



# **ARC Memo Manager User Guide for Airlines**

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## Welcome to ARC Memo Manager!

ARC Memo Manager (AMM) is a Web-based product that automates the distribution, processing and settlement of memos between the carriers and travel agencies. This one stop application allows for the processing of debit memos, credit memos, and recall commission statements. In addition, Ticket Resolution Service (TRS) transactions are processed as well.

### Benefits

- Mitigates the travel industry's last remaining large-scale paper-based process.
- Reduces the processing time and cost for both carriers and travel agents.
- Improves cash flow through electronic payment and communication.
- Provides superior data quality and accuracy.
- Provides easy access for analysis.
- Memo data and history is stored in a central repository.
- Provides immediate access to the status of a memo.
- Simplifies communication between carriers and travel agents.
- Eliminates the need for travel agents to manually enter memo data into IAR.

### System Requirements

Recommended hardware and software system requirements include:

- PC with Microsoft Windows 98, 2000, XP, or above.
- Connection to the Internet via a modem, broad-band or high-speed connection.
- Web browser that supports a 128-bit encryption for SSL connectivity, such as Microsoft Internet Explorer 8.0.
- **\*Adobe Flash Player 10.1** or above.
- A screen resolution of **1024 x 768** or greater should be used.

\*If needed, users will be alerted to either install or upgrade (their version) Adobe Flash Player.

### Navigation

The navigation functionality enables a user to move around within ARC Memo Manager. There are two distinct ways to navigate within ARC Memo Manager, within a screen and between screens. In addition, navigation buttons are available to view data that is not displayed on a single screen.

Within a screen navigation refers to the ability to move between fields within a screen. By taking advantage of Web-browser based technology and other advances in technology, ARC Memo Manager is an easy to use system that relies on point and click, drop down boxes, buttons, and other controls that allow a user to easily navigate through the screens necessary to display desired data.



Between screen navigation refers to the ability to move from screen to screen within the application. In this area, ARC Memo Manager uses global headers, global footers, navigational links, navigation buttons, and bread crumbs.

Global headers are a set of main links that appear at the top of every page of the application. It allows the user to get to specific sections of ARC Memo Manager quickly and easily.

Global footers are a set of main links that appear at the bottom of every page of the application. It allows the user to get to related pages that are separate from the application.

Navigation links and buttons allow a user to move between screens, as well as view data that are not displayed on a single screen.

Bread crumbs are links that allow you to navigate from your current page to the previously viewed page.

### **Global Footer**

ARC Memo Manager utilizes global navigation footers that are a set of main links that appear at the bottom of every page. The use of global footers ensures that you can easily access information concerning ARC Memo Manger's *Terms of Use*, *Privacy Policy*, *Contact Us* and *Feedback*. To access a global footer,

1. Click any **global footer** link on any ARC Memo Manager page.
2. The first page of the associated link displays in a new browser web window.

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### **Terms of Use**

The *Terms of Use* for ARC Memo Manager require you to comply with and be bound to certain provisions as set out in the document, to access the *Terms of Use* document,

1. Click the **Terms of Use** global footer link on any ARC Memo Manager page.
2. Once selected, the *Terms of Use* displays in its own web browser.
3. Click the **Close** button to exit the *Terms of Use*.

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## Privacy Policy

ARC Memo Manager's *Privacy Policy* is ARC's official statement on the type of information collected for the site, how the information is used and how you can access the data. Also included is information regarding systems in place to protect the data. To access the ARC Memo Manager *Privacy Policy*,

1. Click the **Privacy** link on an ARC Memo Manager page.
2. Once selected, the *Privacy Policy* displays in its own browser window.



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## Contact Us

To contact ARC for any reason, go to ARC's Contact page on ARC's Corporate Web site. To view ARC's contact page,

1. Click the **Contact Us** global footer link on any ARC Memo Manager page.
2. Once selected, the **Contact Us page** displays in its own web browser.



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## Feedback

If you want to provide feedback on ARC Memo Manager, complete ARC's **Product Feedback** form. To access the form,

1. Click the **Feedback** global footer link on any ARC Memo Manager page.
2. Once selected, the **Product Feedback** form displays in its own web browser.



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## Global Headers

ARC Memo Manager uses global navigation headers that are a set of main links appearing on every page of the application. The ARC Memo Manager global headers ensure that you can easily access those sections of the application. The ARC Memo Manager global header contains up to three components; Close, Help, and Administration (only applicable to the MyARC Tool Administrator for ARC Memo Manager).

From any ARC Memo Manager screen,

1. Click on any link in the global header to access the desired page.



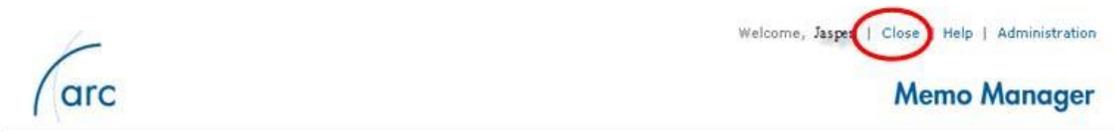
2. The first screen of the associated link displays.



### Close

When your work in ARC Memo Manager is complete, you should terminate your session by closing ARC Memo Manager. To close out of the application,

1. Click on the global header **Close** link located on each ARC Memo Manager page.
2. Once you have logged out, you will be redirected to the MyARC home page.



### Help

At any ARC Memo Manager screen you may access the **Online Help** system. To access **Online Help**,

1. Click the global **Help** header.
2. The Online Help system displays in a new browser window.



### Administration

The Administration function of AMM allows an administrator to manage their entity's settings in the system. By default, the Administration page will provide the user's entity type and the entity's ID. In addition, the administrator can provide settings for their entity such as dispute limits, age limits, production support email address and business support email address.

#### Accessing the Administration Page

To access the Entity Administration page,

1. Click the **Administration** global header link.
2. The Administration page will display.

### Airline Entity Settings

In the Airline Entity Settings section of the Administration page, the administrator can set a dispute and age limit for your entity's memos. In addition you can provide a Production Support and a Business Support email address.

To apply airline entity settings,

1. Click the **Administration** global header link on the home page.
2. Go to the **Airline Entity Setting** section on the **Entity Administration** page.
3. Type the limit for the number of times a memo can be disputed in the **Dispute Limit** textbox.
4. Type the age limit for your entity's memos in the **Aging Roll-Off** textbox.
5. Type the email address where you want to receive your ARC Memo Manager file import audit reports in the **Production Support Email** textbox.
6. Type your business support email address in the **Business Support Email** textbox.
7. Click the **Save** Changes button to save, or click **Reset** to refresh the page.

### Administration

**Entity**

Entity Type:

Entity ID:

**Carrier Entity Setting**

Dispute Limit:\*

Aging Roll-Off:\*  Days

Default Currency:

Production Support Email:\*

Business Support Email:\*



### **ARC Memo Manager User Roles**

User roles determine what access rights you have within ARC Memo Manager. A user role controls what a user can access and do. Every user will be assigned a user role. Based upon a user's role, pages and fields in ARC Memo Manager may be active, disabled, or hidden. In this way, a user will only be able to perform actions to which they have the rights to perform.

There are three user roles; **Memo Administrator, Memo User, and Memo Corresponder**. In addition, at the MyARC level there is a **MyARC Tool Administrator** for ARC Memo Manager.

#### **Airline Roles**

*Memo Administrator* – There may be multiple Memo Administrators per entity. The Memo Administrator is responsible for the management of the entity's settings. This includes managing the age limits of a memo, and the dispute limits. In addition, the Memo Administrator can create memos, accept/reject disputes, view memos and send correspondence.

*Memo User* – An entity may have multiple Memo Users. Memo Users can create memos, accept/reject disputes, view memos, and send correspondence.

*Memo Corresponder* - An entity can have multiple Memo Corresponders. A Memo Corresponder can view memos and send correspondence only.

#### **MyARC User Roles**

*MyARC Tool Administrator* – An entity can have multiple MyARC Tool Administrators for ARC Memo Manager. The MyARC Tool Administrator is responsible for managing user access to ARC Memo Manager. The tool administrator is able to assign/revoke access to ARC Memo Manager, and assign user roles.

#### **ARC Memo Manager Access**

Access to ARC Memo Manager is controlled by MyARC, which is your centralized access point to a growing list of ARC tools and resources. To access MyARC you must have a MyARC account. If you do not currently have one, one will be provided to you upon successful registration to ARC Memo Manager.

#### **Accessing ARC Memo Manager**

Access to ARC Memo Manager begins at ARC's Corporate Web site. To access,

1. Open a Web browser and navigate to the ARC Corporate Web site at [www.arccorp.com](http://www.arccorp.com).
2. Go to the **My ARC Login** box on the top left side of the page.

3. Type your My ARC user name in the **User Name** textbox.
4. Type your My ARC password in the **Password** textbox.
5. Click the **Log In** button.
6. Once accessed, you will navigate to the secured My ARC micro-site.
7. Go to the **Your Products** area of the **Your Profile** portlet. Click the **Your Products** heading to expand the area. A list of products you have access to will display in alphabetical order.
8. Click the **Memo Manager** link to launch the ARC Memo Manger application.

The screenshot shows the My ARC Home page. At the top right, there is a search box and links for 'Logout | eSupport | Feedback'. The page is titled 'My ARC Home'. On the left side, there are three main sections: 'USER INFO' (User Name: darrellscott, Password expires: 26 Oct, Your administrator: oochelp@arccorp.com), 'TOOLS' (Memo Manager JAT, Document Retrieval Service, Ticket Resolution Service, DRS Administration), and 'RESOURCES' (ARC Administrator Re-designation Form, ARC Alternate Distribution Channels, ARC Financial Guarantee Forms). The 'Memo Manager JAT' link in the TOOLS section is circled in red. In the center, there are three sections: 'WHAT'S NEW' (July 2010 Reporting & Settlement Summary, Mexicana Click and Proflight Zambia Join ARC, UPDATE - ARC Processing of Mexicana Airlines Transactions, Air Choice One Joins ARC, LC Busre Joins ARC), 'ANNOUNCEMENTS' (SeaPort Airlines Joins ARC, May 2010 Reporting & Settlement Summary, April 2010 Reporting & Settlement Summary), and 'NEWS RELEASES' (ARC Plays Key Role in Law Enforcement Investigations, ARC Welcomes El Al Israel Airlines as ARC Sentinel Launch Partner, ARC's President & CEO David R.B. Collins Announces Retirement Plans). On the right side, there are two promotional banners: 'ARC Transaction History File' (ORGANIZE BACKUP ARCHIVE) and 'It's Time To Fill Out Your ARC E-mail Communication Profile' (You could be missing important operational messages as well as the latest on ARC products & services. Fill Yours Out Today!).

## Home Page

Upon launching the ARC Memo Manager application, the ARC Memo Manager home page displays. The AMM home page is one of the main pages in ARC Memo Manager. This page provides a listing and access to all available memos. This page is made up of the following sections:

- Memo Aging
- Memo Activity
- Applied Searches
- List of Memos (Open, Closed, Inactive, All)

These sections are used as searches in the viewing of memos based on specific criteria that is met.

Memos can be displayed by Agency Number (ACN), or by Quick View.

