

## **ShopSite Knowledgebase**

### **Why are my totals wrong or blank and a Discount field added to the cart screens and e-mail receipts when I use the Surcharge feature?**

Product: Pro

Version: 5.0 and earlier

Platform: ALL

I'm using the Surcharge feature to calculate discounts. For example, under Commerce Setup > Order System (sbconfig.cgi), I've placed the following settings in the "Surcharge pull-down menus (optional)" field:

Credit Card or Purchase Order; +0

Wire Transfer [2% Discount]; \*-.02

However, when I proceed through the order process, the total fields are in the wrong place or the fields are blank in the final browser screens (billings.cgi and thankyou.cgi) as well as in the merchant and buyer e-mail receipt. Solution ID: S05286

If the word "Discount" is included in the Surcharge field, it will create problems with the display of the order totals. Removing Discount from the Surcharge field or switching to a lowercase "d" ("discount") fixes this problem.

<https://support.shopsite.com/KBase/questions/2453/>