Reverification Documentation Upload Process for the National Verifier
Secure Webpage Document Upload Process

Service providers are able to electronically submit any available documentation they have on file for subscribers undergoing reverification using a secure BOX link. Please closely follow the instructions below to ensure the documents are successfully submitted. Documents that are not formatted properly will not be processed. USAC is unable to notify providers if a document is not accepted because of formatting issues. However, service providers can reference Reverification Subscriber Status Report for the latest status of their subscribers undergoing Reverification.

The secure webpage is a one-way, write-only site where service providers can upload their documents but will not be able to download, view, or save any of the files uploaded.
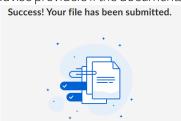
Step 1: Gather documents for upload:
1. Prepare a single PDF document with supporting documentation for each subscriber. The PDF should include all documents for the subscriber.
    o Use the following file naming convention: **ApplicationID.pdf**
2. Each subscriber must have their own PDF document.
3. Place all of the PDF files in a .zip file.
    o Use the following file naming convention:
      NV_Reverification_SACName_MMDDYYYY_HHMMSS.zip
    o Use your company name for SAC Name.
    o Use a 24-hour clock in ET for the hours, minutes, and seconds.

Step 2: Access the secure BOX link:
1. Go to https://universalserviceadministrative.app.box.com/f/620f6a3b3dd14e7593696cae87c96a55

Step 3: Upload subscriber documents:
1. Drop the .zip file in the center of the webpage or upload using the "Select Files" icon on the screen.
2. Hit "Submit" once all intended files have been uploaded. You will receive the following confirmation page once your documents have been submitted. Please note that this only means the documents have been submitted, USAC is unable to advise providers if the documents have been rejected by the system.

Example of a Package:
Service provider A submits a package that contains reverification documents for 4 of their subscribers. The service provider accesses the BOX folder to upload the following .zip file:

- NV_Reverification_ServiceProviderA_03152024_111025.zip

The .zip file contains the following files:

- V00000-12345.pdf
- V00000-12346.pdf
- V00000-12347.pdf
- V00000-12348.pdf

Tips for a Successful Upload:

- Do not upload individual PDFs to the secure folder.
- Ensure the folder has been compressed into a .zip format before attempting the upload.
- Consider breaking up subscriber PDFs into smaller folders if you have a large volume of subscriber documentation.
- If you experience issues uploading a folder, try clearing your browser's cache and reattempting the upload.
- If you are unable to upload your folder, please email LifelineProgram@usac.org for additional support. Use the subject line "Reverification Document Upload Question" and include any details or screenshots available to facilitate a timely response.