



## 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.

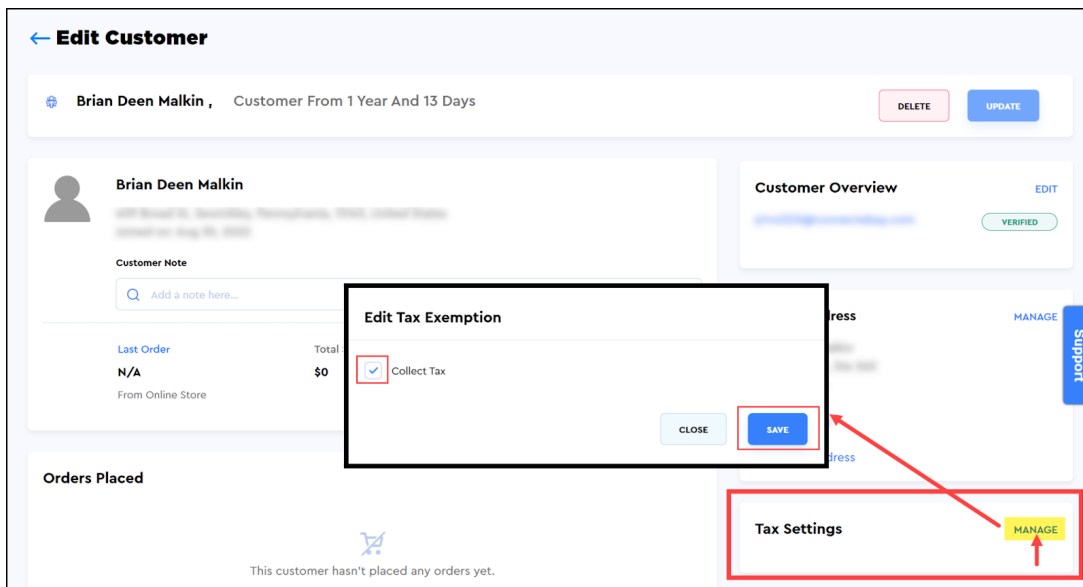
**Path: Customers > Customer record > Edit Customer**

## 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**.

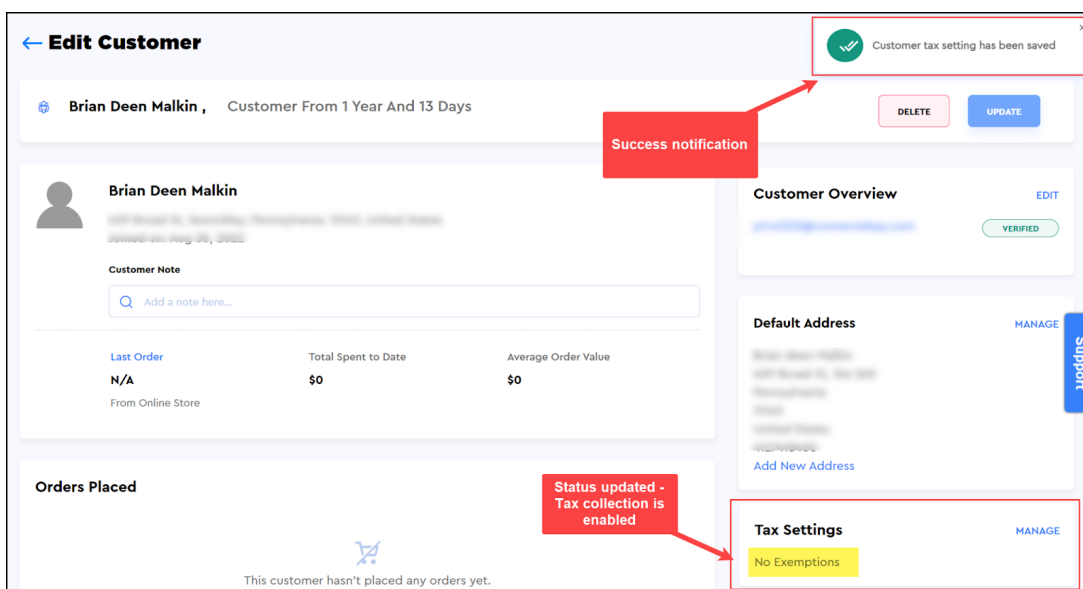
Customer	Email	Subscription	Number Of Orders	Total Spent	Actions
Brian Deen Malkin	[REDACTED]	UNSUBSCRIBED	1	\$ 25.42	[Kebab menu icon]
Brian Malkin	[REDACTED]	UNSUBSCRIBED	0	\$ 0.00	<input checked="" type="checkbox"/> Edit Customer <input type="checkbox"/> Delete customer

