



FREQUENTLY ASKED QUESTIONS

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GENERAL

INSTALLATION AND ACCOUNT QUESTIONS

Q: How do I install MTPmobile?

Contact your organization's technical support group for directions, as the application may be deployed to your device via your organization's mobile device management software.

The application can also be accessed via the *Apple App Store*. If you need additional technical support regarding the MSA MTPmobile application, please contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.

Tap the *App Store* icon to the right to go the application's location.



Q: Who do I contact if there is a change in my email address, or first or last name?

Please contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.

Q: How can I determine which version of MTPmobile I am running?

The application version is displayed at bottom of the *Activation* and *Login* screens.

Q: Where can I download the latest version of MTPmobile?

The latest version of MTPmobile is always available on the *Apple App Store* and if applicable, your organization's app store.



Q: Why is it important that I know what version of MTPmobile I am running?

From time to time, a new version of MTPmobile will be released that includes updated functionality or bug fixes. Depending on the specifics of the release, an upgrade may be required. The application will check to see which version you are running versus the lowest supported version and, if necessary, prompt you to upgrade.

Q: What does the following message mean? "Location Services Disabled. By enabling location services, you will be able to see and sort on the approximate distance to each store. Go to Settings > MTPmobile > Location to enable."

This message appears after logging into the application when *Location Services* are not enabled for MTPmobile. We recommend that you enable *Location Services* for best use of the application.

- Choose "Not Now" if you want to continue to be prompted for this condition in the future.
- Choose "Ignore" if you no longer want to receive this message in the future.
- Choose "Settings" to be directed to the *Device Settings* screen where you can change the setting for "Allow Location Access" for MTPmobile to be "While Using the App" instead of "Never."



ACTIVATION

Q: After I requested an Activation Code, the message “Request Activation Code successful” is displayed on screen, but I never received the code. Where is it?

Check the spam or junk mail folders in your email. If the message is not there, request a new activation code and ensure that you correctly type your email address. If issues persist, please contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.

Q: I attempted to activate *MTPmobile*, but “The activation key entered is not valid” displayed. Now what?

Ensure that you are correctly typing the activation code sent to you via email. The code is a one-time activation of your account on your device. If issues persist, request a new activation code, retrieve it from your email, and retry the activation. Upon successfully activating your device to your account, you will be prompted to create and confirm a password.

Q: I attempted to activate *MTPmobile*, but “Please agree to the terms of the license agreement” displayed. Why?

You have not accepted the terms of the license agreement. Please tap on the empty circle to left of the license agreement text. You will then see a green circle with a check mark next to the license agreement. Tap **Activate Account** to proceed.

Q: When attempting to request an Activation Code, I get the following error message: “This user does not have an active device. <support code DD> or <support code FW>.” What does this mean?

There may be an issue with the device configuration set up. Contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.

Q: I am installing *MTPmobile* on a replacement iPad, or I have uninstalled and reinstalled it on the same iPad. How do I request a new Activation Code?

Follow these steps:

1. On the *Activation* screen, tap **Request Activation Code**. The *Request Activation Code* screen will display.
2. Enter your email, then tap **Request**.
3. A “Requesting activation code” message displays for a few seconds, followed by the message: “Request Activation Code Activation code is requested successfully. Please login with activation code.”
4. Tap **OK** to clear this message.

Q: While activating *MTPmobile*, the prompt “The email or password you entered is incorrect. Please enter again” displays. How can I access the *MTPmobile* app?

Ensure that you are correctly entering the email address and password. Manually retype your email and password. Remember that passwords are case sensitive. If the error persists, please contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.



PASSWORDS

Q: What are the password requirements for MTP*mobile*?

Requirements for MTP*mobile* passwords:

- A minimum of 8 alphanumeric characters.
- At least one alphabetical character and one numerical character must be included.
- Special characters (!@#\$, etc.) are permitted.
- Passwords can use upper or lower case and are case-sensitive.

Q: How do I change my MTP*mobile* password?

1. Tap **Menu**, then tap **Password**.
2. Enter your current password, then your new password, and confirm the new password.
3. Tap **Change**.

Q: I forgot my MTP*mobile* password. How do I reset it?

