

1. The customer has submitted an invoice which is out of the promotional period. Compose and email explaining to the customer that they are not eligible to join the promotion.
2. Validate if the attached invoice is eligible for the promotion. Shortly explain your answer.

Promotion Mechanics:

- The product must be purchased from September 1, 2017 to November 1, 2017.

- Eligible product for the promotion are below:

*HP DeskJet Ink Advantage 3777 All-in-One Printer

*HP DeskJet IA 2676 WL AiO (Noble Blue)

*HP DeskJet Ink Advantage 3636 All-in-One Printer

Qty UM		DESCRIPTION	BRAND	PRICE	EXT. PRICE
1	UNT	DESKJET 3636 AIO	HP	4,390.00	4,390.00
		CN66R3N3C9	PW 1Y SW 1Y	PRINCESS	
1 Total QTY sold					Sub Total 3,919.64
					VAT Amount 470.36
					Receipt Total 4,390.00
					Change 0.00

Payment Mode:

3. PROMOTION MECHANICS.

Customer must buy 1 eligible printer to receive a cashback reward. Cashback may double up if the customer purchased a set of corresponding ink series for the printer. A set of ink means one of the options below must be purchased together with the printer.

- Black, Cyan, Magenta and Yellow.
- 1 Black, Tri-Color ink

Customer can submit up to a limit of three (3) entry Reward for valid claims.

The customer must submit the Invoice showing the purchased eligible product. The invoice submitted must contain the following:

- Participating HP Reseller company or HP Online Store
- Sale purchase date
- Sale purchase price
- List of Eligible Products sold
- Invoice number

The promotional period is from **01 September 2019** to **15 November 2019**. The product must be purchased within the promotional period.

Below is the eligible product list and the corresponding reward value.

HP Product Number	Eligible Printer	Printer Reward	Eligible Ink	Printer and Ink Set Reward
F5S28A	HP DeskJet 2130 All-in-One	\$5.00	HP 63 Series	\$10.00
F5S42A	HP DeskJet 2131 All-in-One	\$5.00	HP 63 Series	\$10.00
F5S43A	HP DeskJet 3630 All-in-One	\$5.00	HP 63 Series	\$10.00
F5S48A	HP DeskJet 3632 All-in-One	\$5.00	HP 63 Series	\$10.00
J9V86A	HP DeskJet 3720 All-in-One	\$10.00	HP 65 Series	\$20.00
T8W92A	HP DeskJet 3721 All-in-One	\$10.00	HP 65 Series	\$20.00
T8W93A	HP DeskJet 3723 All-in-One	\$10.00	HP 65 Series	\$20.00
F0V63A	HP ENVY 4520 All-in-One	\$10.00	HP 63 Series	\$20.00
F0V73A	HP ENVY 4522 All-in-One	\$10.00	HP 63 Series	\$20.00
W3U26A	HP ENVY 4523 All-in-One	\$10.00	HP 63 Series	\$20.00
J6U69A	HP ENVY 4524 All-in-One	\$10.00	HP 63 Series	\$20.00
G0V47A	HP ENVY 5540 All-in-One	\$10.00	HP 62 Series	\$20.00
K7C86A	HP ENVY 5542 All-in-One	\$10.00	HP 62 Series	\$20.00
B9S56A	HP ENVY 5640 e-All-in-One	\$10.00	HP 62 Series	\$20.00
F5R95A	HP OfficeJet 3830 All-in-One	\$10.00	HP 63 Series	\$20.00
F1H96A	HP OfficeJet 4650 All-in-One	\$10.00	HP 63 Series	\$20.00
T3P03A	HP OfficeJet 6950 All-in-One	\$20.00	HP 905 Series	\$40.00
P4C82A	HP OfficeJet 6956 All-in-One	\$20.00	HP 905 Series	\$40.00

3.1. How much Cashback will the customer receive if the invoice is submitted?

**** Refer to item no. 3 for promotion mechanics**

GN Office Supplies		INVOICE	
BILL TO	SHIP TO	INVOICE NO:	1000109
Rhoda M Glover	Rhoda M Glover	DATE	19.09.2019
3236 Terry Lane	3236 Terry Lane	PO NO.	PO100021
Lexington	Lexington		
QTY	DESCRIPTION	UNIT PRICE	AMOUNT
2	G0V47A - HP ENVY 5540 ALL IN ONE	\$ 165.00	\$ 330.00
1	N9K02AA - HP 65 Black Original	\$ 38.00	\$ 38.00
1	N9K01AA - HP 65 Tri-Color Original Ink	\$ 25.00	\$ 25.00

3.2. Is the customer with the document below eligible for a reward?

If Yes - how much cashback reward is the customer entitled to?

