

Primary Category COMMISSION

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Incorrect Commissions	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed.		1. Agent has claimed commission in incorrect BSP Assumptions: For BSP, this category includes both Standard and Supplementary Commissions (Net Remit)
2 Incorrect Commissions - Invalid Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> • Invalid (incorrect or expired) tour code or ticket designator • Tour code or ticket designator is not located in requested field. • Class of service is not valid per commission agreement. 	1. This category is used when a more than allowed commission is taken on a transaction, specifically when the agency uses an invalid tour code or ticket designator, the tour code or ticket designator is not located in the requested field or the class of service is not valid per the commission agreement. 2. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
3 Incorrect Commissions - Missing Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> • Missing tour code or ticket designator. • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed 	1. This category is used when a more than allowed commission is taken on a transaction, specifically when there is a missing tour code or ticket designator, the tour code or ticket designator is not located in the requested field or the class of service does not match the commission allowed per the agreement. 2. Some carriers have a way to identify if the tour code or ticket designator is missing. This category is used when the carrier's policy is to reduce the commission earned for this type of error. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
4 Recall Commissions	Carrier is retrieving funds paid on an original sale subsequently refunded or exchanged by the agent or carrier.		Assumptions: In the BSP's categorization, only Refund transactions are taken into consideration. Therefore "Recall Commissions" does not include the recall due to Exchanges.
5 Non-Commissionable	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).	1. This transaction is not eligible for any commission. 2. This category is used for situations where standard commission is taken but not allowed.	1. When the Quota agreed between the Agent & Airline has not met, and as a result the paid commission is being Recalled
6 Non-Commissionable - Invalid Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> • Invalid (incorrect or expired) tour code or ticket designator • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed. 	1. This transaction is not eligible for any commission. 2. This category is used for situations where standard commission is taken but not allowed and there is an invalid tour code or ticket designator, tour code or ticket designator is not located in the requested field or the class of service does not match commission allowed. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
7 Non-Commissionable - Missing Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> • Missing tour code or ticket designator. • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed 	1. This transaction is not eligible for any commission. 2. Some carriers have a way to identify if the tour code or ticket designator is missing, if so, they will select this category. This category is used when the carrier's policy is to recover the full amount of commission earned for this type of error. 3. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing. 4. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	

Primary Category CREDIT CARD CHARGEBACK

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Invalid/No approval code	There are issues with the approval code or authorization.		
2 Unauthorized/Fraudulent charge	Cardholder didn't authorize transaction and claims fraud.		
3 Expired card	Card is expired or not yet valid		
4 Invalid credit card number	Account number not on file with bank		
5 Service issue	Service not provided or not as described		
6 Doesn't recognize transaction	Cardholder doesn't recognize transaction		
7 Refund not received	Cardholder requested a refund that wasn't processed		
8 Duplicate processing	Multiple transactions with the same amount		
9 Other	All other chargeback reasons		<p style="color: red; margin: 0;">Assumptions:</p> <p style="color: red; margin: 0;">If the Airline's ADM reason codes do not differentiate between the reason for Chargeback, all Credit Card Chargeback ADMs will be categorised under "Other"</p>

Primary Category FARE

IATA ADM Working Group- Standard ADM Reason Codes 20160923 (ARC V1.9)

