



# Debit Memo Reasons

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## Booking

Reason	Definition	Comments
<b>Churning</b>	Cancel segment(s); change in itinerary or segment(s).	
<b>Duplicate bookings/reservations</b>	Two or more flights are booked for the same traveler to travel in a similar time frame or for travel in a conflicting manner.	Examples include (but not limited to): 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
<b>Fictitious names</b>	Reserving space or issuing a ticket for a name that is not valid. This includes valid surname followed by initial, fictitious or celebrity names.	
<b>Inactive segments</b>	Changes to the itinerary segment status resulting in an inactive segment(s) not removed from the PNR.	
<b>Married segment violation</b>	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.	
<b>Other booking errors</b>	Booking related issue. See airline description.	1. This code is in place for booking debit memos that do not fit into the other secondary categories.
<b>Passive segments</b>	Passive segment was not used in line with airline policy.	
<b>Space not cancelled</b>	Some of all of the space was not cancelled prior to takeoff.	



## Chargeback

Reason*	Definition	Comments
Doesn't recognize transaction	Cardholder doesn't recognize transaction.	
Duplicate processing	Multiple transactions with the same amount.	
Expired card	Card is expired or not yet valid.	
Invalid credit card number	Account number not on file with bank.	
Invalid/No approval code	There are issues with the approval code or authorization.	
Other	All other chargeback reasons.	
Refund not received	Cardholder requested a refund that wasn't processed.	
Service issue	Service not provided or not as described.	
Unauthorized/ Fraudulent charge	Cardholder didn't authorize transaction and claims fraud.	

\* Credit card chargeback debit memos will not have an exchange or refund indicator. The credit card chargeback reason codes above will be used for straight sales, refunds or exchanges.



## Commission

Reason	Definition	Comments
<b>Incorrect Commissions</b>	Airline is retrieving funds paid on a transaction where <b>more commission</b> was taken than allowed.	1. This category is used when a <b>more than allowed standard</b> commission is taken on a transaction.
<b>Incorrect Commissions – Invalid Tour or Ticket Designator</b>	<p>Airline is retrieving funds paid on a transaction where <b>more commission</b> was taken than allowed.</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>Invalid (incorrect or expired) tour code or ticket designator</li> <li>Tour code or ticket designator is not located in requested field.</li> <li>Class of service <b>is not valid per</b> commission agreement.</li> </ul>	<p>1. This category is used when a <b>more than allowed</b> 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.</p> <p>2. Carriers may also issue a memo for a flat fee, those memo types are listed <b>under the Fee category</b>.</p>
<b>Incorrect Commissions – Missing Tour or Ticket Designator</b>	<p>Airline is retrieving funds paid on a transaction where <b>more commission</b> was taken than allowed.</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>Missing tour code or ticket designator.</li> <li>Tour code or ticket designator is not located in requested field.</li> <li>Class of service <b>does not match</b> commission allowed.</li> </ul>	<p>1. This category is used when a <b>more than allowed</b> 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.</p> <p>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.</p> <p>3. Carriers may also issue a memo for a flat fee, those memo types are listed <b>under the Fee category</b>.</p>
<b>Non-Commissionable</b>	Airline is retrieving funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).	<p>1. This transaction is not eligible for any commission.</p> <p>2. This category is used for situations where standard commission is taken but not allowed.</p>
<b>Non-Commissionable – Invalid Tour or Ticket Designator</b>	<p>Airline is retrieving funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>Invalid (incorrect or expired) tour code or ticket designator</li> <li>Tour code or ticket designator is not located in requested field.</li> </ul>	<p>1. This transaction is not eligible for any commission.</p> <p>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.</p> <p>3. Carriers may also issue a memo for a flat fee, those memo types are listed <b>under the Fee category</b>.</p>

<p><b>Non-Commissionable – Missing Tour or Ticket Designator</b></p>	<ul style="list-style-type: none"> <li>• Class of service does not match commission allowed.</li> </ul> <p>Airline is retrieving funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>• Missing tour code or ticket designator.</li> <li>• Tour code or ticket designator is not located in requested field.</li> <li>• Class of service does not match commission allowed.</li> </ul>	<ol style="list-style-type: none"> <li>1. This transaction is not eligible for any commission.</li> <li>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.</li> <li>3. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing.</li> <li>4. Carriers may also issue a memo for a flat fee, those memo types are listed <b>under the Fee category</b>.</li> </ol>
<p><b>Recall Commissions</b></p>	<p>Airline is retrieving funds paid on an original sale subsequently <b>refunded or exchanged</b> by the agent or airline.</p>	



## Exchange

EXCHANGES – Many of the codes related to fare, commission and taxes will be used for exchanges. They will be classified with an exchange indicator. The exception to this guideline is for credit card chargebacks, which will not be given an exchange indicator.

