

# Sales Tax Scenarios

Last Modified on 11/25/2025 1:04 am EST

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 2025)

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.

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## 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.

**Company: Matthew Pelfrey (MP4)** ACTIVE ●

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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 Validate  
**1 Park Ave**

City State / Prov Postal Code  
**New York NY 10016-5802**

Country Postal Format Currency  
**US American 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 Credit Limit Credit Balance Finance Charge  
**0.00**

Ship Rate Type Rate Value Ref Comm Type Ref Comm Pct

☐ Require Customer PO ☒ Credit Hold ☐ PNW

**Tax Setup** Tax Exempt ☐

**Tax Profile >** Tax ID  
**DEFAULT TAX PROFILE**

Exempt Use Code Exempt No Cert Exp Date  
**F**

**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.

The screenshot displays the 'Orders' interface for a production order. The order number is 861655, and the company is Testing Company Inc. The date is 11/18/25, and the status is PENDING. A shipping address pop-up is visible, showing 'Broadway - 100 Broadway', 'Testing Company Inc', '100 Broadway', 'New York', 'NY', '10005', and 'USA'. The summary table at the bottom right shows the following details:

| Field              | Value    | Tax    |
|--------------------|----------|--------|
| Subtotal           | 100.00   | 100%   |
| Adjustment         | 0.00     |        |
| Total              | 100.00   | 100%   |
| Tax                | DEF 8.88 | Exempt |
| Grand Total        | 108.88   | 92%    |
| Payment Due        | 0.00     |        |
| Packing [410]      | 0.00     |        |
| Shipping [710]     | 0.00     |        |
| Installation [490] | 0.00     |        |
| Everything Else    | 100.00   |        |

## 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**

Customer (Bill To) >

Matthew Pelfrey (MP4)

Sales Rep >

House Account

Customer PO #

Contact >

2nd Sales Rep [Acct Mgr] >

Billing Terms

Disc %

0%

**Ship To**

Ship To Company >

Matthew Pelfrey

Use Bill To

☐

Ship To Contact >

Delivery Type

Pick Up

Courier Service

Pick Up

Courier Account #

Shipping Terms

FOB

Email Address

Notify

☐

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**.

Record: 1 of 2

**Team Member** **Matthew Pelfrey (MP)** **ACTIVE**

**Member Details**   **Human Resources**

**General Info**

Photo   Title   SR Mgr

Director of Process and Compliance

Type   Employee

**Contact Info**

Email   mpelfrey@duggal.com

Phone   7131

Direct Phone   (646) 638-7131

**Best Way to Reach**

**Office Info**

Office >   Duggal Visual Solutions -

**Office: Duggal Visual Solutions - Shared (1)** **ACTIVE**

**Office Details**

**General Info**

Tax ID   130000   AvaTax Co Code

**Office Info**

Address Title (Company Name)   Shared

Address   N/A

City   New York   State / Prov   NY   Postal Code   10010

Country   USA   Postal Format   American

**Payment Address**

Payment Title (Company Name)   Duggal Visual Solutions

Address   10 West 24th Street

City   New York   State / Prov   NY   Postal Code   10010

Country   USA   Postal Format   American

**Company**

Company >   Duggal Visual Solutions

**Company: Duggal Visual Solutions (25)**

**Company Details**   **Sales & Marketing**   **Customer Details**

**Company Info**

Type   INTERNAL

Address   63 Flushing Ave, Building 25  
The Brooklyn Navy Yard

City   State / Prov   Postal Code

**Contact Info**

Phone   Fax   Email   Web Address

Departments   **Team Members**   **Inventory Bins**   **Reporting**

Department Name   Abbr   Entity #   Dept #   Type   Heads   Sq Ft   Start-Ti

Customer (Bill To) >  
Matthew Pelfrey (MP4)

Contact >  
Matthew Pelfrey

Sales Rep >  
House Account

2nd Sales Rep [Acct Mgr] >  
63 Flushing Ave, Building 25  
The Brooklyn Navy Yard

Customer PO #

Billing Terms

Brooklyn

NY

11205

USA

American

Non-Prd Notes

Invoice Description

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

Bill To

Ship 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 Company >  
Duggal

Use Bill To ☐ Ship To Contact >  
Kevin Hayes

Delivery Type  
Ship Together

Courier Service  
Will Call

Courier Account #

Shipping Terms

FOB

Email Address  
JQP@test.com

Notify ☒

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.

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 > Testing Company Inc

Contact > John Q Public

Order > 861655

Packing Requirements

FOB

Description

Value 100.00

Packing 0.00

Ship Cost 0.00

Invoice 0.00

Install 0.00

Shipment Info

Courier Account #

Package Type

Courier Tracking #

Package IDs

Re

Addresses: Disneyland - 1313 Disneyland Dr.

