Enabling and disabling tax collection for a customer

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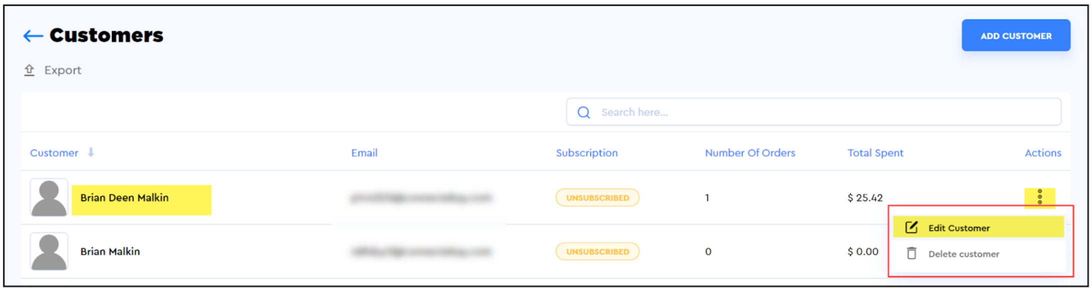
If you are delivering the products in a region where you are not collecting taxes but want to collect a tax from a specific customer only, then you can explicitly enable tax collection for that customer from the **Cartzy admin panel.** Similarly, you can also exempt a particular customer from tax collection.

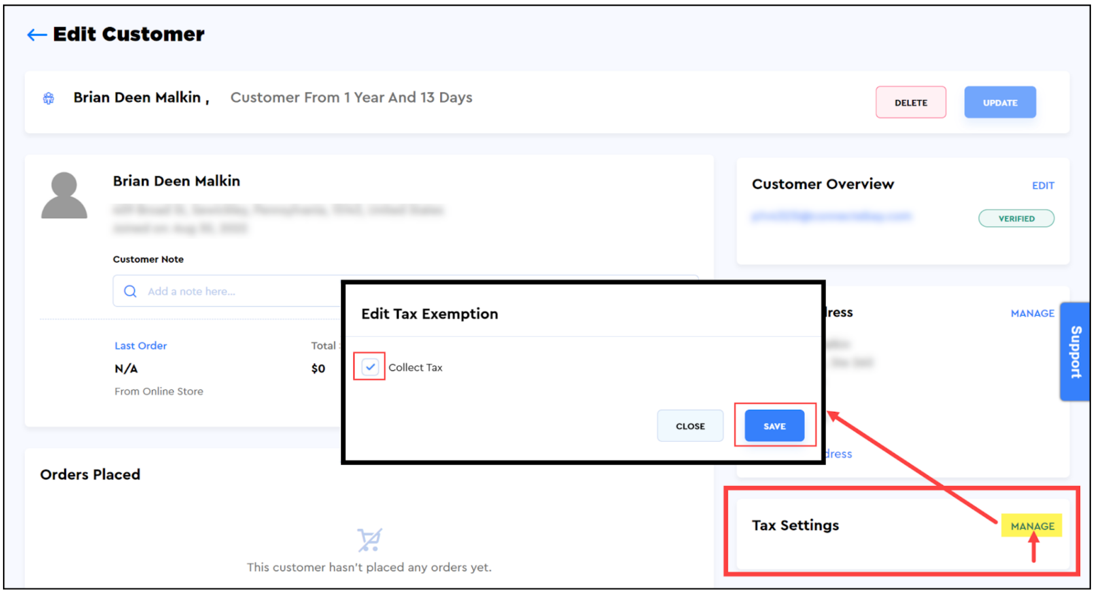
Path: Customers > Customer record > Edit Customer

Enabling tax collection

1. On the **Customers** page, open the customer in **edit mode**. To do so, click the **kebab menu icon >** select **Edit Customer**.