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Eligibility - Category 1	Eligibility (Category 1) is used to further define the passenger that may qualify for the fare based on identification requirement, age range, locality, or other restrictions.	See ATPCO Fare Filing Category description for further definitions.	
2 Day/Time Application - Category 2	Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted.	See ATPCO Fare Filing Category description for further definitions.	
3 Seasonality - Category 3	Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel.	See ATPCO Fare Filing Category description for further definitions.	
4 Flight Application - Category 4	Flight Application (Category 4) is used to further restrict a fare beyond a specified routing and/or transfer capabilities by restricting travel to a specific flight number or ranges, carriers, geographic locations and/or portions of travel, and types of services	See ATPCO Fare Filing Category description for further definitions.	1. Interline Bookings
5 Advance Reservations and Ticketing - Category 5	Advance Reservations and Ticketing (Category 5) is used to define advance reservations and ticketing requirements applicable to a fare. Reservation restrictions may be specified as a period of time before departure of the originating flight of the pricing unit that indicates either the latest time reservations are required or the earliest time reservations are permitted. Ticketing restrictions are specified as either a period of time before departure of the originating flight of the pricing unit and/or a period of time after reservations are confirmed that indicate the latest time ticketing is required	See ATPCO Fare Filing Category description for further definitions.	1. Waitlist not permitted
6 Minimum Stay - Category 6	Minimum Stay (Category 6) is used to define when the earliest that return travel may commence. Minimum stay is calculated from the departure of the point specified in the From field to the point specified in the To field.	See ATPCO Fare Filing Category description for further definitions.	Assumptions: Whenever the description in the ADM does not specify whether the violation is relating Minimum or Maximum stay, it is assumed in the categorization processed under "Minimum Stay". Sample description: Min/Max stay violation.
7 Maximum Stay - Category 7	The Maximum Stay Category (Category 7) provides the capability to indicate the last time at which travel must commence or must be completed from the point specified in the Return Travel From field. Calculation of this date may be based on travel commencement or ticket issuance, and the maximum stay may be stated as either a day of week or elapsed time	See ATPCO Fare Filing Category description for further definitions.	
8 Stopovers - Category 8	Category 8 defines the conditions under which stopovers are permitted and the applicable charges. It is assumed that stopovers are not permitted unless this category is present. However, when stopovers are allowed, it is assumed that they may be made at any point along the carrier's route.	See ATPCO Fare Filing Category description for further definitions.	
9 Transfers - Category 9	This Category defines the conditions under which transfers may occur and the applicable charges. Unless stated otherwise, a transfer can either be a Stopover or connection	See ATPCO Fare Filing Category description for further definitions.	
10 Combinability - Category 10	This category supports combinations that are permitted with specified fares and other fares to create one way round trip, circle trip and open jaw transportation. Combinability is the process of using multiple fares or half of round trip fares to arrive at a complete fare to be charged to the passenger. The Combinations category (Category 10) has nine subset categories.	See ATPCO Fare Filing Category description for further definitions.	
11 Blackout Dates - Category 11	The Blackout Dates Category (Category 11) provides the capability to define single dates or date ranges when travel is not permitted	See ATPCO Fare Filing Category description for further definitions.	
12 Surcharges - Category 12	The surcharge category (Category 12) is used to define conditions when surcharges are applicable to the fare being validated as well as the corresponding charge. The following conditions may be used to define surcharge applicability: airport/terminal, business class, peak travel time, equipment, fuel, peak, holiday, side trip, seasonal, weekend, Sleeperette, waiver for advance purchase requirements, navigation, security, maximum stay waiver, RBD, miscellaneous/other.	See ATPCO Fare Filing Category description for further definitions.	
13 Accompanied Travel - Category 13	The Accompanied Travel Category (Category 13) is used when travel with one or more other passengers is necessary to qualify for the fare. It may also include travel restrictions based on the portion(s) of a fare component where travel together is required and/or PTC/fare class/RBD of the accompanying passengers. The category is also used to express the requirements for the accompanying passenger(s) that must travel with the passenger associated to the resolved fare.	See ATPCO Fare Filing Category description for further definitions.	
14 Travel Date Restrictions - Category 14	Category 14 (Travel Restrictions) is used to convey the travel dates associated with a fare. It can indicate the first date at which travel may commence within a pricing unit, journey or fare component, the last date at which travel may commence for a pricing unit, journey or fare component, and the last date of travel permitted for a pricing unit, journey or fare component. Category 14 is more commonly as a footnote and not in the fare rule as the Footnote Provision will override the fare rule provision.	See ATPCO Fare Filing Category description for further definitions.	

Primary Category FARE

IATA ADM Working Group- Standard ADM Reason Codes 20160923 (ARC V1.9)

