

How can I tell if there's an “abandoned cart” on my registration site?

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An online transaction (such as a registration) that is stopped before being completed is sometimes called an “abandoned cart”.

If you're using EventsAir Pay powered by Airwallex, you'll be able to see abandoned cart (unfinished transactions) in the transaction history.

This feature isn't currently available in EventsAir Pay powered by Stripe.

Outside of EventsAir powered by Airwallex, there's no specific way to see abandoned carts, however we're looking at ways to make it easier to identify unfinished transactions.

In the meantime, you can try to use other methods to see who may have visited your registration site but didn't register, even if you can't see exactly whose payments didn't proceed. For example, if your registration site is only accessed via a link emailed to specific people, you could search your attendees to find everyone who was emailed the link but has no registration (using the data validation filter).
