

# Request for Member Credit, External



Company Name \_\_\_\_\_ Requestor's Name \_\_\_\_\_  
 Member Code(s) \_\_\_\_\_ Requestor's Phone # \_\_\_\_\_  
 Date of Request \_\_\_\_\_ Email Address \_\_\_\_\_

**All of the following questions require an answer to be considered for member credit.  
 Forms must be faxed to VUPS, Attn: Executive Assistant to the President & CEO**

- |   |                         |                             |
|---|-------------------------|-----------------------------|
| 1. Does your company have special receiving software?<br>If yes, what kind?   | Yes                     | No                          |
| 2. If using any receiving software, have you contacted your vendor to check for potential problems?   | Yes                     | No                          |
| 3. Has new software recently been installed?<br>If yes, what kind?  | Yes                     | No                          |
| 4. At the time the problem occurred, was your system/software fully functional?   | Yes                     | No                          |
| 5. Have you contacted your IT Department to see if there were any internal issues (communications, hardware, or software)?                                      | Yes                     | No                          |
| 6. Do you feel more training on remote response would be beneficial?<br>If yes, please contact the VUPS Help Desk,<br>1-800-552-7001, option 3, option 3 again. | Yes                     | No                          |
| 7. Do you feel this credit is justified due to a problem with, (check one of the following).  | Receiving Software      | VUPS Transmission Equipment |
| 8. Number of tickets requesting credit(s) for:  | _____                   |                             |
| 9. Explain in detail, below, the problem you experienced and your reason for requesting a credit. <i>(Use additional paper if needed.)</i>                      | _____<br>_____<br>_____ |                             |

Requestor's Signature \_\_\_\_\_

Title/Position \_\_\_\_\_

Date \_\_\_\_\_

VUPS Use Only:

Approved \_\_\_\_\_

Declined \_\_\_\_\_

Credit Number \_\_\_\_\_

Date Completed \_\_\_\_\_

Reasons: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

CEO Signature \_\_\_\_\_

Date \_\_\_\_\_