1. Tap **Forgot Password** at the bottom of the *Login* page. If this button is not visible, hide the keyboard.
2. On the next page, enter your email address, then tap the **Request** button. A new activation code will be emailed to you. MTP*mobile* will return you to the *Login* screen with *New Activation Code* page.
3. Enter your email address, the new activation code, and agree to the terms of the license agreement.
4. Tap the **Login** button. The next page will prompt you to enter and confirm a new password.



SYNCHRONIZATION (SYNCING)

Q: What are the different types of Syncing?

Full System Sync

This sync updates all of your application data. It runs whenever MTPmobile is activated on your device and is also automatically triggered periodically (usually once per week).

You can initiate a *Full System Sync* by tapping **Full System Sync** on the *Advanced Troubleshooting* screen. From the menu, tap **Troubleshooting**, and then **Advanced Troubleshooting**. A *Full System Sync* typically takes 5-10 minutes, depending on the size of your store list and connection speed. Don't let the device go to sleep during a *Full System Sync*, which could cause the sync to fail. You would have to re-run the sync.

Sync Enrollments

This uploads enrollments and downloads all enrollment updates for stores associated with the your account. This sync is automatically initiated periodically throughout the day. You can initiate this sync by selecting **Sync Enrollments** from the menu. Typically, syncing enrollments completes in several seconds.

Sync Items & Orders

This sync uploads your orders to MSA and is automatically initiated periodically throughout the day. You can also initiate this sync by selecting **Sync Items & Orders** from the menu. This sync typically takes a few seconds to complete.

Store-Level Sync

This syncing option allows you to troubleshoot sync issues for any of your stores associated with an enrollment or order. Just tap **Attempt Sync** next to any store listed on the *Troubleshooting* screen. If your attempt is successful, the record will disappear from this screen. If an issue is encountered, the record will state "Under Review."

Automatic Syncs

These occur periodically throughout the day and an automatic *Full System Sync* occurs at least once per week. Be sure to keep your device's screen awake as not to disturb any sync and requiring another sync.

Q: Why can't I sync?

You may have a bad network connection. Test this by going to the *Troubleshooting* page and tapping **Test**. If your connection is good, try syncing again. If this does not help, contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.

You also may have tried to manually sync while an automatic sync was already in progress. You would receive this message: "This action cannot be completed due to a sync in progress. Please try again in a few moments."

Q: How do I know that my application has synced?

Check your application's sync status at the bottom of the menu. This will tell you when your app last synced and whether or not there has been a sync issue.


You may also check within the *Troubleshooting* screen. You can see store-level sync issues and test your connection status by tapping **Test**. Go to the *Advanced Troubleshooting* screen to check for more sync issues.



MY STORES


Q: All of the stores in the *My Stores* list have a question mark (?) beside them, and I do not have an option to sort *My Stores* based on distance.

This can occur if you tapped **Don't Allow** instead of **OK** when you were asked to enable *Location Services* after you installed the application. Follow these steps to enable location data:

1. On your device, go to **Settings > Privacy > Location Services**.
2. Verify that the main slider switch for *Location Services* is on.
3. Just below that, verify that the slider switch for *MTPmobile* is turned on, as shown. 

Q: The *My Stores* list is empty, but I previously had stores in it. How do I bring the stores back?

Follow these steps:

1. Tap the **Menu** icon. At the bottom of the menu, the date and time of the last sync is displayed. There may also be an alert that a sync error has occurred, indicated by the icon shown. 
2. Tap **Troubleshooting** near the bottom of the menu.
3. Tap **Advanced Troubleshooting** on the bottom of the screen.
4. Tap the **Sync** button where it says "Full System Sync." This sync usually takes five (5) minutes to complete, but can take up to ten (10) minutes, depending connection speed and the size of your store list. Once this is complete, the *My Stores* list should display your list of stores.

While the application is syncing, occasionally tap the screen to prevent the device from going to sleep. If the device goes to sleep during a *Full System Sync*, the sync may fail to complete successfully.

For more information on [Full System Syncs](#), click [here](#).



TROUBLESHOOTING

Q: How do I resolve sync issues?

