

Instructions for 2015 and Prior Invoice and SPAC Submission

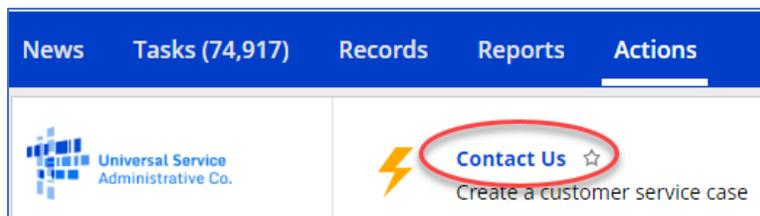
To file an invoice (**FCC Form 472** or **FCC Form 474**) or an **FCC Form 473** for 2015 and prior, you must 1) complete the form and 2) attach it to a customer service case you create and submit. Once submitted, the form will be routed to the Customer Service Team for processing.

Form Links

- Invoice
 - **FCC Form 472** – (Billed Entity Applicant Reimbursement (BEAR) Form)
 - **FCC Form 474** – (Service Provider Invoice (SPI) Form)
- Service Provider Annual Certification
 - **FCC Form 473**

Customer Service Case Instructions

1. Under **Actions**, select **Contact Us**.



2. Under **Title**,
 - For Invoices, enter “**BEAR Invoice Submission**” or “**SPI Invoice Submission**” and the funding year, e.g., “BEAR Invoice Submission FY2015.”
 - For FCC Form 473, enter “**SPAC Submission FY20XX**”

 A screenshot of the 'Create a Customer Service Case' form. The top navigation bar is blue with white text for 'News', 'Tasks (74,917)', 'Records', 'Reports', and 'Actions'. Below the navigation bar, the title 'Create a Customer Service Case' is displayed. Underneath, there is a section titled 'Case Details'. The 'Title *' field is highlighted with a red circle and contains the text 'BEAR/SPI Invoice Submission FY20XX'. Below the title field is the 'Description *' field, which is currently empty.

3. Under **Topic**, select the form being submitted.

The image shows a dropdown menu titled "Topic*" with a search bar containing the text "Please select a value". Below the search bar, a list of options is displayed: "FCC Form 470", "FCC Form 471", "FCC Form 486", "FCC Form 500", "FCC Form 472 - BEAR", "FCC Form 474 - SPI", and "FCC Form 473". The option "FCC Form 500" is circled in red.

4. Under **Subtopic**, select

- **FY 2015 or Earlier Invoice** if you're submitting an invoice or
- **Other** if you're filing **FCC Form 473**.

The image shows a dropdown menu titled "Subtopic*" with a search bar containing the text "Please select a value". Below the search bar, a list of options is displayed: "FY2015 or Earlier Invoice", "Form Questions", "FY2015 or Earlier Invoice", "Other", and "Status Inquiry". The options "FY2015 or Earlier Invoice" and "Other" are highlighted in blue. Red arrows point to the right and left sides of the blue highlights.

5. Under **Priority** select **High**.

The image shows a dropdown menu titled "Priority*" with a search bar containing the text "Please select a value". Below the search bar, a list of options is displayed: "Please select a value", "Critical", "High", "Medium", and "Low". The option "High" is circled in red.

6. Under **Inquiry Type** Select **EPC**

Inquiry Type *

Please select a value

Please select a value

Mail

Phone

Web

EPC

7. Under **Form Type** select the type of form being filed

Form Type

Please select a value

Please select a value

FCC Form 470

FCC Form 471

FCC Form 472

FCC Form 473

FCC Form 474

8. Under **Form Number** enter “**Pending Submission.**” This will remain the status until the invoice has been certified and submitted. Once submitted, the invoice number will be added to the customer service case.
9. Under **Document**, Click **Upload** and attach your completed invoice PDF to the customer service case.

Form Type

Please select a value

Form Number

Pending Submission

Document

UPLOAD

Drop file here

10. In the **Case Contact Information** area, enter the contact information for the form being submitted.

REMINDER: The contact information for the invoice must be:

- For the BEAR - an authorized representative of the Applicant entity (school/library) who has full user rights under **BEAR/472 Permissions** in the E-Rate Productivity Center (EPC).
- For the SPI - an authorized representative of the Service Provider who has full user rights under **Invoice Permissions** in the E-Rate Productivity Center (EPC).

11. Click **Submit**.

Case Contact Information

First Name *	Phone *
<input type="text"/>	<input type="text"/>
Last Name *	Phone Extension
<input type="text"/>	<input type="text"/>
Email *	
<input type="text"/>	