



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.

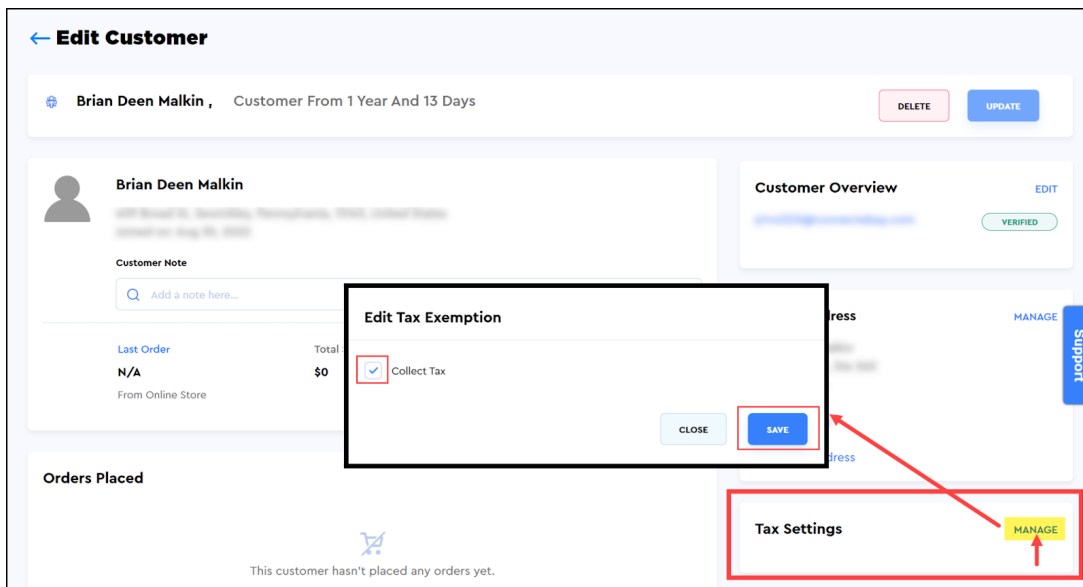
Path: Customers > Customer record > Edit Customer

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**.

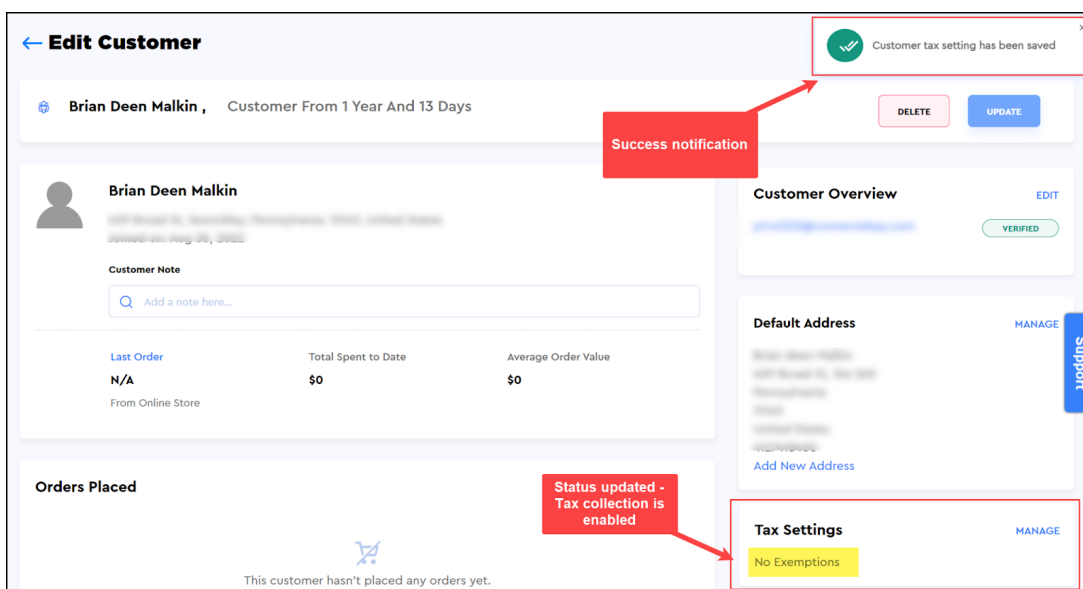
Customer	Email	Subscription	Number Of Orders	Total Spent	Actions
Brian Deen Malkin	[REDACTED]	UNSUBSCRIBED	1	\$ 25.42	[Kebab Menu]
Brian Malkin	[REDACTED]	UNSUBSCRIBED	0	\$ 0.00	<input checked="" type="checkbox"/> Edit Customer <input type="checkbox"/> Delete customer

