

Sales Tax Scenarios

Last Modified on 03/31/2026 1:09 pm EDT

This guide is intended for Duggal Visual Solutions general users specifically. Information herein may contain customizations and particulars specific to the Duggal aACE system. Click this [link](https://aace5.knowledgeowl.com/help) (<https://aace5.knowledgeowl.com/help>) for the General aACE Software aACE 5 Knowledge Base.

Sales Tax Scenarios (updated for 2026)

There are many input fields for proper sales tax calculations in aACE. The below article will attempt to explain the relevant fields and data utilized for different Ordering and Shipping scenarios.

Table of Contents

Common Scenarios

[Scenario #1](#) - Company Tax Profile Override (Exempt and Resale)

[Scenario #2](#) - Delivery Type=Ship Together, but no Shipment created (the Default)

[Scenario #3](#) - Client Will Pick Up

[Scenario #4](#) - Delivery Type=Ship Together, Shipment created, All Order Items Shipped

[Scenario #5](#) - Delivery Type=Ship Together, Shipment created, Not All Order Items Shipped

[Scenario #6](#) - Delivery Type=Ship Together; Partial Shipped, Partial Picked up

[Scenario #7](#) - Delivery Type=Ship Together, Multiple Shipments created

[Scenario #8](#) - Delivery Type=Ship Together, Shipment created, Declared Value stated

[Scenario #9](#) - Changing the Tax Profile of an Order or Order Line

[Scenario #10](#) - Pick up Client Supplied Materials (only shipping charge, no other charges)

Common Scenarios

Scenario #1 - Company Tax Profile Override (Exempt and Resale)

If an Order is created for a Company whose **Tax Profile** field is set to "RESALE/EXEMPT", then no tax is charged to the Order.

The Accounting Department can change a Company's **Tax Profile**. In order to do so, they are required to have the Company's Sales Tax Exemption Certificate on file.

This may be stored in the Company's aACE record using the **Cert** upload button.

Exempt Use Code	Exempt No	Cert	Exp Date
F			

- A) Federal government (United States)
- B) State government (United States)
- C) Tribe / Status Indian / Indian Band (both)
- D) Foreign diplomat (both)
- E) Charitable or benevolent org (both)
- F) Religious or educational org (both)
- G) Resale (both)
- H) Commercial agricultural production (both)
- I) Industrial production / manufacturer (both)
- J) Direct pay permit (United States)
- K) Direct mail (United States)
- L) Other (both)
- N) Local government (United States)
- P) Commercial aquaculture (Canada)
- Q) Commercial Fishery (Canada)

Unit Price
10.00
100.00
100.00
425.00

Company: Matthew Pelfrey (MP4) ACTIVE

Company Details | Sales & Marketing | **Customer Details** | Vendor Details | Restricted Access | Notices | Emails | Docs

Billing Address Sync with Office

Billing Salutation (Company Name): Matthew Pelfrey
Address: 1 Park Ave
City: New York, State / Prov: NY, Postal Code: 10016-5802
Country: US, Postal Format: American, Currency: USD

Billing Setup | **Payment** | Approved

A/P Contact > | Deliver Invoice Via
Email | Last Order Date: 6/17/2019
Billing Terms | Rate Card > | Discount %: 0%
A/R Balance: 0.00 | Credit Limit | Credit Balance | Finance Charge
Ship Rate Type | Rate Value | Ref Comm Type | Ref Comm Pct
 Require Customer PO Credit Hold PNW

Tax Setup Tax Exempt

Tax Profile >: **DEFAULT TAX PROFILE** Tax ID
Exempt Use Code: F | Exempt No | Cert | Exp Date