If No - Please explain the reason.

**** Refer to item no. 3 for promotion mechanics**

GN Office Supplies		INVOICE	
BILL TO	SHIP TO	INVOICE NO:	1002129
Robert A Griffin	William M Waltz	DATE	30.09.2019
3578 Vernon Street	4720 Mcwhorter Road	PO NO.	PO100123
Mira Loma	Mira Loma		
QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	F5S28A - HP DeskJet 2130 AiO	\$ 170.00	\$ 170.00
		SubTotal	170.00
		Sales Tax 10%	17
		TOTAL AMOUNT	\$ 187.00


3.3. **How much Cashback reward will the customer receive with the given invoice?**

**** Refer to item no. 3 for promotion mechanics**

			
BILL TO	Tiffani Salvo 2657 Ferry Street Birmingham Contact: 256-749-3155	INVOICE NO: P-I863221 DATE 02.09.2019	
SHIP TO	Jeffery Salvo 2728 Doctors Drive Mandarin		
INVOICE			
DESCRIPTION	QTY	UNIT PRICE	AMOUNT
T8W93A - HP DeskJet 3723 All-in-One	3	\$ 210.00	\$ 630.00
SubTotal			630.00
Sales Tax 10%			63
TOTAL AMOUNT			\$ 693.00

3.4. **Is the invoice eligible for the submission?**

**** Refer to item no. 3 for promotion mechanics**

			
BILL TO	Jose C Beaulieu 239 Brannon Avenuet Birmingham Contact: 904-880-0165	INVOICE NO: P-I863212 DATE	
SHIP TO	Jose C Beaulieu 239 Brannon Avenuet Birmingham Contact: 904-880-0165		
INVOICE			
DESCRIPTION	QTY	UNIT PRICE	AMOUNT
F5S48A - HP DeskJet 3632 All-in-One	1	\$ 200.00	\$ 200.00
SubTotal			200.00
Sales Tax 10%			20
TOTAL AMOUNT			\$ 220.00

3.5. How much cashback value will the customer received if the document below is submitted?

*** Refer to item no. 3 for promotion mechanics*

PrintCrate		PrintCrate Inc.		INVOICE	
BILL TO		SHIP TO		INVOICE NO: 1220109	
Mary G King		Mary G King		DATE 19.10.2019	
2345 Turnpike Drive		2345 Turnpike Drive		PO NO. PO12221	
Gadsden		Gadsden			
QTY	DESCRIPTION	UNIT PRICE	AMOUNT		
2	J9V86A - HP DeskJet 3720 All-in-One	\$ 170.00	\$ 340.00		
1	N9K02AA - HP 65 Black Original	\$ 38.00	\$ 38.00		
1	N9K01AA - HP 65 Tri-Color Original Ink	\$ 25.00	\$ 25.00		
SubTotal			423.00		
Sales Tax 10%			42.3		
TOTAL AMOUNT			\$ 465.00		

3.6. Is the customer eligible for a cashback with the document below?

*** Refer to item no. 3 for promotion mechanics*

PrintCrate		PrintCrate Inc.		ORDER SUMMARY	
BILL TO		SHIP TO		ORDER NO: ON-23109	
Ernest Patrick		Ernest Patrick		DATE 14.10.2019	
2690 Raccoon Run		2690 Raccoon Run		PO NO. PO1321	
Hollow Road		Hollow Road			
QTY	DESCRIPTION	UNIT PRICE	AMOUNT		
1	J9V86A - HP DeskJet 3720 All-in-One	\$ 170.00	\$ 170.00		
1	N9K02AA - HP 65 Black Original	\$ 38.00	\$ 38.00		
1	N9K01AA - HP 65 Tri-Color Original Ink	\$ 25.00	\$ 25.00		
SubTotal			233.00		
Sales Tax 10%			23.3		
TOTAL AMOUNT			\$ 256.30		