15	Various Sales Rule Restrictions - Category 15	<p>Category 15 is present when the sale of a fare is restricted by various conditions. These conditions include reservations/ticketing dates, countries/currencies of sale, form of payment, method of ticketing, who may sell the fare, and/or locales where the fare may or may not be sold.</p> <p>Every private tariff fare must have an associated Category 15 provision detailing who is permitted to sell and display the fare</p>	See ATPCO Fare Filing Category description for further definitions.	
16	Higher Intermediate Point - Category 17	For all international rules, the higher intermediate point rule is assumed to apply. That is, when the passenger travels via a higher intermediate point within any one fare component, that the higher fare must be charged.	See ATPCO Fare Filing Category description for further definitions.	
17	Ticket Endorsements -Category 18	This category is used to indicate ticket endorsement text and the location on the ticket for the endorsement, either the Endorsement box or Form of Payment box. This category can also contain information on whether the endorsement is for original ticket only, reissued tickets or both.	See ATPCO Fare Filing Category description for further definitions.	
18	Child/Infant Discounts - Category 19	<p>This category provides specific fare amounts or the method for calculating discount fares for children and infants. It also specifies accompanying travel requirements.</p> <p>Unless stated otherwise, it is assumed that the child/infant must be accompanied on all sectors in the same compartment by an adult at least 12 years of age. When this category is absent or not applicable, the fare is not discountable for children/infants</p>	See ATPCO Fare Filing Category description for further definitions.	
19	Tour Conductor Discounts - Category 20	This category provides specific fare amounts or the information for calculating discount fares for tour conductors. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for tour conductors.	See ATPCO Fare Filing Category description for further definitions.	
20	Agent Discounts - Category 21	This category provides specific fare amounts or the information for calculating discount fares for agents. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for agents	See ATPCO Fare Filing Category description for further definitions.	
21	All Other Discounts - Category 22	<p>This category provides specific fare amounts or the information for calculating discount fares passenger types other than children, tour conductors, and agents. However, this category does not represent all Fare By Rule (unpublished fare) discounts.</p> <p>This category includes the ability to specify the accompanying travel requirements. When this category is absent or not applicable, then the fare is not discountable for the passenger types that apply this category</p>	See ATPCO Fare Filing Category description for further definitions.	
22	Miscellaneous Provisions - Category 23	Category 23 (Miscellaneous Provisions) is used to specify whether a fare can or cannot be used to create add-ons, can or cannot be used to calculate a differential, apply as a through fare when a differential is applied, can be used for proration, or are extension fares.	See ATPCO Fare Filing Category description for further definitions.	1. Booking Code related
23	Fare by Rule - Category 25	Fare By Rule (category 25) creates fares by using the information provided in this category. The generated fares will not have a fare class application or be published fares in ATPCO systems.	See ATPCO Fare Filing Category description for further definitions.	
24	Group Fares - Category 26	<p>This category defines the requirements to qualify for group fares, for example, minimum group size, type of group, substitutes, travel together and individual travel restrictions.</p> <p>When it is indicated that the group must travel together, the group must travel in the same aircraft on all segments of the trip. However, when lack of seating accommodations or other operating conditions make it impossible for the passengers to travel as a single group, some members of the group will be carried on preceding or succeeding flights. Group fares published in this tariff apply per passenger.</p>	See ATPCO Fare Filing Category description for further definitions.	
25	Tours - Category 27	This category specifies the tour requirements for a fare by defining the minimum package and nights, minimum price, the tour number, and nights.	See ATPCO Fare Filing Category description for further definitions.	
26	Visit Another Country - Category 28	This category reflects the requirements to qualify for a Visit Another Country fare, for example: country of residence, distance from destination country, and ticket purchase	See ATPCO Fare Filing Category description for further definitions.	
27	Deposits - Category 29	This category defines if there are deposit requirements to qualify for a fare by coding items such as deposit amount, days required prior to ticketing/travel, refund of deposit conditions, and waivers for the deposit requirements	See ATPCO Fare Filing Category description for further definitions.	
28	Negotiated Fares - Category 35	Negotiated Fares is designed to handle the requirements of negotiated type fares, such as net remit programs, IT fares, corporate fares, and other types of private fares that can include multiple, related fare amounts; special ticketing; fare markups; and enhanced security over existing Sales Restrictions (Category 15)	See ATPCO Fare Filing Category description for further definitions.	
29	Application and Other Conditions - Category 50	This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule.	See ATPCO Fare Filing Category description for further definitions.	
30	Multiple Fare Rule Violations	Debit memo issued due to transaction containing more than one ATPCO fare rule violations	See ATPCO Fare Filing Category description for further definitions.	1. This category is used when a transactions violates multiple ATPCO fare rules.



Primary Category

FARE

IATA ADM Working Group- Standard ADM Reason Codes 20160923 (ARC V1.9)

31	Fare Under Collected - Discount Not Allowed	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract		
32	Fare Under Collected - Invalid Tour or Ticket Designator	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Invalid Tour or Ticket Designator	1. Used when an invalid tour code or ticket designator is used to reduce the fare amount	
33	Fare Under Collected - Missing Tour or Ticket Designator	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Missing Tour or Ticket Designator	1. Used when a tour code or ticket designator is used to reduce the fare amount, but it was not included on the ticket	
34	Fare Under Collected - Other	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violation(s))	1. Carrier to provide detailed description.	1. Incorrect Exchange Rate applied 2. Fare applied in wrong country



