

Dear Valued Customers,

Recently we have been made aware of difficulties customers are having while trying to submit a payment. After pressing the submit button, the problem generally presents an error stating "The credit card you have entered is invalid" or "The credit card you have entered has expired". Second and third attempts to transmit a payment may work on an intermittent basis.

We have determined the problem occurs after the application of security patch 832894 (MS04-004) or Hotfix 821814 to Internet Explorer 6 SP1 (6.00.2800.1106). Microsoft has confirmed this is a problem and they have created a patch (Q831167) to correct it. This issue does not affect users of Netscape Navigator. For a detailed explanation please refer to the document at: <http://support.microsoft.com/default.aspx?scid=kb;%5bLN%5d;831167>.

We suggest you inform your Help Desks of this potential issue and have them recommend installation of Q831167 to any users who call reporting this problem.

If you have any questions or concerns about this, please feel free to contact Govolution Support at support@govolution.com or 202-466-0505.

Thank You,

Angela M. Taylor
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