Reason	Definition	Comments
<b>EX - Accompanied Travel – Category 13 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION</p> <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.
<b>EX - Advance Reservations and Ticketing Category 5 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION</p> <p>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.</p> <p>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.</p>	See ATPCO Fare Filing Category description for further definitions.
<b>EX - Agent Discounts Category 21 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION</p> <p>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.</p>	See ATPCO Fare Filing Category description for further definitions.
<b>EX - All Other Discounts Category 22 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION</p> <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.

<p><b>EX - Application and Other Conditions Category 50 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Blackout Dates- Category 11 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> The Blackout Dates Category (Category 11) provides the capability to define single dates or date ranges when travel is not permitted.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Child/Infant Discounts Category 19 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Combinability Category 10 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Day/Time Application Category 2 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX – Deposits Category 29 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> 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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>

<b>EX – Eligibility Category 1 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION 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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>EX – Exchange Not Allowed</b>	<p>EXCHANGE TRANSACTION Exchange not allowed per carrier’s rules.</p>	<p>1. This category applies to exchanges that are not allowed per the carrier’s fare rules. This is not for expired tickets.</p> <p>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 airline document)</p>
<b>EX – Exchange Validity Error</b>	<p>EXCHANGE TRANSACTION Ticket/Document has expired and is not valid for exchange.</p>	<p>1. Examples include expired ticket or other document type.</p>
<b>EX - Fare by Rule Category 25 Fare Rule Violation</b>	<p>EXCHANGE TRANSACTION 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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>EX - Fare Rules Violations – Multiple Rules</b>	<p>EXCHANGE TRANSACTION Debit memo issued due to transaction containing more than one ATPCO fare rule violations.</p>	<p>This category is used when a transactions violates multiple ATPCO fare rules.</p>
<b>EX - Fare Under Collected – Discount Not Allowed</b>	<p>EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract.</p>	<p>1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.</p>
<b>EX - Fare Under Collected – Invalid Tour or Ticket Designator</b>	<p>EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations).  Invalid Tour or Ticket Designator</p>	<p>1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.</p>
<b>EX - Fare Under Collected – Missing Tour or Ticket Designator</b>	<p>EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations).  Missing Tour or Ticket Designator</p>	<p>1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.</p>



<p><b>EX - Fare Under Collected – Other</b></p>	<p>EXCHANGE TRANSACTION Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations)</p>	<p>1. Airline to provide detailed description.</p>
<p><b>EX - Group Fares Category 26 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Incorrect Commissions</b></p>	<p>EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where <b>more commission</b> was taken than allowed.</p>	<p>1. This category is used when a more than allowed standard commission is taken on a transaction. 2. This category is used for situations where more <b>standard commission</b> is taken than allowed.</p>
<p><b>EX - Incorrect Commissions – Invalid Tour or Ticket Designator</b></p>	<p>EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where <b>more commission</b> was taken than allowed.</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>• <b>Invalid (incorrect or expired) tour code or ticket designator.</b></li> <li>• Tour code or ticket designator is not located in requested field.</li> <li>• Class of service does not match commission allowed.</li> </ul>	<p>1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.</p>
<p><b>EX - Incorrect Commissions – Missing Tour or Ticket Designator</b></p>	<p>EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where <b>more commission</b> was taken than allowed.</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>• <b>Missing tour code or ticket designator.</b></li> <li>• Tour code or ticket designator is not located in requested field.</li> <li>• Class of service does not match commission allowed.</li> </ul>	<p>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.</p>

<p><b>EX - Maximum Stay Category 7 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Minimum Stay Category 6 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Miscellaneous Provisions Category 23 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Negotiated Fares Category 35 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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).</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Non-Commissionable</b></p>	<p><b>EXCHANGE TRANSACTION</b>            Debit memo issued to retrieve funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).</p>	<p>1. This transaction is not eligible for any commission.            2. This category is used for situations where standard commission is taken but not allowed.</p>
<p><b>EX - Non-Commissionable – Invalid Tour or Ticket Designator</b></p>	<p><b>EXCHANGE TRANSACTION</b>            Debit memo issued to retrieve funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>• Invalid (incorrect or expired) tour code or ticket designator</li> <li>• Tour code or ticket designator is not located in requested field.</li> <li>• Class of service does not match commission allowed.</li> </ul>	<p>1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.</p>

