



ARC Memo Manager User Guide for Travel Agents

Have Questions? Contact Us!
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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.

System Requirements

Recommended hardware and software system requirements include:

- PC with Microsoft Windows 98, 2000, XP, or above.
- Connection to the Internet via broad-band or high-speed connection.
- Internet explorer, Chrome or Firefox.
- ***Adobe Flash Player 10.1** or above.
- A screen resolution of **1024x768** 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*, and *Contact Us*. 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.
-

[Terms of use](#) | [Privacy Policy](#) | [Contact Us](#)

© Copyright 2017 Airlines Reporting Corporation (ARC). All rights reserved.

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*.
-

[Terms of use](#) | [Privacy Policy](#) | [Contact Us](#)

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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 Policy** 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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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 My ARC 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.

Welcome, **Jasper** | [Close](#) | [Help](#) | [Administration](#)

ARC | **Memo Manager**

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 Notification Mail for New Memos email address, and Business Support email address.

Accessing the Entity Administration Page

To access the Entity Administration page,

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

Agency Entity Settings

In the Agent Entity Setting of the Administration page, the administrator can provide a Business Support email address and an email address where you want to receive notification for the receipt of new memos.

To apply Agent Entity Settings,

1. Click the **Administration** global header link on the home page.
2. Go to the **Agent Entity Setting** section on the Entity Administration page.
3. Type your business support email address in the **Business Support Email** textbox.
4. Type the email address where you want to receive notification of the receipt of new memos in the **Notification Mail for New Memos** textbox.
5. Click the **Save Changes** button to save your settings or click **Reset** to refresh your



entity settings.

ARC | Memo Manager

Memo Summary > Entity Administration

Administration

Entity Type:	<input type="text" value="Agent"/>
Entity ID:	<input type="text" value="██████████"/> <input type="button" value="Load"/>
Default Currency:	<input type="text" value="USD"/>
Technical Support Email:*	<input type="text" value="ammuat@arccorp.com"/>
Memo Alerts Email:*	<input type="text" value="memomanager@arccorp.com"/>

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.

Agency Roles

Memo Administrator - There may be multiple Memo Administrators per entity. The Memo Administrator is responsible for the entity's security settings. The Memo Administrator can also pay/accept/dispute memos, view memos, and send correspondence.

Memo User - An entity may have multiple Memo Users. Memo Users can pay/accept/dispute memos, view memos, and send correspondence.

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

My ARC User Roles

My ARC Tool Administrator – An entity can have multiple My ARC Tool Administrators for ARC Memo Manager. The My ARC 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 My ARC, which is your centralized access point to a growing list of ARC tools and resources. To access My ARC you must have a My ARC 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.
2. Go to the **My ARC Login** box on the top left side of the page.
3. Type your My ARC username 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.

Your Account

Account Settings | [Edit](#)

Last Login: 06 Nov 11:10 AM ET

Password expires: 02 Jan

[View your administrators](#)

Your Tools

- ARC Agency List
- Accreditation
- Agency Working Group
- Agent's Choice
- CTAC
- CTAC Admin
- Carrier Bulletins (ASP)
- Carrier Dashboard
- DRS Administration
- Debit Memo Working Group
- Document Ordering System
- Document Retrieval Service
- GDS Fraud Working Group
- IAR
- Internet Sales Summary
- LEO Portal
- Market Locator
- Memo Manager**
- Online Carrier Reports
- SIMS
- Sales Reporting Management
- System Provider Working Group
- Ticket Resolution Service

Resources

Administration

My ARC

Changing your Agency address or bank account information?
 Let us know. Remember it is now FREE!
 It's easy. Go to Your Tools and click on Accreditation.

Attention All My ARC Users - Brief intermittent interruptions of service may occur on Friday, November 10, 2017 from 1:00 a.m. Eastern Time through 7:00 a.m. due to scheduled application maintenance. This may impact your access to applications launched from the My ARC Tool list. If you experience an interruption during this time, please close your browser window, wait a few minutes, and then log back in to My ARC to continue. We apologize for any inconvenience this may cause.

Communications

- ARC News
- Travel Agent Communication (TAC)
- Carrier Newsletter

Agent Handbook

- Industry Agent Handbook
- Agent Reporting Agreement

Fraud Prevention

- Fraud Alerts
- Fraud Prevention

Multiple Locations

If you are agent who has access to multiple agency locations you must first select the location you want to access. To select the Memo Manager location you want to access,

1. Click the **Memo Manager** link in the **Tools** box section of the My ARC home page.
2. From your list of locations in the **Select the Memo Manager location you would like to View** section, click the **View** link of the location you want to access to proceed to the ARC Memo Manager home page.

Select Location

Select the Memo Manager location you would like to view.

ARC Number (s)	ARC Memo Manager	Tool Role
12345678	View	Memo Administrator
23456789	View	Memo Corresponder
34567891	View	Memo Administrator
44556677	View	Memo Administrator

Add ARC Numbers

Remove ARC Number

Your Account
 Account Settings : [Edit](#)
 Last Login: 30 Oct 09:07 AM ET
 Password expires: 21 Jun
[View your administrators](#)

Your Tools

- Accreditation
- Accreditation A
- Accreditation B
- Accreditation C
- Accreditation D
- Agent's Choice
- CTAC
- DRS Administration**
- IAR
- IARA
- IARB
- Memo Manager
- Memo Manager UAT

Resources

Adding a Memo Manager Location

If there is an ARC number location within your entity you need access to, you can submit a request for access.

Welcome, haritha_004 | Account Settings | Log Out | Help | Contact Us

arccorp.com

My ARC Home > Select Location

Select Location

Select the Memo Manager location you would like to view.

ARC Number (s)	ARC Memo Manager	Tool Role
12345678	View	Memo Administrator
23456789	View	Memo Corresponder
44551122	View	Memo Administrator
66335522	View	Memo Administrator

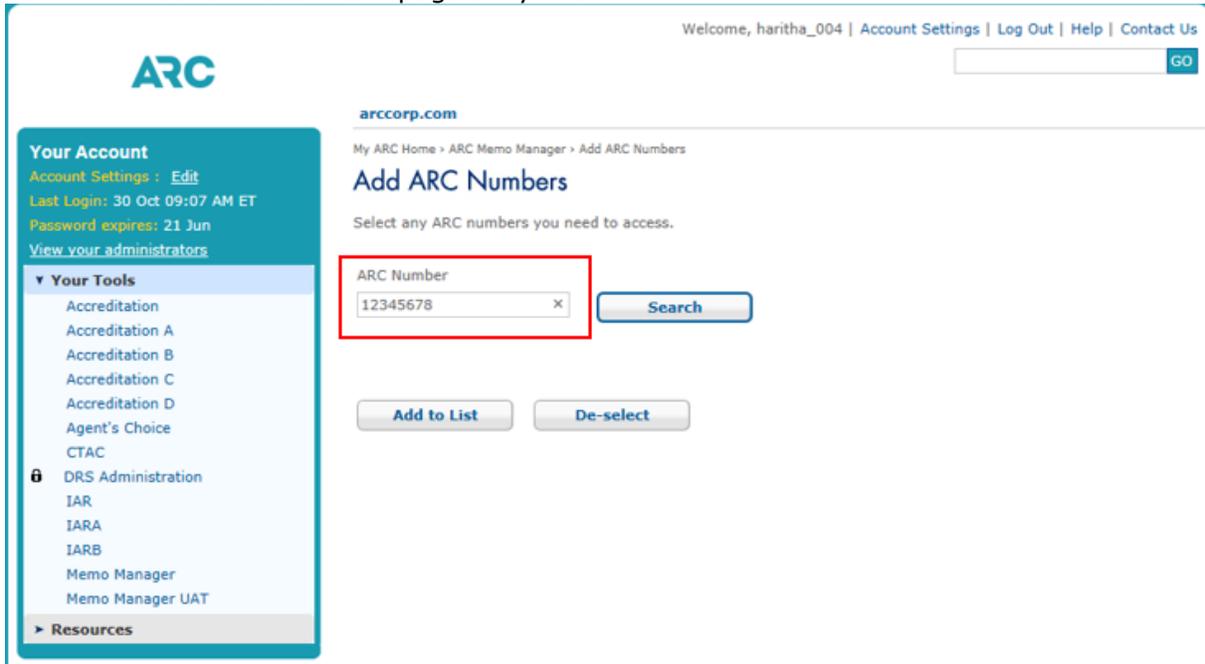
Add ARC Numbers **Remove ARC Number**

To request access,

1. Click the **Memo Manager** link in the **Tools** box section of the MyARC home page.
2. Click the **Add ARC Number** link in the **Select the Memo Manager location you would like to View** section of MyARC.



