

## SALES TAX REFUND QUESTIONS

- 1. How long does it take to get a refund?** Typically, sales tax refunds are issued within 14 business days of the request. We must have an approved sales tax exemption certificate on file for your account before proceeding.
- 2. Can I get refunded sales tax after paying my invoice?** Yes, if you provide an approved sales tax exemption certificate within 90 days of the invoice date. Email your request to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) after your sales tax exemption certificate is approved. Make sure to include your customer number in the subject line.
- 3. How do I get a refund on taxes?** Email your request to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) after your sales tax exemption certificate is approved. Make sure to include your customer number in the subject line.
- 4. How far back do you refund sales tax on orders?** Refunds are issued within 90 days of the invoice date if you provide an approved sales tax exemption certificate.
- 5. Why do you only go back 90 days? What about the rest?** The 90-day limitation on sales tax refunds is a STAHL'S' internal policy based on the guidelines provided by state taxing authorities. For sales taxes paid prior to 90-days, please refer to your state taxing authority. Please note, STAHL'S' does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.
- 6. I updated my tax information, but I was charged tax on my last order. Can I get that credited back?** Yes, if you provide an approved sales tax exemption certificate within 90 days of the invoice date. Email your request to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) after your sales tax exemption certificate is approved. Make sure to include your customer number in the subject line.

## SUPPORT/NOTIFICATION RESPONSE TIME

- 7. After filling out the online access request form, how long does it take to get the email to upload my sales tax exemption documents?** We attempt to respond to all requests within 1 business day. The [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) email inbox is monitored Monday – Friday 7:30 AM – 5 PM EST excluding holidays. Registration requests and questions are answered in the order in which they are received.
- 8. Is my account set up to be sales tax exempt yet?** Sales tax exempt status can be verified by logging into your STAHL'S' or Transfer Express website account profile, by logging into your exemption account in the Certificate Manager portal, or by emailing your question to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.
- 9. Is there someone I can call regarding my sales tax exemption request?** Currently, we do not have the capacity for phone support. We have limited staff available for sales tax exemption certificate support. All sales tax exemption questions should be emailed to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.
- 10. Why hasn't the sales tax service support email responded to me, and it has been over 1 business day?** We attempt to respond within one business day. If you haven't received a response in two business days, please check your spam or junk inbox before following up. The [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) email inbox is monitored Monday – Friday 7:30 AM – 5 PM EST excluding holidays. Registration requests and questions are answered in the order in which they are received. Email your question to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.
- 11. How long does it take to get a confirmation or response if the sales tax exemption is approved?** Approval confirmations are not automatically sent. Sales Tax exempt status can be verified by logging into your STAHL'S'

or Transfer Express website account profile, logging into your exemption account in the Certificate Manager portal, or by emailing [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.

**12. How long does it take to get my account updated with my sales tax exemption?** Once your sales tax exemption certificate is approved, your account will automatically update to reflect your tax-exempt status. You may need to refresh your internet browser.

**13. How long does it take for sales tax exemption to go into effect after I have registered?** Registration for a sales tax exemption account is the first step in the sales tax exemption process. After your sales tax exemption registration request has been processed, you will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email). Please follow the instructions included in the email to submit your sales tax exemption document. The sales tax exemption will go into effect once the sales tax exemption document is approved.

**14. How long does the sales tax exemption process take before I can place an order without sales tax?** We attempt to respond to all requests and process approvals within one business day. Once your sales tax exemption certificate is received and approved, you can place an order without sales tax. Sales tax exemption registration requests and sales tax exemption document approvals are processed in the order in which they are received.

## CERTIFICATE MANAGER PORTAL QUESTIONS

**15. How do I go about filling out the sales tax exemption document?** There are usually instructions listed on the sales tax exemption document. Please refer to your state taxing authority website regarding sales tax exemption. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**16. How do I submit a sales tax exemption document?** Sales tax exemption documents can be submitted through our Certificate Manager exemption certificate portal. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section to begin the process. After your sales tax exemption registration request has been processed, you will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email). Please follow the instructions included in the email to submit your sales tax exemption document.

**17. I am having difficulty uploading my sales tax exemption document, what should I do?** The Sales Tax Exemption portal works best in Google Chrome. After signing into the Certificate Manager sales tax exemption certificate portal: click on "add a new certificate" and fill out all the required (\*) information. If you do not have a sales tax exemption document saved to your computer, select from the state approved forms in the drop-down list in the upper-right corner of the page. After filling out the state approved form, make sure to save it to your computer. Click on "browse for a file" in the white upload box and select the PDF or JPEG of your sales tax exemption form. After the document has been uploaded to the white upload box, make sure to click on submit.

If you have any technical difficulties, email your sales tax exemption form as an attachment to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.

