To update address and contact information, you must log in to Dealer Center using your Corp login ID. Once in Dealer Center, click “Enter a Sales Order” under “SALES”. You will then be redirected to retailer.directv.com.

From the left hand navigation, look under Toolbox and select “Info Change Form”, also known as ICF.

The DIRECTV Online Information Change Form allows you to update Corp and Store information including address details, contact person, phone numbers and email addresses. Please note that when making an update to your Corp information, it DOES NOT update your Store or Property information automatically. You will need to update both Corp and Store or Property information separately when making changes to address and contact information.
If you have any questions or need more information, please contact DIRECTV Retail Services at 1-800-323-1994, or via email at RetailServices@DIRECTV.com.

Each request you submit through this process will take 2-3 business days to complete, if approved. When creating new Store or Property locations, you will receive an e-mail from DIRECTV listing the new billing IDs and login IDs associated with the new locations.

FREQUENTLY ASKED QUESTIONS

Does the ICF have to be completed online?
  ■ Yes. We retired the process of submitting paper ICFs in favor of this more efficient method.

How do I check the status of my ICF request?
  ■ Keep the ICF number you receive when you submit the request. You can then contact your ASM or Retail Services at 1-800-323-1994 or RetailServices@DIRECTV.com with that number for an update.

Can I change my Business Name or Tax ID via ICF?
  ■ No. The ICF process can update your DBA, but changes to your Business Name or Tax ID are handled differently. Please contact your ASM or distributor partner directly for instructions on that process.

Can I use my PO BOX?
  ■ Yes, but not for your Physical and Shipping addresses. Those cannot be PO BOX addresses.

Can I use DIRECTV in my name?
  ■ No. Per DIRECTV policy, the DIRECTV name cannot appear as part of your Business Name or DBA name.

How should my address appear to ensure my ICF is approved?
  ■ Our system validates information using USPS address information. You must enter your address as it appears on the USPS web site in order to make sure your request is approved and successfully updates your account. It is important to make sure your city name is spelled correctly (and not abbreviated), and that your ZIP code matches.