REVENUE RECOVERY SERVICES

Simplifying the memo resolution process

Fully integrated with memo management and analyzer tools, ARC's Revenue Recovery Services (RRS) assists airlines with effective resolution and recovery on outstanding agency debit memos.

How can RRS help streamline the recovery process?

Increase revenue recovery
ARC gets working the instant an airline designates a memo to RRS. Over 67% of memos on average are resolved through these services. Enjoy a speedy resolution — on average 60 days to close, even when your memos are over 90 days old.

Reduce resource needs
By contacting agencies on each memo on your behalf, this low-cost solution unburdens you from the task of chasing after funds, leaving you more time for memo reason analysis and process improvement.

Preserve agency relationships
With ARC handling recovery activities, this service helps preserve the airline/agency relationship — taking hard conversations out of the equation. Each airline has the opportunity to customize its resolution rules and policies.

Improve memo management
When combined with ARC’s Memo Manager and Analyzer products, the integrated suite helps you manage, analyze and resolve memos quicker. Additionally, this comprehensive view allows you to identify trends and validate business strategies.

See how Revenue Recovery Services can reduce the burden of recovering outstanding memos.

With ARC chasing down agency debit memos for your airline, RRS makes the recovery process more efficient and cost effective. With various service options, airlines choose when ARC should engage in recovery efforts, based on the age of the memo—between 10 and 90 days or older than 90 days.

1. Airline submits memo in Memo Manager.
2. ARC pulls debit memo from Memo Manager.
3. ARC representatives contact agency on behalf of airline.
4. Agency submits payment.
5. Memo is closed in Memo Manager.
6. Airline receives payment.
7. Airline is billed for memos resolved.
8. ARC distributes monthly dashboard report to airline on performance.
First-class recovery services at your fingertips

**Monthly reporting**
Receive comprehensive monthly reporting with all open, closed and paid memos as well as escalated memos.

**Customizable service**
Flexibility to exclude specific agencies from the recovery process, delay memo placement or exclude memos based on dollar value.

**Performance-based payment**
Only pay on memos resolved or recovered. Choose the best service option for your airline based on memo age.

**Dispute handling**
Investigation of agency disputes is based on airline criteria, with optional escalation to attorney service.

This service has alleviated time for our department to dedicate to other areas and make processes leaner, while offering the comfort that collections were being handled with great tact. In addition, we have seen measurable results with the service, including an increased turnaround time for payments.”

Yvonne Garino
SCANDINAVIAN AIRLINES

Increase your recovery rate today.

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