**Memo Summary**

[Quick View ?](#) | [Memo Numbers](#) | [Memos Last Viewed](#)

ARC #:   Include Entire Organization

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

**Search** [Edit Search](#) | [Saved Searches](#)

Selected: 0  Selected Balance: \$0.00

<input type="checkbox"/>	ARC #	Agency	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000003	Debit	\$100.00	Reactivated	1381	No
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000005	Debit	\$100.00	Reactivated	1381	No
<input type="checkbox"/>	49560744	ARC TRAVEL	8960000020	Debit	\$200.00	Dispute Pending	34	No
<input type="checkbox"/>	49560744	ARC TRAVEL	8960000021	Debit	\$200.00	Dispute Pending	34	No
<input type="checkbox"/>	49560744	ARC TRAVEL	8960000022	Debit	\$216.00	Payment Pending	34	Yes
<input type="checkbox"/>	49560744	ARC TRAVEL	8969876544	Debit	\$200.00	Dispute Pending	85	Yes
<input type="checkbox"/>	49560744	ARC TRAVEL	8969876545	Debit	\$200.00	Payment Pending	85	Yes
<input type="checkbox"/>	49560744	ARC TRAVEL	8969876546	Debit	\$200.00	Payment Pending	85	Yes
<input type="checkbox"/>	49560744	ARC TRAVEL	8980234567	Recall Commissic	\$500.00	Payment Pending	94	No

Page  of 1 Showing 1 - 9 of 9 memos Current Balance: \$1,916.00

**Agency Location**

To display memos by agency location,

1. Type the ACN of the location to be displayed in the **ARC #** textbox.
2. Click the **All** check box to display all locations.
3. Click the **Search** button to execute your search.



## Memo Summary

[Quick View ?](#) [Memo Numbers](#) | [Memos Last Viewed](#)

ARC #:   Include Entire Organization

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			



## Quick View

The **Quick View** section provides you the ability to display the memo that was last viewed or to quickly search for memos by providing the memo number.

1. Last Viewed - To display the last memo viewed, click the **Memos Last Viewed** link in the **Quick View** section.
2. Search – To search for a memo by memo number, click the **Memo Numbers** link. The **Memo Quick View** window will appear. Type the 10-digit memo number in the **Memo Quick View** window, and click the **View** button. You can search up to 50 memo numbers at a time. To search for multiple memos, enter the memo numbers and separate each by a comma in the **Memo Quick View** window. Click the **View** button to execute or tab to the **View** button and hit **Enter**.

**Memo Summary** Quick View ? **Memo Numbers** | **Memos Last Viewed**

ARC #:   Include Entire Organization

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

## Memo Aging

The **Memo Aging** section of the AMM home page provides users access and information to open memos by the age range. The age of a memo is calculated by the **Current Date** minus the memo's **Load Date**. The age ranges are:

- 91+ days
- 61-90 days
- 31-60 days
- 0-30 days

For each age range, the total number of open memos associated with the range is provided as well as the accumulative current balance. The Memo Aging section also provides an overall total for the number of Memos and an overall current balance in the category.



## Memo Summary

[Quick View ?](#) [Memo Numbers](#) | [Memos Last Viewed](#)

ARC #: <input type="text"/>	<input type="checkbox"/> Include Entire Organization	<input type="button" value="Search"/>	<input type="button" value="Create Memo"/>		
<b>Memo Aging</b>	<b>Open Memos</b>	<b>Current Balance</b>	<b>Memo Activity</b>	<b>Open Memos</b>	<b>Current Balance</b>
<a href="#">91 + days</a>	3	\$700.00	<a href="#">Correspondence in last 10 days</a>	0	\$0.00
<a href="#">61 - 90 days</a>	3	\$600.00	<a href="#">Disputed</a>	3	\$600.00
<a href="#">31 - 60 days</a>	3	\$616.00	<a href="#">Nearly Aged</a>	0	\$0.00
<a href="#">0 - 30 days</a>	0	\$0.00	<a href="#">Payment Pending</a>	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

### Age Ranges

Users are able to view a listing of memos that fall within an age range by clicking the specific age range link. By clicking an age range link, the memos that fall into the age category will display.

1. Memos that are 91 days or older, fall into the 91+ days range. To view these memos,
  - Click the **91+ days** link.

## Memo Summary

[Quick View ?](#) [Memo Numbers](#) | [Memos Last Viewed](#)

ARC #: <input type="text"/>	<input type="checkbox"/> Include Entire Organization	<input type="button" value="Search"/>	<input type="button" value="Create Memo"/>		
<b>Memo Aging</b>	<b>Open Memos</b>	<b>Current Balance</b>	<b>Memo Activity</b>	<b>Open Memos</b>	<b>Current Balance</b>
<a href="#">91 + days</a>	3	\$700.00	<a href="#">Correspondence in last 10 days</a>	0	\$0.00
<a href="#">61 - 90 days</a>	3	\$600.00	<a href="#">Disputed</a>	3	\$600.00
<a href="#">31 - 60 days</a>	3	\$616.00	<a href="#">Nearly Aged</a>	0	\$0.00
<a href="#">0 - 30 days</a>	0	\$0.00	<a href="#">Payment Pending</a>	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

2. Memos that are 61 to 90 days old fall into the 61-90 days range. To view these memos,
  - Click the **61-90 days** link.

## Memo Summary

[Quick View ?](#) [Memo Numbers](#) | [Memos Last Viewed](#)

ARC #: <input type="text"/>	<input type="checkbox"/> Include Entire Organization	<input type="button" value="Search"/>	<input type="button" value="Create Memo"/>		
<b>Memo Aging</b>	<b>Open Memos</b>	<b>Current Balance</b>	<b>Memo Activity</b>	<b>Open Memos</b>	<b>Current Balance</b>
<a href="#">91 + days</a>	3	\$700.00	<a href="#">Correspondence in last 10 days</a>	0	\$0.00
<a href="#">61 - 90 days</a>	3	\$600.00	<a href="#">Disputed</a>	3	\$600.00
<a href="#">31 - 60 days</a>	3	\$616.00	<a href="#">Nearly Aged</a>	0	\$0.00
<a href="#">0 - 30 days</a>	0	\$0.00	<a href="#">Payment Pending</a>	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			



3. Memos that are 31 to 60 days old fall into the 31-60 days range. To view these memos,
  - Click the **31-60 days** link.

**Memo Summary** Quick View ? Memo Numbers | Memos Last Viewed

ARC #:   Include Entire Organization Search Create Memo

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
<b>31 - 60 days</b>	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

4. Memos that are 0 to 30 days old fall into the 0-30 days range. To view these memos,
  - Click the **0-30 days** link.

**Memo Summary** Quick View ? Memo Numbers | Memos Last Viewed

ARC #:   Include Entire Organization Search Create Memo

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
<b>0 - 30 days</b>	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.



## Memo Activity

The **Memo Activity** section of the home page provides users with a total count for the number of open memos by activity for:

- Correspondence in the last 10 days
- Disputed
- Nearly Aged
- Payment Pending

Each count provides a total dollar value of the accumulative current balance. Users are able to view a listing of memos by clicking the specific activity link.

**Memo Summary** Quick View ? Memo Numbers | Memos Last Viewed

ARC #:   Include Entire Organization Search Create Memo

Memo Aging	Open Memos	Current Balance
<a href="#">91 + days</a>	3	\$700.00
<a href="#">61 - 90 days</a>	3	\$600.00
<a href="#">31 - 60 days</a>	3	\$616.00
<a href="#">0 - 30 days</a>	0	\$0.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>

Memo Activity	Open Memos	Current Balance
<a href="#">Correspondence in last 10 days</a>	0	\$0.00
<a href="#">Disputed</a>	3	\$600.00
<a href="#">Nearly Aged</a>	0	\$0.00
<a href="#">Payment Pending</a>	4	\$1,116.00

## Correspondence in the last 10 days

ARC Memo Manager provides a total count of the number of open memos that have received correspondence within the last ten days and the accumulative current balance of the memos.

To see the total number of memos that received correspondence within the last ten days and its associated accumulative current balance,

1. Go to the **Correspondence in last 10 days** under **Memo Activity** on the home page.
2. Click the **Correspondence in last 10 days** link to view a list of the memos.
3. Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.



## Memo Summary

Quick View ? Memo Numbers | Memos Last Viewed

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

### Disputed

ARC Memo Manager provides a total count of open memos that are being disputed and the accumulative current balance of the memos.

To see the total number of open memos that are being disputed and the associated accumulative current balance,

1. Go to the **Disputed** under **Memo Activity** on the home page.
2. Click the **Disputed** link to view a listing of the memos that are being disputed.
3. Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.

## Memo Summary

Quick View ? Memo Numbers | Memos Last Viewed

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

### Nearly Aged

ARC Memo Manager provides a total count of open memos that are reaching their age limit and the accumulative current balance of the memos.

To see a total number of open memos approaching their aging limit and the associated accumulative current balance,

1. Go to the **Nearly Aged** under **Memo Activity** on the home page.
2. Click the **Nearly Aged** link to view a listing of the memos that are nearly aged.
3. Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.



## Memo Summary

Quick View ? Memo Numbers | Memos Last Viewed

ARC #: <input type="text"/>		<input type="checkbox"/> Include Entire Organization	<input type="button" value="Search"/>	<input type="button" value="Create Memo"/>	
<b>Memo Aging</b>	<b>Open Memos</b>	<b>Current Balance</b>	<b>Memo Activity</b>	<b>Open Memos</b>	<b>Current Balance</b>
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

### Payment Pending

ARC Memo Manager provides a total count of open memos that have a payment pending and the accumulative current balance of the memos.

To see the total number of open memos with pending payments and the associated accumulative current balance,

1. Go to the **Payment Pending** under **Memo Activity** on the home page.
2. Click the **Payment Pending** link to view a listing of the memos that have a payment pending.
3. Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.

## Memo Summary

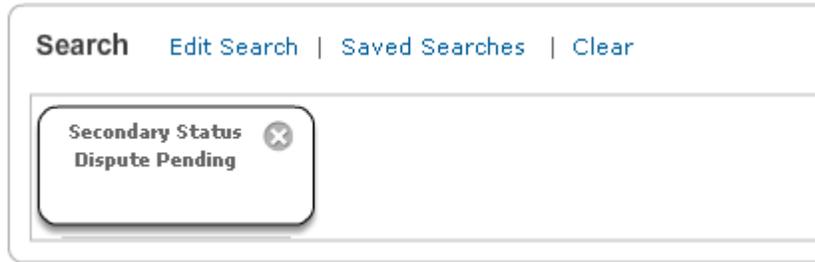
Quick View ? Memo Numbers | Memos Last Viewed

ARC #: <input type="text"/>		<input type="checkbox"/> Include Entire Organization	<input type="button" value="Search"/>	<input type="button" value="Create Memo"/>	
<b>Memo Aging</b>	<b>Open Memos</b>	<b>Current Balance</b>	<b>Memo Activity</b>	<b>Open Memos</b>	<b>Current Balance</b>
91 + days	3	\$700.00	Correspondence in last 10 days	0	\$0.00
61 - 90 days	3	\$600.00	Disputed	3	\$600.00
31 - 60 days	3	\$616.00	Nearly Aged	0	\$0.00
0 - 30 days	0	\$0.00	Payment Pending	4	\$1,116.00
<b>Total</b>	<b>9</b>	<b>\$1,916.00</b>			

### Searches

The Search section on the ARC Memo Manager home page is an advanced search area. Here the user's current search criteria are displayed. Users can perform advanced searches, save searches and edit existing searches.

When performing a search, users can clear their search results by clicking the **Clear** button in the **Search** section of the **Memo Summary** page.



