



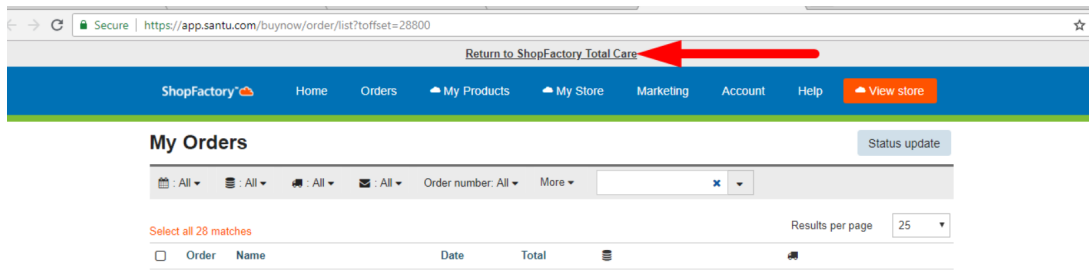
Knowledgebase > Shipping and Taxes > Automatically display the Delivery/Shipping Address Form at the checkout page

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

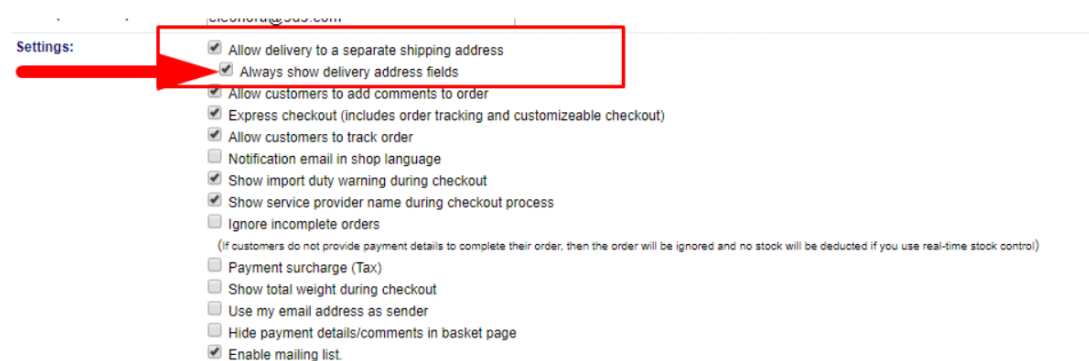
Elenor A. - 2021-12-08 - Shipping and Taxes

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:*

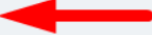
City/Town:* State:*

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