



12575 Uline Drive • Pleasant Prairie, WI 53158  
Phone 888-362-1909 • FAX 262-612-4276  
Email [TaxDepartment@uline.com](mailto:TaxDepartment@uline.com)  
WEB • [uline.com](http://uline.com)

## Tax Instructions

If your business qualifies for a sales tax exemption, a properly completed exemption certificate, or other state approved form, must be submitted to Uline's Tax Department.

### Certificate Requirements

- Documents such as IRS letters, W-9's and state issued permits/licenses are generally not acceptable forms to claim a tax exemption. Provide your state issued number (ex. Tax ID, Exemption Number, etc.) on a valid exemption certificate.
- If submitting a certificate requiring a description of exempt items, the section must be completed, and indicative of products purchased from Uline.
- Verify the name on your exemption certificate matches the name on the account.
- Certificates requiring a signature must be physically signed to be valid.
- Certificates must be completed in their entirety.
- Uploaded documents must be in an electronic format (.pdf, .tif, .jpg, .bmp).

### Create a Tax Exemption Certificate

- Select the Create Tax Exemption button
- Select the exempt state(s). If the state is not listed, tax will not be charged on purchases shipping to that state.
- Select the exemption you are claiming.
- The form required to claim an exemption will be identified.

### Create or Upload your Certificate(s)

- If the certificate can be created using the wizard, provide the information requested in the proceeding screens. The certificate identified will be created for you.
  - A preview of the certificate to be created can be viewed at any time by selecting Preview Form.
- Some exemptions require a state issued form to be submitted. These certificates are issued by the state and cannot be provided here.
  - If the certificate must be uploaded, select the file to upload and continue through the proceeding screens providing the requested information.
- Once all information has been provided, select Submit. The completed certificate or uploaded document will be submitted to the Tax Department for processing.

### Submit a Manually Prepared Certificate(s)

- Email your signed certificate(s) to [taxdepartment@uline.com](mailto:taxdepartment@uline.com).
- Fax your signed certificate(s) to 262-612-4276.
- Upload your signed certificate using the upload link on the Tax Information page.

### Tax Department Processing

Once we have received the completed exemption certificate, we will update your account within one business day.

If the certificate is processed before your order invoices, the tax will be adjusted based on the certificate. For a credit of tax on an already invoiced order, please contact the Tax Department.

If the exemption certificate received is incomplete, a Uline Exemption Analyst will contact you with the details needed to complete the certificate.

### Questions?

Please don't hesitate to contact a Uline Exemption Analyst at [taxdepartment@uline.com](mailto:taxdepartment@uline.com) or 888-362-1909. We are available Monday - Friday, 7:30am - 8:15pm CST and will respond promptly to your request.



**Product Group Item Examples** \*This is a sampling of the types of items included in each group. It is not inclusive. \*