### Advanced Search

To perform an advanced search, go to the Search section on the ARC Memo Manager home page.



1. Click the **Edit Search** link.
2. An **Edit Search** pop-up box will display, providing various search criteria options.
3. To search by secondary status, select a status under the **Secondary Status** drop down menu.
4. Enter the memo number(s) or memo number range in the **Memo Numbers** textbox to do search by memo number(s) or a memo number range.
5. Enter the associated ticket number(s) or ticket number range of the memo in the **Ticket Numbers** textbox to do search by associated ticket number(s) or a ticket number range.
6. Select an age range under the **Age** drop down menu to perform a search by memo age.
7. Select the memo type from the **Memo Type** drop down menu to perform a search by the type of memo.
8. Click the **Original Amount** drop down menu to select the original amount options.
9. Click the **Current Balance** drop down menu to select the current balance options.
10. Type the agency name or at least the first three characters of an agency name followed by an \* for a wild card search in the **Agency Name** textbox to perform a search by agency name.
11. Select the supplier under the **Supplier** drop down menu to perform a search by the validating supplier.
12. Select the system provider from the **System Provider** drop down menu to perform a search by system provider.
13. To perform a search by issuing date, select the beginning date from the **Issue Date From** calendar. Select the ending date from the **Issue Date To** calendar.



14. To perform a search by the date a memo was loaded into AMM, select the beginning date from the **Load Date From** calendar. Select the ending date from the **Load Date To** calendar.
15. To perform a search by the date a correspondence was posted, select the beginning date from the **Correspondence Posted From** calendar. Select the ending date from the **Correspondence Posted To** calendar.
16. To perform a search by the date memos were settled in IAR, select the beginning date from the **IAR Settled Date From** calendar. Select the ending date from the **IAR Settled Date To** calendar.
17. To perform a search by the date a memo was last modified, select the beginning date from the **Last Modification From** calendar. Select the ending date from the **Last Modification To** calendar.
18. To perform a search by the date memos were closed, select the beginning date from the **Closed Date From** calendar. Select the ending date from the **Closed Date To** calendar.
19. Type the airline reason or at least the first three characters of a airline reason followed by an \* for a wild card search in the **Airline Reason** textbox to perform a search by airline reason.
20. Type the agency reason or at least the first three characters of a agency reason followed by an \* for a wild card search in the **Agency Reason** textbox to perform a search by agency reason.
21. To perform a search by TRS reason, select a TRS reason from the **TRS Memo** drop down menu.
22. Type the first flex field or at least the first few characters of the flex field followed by an \* for a wild card search in the **Flex Field 1** textbox to do a search by Flex Field 1.
23. Type the second flex field or at least the first few characters of the flex field followed by an \* for a wild card search in the **Flex Field 2** textbox to do a search by Flex Field 2.
24. Type the third flex field in the or at least the first few characters of the flex field followed by an \* for a wild card search **Flex Field 3** textbox to do a search by Flex Field 3.
25. Type the fourth flex field or at least the first few characters of the flex field followed by an \* for a wild card search in the **Flex Field 4** textbox to do a search by Flex Field 4.
26. Type the fifth flex field or at least the first few characters of the flex field followed by an \* for a wild card search in the **Flex Field 5** textbox to do a search by Flex Field 5.
27. Type the sixth flex field or at least the first few characters of the flex field followed by an \* for a wild card search in the **Flex Field 6** textbox to do a search by Flex Field 6.
28. Click the **Update Results** button to run your search.

One or many search criteria can be applied to each search.

### Saved Searches

Each time you provide a criteria to define a search, you can save the search. The save search feature enables users to easily execute frequently used searches without having to enter the search criteria repeatedly.

### Saving a Search

To save a search,

1. Go to the **Search** section on the ARC Memo Manager home page.
2. Click the **Edit Search** link.
3. An **Edit Search** pop-up box will display, providing various search criteria options.
4. Select your search criteria.
5. Click the **Save this Search** link to save your search.
6. Enter the name of your search in the **Enter a name for this search** textbox on the **Save Current Search** box.
7. Click the **Save** button to save your search.

### Running a Saved Search

To run a saved search,

1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link.
3. Highlight the desired saved search from your list of saved searches in the **Saved Searches** box and click the **Apply** button to run your search. Or double click your saved search to run.
4. Click the **Apply** button to run your search.

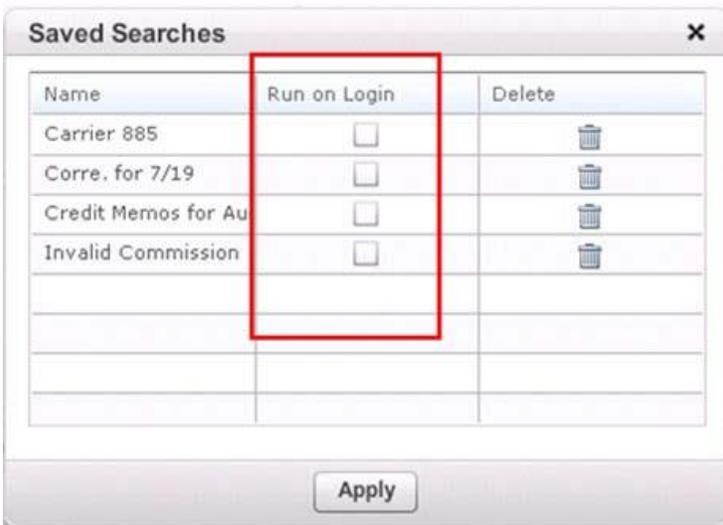


### Applying a Default Search

A default search is run and applied each time you log into AMM. When you log into AMM, your list of memos displayed will be defined by your default search settings.

To apply a search as your default setting,

1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link.
3. Highlight the desired saved search from your list of saved searches in the **Saved Searches** box.
4. Check the **Run on Login** check box.





## Removing a Default Search Setting

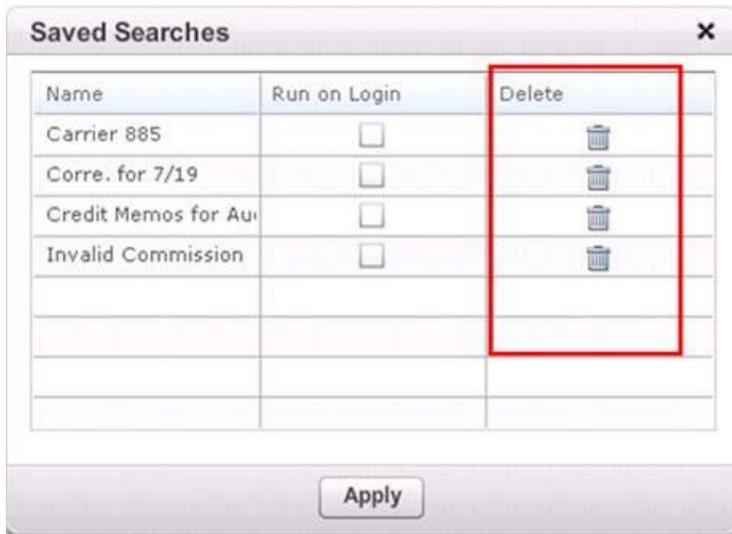
To remove a default search setting,

1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link to display your saved searches.
3. Uncheck the **Run on Login** check box of your default search.

## Deleting a Search

At any time you can delete a saved search. To delete a saved search,

1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link to display your saved searches.
3. Click the **Delete** icon of the saved search to be deleted.
4. An **Alert** box will appear asking you to confirm the deletion. Click the **Yes** button to confirm.
5. Click the **Close** icon to return to the home page.



## View Memos

ARC Memo Manager provides you the ability to view a list of memos. This is provided immediately from the home page once you have accessed the system. Your list of memos is categorized into four tab sections; **Open**, **Closed**, **Inactive**, and **All**. Defined qualifiers are provided to help you sort and work with your memos. These qualifiers can be used to display a specific type of memo or memos that meet certain conditions. As you are working your memos, you can view summary and detailed information as it pertains to your needs.



Open Closed Inactive All  
Selected: 0 Clear Selected Balance: \$0.00 Select Action

Up to one hundred memos are displayed per page. If you have more than one hundred, you can view those memos by selecting the desired page number, or by moving to the next page. Select a page to be viewed by clicking the **Page** drop down menu located at the bottom of the page and select the desired page number. Click the **right arrow** button to navigate to the next page, or the **double right arrow** button to move to the last page. Click the **left arrow** button to navigate to the previous page, or the **double left arrow** button to navigate back to the first page.

Page 1 of 2 Showing 1 - 100 of 102 memos Current Balance: \$13,714.50

### Open Memo Tab

The **Open** memo tab is displayed by default. This is a listing of all memos that have an open status, including new memos received.

Open	Closed	Inactive	All					
Selected: 0	Clear	Selected Balance: \$0.00	Select Action	Export All				
<input type="checkbox"/>	ARC #	Agency	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000003	Debit	\$394.00	Reactivated	1161	No
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000004	Debit	\$155.49	Reactivated	1161	No

### Closed Memo Tab

ARC Memo Manager provides you the ability to view a list of all memos that have been closed. The list of closed memos can be accessed from the home page by clicking the **Closed** tab in the list of memos section.

Open	Closed	Inactive	All				
Selected: 0	Clear	Selected Balance: \$0.00	Select Action	Export All			
<input type="checkbox"/>	ARC #	Agency	Memo	Memo Type	IAR Settled Date	Secondary Status	TRS
<input type="checkbox"/>	49560744	ARC TRAVEL	8960000000	Debit		Paid Outside IAR	Yes
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000000	Debit		By Carrier	No



## Inactive Memo Tab

ARC Memo Manager provides you the ability to view a list of all memos that are inactive. An inactive memo is a memo that has reached its age limit. The list of inactive memos can be accessed from the home page by clicking the **Inactive** tab in the list of memos section.

Open	Closed	Inactive	All					
Selected: 0 Clear Selected Balance: \$0.00 Select Action Export All								
<input type="checkbox"/>	ARC #	Agency	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000005	Debit	\$100.00	Aging Criteria Exceeded	1161	No
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000006	Debit	\$50.00	Aging Criteria Exceeded	1161	No

## All Memo Tab

ARC Memo Manager provides you the ability to view a list of all memos. This includes memos with an open, closed and inactive status. A list of all memos can be accessed from the home page by clicking the **All** tab in the list of memos section.

Open	Closed	Inactive	All						
Selected: 0 Clear Selected Balance: \$0.00 Select Action Export All									
<input type="checkbox"/>	ARC #	Agency	Memo	Memo Type	Current Balance	Primary Status	Secondary Status	Age	TRS
<input type="checkbox"/>	49560744	ARC TRAVEL	8960000000	Debit	\$0.00	Closed	Paid Outside IAR	460	Yes
<input type="checkbox"/>	05529506	COLOR ME GONE TOURS	8960000000	Debit	\$0.00	Closed	By Carrier	1161	No

## Customizing Columns

The columns within your list of memos (Open, Closed, Inactive, All) are customizable. You can customize these columns to meet your needs such as changing the width of a column, changing the order of the columns and sorting by column.

### Changing the Width of a Column

To change the width of a column,

1. Go to your list of **Open, Closed, Inactive,** or **All** memos from the home page.
2. Go to the desired column heading.
3. Click on the column line. Once there the shape of the cursor will change.
4. Move the column line to the right to expand the width or to the left to decrease the width.

