

#188782 - 2015 Reimbursement Status

Summary News Related Actions

Case Details

Topic	FCC Form 472 - BEAR - Status Inquiry	Form Type	FCC Form 472
Status	Closed	Form Number	23869462386951
Priority	High	Created By	Tiffany Bullion
Inquiry Type	Web	Created On	7/28/2017 11:21 AM EDT
		Organization	MILLCREEK TWP SCHOOL DISTRICT

Case Description

Description I am inquiring about the status of two BEAR reimbursements filed 5/17/16. The information for each are:
FRN: 2805034, ID: 2386946, 471#: 1012691, Amount: \$24585.50, Status: Awaiting Certification
FRN: 2805054, ID: 2386951, 471#: 1012691, Amount: \$107500.00, Status: Awaiting Certification
Previous status inquiry said that these invoice ID's were still in review, this is causing a hardship for this school district and we need to know what needs to be done to resolve this.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
SLD Inquiry # 22-948071 Received	Tiffany Bullion	7/28/17 11:42 AM
SLD Inquiry # 22-948072 Received	Tiffany Bullion	7/28/17 11:42 AM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	<p>Tiffany,</p> <p>When you list a case contact who is not in EPC, the response is sent to them via email, not updated in the case. The case contact that you listed was Mary Scouten. Here is the response that was sent to Mary:</p> <p>Mary,</p> <p>I am sorry that you were not advised of this before, but invoice #2386946 and #2386951 were both submitted before the invoicing process changed on July 1st, 2016. These BEAR forms were never certified by the Service Provider, which is an old process. Since invoicing has changed, this is no longer required, but you will need to resubmit these invoices.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100.</p>	7/28/2017 11:45 AM EDT
Tiffany Bullion	Please disregard previous request, I did not realize that I was emailed directly in regards to this and it can be closed. Thank you for your help!	7/28/2017 11:45 AM EDT
Tiffany Bullion	Hello, I submitted this case less than 15 minutes ago and received an update that it was closed without a reason why. Please see attached emailed in regards to the requests I submitted yesterday on the status of this case, we are trying to garner more information to find a resolution as this has been in process for 14 months. Thank you.	7/28/2017 11:42 AM EDT

Case Contact

Name Mary Scouten
Phone Number 315-422-7608

Email mjs@e2eexchange.com