



[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 **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>

My Store Save: Shipping charges

General +

Payment methods accepted

Shipping charges

Tax settings

Stock control

Customer details

Social media links

Manufacturers management

Keyword management

Customize design

Shipping charges

Setting Up Shipping Charges ×
Here you define how much customers pay for shipping. Set up your own charges or connect to a shipping provider. ShopFactory Cloud will automatically calculate the shipping charges during checkout.

Set up shipping charges

Free shipping

By weight

By number of products

By price

By shipping provider ?

Allow customers to track orders

Allow delivery to a separate shipping address

Show total weight during checkout

Weight unit: kg or

Dimension unit: cm

- 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

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.*