### Move Columns

To move a column,

1. Go to your list of **Open, Closed, Inactive,** or **All** memos from the home page.
2. Scroll over the column heading you want to move.
3. Click and drag the column heading to the new position.



## Sort Columns

To sort by column,

1. Go to your list of **Open**, **Closed**, **Inactive**, or **All** memos from the home page.
2. Go to the column you want to sort by and click the column. You may sort by multiple columns.

## Correspond/Attachments (Group Actions)

You have the ability to add correspondence and attachments from your list of memos. You can add correspondence or attachments to one memo or multiple memos. To add,

1. Go to your list of memos on the home page under the **Open** memo tab.
2. Click the check boxes next to memo(s) you want to add correspondence or attachments to. To select all memos on the current page, click the first check box. To select memos from different pages, go to the desired page(s) and click the check boxes next to the memos to add correspondence to. Click the **Clear** link to undo your selection.
3. Click the **Select Action** drop down menu.
4. Select the **Correspond/Attach** option.

ARC #	Agency	Current Balance	Secondary Status	Age	TRS
05529506	COLOR ME GONE TOURS	\$394.00	Reactivated	1161	No
05529506	COLOR ME GONE TOURS	\$155.49	Reactivated	1161	No
49560744	ARC TRAVEL	\$230.00	Payment Pending	419	Yes
49560744	ARC TRAVEL	\$50.00	Payment Pending	460	No
49560744	ARC TRAVEL	\$100.00	Dispute Pending	228	Yes
49560744	ARC TRAVEL	\$500.00	Reactivated	228	Yes
49560744	ARC TRAVEL	\$69.00	Payment Pending	220	No
49560744	ARC TRAVEL	\$500.00	Payment Pending	173	Yes
49560744	ARC TRAVEL	\$200.00	Payment Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$390.00	Reactivated	115	Yes

5. \*The **Correspond/Attach** screen displays providing a list of memos you have selected.
6. Type your correspondence in the **Comment (Public)** textbox to add a correspondence that is being sent externally.
7. Type your correspondence in the **Comment (Private)** textbox to add an internal correspondence.
8. Click the **Attach File** link under **Attachments** to attach your supporting documentation.
9. Click the **Submit** button to save your correspondence and attached files or click **Cancel**, to cancel and exit the **Correspond/Attach** screen.
10. You can delete selected tickets and attachments prior to the submission. To delete selected tickets. Click the **X** icon next to the tickets to be deleted. To delete



attachments, click the **X** icon next to the selected attachments. **Please note, once submitted, deletions cannot to be performed.**

### Correspond / Attach

Enter your comments and attachments. When you submit, they will be applied to all of the memos listed below.

**Comment (Public)**

Please call me.

**Comment (Private)**

Lola, please contact this agency.

**Attachments**    [Attach File](#)

Name	Size
Test Attachment 1.d...	33.1 KB

Carrier #	Memo #	ARC #	Memo Type	Primary Status	Secondary Status	Current Balance	Correspondence / Attachments
	885	8960000016	49560744	Debit	Open	Payment Pending	\$210.00 <a href="#">View</a>
	885	8960000052	49560744	Debit	Open	Dispute Pending	\$50.00 <a href="#">View</a>
	885	8960020373	49560744	Debit	Open	Dispute Pending	\$200.00 <a href="#">View</a>

Memos: 3

\*From your selected list of memos on the **Correspond/Attach** screen, you can view previous submitted correspondence or attachments for a memo. To view, click the **View** link under the **Correspondence/Attachments** for the memo to be viewed. The **Correspondence & Attachments** window will display. The **Public** tab is the default tab displaying all external correspondence (sent, received). Click the **Private** tab to display all internal correspondence that were sent or received. Click the **All** tab to display both public and private correspondence.

The **Attachments** section of the **Correspondence & Attachments** window will display links for each file attachment. Click the link of the file attachment you wish to view.

\*Note, do not attach attachments that include sensitive data such as credit card numbers.



## Correspond / Attach

Enter your comments and attachments. When you submit, they will be applied to all of the memos listed below.

Comment (Public)

Comment (Private)

Attachments

Name	Size
Test Attachment 1.d...	33.1 KB

Carrier #	Memo #	ARC #	Memo Type	Primary Status	Secondary Status	Current Balance	Correspondence / Attachments
885	8960000016	49560744	Debit	Open	Payment Pending	\$210.00	<a href="#">View</a>
885	8960000052	49560744	Debit	Open	Dispute Pending	\$50.00	<a href="#">View</a>
885	8960020373	49560744	Debit	Open	Dispute Pending	\$200.00	<a href="#">View</a>

Memos: 3

### Correspondence & Attachments

Correspondence

2012-08-31 09:35:06, dscott3 Carrier 885  
Payment has not been received.

2012-08-31 09:19:13, JasperScott Agency 49560744  
Payment has been submitted.

2012-08-08 09:05:40, JasperScott  
test

Attachments


### Export (Group Actions)

You have the option to view the **Memo Details** or to export them into a *CSV*, *PDF*, or *Plain Text* format as it pertains to your needs. To export a memo,

1. Go to your list of memos on the home page.
2. Go to the appropriate memo tab (Open, Closed, Inactive, or All) in which the memo(s) falls under.



3. Click the check boxes next to the memo(s) you want to export or click the top box to select all memos on the page to be exported. To select memos from different pages, go to the desired page(s) and click the check boxes next to the memos to be exported. Click the **Clear** link to undo your selection.
4. Click the **Select Actions** drop down menu or click the **Export** link to export all memos for the tab
5. Select the **Export** option.
6. The **Export Selected Memos** box will appear. In the **Export as** section, select the radio button next to the file type you want to export in.
7. Click the **Export** button to export or **Cancel** to terminate your request.

ARC #	Agency	Current Balance	Secondary Status	Age	TRS
05529506	COLOR ME GONE TOURS	\$394.00	Reactivated	1141	No
05529506	COLOR ME GONE TOURS	\$155.49	Reactivated	1141	No
49560744	ARC TRAVEL	\$210.00	Payment Pending	419	Yes
49560744	ARC TRAVEL	\$50.00	Payment Pending	460	No
49560744	ARC TRAVEL	\$100.00	Dispute Pending	228	Yes
49560744	ARC TRAVEL	\$500.00	Reactivated	228	Yes
49560744	ARC TRAVEL	\$69.00	Payment Pending	220	No
49560744	ARC TRAVEL	\$500.00	Payment Pending	173	Yes
49560744	ARC TRAVEL	\$200.00	Payment Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$250.00	Reactivated	122	Yes

**Export Selected Memos** X

Export as:

CSV  PDF  TXT

If downloading for printing, save the file and open it, then select Print.

Export Cancel

When exporting, your results will return the Memo Details of the memo. This is all of the data that is provided on the **Memo Details** page the memo.

### View Memo Details (Group Actions)

By default your list of memos will be in a summary view. You can view detailed information about the memo by accessing the **Memo Details** page. To access the memo details,

1. Go to your list of memos on the home page.
2. Go to the appropriate memo tab (Open, Closed, Inactive, or All).
8. Click the check boxes next to the memo(s) you want to view or click the top box to select all memos on the current page. To select multiple memos from across multiple pages, go to the desired page(s) and click the check boxes next to the memos to be viewed. Click the Clear link to undo your selection.
3. Click the **Select Actions** drop down menu.
4. Select the **View** option.
5. The **Memo Details** of the selected memo(s) will display.

ARC #	Agency	Current Balance	Secondary Status	Age	TRS
05529506	COLOR ME GONE TOURS	\$394.00	Reactivated	1141	No
05529506	COLOR ME GONE TOURS	\$155.49	Reactivated	1141	No
49560744	ARC TRAVEL	\$210.00	Payment Pending	419	Yes
49560744	ARC TRAVEL	\$50.00	Payment Pending	460	No
49560744	ARC TRAVEL	\$100.00	Dispute Pending	228	Yes
49560744	ARC TRAVEL	\$500.00	Reactivated	228	Yes
49560744	ARC TRAVEL	\$69.00	Payment Pending	220	No
49560744	ARC TRAVEL	\$300.00	Payment Pending	173	Yes
49560744	ARC TRAVEL	\$200.00	Payment Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$200.00	Dispute Pending	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$25.00	Reactivated	122	No
49560744	ARC TRAVEL	\$390.00	Reactivated	122	Yes

You can also display the Memo Details by clicking the memo number you want to view from your list of memos.

If you have selected to view multiple memos, click the **Next** link on the **Memo Details** page that is currently being viewed to navigate to the next memo to be viewed.

### Memo Details

The **Memo Details** section of a memo provides detailed information about each memo. Here you will find the memo number, the memo type, the original memo amount, the balance, the airline code of the validating airline, the Agency's ARC number, the age of the memo, the associated passenger name and the supplier code. If the memo was issued by the airline, the supplier will be the airline code. This information is for informational purposes only and is non-modifiable.



## Memo Manager

[Memo Summary](#) > [Memo Details](#)

[Quick View ?](#) [Memo Numbers](#) | 1 of 1

**Memo: 896000040**

[Adjust](#)

[Close Memo](#)

[Print Details](#)

[Export History](#)

[Create Memo](#)

<b>Memo Type:</b>	Debit	<b>Carrier:</b>	885	<b>Passenger:</b>	Sarah Sager
<b>Original Amount (USD):</b>	50.00	<b>Agency:</b>	49560744	<b>Supplier:</b>	885
<b>Balance (USD):</b>	50.00	<b>Age:</b>	52 days		

In addition to the memo's general information, the Memo Details section includes,

- Status
- Ticket Information
- Correspondence
- Memo Reasons
- Attachments
- Memo Financial Details
- Disputes
- Entity-Specific Information
- Payments
- GDS Access
- Airline/Supplier Contact Information

The **Memo Details** tab will display by default. To see the history of the memo, click the **History** tab.

### Status

The **Status** section of the memo provides the viewer the date the memo was issued, the date the memo was loaded, the date the memo was settled in IAR (if applicable), the status (i.e. open, closed), and the date the memo was last modified. If the memo was reactivated by the issuing airline, the reactivated date will be provided. If the memo is a TRS memo, the TRS reason will be provided.

Memo Details		History	
<b>Status</b>			
<b>Issued:</b>	05/27/2010	<b>Status:</b>	Closed - Settled in IAR
<b>Loaded:</b>	05/27/2010	<b>Last Modification:</b>	06/09/2010
<b>IAR Settled:</b>	01/07/2010	<b>Reactivated:</b>	
		<b>TRS:</b>	--Not Applicable--

### Ticket Resolution Services (TRS)

A Ticket Resolution Service (TRS) debit memo is a debit memo issued by an airline for an airline identified unreported sale, flown and refunded or credit card chargeback transaction. TRS debit memos can be issued for the following reasons:

- Unreported sales
- Invalid credit card account number
- Expired credit card account
- Invalid/no approval code
- Fraudulent unauthorized use
- Unauthorized use
- Flown and refunded



TRS debit memos are processed in ARC Memo Manager and settled in IAR.

### Ticket Information

The **Ticket Information** section lists the ticket(s) associated with the memo. The tickets are listed by the airline code of the validating airline, ticket number, the system provider code of the system provider associated with the ticket, the ticket amount, the issue date, the associated passenger name, the issuing agent's employee id, and the product category.