<p><b>EX - Non-Commissionable – Missing Tour or Ticket Designator</b></p>	<p><b>EXCHANGE TRANSACTION</b> Debit memo issued to retrieve funds paid on a transaction that is <b>not commission eligible</b> (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <li>• Missing tour code or ticket designator</li> <li>• Tour code or ticket designator is not located in requested field.</li> <li>• Class of service does not match commission allowed.</li> </ul>	<ol style="list-style-type: none"> <li>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.</li> <li>2. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing.</li> <li>3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.</li> </ol>
<p><b>EX – Penalties Category 16 Penalties</b></p>	<p><b>EXCHANGE TRANSACTION</b> A voluntary schedule change has resulted in an error related to penalties on this exchange transaction.</p>	<ol style="list-style-type: none"> <li>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.</li> </ol>
<p><b>EX - Penalty Fee Not Accurately Collected</b></p>	<p><b>EXCHANGE TRANSACTION</b> Agent processed exchange without deducting the accurate penalty amount.</p>	
<p><b>EX - Penalty Fee Not Collected</b></p>	<p><b>EXCHANGE TRANSACTION</b> Agent processed exchange without deducting penalty amount.</p>	<ol style="list-style-type: none"> <li>1. This includes occurrences where penalty fee collected on MCO but it is not linked to exchange.</li> </ol>
<p><b>EX - Recall Commissions</b></p>	<p><b>EXCHANGE TRANSACTION</b> Debit memo issued to retrieve funds paid on an original sale subsequently exchanged by the agent or airline.</p>	
<p><b>EX - Sales Restrictions - Category 15 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Sales Restrictions Category 17 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX – Seasonality Category 3 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b> Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>

<p><b>EX – Stopovers Category 8 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Tax calculation is invalid</b></p>	<p>EXCHANGE TRANSACTION Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid.</p>	
<p><b>EX - Taxes collected under one/wrong code</b></p>	<p>EXCHANGE TRANSACTION Inaccurate Collection of Taxes. One or more taxes collected under the one/wrong tax code.</p>	
<p><b>EX – Taxes not collected</b></p>	<p>EXCHANGE TRANSACTION One or more tax(s) was not collected.</p>	
<p><b>EX - Ticket Endorsements Category 18 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Tour Conductor Discounts Category 20 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION 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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX – Tours Category 27 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION This category specifies the tour requirements for a fare by defining the minimum package and nights, minimum price, the tour number, and nights.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX – Transfers Category 9 Fare Rule Violation</b></p>	<p>EXCHANGE TRANSACTION 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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>

<p><b>EX - Travel Restrictions Category 14 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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.</p> <p>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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Visit Another Country Category 28 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Voluntary Change Error Category 31 Voluntary Changes</b></p>	<p><b>EXCHANGE TRANSACTION</b>            A voluntary schedule change has resulted in an error on this exchange transaction related to ATPCO category 31.</p>	<p>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.</p> <p>See ATPCO Fare Filing Category description for further definitions. Category 31 Fare Rule violations.</p>
<p><b>EX – Voluntary exchange error</b></p>	<p><b>EXCHANGE TRANSACTION</b>            An involuntary schedule change error for this exchange transaction.</p>	<p>1. This code is primarily used for involuntary schedule change errors.</p>
<p><b>EX - YQ/YR was not accurately collected</b></p>	<p><b>EXCHANGE TRANSACTION</b>            Airline surcharge. YQ/YR was not accurately collected.</p>	
<p><b>EX - YQ/YR was not collected</b></p>	<p><b>EXCHANGE TRANSACTION</b>            Airline surcharge. YQ/YR was not collected.</p>	
<p><b>EX -Flight Application Category 4 Fare Rule Violation</b></p>	<p><b>EXCHANGE TRANSACTION</b>            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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<p><b>EX - Surcharges - Category 12</b></p>	<p><b>EXCHANGE TRANSACTION</b></p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>

## Fare Rule Violation

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.

\* DMWG agreed to use the ATPCO Fare Categories for Fare Rule Violations.



## Fare

Reason	Definition	Comments
<b>Accompanied Travel – Category 13 Fare Rule Violation</b>	<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.
<b>Advance Reservations and Ticketing - Category 5 Fare Rule Violation</b>	<p>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.</p> <p>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.</p>	See ATPCO Fare Filing Category description for further definitions.
<b>Agent Discounts - Category 21 Fare Rule Violation</b>	<p>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.</p>	See ATPCO Fare Filing Category description for further definitions.
<b>All Other Discounts - Category 22 Fare Rule Violation</b>	<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.
<b>Application and Other Conditions - Category 50 Fare Rule Violation</b>	<p>This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule.</p>	See ATPCO Fare Filing Category description for further definitions.
<b>Blackout Dates - Category 11 Fare Rule Violation</b>	<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.