Shipping Setup

Courier Service | Account #
Shipping Terms | FOB

Scenario #2 - Delivery Type=Ship Together, but no Shipment created (the

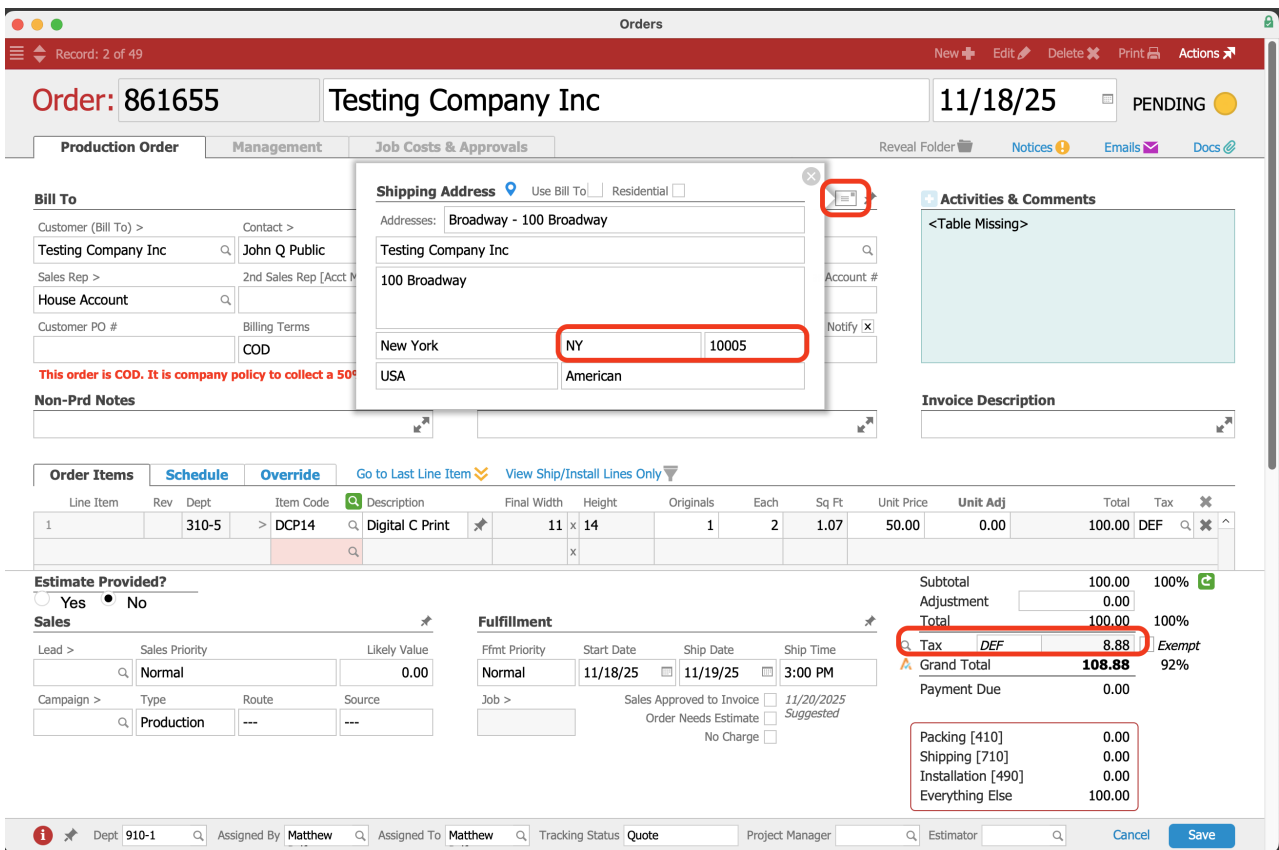
Default)

If no shipments are created for an Order, and the **Delivery Type** field is set to **Ship Together** (default), **Ship Separately**, or **Not Applicable**; then the address populating the **ShipTo** address fields (by default the client corporate address) will determine the tax rate applied to the Order by default. (Meaning, if a NYC address populates the ShipTo, NYC tax will be applied.)

The assumption in this scenario, absent any other information, is that the Order was shipped and delivered to the client default address, even though no recording of the event took place.

Note: The **Adjustment** field under the Subtotal is always taxed using the rate derived from the ShipTo address, regardless the scenario.