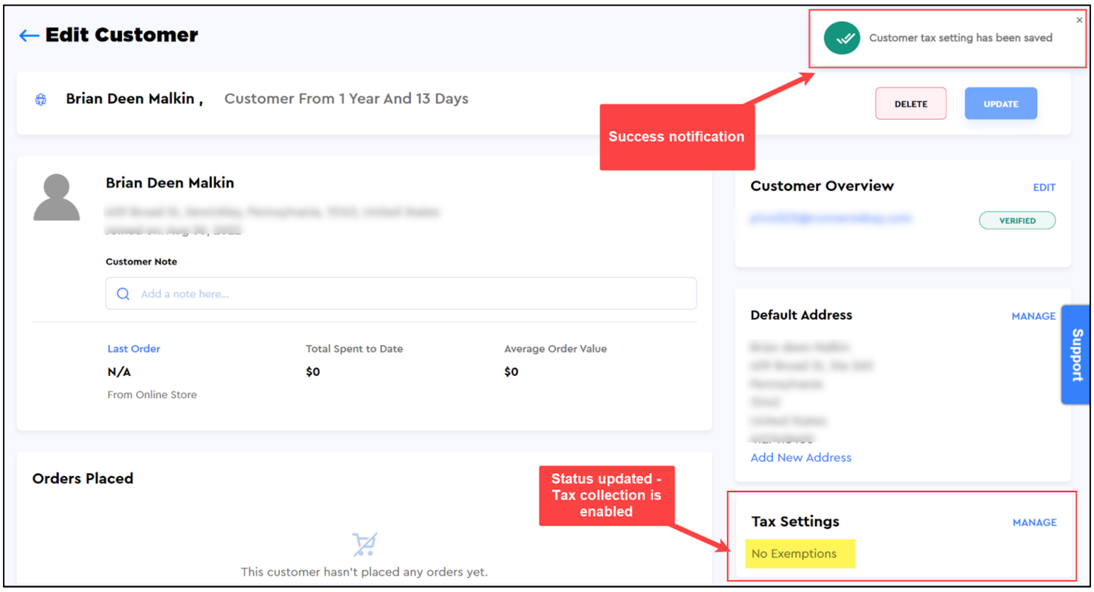


2. On the **Edit Customer** page, go to the T**ax Settings**, and click **Manage**. The **Edit Tax Exemption** popup will appear. **Checkmark** the **Collect Tax** checkbox, and click **Save**.



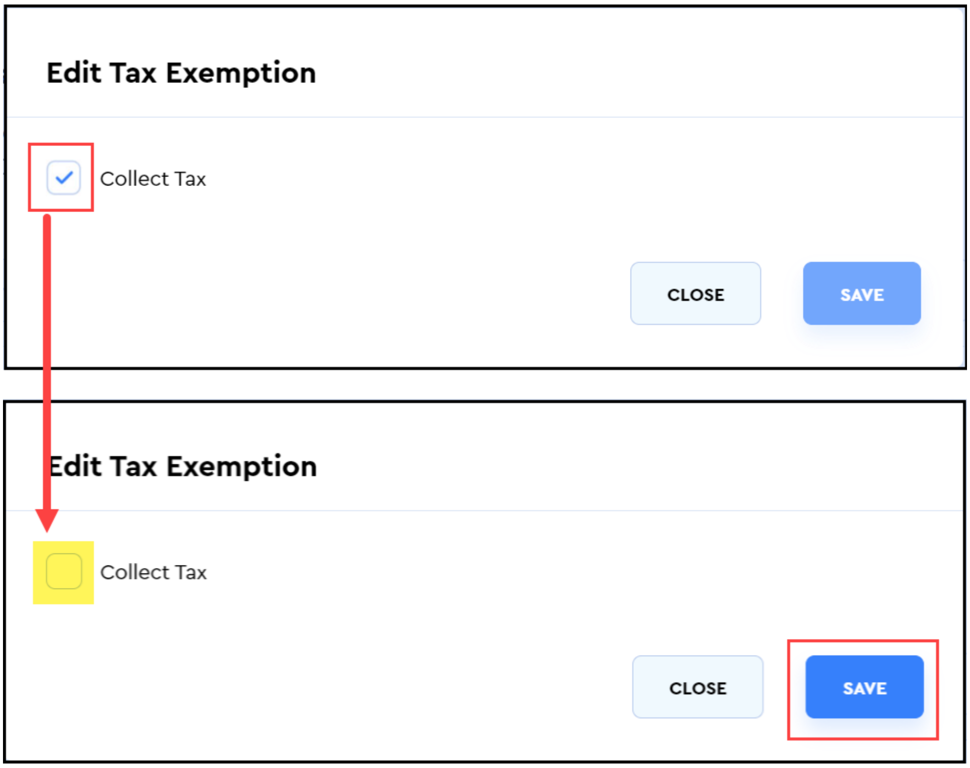
3. As soon as you click on the **Save** button on the **Edit Tax Exemption** popup window, the following will occur:

   - The tax collection setting for that customer will be updated.
   - A **notification** of success will appear at the top right corner of the page.
   - In the **Tax Settings** section on the right side of the page, the label "**No Exemptions**" will appear.



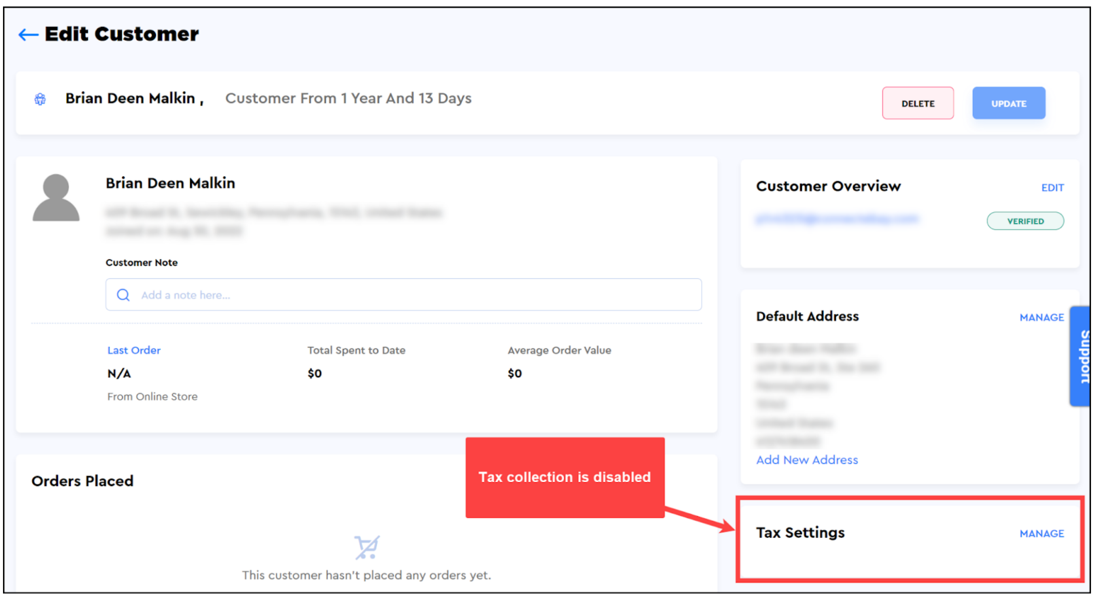
Disabling tax collection

To exempt a specific customer from taxes, repeat the same steps as mentioned above except that this time you will **uncheck** the **Collect Tax** checkbox.



After **unchecking** the **Collect Tax** checkbox on the **Edit Tax Exemptions** popup, and clicking the **Save** button, the following will occur:

- The tax collection setting for that customer will be updated.
- A **notification** of success will appear at the top right corner of the page.
- In the **Tax Settings** section on the right side of the page, the label **"No Exemptions"** will disappear.



Timeline updates

The **Timeline** section on the customer page shows the history of the customer record i.e., any changes made to the record are added to the timeline.

In the case of editing **tax emotion settings**, you can see that the actions of enabling and disabling tax collection are recorded and listed in the timeline.