There is an issue with how discounts are managed in Shopify if the customer checks out using PayPal Express.

When an order is processed using PayPal Express, instead of a Discount Amount being added to the Shopify order, the item price on the Shopify order just gets updated. Also, the Discount is listed as Applied in the Paid section instead of listing the actual Discount Amount. See below.

A screenshot of a cell phone

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When the order comes into NetSuite, it is bringing in the original list amount of the item, so in the example above it brings in $48 instead of $40.80.

A screenshot of a social media post

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Because of this NetSuite is over taxing the line. In addition, because the discount amount was not taken off, there is a Shopify Tax Variance line that is added to the order to account for the difference in over tax amount and the missing discount. The issue here is that $7.79 (above) is all going to a Tax Accrued account in the GL which is wrong.

What we need to do is remove the Shopify Tax Variance line and add a Discount Item and Amount/Rate.

If you click on the eTail subtab you will see two fields.

- ETAIL Discount Total Variance: This captures the amount of Discount we need to apply to the order.

- ETAIL Tax Total Variance: This captures what the actual rate amount should be on the Shopify Tax Variance line item.

A screenshot of a cell phone

Description automatically generated

Logic: If an order is received and there is a Shopify Tax Variance line on the order and the tax variance rate is greater than $0.05 the script should remove the Shopify Tax Variance Line from the order.

The script should also add the Shopify Discount to the order and use the value from the ETAIL Discount Total Variance as the rate. See below.

A screenshot of a social media post

Description automatically generated

This then updates the order to match the total from Shopify.

Shopify Discount Internal ID is 208.