

## Signalmas Error Report

**SAN #:** 3949

**Logged in as:** Customer Account

**Issue:** When attempting to setup a new 10DLC Campaign, when I select the verified status brand from the drop down menu, I'm presented with this error:

The screenshot displays the 'Add Campaign' page in the Signalmas system. At the top, a dark blue header contains the breadcrumb 'Campaign > Add Campaign'. To the right of the breadcrumb, a grey error box with a red border contains the message: 'Brand does not qualify for submitted campaign use case.!' Below the header, the page is divided into two main sections. The left section, labeled '1 Use Case Selection', contains a 'Brand Name' dropdown menu. The selected option is 'Open Door Mortgage - BT0HMKY', which has a red 'x' icon next to it. The right section, labeled '2 Carrier Terms Pre', is partially visible. A blue information icon 'i' is located at the bottom right of the 'Brand Name' dropdown.

**Steps Taken by SM Agent:**

After adding and confirming the brand was verified status, I went to setup the campaign and the error occurred when I selected the Open Door Mortgage brand from the drop down menu. No use cases had been selected, and still getting this error and cannot submit the form.

**Location:**

**San 3949 > A2P Campaign > Campaign > Add New Campaign > Step 1 is where the error occurs.**

## Supporting Images:

en > Add Campaign

Brand does not qualify for submitted campaign use case.!

Case Selection

Brand Name

Open Door Mortgage - BT0HMKY x

Select a Use-Case

Standard Campaign Type

Use Case	TCR Monthly Fee	NRC Fee	Use Case
<input type="radio"/> 2FA	\$ 10	\$ 0	<input type="radio"/> Agents and Franchises
<input type="radio"/> Account Notification	\$ 10	\$ 0	<input type="radio"/> Carrier Exemptions
<input type="radio"/> Customer Care	\$ 10	\$ 0	<input type="radio"/> Charity
<input type="radio"/> Delivery Notification	\$ 10	\$ 0	<input type="radio"/> Conversational Messaging
<input type="radio"/> Fraud Alert Messaging	\$ 10	\$ 0	<input type="radio"/> Emergency
<input type="radio"/> Higher Education	\$ 10	\$ 0	<input type="radio"/> Political
<input type="radio"/> Low Volume Mixed	\$ 1.5	\$ 0	<input type="radio"/> Social
<input type="radio"/> Marketing	\$ 10	\$ 0	<input type="radio"/> Sole Proprietor
<input type="radio"/> Mixed	\$ 10	\$ 0	<input type="radio"/> Sweepstake
<input type="radio"/> Polling and voting	\$ 10	\$ 0	<input type="radio"/> Platform Free Trial
<input type="radio"/> Public Service Announcement	\$ 10	\$ 0	<input type="radio"/> UCaaS High Volume
<input type="radio"/> Security Alert	\$ 10	\$ 0	<input type="radio"/> UCaaS Low Volume