

BUILD WITH US

Customizing Shopify Checkout - FAQs

Where can I find checkout extensibility?	<p>If you navigate to the “Checkout” section of settings in the Shopify admin, you should see a view which shows your “live” and “draft” checkouts. If you click on “customize” you will see the ability to add apps to checkout, or customize the branding. Once you are happy with your checkout you can save your changes, or hit “publish” to push your checkout live. If you were previously using checkout.liquid, “publishing” will replace your checkout.liquid customizations with the extensibility powered checkout.</p>
Are there plans in the future to manipulate core elements in the checkout? Such as header, footers, order totals, etc.	<p>We are continually investing in capabilities that expand what's possible in checkout extensibility. The ability to modify the header, footer, and price breakdowns, are all under exploration. Check out our public roadmap for more details on when to expect these features to arrive.</p>
What is the enhanced security specifically?	<p>All apps run in a sandboxed environment. Technically, it's a web worker. App code cannot directly access information in the HTML or Document Object Model (DOM) of the host page.</p> <p>Apps also cannot intercept payment information, or anything else from the page or other apps. If the extension wants to access customer data, they have to submit a request and go through an approval process. It's not possible for one extension in the checkout to intercept data from any other extension.</p> <p>Another benefit of the app+sandbox approach is that if the app partner ever gets compromised, the blast radius is limited to what the app could see and Shopify can quickly react and put mitigations in place.</p>
Will we have the option to translate the banners etc?	<p>Yes. Translations are already happening today! All checkout extensions have the ability to provide localized content to merchants. This means apps can adapt to a customer's currency, timezone, language, country and more, in checkout. Whether a given app supports translation to a particular language is up to the app itself, so you will need to check with specific apps to see if they support localization to the market you are interested in.</p>
Do we need to use GTM in checkout extensibility or is the new GA4 tracking via the Google app sufficient?	<p>We recommend using app pixel, like from the GA4 app because it will give you maximum data and it can be upgraded automatically by Google. Whereas, a custom pixel requires your maintenance.</p>
Will checkout extensibility be fully embedded with Global-E?	<p>Yes, we are working with the Global-E team very closely to make sure that there is compatibility with Checkout extensibility. There is development work ongoing from both Shopify and Global E on this. You can expect to see availability for this, starting Q3 of this year.</p>

When can we expect third party chat?	Third party chat is currently on our roadmap for Q4 of this year and we will add them to the public roadmap as we get closer to working on implementing the APIs to support third party chat.
Does Pixel only work with stores fully hosted on Shopify?	At this time Pixels will load on Shopify's checkout and storefront. If you are hosting your own storefront, you'll need to manage the deployment of pixels on your storefront yourself.
About the App Pixel, Do we need to connect with Customer events or we can connect straight to the Google Tag Manager?	App pixels are part of an app you install from the Shopify app store. It is automatically connected to customer events upon install when permission is given. If you want to send customer events directly to google tag manager, create a custom pixel. Here is a tutorial that will help.
Is there a way to test the new checkout experience before publishing the changes live?	<p>Yes. Here are two common approaches:</p> <ul style="list-style-type: none"> • Use the draft and live checkout functionality in admin checkout settings. From here you can edit and preview draft checkouts prior to publishing them to your live store. This is especially suitable if your customizations involve only branding changes and use of public apps. • Make use of a separate development store to have a clean dedicated environment for developing your customizations. This is especially useful if you are building your own app and have quite complex customizations that require extensive testing.
Can we add conditional logic to things like Banners?	Yes, you can make banners conditional using lots of different signals like cart attributes, line item properties, customer or cart details like shipping address, products in the cart, or information fetched from an offsite system using an external call.
What about validations?	It is already possible today to validate address fields for things like character limits, PO boxes or other logic. We also are working with the major address validation apps on checkout today, and coming soon will be providing the ability to write back address suggestions to the checkout.
We are a 90% subscription brand, are there plans to allow buy x get y (free gift) with first subscription orders via checkout?	With the launch of the selling plans API, you are now able to create many different versions of upselling including adding free gifts, shipping protection and more. Subscriptions and other selling plans are available on a line item and you can add an item to cart upon detecting a particular selling ID/line item combo
Can we add a custom message when a specific location is selected from the dropdown menu ?	The answer to this question depends on what you mean by "location". You can already tailor custom messages based on the buyer's shipping location. Checkout UI Extensions will also soon have access to an API that returns the selected delivery method, so you can make custom banner messages that are tailored to a particular shipping method. If you are referring to pick up points or pickup in store locations, this is not currently available to extensions but it's a good use case and we are considering adding this to the API as well.