3. Type the ARC number you would like access to in the **ARC Number textbox** on the **Request Memo Manager Access** for Additional ARC Numbers page.
4. Click the **Search** button to confirm the ARC number.
5. Click the **Add to List** button to submit your request or de-select to refresh the page.
6. Once you click **Add to List**, a **Pending administrator approval** message for the requested ARC number(s) will display on the **Select the Memo Manager location you would like to View** page of MyARC.



The request must be approved by your entity's tool administrator for ARC Memo Manager. You will receive an email notification indicating the approval or disapproval of your request.

Remove ARC Number

If there is a Memo Manager location you no longer need access to, you can remove it's ARC number from you're my ARC account.

Select Location

Select the Memo Manager location you would like to view.

Your Account
 Account Settings : [Edit](#)
 Last Login: 30 Oct 09:07 AM ET
 Password expires: 21 Jun
[View your administrators](#)

Your Tools

- Accreditation
- Accreditation A
- Accreditation B
- Accreditation C
- Accreditation D
- Agent's Choice
- CTAC
- DRS Administration
- IAR
- IARA
- IARB
- Memo Manager
- Memo Manager UAT

Resources

ARC Number (s)	ARC Memo Manager	Tool Role
11225522 <input type="checkbox"/>	View	Memo Administrator
55887744 <input type="checkbox"/>	View	Memo Corresponder
88559944 <input type="checkbox"/>	View	Memo Administrator
99667744 <input type="checkbox"/>	View	Memo Administrator

To remove an ARC number,

1. Click the **Memo Manager** link in the **Tools** box section of the MyARC home page.
2. Click the **Remove ARC Number** link in the **Select the Memo Manager location you would like to View** section of My ARC.
3. A list of all ARC numbers you have access to will display on the **Remove Memo Manager Access to ARC Numbers** page. Check the **Remove** box next to the ARC number to be removed.
4. Click the **Submit** button to remove.
5. A confirmation stating Memo Manager access has been removed for your specific ARC number(s) will display on the **Select Memo Manager location you would like to View** page.

Remove ARC Number Access

ARC Number	Remove
11225544	<input type="checkbox"/>
22554488	<input type="checkbox"/>
66998855	<input type="checkbox"/>
33662255	<input type="checkbox"/>

Your Account

Account Settings : [Edit](#)

Last Login: 30 Oct 09:07 AM ET

Password expires: 21 Jun

[View your administrators](#)

Your Tools

- Accreditation
- Accreditation A
- Accreditation B
- Accreditation C
- Accreditation D
- Agent's Choice
- CTAC
- 6** DRS Administration
 - IAR
 - IARA
 - IARB
 - Memo Manager
 - Memo Manager UAT

Resources

Caution: Once an ARC number has been removed, it cannot be reactivated. To regain access, an **Add ARC Number** request must be submitted.

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.

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



Memo Summary

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

ARC #: Include Entire Organization Carrier #:

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	1	\$500.00	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
Total	7	\$1,716.00			

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

Open Closed Inactive All

Selected: 0 Selected Balance: \$0.00

<input type="checkbox"/>	ARC #	Carrier #	Carrier	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS
<input type="checkbox"/>	49560744	885	A R C	8960000020	Debit	\$200.00	Dispute Pending	34	No
<input type="checkbox"/>	49560744	885	A R C	8960000021	Debit	\$200.00	Dispute Pending	34	No
<input type="checkbox"/>	49560744	885	A R C	8960000022	Debit	\$216.00	Payment Pending	34	Yes
<input type="checkbox"/>	49560744	885	A R C	8969876544	Debit	\$200.00	Dispute Pending	85	Yes
<input type="checkbox"/>	49560744	885	A R C	8969876545	Debit	\$200.00	Payment Pending	85	Yes
<input type="checkbox"/>	49560744	885	A R C	8969876546	Debit	\$200.00	Payment Pending	85	Yes
<input type="checkbox"/>	49560744	885	A R C	8980234567	Recall Commis	\$500.00	Payment Pending	94	No

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 Carrier #:

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			



By Carrier

To display memos by the issuing carrier,

1. Select the carrier from the **Carrier #** drop down menu.
2. Click the **Search** button to execute your search.

You can search and select a carrier by scrolling down the drop down menu. In addition, you can type the carrier name or carrier number in the **Type to filter** textbox.

Memo Summary Quick View ? Memo Numbers | Memos Last Viewed

ARC #: Include Entire Organization **Carrier #:**

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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 separated each by a commas 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 **Carrier #:**

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			



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" value="████████"/>	<input type="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>																															
<table border="1"><thead><tr><th>Memo Aging</th><th>Open Memos</th><th>Current Balance</th></tr></thead><tbody><tr><td>91 + days</td><td>10</td><td>\$3,698.96</td></tr><tr><td>61 - 90 days</td><td>0</td><td>\$0.00</td></tr><tr><td>31 - 60 days</td><td>0</td><td>\$0.00</td></tr><tr><td>0 - 30 days</td><td>3</td><td>\$559.00</td></tr><tr><td>Total</td><td>13</td><td>\$4,257.96</td></tr></tbody></table>	Memo Aging	Open Memos	Current Balance	91 + days	10	\$3,698.96	61 - 90 days	0	\$0.00	31 - 60 days	0	\$0.00	0 - 30 days	3	\$559.00	Total	13	\$4,257.96	<table border="1"><thead><tr><th>Memo Activity</th><th>Open Memos</th><th>Current Balance</th></tr></thead><tbody><tr><td>Correspondence in last 10 days</td><td>1</td><td>\$1,099.97</td></tr><tr><td>Disputed</td><td>2</td><td>\$1,927.00</td></tr><tr><td>Nearly Aged</td><td>0</td><td>\$0.00</td></tr><tr><td>Payment Pending</td><td>8</td><td>\$2,105.97</td></tr></tbody></table>	Memo Activity	Open Memos	Current Balance	Correspondence in last 10 days	1	\$1,099.97	Disputed	2	\$1,927.00	Nearly Aged	0	\$0.00	Payment Pending	8	\$2,105.97
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Payment Pending	8	\$2,105.97																																
<p>Search Edit Search Saved Searches</p> <input type="text"/>																																		

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" value="████████"/>	<input type="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>																															
<table border="1"><thead><tr><th>Memo Aging</th><th>Open Memos</th><th>Current Balance</th></tr></thead><tbody><tr><td>91 + days</td><td>10</td><td>\$3,698.96</td></tr><tr><td>61 - 90 days</td><td>0</td><td>\$0.00</td></tr><tr><td>31 - 60 days</td><td>0</td><td>\$0.00</td></tr><tr><td>0 - 30 days</td><td>3</td><td>\$559.00</td></tr><tr><td>Total</td><td>13</td><td>\$4,257.96</td></tr></tbody></table>	Memo Aging	Open Memos	Current Balance	91 + days	10	\$3,698.96	61 - 90 days	0	\$0.00	31 - 60 days	0	\$0.00	0 - 30 days	3	\$559.00	Total	13	\$4,257.96	<table border="1"><thead><tr><th>Memo Activity</th><th>Open Memos</th><th>Current Balance</th></tr></thead><tbody><tr><td>Correspondence in last 10 days</td><td>1</td><td>\$1,099.97</td></tr><tr><td>Disputed</td><td>2</td><td>\$1,927.00</td></tr><tr><td>Nearly Aged</td><td>0</td><td>\$0.00</td></tr><tr><td>Payment Pending</td><td>8</td><td>\$2,105.97</td></tr></tbody></table>	Memo Activity	Open Memos	Current Balance	Correspondence in last 10 days	1	\$1,099.97	Disputed	2	\$1,927.00	Nearly Aged	0	\$0.00	Payment Pending	8	\$2,105.97
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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="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>		
Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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 #: 	<input type="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>		
Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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 #: 	<input type="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>		
Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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

Memo Summary

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

ARC #: Include Entire Organization Carrier #:

Memo Aging	Open Memos	Current Balance
91 + days	10	\$3,698.96
61 - 90 days	0	\$0.00
31 - 60 days	0	\$0.00
0 - 30 days	3	\$559.00
Total	13	\$4,257.96

Memo Activity	Open Memos	Current Balance
Correspondence in last 10 days	1	\$1,099.97
Disputed	2	\$1,927.00
Nearly Aged	0	\$0.00
Payment Pending	8	\$2,105.97

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



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

ARC #: Include Entire Organization Carrier #:

Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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.