Primary Category TAX

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Tax calculation is invalid	Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid		
2 Taxes not collected	One or more tax(s) was not collected		
3 Multiple taxes collected under one/wrong code	Inaccurate Collection of Taxes. Multiple taxes collected under the one/wrong tax code.		
4 YQ/YR was not collected	Carrier surcharge. YQ/YR was not collected		
5 YQ/YR was not accurately collected	Carrier surcharge. YQ/YR was not accurately collected		Assumptions: Whenever the description of the ADM does not specify whether YQ/YR was not collected at all, or not accurately collected, the assumption is to categorize under "Not Accurately Collected"
6 Non-Ticket taxes	Tax on commission, revenue/income tax that is not included in the ticketing process		Examples: BSP IN- TDS (Tax Deducted at Source) BSP BD- AIT (Advance Income Tax) BSP CA- HST (Harmonized Sales Tax) BSP CO- IVA (Value Added Tax) BSP PE- IGV (Impuesto General a la Ventas)

Primary Category REFUND

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Refund of Non-Refundable Fare	Agent refunded a non refundable ticket without documenting valid airline approval.	1. Non refundable rules are filed through category 33 (automated). Category 16 is for text only. Carrier should indicate which category when issuing the debit memo.	1. Refund on No Show ticket that is not refundable in case of No Show
2 Refund Penalty Under Collected	Penalty calculation error. Agent processed refund without deducting proper penalty amount		1. No Show Fee included Assumptions: Whenever it is not specified on whether the Refund Penalty was under collected or not collected at all, it is categorized under "Under Collected" Sample description: Refund/Cancellation penalty error.
3 Refund Penalty Amount is Missing	Penalty calculation error. Agent processed refund without deducting penalty amount		
4 Invalid Refund Calculation - Fare Error	Incorrect fare calculation for a full or partial refund	1. Carrier needs to define what caused the incorrect calculation. 2. This is different than refunding a non-refundable ticket. This is a miscalculation of the fare	Assumptions: Whenever it is not specified on whether the incorrect calculation related to Fare or Tax, or the ADM is related to a combination of both, it is categorized under "Fare Error"
5 Voluntary Refunds - Category 33 Fare Rule Violation	Category 33 provides a way to automate refund provisions by defining who does the refund apply to, when it can place, conditions to be met for the refund, charges, etc.	See ATPCO Fare Filing Category description for further definitions. 1. This applies to situations where a ticket was originally refundable but was not cancelled prior to flight, so the ticket is no longer refundable	
6 Invalid Refund Calculation - Tax calculation error	One of more taxes refunded incorrectly.	1. This is a miscalculation of any tax on a full or partially used ticket. 2. This includes the miscalculation of YQ/YR carrier surcharge.	
7 Ticket Validity Error	Refund of a ticket that no longer has value	1. Carrier's policies differ – expiration can be based on travel date or issue date. Ex: Refund within 12 months of issuance or refund within 12 month is original travel date. If carrier can designate if the error is related to issue date vs. travel date, that would assist the agency in resolution and also for tracking purposes.	