Testing Company Inc

1313 Disneyland Dr.

Anaheim CA 92802

USA American

Shipping Address

Testing Company Inc

1313 Disneyland Dr.

Anaheim, CA 92802

Phone

Duties Payer

Duties Payer Account #

Packing List

| Line Item | Line Item Code | Description | Order                  | Purchase Order | Exp Qty | Quantity | Weight | Ref #(s) |
|-----------|----------------|-------------|------------------------|----------------|---------|----------|--------|----------|
| 1         | 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).

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 > Testing Company Inc

Contact > John Q Public

Order > 861655

Packing Requirements

FOB

Description

Value 50.00

Packing 0.00

Ship Cost 0.00

Invoice 0.00

Install 0.00

Shipment Info

Courier Account #

Courier Service

Package Type

L 0

W 0

H 0

Weight 0

Courier Tracking #

Ship Time

Ship Date 11/18/25

Package IDs

Ref 01

Ref 02

Ref 03

Purchased

Saturday Delivery

Yes

No

Shipping Address

Testing Company Inc

1313 Disneyland Dr.

Anaheim, CA 92802

Phone

Duties Payer

Duties Payer Account #

Packing List

| Line Item | Line Item Code | Description | Order                  | Purchase Order | Exp Qty | Quantity | Weight | Ref #(s) |
|-----------|----------------|-------------|------------------------|----------------|---------|----------|--------|----------|
| 1         | 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.

Record: 2 of 2

New + Edit ✎ Delete ✕ Print 🖨 Actions ⚙

Shipment: 111881 Duggal Visual Solutions -Hamptons 11/24/2025

PENDING

Outgoing Shipment

Build Packing List

Notices 📢 Emails ✉ Docs 📄

Shipped To

Company > Duggal Visual Solutions

Contact > George Wright

Order > 861655

Packing Requirements

FOB

Description

Value 50.00

Packing 0.00

Ship Cost 0.00

Invoice 0.00

Install 0.00

Shipment Info

Courier Account #

Courier Service Will Call

Saturday Delivery ☐ Yes ☒ No

Package Type L 0 W 0 H 0 Weight 0

Package 0 x 0 x 0

Courier Tracking #

Ship Time

Ship Date 11/24/25

Package IDs

Ref 01

Ref 02

Ref 03

Shipping Address

Duggal Visual Solutions -Hamptons

200 Rogers Way

Westhampton Beach, NY 11978

Phone

Duties Payer

Duties Payer Account #

Packing List

| Line Item | Line Item Code | Description | Order                  | Purchase Order | Quantity | Weight | Ref #(s) |
|-----------|----------------|-------------|------------------------|----------------|----------|--------|----------|
| 1         | 1              | > DCP14     | Digital C Print GLOSSY | ★ > 861655     | 1        | 0      | #s       |

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.



**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        |                 |        |
| > 89853  | 06/17/19      | Matthew Pelfrey | OUT  | UPS Ground      |                    | 10.00 | 13.00        |                 |        |

## 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).

**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         |        |
| > 111883 | 11/24/25  | Duggal Visual Solutions | OUT  |    | Will Call       |                    | 0.00  | 0.00    | 50.00 | 0.00         |        |

**Shipping Log**

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

[Outgoing Shipment](#) [Build Packing List](#) [Notices](#) [Emails](#) [Docs](#)

**Shipped To**

Company >  Contact >

Order >  Packing Requirements  FOB

Description

| Value | Packing | Ship Cost | Invoice | Install |
|-------|---------|-----------|---------|---------|
| 35.00 | 0.00    | 10.00     | 12.50   | 0.00    |

**Shipment Info**

Courier Account #  Courier Service  Saturday Delivery ☐ Yes ☒ No

Package Type  L  x W  x 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 | 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)

**Order: 861657** Testing Company Inc 11/24/25 PENDING

**Bill To:** Customer (Bill To) > Testing Company Inc, Contact > John Q Public, Sales Rep > 2nd Sales Rep [Acct Mgr] > House Account, Customer PO #, Billing Terms, Disc %

**Ship To:** Ship To Company > Testing Company Inc, Use Bill To, Ship To Contact > John Q Public, Delivery Type, Courier Service, Courier Account #, Ship Together, Shipping Terms, FOB, Email Address, Notify

**Activities & Comments:** <Table Missing>

**Order Items:**

| Line Item | Rev | Dept  | Item Code | Description            | Final Width | Height | Originals | Each | Sq Ft | Unit Price | Unit Adj | Total  | Tax   |
|-----------|-----|-------|-----------|------------------------|-------------|--------|-----------|------|-------|------------|----------|--------|-------|
| 1         |     | 310-5 | DCP14     | Digital C Print GLOSSY | 11          | 14     | 1         | 2    | 1.07  | 50.00      | 0.00     | 100.00 | DEF   |
| 2         |     | 310-5 | DCP14M    | Digital C PrintMATTE   | 11          | 14     | 1         | 2    | 1.07  | 44.00      | 0.00     | 88.00  | 01001 |

**Estimate Provided?** Yes (selected) No

**Sales:** Lead > Sales Priority, Likely Value, Campaign > Type, Route, Source

**Fulfillment:** Print Priority, Start Date, Ship Date, Ship Time, Job > Sales Approved to Invoice, Order Needs Estimate, No Charge