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="checkbox"/> Include Entire Organization	Carrier #: <input type="text" value="Type to filter"/>	<input type="button" value="Search"/>		
Memo Aging	Open Memos	Current Balance	Memo Activity	Open Memos	Current Balance
91 + days	10	\$3,698.96	Correspondence in last 10 days	1	\$1,099.97
61 - 90 days	0	\$0.00	Disputed	2	\$1,927.00
31 - 60 days	0	\$0.00	Nearly Aged	0	\$0.00
0 - 30 days	3	\$559.00	Payment Pending	8	\$2,105.97
Total	13	\$4,257.96			

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.

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 advance 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.

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

Secondary Status

Dispute Pending

Advanced Search

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



The screenshot shows a search bar with three links: 'Search', 'Edit Search', and 'Saved Searches'. The 'Edit Search' link is circled in red. Below the links is a large, empty rectangular input field.

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 issue 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 memos were closed, select the beginning date from the **Closed Date From** calendar. Select the ending date from the **Closed Date To** calendar.
18. 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.
19. To perform search using the **Reason Category** search, pick one of the pre-defined categories from the drop down menu.
20. To perform search using the **Memo Reason**, pick one of the pre-defined memo reasons from the drop down menu. Note: The Reason Definitions hyperlink will open a document listing the pre-defined categories and memo reasons.
21. Type the carrier reason or at least the first three characters of a carrier reason followed by an * for a wild card search in the **Reason Note** textbox to perform a search by carrier reason.
22. Type the agency reason or at least the first three characters of an agency reason



- followed by an * for a wild card search in the **Agency Reason** textbox to perform a search by agencyreason.
23. To perform a search by TRS reason, select a TRS reason from the **TRS Memo** drop down menu.
 24. 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.
 25. 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.
 26. 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.
 27. 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.
 28. 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.
 29. 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.
 30. Click the **Update Results** button to run your search.

The screenshot shows the 'Edit Search' dialog box with the following fields and controls:

- Primary Status: Open
- ARC #: [Text Box]
- Include Entire Organization:
- Carrier: [Text Box]
- Secondary Status: Select
- Age: Select
- Memo Type: Select
- Memo Numbers: [Text Box]
- Ticket Numbers: [Text Box]
- Ticketing Carrier: [Dropdown]
- Original Amount: Select
- Current Balance: Select
- Agency Name: [Text Box]
- Supplier: [Text Box]
- System Provider: [Dropdown]
- Issue Date: From: [Date Picker] To: [Date Picker]
- IAR Settled Date: From: [Date Picker] To: [Date Picker]
- Load Date: From: [Date Picker] To: [Date Picker]
- Last Modification: From: [Date Picker] To: [Date Picker]
- GDS Granted Access: From: [Date Picker] To: [Date Picker]
- Reason Category: Select
- Agency Reason: [Text Box]
- Memo Reason: [Text Box]
- Resolution Type: Select
- On Hold: Select
- Buttons: Clear, Save this Search, Cancel, Update Results (highlighted)

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.

Edit Search

Primary Status: Open ARC #: Include Entire Organization Carrier:

Secondary Status: Memo Numbers: ?

Age: Ticket Numbers: ?

Memo Type: Ticketing Carrier:

Original Amount: Current Balance:

Agency Name: System Provider:

Supplier:

Issue Date: From: To: IAR Settled Date: From: To:

Load Date: From: To: Last Modification: From: To:

GDS Granted Access: From: To:

Reason Category: Agency Reason:

Memo Reason: Resolution Type: On Hold: ?

Save Current Search

Enter a name for this search

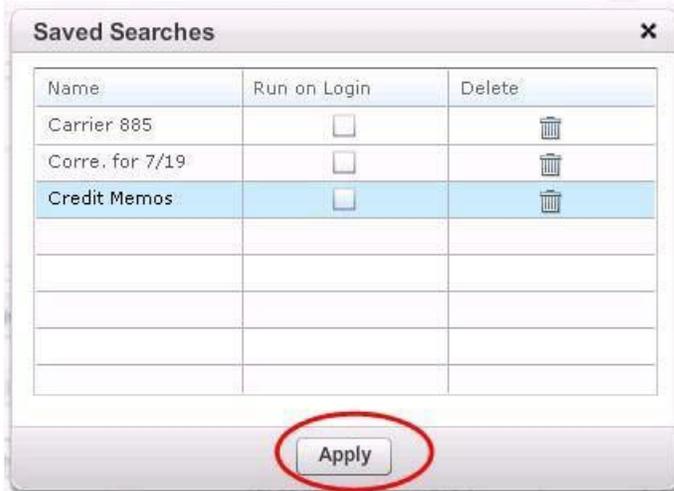
Run this search on login

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,

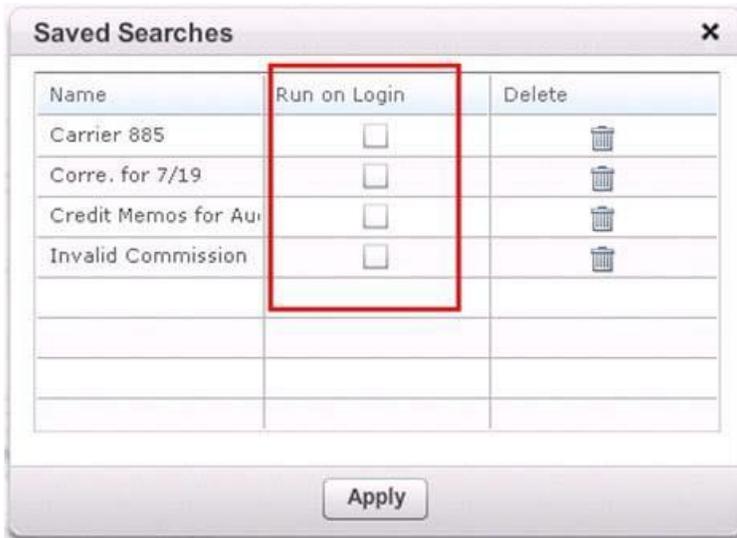
1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link.
3. Highlight the desired saved search from your list of saved searches in the **Saved Searches** box.
4. Check the **Run on Login** check box.



Removing a Default Search Setting

To remove a default search setting,

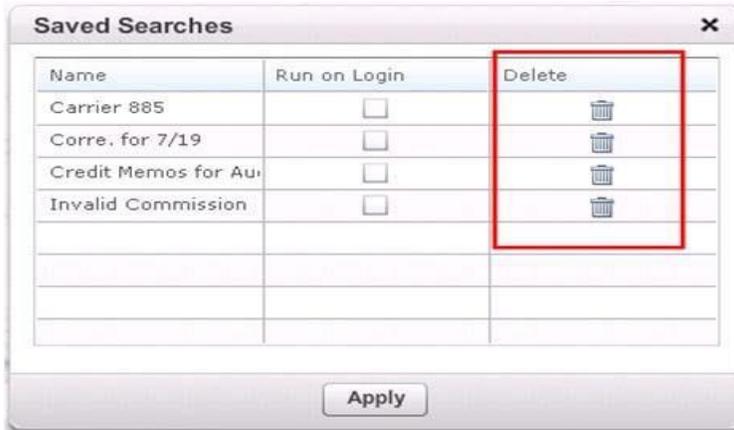
1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link to display your saved searches.
3. Uncheck the **Run on Login** check box of your default search.



Deleting a Search

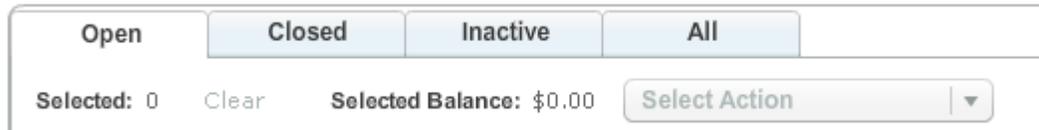
At anytime you can delete a saved search. To delete a saved search,

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.

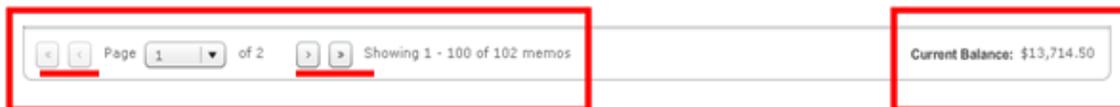


View Memos

ARC Memo Manager provides you the ability to view a list of your 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.



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.