Open the menu, and then tap **Troubleshooting**. This screen will show you any enrollment that has not yet been synced or has sync issues. If there are any records listed on this screen, tap the **Attempt Sync** button associated with each record. If the record successfully syncs, it will disappear from this screen.

If an issue is encountered, the record will state “Under Review.” MSA will review the record and attempt to resolve the issue. If the record is successfully resolved, the record will no longer show on this screen and you will be able to see the enrollment as normal when tapping on the enrolled store. If there is an issue with the record that cannot be resolved, the status of the record on this screen will change to “Enrollment/Order unsuccessful, dismiss and re-create the enrollment” followed by a **Dismiss** button.

By tapping the **Dismiss** button, the enrollment record will be removed from your device. You may re-attempt to enroll the store by tapping on the store from your *My Stores* listing.

Q: The MTPmobile application repeatedly attempts to sync immediately after I sign in. I am unable to use the application. How do I resolve this?

The application attempts to perform a *Full System Sync* periodically (usually once a week). If this fails, the application will attempt to perform a *Full System Sync* immediately after you sign into the application, and will continue to attempt to perform a *Full System Sync* until successful. To resolve, do not sign into the application until you are on a strong internet connection, preferably on a reliable WiFi connection. This sync usually takes up to five (5) minutes, but may take up to ten (10) minutes, depending on your network connection speed.

Q: What should I do if I keep getting “Sync Failed” or other unresolved Sync errors?

These steps are recommended in the case of persistent “Sync Failed” or similar errors:

- Check to be sure you are running the most current version of MTPmobile.
- Check your internet connection. If it is slow or reception is spotty, retry when it is better.
- Ensure that you keep the MTPmobile sync screen active to avoid interruption.
- Contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.
- If necessary, the Help Desk may advise you to use the **Reset** option on the *Advanced Troubleshooting* screen. This will result in losing any unsynced or draft enrollments, taking the application back to a post-activation “clean” state. After the reset, all completed and synced enrollments will still be available.

Q: How do I uninstall and reinstall MTPmobile?

If a problem is encountered that cannot be solved through the **Reset** option of the MTPmobile application, it may be necessary to uninstall and reinstall the application. To uninstall/reinstall the MTPmobile app:

1. Tap and hold the MTPmobile icon on the *Apple* menu until the icons begin to shake.
2. Tap the **X** in the corner of the MTPmobile application.
3. A pop-window appears. Tap **Delete** to remove the application.
4. Access your company app store or the *Apple App Store*.
5. Download the MSA MTPmobile application, and install it.
6. Once the application has been downloaded, perform a *Full System Sync*, if it does not do so automatically.
7. Verify that all applicable stores are present in the *My Stores* list.



ENROLLMENT

GENERAL


Q: How do I know that my enrollment has been completed successfully?


MTPmobile will display a confirmation dialog: “Are you sure you wish to confirm this enrollment?” Upon tapping **Yes**, MTPmobile will immediately attempt to sync the enrollment if Internet connectivity is present. Otherwise, the enrollment will be transmitted to MSA during the next sync event. When the sync occurs, the enrollment or amendment is transmitted and a confirmation email or fax will be sent out to the submitter and the store. The confirmation contains a copy of the signed contract.

Q: How do I know if a store is enrolled?

On the *My Stores* screen, tap on a store to access that store’s *Trade Programs List* screen.

- Any trade program in which the store is enrolled will display the first icon, below.
- If a Draft of the contract is created, but not yet submitted for enrollment, the Draft icon displays, shown as the second icon, below.
- On the *My Stores* screen, any store enrolled more than once by separate users displays the third icon, shown below.

Enrolled: 

Draft: 

Multiple
Enrollments: 

Q: In the Trade Program List for a store, I see this icon, , for one program and the message “Not Available – You have already enrolled this store” for other programs. What does this mean?

In order to prevent duplicate enrollments, MTPmobile will not allow an individual user to enroll a store in multiple trade programs of the same type for the same program year (a single store can be enrolled in two or more different trade programs simultaneously, however). This restriction includes enrollment drafts as indicated by this icon above. To enroll the store in the program indicated with a draft, complete the draft enrollment. If you prefer to discard the draft or enroll the store in a different program, first delete the draft by tapping on it, then tapping the **Delete Draft** button on the next screen.

