

**2012 Mobile Commerce Personalization Promotion
Known Issues - July / August 2012**

Issue Category	Description	Target Resolution / Date Fixed	Date Accounts Reconciled
Enrollment	When the system receives simultaneous enrollment requests for the same CRID, the enrollment is not processed. The user must re-enroll to complete the enrollment process. This is a rare occurrence.	10/14/2012	
Enrollment	When the mailer is enrolled and later adds a CRID to the incentive program, the incentive is not received. The user must go into customer registration and click on the incentive program link to activate the new CRID.	April 2013	
Calculation / System Errors	For a Mail.dat, Mail.XML or Postal Wizard entered postage statement, during finalization, the BMEU selects the barcode type to be POSTNET. Some postage statement lines received the incentive when they were not eligible. These postage statements are being reversed and re-entered to obtain the correct postage. These postage statements are being tracked and adjustment transactions will be issued at the end of the promotion period.	10/14/2012	10/1/2012
Calculation / System Errors	When a user enters the postage statement for a pre-cancelled stamp mailing, there is no option to claim the incentive. These postage statements are being tracked and will receive the incentive as a rebate at the end of the promotion period.	TBD	10/1/2012
Calculation / System Errors	When a user enters the postage statement for a metered - neither mailing, there is no option to claim the incentive. These postage statements are being tracked and will receive the incentive as a rebate at the end of the promotion period.	TBD	10/1/2012
Calculation / System Errors	When a user enters a Mail.dat or Mail.XML job having shortage or spoiled pieces and claiming the incentive discount, the incentive amount is doubled. These postage statements are being tracked and adjustment transactions will be issued at the end of the period.	10/14/2012	10/1/2012

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Display	When a Postal Wizard user views the confirmation acceptance notice, the net postage due does not display the incentive received. The correct net postage due is on the receipt or the postage statement.	10/14/2012	
Display	When the sender of a Mail.dat job receives a Status Receipt File (format Enhanced XML), the total postage amount does not take into account the incentive discount. The receipt will be modified in a future release to take into account the incentive amount.	10/14/2012	
Compliance / Enhancement	When a Mail.dat job or Mail.XML job is submitted for combined mail, the incentive is received on pieces where this was not expected. According to release notes and technical specifications, the job must be submitted with postage statement key variables to separate the mail pieces with the incentive claimed from the mail pieces with no incentive claimed.	April 2013	10/1/2012