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 #	Carrier #	Carrier	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS	
<input type="checkbox"/>	49560744	885	A R C	8960000016	Debit	\$210.00	Payment Pending	419	Yes	
<input type="checkbox"/>	49560744	885	A R C	8960000052	Debit	\$50.00	Payment Pending	460	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 #	Carrier #	Carrier	Memo	Memo Type	IAR Settled Date	Settled Amount	Secondary Status	TRS	
<input type="checkbox"/>	49560744	[REDACTED]	[REDACTED]	8960000000	Debit		\$10.00	By Carrier	No	
<input type="checkbox"/>	49560744	885	A R C	8960000000	Debit		\$50.00	Paid Outside IAR	Yes	

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 #	Carrier #	Carrier	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS	
<input type="checkbox"/>	49560744	[REDACTED]	[REDACTED]	8960000023	Debit	\$10.00	Aging Criteria Exceeds	1078	Yes	
<input type="checkbox"/>	49560744	[REDACTED]	[REDACTED]	8970000003	Credit	-\$6.00	Aging Criteria Exceeds	1320	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 #	Carrier #	Carrier	Memo	Memo Type	Current Balance	Primary Status	Secondary Status	Age	TRS
<input type="checkbox"/>	49560744	[REDACTED]	[REDACTED]	8960000000	Debit	\$0.00	Closed	By Carrier	1349	No
<input type="checkbox"/>	49560744	885	A R C	8960000000	Debit	\$0.00	Closed	Paid Outside IAR	460	Yes



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 on the homepage.
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 homepage.
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 homepage.
2. Go to the column you want to sort by and click the column. You may sort by multiple columns.

Payments (Group Actions)

You have the ability to make payments from your list of memos. You can pay one memo or multiple memos. To make a memo payment,

1. Go to your list of memos on the home page.
2. Go to the **Open** memo tab.
3. Click the check boxes next to the memo(s) you want to pay or click the top box to select all memos on the 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 paid. Click the **Clear** link to undo your selection.
4. Click the **Select Action** drop down menu.
5. Select the **Pay** option.

Open		Closed		Inactive		All				
Selected: 3		Clear		Selected Balance: \$0.00		Select Action		Export All		
<input type="checkbox"/>	ARC #	Carrier #	Carrier			Current Balance	Primary Status	Secondary Status	Age	TRP
<input checked="" type="checkbox"/>	49560744	006	DELTA AIR LINES			\$0.00	Closed	By Carrier	1349	No
<input checked="" type="checkbox"/>	49560744	885	A R C			\$0.00	Closed	Paid Outside IAR	460	Yes
<input checked="" type="checkbox"/>	49560744					\$0.00	Closed	By Carrier	1320	No
<input type="checkbox"/>	49560744			8960000002	Debit	\$0.00	Closed	By Carrier	1320	No
<input type="checkbox"/>	49560744			8960000003	Debit	\$0.00	Closed	By Carrier	1320	No
<input type="checkbox"/>	49560744			8960000004	Debit	\$0.00	Closed	By Carrier	1320	No
<input type="checkbox"/>	49560744			8960000005	Debit	\$0.00	Closed	By Carrier	1348	No
<input type="checkbox"/>	49560744			8960000007	Debit	\$0.00	Closed	By Carrier	1320	No
<input type="checkbox"/>	49560744			8960000008	Debit	\$0.00	Closed	By Carrier	1316	No
<input type="checkbox"/>	49560744	885	A R C	8960000010	Debit	\$0.00	Closed	By Carrier	440	Yes
<input type="checkbox"/>	49560744	885	A R C	8960000011	Debit	\$0.00	Closed	Paid Outside IAR	440	Yes
<input type="checkbox"/>	49560744	885	A R C	8960000012	Debit	\$0.00	Closed	By Carrier	440	Yes
<input type="checkbox"/>	49560744	885	A R C	8960000013	Debit	\$0.00	Closed	By Carrier	439	No
<input type="checkbox"/>	49560744	885	A R C	8960000014	Debit	\$0.00	Closed	By Carrier	438	Yes

Page 1 of 1 Showing 1 - 86 of 86 memos Current Balance: \$19,469.50

- The **Pay Memos** box will appear indicating the number of memos selected, the number of valid memos, and the valid memo balance.
- Click the **Submit Payment** button to pay or **Cancel** to terminate your request.

Pay Memos ✕

Memos Selected: 3

Valid Memos: 3

Valid Memo Balance: \$300.00

When making memo payments from your list of memos, you can only pay the full amount of the memo(s) selected. If you want to make a partial payment, this can be done using the **Pay** functionality on the **Memo Details** page. However, you can only pay one memo at a time.

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,

- Go to your list of memos on the home page under the **Open** memo tab.
- 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 multiple memos from across multiple 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.

The screenshot shows a web application interface for managing memos. At the top, there are tabs for 'Open', 'Closed', 'Inactive', and 'All'. Below the tabs, it indicates 'Selected: 3', 'Clear', and 'Selected Balance: \$0.00'. A 'Select Action' dropdown menu is open, showing options: 'View', 'Export', 'Pay', and 'Correspond/Attach' (which is circled in red). The main table lists memos with columns: ARC #, Carrier #, Carrier, Current Balance, Primary Status, Secondary Status, Age, and TRS. The table contains 14 rows of data, including memos with ARC # 49560744 and 8960000002 through 8960000014. At the bottom, it shows 'Page 1 of 1', 'Showing 1 - 86 of 86 memos', and 'Current Balance: \$19,469.50'.

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 be undone.**



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 Attach File

Please give me a call. Sally, please research this.

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	View
885	8960000052	49560744	Debit	Open	Dispute Pending	\$50.00	View
885	8960020373	49560744	Debit	Open	Dispute Pending	\$200.00	View

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		Attach File									
Please give me a call.		Sally, please research this.		<table border="1"><thead><tr><th>Name</th><th>Size</th></tr></thead><tbody><tr><td> Test Attachment 1.d...</td><td>33.1 KB</td></tr><tr><td> </td><td> </td></tr><tr><td> </td><td> </td></tr></tbody></table>		Name	Size	Test Attachment 1.d...	33.1 KB						
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885	8960000016	49560744	Debit	Open	Payment Pending	\$210.00	View
885	8960000052	49560744	Debit	Open	Dispute Pending	\$50.00	View
885	8960020373	49560744	Debit	Open	Dispute Pending	\$200.00	View

Memos: 3

Correspondence & Attachments ✕

Correspondence Public Private All

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

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

2012-07-11 15:39:30, JasperScott
I only owe 100.00

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).
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 select multiple memos from across multiple 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 from the tab,
5. Select the **Export** option.
6. The **Export Select 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.

The screenshot shows a web interface for managing memos. At the top, there are tabs for 'Open', 'Closed', 'Inactive', and 'All'. Below the tabs, it says 'Selected: 3' and 'Selected Balance: \$0.00'. A 'Select Action' dropdown menu is open, showing options: 'View', 'Export' (circled in red), 'Pay', and 'Correspond / Attach'. The main table has columns: ARC #, Carrier #, Carrier, Current Balance, Primary Status, Secondary Status, Age, and TRS. The table contains 13 rows of memo data. At the bottom, it says 'Page 1 of 1' and 'Showing 1 - 86 of 86 memos'. A 'Current Balance: \$19,469.50' is displayed in the bottom right corner.

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).



3. 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.
4. Click the **Select Actions** drop down menu.
5. Select the **View** option.
6. The **Memo Details** of the selected memo(s) will display.

ARC #	Carrier #	Carrier	Current Balance	Primary Status	Secondary Status	Age	TRS
49560744			\$0.00	Closed	By Carrier	1349	No
49560744	885	A R C	\$0.00	Closed	Paid Outside IAR	460	Yes
49560744			\$0.00	Closed	By Carrier	1320	No
49560744			\$0.00	Closed	By Carrier	1320	No
49560744			\$0.00	Closed	By Carrier	1348	No
49560744			\$0.00	Closed	By Carrier	1320	No
49560744			\$0.00	Closed	By Carrier	1316	No
49560744	885	A R C	\$0.00	Closed	By Carrier	440	Yes
49560744	885	A R C	\$0.00	Closed	Paid Outside IAR	440	Yes
49560744	885	A R C	\$0.00	Closed	By Carrier	440	Yes
49560744	885	A R C	\$0.00	Closed	By Carrier	439	No

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 carrier code of the validating carrier, 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 carrier, the supplier will be the carrier code. This information is for informational purposes only and is non-modifiable.

Memo: 896000000	Print Details	Export History
Memo Type: Debit	Carrier: 814	Passenger: NGWENO/AMOLO EVA
Original Amount (USD): 431.00	Agency: 50542295	Supplier: 814
Balance (USD): 431.00	Age: 906 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
- Carrier/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 carrier, the reactivated date will be provided. If the memo is a TRS memo, the TRS reason will be provided.