See Example A in the [Tax Calculation Examples](https://aace5.knowledgeowl.com/help/tax-calculation-examples) (https://aace5.knowledgeowl.com/help/tax-calculation-examples) article to see how the related Invoice is calculated.



Scenario #3 - Client Will Pick Up

If the Order's **Delivery Type** field is set to **Pick Up**, the address of the *order-writer's* Office is used to determine the appropriate tax-rate.

The assumption in this scenario is that the delivery/pick-up location is the place of initial order-write up.

Record: 13 of 218

Order: 668235 Matthew Pelfrey 06/18/2019

Production Order Management Job Costs & Approvals Rev

Bill To			Ship To			
Customer (Bill To) >	Contact >		Ship To Company >	Use Bill To <input type="checkbox"/>	Ship To Contact >	
Matthew Pelfrey (MP4)			Matthew Pelfrey			
Sales Rep >	2nd Sales Rep [Acct Mgr] >		Delivery Type	Courier Service	Courier Account #	
House Account			Pick Up	Pick Up		
Customer PO #	Billing Terms	Disc %	Shipping Terms	FOB	Email Address	Notify <input type="checkbox"/>
		0%				

Every **Order-Writer** has a **TeamMember** record.

Each **TeamMember** record is assigned to an **Office**.

Each **Office** record is assigned an **Internal Company** record.

Every **Company** record has an address. This is the address used in determining tax for a **Pick-Up Order**.

The screenshot displays a software interface with three overlapping windows. The top window is titled "Team Member: Matthew Pelfrey (MP)" and shows details for an active member. The middle window is titled "Office: Duggal Visual Solutions - Shared (1)" and shows details for an active office. The bottom window is titled "Company: Duggal Visual Solutions (25)" and shows details for an internal company. Red circles highlight the name "Matthew Pelfrey" in the Team Member window, "Duggal Visual Solutions" in the Office window, and "Duggal Visual Solutions" in the Company window. A red arrow points from the "Office" window to the "Company" window, indicating the relationship between them. The Company window also shows a physical address: "63 Flushing Ave, Building 25, The Brooklyn Navy Yard".

Customer (Bill To) > Matthew Pelfrey (MP4) Contact > Matthew Pelfrey

Sales Rep > House Account 2nd Sales Rep [Acct M] Account #

Customer PO # Billing Terms 63 Flushing Ave, Building 25 The Brooklyn Navy Yard

Brooklyn NY 11205

USA American

Non-Prd Notes

Order Items	Schedule	Override								
Rev	Department	Line Item Code	Description	Originals	Each	Sq Ft	Unit Price	Unit Adj	Total	Tax
1	310-2	DCP14	Digital C Print 11X14	10	1	1.07	10.00	0.00	100.00	DEF

Subtotal 100.00 100%

Adjustment 0.00

Total 100.00 100%

Will Call Alternative

Alternatively, if a customer needs to pick up at a location that is different from the Order-Writer's Office, simply enter the Duggal office address into the ShipTo address and select **Will Call** from the Courier Service drop-down list.

Record: 1 of 38

Order: 861635 Testing Company Inc

Production Order Management Job Costs & Approvals Rev

Bill To

Customer (Bill To) > Testing Company Inc Contact > John Q Public

Sales Rep > House Account 2nd Sales Rep [Acct Mgr] >

Customer PO # Billing Terms COD Disc %

Ship To

Ship To Company > Duggal Use Bill To Ship To Contact > Kevin Hayes

Delivery Type Courier Service Courier Account #

Ship Together Will Call

Shipping Terms FOB Email Address JQP@test.com Notify [X]

Scenario #4 - Delivery Type=Ship Together, Shipment created, All Order Items Shipped

If a Shipment is created, all Order Items are applied to the Shipment's packing List, the Shipment's declared value field is calculated from the Order Items placed in the Packing List, and the shipment is marked "Shipped"; the entire Order will be taxed based on the Shipment's Shipped-To address.