Q: How can I verify if a store is compliant?

At this time, trade program compliance information is not available within the MTPmobile application. Please contact your supervisor for information regarding how your organization receives compliance updates.



ADDING, REMOVING, AND CHANGING ENROLLMENTS

Q: How can I remove an enrollment completely?

You can void the enrollment:

1. Select the enrolled store on the *My Stores* list.
2. Return to the *Contract Summary* screen by tapping on the existing enrollment.
3. Tap **Void**.
4. Select a reason for voiding the contract, or manually enter a reason for the void.
5. Tap **Yes** to confirm the void when prompted. Please note that this action will void the enrollment for *all* stores included on the enrollment.

Q: How can I add or remove stores from an enrollment?

You can amend the enrollment:

1. Select the enrolled store on the *My Stores* list.
2. Return to the *Contract Summary* screen by tapping on the existing enrollment.
3. Tap **Amend**. Tap **Enrollment Stores** to view the list of stores on the enrollment.

To Remove Stores

- Tap to select the stores that you wish to remove from the enrollment.
- Tap the footer to remove the selected stores.

To Add Stores

- Tap the area where it says “Stores from previous enrollment year” or “Stores from *My Stores*” to view additional stores to add to the enrollment.
 - Tap to select the stores that you wish to add to the enrollment.
 - Tap the footer to add the selected stores.
4. After you have finished adding and removing stores, tap **Next** to proceed to the contract details screen.
 5. Obtain the required signature from the store representative and tap **Submit** to complete the amended enrollment.

Q: I’m trying to add stores to an enrollment, but I’m unable to do so.

On the *Trade Programs* page, tap an option below the heading “Add Additional Stores.” You can add stores from the previous enrollment year, or you can add stores from the *My Stores* listing.



DUPLICATE ENROLLMENTS

Q: What is a duplicate enrollment?

A duplicate enrollment occurs when a store is enrolled on multiple versions of the same contract. Your organization's business rules determine when duplicate enrollments are acceptable and when they are not.

For example, if you have already created an enrollment for a particular store, you may not create a duplicate enrollment for that same store, but someone else may be allowed to do so. In another case, if someone else has created an enrollment for a store, you may be able to create a duplicate enrollment for that store. Duplicate enrollments can be resolved by one person voiding their version of the enrollment.

Additionally, any unresolved duplicates will be resolved according to the Manufacturer's business rules prior to a payment being made to the store.

Q: Does MTP*mobile* prevent duplicate enrollments?

MTP*mobile* does prevent duplicate enrollments from being created by a single user, but does not prevent another user from enrolling the store if they feel that the store should be enrolled differently.

Duplicate enrollments can be resolved by one person voiding their version of the enrollment. Any unresolved duplicates will be resolved according to the manufacturer's business rules prior to a payment being made to the store.



CONTRACTS

Q: How can I send both a Fax and an Email receipt?

For companies with the fax option enabled, select **Fax Receipt** and enter a 10-digit Fax number. When the enrollment is confirmed, a copy of the signed enrollment will be automatically faxed to the number entered above and emailed to the submitter, who can then forward the contract to others, as needed.

Q: What if a retailer has neither a fax nor an email address? How can the retailer receive receipt of the contract?

Depending on your organization's business rules, a retailer fax or email address may be required. If neither is required, you may print out a copy of the contract and hand deliver it to the customer.

Q: How can I resend a copy of the signed enrollment contract?

From the *My Stores* list, follow these steps:

1. Tap on the appropriate store.
2. Go to the *Contract Summary* screen by tapping on the existing enrollment.
3. Under *Send Contract to*, select **Representative** to send a copy of the signed contract to yourself.
4. Select **Receipt Recipient** to send a copy of the signed contract to the enrolled store.

Q: When I try to resend a signed copy of the enrollment, I receive a "No email address(es)" defined error. What does this mean?

If your organization does not require a customer email address to complete an enrollment, it's possible to leave this field blank on the submitted contract, therefore an email copy cannot be sent. You may choose to amend the contract to add email address information or print a copy and deliver to the customer.

