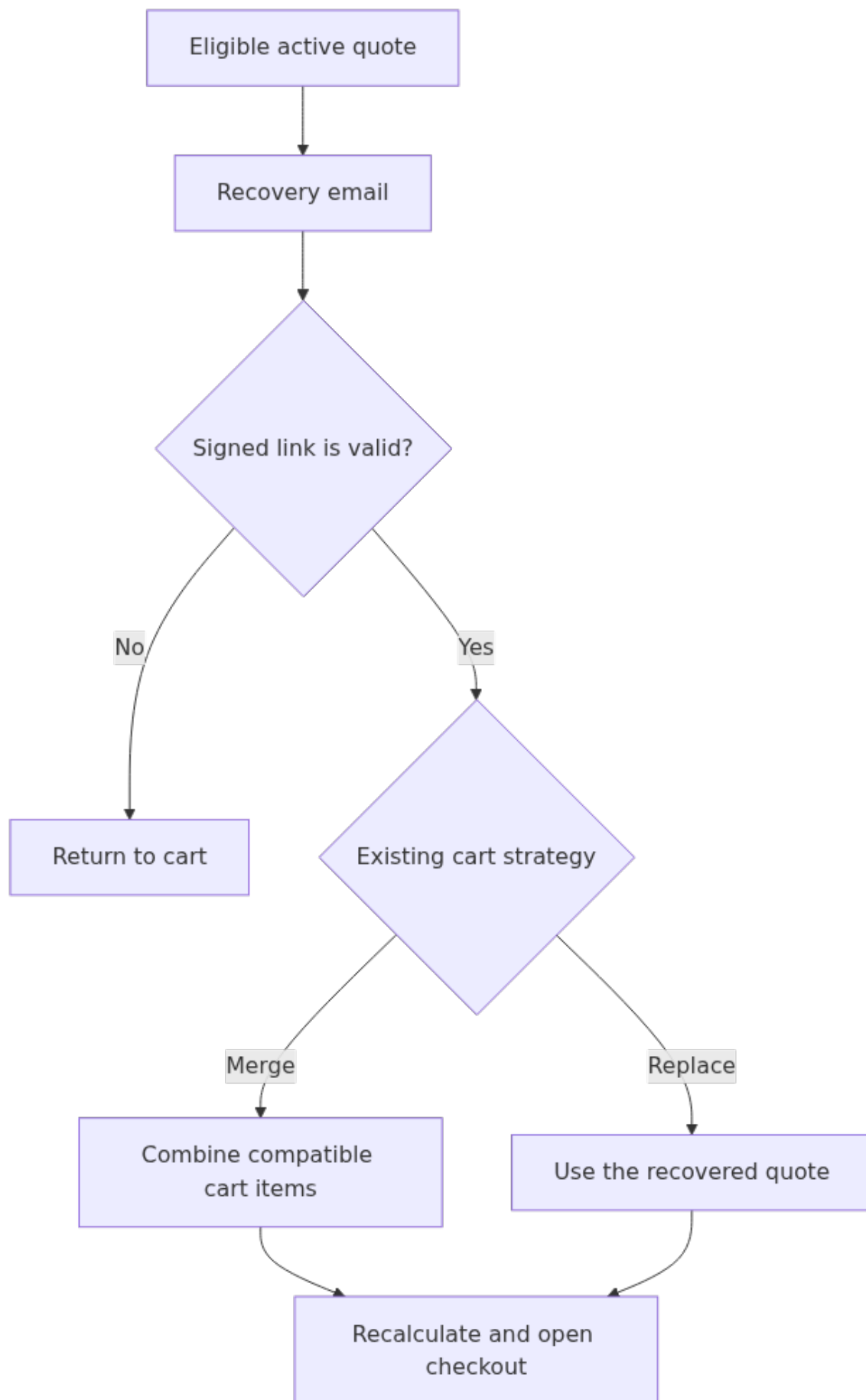
Recovery links

The email contains a signed link. Registered-customer links identify the quote by its numeric ID and require the same customer session. Guest links use Magento's masked quote ID — a non-guessable identifier Magento assigns to guest carts so strangers cannot reach another shopper's cart by guessing a number. Both link types also verify the store and active quote state. The signed link expires after seven days.

If a registered customer is not signed in, the recovery request stores the link as the customer login return URL. A tampered, expired, inactive, wrong-customer or wrong-store link is rejected and returns the visitor to the cart.

Recovery result

After access checks pass, the module replaces or merges the active quote and redirects to Magento checkout. Product availability and current totals still belong to Magento and should be checked before the buyer places the order.



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SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

Configuration

Save Config

GA4 Tracking

Success Page

Cart Recovery

Multi-Address Shipping

Enable

Yes

Email Template

One Step Checkout Cart Recovery (Default)

Create template with %recovery_url %items_html

Threshold (minutes)

30

Missing Email Retry Interval (hours)

6

Wait time before checking a quote without a recipient again.

Maximum Missing Email Attempts

3

The quote is skipped after this many checks without a recipient.

Existing Cart

Merge with the existing cart

Choose whether recovered items are merged into the current cart or replace it.

Mark unread

Delete

Download

Return to inbox

Owner
To: jordan.lee@example.test
You left items in your cart
11 minutes ago

From: Owner <owner@example.com>

To: Jordan Lee <jordan.lee@example.test>

Subject: You left items in your cart

Date: Sun, 23 Aug 2026, 10:44 am (12.9 kB)

Tags: Add tags...

HTML

HTML Source

Text

Headers

Raw

HTML Check 94%

Link Check

Hello Jordan Lee,

You still have items waiting in your shopping cart.

[Return to your cart](#)

This personalized link restores your cart for 7 days.

Current cart total: €69.00

Item	Qty	Price
Fusion Backpack	1	€59.00

About



Fast & Secure Checkout

✓ Secure Payment 🛒 Personal Support

Shipping Address

Already a customer? Sign in

Email Address *

?

You can create an account after checkout.

First Name *Last Name *

Phone Number *Company

?

Street Address *

City *Zip/Postal Code *

Country *

State/Province *

Shipping Method

☐ Fixed
Flat Rate
€5.00

☒ Table Rate
Best Way
€10.00

Payment Method

Check / Money order

☒ Billing address same as shipping address

Preferred Delivery Date

Order Comment

☐ Subscribe to our newsletter

☐ Add a gift message

Order Summary

Cart Subtotal €59.00

Shipping €10.00

Best Way - Table Rate

Order Total €69.00

1 Item in Cart

 Fusion Backpack €59.00

Qty: 1

Apply Discount Code

Place Order

Secure checkout Easy returns

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