Wrong Amount Left for Free Shipping: Shipping, Tax or Coupons Counted

Troubleshooting · https://wpfactory.com/docs/incorrect-shipping-tax-calculation/

If Free Shipping Bar: Amount Left for Free Shipping for WooCommerce shows the wrong amount left, the cart total it measures does not match the total your free shipping rule uses. Open **WPFactory > Left for Free Shipping > General > Calculation** and align **Cart total method**, **Discounts** and **Shipping** with your free shipping method.

Symptoms

- The amount left is higher or lower than the difference between the cart subtotal and your free shipping minimum.
- The amount changes when a coupon is applied, or when a shipping method is selected, even though your free shipping rule ignores these.
- The "You have free delivery!" message appears before WooCommerce actually offers free shipping, or never appears.
- The amount left is based on the wrong minimum, for example another zone's.

How the amount is calculated

Amount left = free shipping minimum minus cart total. Both sides come from settings you control:

- **Free shipping minimum:** read automatically from the **Minimum order amount** of the WooCommerce **Free shipping** method in the customer's shipping zone, unless you set a manual amount on the **Manual min amount** tab.
- **Cart total:** set by the options in **General > Calculation**, below.

Fix 1: Choose the right cart total

Go to **WPFactory > Left for Free Shipping** (also reachable at **WooCommerce > Settings > Amount Left for Free Shipping**), open **General** and scroll to **Calculation**.

Label	Option ID	Default	What it does
Cart total method	`alg_wc_left_to_free_shipping_cart_total_method`	Displayed subtotal	**Displayed subtotal** uses the cart subtotal as shown to customers (including or excluding tax, per your WooCommerce tax display setting). **Cart contents total** uses the item total after discounts. **Cart total** uses the grand total, which includes shipping, fees and taxes.
Discounts: Exclude discounts from cart total calculation	`alg_wc_left_to_free_shipping_include_discounts`	Yes	Subtracts coupon discounts from the total. Usually needed with **Displayed subtotal**.

Label	Option ID	Default	What it does
Shipping: Exclude shipping from cart total calculation	`alg_wc_left_to_free_shipping_exclude_shipping`	No	Subtracts the shipping cost from the total. Usually needed with **Cart total**.
Also exclude shipping taxes	`alg_wc_left_to_free_shipping_exclude_shipping_taxes`	Yes	Also subtracts shipping tax. Works only when the shipping exclusion above is on.

Common matches:

- **Free shipping minimum applies after coupons** (the WooCommerce default): keep **Displayed subtotal** with **Discounts** ticked.
- **Free shipping minimum applies before coupons** (you ticked **Apply minimum order rule before coupon discount** in the Free shipping method): keep **Displayed subtotal** and untick **Discounts**.
- **Shipping cost is being counted toward free shipping:** you are probably on **Cart total**. Switch to **Displayed subtotal**, or tick **Exclude shipping from cart total calculation**.
- **Coupons subtracted twice: Cart contents total** and **Cart total** already have coupon discounts removed, and **Discounts** is ticked by default. Untick **Discounts** when you use either of them.
- **Tax difference: Displayed subtotal** follows the **Display prices during cart and checkout** setting in **WooCommerce > Settings > Tax**. If prices show including tax there, the amount left includes tax too.

Fix 2: Check which minimum is used

1. In **WooCommerce > Settings > Shipping**, open the customer's zone and check the **Free shipping** method's **Free shipping requires** and **Minimum order amount**. The amount is read only when the method requires a minimum order amount.
2. On the **Manual min amount** tab, check **Amount**. A value other than 0 replaces the automatic minimum. Leave it at 0 to use the WooCommerce value.
3. If a guest has not entered an address yet, WooCommerce may not know the zone. In **General**, tick **Shipping country** to set the country from your first shipping zone automatically.

For different minimums per zone, role or currency, see Set Different Free Shipping Amounts by Zone or Method.

Fix 3: Virtual products and other free shipping methods

- On the **Advanced** tab, **Virtual products** hides the text when the cart holds only virtual products. **Ignore virtual products in cart to reach the min amount** (Pro) leaves them out of the total.
- **Check for alternative free shipping** hides the text when a free shipping method that needs no minimum is already available. **Check shipping cost** shows the free shipping message when the cart's shipping total is zero.

Confirm the fix

Empty the cart, add one product with a known price and compare: amount left should equal your minimum minus that price (adjusted for coupons, shipping and tax as configured). If the number is still off and you use a custom shipping or pricing plugin, it may change cart totals through its own filters; test with it deactivated.



AMOUNT LEFT FOR FREE SHIPPING

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