

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 emailed to the VA811 Member Services Coordinator, Cathy Waldron, cwaldron@va811.com.**

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------|
| 1. Does your company have special receiving software?
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?
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?
If yes, please contact the VA811 Help Desk, 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 | VA811 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> | _____

_____ | |

Requestor's Signature _____

Title/Position _____

Date _____

VA811 Use Only:

Approved _____

Declined _____

Date Completed _____

Reasons: _____

CEO Signature _____

Date _____