Primary Category EXCHANGE

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 EX - Incorrect Commissions	Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed	This category is used when the amount of standard commission or contract commission taken exceeds the amount allowed	Assumption: All mentioning of "Commissions" include Standard and Supplementary Commission (Net Remit)
2 EX - Incorrect Commissions - Invalid Tour or Ticket Designator	Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> Invalid (incorrect or expired) tour code or ticket designator. Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed 	1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
3 EX - Incorrect Commissions - Missing Tour or Ticket Designator	Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> Missing tour code or ticket designator. Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. Some carriers have a way to identify if the tour code or ticket designator is missing. This category is used when the carrier's policy is to reduce the commission earned for this type of error. 2. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
4 EX - Recall Commissions	Debit memo issued to retrieve funds paid on an original sale subsequently exchanged by the agent or carrier.		
5 EX - Non-Commissionable	Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).	1. This transaction is not eligible for any commission.	
6 EX - Non-Commissionable - Invalid Tour or Ticket Designator	Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> Invalid (incorrect or expired) tour code or ticket designator Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
7 EX - Non-Commissionable Missing Tour or Ticket Designator	Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> Missing tour code or ticket designator Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. Some carriers have a way to identify if the tour code or ticket designator is missing, if so, they will select this category. This category is used when the carrier's policy is to recover the full amount of commission earned for this type of error. 2. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.	
8 EX - Eligibility Category 1	Eligibility (Category 1) is used to further define the passenger that may qualify for the fare based on identification requirement, age range, locality, or other restrictions	See ATPCO Fare Filing Category description for further definitions.	
9 EX - Day/Time Application Category 2	Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted	See ATPCO Fare Filing Category description for further definitions.	
10 EX - Seasonality Category 3	Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel	See ATPCO Fare Filing Category description for further definitions.	
11 EX - Flight Application Category 4	Flight Application (Category 4) is used to further restrict a fare beyond a specified routing and/or transfer capabilities by restricting travel to a specific flight number or ranges, carriers, geographic locations and/or portions of travel, and types of services	See ATPCO Fare Filing Category description for further definitions.	
12 EX - Advance Reservations and Ticketing Category 5	Advance Reservations and Ticketing (Category 5) is used to define advance reservations and ticketing requirements applicable to a fare. Reservation restrictions may be specified as a period of time before departure of the originating flight of the pricing unit that indicates either the latest time reservations are required or the earliest time reservations are permitted. Ticketing restrictions are specified as either a period of time before departure of the originating flight of the pricing unit and/or a period of time after reservations are confirmed that indicate the latest time ticketing is required.	See ATPCO Fare Filing Category description for further definitions.	
13 EX - Minimum Stay Category 6	Minimum Stay (Category 6) is used to define when the earliest that return travel may commence. Minimum stay is calculated from the departure of the point specified in the From field to the point specified in the To field.	See ATPCO Fare Filing Category description for further definitions.	Assumptions: Whenever the description in the ADM does not specify whether the violation is relating Minimum or Maximum stay, it is assumed in the categorization processed under "Minimum Stay". Sample description: Min/Max stay violation.

Primary Category EXCHANGE

IATA ADM Working Group- Standard ADM Reason Codes 20160923 (ARC V1.9)

14	EX - Maximum Stay Category 7	<p>The Maximum Stay Category (Category 7) provides the capability to indicate the last time at which travel must commence or must be completed from the point specified in the Return Travel From field.</p> <p>Calculation of this date may be based on travel commencement or ticket issuance, and the maximum stay may be stated as either a day of week or elapsed time.</p>	See ATPCO Fare Filing Category description for further definitions.	
15	EX - Stopovers Category 8	<p>Category 8 defines the conditions under which stopovers are permitted and the applicable charges. It is assumed that stopovers are not permitted unless this category is present. However, when stopovers are allowed, it is assumed that they may be made at any point along the carrier's route</p>	See ATPCO Fare Filing Category description for further definitions.	
16	EX - Transfers Category 9	<p>This Category defines the conditions under which transfers may occur and the applicable charges. Unless stated otherwise, a transfer can either be a Stopover or connection.</p>	1. This category is used to determine if penalties are applicable for this fare and what charges will be assessed. This category is text only and is not considered automated.	
17	EX - Combinability Category 10	<p>This category supports combinations that are permitted with specified fares and other fares to create one way round trip, circle trip and open jaw transportation. Combinability is the process of using multiple fares or half of round trip fares to arrive at a complete fare to be charged to the passenger. The Combinations category (Category 10) has nine subset categories.</p>	See ATPCO Fare Filing Category description for further definitions.	
18	EX - Blackout Dates Category 11	<p>The Blackout Dates Category (Category 11) provides the capability to define single dates or date ranges when travel is not permitted.</p>	See ATPCO Fare Filing Category description for further definitions.	
19	EX - Surcharges Category 12	<p>The surcharge category (Category 12) is used to define conditions when surcharges are applicable to the fare being validated as well as the corresponding charge.</p> <p>The following conditions may be used to define surcharge applicability: airport/terminal, business class, peak travel time, equipment, fuel, peak, holiday, side trip, seasonal, weekend, Sleeperette, waiver for advance purchase requirements, navigation, security, maximum stay waiver, RBD, miscellaneous/other</p>	See ATPCO Fare Filing Category description for further definitions.	
20	EX - Accompanied Travel Category 13	<p>The Accompanied Travel Category (Category 13) is used when travel with one or more other passengers is necessary to qualify for the fare. It may also include travel restrictions based on the portion(s) of a fare component where travel together is required and/or PTC/fare class/RBD of the accompanying passengers.</p> <p>The category is also used to express the requirements for the accompanying passenger(s) that must travel with the passenger associated to the resolved fare.</p>	See ATPCO Fare Filing Category description for further definitions.	
21	EX - Travel Restrictions Category 14	<p>Category 14 (Travel Restrictions) is used to convey the travel dates associated with a fare. It can indicate the first date at which travel may commence within a pricing unit, journey or fare component, the last date at which travel may commence for a pricing unit, journey or fare component, and the last date of travel permitted for a pricing unit, journey or fare component. Category 14 is more commonly as a footnote and not in the fare rule as the Footnote Provision will override the fare rule provision.</p>	See ATPCO Fare Filing Category description for further definitions.	
22	EX - Sales Restrictions Category 15	<p>Category 15 is present when the sale of a fare is restricted by various conditions. These conditions include reservations/ticketing dates, countries/currencies of sale, form of payment, method of ticketing, who may sell the fare, and/or locales where the fare may or may not be sold.</p> <p>Every private tariff fare must have an associated Category 15 provision detailing who is permitted to sell and display the fare.</p>	See ATPCO Fare Filing Category description for further definitions.	
23	EX - Penalties Category 16	<p>A voluntary schedule change has resulted in an error related to penalties on this exchange transaction.</p>	1. This category is used to determine if penalties are applicable for this fare and what charges will be assessed. This category is text only and is not considered automated.	
24	EX - Higher Intermediate Point Category 17	<p>For all international rules, the higher intermediate point rule is assumed to apply. That is, when the passenger travels via a higher intermediate point within any one fare component, that the higher fare must be charged</p>	See ATPCO Fare Filing Category description for further definitions.	
25	EX - Ticket Endorsements Category 18	<p>This category is used to indicate ticket endorsement text and the location on the ticket for the endorsement, either the Endorsement box or Form of Payment box. This category can also contain information on whether the endorsement is for original ticket only, reissued tickets or both.</p>	See ATPCO Fare Filing Category description for further definitions.	
26	EX - Child/Infant Discounts Category 19	<p>This category provides specific fare amounts or the method for calculating discount fares for children and infants. It also specifies accompanying travel requirements.</p> <p>Unless stated otherwise, it is assumed that the child/infant must be accompanied on all sectors in the same compartment by an adult at least 12 years of age. When this category is absent or not applicable, the fare is not discountable for children/infants.</p>	See ATPCO Fare Filing Category description for further definitions.	

