

## 14-0048-EN-My customers cannot select a different shipp...

Author:  
**ShopFactory**

Created On: 10 Dec 2007 12:00 AM

---

When your customer's proceed through your website to the checkout they may receive an error message like the one below. This is the correct function in ShopFactory and on your website. This message is shown if the customer tries to change the country or state on the Billing Address section in order form. When the customer selects a shipping area in your website the shipping charges are calculated on the information supplied. If the customer was able to select a different location (state or country) on the Order Form, then the shipping charges would not be correct. If your customer wants to be billed for the order at one address and wants the goods to be shipped to a different location this is still possible. For eg to allow your customer to purchase goods from your website and send them to other people as gifts. What they need to do Select the Physical Delivery Address at checkout (state & country) and then on the Order form tick the box "Delivery to a different Address" ShopFactory will then automatically copy the Selected Billing Address State & Country (chosen at checkout) to the Delivery Address section of the Order Form (this is where the goods will be shipped). Then they can enter their own address in the Billing Address (The address where payment is made from). So to Repeat, It is very important that your customers follow the steps outlined below.

1. When your customers are making the purchase they need to select the shipping location of where the product will be shipped to when going through the check out stage.
2. At the stage where your customers select to checkout and to accept the terms and conditions, they are taken to the secure ordering page. At the bottom of this page there is a check box to deliver to a different address (They must tick this box). This is the first page in the GlobeCharge Checkout Process.
3. Upon selecting this option (deliver to a different address), second address section opens up on the page. The address section on the right hand side is the billing address (The Customer) and the address section on the on the left hand side is the delivery address (The Receiver). Depending on your theme this could also appear as the Billing Address at the top and the Delivery Address at the bottom.