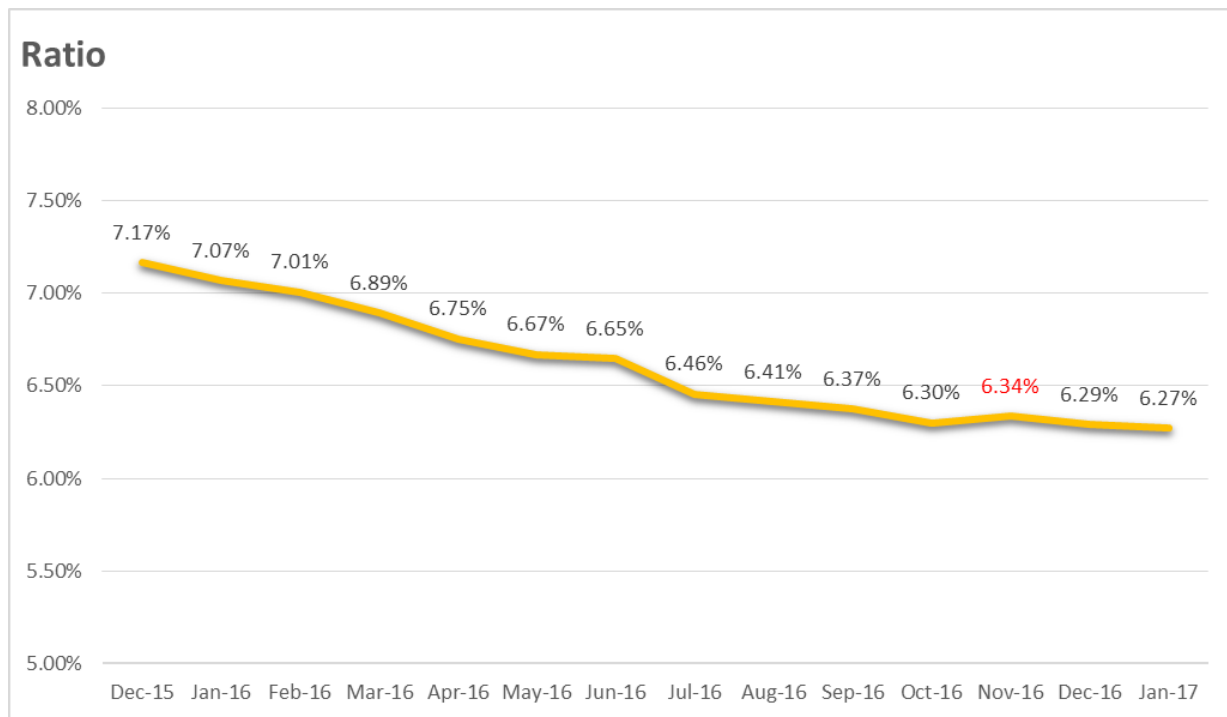


## PAX Rejection Memo Reduction January 2017



### Estimated percentage of prime billings rejected

The chart below illustrates the trend of estimated percentage of rejected prime billings. Each month the percentage is recalculated by dividing the sum of 1<sup>st</sup> stage rejections of the previous 12 months by the sum prime billings for the same period of time (formula shown below). The graph is based on data from billing months January 2015 to January 2017.

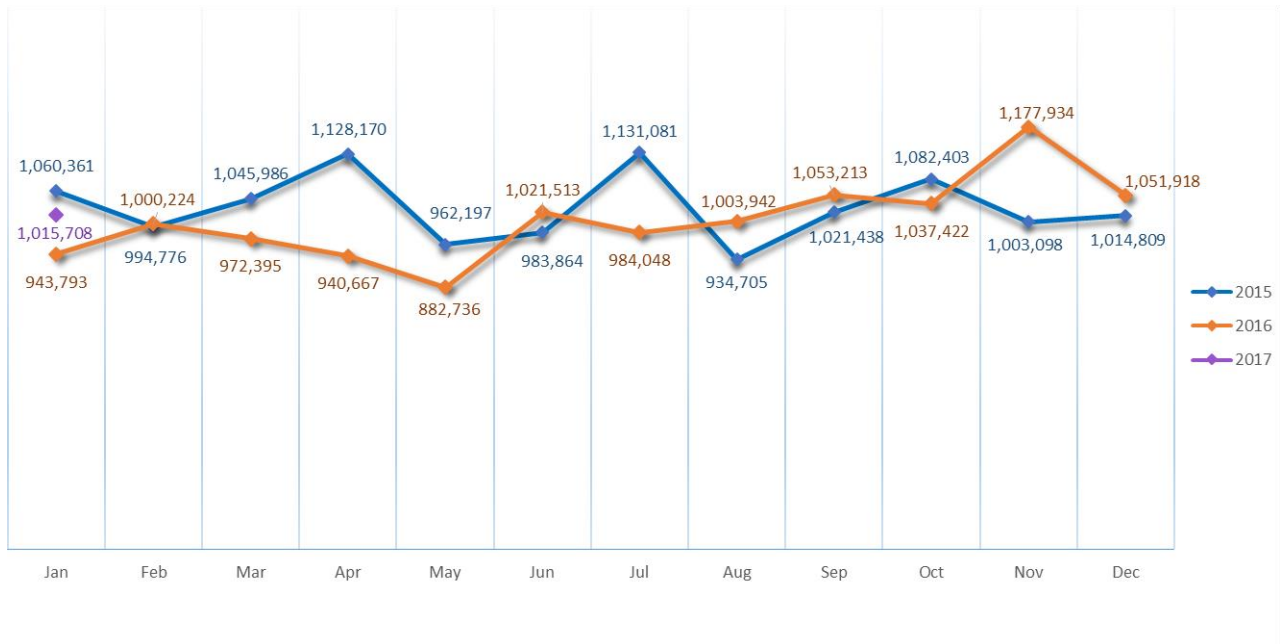


$$\text{Estimated \% of rejected prime billings} = \frac{\text{Sum of Stage 1 RMs of past 12 months}}{\text{Sum of Prime Billings of past 12 months}} \times 100\%$$

Note: All SMI-A (Settlement through ACH using ACH rules) data is excluded from this report.

## Global

The chart below shows the rejection memo counts of all stages during the years 2015, 2016 and 2017.



## By Stage

While the analysis is mainly based on 1<sup>st</sup> stage rejections, the percentages of 2<sup>nd</sup> and 3<sup>rd</sup> stage rejections are also tracked. A few airlines have significantly increased their 2<sup>nd</sup> and 3<sup>rd</sup> stage rejections in comparison to 2015. Further analysis will be done to determine the cause of the increase.

