



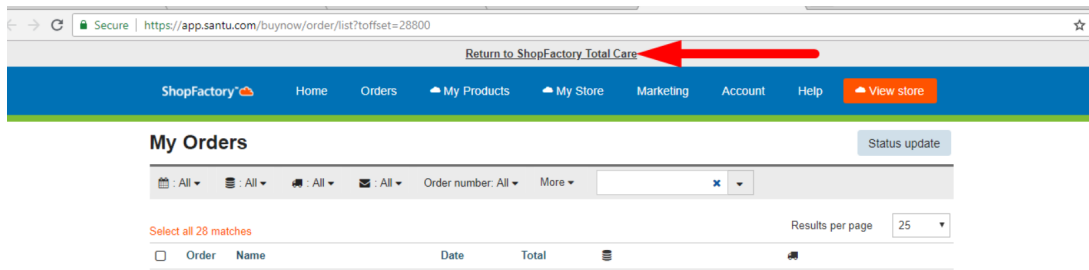
Knowledgebase > Shipping and Taxes > Automatically display the Delivery/Shipping Address Form at the checkout page

## Automatically display the Delivery/Shipping Address Form at the checkout page

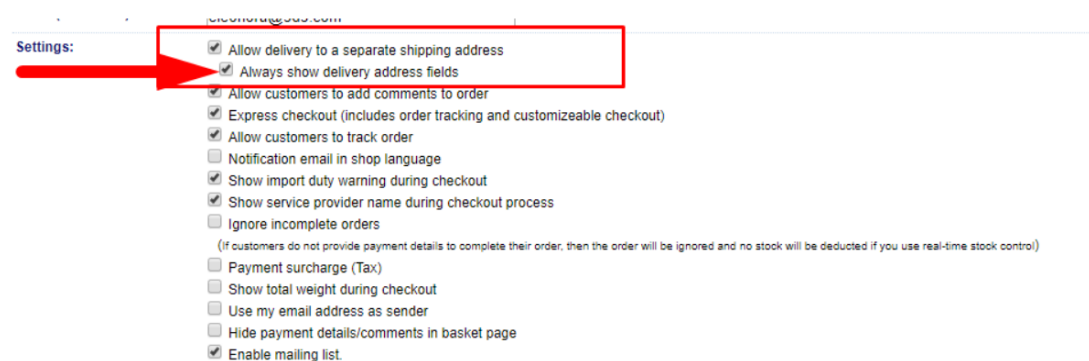
Elenor A. - 2021-12-08 - Shipping and Taxes

To enable the Shipping Form to show by default without having your customers manually tick the “Deliver to a different address” checkbox, you must enable this option at the Settings page in your Total Care account:

- Click -> ShopFactory Cloud -> MY ORDERS to connect to the SF Cloud interface
- Click -> [Return to ShopFactory Total Care](#) link



- You will be redirected to SF Total Care interface
- Click on SETTINGS -> ACCOUNT SETTINGS
- Scroll down to the **Settings** section and tick “**Always show delivery address fields**”
- (“*Allow delivery to a separate shipping address*” must also be ticked)
- Click SUBMIT to save the changes in the database



Checkout page now shows the shipping form by default:

● Checkout: Billing address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

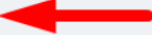
City/Town:\*  State:\*

Zip:\*  Phone:\*

VAT number:  Email:\*

Your notice to us:

\* Required

Deliver to a different address  Turned ON by default


First Name:\*  Last Name:\*

Company Name:  Country:\*


House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

Create a Santu Express password (optional) 

**CASE 1:** GC Account Settings - only "Allow delivery to a separate shipping address" is ticked  
 This means that the "Deliver to a different address" form can be activated/ticked - or is activated as soon as you change the billing country in checkout page 1

Settings: 

- Allow delivery to a separate shipping address
  - Always show delivery address fields
- 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
- Use my email address as sender
- Hide payment details/comments in basket page
- Enable mailing list.

Express checkout with **saftu**

Checkout: Billing address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

VAT number:  Email:\*

Your notice to us:

\* Required

Deliver to a different address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

**CASE 2:** GC Account Settings – Both “Allow delivery to a separate shipping address” AND “Always show delivery address fields” are ticked

This means that the “Deliver to a different address” form is automatically enabled when you get to page 1 checkout – the shipping form CANNOT be disabled.

Settings:

- Allow delivery to a separate shipping address
- Always show delivery address fields
- 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
- Use my email address as sender
- Hide payment details/comments in basket page
- Enable mailing list.

Checkout: Billing address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

VAT number:  Email:\*

Your notice to us:

\* Required

Deliver to a different address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

**CASE 3:** GC Account Settings - Both "Allow delivery to a separate shipping address" AND "Always show delivery address fields" are unticked

This means that only the BILLING form will be enabled on Checkout Page 1.

Settings:

Allow delivery to a separate shipping address

Always show delivery address fields

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

Use my email address as sender

Hide payment details/comments in basket page

Enable mailing list

Checkout: Billing address

First Name:\*  Last Name:\*

Company Name:  Country:\*

House number:\*  Street:\*

City/Town:\*  State:\*

Zip:\*  Phone:\*

VAT number:  Email:\*

Your notice to us:

\* Required