Reason	Definition	Comments
<b>Child/Infant Discounts - Category 19 Fare Rule Violation</b>	<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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Combinability – Category 10 Fare Rule Violation</b>	<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>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Day/Time Application – Category 2 Fare Rule Violation</b>	<p>Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Deposits - Category 29 Fare Rule Violation</b>	<p>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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Eligibility – Category 1 Fare Rule Violation</b>	<p>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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Fare by Rule - Category 25 Fare Rule Violation</b>	<p>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.</p>	<p>See ATPCO Fare Filing Category description for further definitions.</p>
<b>Fare Under Collected – Discount Not Allowed</b>	<p>Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract.</p>	<p>1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.</p>
<b>Fare Under Collected – Invalid Tour or Ticket Designator</b>	<p>Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Invalid Tour or Ticket Designator</p>	<p>1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.</p>





Reason	Definition	Comments
<b>Fare Under Collected – Missing Tour or Ticket Designator</b>	Debit memo issued for fare not 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.
<b>Fare Under Collected – Other</b>	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violation(s))	1. Airline to provide detailed description.
<b>Flight Application - Category 4 Fare Rule Violation</b>	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.
<b>Group Fares - Category 26 Fare Rule Violation</b>	<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.
<b>Higher Intermediate Point - Category 17 Fare Rule Violation</b>	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.
<b>Maximum Stay - Category 7 Fare Rule Violation</b>	<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.
<b>Minimum Stay - Category 6 Fare Rule Violation</b>	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.



Reason	Definition	Comments
<b>Miscellaneous Provisions - Category 23 Fare Rule Violation</b> <b>Multiple Fare Rule Violations</b>	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. 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.
<b>Negotiated Fares – Category 35 Fare Rule Violation</b>	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.
<b>Seasonality - Category 3 Fare Rule Violation</b>	Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel.	See ATPCO Fare Filing Category description for further definitions.
<b>Stopovers - Category 8 Fare Rule Violation</b>	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.
<b>Surcharges - Category 12 Fare Rule Violation</b>	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.
<b>Ticket Endorsements – Category 18 Fare Rule Violation</b>	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.
<b>Tour Conductor Discounts - Category 20 Fare Rule Violation</b>	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.

Reason	Definition	Comments
Tours - Category 27 Fare Rule Violation	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.
Transfers - Category 9 Fare Rule Violation	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.
Travel Date Restrictions - Category 14 Fare Rule Violation	<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.</p> <p>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.
Various Sales Rule Restrictions - Category 15 Fare Rule Violation	<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.
Visit Another Country – Category 28 Fare Rule Violation	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.

\* DMWG agreed to use the ATPCO Fare Categories for Fare Rule Violations.



## Fee

Reason	Definition	Comments
<b>Audit recovery fee - miscellaneous</b>	Airline assessed fee. See airline description.	1. Airline will provide detailed error description.
	<b>Audit recovery fee for exchange reporting errors</b>	<p>Airline assessed fee for one more exchange errors.</p> <p>1. Fees assessed for exchange reporting errors include exchange fee, incorrectly reported exchanges, late reported exchanges and unreported exchange.</p> <p>2. Fees assessed for improperly reported taxes on exchanges.</p> <p>Other fee exchange errors may apply in this category.</p>
<b>Audit recovery fee for Incorrect data</b>	Airline 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.
<b>Audit recovery fee for late or no reporting errors</b>	Airline assessed fee for one or more late or no reporting errors.	<p>1. Fees assessed for straight sales reporting errors including late reported or unreported sales (straight sales) incorrect coupons.</p> <p>2. Fees assessed for improperly reported taxes.</p> <p>Other fee errors may apply in this category.</p>
<b>Audit recovery fee for missing data</b>	Airline 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.
<b>Audit recovery fee for refund reporting errors</b>	Airline assessed fee for one more refund errors.	<p>1. Fees assessed for refund reporting errors include incorrect coupons, incorrectly reported refunds, late reported refunds and unreported refunds.</p> <p>2. Fees assessed for improperly reported taxes on refunds.</p> <p>Other fee refund errors may apply in this category.</p>