The screenshot shows a web interface with two tabs: "Memo Details" (selected) and "History". Under the "Memo Details" tab, there is a "Status" section. It contains the following information:

Issued:	05/27/2010	Status:	Closed - Settled in IAR	TRS:	--Not Applicable--
Loaded:	05/27/2010	Last Modification:	06/09/2010		
IAR Settled:	01/07/2011	Reactivated:			

Ticket Resolution Services (TRS)

A Ticket Resolution Service (TRS) debit memo is a debit memo issued by a carrier for a carrier identified unreported sale, flown and refunded or credit card charge back 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



Memo Details History

Status

Issued: 05/27/2010 Status: Closed - Settled in IAR TRS: --Not Applicable--

Loaded: 05/27/2010 Last Modification: 06/09/2010

IAR Settled: 01/07/2011 Reactivated:

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

Ticket Information

The **Ticket Information** section lists the ticket(s) the memo was issued for. The tickets are listed by the carrier code of the validating carrier, ticket number, and 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		\$250.00	07/14/2010	Jean/Billie	2242424	

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 correspondent 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** radiobutton.
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 14:03:08, JasperScott Agency 49560744 Please give me a call		
<input checked="" type="radio"/> Public	Payment has been submitted.	
<input type="radio"/> Private		
Add to Correspondence		

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.

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 carrier.	
<input checked="" type="radio"/> Private		
Add to Correspondence		

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.

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		
<input type="radio"/> Private		
Add to Correspondence		



Memo Reasons

The **Memo Reasons** section of the Memo Details page provides an explanation for the issuance of a memo. There are standard categories and reasons for the carriers to choose from. Additional comments added by the Carriers can be viewed in **Reason Note box (previously known as Carrier/Supplier Reason box)**.

Memo Reasons

Reason Category: Miscellaneous

Memo Reason: OTHER MISCELLANEOUS

Reason Definitions

Reason Note:

Agency Reason:

Reason Category

There are 9 standard categories for carriers to choose from and each category has a pre-defined set of reasons under them. Below is a list of categories and related reasons.



Booking

Reason	Definition	Comments
Churning	Cancel segment(s); change in itinerary or segment(s).	
Duplicate bookings/reservations	Two or more flights are booked for the same traveler to travel in a similar time frame or for travel in a conflicting manner.	Examples include (but not limited to): 1. Multiple itineraries for any number of passengers with the same passenger name, whether identical itineraries or not 2. Reserving one or more seats on the same flight or different flights for the same time frame, regardless of the class of service or format used to make the reservations 3. Creating reservations where it is logically impossible for travel to take place 4. Duplicates created within the same PNR or through the creation of multiple PNRs
Fictitious names	Reserving space or issuing a ticket for a name that is not valid. This includes valid surname followed by initial, fictitious or celebrity names.	
Inactive segments	Changes to the itinerary segment status resulting in an inactive segment(s) not removed from the PNR.	
Married segment violation	Debit memo issued resulting from flight segments that were sold together (designated as "married segments") were separated, or inventory circumvented by booking point to point. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment.	
Other booking errors	Booking related issue. See carrier description.	1. This code is in place for booking debit memos that do not fit into the other secondary categories.
Passive segments	Passive segment was not used in line with airline policy.	
Space not cancelled	Some of all of the space was not cancelled prior to takeoff.	

Chargeback

Reason*	Definition	Comments
Doesn't recognize transaction	Cardholder doesn't recognize transaction.	
Duplicate processing	Multiple transactions with the same amount.	
Expired card	Card is expired or not yet valid.	
Invalid credit card number	Account number not on file with bank.	
Invalid/No approval code	There are issues with the approval code or authorization.	
Other	All other chargeback reasons.	
Refund not received	Cardholder requested a refund that wasn't processed.	
Service issue	Service not provided or not as described.	
Unauthorized/ Fraudulent charge	Cardholder didn't authorize transaction and claims fraud.	

* Credit card chargeback debit memos will not have an exchange or refund indicator. The credit card chargeback reason codes above will be used for straight sales, refunds or exchanges.



Commission

Reason	Definition	Comments
Incorrect Commissions	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed.	1. This category is used when a more than allowed standard commission is taken on a transaction.
Incorrect Commissions – Invalid Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> Invalid (incorrect or expired) tour code or ticket designator Tour code or ticket designator is not located in requested field. Class of service is not valid per commission agreement. 	1. This category is used when a more than allowed commission is taken on a transaction, specifically when the agency uses an invalid tour code or ticket designator, the tour code or ticket designator is not located in the requested field or the class of service is not valid per the commission agreement. 2. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category .
Incorrect Commissions – Missing Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> Missing tour code or ticket designator. Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. This category is used when a more than allowed commission is taken on a transaction, specifically when there is a missing tour code or ticket designator, the tour code or ticket designator is not located in the requested field or the class of service does not match the commission allowed per the agreement. 2. Some carriers have a way to identify if the tour code or ticket designator is missing. This category is used when the carrier's policy is to reduce the commission earned for this type of error. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category .
Non-Commissionable	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).	1. This transaction is not eligible for any commission. 2. This category is used for situations where standard commission is taken but not allowed.
Non-Commissionable – Invalid Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> Invalid (incorrect or expired) tour code or ticket designator Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. This transaction is not eligible for any commission. 2. This category is used for situations where standard commission is taken but not allowed and there is an invalid tour code or ticket designator, tour code or ticket designator is not located in the requested field or the class of service does not match commission allowed. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category .
Non-Commissionable – Missing Tour or Ticket Designator	Carrier is retrieving funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount). Commission not applicable due to: <ul style="list-style-type: none"> Missing tour code or ticket designator. Tour code or ticket designator is not located in requested field. Class of service does not match commission allowed. 	1. This transaction is not eligible for any commission. 2. Some carriers have a way to identify if the tour code or ticket designator is missing, if so, they will select this category. This category is used when the carrier's policy is to recover the full amount of commission earned for this type of error. 3. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing. 4. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category .
Recall Commissions	Carrier is retrieving funds paid on an original sale subsequently refunded or exchanged by the agent or carrier.	



Exchange

Reason	Definition	Comments
EX - Accompanied Travel – Category 13 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>The Accompanied Travel Category (Category 13) is used when travel with one or more other passengers is necessary to qualify for the fare. It may also include travel restrictions based on the portion(s) of a fare component where travel together is required and/or PTC/fare class/RBD of the accompanying passengers.</p> <p>The category is also used to express the requirements for the accompanying passenger(s) that must travel with the passenger associated to the resolved fare.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Advance Reservations and Ticketing Category 5 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Advance Reservations and Ticketing (Category 5) is used to define advance reservations and ticketing requirements applicable to a fare. Reservation restrictions may be specified as a period of time before departure of the originating flight of the pricing unit that indicates either the latest time reservations are required or the earliest time reservations are permitted.</p> <p>Ticketing restrictions are specified as either a period of time before departure of the originating flight of the pricing unit and/or a period of time after reservations are confirmed that indicate the latest time ticketing is required.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Agent Discounts Category 21 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category provides specific fare amounts or the information for calculating discount fares for agents. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for agents.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - All Other Discounts Category 22 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category provides specific fare amounts or the information for calculating discount fares passenger types other than children, tour conductors, and agents. However, this category does not represent all Fare By Rule (unpublished fare) discounts.</p> <p>This category includes the ability to specify the accompanying travel requirements. When this category is absent or not applicable, then the fare is not discountable for the passenger types that apply this category.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Application and Other Conditions Category 50 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Blackout Dates- Category 11 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>The Blackout Dates Category (Category 11) provides the capability to define single dates or date ranges when travel is not permitted.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Child/Infant Discounts Category 19 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category provides specific fare amounts or the method for calculating discount fares for children and infants. It also specifies accompanying travel requirements.</p> <p>Unless stated otherwise, it is assumed that the child/infant must be accompanied on all sectors in the same compartment by an adult at least 12 years of age. When this category is absent or not applicable, the fare is not discountable for children/infants.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Combinability Category 10 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category supports combinations that are permitted with specified fares and other fares to create one way round trip, circle trip and open jaw transportation. Combinability is the process of using multiple fares or half of round trip fares to arrive at a complete fare to be charged to the passenger. The Combinations category (Category 10) has nine subset categories.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Day/Time Application Category 2 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted.</p>	See ATPCO Fare Filing Category description for further definitions.
EX – Deposits Category 29 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>This category defines if there are deposit requirements to qualify for a fare by coding items such as deposit amount, days required prior to ticketing/travel, refund of deposit conditions, and waivers for the deposit requirements.</p>	See ATPCO Fare Filing Category description for further definitions.



