**Equipping carriers with actionable intelligence to optimize debit memo recovery**

Memo Analyzer offers powerful insight into memo and ticketing data, along with industry benchmarks, to help carriers understand debit memo trends and measure the quality of policies, programs and contracts.

Through a robust and easy-to-use interface, the visual analytics enable carriers to quickly identify drivers of debit and credit memos, along with areas of performance improvement for their travel agency partners.

**How can Memo Analyzer help your airline reduce debit memos?**

**Improve processes**
Debit memo patterns and variances are revealed, so targeted plans, process changes and training curricula can be developed to mitigate issues and reduce future memos.

**Increase efficiencies**
A visual, aggregated view of memo activity reduces time spent on compiling and analyzing debit memo data, allowing more time to focus on solutions.

**Improve performance measurement**
Increased visibility of memo status and trends over time, benchmarked against the industry, helps carriers better understand recovery performance and measure the success of improvement plans.

**Enhance agency relationships**
Memo reason analysis enables carriers to communicate more effectively with agency accounts about policy clarifications, contract changes and education opportunities.

**Identify memo reasons impacting your airline**

With Memo Analyzer, you can drill down to specific, ARC-standardized memo reasons codes for better insights into which memo reasons are most prevalent and which have the most impact, along with how this compares to industry benchmarks.
High-quality data at your fingertips

Daily Updates
Access to current year and two years’ worth of historical memo data via Tableau Online

Intuitive Dashboards
Analyze data through interactive graphs as well as export options for reporting

Ticket Details
View ticket details associated with each memo, including fare basis and tour code

Benchmark Capabilities
View your debit memo recovery performance compared to the industry.

Memo Analyzer provides reliable data points and industry benchmarks to effectively measure our debit memo resolution efforts—better than ever before. The tool has proven to be invaluable in validating performance, strengthening agency relationships, and ultimately, helping us reduce debit memo issuance and the costs associated with researching, tracking and managing memos.”

Craig Miller
UNITED AIRLINES

Use Memo Analyzer.
Maximize your performance today.

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arccorp.com/solutions/memo-analyzer.jsp