

Knowledgebase > Order Management > Display total weight in Order summary and Order Confirmation email

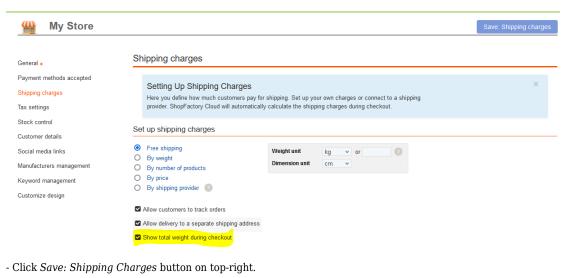
## Display total weight in Order summary and Order Confirmation email

Elenor A. - 2021-11-16 - Order Management

## I want my customers to see the total weight of an order:

- Open your shop in ShopFactory
- In ShopFactory Central page, click  $\underline{\mathsf{MY}}$  ORDERS button to open the ShopFactory Cloud interface on your default browser
- Select My Store -> Shipping Charges and tick "Show total weight during checkout" checkbox

https://app.santu.com/buynow/shipping

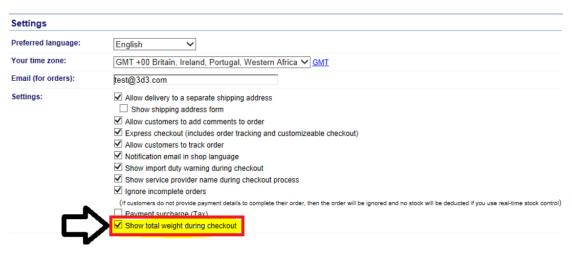


Alternatively, you can login to the old GlobeCharge/Total Care interface

- Select Settings menu -> Account Settings

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- Scroll down to the **SETTINGS** section
- Tick "Show total weight during checkout" checkbox



- Click  $\underline{\textbf{Submit}}$  button to save the changes.
- Go back to Normal mode and then click on Properties -> Shipping charges -> click OK to update the basket page.
- Save and publish your shop again.
- \*\*\* During checkout, your customers will see the Total Weight field in the Order Summary section.
- \*\*\*\* The order confirmation email that customers receive will also display the "Total Weight" field.