

Knowledge base > Order Management > EN-How do I show my customers the total weight of their order, i.e. I charge shipping by weight

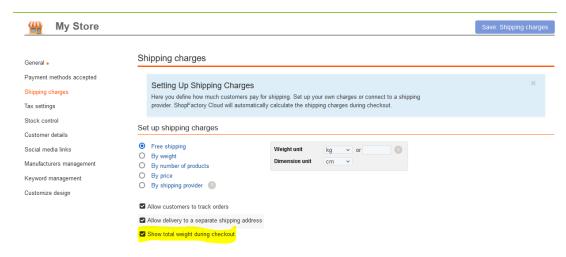
EN-How do I show my customers the total weight of their order, i.e. I charge shipping by weight

Elenor A. - 2021-11-16 - 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

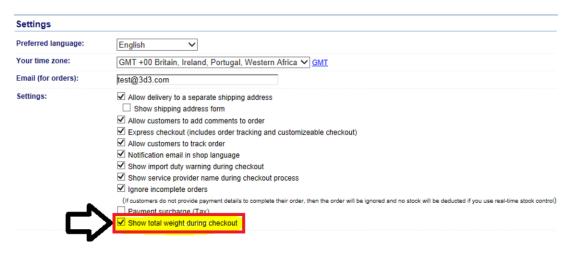
https://app.santu.com/buynow/shipping



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

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



- 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.