



[Knowledgebase](#) > [Shipping and Taxes](#) > [EN-Automatically display the Delivery/Shipping Address Form at the checkout page](#)

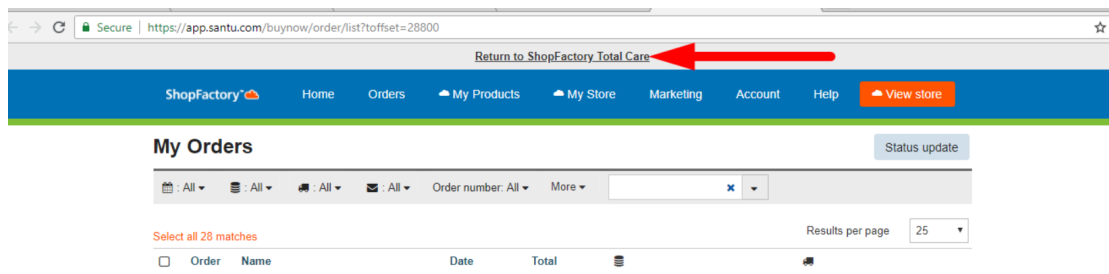
## EN-Automatically display the Delivery/Shipping Address Form at the checkout page

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](#)



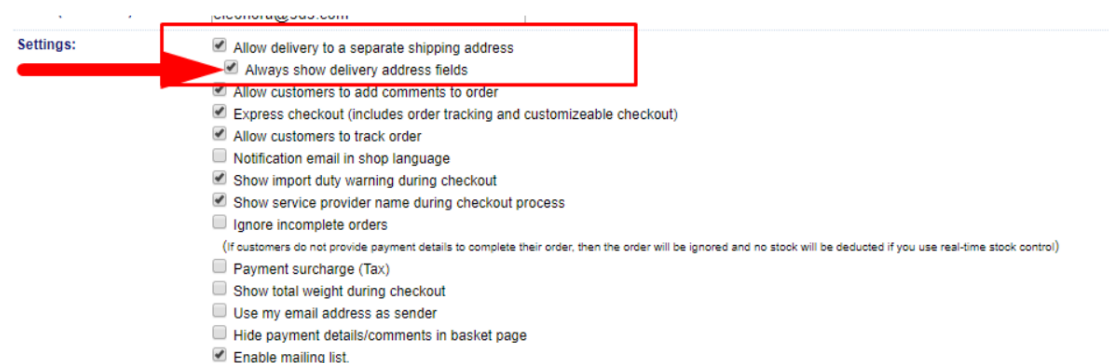
- You will be redirected to SF Total Care interface

- 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:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	Australia ▼
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	▼
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>
VAT number:.	<input type="text"/>	Email:*	<input type="text"/>
Your notice to us:	<input type="text"/>		

\* Required

**Deliver to a different address** ← **Turned ON by default**

First Name:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	Australia <input type="button" value="Change"/>
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	▼
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>

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 **safetu**

☒ Checkout: Billing address

First Name:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	<input type="text" value="United States"/>
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	<input type="text"/>
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>
VAT number:..	<input type="text"/>	Email:*	<input type="text"/>
Your notice to us:	<input type="text"/>		

\* Required

☒ Deliver to a different address

First Name:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	<input type="text" value="Australia"/> <input type="button" value="Change"/>
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	<input type="text"/>
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>

**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:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	Australia ▼
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	<input type="text" value="▼"/>
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>
VAT number:.	<input type="text"/>	Email:*	<input type="text"/>
Your notice to us: <input type="text"/>			

\* Required

Deliver to a different address

First Name:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	Australia <a href="#">Change</a>
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	<input type="text" value="▼"/>
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>

**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:*	<input type="text"/>	Last Name:*	<input type="text"/>
Company Name:	<input type="text"/>	Country:*	Australia
House number:*	<input type="text"/>	Street:*	<input type="text"/>
City/Town:*	<input type="text"/>	State:*	<input type="text" value="▼"/>
Zip:*	<input type="text"/>	Phone:*	<input type="text"/>
VAT number:.	<input type="text"/>	Email:*	<input type="text"/>
Your notice to us: <input type="text"/>			

\* Required