

## JICC ADJUSTMENT REASON CODES

The codes listed below are those that you may see on your payment statements. These codes are assigned by the Manufacturers and their Agents to indicate the reason for non-payment. By complying with Industry Guidelines and working together, we can minimize the occurrence of these adjustments.

Code #	Reason	Explanation	RPR's Action
01	Questionnaire Requested	Questionnaires are required by CMS, NCH, and P&G when a store begins couponing for the first time and/or when there are changes in the store's size, ownership, name, or location.	Since all coupon submissions will be denied under this code, RPR will contact the above agents to assist in getting this resolved.
04	No Store at this Address	No Store at Address. Used by NCH - not in current Industry Guidelines.	RPR will contact NCH to assist in getting this resolved.
05	Coupon Appearance	Coupons are denied because it appears that they were not consumer-handled for a variety of reasons. The most common are Mint, Gang-Cut, Wrinkled, and Counterfeit. These coupons are usually retained for up to 6 months so they can be challenged.	For any large denials, RPR will contact the manufacturer and/or agent to assist in getting this resolved.
07	Expired	Industry Guidelines recommend a 6-month grace period, with which most manufacturers comply. The Grace Period is intended to accommodate those retailers that do not submit their coupons on a frequent basis, and to allow for processing time. If a retailer accepts expired coupons as a good will gesture to their customers, they could be denied.	These coupons are not always saved, but for any large denials, RPR will contact the manufacturer and/or agent to assist in getting this resolved. Sometimes we can obtain an image of the coupon denied.
08	Abnormal Coupon Mix	This can occur when there is a promotion with a high value coupon that has a short coupon date.	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
09	Proof of Purchase (POP)	Many retailers are not aware that once this code is assigned, <u>no payments will be made on any future submissions until the issue is resolved</u> . RPR is aware that some suppliers charge for movement reports. A recommendation is to request one report for all purchases and make copies for Promotion Eyes.	RPR has good rapport with Promotion Eyes, the primary vendor of Payment Control Services to approximately 60 manufacturers. Promotion Eyes has agreed to copy RPR on any requests so that we can assist in resolving and/or challenging this issue.
11	Does Not Stock	Manufacturers can use this code when they are introducing a new product, or if the manufacturer is a regional company. POP or a letter from the salesperson is usually required to clear this issue.	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
12	Out of Area	This code is not commonly used, but denotes that the coupon was not offered in your area. Similar to Does Not Stock.	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
14	Billed to Incorrect Address or Manufacturer (Foreign)	This occurs when the processor incorrectly sorts a coupon, or when we are not notified that a manufacturer has switched agents. The coupons are supposed to be returned so that the processor can re-bill the correct manufacturer.	When payment is issued on re-bills, the retailer is paid.
15	Invoice Calculation Error	This normally occurs when the processor claims a number of store tags that differs from the number that the manufacturer and/or agent claims was received. This adjustment can be a debit or credit.	For any large denials, RPR will contact the manufacturer and/or agent to assist in getting this resolved.
16	Claimed Coupon Value Exceeds Manufacturer Allowance as Stated on Coupon (Over on Free)	This can occur when the retailer does not write the amount given to their consumer and there is no maximum value stated on the coupon. Free coupons are considered Hard to Handle and most Retail Clearinghouses and Agents charge an additional fee to process them. RPR assesses no such fee.	For any large denials, RPR will contact the manufacturer and/or agent to assist in getting this resolved.

## Adjustment Reason Codes, Continued

Code #	Reason	Explanation	RPR's Action
17	Coupon Count or Value Overage	The manufacturer / agent found more coupons or higher dollars than were claimed. A few manufacturers/ agents use Code 17 for both overages and shortages.	These are difficult for RPR to challenge, as the entire coupon shipments are not retained.
18	Coupon Count or Value Shortage	The manufacturer / agent found fewer coupons or less dollars than were claimed.	Overages and shortages should offset each other over a period of time.
20	Excessive Postage/ Insurance	This code will not appear on a payment statement, as RPR does not charge for unpaid postage. We believe all other Retail Vendors pass these charges on to the retailers.	
23	Retailer Payment Suspended (Manufacturer Denied Payment)	This occurs when the manufacturer is not using a Third-Party Vendor such as Promotion Eyes. Normally, POP is required to resolve this issue. <u>All future submissions will be denied until this issue is resolved.</u>	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
24	Held for Review	Unfortunately, this code is not commonly used. Ron Fischer is chairing an ACP Committee on Coupon Guidelines, and one of his goals is to recommend changes to the current codes.	
25	Ineligible In-Ad	Generally, In-Ad coupons are for specific retailers and should not be redeemed by other retailers.	RPR can request an image of the coupon to see if the denial is valid.
34	Agent Recommended No-Pay	CMS started using this code on 2/22/08, in order to deny the payment on the manufacturer's behalf.	RPR does not agree with this code and will challenge all denials.
36	Counterfeit	Counterfeits were traditionally included in Code 05. This code was implemented on 4/1/11.	RPR will attempt to challenge, though denials are difficult to reverse, depending on the manufacturer's redemption policy. Counterfeit alerts are distributed to retailers in order to forestall losses.
47	Miscellaneous Fees	Manufacturers will deny any additional charges billed by the retailer clearing house above current industry established handling fee	RPR does not charge ANY miscellaneous fees – you will not see this denial code

The following are internal codes used by RPR:

Code #	Reason	Explanation	RPR's Action
86	Manufacturer Has Not Paid Invoice	Generally, CMS, NCH, and P&G normally pay invoices within 30 days of receipt. Most of these denials occur with manufacturers using Universal or MPS, or manufacturers who bill directly.	RPR reviews all unpaid invoices on a regular basis. RPR only assigns this denial code after all means of collection are exhausted
99	Pay-Direct	Some manufacturers will not pay retail clearinghouses, preferring to deal with retailers directly. When you see this code on your reports, expect payment directly from the manufacturer. In the case of non-payment, RPR can help provide contact information, but cannot contact the manufacturer on your behalf.	