

## PAX Rejection Memo Reduction May 2016



### Method of measuring progress on the volume of Non-Sampling Rejections raised:

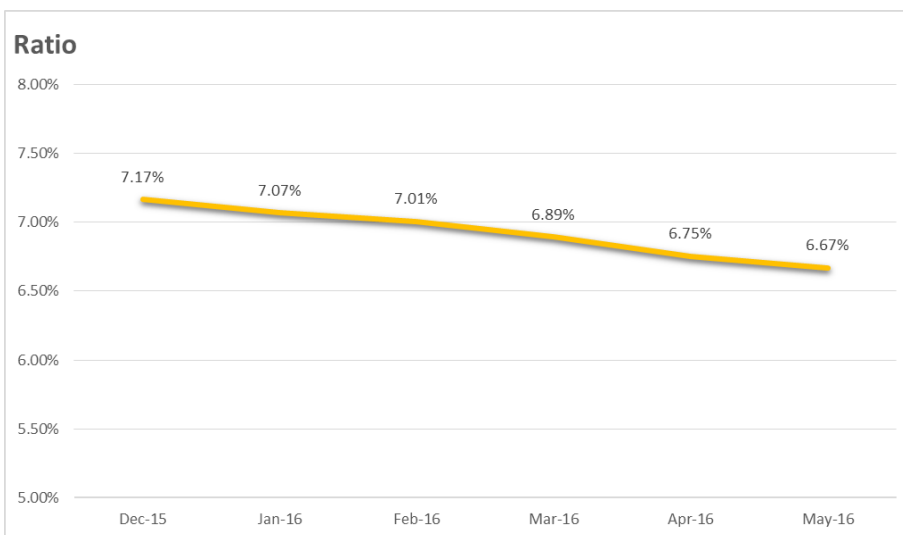
To obtain an estimate on the percentage of Prime billings rejected during a given period of time, the ratio of the sum of 1<sup>st</sup> stage rejections to the sum of prime billings submitted has been considered.

The sum of Stage 1 rejections for 12 months over the sum of prime billings submitted during the previous 12 months:

$$\frac{\text{Sum of Stage 1 RMs of Past 12 months}}{\text{Sum of Prime Billings of Past 12 months}} \times 100\%$$

➤ Example:

$$\frac{\text{Sum of Stage 1 RMs of Mar 2015–Feb 2016}}{\text{Sum of Prime Billings of Mar 2015–Feb 2016}} \times 100\% = \frac{8,774,486}{125,255,314} \times 100\% = 7.01\%$$

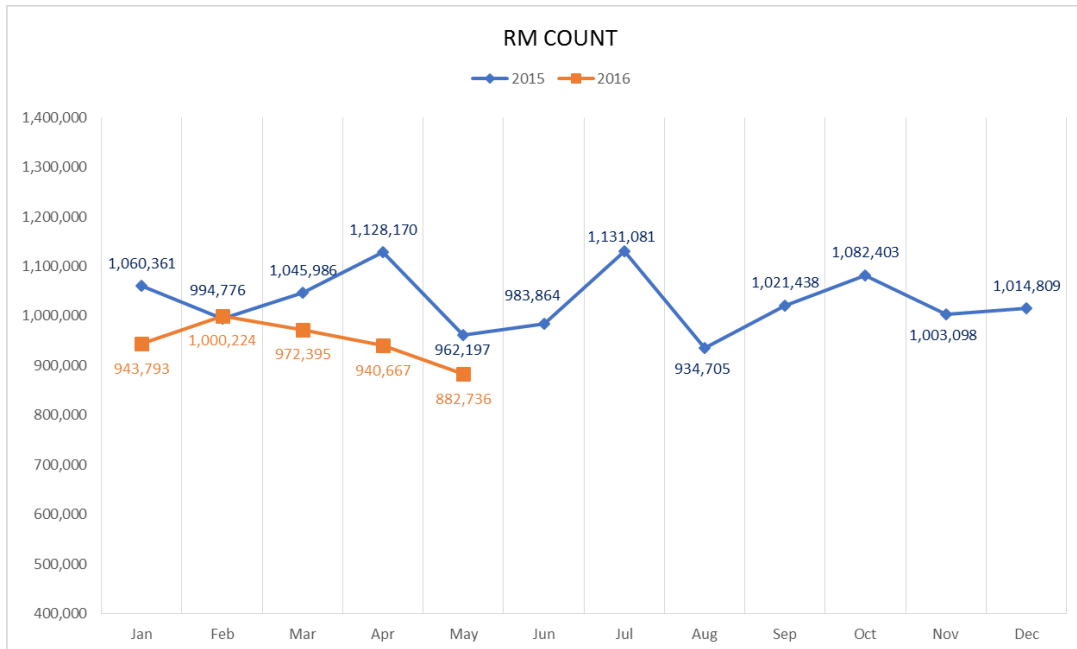


- Graph based on Non-Sampling data from January 2015 to May 2016.
- Dec 2015 is taken as the base. It takes into account the volumes processed for the entirety of 2015
- As tracking of RM data started in 2015 and the formula considers the past 12 months, we are unable to provide a ratio for months before Dec 2015
- Excluding SMI-A\*\*

\*\*SMI-A: Settlement through the ACH (Airlines Clearing House) using ACH rules

# Global

In comparison to the base year 2015, the average monthly rejection memo count has decreased by 8%.



- Graph based on Rejection Memo breakdowns of all stages
- Excluding SMI-A\*\*

## 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.

