

# 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

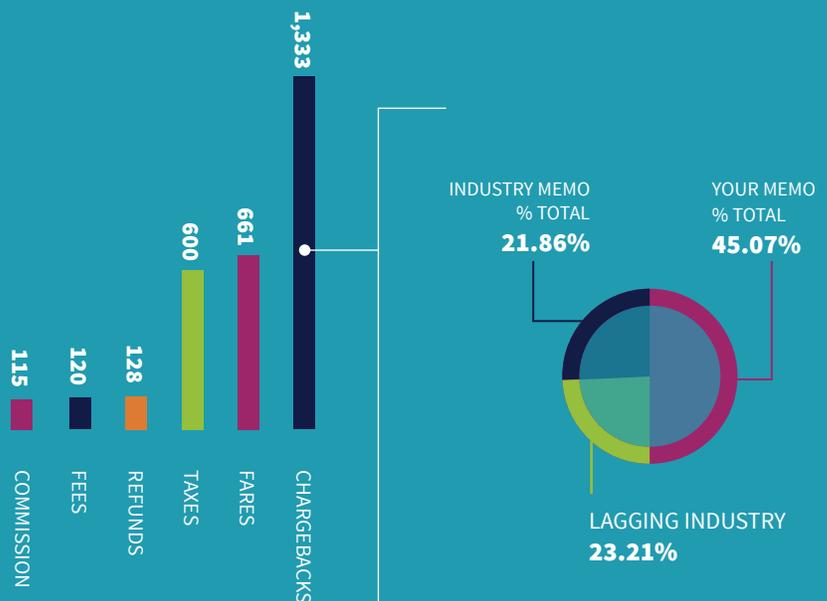
Increased visibility of memo status and trends over time, benchmarked against the industry, helps carriers better understand recovery performance and measure the success of improvement plans.

### 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.



9,400

AGENCIES

493,000

DEBIT MEMO  
COUNT

\$142.7 Million

DEBIT MEMO AMOUNT

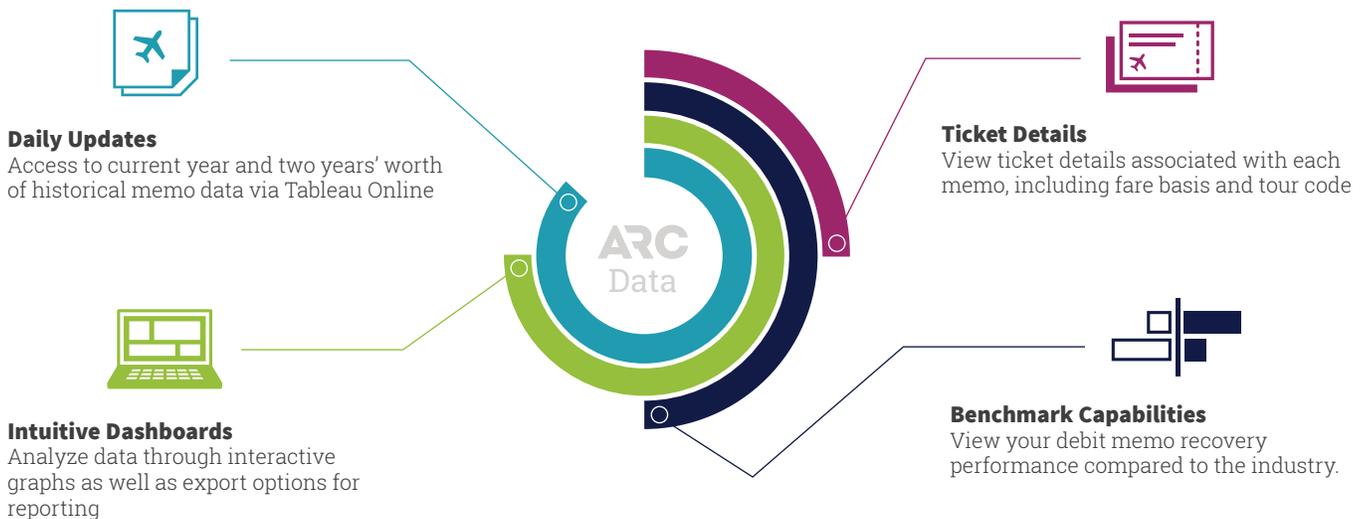
\$289

AVERAGE MEMO  
AMOUNT

212

AIRLINES

## High-quality data at your fingertips



“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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