

Dealer Claims Process (Non-CQB)

Home Page:		Visible By:	Coop, SDM, BDMO, Dealer, Sales Coordinator, Director
Spanish Version:	None	Issue Date:	8/26/09

Overview

The purpose of this process is to outline the requirements and procedures for claims processing (Non-CQB) in order for MDF to be reimbursed to the dealer (in the event that the TMO fixture invoice comes in less than the quote, the dealer may request to be reimbursed the difference in order to pay the fixture vendor for their out of pocket expense).

Note:

MDF: MDF will no longer cover signage, it will be used 100% to cover fixture costs, when the Dealer opts to use their sign vendor.

Procedures

COOP Claims Process:

- A. COOP will reimburse the TMO Dealer once the following criteria is met. (1 or 2 and 3)
 1. Both fixtures and signage have been fully approved by TMO COOP and the total of the fixture approval is less than the MDF budget for that location.Or
 2. Both fixtures and signage have been fully approved by TMO COOP, the total of the fixture approval is equal to the MDF budget and an invoice comes in less than the approved amount.
 3. Dealer can provide proof that cost for the fixtures has been paid out of pocket at the location and MDF budget is still available.
- B. In the event that reimbursement is available the dealer is responsible for providing the following to the SDM.
 1. Invoice from vendor must include:
 - a. Address of installed location
 - b. Amount dealer is paying
 - c. PAR #
 2. Proof of payment
 - a. Credit Card receipt
 - b. Cancelled Check (cashed check)
 - c. Etc.
 3. Proof of performance (Pictures of installed location)
- C. The SDM will submit the above referenced documentation to the sales coordinator to enter a claim.
 1. Sales coordinator will submit to COOP.
 2. COOP will process and either approve or return the claim.
 3. If the claim is not approved, COOP will send an email to the SDM explaining the reason for return/denial.

Terms and Acronyms

PC – Process Communication

Feedback

E-mail any questions or feedback about this policy to William.Pretzel@T-Mobile.com

Policy Owner: SDM Team

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together