Reason	Definition	Comments
EX – Eligibility Category 1 Fare Rule Violation	EXCHANGE TRANSACTION Eligibility (Category 1) is used to further define the passenger that may qualify for the fare based on identification requirement, age range, locality, or other restrictions.	See ATPCO Fare Filing Category description for further definitions.
EX – Exchange Not Allowed	EXCHANGE TRANSACTION Exchange not allowed per carrier's rules.	1. This category applies to exchanges that are not allowed per the carrier's fare rules. This is not for expired tickets. Examples include: 1. Exchange of OAL segment that is non-refundable. 2. MCO cannot be exchanged. 3. MCO not allowed - value is forfeited. 4. MCOs are not-transferrable. 5. Vouchers not valid (typically an internal carrier document)
EX – Exchange Validity Error	EXCHANGE TRANSACTION Ticket/Document has expired and is not valid for exchange.	1. Examples include expired ticket or other document type.
EX - Fare by Rule Category 25 Fare Rule Violation	EXCHANGE TRANSACTION Fare By Rule (category 25) creates fares by using the information provided in this category. The generated fares will not have a fare class application or be published fares in ATPCO systems.	See ATPCO Fare Filing Category description for further definitions.
EX - Fare Rules Violations – Multiple Rules	EXCHANGE TRANSACTION Debit memo issued due to transaction containing more than one ATPCO fare rule violations.	This category is used when a transactions violates multiple ATPCO fare rules.
EX - Fare Under Collected – Discount Not Allowed	EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract.	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
EX - Fare Under Collected – Invalid Tour or Ticket Designator	EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Invalid Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
EX - Fare Under Collected – Missing Tour or Ticket Designator	EXCHANGE TRANSACTION Debit memo issued for fare not being calculated accurately (no ATPCO fare rule violations). Missing Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
EX - Fare Under Collected – Other	EXCHANGE TRANSACTION Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations)	1. Carrier to provide detailed description.
EX - Group Fares Category 26 Fare Rule Violation	EXCHANGE TRANSACTION This category defines the requirements to qualify for group fares, for example, minimum group size, type of group, substitutes, and travel together and individual travel restrictions. When it is indicated that the group must travel together, the group must travel in the same aircraft on all segments of the trip. However, when lack of seating accommodations or other operating conditions make it impossible for the passengers to travel as a single group, some members of the group will be carried on preceding or succeeding flights. Group fares published in this tariff apply per passenger.	See ATPCO Fare Filing Category description for further definitions.
EX - Incorrect Commissions	EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed.	1. This category is used when a more than allowed standard commission is taken on a transaction. 2. This category is used for situations where more standard commission is taken than allowed.
EX - Incorrect Commissions – Invalid Tour or Ticket Designator	EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> • Invalid (incorrect or expired) tour code or ticket designator. • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed. 	1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.
EX - Incorrect Commissions – Missing Tour or Ticket Designator	EXCHANGE TRANSACTION Debit memo issued to retrieve funds paid on a transaction for where more commission was taken than allowed. Commission not applicable due to: <ul style="list-style-type: none"> • Missing tour code or ticket designator. • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed. 	1. Some carriers have a way to identify if the tour code or ticket designator is missing. This category is used when the carrier's policy is to reduce the commission earned for this type of error. 2. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.



Reason	Definition	Comments
EX - Maximum Stay Category 7 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>The Maximum Stay Category (Category 7) provides the capability to indicate the last time at which travel must commence or must be completed from the point specified in the Return Travel From field.</p> <p>Calculation of this date may be based on travel commencement or ticket issuance, and the maximum stay may be stated as either a day of week or elapsed time.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Minimum Stay Category 6 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Minimum Stay (Category 6) is used to define when the earliest that return travel may commence. Minimum stay is calculated from the departure of the point specified in the From field to the point specified in the To field.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Miscellaneous Provisions Category 23 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Category 23 (Miscellaneous Provisions) is used to specify whether a fare can or cannot be used to create add-ons, can or cannot be used to calculate a differential, apply as a through fare when a differential is applied, can be used for proration, or are extension fares.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Negotiated Fares Category 35 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Negotiated Fares is designed to handle the requirements of negotiated type fares, such as net remit programs, IT fares, corporate fares, and other types of private fares that can include multiple, related fare amounts; special ticketing; fare markups; and enhanced security over existing Sales Restrictions (Category 15).</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Non-Commissionable	<p>EXCHANGE TRANSACTION</p> <p>Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).</p>	<ol style="list-style-type: none"> 1. This transaction is not eligible for any commission. 2. This category is used for situations where standard commission is taken but not allowed.
EX - Non-Commissionable – Invalid Tour or Ticket Designator	<p>EXCHANGE TRANSACTION</p> <p>Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Invalid (incorrect or expired) tour code or ticket designator <input type="checkbox"/> Tour code or ticket designator is not located in requested field. <input type="checkbox"/> Class of service does not match commission allowed. 	<ol style="list-style-type: none"> 1. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.
EX - Non-Commissionable – Missing Tour or Ticket Designator	<p>EXCHANGE TRANSACTION</p> <p>Debit memo issued to retrieve funds paid on a transaction that is not commission eligible (zero commission is the only acceptable amount).</p> <p>Commission not applicable due to:</p> <ul style="list-style-type: none"> • Missing tour code or ticket designator • Tour code or ticket designator is not located in requested field. • Class of service does not match commission allowed. 	<ol style="list-style-type: none"> 1. Some carriers have a way to identify if the tour code or ticket designator is missing, if so, they will select this category. This category is used when the carrier's policy is to recover the full amount of commission earned for this type of error. 2. This category may also be used for carriers that are unable to determine if a tour code or ticket designator is missing. 3. Carriers may also issue a memo for a flat fee, those memo types are listed under the Fee category.
EX – Penalties Category 16 Penalties	<p>EXCHANGE TRANSACTION</p> <p>A voluntary schedule change has resulted in an error related to penalties on this exchange transaction.</p>	<ol style="list-style-type: none"> 1. This category is used to determine if penalties are applicable for this fare and what charges will be assessed. This category is text only and is not considered automated.
EX - Penalty Fee Not Accurately Collected	<p>EXCHANGE TRANSACTION</p> <p>Agent processed exchange without deducting the accurate penalty amount.</p>	
EX - Penalty Fee Not Collected	<p>EXCHANGE TRANSACTION</p> <p>Agent processed exchange without deducting penalty amount.</p>	<ol style="list-style-type: none"> 1. This includes occurrences where penalty fee collected on MCO but it is not linked to exchange.
EX - Recall Commissions	<p>EXCHANGE TRANSACTION</p> <p>Debit memo issued to retrieve funds paid on an original sale subsequently exchanged by the agent or carrier.</p>	
EX - Sales Restrictions - Category 15 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Category 15 is present when the sale of a fare is restricted by various conditions. These conditions include reservations/ticketing dates, countries/currencies of sale, form of payment, method of ticketing, who may sell the fare, and/or locales where the fare may or may not be sold.</p> <p>Every private tariff fare must have an associated Category 15 provision detailing who is permitted to sell and display the fare.</p>	See ATPCO Fare Filing Category description for further definitions.
EX - Sales Restrictions Category 17 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>For all international rules, the higher intermediate point rule is assumed to apply. That is, when the passenger travels via a higher intermediate point within any one fare component, that the higher fare must be charged.</p>	See ATPCO Fare Filing Category description for further definitions.
EX – Seasonality Category 3 Fare Rule Violation	<p>EXCHANGE TRANSACTION</p> <p>Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel.</p>	See ATPCO Fare Filing Category description for further definitions.