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



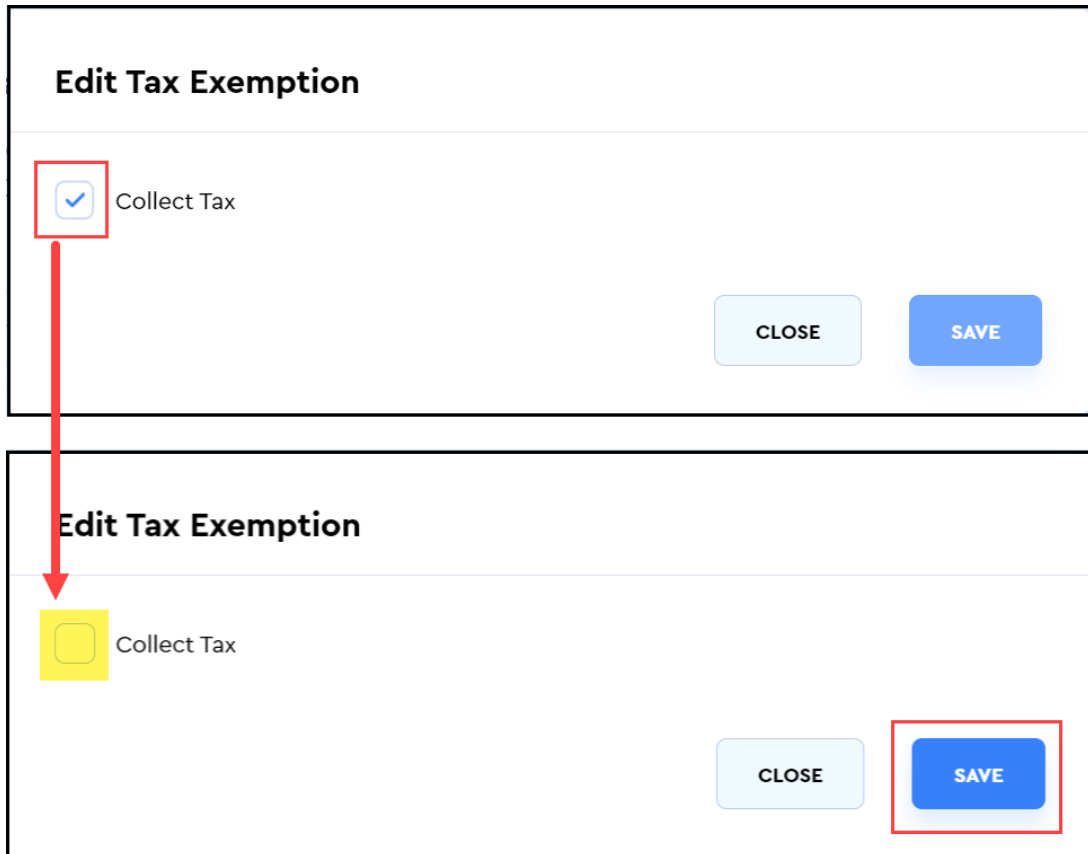
3. As soon as you click on the **Save** button on the **Edit Tax Exemption** popup window, the following will occur:

- 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.

**← Edit Customer**

**Brian Deen Malkin**, Customer From 1 Year And 13 Days DELETE UPDATE

**Brian Deen Malkin**  
 1234 Main St, Seattle, Washington, 98101, United States  
 12345678901234567890

**Customer Note**  
 Add a note here...

Last Order	Total Spent to Date	Average Order Value
N/A From Online Store	\$0	\$0

**Customer Overview** EDIT  
VERIFIED

**Default Address** MANAGE  
 1234 Main St, Seattle, Washington, 98101, United States  
 Add New Address

**Orders Placed**  
 This customer hasn't placed any orders yet.

**Tax Settings** MANAGE

**Tax collection is disabled**

## 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.

**Timeline** Show comments

added exempt from all taxes from this customer. 12 SEP, 2023 11:09 PM

removed exempt from all taxes from this customer. 12 SEP, 2023 10:59 PM