See Example C in the [Tax Calculation Examples](https://aace5.knowledgeowl.com/help/tax-calculation-examples) (https://aace5.knowledgeowl.com/help/tax-calculation-examples) article to see how the related Invoice is calculated.

Record: 1 of 1 New Edit Delete Print Actions

Shipment: 111878 **Testing Company Inc** **11/18/2025** **PENDING**

Outgoing Shipment **Build Packing List** Notices Emails Docs

Shipped To

Company > Contact >

Order > Packing Requirements FOB

Description

Value	Packing	Ship Cost	Invoice	Install
100.00	0.00	0.00	0.00	0.00

Shipment Info

Addresses:

Courier Account #

Package Type

Courier Tracking #

Package IDs Ref

USA American

Shipping Address

Phone

Duties Payer Duties Payer Account #

Packing List

Line Item	Line Item Code	Description	Order	Purchase Order	Exp Qty	Quantity	Weight	Ref #(s)
1	DCP14	Digital C Print GLOSSY	861655		2	2	0	#s

Scenario #5 - Delivery Type=Ship Together, Shipment created, Not All Order Items Shipped

If a Shipment is created, but only SOME Order Items are applied to the Shipment's Packing List (some quantity of the line items are not applied to a shipment), the Shipment's declared value field is calculated from the Order Items placed in the Packing List, and the shipment is marked "Shipped"; the Order Line Item values assigned to the Shipment plus the Shipment's related shipping charges will be taxed based on the Shipment's Shipped-To address.

The remaining value of the Order will be taxed based on the Order's Ship-To address (the default).

See Example G in the [Tax Calculation Examples](https://aace5.knowledgeowl.com/help/tax-calculation-examples) article to see how the related Invoice is calculated.

Record: 1 of 1 New Edit Delete Print Actions

Shipment: 111878 **Testing Company Inc** **11/18/2025** **PENDING**

Outgoing Shipment **Build Packing List** Notices Emails Docs

Shipped To

Company > Contact >

Order > Packing Requirements FOB

Description

Value	Packing	Ship Cost	Invoice	Install
50.00	0.00	0.00	0.00	0.00

Shipment Info

Courier Account # Courier Service Saturday Delivery Yes No

Package Type L W H Weight

Courier Tracking # Ship Time Ship Date

Package IDs Ref 01 Ref 02 Ref 03

Shipping Address

Phone

Duties Payer Duties Payer Account #

Packing List

Line Item	Line Item Code	Description	Order	Purchase Order	Exp Qty	Quantity	Weight	Ref #(s)
1	DCP14	Digital C Print GLOSSY	861655		2	1	0	#s

Scenario #6 - Delivery Type=Ship Together; Partial Shipped, Partial Picked up

If a Shipment is created, but only SOME Order Items are applied to the Shipment's Packing List (some quantity of the line items are not applied to a shipment), the Shipment's declared value field is not altered, and the shipment is marked "Shipped"; the Order Line Item values assigned to the Shipment plus the Shipment's related shipping charges will be taxed based on the Shipment's Shipped-To address. The remaining value of the Order will be taxed based on the Order's Ship-To address (the default).

Once a Shipment is marked "Shipped", the Order's Delivery Type cannot be changed to Pick Up.

If a customer needs to pick up the balance of the Order simply enter the Duggal office address into another Shipment and select Will Call as the Courier Service. The value of the picked-up Shipment will be taxed based on the Shipping Address/Duggal office address.

Scenario #7 - Delivery Type=Ship Together, Multiple Shipments created

If multiple Shipments are created, all Order Items are applied to the Shipments' packing lists, the Shipments' declared value field is left unaltered, and the shipments are marked "Shipped"; the values of each Shipment's Packing List plus the Shipment's related shipping charges will each be taxed based on the individual Shipments' Shipped-To addresses.

See Example E in the [Tax Calculation Examples](https://aace5.knowledgeowl.com/help/tax-calculation-examples) (https://aace5.knowledgeowl.com/help/tax-calculation-examples) article to see how the related Invoice is calculated.

