



## 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 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

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### Settings

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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.*