



## Service Call Reimbursement Request Form

DISH Network Return Authorization (RA) #: \_\_\_\_\_

|   |           |           |
|---|-----------|-----------|
| <input type="checkbox"/> Receiver         | CAID #:   | Serial #: |
| <input type="checkbox"/> dishNET Wireline | MAC ID #: | Serial #: |
| <input type="checkbox"/> DP Adapter       |           |           |
| <input type="checkbox"/> LNBF             |           |           |
| <input type="checkbox"/> Node             |           |           |
| <input type="checkbox"/> Switch           |           |           |

|                              |        |
|------------------------------|--------|
| <b>Customer Information:</b> |        |
| Name:                        |        |
| Address:                     |        |
| City/State/Zip:              | Phone: |
| Customer Signature:          | Date:  |

### Program Conditions:

1. Log onto the Seller's Hub (<http://retailer.dish.com>) > Communicate > Initiate an Assistance Request using category **Return Authorization**, subcategory **Service Call Reimbursement**.
2. **Fully** complete the online Service Call Reimbursement request form screen. Incomplete requests will be denied.
3. Submit the Service Call Reimbursement request.
  - a. If requesting reimbursement for equipment that is not activated (by IVR/DASH call-in or through a CSR), you must scan and attach a customer signed and dated work order to the assistance request for review.
4. The assistance request will be updated with the SCR's payment status upon processing. You may check the status of your SCR request at any time on the Seller's Hub.

Program conditions and requirements may be found at the path below:

**DISH Portal > DISH Partners > Operations > Documents > Service Call Reimbursement (SCR) Process and Form**

**Effective March 1, 2014; Service Call Reimbursement requests will no longer be accepted for processing by fax.**

If you have comments or questions, please submit an assistance request on the Seller's Hub using the Return Authorizations category, or contact Sales Operations at (303) 222-3010 Monday – Friday from 8 a.m. – 10 p.m. and Saturday from 10 a.m. – 7 .p.m. EST