I want to add links to the banners and the POPUP(modal) display when it's clicked. Is it possible?	Yes, Checkout UI extensions have a Link component, and also support creating popups based on a buyer click. This is a good pattern to use for additional content such as terms and conditions.
what are the coming payment method extensions	We recently released an API for reading the available and selected payment method so you can make extension behavior conditional on the payment method. There are also additional extension capabilities coming to the payments platform to allow for new types of payment gateway user experiences in checkout.
Are custom attributes still accessible in the new checkout?	Yes! Checkout UI extensions can read and write to line item properties, custom checkout/cart attributes, order notes, as well as order metafields. Coming soon you will also see support for cart metafields.
Which of the functions you covered are specific to Shopify Plus, and which can anyone use with a more basic Shopify subscription?	Public apps that are distributed through the Shopify App Store and contain functions can be used by stores on any plan. Only merchants on a Shopify Plus plan can create custom apps that contain Shopify Functions APIs.
Is there a way to adjust the upsell products based on products clicked?	Checkout UI extensions can add or remove line items from the cart based on various conditions. I'm not sure what you mean by products "clicked", but if you are asking whether they can be customized based on the products in the cart, then the answer is absolutely, yes.
Can we customize the banner (or any UI components) so it will be only showing on mobile?	We are exploring the ability to customize what components are shown based on the viewport size, so stay tuned to our public roadmap for more details later this year.
Can this new checkout be used with a headless setup?	Yes, headless storefronts are just one type among many channels available to use with checkout extensibility.
Will the upgrade to checkout extensibility break any integrations we currently have with other platforms such as NetSuite or LightSpeed/Vend	Checkout extensibility replaces checkout.liquid so it will replace any customizations made in the checkout.liquid file, but any other integrations should continue to work as expected.
Can I change the text of each payment method? When you choose a payment, a block with a message drops down and opens. In checkout.liquid, I overwrite and customize it.	You can use payment customization Functions to re-order and rename payment methods. You can also use Checkout UI extensions to add additional visual content below a particular payment method as well.

Is it possible to change the location of an accelerated checkout like amazon pay?	No, we don't provide this capability. We have been extensively testing the positioning and behavior of the wallets capability over the years and feel it is properly positioned. You can make customizations above or below this area.
Now that I've upgraded from checkout.liquid to checkout extensibility, how can I be sure it's not going to change again in a few years?	At Shopify, we're continually investing in making commerce better for everyone. We've spent years building checkout extensibility to ensure it's the best possible solution for our merchants and can assure you it's the platform of the future for customizing checkout. We'll be continually launching new capabilities and APIs so developers can build apps that solve more and more use cases for Shopify Checkout.
Do we need to use GTM in checkout extensibility or is the new GA4 tracking via the Google app sufficient?	We recommend using app pixel, like from the GA4 app because it will give you maximum data and it can be upgraded automatically by google. Whereas, a custom pixel requires your maintenance.
About the App Pixel, Do we need to connect with Customer events or we can connect straight to the Google Tag Manager?	App pixels are part of an app you install from the Shopify app store. It is automatically connected to customer events upon install when permission is given. If you want to send customer events directly to google tag manager, create a custom pixel. Here is a tutorial that will help.
What are the possible ways to update the checkout data?	Checkout extensions have access to a JavaScript API that allows them to make updates to many aspects of the current checkout, including the line items in the cart, gift cards, and discount codes. We are continuing to add more properties that can be updated with checkout extensions, including the shipping address and shipping options.
What is the token used in the Rest Admin API to get a specific checkout, "/admin/api/2023-04/checkouts/{token}.json"? How to get this token for the current/processing checkout dynamically from the app?	The recommended way to interact with a live Checkout from an app is through Checkout UI Extensions, Pixels, and Functions. While the old REST API continues to work, it is no longer the recommended approach and it will likely be deprecated in the longer term.
Can we update the tax amount when clicking the custom checkbox or custom button created using Checkout UI extensions? If so, how?	Checkout UI extensions cannot alter the tax amount. The recommended approach here, if you want more flexibility and customization on taxes, is to use a tax app from the Shopify app store. We are considering adding an extension API in the future to provide more granularity access to the checkout cost breakdown, including taxes, so extensions will likely be able to at least read the tax amount and, for example, display a banner or message related to it.

