



Purchase Request Instructions

Upon request, Lifeworks may be able to purchase approved goods in the budget on your behalf. To ensure your request is completed in a timely manner, please review the guidelines below when completing the Lifeworks Services Purchase Request Form.

Lifeworks has a minimum purchase requirement of \$100.00 per vendor. If your purchase request does not meet the minimum purchase requirement, the item(s) must be purchased personally and the receipt(s) submitted for reimbursement.

Lifeworks requires one purchase request form to be submitted per vendor. For example, if you have items that you are needing to be purchased from both Amazon and Target, two forms are to be completed.

When requesting Lifeworks to purchase an approved and funded item(s):

- Use the Lifeworks Services Purchase Request Form to document the item(s) you are requesting to be purchased. You will need to go through the vendor's website as if you are completing the purchase yourself to document all required information.
- Be sure to include the budget task and all required preferences such as: size, color or pattern as described in the item description, quantity, weight, and any other specific details to ensure the purchase of the desired item(s), as Lifeworks is unable to choose options on your behalf.
- Lifeworks must have a direct link to each item being requested for purchase. Please list the link to the item outside of a cart. Lifeworks cannot login to personal accounts/carts.
- If there is any missing information, or insufficient funds, we will not complete any part of the purchase request and will return it for further clarification. You will need to resubmit your request in its entirety once corrected, or when the funds become available.
- Check that your total, including tax and shipping, is within the approved budget amount.
 - Please note that while we are able to purchase items from Amazon, Lifeworks does **NOT** have Amazon Prime.
- Please be aware of item availability and price fluctuation, as it may affect your purchase request.
- Lifeworks can only use GUEST CHECKOUT and is not able to create accounts. If guest checkout is not an option, Lifeworks will not be able to purchase from that vendor.

LIFEWORKS.ORG

6636 Cedar Ave S, Suite 250, Richfield, MN 55423 | 866-454-2732

Lifeworks Services, Inc. is a 501(c)(3) private, nonprofit organization and an equal opportunity employer.

This information can be provided in an alternative format upon request.



- All items must be available for shipping as Lifeworks is unable to offer store pick up.
- Lifeworks is unable to purchase subscription services.
- Lifeworks cannot complete purchases from websites outside of the United States.
- Lifeworks will never automatically purchase approved items from a budget. The Support Manager must request it.
- All purchase requests must be approved and submitted by the Support Manager. Lifeworks cannot accept purchase requests from a Case Manager or Support Planner.
- The Reimbursements department will forward all emails providing information from the vendor on your purchase request(s) to the Support Manager as they are received.
- Please allow up to 7 business days for your purchase to be completed once a request has been submitted in its entirety.
- If items are needed for purchase within the last 30 days of the budget span, we recommend that you complete any purchase(s) and submit the request(s) for reimbursement. This will alleviate any potential delays and ensure that the needed items can be purchased before the budget span end date.
- Lifeworks is not responsible if a purchase cannot be completed.
- In the event that an item does not work out and you need to return or exchange it, reach out to Lifeworks Reimbursements and/or your service coordinator to start the return process. Please do not initiate this yourself.