## Miscellaneous

Reason	Definition	Comments
<b>Duplicate Processing</b>	Some or all of the ticket was involved in duplicate processing which could involve usage, refund, exchange or void.	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. Airline will provide details in the debit memo description.
<b>Group Deposit</b>	Airline requires submission of deposit via debit memo process.	
<b>Group/Tour Utilization</b>	Group/ Tour contract agreement terms not met.	
<b>Name Change/Correction error</b>	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"> <li>- Based on agency or corporate contract</li> <li>- As part of an exchange/reissue</li> <li>- As part of the booking/rebooking.</li> </ul> <p>2. This would also include circumstances where the airline is required to perform a name change and issues a recovery fee.</p>
<b>Other Miscellaneous</b>	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"> <li>1. Form of payment fee</li> <li>2. Airline refund fee</li> <li>3. See attachment</li> </ol>
<b>Reporting/Settlement Errors</b>	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 airline is just issuing a fee, the "Audit Recovery Fee for Reporting Errors" is selected.</p>



## Refund

Reason	Definition	Comments
<b>Invalid Refund Calculation – Fare Error</b>	Incorrect fare calculation for a full or partial refund.	<ol style="list-style-type: none"> <li>1. Airline needs to define what caused the incorrect calculation.</li> <li>2. This is different than refunding a non-refundable ticket. This is a miscalculation of the fare.</li> </ol>
<b>Invalid Refund Calculation – Tax calculation error</b>	One of more taxes refunded incorrectly.	<ol style="list-style-type: none"> <li>1. This is a miscalculation of any tax on a full or partially used ticket.</li> <li>2. This includes the miscalculation of YQ/YR airline surcharge.</li> </ol>
<b>Refund of Non-Refundable Fare</b>	Agent refunded a non refundable ticket without documenting valid airline approval.	<ol style="list-style-type: none"> <li>1. Non refundable rules are filed through category 31 (automated). Category 16 is for text only.</li> <li>2. Airline should indicate which category when issuing the debit memo.</li> </ol>
<b>Refund Penalty Amount is Missing</b>	Penalty calculation error. Agent processed refund without deducting penalty amount.	
<b>Refund Penalty Under Collected</b>	Penalty calculation error. Agent processed refund without deducting proper penalty amount.	
<b>Ticket Validity Error</b>	Refund of a ticket that no longer has value.	<ol style="list-style-type: none"> <li>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 airline 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.</li> </ol>
<b>Voluntary Refunds - Category 33 Fare Rule Violation</b>	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.	<p>See ATPCO Fare Filing Category description for further definitions.</p> <ol style="list-style-type: none"> <li>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.</li> </ol>



## Tax

Reason	Definition	Comments
Multiple taxes collected under one/wrong code	Inaccurate Collection of Taxes. Multiple taxes collected under the one/wrong tax code.	
Tax calculation is invalid	Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid.	
Taxes not collected	One or more tax(s) was not collected.	
YQ/YR was not accurately collected	Airline surcharge. YQ/YR was not accurately collected.	
YQ/YR was not collected	Airline surcharge. YQ/YR was not collected.	



## FAQ's

**Q1:** What happens when there are multiple violations for a ticket?

**A1:** The airlines agreed that the largest dollar value violation will be the primary. Typically if there is a fare rule violation/error, that type of error will be the primary violation.

Example:

Ticket #1231234564561 has a fare rule violation of \$325.00, a tax violation of \$62.00 and the airline is also assessing a fee of \$25.00 for a total debit memo value of \$412.00.

The airline will most likely select a fare rule violation reason code for this example.

**Q2:** If there are multiple fare rule violations, will the airline always select #46 – Multiple Fare Rule Violations?

**A2:** We will encourage carriers to utilize #46 – Multiple Fare Rule Violations for cases where there is more than one fare rule violation, however, some carriers may select only the primary fare rule violation as the debit memo reason.

Example:

Ticket #1231234564562 totaling \$1,140.00 has three fare rule violations;

1. A day/time error resulting in an additional \$140.00 due
2. An advance reservation error resulting in an additional **\$800.00** due
3. A maximum stay error resulting in an additional \$200.00 due

The airline may select #21 – Advance Reservations and Restrictions – Category 5 fare rule violation as the debit memo reason code since that error had the highest amount due.

**Q3:** Will agencies be able to re-categorize a debit memo if they believe the category to be incorrect.

**A3:** There is not a mechanism at this time to re-categorize but we encourage travel agencies or system providers (Global Distribution Systems) to notify ARC if you find a significant error in categorization. You can contact ARC's CCC center at +1 703.816.8039.