



JICC Adjustment Reason Codes

The codes listed below are those that you may see on your payment statements. 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.
03	Store Sold or Closed	The manufacturer or their agent may have been advised of a store being sold or closed and have placed the retailer's account in a no-pay status before the retailer submitted their last shipment.	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
04	No Store at this Address (added 4/3/08)	Used by NCH - not in Industry Guidelines.	RPR will contact the manufacturer and/or agent 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.
10	Excessive Volume	This code is not commonly used, but the Excessive Volume can trigger a denial under Coupon Appearance or Proof of Purchase. POP is normally required to clear this issue.	RPR will contact the manufacturer and/or agent to assist in getting this resolved.
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.
13	Non-Coupons	<u>This code will not appear on a payment statement</u> , but rather is used by TK when they return voided coupons. These are usually store coupons or rebates.	If you do not agree with TK, you can fax or scan the coupon, and send it to RPR for investigation.



JICC Adjustment Reason Codes, Continued

Code #	Reason	Explanation	RPR's Action
14	Billed to Incorrect Address or Manufacturer (Foreign)	This occurs when TK 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 TK can re-bill the correct manufacturer.	When payment is issued on re-bills the retailer is paid, but MRIS cannot link the payment to the original shipment number.
15	Invoice Calculation Error	This normally occurs when TK 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. It can also occur if TK keys the wrong face value amount for a coupon. Free coupons are considered Hard to Handle and most Retail Clearinghouses and Agents charge an additional fee to process them. <u>MRIS assesses no such fee.</u>	For any large denials, RPR will contact the manufacturer and/or agent to assist in getting this resolved.
17	Coupon Count or Value Adjustment	These adjustments occur in the Traditional Two-Count Process as the Retail Clearinghouse scans the value bar code and key enters the Frees to create the invoice. The manufacturer and/or agent scans the Offer Codes to verify the amount to pay. This adjustment can be a debit or a credit. Some vendors, including MRIS, still use code 17 for Overages and code 18 for Shortages, but it was recommended that these codes be combined.	These are difficult for RPR to challenge, as the entire coupon shipments are not retained.
20	Excessive Postage/ Insurance	This code will not appear on a payment statement, as MRIS does not charge for unpaid postage. We believe all other Retail Vendors pass these charges on to the retailers.	
22	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 the unpaid invoices on a regular basis. We send monthly statements to Universal and MPS. When payments are received, the retailers are paid, and a credit will appear in code 22.
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.	
34	Agent Recommended No-Pay	CMS started using this code on 2/22/08.	RPR does not agree with this code and will challenge all denials.
99	Pay-Direct (created by MRIS)	Some manufacturers will not pay retail clearinghouses, preferring to deal with retailers directly. For instance, BSP Pharma, Inc., and Nature's Plus have agreed to accept our invoices, but make payments directly to the retailer. Herbs, Etc. will not accept our invoices, so TK returns them to the retailers.	