**18. Can I email my sales tax exemption certificate to STAHL'S or Transfer Express?** The quickest way to submit a sales tax exemption document is through the Certificate Manager sales tax exemption portal. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section to begin the process. After your sales tax exemption registration request has been processed, you will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email). Please follow the instructions included in the email to submit your sales tax exemption document.

The [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) email inbox is monitored Monday – Friday 7:30 AM – 5 PM EST excluding holidays. Emails are answered in the order in which they are received.

If you have any technical difficulties, email your sales tax document as an attachment to [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.

**19. Why wasn't my sales tax exemption certificate approved?** Your sales tax exemption certificate may not be approved for several reasons. A few reasons are:

- The document submitted is not accepted by your state taxing authority for sales tax exemption.
- All the required information was not included on your sales tax exemption document.
- Your sales tax exemption document has expired.

If you have any questions about why your document was rejected, please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with a copy of the rejected document and include your questions along with your customer number in the subject line.

**20. I am not getting the link to upload my certificate. I have checked my spam and junk mail.** We attempt to respond to requests within one business day. If you have not received a link and it has been over two business days, we may have an incorrect contact email address for your account. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with your customer number in the subject line. Requests for sales tax exemption portal links are processed Monday – Friday 7:30 AM – 5 PM EST excluding holidays. Requests are answered in the order in which they are received.

**21. I received my email with a link, why didn't I receive the PIN number.** The PIN number is system generated. After selecting the emailed link that was sent from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no reply email), select "Request Portal Access," and you will receive another email with a system generated PIN (only valid for 30 minutes) to be used for logging in to your exemption account.

## EXEMPTION CERTIFICATE QUESTIONS

**22. How often do I need to resubmit my sales tax exemption certificates?** The frequency that sales tax exemption documents expire will depend on the state. Please refer to your state taxing authority website regarding sales tax exemption. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**23. When do I need to send my sales tax exemption certificates?** If you are requesting sales tax exemption, sales tax exemption documents must be submitted and approved to receive exemption from sales tax. Sales tax exemption documents should be submitted before placing an order to ensure that the exemption is applied and no sales tax is calculated. Sales tax exemption documents may also need to be submitted if your current sales tax exemption document has expired.

**24. Do sales tax certificates expire automatically?** Yes, sales tax exemption certificates are no longer valid/active once they have expired.

**25. Are customers sent notifications about expiring sales tax exemption certificates?**

Yes, expiry notices are emailed 30-days before the sales tax exemption certificate's expiration date. You will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email) with instructions and a link to access your exemption account.

**26. I sent my sales tax exemption document to support@exemptioncertificateportal.com. Why do I see tax on my invoice?**

This could be for several reasons. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with your question and make sure to include your customer number in the subject line. Our sales tax team will investigate the status of your sales tax exemption request. Please allow up to one business day for a response.

**27. If I just submitted my sales tax certificate, can I still place an order?** Yes, but sales tax will calculate until your sales tax exemption certificate is approved and applied to your account. If your order is invoiced with tax, contact [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with your request for a sales tax refund. Make sure that you include your customer number in the subject line of all communications.

**28. I have an order to place, how do I become sales tax exempt?** We must receive and approve your sales tax exemption document. Sales tax exemption documents are submitted through our Certificate Manager exemption certificate portal. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section. You will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email) with instructions and a link to access your exemption account.

**29. I was previously sales tax exempt, why am I seeing tax on my invoices now?** Your sales tax exemption document may have expired. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section to request a link to upload an updated sales tax exemption certificate. You will receive an email from [CertificateManager@thompsonreuters.com](mailto:CertificateManager@thompsonreuters.com) (a no-reply email) with instructions and a link to access your exemption account.

Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with any additional questions and make sure to include your customer number in the subject line.

**30. I submitted my tax ID when I created my account, why I am still paying taxes?** To be exempt from sales tax, the proper sales tax exemption documents must be submitted through our Certificate Manager sales tax exemption portal. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section to request access to the sales tax exemption portal. If you have any questions regarding accessing the portal, please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line.

**31. What documents do you need?** Acceptable state sales tax exemption documents are available on your exemption account dashboard page (upper right corner). Additionally, you can refer to your state taxing authority website for sales tax exemption documents that apply to your business. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

If you have any additional questions, please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line.

**32. Where can I attach a copy of my sales tax exemption document in my online account?** Documents cannot be attached through your account on the STAHL'S and Transfer Express websites.

The proper sales tax exemption documents must be submitted through our Certificate Manager sales tax exemption portal. Please log into your STAHL'S or Transfer Express website account profile and click on the "Register Here" link under the sales tax-exempt section to request access to the sales tax exemption portal. If you have any questions regarding accessing the portal, please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line.

**33. I do not have the sales tax exemption document you are looking for, now what?** Acceptable sales tax exemption certificate documents are available on your Certificate Manager exemption account dashboard page (upper right corner) or by contacting your state taxing authority. Additionally, you can refer to your state taxing authority website for sales tax exemption forms. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

If you have additional questions, please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line.