Primary Category EXCHANGE

27	EX - Tour Conductor Discounts Category 20	This category provides specific fare amounts or the information for calculating discount fares for tour conductors. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for tour conductors.	See ATPCO Fare Filing Category description for further definitions.
28	EX - Agent Discounts Category 21	This category provides specific fare amounts or the information for calculating discount fares for agents. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for agents.	See ATPCO Fare Filing Category description for further definitions.
29	EX - All Other Discounts Category 22	This category provides specific fare amounts or the information for calculating discount fares passenger types other than children, tour conductors, and agents. However, this category does not represent all Fare By Rule (unpublished fare) discounts. This category includes the ability to specify the accompanying travel requirements. When this category is absent or not applicable, then the fare is not discountable for the passenger types that apply this category	See ATPCO Fare Filing Category description for further definitions.
30	EX - Miscellaneous Provisions Category 23	Category 23 (Miscellaneous Provisions) is used to specify whether a fare can or cannot be used to create add-ons, can or cannot be used to calculate a differential, apply as a through fare when a differential is applied, can be used for proration, or are extension fares	See ATPCO Fare Filing Category description for further definitions.
31	EX - Fare by Rule Category 25	Fare By Rule (category 25) creates fares by using the information provided in this category. The generated fares will not have a fare class application or be published fares in ATPCO systems	See ATPCO Fare Filing Category description for further definitions.
32	EX - Group Fares Category 26	This category defines the requirements to qualify for group fares, for example, minimum group size, type of group, substitutes, travel together and individual travel restrictions. When it is indicated that the group must travel together, the group must travel in the same aircraft on all segments of the trip. However, when lack of seating accommodations or other operating conditions make it impossible for the passengers to travel as a single group, some members of the group will be carried on preceding or succeeding flights. Group fares published in this tariff apply per passenger	See ATPCO Fare Filing Category description for further definitions.
33	EX - Tours Category 27	This category specifies the tour requirements for a fare by defining the minimum package and nights, minimum price, the tour number, and nights	See ATPCO Fare Filing Category description for further definitions.
34	EX - Visit Another Country Category 28	This category reflects the requirements to qualify for a Visit Another Country fare, for example: country of residence, distance from destination country, and ticket purchase	See ATPCO Fare Filing Category description for further definitions.
35	EX - Deposits Category 29	This category defines if there are deposit requirements to qualify for a fare by coding items such as deposit amount, days required prior to ticketing/travel, refund of deposit conditions, and waivers for the deposit requirements.	See ATPCO Fare Filing Category description for further definitions.
36	EX - Voluntary Change Error Category 31	A voluntary schedule change has resulted in an error on this exchange transaction related to ATPCO category 31.	1. This category provides a way to automate provisions for reissue transactions. Reissue conditions can be apply to a specific passenger type, when the reissue should take place, amount, etc. Also, it can specify if the reissue of tickets should be based on criteria such as historical fares or current fares by selecting process tags that are located within the 988 Reissue table. See ATPCO Fare Filing Category description for further definitions. Category 31 Fare Rule violations.
37	EX - Negotiated Fares Category 35	Negotiated Fares is designed to handle the requirements of negotiated type fares, such as net remit programs, IT fares, corporate fares, and other types of private fares that can include multiple, related fare amounts; special ticketing; fare markups; and enhanced security over existing Sales Restrictions (Category 15)	See ATPCO Fare Filing Category description for further definitions.
38	EX - Application and Other Conditions Category 50	This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule	See ATPCO Fare Filing Category description for further definitions.
39	EX - Fare Rules Violations - Multiple Rules	Debit memo issued due to transaction containing more than one ATPCO fare rule violations	This category is used when a transactions violates multiple ATPCO fare rules.
40	EX - Fare Under Collected - Discount Not Allowed	Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
41	EX - Fare Under Collected - Invalid Tour or Ticket Designator	Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Invalid Tour or Ticket Designator is on the ticket	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
42	EX - Fare Under Collected - Missing Tour or Ticket Designator	Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Missing Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.

