



[Base de conocimiento](#) > [Gestión de los encargos](#) > [EN-How do I show my customers the total weight of their order, i.e. I charge shipping by weight](#)

## EN-How do I show my customers the total weight of their order, i.e. I charge shipping by weight

Elenor A. - 2021-11-16 - [Gestión de los encargos](#)

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

- Open your shop in ShopFactory
- In ShopFactory Central page, click 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>

- Click *Save: Shipping Charges* button on top-right.

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

- Select **Settings** menu -> **Account Settings**
- Scroll down to the **SETTINGS** section
- Tick **"Show total weight during checkout"** checkbox

**Settings**

Preferred language:

Your time zone:  [GMT](#)

Email (for orders):

**Settings:**

- ☒ Allow delivery to a separate shipping address
  - ☐ Show shipping address form
- ☒ Allow customers to add comments to order
- ☒ Express checkout (includes order tracking and customizable checkout)
- ☒ Allow customers to track order
- ☒ Notification email in shop language
- ☒ Show import duty warning during checkout
- ☒ Show service provider name during checkout process
- ☒ Ignore incomplete orders

(if customers do not provide payment details to complete their order, then the order will be ignored and no stock will be deducted if you use real-time stock control)

☐ Payment surcharge (Tax)

☒ Show total weight during checkout

- Click **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.