Order: 668235 Matthew Pelfrey 06/17/2019 OPEN ●

Production Order Management Job Costs & Approvals Notices ! Emails ✉ Docs 📄

Overview Billing Procurement Fulfillment Shipping Assets (YAG)

Shipments

Shipment	Delivery Date	Title	Type	Courier Service	Courier Tracking #	Cost	Inv Shipping	Tracking Status	Status
> 89852	06/17/19	Matthew Pelfrey	OUT	FedEx Ground		10.00	13.00		✈ <input type="radio"/>
> 89853	06/17/19	Matthew Pelfrey	OUT	UPS Ground		10.00	13.00		✈ <input type="radio"/>

Scenario #8 - Delivery Type=Ship Together, Shipment created, Declared Value stated

If a Shipment is created, all Order Items are applied to the Shipment's packing List, the Shipment's declared value field is altered, and the shipment is marked "Shipped"; the amount populating the Value field will be taxed based on the Shipment's Shipped-To address. The Value field overrides the value calculated by the Unit Price x Qty of the Order Line Items in the Shipment's Packing List.

The remaining value of the Order, if there is any, will be taxed based on the Order's Ship-To address (the default).

Record: 1 of 50 New + Edit ✎ Delete ✖ Print 🖨 Actions ⚙

Order: 861656 Testing Company Inc 11/24/2025 OPEN ●

Production Order Management Job Costs & Approvals Notices ! Emails ✉ Docs 📄

Overview Billing Procurement Fulfillment Shipping Assets

Shipments

Shipment	Ship Date	Title	Type	PO	Courier Service	Courier Tracking #	Cost	Invoice	Value	Installation	Status
> 111882	11/24/25	Testing Company Inc	OUT		FedEx Ground		10.00	12.50	35.00	0.00	✈ <input type="radio"/>
> 111883	11/24/25	Duggal Visual Solutions	OUT		Will Call		0.00	0.00	50.00	0.00	✈ <input type="radio"/>

Shipping Log

Record: 3 of 4 New + Edit ✎ Delete ✖ Print 🖨 Actions ⚙

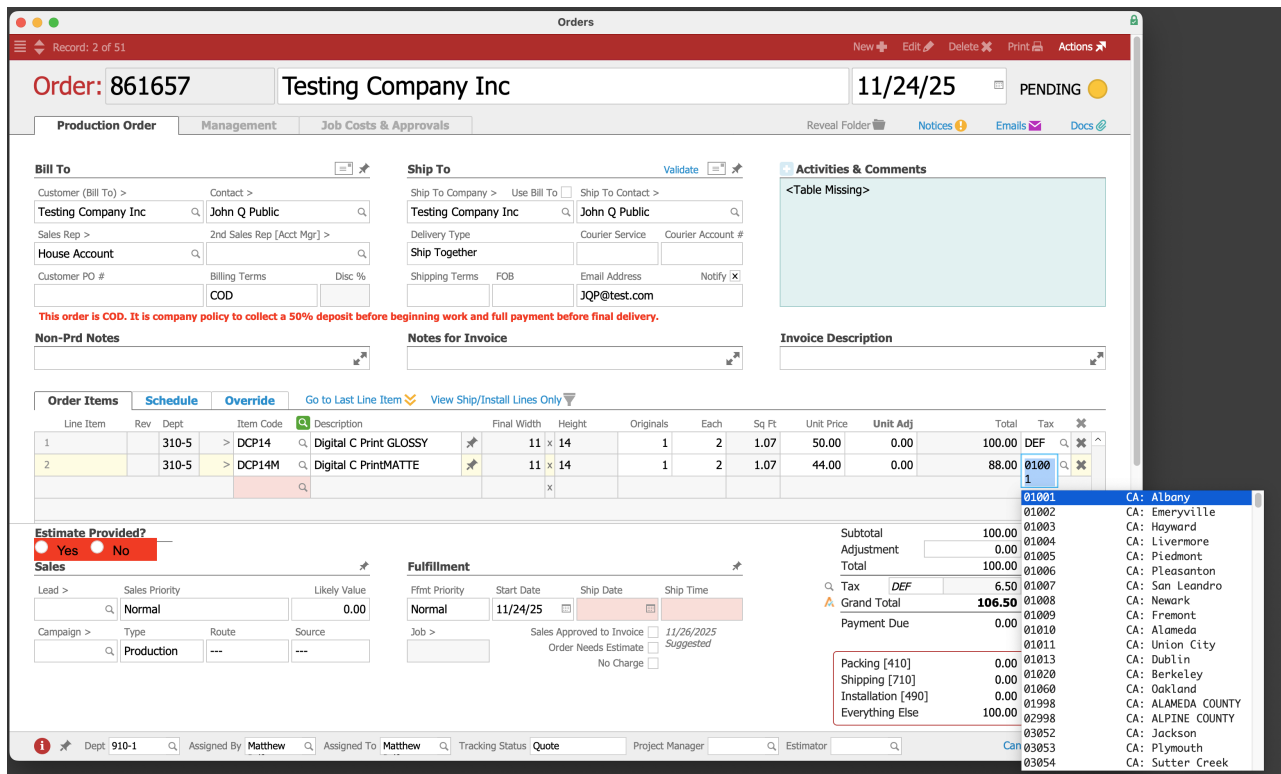
Shipment: 111882 Testing Company Inc 11/24/2025 SHIPPED ●