Primary Category EXCHANGE

43	EX - Fare Under Collected - Other	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations)	1. Carrier to provide detailed description	1. Incorrect Exchange Rate applied 2. Fare applied in wrong country
44	EX - Tax Calculation is Invalid	Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid.		
45	EX - Taxes Not Collected	One or more tax(s) was not collected		
46	EX - Taxes Collected Under One/Wrong Code	Inaccurate Collection of Taxes. One or more taxes collected under the one/wrong tax code.		
47	EX - YQ/YR was Not Collected	Carrier surcharge. YQ/YR was not collected		
48	EX - YQ/YR was Not Accurately Collected	Carrier surcharge. YQ/YR was not accurately collected.		Assumptions: Whenever the description of the ADM does not specify whether YQ/YR was not collected at all, or not accurately collected, the assumption is to categorize under "Not Accurately Collected"
49	EX - Penalty Fee Not Collected	Agent processed exchange without deducting penalty amount.	1. This includes occurrences where penalty fee collected on MCO but it is not linked to exchange.	
50	EX - Penalty Fee Not Accurately Collected	Agent processed exchange without deducting the accurate penalty amount.		Assumptions: Whenever it is not specified on whether the change penalty was under collected or not collected at all, it is categorized under "Not Accurately Collected" Sample description: Change penalty error.
51	EX - Exchange Validity Error	Ticket/Document has expired and is not valid for exchange	1. Examples include expired ticket or other document type.	
52	EX - Exchange Not Allowed	Exchange not allowed per carrier's rules.	1. This category applies to exchanges that are not allowed per the carrier's fare rules. This is not for expired tickets. Examples include: 1. Exchange of OAL segment that is non-refundable. 2. MCO cannot be exchanged. 3. MCO not allowed - value is forfeited. 4. MCOs are not-transferrable. 5. Vouchers not valid (typically an internal carrier document) 6. Passenger did not cancel flights prior to departure and the original ticket has no value	
53	EX - Involuntary Exchange error	An involuntary schedule change error for this exchange transaction.	1. This code is primarily used for involuntary schedule change errors.	