#### Ticket Information

Carrier #	Ticket #	System Provider	Ticket Amount (USD)	Issue Date	Passenger	Employee ID	Product Category
885	1111111111		\$100.00	08/03/2010	Sager		

### Correspondence

All correspondence on a memo is displayed in the **Correspondence** section of the **Memo Details** screen. The correspondence is viewable to any user who has the access rights to view the memo. The correspondence section has three section tabs, Public, Private and All. The Public tab displays all correspondence that is sent or received from an external party. The Private correspondence tab displays all correspondence that was sent and received internally within your organization. The All correspondence tab displays both public and private correspondence.



Click the associated tab of the type of correspondence you would like to view.

**Correspondence**

Public Private All

2012-08-31 08:41:09, JasperScott Agency 49560744  
Please give me a call.

2012-08-31 08:15:06, JasperScott Agency 49560744  
Please explain.

Public

Private

Add to Correspondence

The following sections instruct how to add Public and Private Correspondence to individual memos. To add correspondence to a group of memos, go the [Correspond/Attachments \(Group Actions\)](#) section.

Please note, sensitive data such as credit card numbers should not be entered into ARC Memo Manager. If a credit card number is detected, the account will be encrypted. The leading numbers will be replaced by an asterisk, with only the last 4-digits being displayed.

### Adding Public Correspondence

To add Public Correspondence, at the Memo Details screen,

1. Go to the **Correspondence** section.
2. Click the **Public** radio button.
3. Type your correspondence in the textbox.
4. Add your comment by clicking the **Add to Correspondence** link.
5. Once added, a **Success** box appears, indicating the memo was updated successfully.
6. Click the **OK** button.

Your added comment is viewable under the **Public** and **All** tabs in the **Correspondence** section. It is displayed by the date the correspondence was posted, the time the correspondence was posted, the user who posted the correspondence and the actual correspondence.



## Correspondence

Public	Private	All
2012-08-31 08:41:09, JasperScott Agency 49560744 Please give me a call.		
2012-08-31 08:15:06, JasperScott Agency 49560744 Please explain.		
<input checked="" type="radio"/> Public	Please take action on this memo.	
<input type="radio"/> Private		
<a href="#">Add to Correspondence</a>		

All users who have access to the memo will be able to view the public correspondence. This includes both internal and external users.

### Adding Private Correspondence

To add Private Correspondence to an internal recipient, at the **Memo Details** screen,

1. Go to the **Correspondence** section.
2. Click the **Private** radio button.
3. Type your correspondence in the textbox.
4. Add your comment by clicking the **Add to Correspondence** link.
5. Once added a **Success** box appears, indicating the memo was updated successfully.
6. Click the **OK** button.



## Correspondence

Public	Private	All
2012-08-31 08:41:09, JasperScott Agency 49560744 Please give me a call.		
2012-08-31 08:15:06, JasperScott Agency 49560744 Please explain.		
<input type="radio"/> Public	Sarah, please contact the agency.	
<input checked="" type="radio"/> Private		
<a href="#">Add to Correspondence</a>		

Your added comment is viewable under the **Private** and **All** tabs in the **Correspondence** section. It is displayed by the date the correspondence was posted, the time the correspondence was posted, the user who posted the correspondence and the actual correspondence.

### Memo Reasons

The Memo Reasons section of the Memo Details page provides an explanation for the issuance of a memo. This can be viewed in the **Airline/Supplier Reason** box for a reason issued by an airline/supplier or in the **Agency Reason** box for a reason issued by an agent.

#### Memo Reasons

##### Carrier/Supplier Reason:

##### Agency Reason:

### Airline/Supplier Reason

An airline/supplier can provide an explanation as to why a memo was issued. The airline/supplier's reason will be viewed in the **Airline/Supplier Reason** textbox. The reason will be viewable to the receiving agency.



Carrier/Supplier Reason:

Incorrect Fare

The airline/supplier reason can only be provided at the creation of the memo.

Please note, sensitive data such as credit card numbers should not be entered into ARC Memo Manager. If a credit card number is detected, the account will be encrypted. The leading numbers will be replaced by an asterisk, with only the last 4-digits being displayed.

### Agency Reason

An agent's explanation for the issuance of a memo will be provided in the **Agency Reason** textbox.

Agency Reason:

this is incorrect

### Attachments

ARC Memo Manager gives you the ability to attach supporting documents of different file types to use as additional information on a memo.

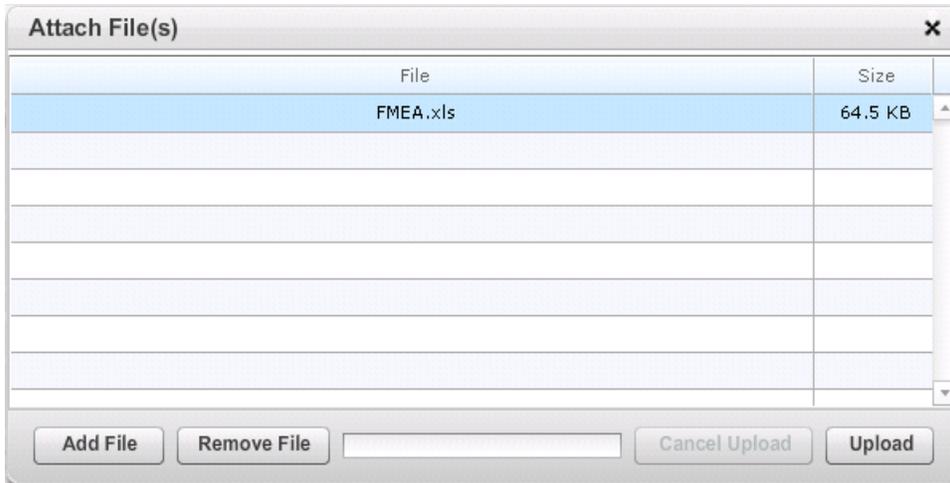
#### Attachments

1.pdf	08/19/2011
CAS Certificate Letter.doc	10/18/2010

[Attach Files](#)

To attach supporting documents,

1. Go to the **Memo Details** screen.
2. Click the **Attach Files** link in the **Attachments** section.
3. Click the **Add File** button in the **Attach File(s)** box to search for the file to be attached.
4. \*Select your file and click the **Upload** button or from your list of attached files select a file you want to delete and click the **Remove File** button.
5. Once a file is uploaded, the file will be attached to the memo.



You can select multiple files by holding down your **Control** key on your computer's keyboard for each file to attach. The maximum file size is 10 MB/10240kB.

You can add attachments to a group of memos. For more information, go to the [Correspond/Attachments \(Group Actions\)](#) section.

\*Note, **.exe**, **.bat**, **.dll**, **.xml**, **.lnk**, **.scr**, or **.bsp** files types are not accepted.

\*Note, do not attach attachments that include sensitive data such as credit card numbers.

### Opening an Attachment

To open an attachment,

1. Click the file link in the **Attachments** box.
2. In the **File Download** box, click the **Open** button to open the attachment, or click **Save**, to save the attachment to your computer.





### Memo Financial Details (USD)

The **Memo Financial Details (USD)** section provides a financial calculation of the issuance of a memo. The issuing airline will provide both the airline computation and the agent computation of the associated ticket of the memo. The difference will be the original amount of the memo. The airline and agent computation includes,

- **Fare** Amount
- **Total Tax**
- **Commission** Amount
- **Service Charge**
- **Penalty** Amount
- **Other Fees**
- **Total** Amount of the Ticket

Memo Financial Details (USD)

	Fare	Tax	Commission	Service Charge	Penalty	Other Fees	Total
Carrier Computation	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00
Agent Computation	\$50.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00
Difference	\$50.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00

### Disputes

The **Disputes** section provides a list of all memos that are being disputed. The disputed memos are listed by dispute date, the amount being disputed, the user name of the disputer, and the status of the dispute. When a dispute is initially made, it will have a pending status until action has been taken by the airline.

Note, though a memo has been disputed, it does not mean the dispute was accepted. Check the status of the dispute to determine if the dispute was accepted or rejected.

Disputes    [Accept](#)    [Reject](#)

Dispute Date	Amount (USD)	User Name	Status
08/13/2010	\$25.00	Darrell	pending

### Accept Dispute

ARC Memo Manager provides carriers the ability to accept disputed amounts submitted by travel professionals. To accept a dispute,

1. Click the **Disputed** link in the **Memo Activity** section of the ARC Memo Manager home page to display a list of memos in dispute.
2. Check the **Selected** box of the disputed memo(s) you want to accept from your list of disputed memos.

3. Select the **View** option from the **Select Action** drop down menu.
4. Go to the **Disputes** section of the **Memo Details** page.
5. Click the **Accept** link to display the **Accept Dispute** box.

Disputes **Accept** Reject

Dispute Date	Amount (USD)	User Name	Status
08/13/2010	\$25.00	Darrell	pending

6. Type your comments in the **Comment (Public)** textbox. Please note, sensitive data such as credit card numbers should not be entered into ARC Memo Manager. If a credit card number is detected, the account will be encrypted. The leading numbers will be replaced by an asterisk, with the last 4-digits being displayed.
7. Click the **Submit** button.
8. Once submitted, a **Success** pop-up box will display indicating the memo was updated successfully.
9. Click **OK** to close the **Success** box.
10. The status of the dispute will change from **Pending** to **Accepted**.

**Accept Dispute** ✕

**Comment (Public):**

### Reject Dispute

ARC Memo Manager provides carriers the ability to reject disputed amounts of a memo submitted by travel professionals. To reject a dispute,

1. Click the **Disputed** link in the **Memo Activity** section of the ARC Memo Manager home page to display a list of memos that have a **Dispute Pending** status.
2. Check the **Selected** box of the disputed memo(s) you want to view from your list of memos.
3. Select the **View** option from the **Select Action** drop down menu.
4. Go to the **Disputes** section of the **Memo Details** page.
5. Click the **Reject** link to display the **Accept Reject** box.

Disputes    Accept    **Reject**

Dispute Date	Amount (USD)	User Name	Status
08/13/2010	\$25.00	Darrell	pending

6. Type your comments in the **Comment (Public)** textbox. Please note, sensitive data such as credit card numbers should not be entered into ARC Memo Manager. If a credit card number is detected, the account will be encrypted. The leading numbers will be replaced by an asterisk, with the last 4-digits being displayed.
7. Click the **Submit** button.
8. Once submitted, a **Success** pop-up box will display indicating the memo was updated successfully.
9. Click **OK** to close the **Success** box.
10. The status of the dispute will change from **Pending** to **Rejected**.

**Reject Dispute** ✕

**Comment (Public):**

### Entity-Specific Information

The Entity-Specific Information section provides six additional data fields, also known as Flex Fields. These additional fields are customizable allowing you to provide additional data or information that is not standard on the memo.

Entity-Specific Information ?    [Update Flex Fields](#)

Entity Type	Flex Field 1	Flex Field 2	Flex Field 3	Flex Field 4	Flex Field 5	Flex Field 6
Carrier						

To add data to the Flex Fields,

1. Go to the **Entity-Specific Information** section of the Memo Details page.
2. Click the **Update Flex Fields** link. A **Flex Fields** pop-up box will display,
3. Type your data in the **Flex Field 1** textbox.
4. Type your second flex field data into the **Flex Field 2** textbox.
5. Type your third flex field data into the **Flex Field 3** textbox.
6. Type your fourth flex field data into the **Flex Field 4** textbox.
7. Type your fifth flex field data into the **Flex Field 5** textbox.

8. Type your sixth flex field data into the **Flex Field 6** textbox.
9. Click the **Apply** button to save your flex fields data.
10. Click the **Update Flex Fields** link to make modifications to your flex fields.
11. Click the **Clear** link to delete your flex field data.

