



[Knowledgebase](#) > [Order Management](#) > [Customer Details Checkout order form : How to edit or add fields?](#)

## Customer Details Checkout order form : How to edit or add fields?

Merliza N. - 2022-03-11 - [Order Management](#)

How to edit / delete / add fields that appear on the checkout order form that contains buyer information? For example if some of these fields do not apply to my customers and are therefore unnecessary.

Secure checkout

Shopping cart Secure checkout Send order

**Customer details**

Email \*  
test@3d3.com

**Delivery address**

In Canada, L1Z 1A1 [Change](#)

First Name \*  
Test

Last Name \*  
Order

Company Name  
Co XYZ

Phone \*  
1800123456

House number \*  
4

Street \*  
Allard Ave.

City/Town \*  
Ajax

Province \*  
Ontario

Postal code \*  
L1Z 1A1

Country \*  
Canada

Your notice to us  
Leave parcel at front porch

**Billing address**

☒ Same as shipping address

Next: Review order

**My order summary**

Items: 1

Purchase total (incl. GST): Can\$320.00

Shipping (incl. GST): Can\$16.32

**Total (incl. GST): Can\$336.32**

GST 5% (incl.): Can\$16.02

ShopFactory allows you to easily add, edit, or disable form fields in the Customer Details dialog.

**Important:** The default fields "Country" and "Email" must not be disabled - your customers need to receive the

Order Confirmation by email. Country field is required by realtime shipping carriers to calculate shipping cost and some payment providers verify buyer address including 'Country'. We suggest using the default ADDRESS fields by renaming them instead of adding custom-defined fields to ensure you get the required address details. Some payment providers and realtime shipping providers require the default address fields and will not work if you custom-define the address fields.

**To edit the customer checkout form fields:**

1. Click CENTRAL dropdown button from the top toolbar.
2. From the drop-down menu, click on CUSTOMER DETAILS.
3. The first dialog box displays the 'Billing Address' fields and the next dialog will be the 'Delivery Address' fields.
4. Tick the boxes for the fields you want to show on the checkout page or untick the field to hide. Or you can rename/edit the field names.

**Page Properties Wizard - Customer Details - Billing Address - Delivery Address**

Here you can create or edit your own information request form.

In the LEFT Window you enter a name describing the information you require. If the answer is selected from a number of possible answers, you can add these possible answers in the RIGHT window.

- **Form Name:** A name representing the task of the form.
- **List of Fields:** To create a new field, click on the button below the LEFT window. A dialog opens up, allowing you to enter a name for the field, to select a style and, in some cases, to

Form name:

On	Field name
<input checked="" type="checkbox"/>	Last Name
<input checked="" type="checkbox"/>	Company Name
<input checked="" type="checkbox"/>	Country
<input checked="" type="checkbox"/>	Use a PO Box
<input type="checkbox"/>	House number
<input type="checkbox"/>	Street

Available Selections

Item name
Client enters value here!

Click to edit the field

Back Next Cancel Help

To edit the name of the field, click on the Edit button (Pencil icon) and you can rename the field.

Form designer - Billing Address (Country)

1. Country **Default field name shows here**

2. Name **Country** **You can change the field name in this box**

3. ☒ This information must be provided by the customers **Must be ticked**

Select an option style

☐ Drop Down Box

☒ Textbox

☐ Text Area

☒ Checkbox

☐ Option Button

Define option style

Initial value:

Width in characters: 20

4. OK Cancel

Form designer - Billing Address (Street)

Street **Default STREET field**

Name **Address Line 1** **You can rename it to something else here...**

☒ This information must be provided by the customers

Select an option style

☐ Drop Down Box

☒ Textbox

☐ Text Area

☒ Checkbox

☐ Option Button

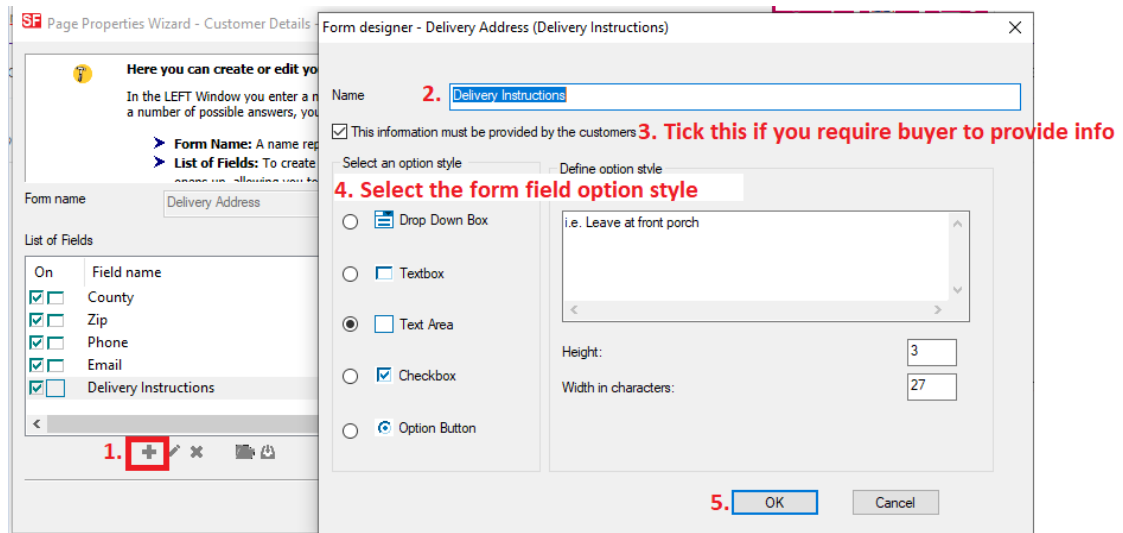
Define option style

Initial value:

Width in characters: 20

OK Cancel

5. You can also add your own fields by clicking Add button (+ symbol) at the bottom of the dialog box, below the scroll bar.



6. Click Next -> Finish.

7. Save and preview your shop in external browser. Place a test order to ensure checkout works.

8. Publish your shop.