NAME	DESCRIPTION
Packaging Supplies	Boxes, bags, food service containers, mailers, mailing tubes, wrapping materials, gift wrap/ribbons, twist ties, butcher/freezer paper, plastic tubes & caps, drums, pails & lids, jars, jugs & bottles, wood pallets, wood cartons, carton staples, cushioning, peanuts, foam, vermiculite, shrink film/bags/bands, carry handles, packing tape  <b>*Includes items detailed in Protective Packaging, Labels &amp; Packing List Envelopes except as noted below. *</b>
Protective Packaging	Damage indicators, freeze/heat indicators, cold packs, twine & rope, plastic pads, honeycomb pallet runners, wood crates, anti-slip paper, honeycomb void fill, desiccants, dunnage bags, edge protectors, stretch wraps, marine/industrial shrink film, pallet covers & bands, poly sheeting, top sheeting, tarps, netting, strapping, strapping seals & buckles  <b>*Excluded from Packaging Supplies in CA, OH &amp; VT. *</b>
Labels	Shipping & handling labels, DOT labels, laser labels, mailing labels  <b>*Excluded from Packaging Supplies in CA, CT, IN, MD &amp; MN. *</b>
Packing List Envelopes	Packing list envelopes, special use envelopes, pouch tape  <b>*Excluded from Packaging Supplies in CA, CT, IN, MA, MD &amp; MN. *</b>
Facilities Maintenance	Traffic safety, parking & traffic signs, sign posts & bases, outdoor furniture, office furniture, chairs & stools, folding tables & chairs, file cabinets, American flags, state flags, foreign flags, fire extinguishers, light bulbs, mats, smoker's receptacles, ladders, grounds maintenance (ice melt, outdoor storage sheds & boxes, spreaders, dog waste systems, snow shovels, tool racks, trash pickers, asphalt pothole fillers), key holders & cabinets, pest control, extension cords, batteries, pressure washers & hoses, flashlights, tools, fire blankets, related parts & accessories
First Aid Supplies	First aid kits, other kits (e.g. bloodborne pathogen kits), bandages, gauze, medical tape, ice packs, cotton swabs, cotton balls, tongue depressors, over-the-counter medication, saline solution, sunscreen, related parts & accessories
Food & Drink	Coffee, tea, cocoa, creamers, sugar, candy, Gatorade, related items
Janitorial Supplies	Aerosols, brooms & dust pans, cleaners, spray bottles, mops, scouring pads, wipes/rags/paper/hand towels, towel dispensers, soap dispensers, sorbents & spill control, sweeping compound, tilt trucks, trash cans & recycling containers, vacuum/floor cleaner, ice melt floor cleaner, trash can liners, feminine hygiene products, hand sanitizer, toilet paper, air fresheners, baby changing stations, hand dryers, toilet seat covers & dispensers, plungers, urinal mats, screens & blocks, soaps w/out drug facts, facial tissue, related parts & accessories
Material Handling	Scales, dollies, lift tables, positioners & stackers, ramps, hand trucks, platform trucks, basket trucks, pallet trucks & pullers, related parts & accessories
Office Supplies	Restaurant operation supplies, literature displays, boards & easels, foam board, clocks & time clocks, shipping forms, paper/presentation/Tyvek envelopes, DVD's & CD's, DVD & CD cases/envelopes/sleeves, markers & highlighters, rubber bands, clipboards, raffle tickets, storage file boxes, ballot boxes, banker boxes, evidence boxes, badge lanyards, laminating machines & supplies, color Kraft paper, plotter paper, stamps, reusable shopping bags, breakroom supplies, related parts & accessories
Promotional Items	Blankets, duffel bags, framed prints, golf balls & towels, mugs, tumblers & water bottles, flashlights, hats & caps, clothing
Retail Operations	Price tags, retail labels (price tags, size labels, etc.), clothing racks & hangers, retail displays, store operations supplies, take-a-number system, shopping baskets & carts, crowd control barriers, money counters/sorters, register paper, lighted "Open" signs, price tag guns, related parts & accessories
Safety/Protection Gear	Gloves, safety glasses, dust masks & respirators, hearing protection, fall protection, lifting straps, work belts, lab coats, aprons, coveralls, rain suits, rubber boots, shoe & boot covers, hard hats, hi-vis & safety vests & accessories, hair nets, grounders & static control equipment, eyewash stations, safety dispensers, compliance centers, related parts & accessories
Specialty Tapes & Adhesives	Safety/reflective tape, warehouse tape, barricade tapes, duct tape, single/double coated tapes, foam tape, gaffers tape, high temperature tapes, protection tapes, other non-packaging & specialty tapes, Velcro/hook & loop tape, glue dots, adhesives, glues & epoxy
Tags	Paper, plastic & Tyvek tags, specialty tags, badges, wristbands, tag protectors
Warehouse Supplies	Storage cabinets & lockers, cutters, sealers, carton stands, machines, coolers, printers, carton tool, heat guns, shelving & racks, non-carton staples & staplers, stencils, warehouse safety, warehouse fans, carboys, moving kits, rosin paper, bungee cords & tie downs, dock boards, ramps, vinyl strip door kits, bumpers, dock lights, load bars, wheel chocks, storage bins, shelf bins, stackable bins, divider boxes, storage boxes, totes, wire & plastic containers, bulk containers, ingredient bins, organizers, crates, tape dispensers, glue dot dispensers, label dispensers, cable tie gun, blade dispensers, knives, plastic pallets, aluminum pallets, drum pumps, DOT placards, International placards, warehouse signage, warehouse labels, truck security seals, cable seals, cable ties, beaded security ties, related parts & accessories

**\*This is a sampling of the types of items included in each group. It is not inclusive. \***  
**Questions? We would be happy to help! Please call 888-362-1909.**