The screenshot shows a dialog box titled "Flex Fields" with a close button (X) in the top right corner. Inside the dialog, there are six text input fields labeled "Flex Field 1:" through "Flex Field 6:". Flex Field 1 contains the text "data" and Flex Field 2 contains "my data". The other four fields are empty. At the bottom of the dialog, there are two buttons: "Apply" and "Clear".

## Payments

The **Payments** section provides a history of payments that were made on the memo. This section is comprised of **IAR Payments** and **Non-IAR Payments**.

### Payments

#### IAR

There are no IAR Payments for this memo

#### Non-IAR [Record Payment](#)

There are no Non-IAR Payments for this memo

## IAR Payments

IAR payments are payments made directly in ARC Memo Manager and settled through the agent's IAR sales report. IAR payments are listed by the date a payment was submitted, the user who submitted the payment, the amount paid, the IAR transaction number, the status of the payment, the IAR settled date, and the settled amount. Initial payments will have a status of pending until the memo has been settled in IAR.



## Payments

### IAR

Submitted	User Name	Amount (USD)	IAR Transaction #	Status	IAR Settled	Settled Amount
07/01/10	Jaspearc	\$25.00	12345	Settled	07/06/10	\$25.00

## Non-IAR Payments

Agents have the option of sending payments directly to the airline instead of paying through ARC Memo Manager. The Non-IAR Payments section will list all payments that are being sent directly to the validating airline. The payments are listed by the payment date, the user who submitted the payment, the amount, the payment number, the payer and the type of payment.

### Non-IAR [Record Payment](#)

Payment Date	User Name	Amount (USD)	Payment #	Payer	Payment Type
06/15/2011	Casperleaks	\$50.00	001	Sadie	Check

Note, Non-IAR Payments will only display the non-IAR payments that were identified by the agent in ARC Memo Manager. If a airline receives payment outside of IAR that was not identified in ARC Memo Manager, the airline can add the payment information in the Non-IAR Payment section.

To make a non-IAR payment,

1. Check the **Selected** box of the memo(s) you want to make payment from your list of memos on the home page.
2. Select the **View** option from the **Select Action** drop down menu.
3. Go to the **Non-IAR** section under **Payments** of the **Memo Details** page.
4. Click the **Record Payment** link to display the **Record Non-IAR Payment** box.
5. Type the amount to be paid in the **Payment Amount (USD)** textbox.
6. Type the name of the payer in the **Payor** textbox.
7. Type the payment number in the **Payment Number** textbox.
8. Select the payment type from the **Form of Payment** drop down menu.
9. Select the payment date from the **Payment Date (MM/DD/YYYY)** calendar.
10. Type your comments in the **Comment (Public)** textbox.
11. Click the **Submit** button to submit your payment information.
12. Once submitted, a **Success** pop-up box will display indicating the memo was updated successfully.
13. Click **OK** to close the **Success** box.

**Note:** Credit cards are not valid forms of payment and should not be entered into ARC Memo Manager. If a credit card number is detected, the account number will be encrypted. The leading numbers will be replaced by an asterisk, with only the last 4-digits being displayed.

**Record Non-IAR Payment** ✕

**Current Memo Balance (USD):** 100.00

**New Memo Balance (USD):** 100.00

**Payment Amount (USD):\***

**Payer:**      
**Payment Number:**      
**Form of Payment:**  ▼     
**Payment Date:**

(mm/dd/yyyy)

**Comment (Public):**

Warning: At no time should sensitive information such as social security numbers, credit card numbers, passwords, etc., be entered or stored in Memo Manager.

### Customizing Payment Columns

In addition to adjusting the width of the IAR and Non-IAR Payment columns, you can move columns and sort by columns. To move a column,

1. Scroll over the column heading you want move.
2. Click and drag the column heading to the new position.

To sort by column,

1. Go to the column you want to sort by and click into the column heading.
2. You may sort by multiple columns

### GDS Access

The GDS Access section of the Memo Details screen allows a user to grant GDSs access to the memo. The access privileges include view and correspond of the memo only. The GDS will not have access to any other memo unless access is granted.

**GDS Access**

**Available GDS's** \* Not a Memo Manager subscriber

TACA INTERNATIONAL AIRLINES (2026) \*

AIR FRANCE (0571) \*

ALASKA AIRLINES (0276) \*

AMADEUS (7906)

AMERICAN (0634) \*

> Add >

< Remove <

**GDS's Granted Access**

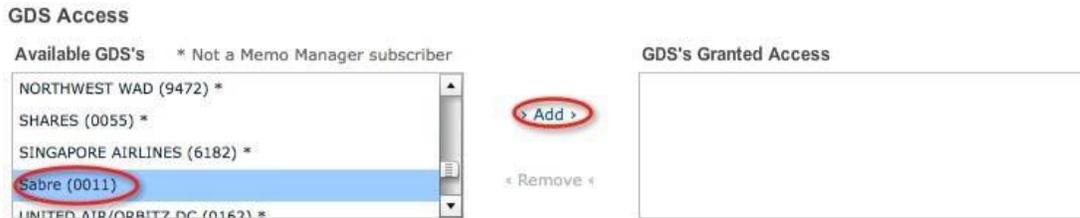
Sabre (0011) 04/17/2013



## Granting GDS Access

To grant GDS access to a memo, at the **Memo Details** page of a memo,

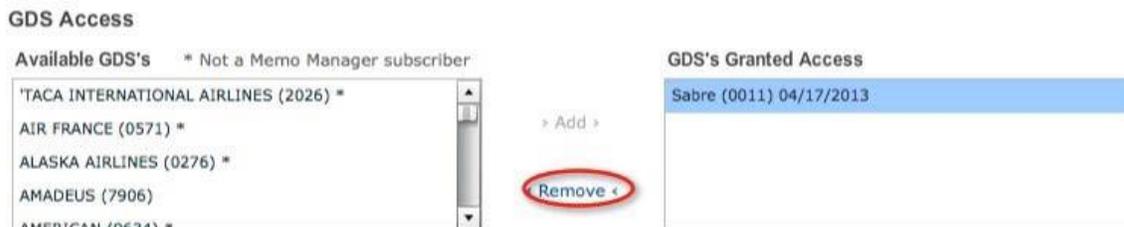
1. Go to the **GDS Access** section.
2. Select the GDS(s) you want to grant access to in the **Available GDS's** box.
3. Click the **> Add >** link to add the GDS.
4. Once added, the GDS will display in the **GDS's Granted Access** box.
5. The date access was granted, will be provided.



## Remove GDS Access

To remove GDS access from your memo, at the **Memo Details** page,

1. Go to the **GDS Access** section.
2. Select the GDS(s) you want to remove from the **GDS's Granted Access** box.
3. Click the **< Remove <** link to remove the GDS.
4. Once removed, the selected GDS will display in the **Available GDS** box.



## Airline/Supplier Contact Information

For each memo issued, the validating airline or supplier can provide their contact information to be viewed. In the Airline/Supplier Contact Information section of the Memo Details screen, the following contact information can be viewed:

- Airline/Supplier Name
- Airline/Supplier #
- Contact Name
- Phone Number
- Email Address
- Address 1
- Address 2



- Address 3
- City
- State/Province
- Postal Code
- Country Code

#### Carrier/Supplier Contact Information

[Save](#)[Cancel Changes](#)

Carrier/Supplier Name:	<input type="text" value="A R C"/>	Address 1:	<input type="text"/>
Carrier/Supplier #:	<input type="text" value="885"/>	Address 2:	<input type="text"/>
Contact Name:	<input type="text" value="Mr. Smith"/>	Address 3:	<input type="text"/>
Phone:	<input type="text" value="703-555-5555"/>	City:	<input type="text"/>
Email:	<input type="text" value="smith@anywhere.com"/>	State/Province:	<input type="text"/>
		Postal Code:	<input type="text"/>
		Country Code:	<input type="text"/>

#### Editing Airline/Supplier Contact Information

Carriers/suppliers are able to edit or update their contact information after a memo has been created and added to AMM. To edit or update contact information for a memo,

1. Go to the **Airline /Supplier Contact Information** section on the **Memo Details** screen.
2. Type the airline/supplier name in the **Airline Supplier Name** textbox.
3. Type the airline/supplier number in the **Airline/Supplier #** textbox.
4. Type the airline/supplier contact name in the **Contact Name** textbox.
5. Type the phone number in the **Phone** textbox.
6. Type the email address in the **Email** textbox.
7. Type the address in the **Address 1** textbox.
8. If applicable, type the address in the **Address 2** textbox.
9. If applicable, type the address in the **Address 3** textbox.
10. Type the city in the **City** textbox.
11. Type the state or province in the **State/Province** textbox.
12. Type the postal code in the **Postal Code** textbox.
13. Type the country code in the **Country Code** textbox.
14. Click the **Save** link to save your changes or **Cancel Changes** to cancel.



### Carrier/Supplier Contact Information

Save Cancel Changes

Carrier/Supplier Name:	ARC	Address 1:	
Carrier/Supplier #:	885	Address 2:	
Contact Name:	Mr. Smith	Address 3:	
Phone:	703-555-5555	City:	
Email:	smith@anywhere.com	State/Province:	
		Postal Code:	
		Country Code:	

### Print Memo

The print functionality allows you to print the **Memo Details** page of a memo in a formatted print layout. The print layout provides four standard pages. The first page includes the Memo Details, Ticket Information, Memo Financial Details, GDS Access information, and Airline/Supplier Contact Information. The second page provides Disputes, Payments (IAR, Non-IAR), Attachments, and Entity (agency, airline, GDS) Specific Information. The third page includes the Memo Reasons (if applicable), and the fourth page includes all Correspondence (if applicable).

Welcome, dscott3 | Close | Help | Administration

arc Memo Manager

Memo Summary > Memo Details Quick View ? Memo Numbers | 1 of 1

Memo: 8960000040

Adjust Close Memo Print Details Export History Create Memo

Memo Type:	Debit	Carrier:	885	Passenger:	Sarah Sager
Original Amount (USD):	50.00	Agency:	49560744	Supplier:	885
Balance (USD):	50.00	Age:	52 days		

To print the **Memo Details** of a memo,

1. Click the **Print Details** button on the **Memo Details** page.
2. The **Memo Details** page will display in a print format.
3. Click the **Print** icon located on the top left hand corner of the print layout page to print all pages. To print a selected page, click the **Printed Selected Page Only** check box and then click the **Print** icon. The **Print Command** box will appear once the print selection has been made.
4. Select a printer.
5. In the **Page Range** section, click the **All** radio button to print all pages, the **Selection** radio button for a specific page(s) selection, or the **Current Page** radio button to print the current page.
6. If you want to print specific pages, click the **Pages** radio button and type in the pages to be printed in the textbox.
7. Select the number of copies to print in the **Number of copies:** section.



8. Click the **Print** button to print or **Cancel** to terminate the print command.

The screenshot shows a web browser window displaying the 'Agency Debit Memo' page. The page title is 'Agency Debit Memo' and it is labeled 'Page 1'. The main content area displays the following information:

**Memo 896000003 / Carrier 885**

**Memo Details**

<b>Memo Type</b>	Debit	<b>Carrier</b>	885	<b>Passenger</b>	
<b>Original Amount (USD)</b>	394.00	<b>Agency</b>	05529506	<b>Supplier</b>	885
<b>Balance (USD)</b>	100.00	<b>Age</b>	1381 days		

**Status**

<b>Issued</b>	01/31/2008	<b>Status</b>	Open - Reactivated	<b>TRS Memo</b>	No
<b>Loaded</b>	08/19/2008	<b>Last Modification</b>	02/27/2012		--Not Applicable--
<b>IAR Settled</b>		<b>Reactivated</b>	02/27/2012		

**Ticket Information**

You can only print one memo at a time. If you are viewing multiple memos, you must click the **Print Details** button for each memo you want to print. To print multiple memos, export the memos into a CSV, PDF or Plain Text format.