Outgoing Shipment Build Packing List Notices ! Emails ✉ Docs 📄

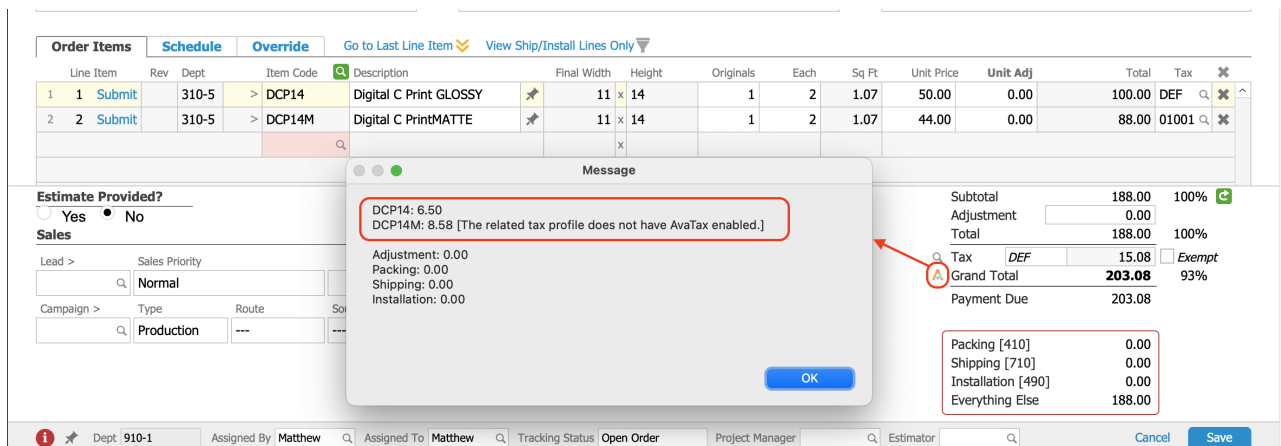
<p>Shipped To</p> <p>Company > <input type="text" value="Testing Company Inc"/> Contact > <input type="text" value="John Q Public"/></p> <p>Order > <input type="text" value="861656"/> Packing Requirements <input type="text" value=""/> FOB <input type="text" value=""/></p> <p>Description <input type="text" value=""/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Value</th> <th>Packing</th> <th>Ship Cost</th> <th>Invoice</th> <th>Install</th> </tr> </thead> <tbody> <tr> <td style="border: 2px solid red;">35.00</td> <td>0.00</td> <td>10.00</td> <td>12.50</td> <td>0.00</td> </tr> </tbody> </table> <p>Packing List</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Line Item</th> <th>Line Item Code</th> <th>Description</th> <th>Order</th> <th>Purchase Order</th> <th>Quantity</th> <th>Weight</th> <th>Ref #(s)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>> DCP14</td> <td>Digital C Print GLOSSY</td> <td>> 861656</td> <td>1</td> <td>0</td> <td>#s</td> </tr> </tbody> </table>	Value	Packing	Ship Cost	Invoice	Install	35.00	0.00	10.00	12.50	0.00	Line Item	Line Item Code	Description	Order	Purchase Order	Quantity	Weight	Ref #(s)	1	1	> DCP14	Digital C Print GLOSSY	> 861656	1	0	#s	<p>Shipment Info</p> <p>Courier Account # <input type="text" value=""/> Courier Service <input type="text" value="FedEx Ground"/> Saturday Delivery <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Package Type <input type="text" value=""/> L <input type="text" value="0"/> x <input type="text" value="0"/> x <input type="text" value="0"/> W <input type="text" value="0"/> H <input type="text" value="0"/> Weight</p> <p>Courier Tracking # <input type="text" value=""/> Ship Time <input type="text" value="2:00 PM"/> Ship Date <input type="text" value="11/24/25"/></p> <p>Package IDs <input type="text" value=""/> Ref 01 <input type="text" value=""/> Ref 02 <input type="text" value=""/> Ref 03 <input type="text" value=""/></p>	<p>Shipping Address</p> <p><input type="text" value="Testing Company Inc"/> <input type="text" value="1313 Disneyland Dr."/> <input type="text" value="Anaheim, CA 92802"/></p> <p>Phone <input type="text" value=""/></p> <p>Duties Payer <input type="text" value=""/> Duties Payer Account # <input type="text" value=""/></p>
Value	Packing	Ship Cost	Invoice	Install																								
35.00	0.00	10.00	12.50	0.00																								
Line Item	Line Item Code	Description	Order	Purchase Order	Quantity	Weight	Ref #(s)																					
1	1	> DCP14	Digital C Print GLOSSY	> 861656	1	0	#s																					

