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

Merliza N. - 2022-03-10 - [Gestión de los encargos](#)

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.

Shopping cart
 Secure checkout
 Send order

Secure checkout

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.

✓

+

Apartment, floor, room, building, etc. (optional)

City/Town *

Ajax

✓

Province *

Ontario

✎

Postal code *

L1Z 1A1

✎

Country *

Canada

✎

Billing address

☒ Same as shipping address

Your notice to us

Leave parcel at front porch

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.

SF 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

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.

SF Form designer - Billing Address (Country)

1. Country

2. Name

3. ☒ 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:

4. OK Cancel

Default field name shows here

You can change the field name in this box

Must be ticked

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.

Page Properties Wizard - Customer Details

Here you can create or edit your form fields. In the LEFT Window you enter a name and a number of possible answers, you can also add your own fields.

Form Name: A name required for the form.

List of Fields: To create a new field, click the Add button (+) at the bottom of the list.

On	Field name
<input checked="" type="checkbox"/>	County
<input checked="" type="checkbox"/>	Zip
<input checked="" type="checkbox"/>	Phone
<input checked="" type="checkbox"/>	Email
<input checked="" type="checkbox"/>	Delivery Instructions

1. +

Form designer - Delivery Address (Delivery Instructions)

Name **2. Delivery Instructions**

☒ This information must be provided by the customers **3. Tick this if you require buyer to provide info**

Select an option style

- ☐ Drop Down Box
- ☐ Textbox
- ☒ Text Area
- ☒ Checkbox
- ☐ Option Button

Define option style

i.e. Leave at front porch

Height: 3

Width in characters: 27

4. Select the form field option style

5. OK Cancel

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.