



# FAQ

## OneStepCheckout Documentation

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

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## **FAQ**

### **Does the module replace Magento shipping or payment methods?**

No. It places Magento's available shipping and payment components on one page. Carrier availability, payment availability, taxes, totals and order creation remain Magento responsibilities.

### **Can guests use the checkout?**

Only when both the module's guest setting and Magento's own guest-checkout policy allow it. A signed-in customer does not need the authentication block.

### **Can I use two or three columns?**

Yes. The layout builder supports one to three columns containing authentication, shipping address, shipping method, payment and summary. Smaller screens collapse the layout into a single-column flow.

### **Can every address field be hidden or made optional?**

No. The builder follows Magento metadata and keeps core fields or Magento-required attributes protected. A custom field must also exist in the checkout component tree before the builder can affect its presentation.

### **Is the preferred delivery date guaranteed?**

No. It is a validated preferred date stored with the order. It does not change a carrier's rate, transit time or fulfillment promise.

### **Why was a date allowed in the browser but rejected on submit?**

The server checks the date again against the current store timezone, date window, disabled weekdays, holiday provider and blackout list. A changed scope or stale checkout state can make the server result differ from the old browser state.

### **Does Google Places replace Magento address validation?**

No. It only suggests and maps address values. Magento still validates the final address when the quote and order are saved.

## When is the newsletter subscription created?

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After Magento has created the order, if the feature is enabled, the buyer checked the box and the order has an email. A failed order does not run the subscription observer.

## Does a checkout comment appear in the order?

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Yes, for an active One Step Checkout quote with the comment feature enabled. The module strips tags, limits the value to 1,000 characters, stores it on the order and adds it to status history.

## Why is a gift message not saved?

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The One Step Checkout gift-message setting and Magento's order-level Gift Options setting must both be enabled. The buyer must also expand the control and enter the message before placing the order.

## How long does a cart-recovery link work?

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The signed link is valid for seven days. A registered-customer link requires the matching customer session. A guest link uses the masked quote ID. Store and active-quote checks apply to both.

## Does cart recovery overwrite a buyer's current cart?

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Only when **Existing Cart** is set to **Replace the existing cart**. The merge option combines compatible carts and recollects totals. Both paths return the buyer to Magento checkout.

## Does cart recovery work without a customer email?

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The cron defers a quote without a recipient and retries it according to the configured interval and maximum attempts. It cannot send the email until a recipient is available.

## Does multi-address shipping stay in One Step Checkout?

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Yes. Eligible customers assign products to addresses, choose shipping details for every destination, enter billing information and review the grouped order in the One Step Checkout design. Magento still creates one order per shipping address. The option is available only to signed-in customers with a physical cart when both multi-address settings and Magento's availability check allow it.

## What does GA4 consent control?

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It controls whether the module may load and send its configured checkout events when Magento cookie-restriction mode is active. You still need a working GTM or `gtag.js`

integration and a measurement ID.

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## Is there a REST API for the whole checkout?

No. The module exposes REST routes for saving order comments, delivery dates and newsletter choices on customer and guest carts. Shipping, payment and order placement use Magento's normal checkout services.

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## Where can an administrator see the saved extras?

Open the matching order in **Sales > Orders**. The Checkout Extras section shows a delivery date, order comment and gift message when those values exist. The newsletter choice is processed after order creation and is not shown in that section.

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## Does One Step Checkout support Hyva?

Yes, through the separate `mageb2b/onestepcheckout-hyva` package. The add-on renders the checkout with Hyva and Alpine while the base package continues to own configuration, quote data, order persistence, cart recovery and multi-address rules.

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## Do all payment modules work automatically in the Hyva checkout?

Fieldless Magento payment methods can use the generic payment renderer. Purchase Order has a bundled renderer for its required purchase-order number. A provider that tokenizes payment details, opens its own approval UI, performs a redirect or handles 3-D Secure needs a compatible Hyva checkout adapter from that provider or another installed package.

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## Does the Hyva add-on use Knockout or RequireJS?

No. Its checkout runtime uses Hyva and Alpine. It does not load Magento's Luma checkout tree, Knockout, jQuery, RequireJS or `window.checkoutConfig` for the One Step Checkout page.