Scenario #9- Changing the Tax Profile of an Order or Order Line

If the tax profile is changed at the Line Item, or for the Order, as a whole, to a Profile that specifies a PARTICULAR rate, the Tax Profile's rate will overwrite any address-related tax calculations. [\[See Explanation of Tax Profiles\]](https://aace5.knowledgeowl.com/help/tax-profiles) [\[See Additional Information Regarding Duggal Specific Legacy Profiles\]](https://aace5.knowledgeowl.com/help/-duggal-aace-5-knowledge-base-sales-tax-set-up)



Avatax will skip calculations related to these Fixed Rate Profiles.



Scenario #10 - Pick up Client Supplied Materials (only shipping charge, no other charges)

If an Order is written using only a shipping code (like TR1), for example for a pick-up not related to a deliverable item; a Shipment can be created from that Order and a NOTE packing list item can be added. The Shipment's Invoice Value will be taxed based on the Shipping address. Any excess charged to the customer over the Shipment's Invoice Value will be taxed based on the Shipment's Shipped-To address.

The screenshot displays two overlapping windows from a software application. The top window, titled 'Orders', shows an order for 'Testing Company Inc' dated 11/24/2025. It includes fields for 'Bill To' and 'Ship To' information, both pointing to 'Testing Company Inc' and 'John Q Public'. A table of 'Order Items' is visible, with one item having a 'Line Item Code' of 'TR1' and a description of 'Manhattan/Brooklyn'. The bottom window, titled 'Shipping Log', shows a shipment for 'Testing Company Inc' dated 11/24/2025. It includes fields for 'Shipped To' and 'Shipping Address', both pointing to 'Testing Company Inc' and 'John Q Public'. The 'Shipment Info' section shows 'Duggal Truck' as the 'Courier Service'. A 'Packing List' table at the bottom shows one item with a 'Line Item Code' of 'NOTE' and a description of 'PICK UP NOTES'.