

PURPOSE

The purpose of this SOP is to provide the necessary information and detailed instruction on the customer tax exempt process.

Tax Exemptions

STEP	ACTION	PROCESS
1.	Customer Tax Exemptions If a customer has questions on tax exemptions, please follow this process.	<ol style="list-style-type: none">1. Customers should contact Sierra Customer Service if they have questions on new or existing tax-exempt status.2. Customer Service can be reached at<ol style="list-style-type: none">a. Preferred method: customerservice@sierra.comb. Alternate Method: 800-713-4534 (see hours), Monday – Friday 9:00am - 6:00pm EST
2.	Important Reminders	<ol style="list-style-type: none">1. Tax exempt status is applicable only at the state level. If a customer is tax exempt in NY and makes a purchase in CO, they would need to apply for tax exempt status in CO as well.2. Merging parties can affect tax exempt status, do not uncheck the box that says do not merge.