

JICC Adjustment Reason Codes



The Codes listed below are those that you see on your Statement of Coupon Payments. These Codes are assigned by the Manufacturers and/or Agents to indicate the reason(s) for non-payment by complying with the Industry Guidelines and working together, we can minimize the occurrence of these adjustments. JICC is an acronym for Joint Industrial Coupon Committee of the FMI-Food Marketing Institute

Code	Code Definition	Code Explanation	Customer Service 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	When invoices are denied under this code, our customer service experts will promptly contact the Agents to assist in resolving this matter. An updated Questionnaire may need to be completed by the Retailer.
02	Mail Undeliverable	Store location unidentifiable. Mail undeliverable	Customer service will work with the Agent to resolve the issue.
03	Store Sold or Closed	The Manufacturer / 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.	Customer service will contact the Manufacturer / Agent to assist in resolving this issue. An updated Questionnaire may need to be completed by the Retailer.
04	No Store at this Address	Used by NCH - the Manufacturer / Agent is requiring a Questionnaire for first-time couponers, is requiring an up-dated Questionnaire or the Retailer is still in the reviewal process. Denial will be challenged by MRIS and payment is usually released.	Customer service will contact NCH to assist in resolving this issue. An updated Questionnaire may need to be completed by the Retailer.
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.	Customer service will contact the Manufacturer / Agent to assist in resolving this issue.

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07	Expired	Industry Guidelines recommend a 6-month grace period, with which some manufacturers comply. In reality, it can be anywhere from 30 days to 6 months. It is imperative to ship on a regular basis to avoid invoice denials due to expired coupons.	These coupons are not always saved, but for any large denials, Customer service will contact the Manufacturer / Agent to see if expiration is within grace period for possible reversal request. Sometimes an image can be obtained.
08	Abnormal Coupon Mix	This can occur when coupons submitted lack a variety of media, offer code or products.	Customer service will contact the Manufacturer / Agent to assist in resolving this issue. The Retailer will be contacted to obtain appropriate supplier information needed in order to challenge.
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> We are aware that some suppliers charge for movement reports. Our recommendation is to wait for results of challenge before ordering any movement reports. If POP is required, then request one report covering the last 6 months for all purchases and keep a copy for yourself to have on hand that can be used for Promotion Eyes and for challenges with other Agents.	Customer service will contact Promotion Eyes, Third Party Payment Control Vendor, the Manufacturer / Agent to challenge. We are then notified if payment released or if POP is required. If POP is required, a letter requesting same will be mailed to Retailer and this is the time to obtain the movement report.
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.	Customer service will contact the Manufacturer and/or Agent to assist in resolving 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. As with POP, <u>no payments will be made on any future submissions until the issue is resolved.</u> Supplier information is needed in order for MRIS to challenge this denial. If POP is required, you will be notified how to proceed.	Customer service will contact the Manufacturer, Agent and/or Retailer to assist in resolving this issue.
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.	Customer service will contact the Manufacturer and/or Agent to assist in resolving this issue.
13	Non-Coupons	Non-coupons that should not have been submitted for redemption & are being returned.	If you do not agree with our Plant's or Mfrs' assessment, you can fax or scan the coupon to our Customer service department for further investigation.

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14	Billed to Incorrect Address or Manufacturer (Foreign)	This occurs when a coupon is sorted incorrectly, or during a transitional time when a Manufacturer has switched Agents and we haven't received notification. 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; however, it is not possible to link the payments to the original shipment numbers.
15	Invoice Calculation Error	This occurs when the number of store tags differs from the number that the Manufacturer / Agent claims was received. This adjustment can be a debit or credit.	For any large denials, Customer service will contact the Manufacturer / Agent to assist in resolving this issue.
16	Claimed Coupon Value Exceeds Manufacturer Allowance as Stated on Coupon (Over on Free)	This can occur when the retailer does not write in the amount discounted to the consumer and there is no maximum value stated on the coupon or the Retailer discounts more than the maximum value stated . It can also occur if the wrong face value amount is keyed in for a coupon that doesn't scan. 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, Customer service will contact the Manufacturer and/or Agent to assist in resolving this issue.
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 to challenge as the entire coupon shipment is not retained.
18	Coupon Count or Value Shortage	The Manufacturer / Agent found fewer coupons or less dollars than were claimed.	Shortages and Overages should offset each other over a period of time.
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	
23	Retailer Payment Suspended (Manufacturer Denied Payment)	This occurs when the manufacturer is not using a Third-Party Vendor such as Promotion Eyes or LM Gordon. Normally, POP is required to resolve this issue. <u>All future submissions will be denied until this issue is resolved.</u>	Customer service will contact the Manufacturer / Agent and sometimes Retailer to assist in resolving this issue.
24	Held for Review	This code is not commonly used.	
25	Ineligible In-Ad	Generally, In-Ad coupons are for specific retailers and should not be redeemed by other retailers. This replaces Code 21 per the current Coupon Guidelines.	Customer service can request an image of the coupon to determine if denial is valid.
34	Agent Recommended No-Pay	CMS started using this code on 2/22/08. This Code is used when a Retailer is placed in a "no-pay" status and are under investigation for verification.	Customer service will contact the Manufacturer / Agent to assist in resolving this issue.
36	Counterfeit Coupons	Counterfeits were traditionally included in Code 05. This new Code was implemented 4/1/11.	Counterfeit Alerts are distributed to Retailers in order to forestall these losses. Please contact M&R if you are not already on the list to receive same.
Code	Reason	Retail Clearing House Reason Codes	Retail Clearing House Reason Codes

Code	Code Definition	Code Explanation	Customer Service Action
22	Manufacturer Has Not Paid Invoice	Generally, CMS, NCH, and P&G normally pay invoices within 30 days of receipt. Code 22 is basically used for reporting purposes to alert us of payments that are late by manufacturers using CMS, NCH, Universal, MPS or manufacturers who are billed directly. We can then begin collection proceedings at this time.	Customer service generates reports on a monthly basis and contacts the Manufacturer and/or Agents on a regular basis until payments are received. These invoices are then credited with Code 22 and appear under Reversal payments.
86	MRIS Unable to Collect	Despite all possible collection measures, some invoices may not be paid. Possible reasons include: bankruptcy, manufacturer's refusal to pay, invoices that are too old or manufacturer claims invoices were not received, etc.	
88	Tag Not Found	This code is temporarily applied in the case of a small discrepancy on a large manufacturer payment in order to reconcile the payment. The discrepancy will then be investigated and corrected.	Customer service will investigate the discrepancy and correct within our payment system.
99	Pay-Direct	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.	
as of 03/05/15			