## History

The **History** tab provides a log of the details of the memo prior to the last change to the memo. To view the history of a memo,

1. Go to your list of memos on the home page.
2. Go to the appropriate memo tab (Open, Closed, Inactive, or All) in which the memo(s) falls under.
3. Click the check boxes next to the memo(s) you want to open.
4. Click the **Select Actions** drop down menu.
5. Select the **View** option.
6. The **Memo Details** of the selected memo(s) will display.
7. Click the **History** tab for each memo to view the history.



Memo Details		History							
User Alias	Date	Supplier	Memo Form Ser	Recipient	Memo Type	Original Memo A	Current Memo B	Primary Status	Sec
briede j. (885)	08/19/2008	885	8960000003	05529506	Debit	\$394.00	\$394.00	Open	Neu
Berndt B. (05529506)	08/19/2008	885	8960000003	05529506	Debit	\$394.00	\$394.00	Open	Agri Re
jbriede3	08/06/2010	885	8960000003	05529506	Debit	\$394.00	\$394.00	Inactive	Agri Exc
r/a	08/07/2010	885	8960000003	05529506	Debit	\$394.00	\$394.00	Open	Re.
jboddie2	10/03/2011	885	8960000003	05529506	Debit	\$394.00	\$394.00	Inactive	Agri Exc

### Exporting History

You can export the history of a memo into a CSV, PDF, or Plain Text format as it pertains to your needs. To export the history of a memo,

1. Go to your list of memos on the home page.
2. Go to the appropriate memo tab (Open, Closed, Inactive, or All) in which the memo(s) falls under.
3. Click the check boxes next to the memo(s) you want to export.
4. Click the **Select Actions** drop down menu.
5. Select the **View** option.
6. The **Memo Details** of the selected memo(s) will display.
7. Click the **Export History** button.

Welcome, dscott3 | [Close](#) | [Help](#) | [Administration](#)

**arc** **Memo Manager**

Memo Summary > Memo Details Quick View ? Memo Numbers | 1 of 1

**Memo: 8960000040**

Memo Type:	Debit	Carrier:	885	Passenger:	Sarah Sager
Original Amount (USD):	50.00	Agency:	49560744	Supplier:	885
Balance (USD):	50.00	Age:	52 days		

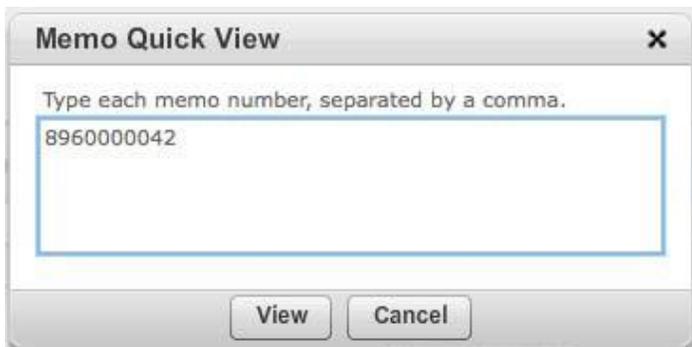
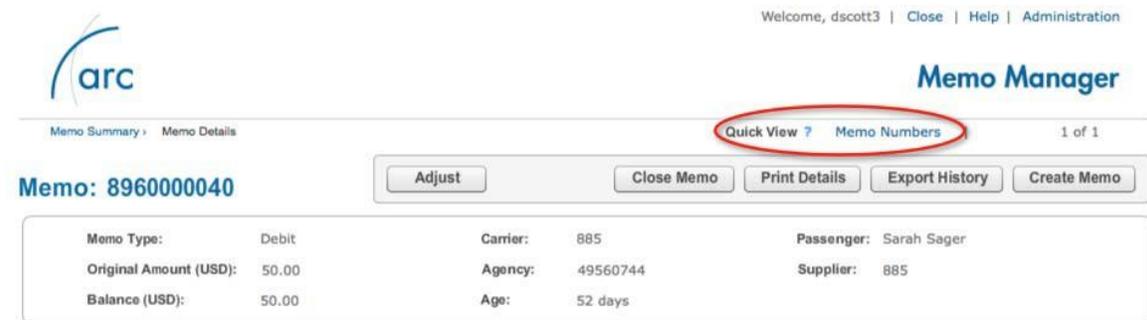
8. The **Export History** box will appear. Click the radio button next to the file type you want the History to be exported in.
9. Click the **Export** button to export or **Cancel** to terminate your request.



### Quick View

The **Quick View** section at the top of the Memo Details page allows for you to search memos by memo number. To search,

1. Click the **Memo Numbers** link. The **Memo Quick View** window will appear.
2. Type the 10-digit memo number in the **Memo Quick View** window. To search for multiple memos, enter the memo numbers and separate each by a comma in the **Memo Quick View** window.
3. Click the **View** button to execute the search or tab to the **View** button and hit **Enter**.





## Creating a Memo

Memos are automatically loaded into ARC Memo Manager through a SFTP transmission or manually keyed into the system. To manually key a memo into ARC Memo Manager,

1. Go to the ARC Memo Manager home page
2. Click the **Create Memo** button to go to the **Create Memo** page.

Welcome, Darrell | [Close](#) | [Help](#) | [Administration](#)

**arc** **Memo Manager**

**Memo Summary** Quick View | Memos Last Viewed |  | [View](#) ?

ARC #:   Include Entire Organization [Search](#) [Create Memo](#)

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	1	\$60.00	Correspondence in last 10 days	8	\$1,150.00
61 - 90 days	0	\$0.00	Disputed	0	\$0.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	13	\$1,635.21	Payment Pending	4	\$995.21
<b>Total</b>	<b>14</b>	<b>\$1,695.21</b>			

3. Type the memo form serial number in the **Memo Number** textbox
4. If there is an associated passenger, type the passenger name in the **Passenger** textbox.
5. Select the memo's date of issue from the **Issue Date** calendar.
6. Type the agency's ARC Number in the **Agency #** textbox
7. Type the amount of the memo in the **Amount (USD)** textbox.
8. If this is a TRS memo, select the TRS reason from the **TRS** dropdown menu.

Welcome, Darrell | [Close](#) | [Help](#) | [Administration](#)

**arc** **Memo Manager**

Memo Summary > Create Memo

**Create Memo** [Load Memo](#) [Cancel](#) [Clear Memo](#)

**Memo Details**

Carrier: 885

Memo Number:\*  Passenger:  Issue Date:\*

Agency #:\*  Supplier #:\*  mm/dd/yyyy

Memo Type: Debit TRS:  ▼

Amount (USD):\*



### Ticket Information

In the Ticket Information section,

1. Click the **Add Ticket** link. A **Ticket Info** popup box will appear.
2. Type the associated airline/supplier code in the **Airline #** textbox
3. Type the associated ticket number in the **Ticket #** textbox.
4. Type the amount of the associate ticket in the **Ticket Amount (USD)** textbox.
5. Select the associated ticket's date of issue in the **Issue Date (mm/dd/yyyy)** calendar
6. Type the passenger name of the associated ticket in the **Passenger** textbox.
7. Type the employee id of the associated ticket in the **Employee ID** textbox.
8. Type the Product Category of the associated ticket in the **Product Category** textbox
9. Click the **Apply** button to add the ticket to the memo.

**Ticket Info** [X]

Carrier #:\* ARC (885) [v]

Ticket #:\* 1111111111

Ticket Amount (USD): 250.00

Issue Date (mm/dd/yyyy): 08/19/2010 [calendar icon]

Passenger: Smith/K

Employee ID: 222

Product Category:

[Apply] [Clear]

10. For each ticket added, click the **Edit Ticket** icon under the **Edit/Clear** column to make necessary modifications
11. Click the **Edit Ticket** button to save your changes.
12. To delete a ticket, click the **Clear Ticket** icon.
13. An **Alert** pop up box will display. Click the **Yes** button to confirm your deletion.

### Memo Reasons

In the **Memo Reason** section, type your reason for issuing the memo in the **Airline/Supplier Reason** textbox. Please note, sensitive data such as credit card numbers should not be entered into ARC Memo Manager. If a credit card number is detected, the account will be encrypted. The leading numbers will be replaced by an asterisk, with the last 4-digits being displayed.



**Memo Reasons** Carrier/Supplier Reason:\*

Invalid fare.

**Attachments**

ARC Memo Manager gives you the ability to attach supporting documents of different file types to use as additional information on a memo. To attach supporting documents,

1. Click the **Add File** button in the **Attachments** box section to search for the file to be attached.
2. \*Select your file and click the **Open** button to attach the file.
3. To remove a file from your list of attachments, select the file you want to delete and click the **Remove File** button.

**Attachments**

File	Size

\*You can select multiple files by holding down your **Control** key on your computer's keyboard for each file to attach. The maximum file size is 10 MB/10240kB.

\*Note, **.exe, .bat, .dll, .xml, .lnk, .scr, or .bsp** files types are not accepted.

\*Note, do not attach attachments that include sensitive data such credit card numbers.

**Memo Financial Details (USD)**

The **Memo Financial Details (USD)** section provides a financial calculation of the memo. The issuing airline can provide both the Airline Computation and the Agent Computation of the associated ticket of the memo. The difference will appear in the Total column of the Memo Financial Details section. This will be the original amount the memo was issued for. The Airline and Agent Computation includes,



- **Fare** Amount
- Total **Tax**
- **Commission** Amount
- **Service Charge**
- **Penalty** Amount
- **Other Fees**
- **Total** Amount of the Ticket

**Memo Financial Details (USD)** [Edit Financial Details](#) [Clear](#)

	Fare	Tax	Commission	Service Charge	Penalty	Other Fees	Total
Carrier Computation	\$300.00	\$50.00					\$350.00
Agent Computation	\$250.00	\$50.00					\$300.00
Difference	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00

To add the **Memo Financial Details (USD)**,

1. Click the **Edit Financial Details** link. A **Financial Data** screen will appear.
2. Type the correct fare of the ticket in the **Fare** textbox under **Airline Financial Details**.
3. Type the correct tax of the ticket in the **Tax** textbox under **Airline Financial Details**.
4. Type the correct commission of the ticket in the **Commission** textbox under **Airline Financial Details**.
5. Type the correct service charge of the ticket in the **Service Charge** textbox under **Airline Financial Details**.
6. Type the correct penalty of the ticket in the **Penalty** textbox under **Airline Financial Details**.
7. Type the correct other fees of the ticket in the **Other Fees** textbox under **Airline Financial Details**.
8. Type the agent issued fare of the ticket in the **Fare** textbox under **Agent Financial Details**.
9. Type the agent issued tax of the ticket in the **Tax** textbox under **Agent Financial Details**.
10. Type the agent issued commission of the ticket in the **Commission** textbox under **Agent Financial Details**.
11. Type the agent issued service charge of the ticket in the **Service Charge** textbox under **Agent Financial Details**.
12. Type the agent issued penalty of the ticket in the **Penalty** textbox under **Agent Financial Details**.
13. Type the agent issued other fees of the ticket in the **Other Fees** textbox under **Agent Financial Details**.
14. Click the **Apply** button to save the financial data or **Clear** to refresh the data fields.