Q: When I amend a contract, how can I tell the difference between the amended version and the original version within the *MTPmobile* application?

You will see only the most recent version of the contract. The amended version replaces the original within the application. In the subject line of the email/fax receipt, the contract type will be denoted in brackets (e.g. New Contract, Contract Void, Contract Amendment). This will also be stated in the body of the email/fax.

Q: How can I change a submitted contract (amend a contract)?

Amend the contract:

1. Return to the *Contract Summary* screen by tapping on the existing enrollment.
2. Tap **Amend**. Select a reason for amending the contract.
3. Tap **Yes** to confirm the amendment when prompted.
4. The next screen allows you to add or remove stores from the enrollment.
5. Tap **Next**; the *Contract Details* screen will display with the current selections populated.
6. Scroll through the contract making changes, as needed.
7. A new signature (only by the store representative) is required to submit the amendment.



DISTRIBUTORS

Q: Which distributor should I choose for an enrollment?

Your organization has specific business rules regarding which distributor selection should be selected. Typically, the distributor that supplies a majority of the stores on the enrollment should be selected. However, please contact your supervisor to ensure that this is consistent with your organization's policies.

Q: The distributor that I would like to specify for an enrollment is not a listed choice, what do I do?

The list of distributors is limited to only those distributors that have supplied stores associated with your MTP*mobile* account. Additionally, only distributors that supply shipment data for measuring compliance will be listed. Additional distributors will be added to the list as they begin supplying your stores or begin supplying shipment data. Please contact your supervisor for more information on your organization's policies regarding distributor selection.



E-ORDERING

GENERAL

Q: How do I order items?

Begin from the *My Stores* list and tap on the appropriate, eligible store.

1. Select a distributor from the *Store Orders* screen.
2. From the *My Items* list, find the items you would like to order.
3. For each item, use the item counter's + or – buttons to add or subtract items from your cart.
4. When you are done adding items to your cart, tap on the blue footer labeled **Review Cart**.
5. If your cart has the correct items and quantity of items, tap the blue footer, now labeled **Review Order**.
6. Here, you will be able to review your order and submit it. Be sure to have the store representative review the order, type in their own name and title, sign their own name, and tap the circle to confirm “I am authorized to place this order.”
7. Tap **Submit**. Then, confirm the order and view the *Order Summary* that appears.

We recommend that you send a copy of the order to the store representative by tapping **Email Address** below “Send Summary To” on the *Order Summary* screen.

Q: Are there limits to how many items I can order?

Yes. These limits are listed below the item counter as # *Max*. These quantity limits cannot be bypassed.

Q: Can I order multiple kinds of items in one order?

Yes. There is no limit to the variety or combination of items you can order.

Q: How long will items remain in my cart?

Items will remain in your cart as long as you are working with the same order. When you navigate to another screen, you will have the option to clear your cart or to stay and complete the order. Carts cannot be saved.

Q: Can I cancel an order?

Yes. This is called “voiding” an order. You can only do this while the order is labeled “Submitted” or “Accepted.”

Q: I need to void my order, but it's been more than 24 hours since I submitted it. What do I do?

If it has a “Sent to Distributor” status, contact the distributor directly. For any other status, contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com for assistance.

Q: My order is labeled “Processed” or “Processing,” can I void it?

No. Please contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com for assistance.



MY STORES

Q: How do I know if a store is eligible?

You can tell that a store is eligible because you will be able to tap on it and go to its *My Items* screen.

Stores that are not eligible have faded text and cannot be tapped on or selected.

Q: How do I make a store eligible if it is not?

You cannot make a store eligible from the application. Contact your organization or supervisor for more information on this topic.

Additional Information: A store's eligibility is based on manufacturer-specific business rules, which sometimes involve contract agreements with certain retailers, among other requirements. The store, regardless, must be supplied by a distributor that is participating in e-Ordering.



MY ITEMS

Q: How do I know how much of an item I am ordering?

The item count is different from the item quantity. For example, an item reading as 12ct will mean that it is a package of twelve (12).

Q: How do I search for an item?

