

# Form 472 BEAR PIN Request Guide

The Form 472 BEAR is the form that applicants use to request reimbursement from the E-rate fund after services/equipment have been received and after their service provider has been paid in full. The BEAR Form is the only form that is not submitted in the EPC Portal.



In order to access the BEAR Form System, applicants must first log into One Portal, and then log into the BEAR Form System using a separate BEAR “PIN.” BEAR PINs are person-specific, are only available to Authorized EPC Users for the school or library, and cannot be shared among other users.

The screenshot shows the dashboard of the Universal Service Administrative Co. with a blue header containing the logo and a 'Sign Out' button. The main content area is titled 'Dashboard' and includes a user email 'jtschell@comcast.net'. There are three main sections: 'Upcoming Dates' (with 'No upcoming dates found.'), 'Schools and Libraries' (with a description of the E-rate Productivity Center and a callout box for FCC Form 472 (BEAR)), and 'Help?' (with 'Send us a message' and 'Call us (888) 641-8722'). A red arrow points from the BEAR callout box to an 'Applicant Login' form overlay. The form has fields for BEN (126066), PIN (masked with dots), Email (jtschell@comcast.net), and Last Name (schell), with a 'Login' button.

To obtain a BEAR PIN, the Authorized User must complete the short PIN Request template at:  
<https://www.usac.org/wp-content/uploads/e-rate/documents/PIN-request-template.xlsx>.

The completed template is then saved and sent to USAC by creating a Customer Service Case in their EPC Portal. USAC will review the template to ensure it is being requested for an authorized EPC User, and then e-mail you a BEAR PIN within a week.

### Completing the BEAR PIN Template

The template is in Excel format and only requires 12 simple pieces of information. Below is a sample of a completed template, with helpful instructions in each column to explain what information should be provided.

	BEN	Last Name	Entity Name	Certifier Full Name	Certifier Title	Certifier Employer Name	Request Date	Street Address	City	State	Zip	E-Mail
<b>Enter Data Here --&gt;</b>	125729	Schell	Central Dauphin School District	Lucy Schell	Director of Technology	Central Dauphin School District	10/10/2020	600 Rutherford Rd.	Harrisburg	PA	17109	<a href="mailto:lucys@cdsd.org">lucys@cdsd.org</a>
<b>Helpful Notes:</b>	<i>This is your school or library's E-rate Billed Entity Number. Often these are 6-digit numbers that begin 125 or 126.</i>	<i>Enter the last name of the person requesting the BEAR PIN. This also must be the person that will be submitting/certifying the BEAR.</i>	<i>Enter the name of your school or library.</i>	<i>Enter the full name of the person requesting the BEAR PIN and that will be certifying the BEAR.</i>	<i>Title of person requesting the BEAR PIN.</i>	<i>School or library's name. If a consultant is requesting a BEAR PIN, they should enter the name of their consulting firm.</i>	<i>Date BEAR PIN is being requested.</i>	<i>Street address of person requesting the PIN.</i>	<i>City of person requesting the PIN.</i>	<i>State of person requesting the PIN.</i>	<i>Zip of person requesting the PIN.</i>	<i>This should be the e-mail address of the person requesting the BEAR PIN.</i>

If you do not receive your BEAR PIN within 7 days, reach out to USAC's Client Services Bureau at 888-203-8100 or contact the PA E-rate Coordinator at [jtschell@comcast.net](mailto:jtschell@comcast.net) for assistance.