**Financial Details**
✕

Carrier	Agent
Fare: <input style="width: 80%;" type="text" value="300.00"/>	Fare: <input style="width: 80%;" type="text" value="250.00"/>
Tax: <input style="width: 80%;" type="text" value="50.00"/> <span style="float: right;">+</span>	Tax: <input style="width: 80%;" type="text" value="50.00"/> <span style="float: right;">+</span>
Commission: <input style="width: 80%;" type="text"/>	Commission: <input style="width: 80%;" type="text"/>
Service Charge: <input style="width: 80%;" type="text"/>	Service Charge: <input style="width: 80%;" type="text"/>
Penalty: <input style="width: 80%;" type="text"/>	Penalty: <input style="width: 80%;" type="text"/>
Other Fees: <input style="width: 80%;" type="text"/>	Other Fees: <input style="width: 80%;" type="text"/>

### Entity Specific Information

The Entity-Specific Information section allows you to provide additional data by using Flex Fields. In the Flex Fields you can provide any data you want. To add data to the Flex Fields,

1. Go to the **Entity-Specific Information** section of the **Create Memo** page.
2. Click the **Edit Flex Fields** link. A **Flex Fields** pop up box will display,
3. Type your data in the **Flex Field 1** textbox.
4. Type your second flex field data into the **Flex Field 2** textbox.
5. Type your third flex field data into the **Flex Field 3** textbox.
6. Type your fourth flex field data into the **Flex Field 4** textbox.
7. Type your fifth flex field data into the **Flex Field 5** textbox.
8. Type your sixth flex field data into the **Flex Field 6** textbox.
9. Click the **Apply** button to save your flex fields data.
10. Click the **Edit Flex Fields** link to make modifications to your flex fields.
11. Click the **Clear** link to delete your flex field data.

**Flex Fields**
✕

Flex Field 1:	<input style="width: 85%;" type="text" value="Entity data"/>
Flex Field 2:	<input style="width: 85%;" type="text" value="My data"/>
FlexField 3:	<input style="width: 85%;" type="text"/>
Flex Field 4:	<input style="width: 85%;" type="text"/>
Flex Field 5:	<input style="width: 85%;" type="text"/>
Flex Field 6:	<input style="width: 85%;" type="text"/>



### GDS Access

The GDS Access section allows you to grant GDSs access to the memo. The access privileges include view and correspond of the memo only. The GDS will not have access to any other memo unless access is granted. GDS who have access to the memo will be displayed in this section. To grant access GDS access,

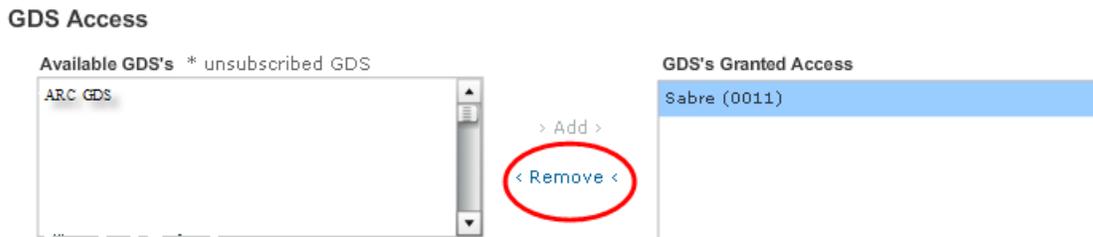
1. Go to the **GDS Access** section.
2. Select the GDS(s) you want to grant access to in the **Available GDS's** box.
3. Click the **> Add >** link to add the GDS.
4. Once added, the GDS will display in the GDS's **Granted Access** box.
5. The date access was granted, will be provided.



### Remove GDS Access

To remove GDS access from your memo,

1. Go to the **GDS Access** section.
2. Select the GDS(s) you want to remove from the **GDS's Granted Access** box.
3. Click the **< Remove <** link to remove the GDS.
4. Once removed, the selected GDS will display in the **Available GDS's** box.



### Airline/Supplier Contact Information

For each memo issued, the validating airline or supplier can provide their contact information to be viewed. In the Airline/Supplier Contact Information section of the **Memo Details** screen, the following contact information can be viewed:

- Airline/Supplier Name
- Airline/Supplier #
- Contact Name



- Phone Number
- Email Address
- Address 1
- Address 2
- Address 3
- City
- State/Province
- Postal Code
- Country Code

### **Adding Airline/Supplier Contact Information**

To add Airline/Supplier Contact Information,

1. Go to the **Airline /Supplier Contact Information** section on the **Create Memo** screen.
2. Type the Airline/supplier name in the **Airline Supplier Name** textbox.
3. Type the Airline/supplier number in the **Airline/Supplier #** textbox.
4. Type the carrier's/supplier's contact name in the **Contact Name** textbox.
5. Type the phone number in the **Phone** textbox.
6. Type the email address in the **Email** textbox.
7. Type the address in the **Address 1** textbox.
8. If applicable, type the address in the **Address 2** textbox.
9. If applicable, type the address in the **Address 3** textbox.
10. Type the city in the **City** textbox.
11. Type the state or province in the **State/Province** textbox.
12. Type the postal code in the **Postal Code** textbox.
13. Type the country code in the **Country Code** textbox.

#### **Carrier/Supplier Contact Information**

<b>Carrier/Supplier Name:</b>	<input type="text" value="A R C"/>	<b>Address 1:</b>	<input type="text" value="900 Anywhere Drive"/>
<b>Carrier/Supplier #:</b>	<input type="text" value="885"/>	<b>Address 2:</b>	<input type="text" value="Suite 900"/>
<b>Contact Name:</b>	<input type="text" value="Mr. Smith"/>	<b>Address 3:</b>	<input type="text"/>
<b>Phone:</b>	<input type="text" value="703-555-5555"/>	<b>City:</b>	<input type="text" value="Arlington"/>
<b>Email:</b>	<input type="text" value="smith@anywhere.com"/>	<b>State/Province:</b>	<input type="text" value="Virginia"/>
		<b>Postal Code:</b>	<input type="text" value="22203"/>
		<b>Country Code:</b>	<input type="text" value="US"/>

Once the **Airline/Supplier Contact Information** is provided, a Airline or supplier will not have provided this information again when creating another memo. This information will be pre-populated based on your initial issuance. This information can be edited.



### Load the Memo into Memo Manager

When you have finished entering the memo details on the **Create Memo** screen, you can save it and load it into the system. Once loaded, the newly created memo will be accessible by the receiving agent. To save a memo,

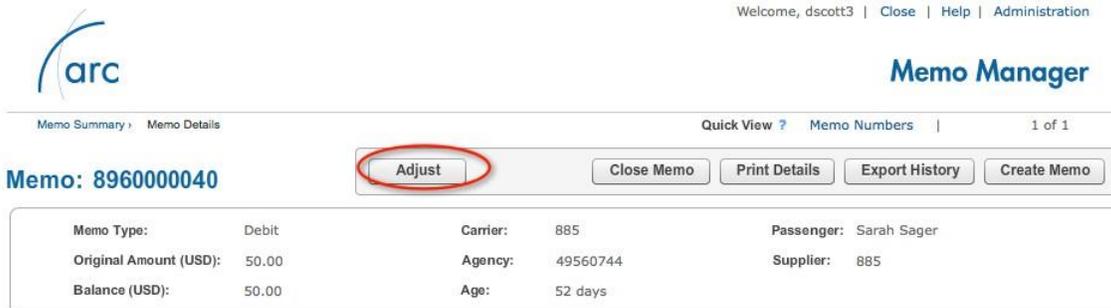
1. Click the **Load Memo** button.
2. Click the **Cancel** button if you choose not save the memo.
3. Click the **Clear Memo** button to refresh the data fields.
4. If you save your memo, you can enter another memo by clicking the **New Memo** button or click **Done** to return to your **home page**.



### Adjusting the Memo Balance

To adjust the balance of a memo, from the home page,

1. Go to your list of memos.
2. Check the **check** box of the memo you want to adjust.
3. Select **View** from the **Select Action** drop down menu.
4. Click the **Adjust** button on the **Memo Details** screen.



5. Click the **Change balance to** drop down menu.
6. Select the **Change balance to** option to change the balance to a specific amount.
7. Select the **Decrease balance by** option to decrease the balance by a specific amount.
8. Select the **Increase balance by** option to increase the option by a specific amount.
9. Type the adjusted amount in the textbox.
10. Type your comments in the **Comment (Public)** textbox.
11. Click the **Submit** button to save your adjustment.
12. Once saved, a **Success** pop-up box will display. Click the **OK** button to return to the **Memo Details** page.

**Adjust Balance** [X]

New Balance: 15.00

Change balance to [dropdown] [input field]

Comment (Public): [text area]

[Submit]

The memo's adjusted amount will be reflected in the **Balance (USD)** field.

### Closing a Memo

To close a memo, from the home page,

1. Go to your list of memos.
2. Check the **check** box of the memo you want to adjust.
3. Select **View** from the **Select Action** drop down menu.
4. Click the **Close Memo** button on the **Memo Details** screen.

Welcome, dscott3 | [Close](#) | [Help](#) | [Administration](#)

**arc** **Memo Manager**

Memo Summary > Memo Details Quick View ? Memo Numbers | 1 of 1

**Memo: 8960000040**

[Adjust] **[Close Memo]** [Print Details] [Export History] [Create Memo]

Memo Type:	Debit	Carrier:	885	Passenger:	Sarah Sager
Original Amount (USD):	50.00	Agency:	49560744	Supplier:	885
Balance (USD):	50.00	Age:	52 days		

5. An **Alert** pop-up screen will display. Click the **Yes** button to confirm.
6. Once confirmed, a **Success** pop-up box will display. Click the **OK** button to return to the **Memo Details** page.

**Alert**

Are you sure you want to set the balance to \$0.00 and permanently close this memo?

[Yes] [No]

The **Balance (USD)** will be adjusted to a **0.00** amount.

Once a memo has been closed, it cannot be reopened.

## Reactivate a Memo

Once a memo reaches its age limit, the memo automatically becomes inactive. The validating Airline has the option to reactivate the memo making it active for the receiving agency.

To reactivate a memo,

1. Click the **Inactive** tab from the home page to display a list of inactive memos.
2. Click the check box of the memo you would like to reactivate.
3. Select the **View** option from **Select Action** drop down menu to go to the **Memo Details** page.
4. Click the **Reactivate** button.

The screenshot shows the ARC Memo Manager interface. At the top right, it says "Welcome, dscott3 | Close | Help | Administration". The main header includes the ARC logo and "Memo Manager". Below the header, there are navigation tabs: "Memo Summary" and "Memo Details". On the right, there are links for "Quick View", "Memo Numbers", and "1 of 1". The main content area displays "Memo: 896000003" and a "Reactivate" button circled in red. Other buttons include "Print Details", "Export History", and "Create Memo". Below the buttons, there is a table of memo details:

Memo Type:	Debit	Carrier:	885	Passenger:	
Original Amount (USD):	394.00	Agency:	05529506	Supplier:	885
Balance (USD):	100.00	Age:	1473 days		

5. An **Alert** box will display asking if you are sure you want to reactivate this memo. Click the **Yes** button to confirm.
6. A **Success** box will display confirming the memo has been updated. Click the **OK** button to close the box.