You can search for an item in several ways:



Typed Search: Tap on the Search icon (shown left). In the *Search* fields that appear, type in any keywords that describe the product, including its name or flavor, or the last five (5) digits of its UPC.



Filtering: Tap on the **Filter** icon (shown left) and a dark blue header with a drop down menu will appear. From there, you can filter the items based on...

1. **All Items** - includes items that are not considered “orderable” or are not in stock.
2. **Orderable** Items - only excludes items that cannot be ordered. It does not exclude items that the selected distributor does not have in stock.
3. **Orderable and Stocked** Items - excludes items that cannot be ordered and are not in stock.

Q: Why does my order still have a “Processing” status after it should have been shipped?

This is a temporary status and is expected to last from midnight until 4:00AM ET. Orders have a “Processing” status until MSA sends them to the distributors.

Similarly, if you have an order that contains a new item, the order may hold a “Processing” status until the distributor has the item in stock.

If neither of these situations apply, perform a *Full System Sync* and check the status again. If this does not work, contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.


Q: I can't get my order to sync to the MSA system. When will it be processed?

Orders are not processed until they have synced to the MSA system. If you are having trouble syncing an order, attempt to sync again when you have a stronger WiFi or mobile data connection. If you still cannot sync, contact the MSA Product Support Help Desk at 1-877-544-4435 or at ProductSupport@MSA.com.



ORDER HISTORY

Q: How do I determine what to order for a store?

You can look into an individual item's history by tapping the **Shipment Information Icon**  next to the item. You will then see shipment history over the past six (6) weeks and the past year-to-date (YTD) for that item and that store.

You can also see the store's trade program information listed below its address on the *My Items* screen.

With that information, you can make your own judgment on whether or not you should order that item for that store and how much of it you should order.

Q: Where do I find a store's Order History?

Find the store in the *My Stores* list. Tap on it, and look towards the last gray header, labeled *Order History*. Beneath this header, you can see the order's details, including the selected distributor, the representative who ordered each, and the order's status, submitted date and time, and MSA OrderID.

Q: How far back can I see a store's order history?

You can see the store's most recent twenty-five (25) orders.

Q: Where do I find my Order History?

Find it on the *My History* screen:

1. From any screen, open the menu.
2. Under *Orders*, you'll find a tab that will lead you to *My History*.
3. Tap on **My History** and you will see a screen that lists your orders, as well as each order's details and status.

You can find an order by sorting by the date or name, searching for keywords, or filtering based on the status of an order. You can see up to your twenty-five (25) most recent orders.



ORDER STATUS

Q: What is an Order Status and what does it mean?

Order Statuses tell you what stage in the ordering process a certain order has reached. See the chart below as a guide for your Order Status.

Submitted	The order is submitted in the application, but the device has not synced. The order is still voidable at any time.
Accepted	The order has been submitted and the device has synced. The order is still voidable before 12:00AM EST (midnight).
Processing	Accepted orders change to Processing at 12:00AM EST and are no longer voidable.
Processed	The order has been processed in the <i>Clearinghouse</i> , but not yet sent to the distributor.
Partially Processed	Order has been processed in the <i>Clearinghouse</i> , however not all line items on the order were successfully processed. Order has not yet been sent to Distributor. Items that were not successful may successfully process on future <i>Clearinghouse</i> processing runs.
Processing Error	Order has been processed in the <i>Clearinghouse</i> , however all line items on the order were unsuccessful in being processed.
Void Pending	A void has been requested; however, the void transaction has not yet been synced. You can only void in Submitted or Accepted status.
Voided	Order has been successfully canceled. An order goes from Void Pending to Voided upon the void transaction being synced.
Submitted - Sync Error	The order has not been sent to MSA. Attempt to perform a Full System Sync or contact the MSA Product Support Help Desk for assistance.
Void Pending - Sync Error	The order has not been sent to MSA. Attempt to perform a Full System Sync or contact the MSA Product Support Help Desk for assistance.
Sent to Distributor	The order has been sent to the distributor for fulfillment.
Partially Sent to Distributor	Order has been sent to the distributor for fulfillment, however some line items have not yet been sent as they have not processed successfully. Items that were not successful may successfully process on future <i>Clearinghouse</i> runs.





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HEADQUARTERS

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