Reason	Definition	Comments
EX – Stopovers Category 8 Fare Rule Violation	EXCHANGE TRANSACTION Category 8 defines the conditions under which stopovers are permitted and the applicable charges. It is assumed that stopovers are not permitted unless this category is present. However, when stopovers are allowed, it is assumed that they may be made at any point along the carrier's route.	See ATPCO Fare Filing Category description for further definitions.
EX - Tax calculation is invalid	EXCHANGE TRANSACTION Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid.	
EX - Taxes collected under one/wrong code	EXCHANGE TRANSACTION Inaccurate Collection of Taxes. One or more taxes collected under the one/wrong tax code.	
EX – Taxes not collected	EXCHANGE TRANSACTION One or more tax(s) was not collected.	
EX - Ticket Endorsements Category 18 Fare Rule Violation	EXCHANGE TRANSACTION This category is used to indicate ticket endorsement text and the location on the ticket for the endorsement, either the Endorsement box or Form of Payment box. This category can also contain information on whether the endorsement is for original ticket only, reissued tickets or both.	See ATPCO Fare Filing Category description for further definitions.
EX - Tour Conductor Discounts Category 20 Fare Rule Violation	EXCHANGE TRANSACTION This category provides specific fare amounts or the information for calculating discount fares for tour conductors. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for tour conductors.	See ATPCO Fare Filing Category description for further definitions.
EX – Tours Category 27 Fare Rule Violation	EXCHANGE TRANSACTION This category specifies the tour requirements for a fare by defining the minimum package and nights, minimum price, the tour number, and nights.	See ATPCO Fare Filing Category description for further definitions.
EX – Transfers Category 9 Fare Rule Violation	EXCHANGE TRANSACTION This Category defines the conditions under which transfers may occur and the applicable charges. Unless stated otherwise, a transfer can either be a Stopover or connection.	See ATPCO Fare Filing Category description for further definitions.
EX - Travel Restrictions Category 14 Fare Rule Violation	EXCHANGE TRANSACTION Category 14 (Travel Restrictions) is used to convey the travel dates associated with a fare. It can indicate the first date at which travel may commence within a pricing unit, journey or fare component, the last date at which travel may commence for a pricing unit, journey or fare component, and the last date of travel permitted for a pricing unit, journey or fare component. Category 14 is more commonly as a footnote and not in the fare rule as the Footnote Provision will override the fare rule provision.	See ATPCO Fare Filing Category description for further definitions.
EX - Visit Another Country Category 28 Fare Rule Violation	EXCHANGE TRANSACTION This category reflects the requirements to qualify for a Visit Another Country fare, for example: country of residence, distance from destination country, and ticket purchase.	See ATPCO Fare Filing Category description for further definitions.
EX - Voluntary Change Error Category 31 Voluntary Changes	EXCHANGE TRANSACTION A voluntary schedule change has resulted in an error on this exchange transaction related to ATPCO category 31.	1. This category provides a way to automate provisions for reissue transactions. Reissue conditions can be apply to a specific passenger type, when the reissue should take place, amount, etc. Also, it can specify if the reissue of tickets should be based on criteria such as historical fares or current fares by selecting process tags that are located within the 988 Reissue table. See ATPCO Fare Filing Category description for further definitions. Category 31 Fare Rule violations.
EX – Voluntary exchange error	EXCHANGE TRANSACTION An involuntary schedule change error for this exchange transaction.	1. This code is primarily used for involuntary schedule change errors.
EX - YQ/YR was not accurately collected	EXCHANGE TRANSACTION Carrier surcharge. YQ/YR was not accurately collected.	
EX - YQ/YR was not collected	EXCHANGE TRANSACTION Carrier surcharge. YQ/YR was not collected.	
EX -Flight Application Category 4 Fare Rule Violation	EXCHANGE TRANSACTION Flight Application (Category 4) is used to further restrict a fare beyond a specified routing and/or transfer capabilities by restricting travel to a specific flight number or ranges, carriers, geographic locations and/or portions of travel, and types of services.	See ATPCO Fare Filing Category description for further definitions.
EX - Surcharges - Category 12	EXCHANGE TRANSACTION	See ATPCO Fare Filing Category description for further definitions.



Fare Rule Violation

The surcharge category (Category 12) is used to define conditions when surcharges are applicable to the fare being validated as well as the corresponding charge.

The following conditions may be used to define surcharge applicability: airport/terminal, business class, peak travel time, equipment, fuel, peak, holiday, side trip, seasonal, weekend, Sleeperette, waiver for advance purchase requirements, navigation, security, maximum stay waiver, RBD, miscellaneous/other.

* DMWG agreed to use the ATPCO Fare Categories for Fare Rule Violations.

Fare

Reason	Definition	Comments
Accompanied Travel – Category 13 Fare Rule Violation	The Accompanied Travel Category (Category 13) is used when travel with one or more other passengers is necessary to qualify for the fare. It may also include travel restrictions based on the portion(s) of a fare component where travel together is required and/or PTC/fare class/RBD of the accompanying passengers. The category is also used to express the requirements for the accompanying passenger(s) that must travel with the passenger associated to the resolved fare.	See ATPCO Fare Filing Category description for further definitions.
Advance Reservations and Ticketing - Category 5 Fare Rule Violation	Advance Reservations and Ticketing (Category 5) is used to define advance reservations and ticketing requirements applicable to a fare. Reservation restrictions may be specified as a period of time before departure of the originating flight of the pricing unit that indicates either the latest time reservations are required or the earliest time reservations are permitted. Ticketing restrictions are specified as either a period of time before departure of the originating flight of the pricing unit and/or a period of time after reservations are confirmed that indicate the latest time ticketing is required.	See ATPCO Fare Filing Category description for further definitions.
Agent Discounts - Category 21 Fare Rule Violation	This category provides specific fare amounts or the information for calculating discount fares for agents. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for agents.	See ATPCO Fare Filing Category description for further definitions.
All Other Discounts - Category 22 Fare Rule Violation	This category provides specific fare amounts or the information for calculating discount fares passenger types other than children, tour conductors, and agents. However, this category does not represent all Fare By Rule (unpublished fare) discounts. This category includes the ability to specify the accompanying travel requirements. When this category is absent or not applicable, then the fare is not discountable for the passenger types that apply this category.	See ATPCO Fare Filing Category description for further definitions.
Application and Other Conditions - Category 50 Fare Rule Violation	This category covers other application and conditions that may not be applied through other categories or with Fare Class General Rule.	See ATPCO Fare Filing Category description for further definitions.
Blackout Dates - Category 11 Fare Rule Violation	The Blackout Dates Category (Category 11) provides the capability to define single dates or date ranges when travel is not permitted.	See ATPCO Fare Filing Category description for further definitions.
Child/Infant Discounts - Category 19 Fare Rule Violation	This category provides specific fare amounts or the method for calculating discount fares for children and infants. It also specifies accompanying travel requirements. Unless stated otherwise, it is assumed that the child/infant must be accompanied on all sectors in the same compartment by an adult at least 12 years of age. When this category is absent or not applicable, the fare is not discountable for children/infants.	See ATPCO Fare Filing Category description for further definitions.
Combinability – Category 10 Fare Rule Violation	This category supports combinations that are permitted with specified fares and other fares to create one way round trip, circle trip and open jaw transportation. Combinability is the process of using multiple fares or half of round trip fares to arrive at a complete fare to be charged to the passenger. The Combinations category (Category 10) has nine subset categories.	See ATPCO Fare Filing Category description for further definitions.
Day/Time Application – Category 2 Fare Rule Violation	Day/Time (Category 2) is used to define time and/or days of the week when travel is permitted or not permitted.	See ATPCO Fare Filing Category description for further definitions.
Deposits - Category 29 Fare Rule Violation	This category defines if there are deposit requirements to qualify for a fare by coding items such as deposit amount, days required prior to ticketing/travel, refund of deposit conditions, and waivers for the deposit requirements.	See ATPCO Fare Filing Category description for further definitions.