What is the advantage of using a discount app on checkout rather than using functions? Besides time of development	It is completely up to you to decide whether to use the available discount apps in our app store or to build your own using discount functions. Every customization use case is unique, and we want to provide multiple ways to solve them.
Aren't volume discounts already included in the stock Shopify Plus stores?	[Assuming this relates to the volume pricing feature that was mentioned on our roadmap slide]. While it is possible to achieve volume discounts using Shopify Scripts, we are adding a dedicated feature for volume based pricing tiers for B2B merchants, which will be an extensibility-only feature.
Can we have a message per line item?	Yes, with checkout UI extensions, there is an extension point for cart line details. This means you can place an extension (such as Text or a Banner) for a specific line item. This could be from an app, or your own custom checkout UI extension.
Given how much Plus costs it's a real shame that we need to pay for more apps to do relatively simple things in the checkout.	Customizing your checkout typically requires some development expertise, but this is why we support apps. So that you don't need to invest in custom development to extend it. These apps provide value to your shop and partners work hard to provide these. Don't forget though, if you do have developer expertise you can build your own apps for free.
Just echoing some comments here - I'd have hoped we wouldn't need even more apps, but it appears that we'll be required to install and pay for even more apps to do basic things like adding a banner.	We are hearing this feedback. For many merchants, the ability to customize through apps is a significant new advantage over the previous solution which required merchants to directly author all their customizations. However, it should also be much easier for you to build custom solutions for simple use cases without paying for an app. We are investing in tools to make it much easier for a merchant to build and deploy a custom app with their own customizations without having to host the app, and with a much lower level of investment by merchants.
Can you demo where to add custom javascript in order to alter the checkout behavior? We need to be sure we are able to preserve our current functionality which is based on customer metafield values.	We recommend looking at checkout UI extensions. These are built using JavaScript and while there will be some changes necessary, much of your logic should remain similar. For example, you can access and write to metafields from within a checkout UI extension.
Hi there, is it possible to have different positionings on desktop & mobile for banners? Does it need a developer to add this function or the function of showing the banner on one device but hide it on another?	Checkout UI extensions can be placed in a variety of extension points. Our goal is to make this easy and future-proof. We ensure extensions placed in certain extension points get automatically positioned in the best place possible and in the right contexts. While our components do automatically adjust based on the available view port, we don't yet provide a way for app developers to customize this directly. We are exploring ways of exposing this flexibility to app developers.
Can we add a warning message to certain	Yes. Extensions can read the shipping address and render messages or warnings conditionally.

