

Exception Reasons (Preview) - Top 10



IBANK DEMO SITE

Trip Departures from 11/01/2002 to 12/31/2002

Rank	Exception Reason	Count	% of Total	Lost Volume	% of Total
1	AIRPORT DEFERRED (YL)	174	35.6%	\$37,824.65	19.4%
2	EXCHANGE RATE GREATER (EX)	110	22.5%	\$30,198.92	15.5%
3	TIME DEFERRED (YS)	55	11.2%	\$7,450.02	3.8%
4	NO CONNECTION REQUEST (YT)	28	5.7%	\$6,686.13	3.4%
5	PRE PAID (YB)	24	4.9%	\$8,230.11	4.2%
6	TIME UNAVAILABLE (YA)	21	4.3%	\$7,484.58	3.8%
7	PLANE TYPE DEFERRED (YP)	18	3.7%	\$10,500.33	5.4%
8	REQUESTED AIRLINE (BL)	17	3.5%	\$33,271.63	17.1%
9	NEGOTIATED RATE UNAVAILABLE (FL)	16	3.3%	\$38,695.97	19.9%
10	AIRPORT UNAVAILABLE (YX)	14	2.9%	\$5,764.30	3.0%
Total Exception Reasons Listed:		477	97.5%	\$186,106.64	95.6%
Exception Reasons Not Listed:		12	2.5%	\$8,674.26	4.5%
Report Totals:		489	100.0%	\$194,780.90	100.0%