4. Refer to the table for the list of claims and corresponding status.

Reference Number	Status	Customer email address	Customer Name	Customer addresss	Last Comment
CN-1021219	Validation in Progress	daveed@live.com	Dave Edwards	735 Tipple Road Morrisville 19067	Waiting for Invoice
CN-1263232	Validation in Progress	rfoley@hotmail.com	Rea Foley	2316 Platinum Drive Pittsburgh 15203	Waiting for Serial Number Photo
CN-1021779	Reward in transit	kaiser@sbcglobal.net	Kaiser Stark	Celery RoadFti Complex 1630 Taguig City	Reward should be delivered within 7 working days
CN-2880761	Canceled	augusto@outlook.com	Augusto David	Tirona Hi-way Habay II Bacoor Cavite	Invoice provided is out of promo period
CN-2889788	Closed	pDonnie@comcast.net	Perrie Donnie	Tampines Central 1 #03-02 Abacus Plaza, 529540, Singapore	Reward has been delivered
CN-2889888	Closed	mlewan@gmail.com	Marley Lewan	F M F Building 2 Annex A126 Pioneer Street 1550 Mandaluyong City	Reward has been delivered
CN-2992989	Reward in transit	malin@yahoo.com	Malin Johnson	Block 970 Toa Payoh North 07-02 Singapore 318992, Singapore	Reward should be delivered within 7 working days
CN-3009290	Canceled	stefano@icloud.com	Stefan O'brien	Unit 5 11 / F Man Lee Ind Bldg Hong Kong	Customer did not reply on follow-ups

Given the customer claim information above, compose an email that will address customer concerns.

4.1

From: maliny@yahoo.com
Subject: Re: Status Update for CN-2992989

Hi,

It's been 8 days and I haven't received my reward yet.
Please provide status.

Thank you.

-----Original Message-----

From: maliny@yahoo.com
Subject: Re: Status Update for CN-2992989

Hi Malin,

Please be advised that your reward is being processed for delivery.

Please allow 3-7 working days to process the reward delivery.
If you have further questions, please let us know.

Thank you and Best regards,
Customer Support team

-----Original Message-----

From: maliny@yahoo.com
Subject: Status Update for CN-2992989

Hi,

Please Provide Update for my reward.

Thank you.

Reward**From:****Date:** 2020-02-20 18:07

Hi,
I have not receive any email from you related to my reward.

Best regards,
Stefan O'brien

CF-1021219**From:** daveed@live.com**Date:** 2020-02-20 18:12

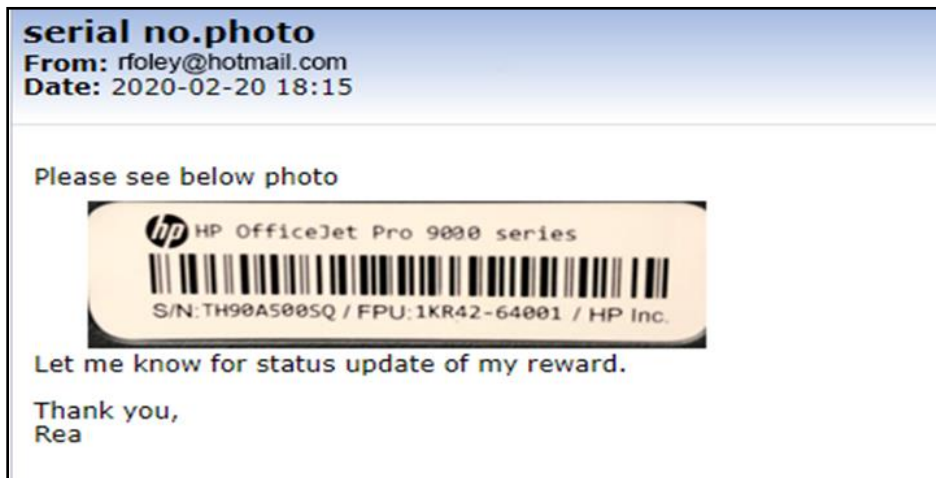
Hi,

Update on my reward.

Please contact me
daveed@live.com

Thanks,
Dave

4.4



4.5