customers depending on their address at checkout?	
Is it finally possible to build a widget that would allow users to select pick-up point location from map/dropdown in checkout?	This is coming soon! We are actively working on a whole set of features relating to customizing shipping and pickup details. This will include components for selecting “time and place” for pictures, including a map selector.
I tried adding a custom pixel in Customer Events, but the pixel doesn't do anything, even a console.log on the top of the screen is not triggered. Why is that? I did enable Checkout Extensibility already.	Checkout extensibility isn't required to begin using custom pixels. Make sure you've connected your pixel and it should load on storefront, checkout and the thank you page.
We're required to pay CA recycling fees when shipping to a CA address. Is it possible to add a fee based on customer address?	The only way to do this right now is by adding an additional line item to the checkout representing those additional costs. However, we realize this isn't an ideal solution in all cases, and we are exploring the ability to add additional price lines to the cart for additional fees like this.
Will we have the option to translate the banners etc?	Yes. Translations are already happening today! All checkout extensions have the ability to localize content. This means apps can adapt to a customer's currency, timezone, language, country and more, in checkout. Whether a particular language is supported will vary based on each app, so you'll need to confirm what is supported by any public apps you are using.
Do Pixels only work with stores fully hosted on Shopify?	At this time, Pixels will load on Shopify's checkout and storefront. If you are hosting your own storefront, you'll need to manage the deployment of pixels on your storefront yourself.
Can we add conditional logic to things like Banners?	Yes, you can make banners conditional using lots of different signals like cart attributes, line item properties, customer or cart details like shipping address, products in the cart, or information fetched from an offsite system using an external call.
Will we be able to add a free shipping prompt? "Add x more to cart to qualify for free shipping?"	Absolutely. There are apps such as checkout blocks which can already do this today, or of course you may build your own extension to do this as well. An extension has the ability to determine the cart cost and conditionally render a message.
What are the B2B extensions coming in Q4?	We will be adding APIs allowing extensions to read B2B context like the customer's B2B location and metafields, whether a customer has payment terms, contextual pricing and more enabling you to effectively contextualize extensions for a B2B customer.

checkout extensions are quite expensive. shouldn't there be some basic checkout extensions developed by shopify for free? I mean plus cost a lot, so some features should be free for PLUS merchants	Similar to checkout.liquid, custom apps can be built to customize checkout by any developer for free. We realize there is a learning curve transitioning from page-based customization to app-driven customization but significant investment has been made to make this transition as easy as possible. Coming very soon, we'll also be removing the need for hosting for UI extension-only apps making the process even easier.
We have very specific and complex integrations that won't be possible to replicate on checkout extensibility. Is it possible to stay on checkout.liquid after the deadline? Knowing that we will be outdated?	Checkout.liquid will be deprecated on Aug 13, 2024 - this proves our commitment to Extensibility. So we would love to hear more about your use case and would partner with you to solve it. Please raise a ticket with us or connect with your MSM and we will look into your complex integration and provide a solution or an alternative.
Can you speak to Address verification in checkout?	It is already possible today to validate address fields for things like character limits, PO boxes or other logic, however it is not currently possible to overwrite the address fields with a suggestion. We are working with the major address validation apps on checkout today, and coming soon will be providing the ability to write back address suggestions to the checkout.
Relating to the discount question and using functions, is there going to be any update to the DiscountApplicationStrategy allowing us to discount multiple product and not just the first or maximum	We are aware of this need and plan to work on it in the coming months.
Could you suggest an app for the customization of taxes?	Shopify has an integration with Avalara for customizing taxes and this is our recommended partner for this use case.
Is there a filter in the app store to filter for checkout extensibility apps? I'd like to see all of them at once.	We now have a filter for "customizes checkout" if you view the app store. Additionally, if you navigate to checkout settings, then "customize" a checkout, you will see a button that says "add app" from here you can also see a link to a curated set of checkout extensibility apps. We also have a great couple of editorial guides highlighting apps in key categories that we will send a link to. Categories include things like custom fields and validation, loyalty, upsell, discounts and more.
Discount is applied on sale price instead of total price, Can I expect any update on this?	We are aware of this limitation, however we do not have plans on addressing this short term.