**Tax Summary:**

|             |        |
|-------------|--------|
| Subtotal    | 100.00 |
| Adjustment  | 0.00   |
| Total       | 100.00 |
| Tax DEF     | 6.50   |
| Grand Total | 106.50 |
| Payment Due | 0.00   |

**CA: Albany** (selected)

- CA: Albany
- CA: Emeryville
- CA: Hayward
- CA: Livermore
- CA: Piedmont
- CA: Pleasanton
- CA: San Leandro
- CA: Newark
- CA: Fremont
- CA: Alameda
- CA: Union City
- CA: Dublin
- CA: Berkeley
- CA: Oakland
- CA: ALAMEDA COUNTY
- CA: ALPINE COUNTY
- CA: Jackson
- CA: Plymouth
- CA: Sutter Creek

Avatax will skip calculations related to these Fixed Rate Profiles.

**Order Items:**

| Line Item | Rev    | Dept  | Item Code | Description            | Final Width | Height | Originals | Each | Sq Ft | Unit Price | Unit Adj | Total  | Tax   |
|-----------|--------|-------|-----------|------------------------|-------------|--------|-----------|------|-------|------------|----------|--------|-------|
| 1         | Submit | 310-5 | DCP14     | Digital C Print GLOSSY | 11          | 14     | 1         | 2    | 1.07  | 50.00      | 0.00     | 100.00 | DEF   |
| 2         | Submit | 310-5 | DCP14M    | Digital C PrintMATTE   | 11          | 14     | 1         | 2    | 1.07  | 44.00      | 0.00     | 88.00  | 01001 |

**Estimate Provided?** Yes (selected) No

**Sales:** Lead > Sales Priority, Likely Value, Campaign > Type, Route, Source

**Fulfillment:** Print Priority, Start Date, Ship Date, Ship Time, Job > Sales Approved to Invoice, Order Needs Estimate, No Charge

**Tax Summary:**

|             |        |        |
|-------------|--------|--------|
| Subtotal    | 188.00 | 100%   |
| Adjustment  | 0.00   |        |
| Total       | 188.00 | 100%   |
| Tax DEF     | 15.08  | Exempt |
| Grand Total | 203.08 | 93%    |
| Payment Due | 203.08 |        |

**Message:** DCP14: 6.50, DCP14M: 8.58 [The related tax profile does not have AvaTax enabled.]

**Tax Details:**

|                    |        |
|--------------------|--------|
| Packing [410]      | 0.00   |
| Shipping [710]     | 0.00   |
| Installation [490] | 0.00   |
| Everything Else    | 188.00 |

## 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.

**Order: 861660 Testing Company Inc 11/24/2025** OPEN

Production Order Management Job Costs & Approvals

Reveal Folder Notices Emails Docs

**Bill To** Customer (Bill To) > Testing Company Inc (TEST) Contact > John Q Public Sales Rep > 2nd Sales Rep [Acct Mgr] > House Account Customer PO # Billing Terms COD Disc %

**Ship To** 2901 Osceola Pkwy Ship To Company > Testing Company Inc Ship To Contact > John Q Public Delivery Type Ship Together Courier Service Courier Account # Shipping Terms FOB Email Address JQP@test.com Notify X

**Activities & Comments**

**Non-Prd Notes**

**Notes for Invoice**

**Invoice Description**

**Order Items** Schedule Override Go to Last Line Item View Ship/Install Lines Only

| # | Line Item | Rev    | Dept  | Line Item Code | Desc.              | Final Width | Height | Print | Originals | Each | Sq Ft | Unit Price | Unit Adj | Total  | Tax |
|---|-----------|--------|-------|----------------|--------------------|-------------|--------|-------|-----------|------|-------|------------|----------|--------|-----|
| 1 | 1         | Submit | 710-1 | TR1            | Manhattan/Brooklyn |             |        | X     | 1         | 1    |       | 340.00     | 0.00     | 340.00 | DEF |

**Shipping Log**

**Shipment: 111887 Testing Company Inc 11/24/2025** SHIPPED

Outgoing Shipment Build Packing List

Notices Emails Docs

**Shipped To** Company > Testing Company Inc Contact > John Q Public Order > 861660 Packing Requirements FOB Description

**Shipment Info** Courier Account # Courier Service Duggal Truck Saturday Delivery Yes No Package Type L W H Weight 0 x 0 x 0 0 Courier Tracking # Ship Time Ship Date 11/24/25 Package IDs Ref 01 Ref 02 Ref 03

**Shipping Address** Testing Company Inc 100 Broadway New York, NY 10005 Phone Duties Payer Duties Payer Account #

**Packing List**

| Line Item | Line Item Code | Description   | Order    | Purchase Order | Quantity | Weight | Ref # (s) |
|-----------|----------------|---------------|----------|----------------|----------|--------|-----------|
| 1         | NOTE           | PICK UP NOTES | > 861660 |                | 1        | 0      | #s        |