

Recover Cart Sales

Changelog:

13/07/2026 Initial Issue

21/07/2026 Version 1.1 (sql query fix)

What it does:

If a customer is registered on your site and abandons their shopping cart without completing the purchase this modification allows you to do the following:

1. View a list of abandoned carts from your **Customers – Recover Carts** menu. You may also choose to press the “**Email Customer**” button to email them a gentle reminder, or press the “**Empty Cart**” button to clear their cart contents any time once they have logged off.
2. View the success rate of your Recover Carts campaign from your **Reports – Recovered Carts** menu. The date to look back on this page are selectable.

Installation: - BACKUP – BACKUP - BACKUP

1. There are 9 new .php files to copy to your server as below. **Caution:** Some of them are named the same, ensure to copy the correct file to the correct location as per the structure in the download.

admin/:

reports_rcs.php

recover_cart_sales_report.php

recover_cart_sales.php

admin/includes/boxes/:

reports_rcs_sales.php

customers_rcs_sales.php

admin/includes/modules/recover_cart_sales/:

recover_cart_sales.php

email_template.php

admin/includes/languages/english/:

recover_cart_sales.php

catalog/includes/hooks/shop/siteWide/:

recover_cart_sales.php

1. Run the SQL command contained in the SQL.txt file on your database using phpmyadmin or similar.

Verification

1. **Check Admin Menu:** Log into your admin panel. Verify that the new menu items for

reporting are visible (under Customers and Reports).

2. **Test Hook:** Add an item to your cart as a customer, then leave the site. Check that the abandoned cart appears in the Recover Carts menu. Now send the email and check it is received (the format / wording may be changed to your liking in the language file)
3. Now return as the same customer and complete the purchase and ensure that the sale appears in the Recovered Sales Report.
4. **Review Database:** Check the SCART table to verify that customer data is being captured upon abandonment and that it clears upon a successful purchase.

Uninstall:

1. Remove the 9 .php files above
2. Run the SQL command contained in the Uninstall_SQL.txt file on your database using phpmyadmin or similar.

Important GDPR Note:

When implementing an Abandoned Cart Recovery (RCS) system, the priority is to align the automated process with GDPR standards, focusing on transparency and the concept of "Legitimate Interest." Site owners should start by updating the store's Privacy Policy to explicitly disclose that session data is utilised to save shopping carts and that automated, transactional follow-ups may be sent to customers who leave items behind. Including a clear disclaimer in the footer of every recovery email is a best practice (the email template already has this); it provides immediate context for the communication and reinforces the intent of the message as a helpful, service-oriented reminder rather than unsolicited marketing.

Regarding data subject rights, users retain the right to object to this processing. In the absence of an automated "one-click" unsubscribe feature, it is essential that store administrators are prepared to handle manual removal requests promptly. Any customer who asks to be removed should have their data cleared from the tracking tables immediately.

Please check your Countries GDPR requirements if in any doubt.

No responsibility is accepted for anything!