Which are the best apps to offer upsell as well as free gifts?	There are lots of great apps for upsell and free gifting at checkout. Go to the app store and search for upsell, or consult one of our guides where we have curated a set of fantastic apps for upsell and free gifts.
Is there a date we need to make the switch from checkout.liquid to checkout extensibility?	Yes, we have set an upgrade deadline of August 13, 2024.
Is there a way to test the new checkout experience before publishing the changes live?	Yes, you can use your draft profile to view the experience in the checkout editor and also click the “preview” button to view an immersive end-to-end preview of the buyer experience.
Second Question, Is there the ability to add a PO number when they choose to pay by purchase order?	Yes it is possible to add a custom field to capture a PO number. We recently added a new API to read the selected payment method type so you can make your extensions conditional on this.
Will Checkout Extensibility ever be launched outside of Shopify Plus, on other package levels?	Checkout Extensibility is for our Shopify Plus merchants, and currently there are no plans to launch this on other plans.
Is there a way to duplicate a custom checkout from one store to another store?	Yes, this is one of the distinct advantages of customizations all being packaged within an app. You can install an app on multiple stores to carry those customizations over to a new shop. Your UI extensions, Functions, and Pixels can all be packaged in the same app to simplify this process.
Looking for a way to indicate mandatory fields without having to click forward through the checkout for accessibility.	For custom fields, you could indicate this on your extension using the “required” property. We are also working on improved capabilities for the buyerJourney in UI extensions for field-level errors when fields are changed.
Can we add our own estimated delivery times at checkout?	We recently released an API for deliveryGroups, which you could use to render an extension for collecting additional payment methods conditional on the presented or selected payment method. Coming soon we will also add new extension points for appending extensions to a specific delivery option directly.
It is possible to save information about the cards with which the customer pays and allow them to choose without the need to recapture the data such as name and card number.	This is the workflow that Shop Pay and other wallet apps enable, and we also recently released vaulted card functionality for B2B on Shopify.

Our main goal is to update the tax amount based on the payment method selection. So we are looking to create a checkbox using UI Extension and update tax using API when clicking the checkbox. Is it possible to do this or in any other way?	It is not possible to update the tax using UI extensions today. We would love to learn more about this use case to inform our roadmap for functions and UI extensions. Can you please share more details in a post on our Github Discussion board for UI extensions so we can learn more?
With the deadline to move away from checkout.liquid, is there going to be support for headless shopify stores?	Yes, headless stores still use the Shopify checkout with checkout extensibility.
We are a UK charity and would like to collect a Gift Aid opt in from customers in checkout. Is there a way to add a custom field that could update a customer metafield?	You can definitely create this opt-in using a UI extension and write this to a metafield on the order for the checkout and could use a flow to update a customer metafield as needed after the order is created.
Can you confirm that pixels only work with stores fully hosted on Shopify? In short, it won't work on headless architectures (yet)? Will this be enabled/fixed in the future?	Yes, pixels currently work on Shopify hosted shops. In the future we will be adding pixels to the headless infrastructure.
Will Extensibility allow customers to revert back to all payment methods easily? We are losing a lot of sales when they can not exit Shop Pay.	While not checkout extensibility directly, there is definitely a clear option to switch back to "checkout as guest" on checkout extensibility powered checkouts. If you have more context or feedback on the issue you are seeing please pass onto your MSM or share on our GH discussion board.
How to edit breadcrumbs on checkout. I don't want to have cart there	We are working on providing controls for the header area of the checkout and using UI extensions to enable customizations of the header content. Look out for this coming around August.
Is there any possibility for total order price after shipping should be crossed out with sales discount applied	We do not currently provide a method for customizing the order summary and rewriting the structure of the totals area.
We have multiple finance options with different finance fees to be added to the subtotal, how can we manage that in Checkout Extensibility?	Some merchants add these fees using custom variants and adding these to the checkout. We are considering adding a new capability for adding arbitrary mandatory fees to checkout but have nothing to announce for this at this time.

Are there any plans in the future to allow shipping methods to be at the item level (not order), similar to how the Amazon checkout works.

This is something we call “split shipping” and is something we are looking closely at as a standard Shopify feature (outside of checkout extensibility).