Primary Category BOOKING

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Churning	Cancel segment(s); change in itinerary or segment(s).		
2 Space not cancelled	Some of all of the space was not cancelled prior to takeoff.		
3 Duplicate bookings/reservations	Two or more flights are booked for the same traveler to travel in a similar time frame or for travel in a conflicting manner.	<p>Examples include (but not limited to):</p> <ol style="list-style-type: none"> 1. Multiple itineraries for any number of passengers with the same passenger name, whether identical itineraries or not 2. Reserving one or more seats on the same flight or different flights for the same time frame, regardless of the class of service or format used to make the reservations 3. Creating reservations where it is logically impossible for travel to take place 4. Duplicates created within the same PNR or through the creation of multiple PNRs 	
4 Fictitious names	Reserving space or issuing a ticket for a name that is not valid. This includes valid surname followed by initial, fictitious or celebrity names		
5 Inactive segments	Changes to the itinerary segment status resulting in an inactive segment(s) not removed from the PNR		
6 Married segment violation	Debit memo issued resulting from flight segments that were sold together (designated as "married segments") were separated, or inventory circumvented by booking point to point. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment		
7 Passive segments	Passive segment was not used in line with airline policy		
8 Other booking errors	Booking related issue. See carrier description.	<ol style="list-style-type: none"> 1. This code is in place for booking debit memos that do not fit into the other secondary categories. 	<ol style="list-style-type: none"> 1. Out of Sequence reported transactions <p style="color: red; margin-top: 10px;">Assumptions:</p> <p style="color: red; margin-top: 5px;">If there is no specific description for non-transaction related issues (The ADM relates to a booking and not a ticketing transaction), it will be categorised under "Other Booking Errors"</p> <p style="color: red; margin-top: 5px;">Sample description: GDS Wastage.</p>

Primary Category

FEE

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Incorrect data on Ticket	Carrier assessed fee for incorrect information in one or more fields.	1. This includes incorrect tour codes, data in endorsement box, incorrect ticket designator or waiver code.	
2 Missing Data on Ticket	Carrier assessed fee for missing information in one or more fields.	1. This includes missing tour codes, data in endorsement box, incorrect ticket designator or waiver code.	
3 Exchange Reporting Errors	Carrier assessed fee for one more exchange errors.	1. Fees assessed for exchange reporting errors include exchange fee, incorrectly reported exchanges, late reported exchanges and unreported exchange. 2. Fees assessed for improperly reported taxes on exchanges. Other fee exchange errors may apply in this category.	
4 Refund Reporting Errors	Carrier assessed fee for one more refund errors.	1. Fees assessed for refund reporting errors include incorrect coupons, incorrectly reported refunds, late reported refunds and unreported refunds. 2. Fees assessed for improperly reported taxes on refunds. Other fee refund errors may apply in this category.	
5 Late or No Reporting Errors	Carrier assessed fee for one or more late or no reporting errors.	1. Fees assessed for straight sales reporting errors including late reported or unreported sales (straight sales) incorrect coupons. 2. Fees assessed for improperly reported taxes. Other fee errors may apply in this category.	
6 Miscellaneous	Carrier assessed fee. See carrier description.	1. Carrier will provide detailed error description.	

Primary Category MISCELLANEOUS

Subreasons	Definition	Comments/Examples (ARC)	Comments/Examples (IATA)
1 Group Deposit	Carrier requires submission of deposit via debit memo process.		
2 Group/Tour Utilization	Group/ Tour contract agreement terms not met.		
3 Name Change/Correction error	No or Incorrect/invalid name change or correction.	<p>1. This includes name changes that are not allowed and invalid name change(s) resulting from a full name change or name correction:</p> <ul style="list-style-type: none"> - Based on agency or corporate contract - As part of an exchange/reissue - As part of the booking/rebooking. <p>2. This would also include circumstances where the airline is required to perform a name change and issues a recovery fee</p>	
4 Reporting/Settlement Errors	Unreported sales, unreported exchanges or unreported refunds.	<p>1. Reporting errors include incorrect coupons, unreported sale/exchanges, and unreported reported taxes.</p> <p>NOTE: There is another category for fees associated with reporting errors. This category is for the error and can include a fee but if a carrier is just issuing a fee, the "Audit Recovery Fee for Reporting Errors" is selected.</p>	
5 Duplicate Processing	Some or all of the ticket was involved in duplicate processing which could involve usage, refund, exchange or void.	<p>1. This includes duplicate refunds, duplicate exchanges, refund and exchange, void and refund, void and exchange, usage and refund, usage and exchange, or usage and void. Carrier will provide details in the debit memo description.</p>	
6 Other Miscellaneous	See detailed description.	<p>This category is for memos that don't fit into another category and includes:</p> <ol style="list-style-type: none"> 1. Form of payment fee 2. Carrier refund fee 	
7 See Attached	See detailed description.		1. All descriptions that refer solely to the attached document to the ADM
8 Credit Card not accepted by Airline	Form of payment/card type not accepted by Airline. If RET validation in such market is to reject transaction (or process by including in "not invoiced" credit card billing file), ADM raised to recover for missing credit card payment		<ol style="list-style-type: none"> 1. Credit Card form of payment is not accepted by Airline 2. Airline does not accept certain card type