**34. Do you accept copies of sellers permits, licenses, W-9's or registrations as an exemption certificate?** Copies of business licenses, W-9's and IRS letters are not considered exemption certificates and will not be approved. Reseller's

permits or sales tax licenses may be allowed by your state. Additionally, you can contact your tax advisor or state taxing authority for further information regarding proper sales tax exemption documentation requirements. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**35. Why can't STAHL'S give us a sales tax exemption document to fill out online and submit?** Acceptable state exemption certificate forms are available on your Certificate Manager exemption account dashboard page (upper right corner). If you have any additional questions, we may be able to assist by providing a blank sales tax exemption document. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line of your request.

**36. How can I tell if the sales tax exemption has been added to my account?** Sales tax exempt status can be verified by logging into your STAHL'S or Transfer Express website account profile, by logging into your exemption account in the Certificate Manager portal, or by emailing [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com). Make sure to include your customer number in the subject line.

## GENERAL SALES TAX QUESTIONS

**37. When I ship to different states, why do some of my orders contain sales tax?** STAHL'S and Transfer Express will follow state guidelines regarding the requirements to collect sales tax. Whether your order includes sales tax depends on our requirement to collect in that state. If you qualify for sales tax exemption in multiple states, documentation may be required for each state. Any questions regarding sales tax exemption in the ship-to state may be directed to the state taxing authorities. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**38. Why am I being charged sales tax?** STAHL'S and Transfer Express must follow state guidelines regarding the requirements to collect sales tax. There may be a few reasons your account is being charged tax; a few common reasons are listed below.

- Your account may not qualify for sales tax exemption, and you have purchased a taxable item.
- You don't have a sales tax exemption document associated with your account.
- Your sales tax exemption document has expired.
- You are shipping to another state and haven't provided a sales tax exemption document for that state.

If you have any additional questions, we may be able to assist by reviewing your sales tax exemption account. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line of your request.

**39. What email address will I receive a confirmation from if my sales tax exemption document is approved?**

Automatic confirmations are not provided. Once your sales tax exemption certificate has been approved, sales tax exempt status can be verified by logging into your STAHL'S or Transfer Express website account profile or by logging into your exemption account in the Certificate Manager portal. If you have any additional questions, we can assist by reviewing your sales tax exemption account. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) and include your customer number in the subject line of your request.

**40. When did you start charging tax?** STAHL'S and Transfer Express must follow state guidelines regarding the requirement to register and begin collecting sales tax, therefore the dates may vary.

**41. Why are you charging me tax now when I've been ordering for 10 years?** STAHL'S and Transfer Express must follow state guidelines regarding the requirement to register and begin collecting sales tax. You may have not provided a sales tax exemption document, or your sales tax exemption documents may have expired. Please log into your STAHL'S or Transfer

Express website account profile and click on the “Register Here” link under the sales tax-exempt section to request a link to upload an updated sales tax exemption certificate. Please email [support@exemptioncertificateportal.com](mailto:support@exemptioncertificateportal.com) with any additional questions and include your customer number in the subject line.

**42. I want to become sales tax exempt, what do I have to do first?** To be exempt from sales tax, the proper sales tax exemption certificate must be submitted through our Certificate Manager sales tax exemption portal. The first step is to log into your STAHL'S or Transfer Express website account profile and click on the “Register Here” link under the sales tax-exempt section to request access to the sales tax exemption portal.

**43. Why do I have to pay sales tax because I am shipping to a state other than my home state?** Each state has its own requirements regarding sales tax exemption and the proper documentation that is required. If shipping to another state, refer to that state taxing authority. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**44. What is the sales tax rate for my state?** Refer to your state taxing authority where you registered as a seller. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**45. I am set up as tax exempt with STAHL'S, will that count for Transfer Express?** Sales Tax exemption documents can only be linked to one company and one customer number. A sales tax exemption document will need to be provided for each company as the seller and will be linked to its associated customer number.

**46. If my sales tax exemption document is approved for STAHL'S, do I have to do it again for Transfer Express?** Sales Tax exemption documents can only be linked to one company and one customer number. A sales tax exemption document will need to be provided for each company as the seller and will be linked to its associated customer number.

**47. What products and services are taxed and how?** State guidelines determine the products and services that are taxable. STAHL'S and Transfer Express must follow state guidelines regarding the requirement to register and collect sales tax. Refer to your state taxing authority regarding specific sales tax questions. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.

**48. Are machines taxable?** State guidelines determine the products and services that are taxable. STAHL'S and Transfer Express must follow state guidelines regarding the requirement to register and collect sales tax. Refer to your state taxing authority regarding specific sales tax questions. Please note, STAHL'S does not provide legal, tax or accounting advice. If required, please consult with a tax advisor.