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**.



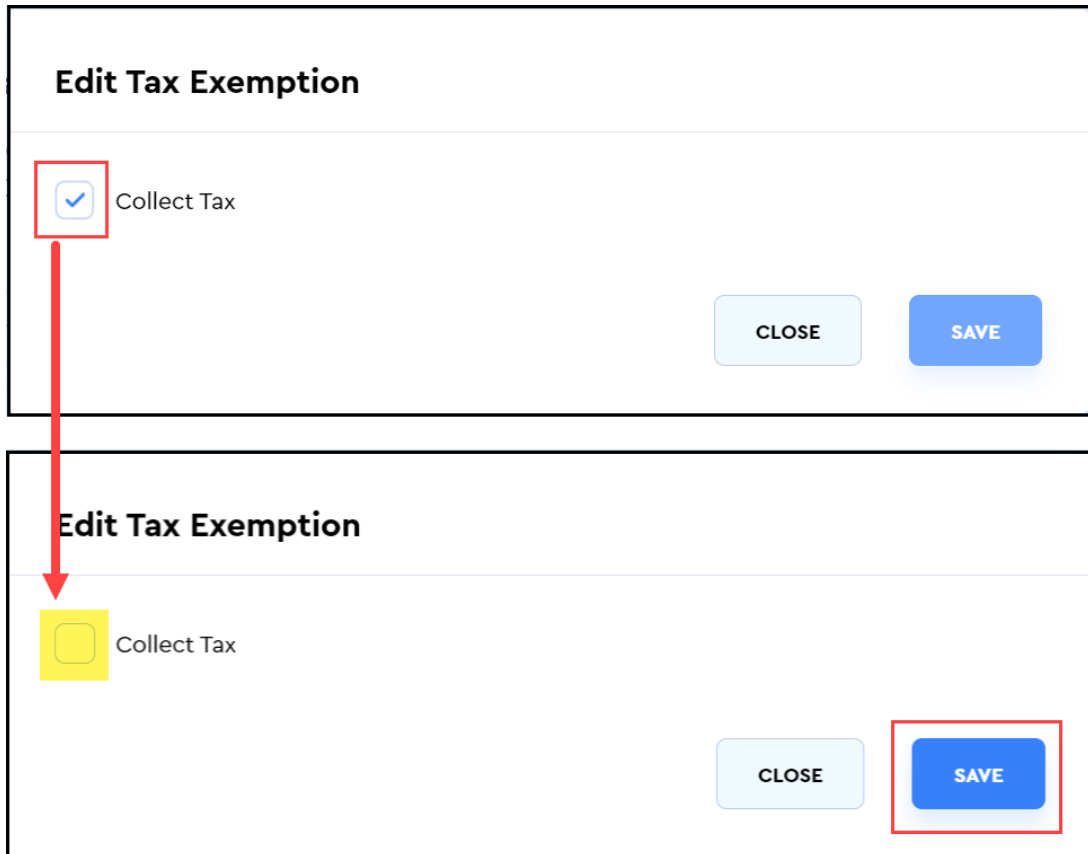
3. As soon as you click on the **Save** button on the **Edit Tax Exemption** popup window, the following will occur:

- 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
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
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

POST

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