Reason	Definition	Comments
Eligibility – Category 1 Fare Rule Violation	Eligibility (Category 1) is used to further define the passenger that may qualify for the fare based on identification requirement, age range, locality, or other restrictions.	See ATPCO Fare Filing Category description for further definitions.
Fare by Rule - Category 25 Fare Rule Violation	Fare By Rule (category 25) creates fares by using the information provided in this category. The generated fares will not have a fare class application or be published fares in ATPCO systems.	See ATPCO Fare Filing Category description for further definitions.
Fare Under Collected – Discount Not Allowed	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Discount applied in a market not allowed in contract.	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
Fare Under Collected – Invalid Tour or Ticket Designator	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Invalid Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
Fare Under Collected – Missing Tour or Ticket Designator	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Missing Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
Fare Under Collected – Other	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violation(s))	1. Carrier to provide detailed description.
Flight Application - Category 4 Fare Rule Violation	Flight Application (Category 4) is used to further restrict a fare beyond a specified routing and/or transfer capabilities by restricting travel to a specific flight number or ranges, carriers, geographic locations and/or portions of travel, and types of services.	See ATPCO Fare Filing Category description for further definitions.
Group Fares - Category 26 Fare Rule Violation	This category defines the requirements to qualify for group fares, for example, minimum group size, type of group, substitutes, travel together and individual travel restrictions. When it is indicated that the group must travel together, the group must travel in the same aircraft on all segments of the trip. However, when lack of seating accommodations or other operating conditions make it impossible for the passengers to travel as a single group, some members of the group will be carried on preceding or succeeding flights. Group fares published in this tariff apply per passenger.	See ATPCO Fare Filing Category description for further definitions.
Higher Intermediate Point - Category 17 Fare Rule Violation	For all international rules, the higher intermediate point rule is assumed to apply. That is, when the passenger travels via a higher intermediate point within any one fare component, that the higher fare must be charged.	See ATPCO Fare Filing Category description for further definitions.
Maximum Stay - Category 7 Fare Rule Violation	The Maximum Stay Category (Category 7) provides the capability to indicate the last time at which travel must commence or must be completed from the point specified in the Return Travel From field. Calculation of this date may be based on travel commencement or ticket issuance, and the maximum stay may be stated as either a day of week or elapsed time.	See ATPCO Fare Filing Category description for further definitions.
Minimum Stay - Category 6 Fare Rule Violation	Minimum Stay (Category 6) is used to define when the earliest that return travel may commence. Minimum stay is calculated from the departure of the point specified in the From field to the point specified in the To field.	See ATPCO Fare Filing Category description for further definitions.
Fare Under Collected – Missing Tour or Ticket Designator	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violations). Missing Tour or Ticket Designator	1. This category is used for transactions when the fare is incorrectly calculated however no fare rule violations exist.
Fare Under Collected – Other	Debit memo issued for fare not calculated accurately (no ATPCO fare rule violation(s))	1. Carrier to provide detailed description.
Flight Application - Category 4 Fare Rule Violation	Flight Application (Category 4) is used to further restrict a fare beyond a specified routing and/or transfer capabilities by restricting travel to a specific flight number or ranges, carriers, geographic locations and/or portions of travel, and types of services.	See ATPCO Fare Filing Category description for further definitions.
Group Fares - Category 26 Fare Rule Violation	This category defines the requirements to qualify for group fares, for example, minimum group size, type of group, substitutes, travel together and individual travel restrictions. When it is indicated that the group must travel together, the group must travel in the same aircraft on all segments of the trip. However, when lack of seating accommodations or other operating conditions make it impossible for the passengers to travel as a single group, some members of the group will be carried on preceding or succeeding flights. Group fares published in this tariff apply per passenger.	See ATPCO Fare Filing Category description for further definitions.
Higher Intermediate Point - Category 17 Fare Rule Violation	For all international rules, the higher intermediate point rule is assumed to apply. That is, when the passenger travels via a higher intermediate point within any one fare component, that the higher fare must be charged.	See ATPCO Fare Filing Category description for further definitions.
Maximum Stay - Category 7 Fare Rule Violation	The Maximum Stay Category (Category 7) provides the capability to indicate the last time at which travel must commence or must be completed from the point specified in the Return Travel From field. Calculation of this date may be based on travel commencement or ticket issuance, and the maximum stay may be stated as either a day of week or elapsed time.	See ATPCO Fare Filing Category description for further definitions.
Minimum Stay - Category 6 Fare Rule Violation	Minimum Stay (Category 6) is used to define when the earliest that return travel may commence. Minimum stay is calculated from the departure of the point specified in the From field to the point specified in the To field.	See ATPCO Fare Filing Category description for further definitions.



Reason	Definition	Comments
Miscellaneous Provisions - Category 23 Fare Rule Violation Multiple Fare Rule Violations	Category 23 (Miscellaneous Provisions) is used to specify whether a fare can or cannot be used to create add-ons, can or cannot be used to calculate a differential, apply as a through fare when a differential is applied, can be used for proration, or are extension fares. Debit memo issued due to transaction containing more than one ATPCO fare rule violations.	See ATPCO Fare Filing Category description for further definitions. 1. This category is used when a transactions violates multiple ATPCO fare rules.
Negotiated Fares – Category 35 Fare Rule Violation	Negotiated Fares is designed to handle the requirements of negotiated type fares, such as net remit programs, IT fares, corporate fares, and other types of private fares that can include multiple, related fare amounts; special ticketing; fare markups; and enhanced security over existing Sales Restrictions (Category 15).	See ATPCO Fare Filing Category description for further definitions.
Seasonality - Category 3 Fare Rule Violation	Seasonality (Category 3) provides the capability to specify permitted dates or date ranges of travel.	See ATPCO Fare Filing Category description for further definitions.
Stopovers - Category 8 Fare Rule Violation	Category 8 defines the conditions under which stopovers are permitted and the applicable charges. It is assumed that stopovers are not permitted unless this category is present. However, when stopovers are allowed, it is assumed that they may be made at any point along the carrier's route.	See ATPCO Fare Filing Category description for further definitions.
Surcharges - Category 12 Fare Rule Violation	The surcharge category (Category 12) is used to define conditions when surcharges are applicable to the fare being validated as well as the corresponding charge. The following conditions may be used to define surcharge applicability: airport/terminal, business class, peak travel time, equipment, fuel, peak, holiday, side trip, seasonal, weekend, Sleeperette, waiver for advance purchase requirements, navigation, security, maximum stay waiver, RBD, miscellaneous/other.	See ATPCO Fare Filing Category description for further definitions.
Ticket Endorsements – Category 18 Fare Rule Violation	This category is used to indicate ticket endorsement text and the location on the ticket for the endorsement, either the Endorsement box or Form of Payment box. This category can also contain information on whether the endorsement is for original ticket only, reissued tickets or both.	See ATPCO Fare Filing Category description for further definitions.
Tour Conductor Discounts - Category 20 Fare Rule Violation	This category provides specific fare amounts or the information for calculating discount fares for tour conductors. It also specifies accompanying travel requirements. When this category is absent or not applicable, the fare is not discountable for tour conductors.	See ATPCO Fare Filing Category description for further definitions.
Tours - Category 27 Fare Rule Violation	This category specifies the tour requirements for a fare by defining the minimum package and nights, minimum price, the tour number, and nights.	See ATPCO Fare Filing Category description for further definitions.
Transfers - Category 9 Fare Rule Violation	This Category defines the conditions under which transfers may occur and the applicable charges. Unless stated otherwise, a transfer can either be a Stopover or connection.	See ATPCO Fare Filing Category description for further definitions.
Travel Date Restrictions - Category 14 Fare Rule Violation	Category 14 (Travel Restrictions) is used to convey the travel dates associated with a fare. It can indicate the first date at which travel may commence within a pricing unit, journey or fare component, the last date at which travel may commence for a pricing unit, journey or fare component, and the last date of travel permitted for a pricing unit, journey or fare component. Category 14 is more commonly as a footnote and not in the fare rule as the Footnote Provision will override the fare rule provision.	See ATPCO Fare Filing Category description for further definitions.]
Various Sales Rule Restrictions - Category 15 Fare Rule Violation	Category 15 is present when the sale of a fare is restricted by various conditions. These conditions include reservations/ticketing dates, countries/currencies of sale, form of payment, method of ticketing, who may sell the fare, and/or locales where the fare may or may not be sold. Every private tariff fare must have an associated Category 15 provision detailing who is permitted to sell and display the fare.	See ATPCO Fare Filing Category description for further definitions.
Visit Another Country – Category 28 Fare Rule Violation	This category reflects the requirements to qualify for a Visit Another Country fare, for example: country of residence, distance from destination country, and ticket purchase.	See ATPCO Fare Filing Category description for further definitions.

* DMWG agreed to use the ATPCO Fare Categories for Fare Rule Violations.



Fee

Reason	Definition	Comments
Audit recovery fee - miscellaneous Audit recovery fee for exchange reporting errors	Carrier assessed fee. See carrier description.	1. Carrier will provide detailed error description.
	Carrier assessed fee for one more exchange errors.	1. Fees assessed for exchange reporting errors include exchange fee, incorrectly reported exchanges, late reported exchanges and unreported exchange. 2. Fees assessed for improperly reported taxes on exchanges.
Audit recovery fee for incorrect data	Carrier assessed fee for incorrect information in one or more fields.	Other fee exchange errors may apply in this category. 1. This includes incorrect tour codes, data in endorsement box, incorrect ticket designator or waiver code.
Audit recovery fee for late or no reporting errors	Carrier assessed fee for one or more late or no reporting errors.	1. Fees assessed for straight sales reporting errors including late reported or unreported sales (straight sales) incorrect coupons. 2. Fees assessed for improperly reported taxes.
Audit recovery fee for missing data	Carrier assessed fee for missing information in one or more fields.	Other fee errors may apply in this category. 1. This includes missing tour codes, data in endorsement box, incorrect ticket designator or waiver code.
Audit recovery fee for refund reporting errors	Carrier assessed fee for one more refund errors.	1. Fees assessed for refund reporting errors include incorrect coupons, incorrectly reported refunds, late reported refunds and unreported refunds. 2. Fees assessed for improperly reported taxes on refunds. Other fee refund errors may apply in this category.

Miscellaneous

Reason	Definition	Comments
Duplicate Processing	Some or all of the ticket was involved in duplicate processing which could involve usage, refund, exchange or void.	1. This includes duplicate refunds, duplicate exchanges, refund and exchange, void and refund, void and exchange, usage and refund, usage and exchange, or usage and void. Carrier will provide details in the debit memo description.
Group Deposit	Carrier requires submission of deposit via debit memo process.	
Group/Tour Utilization	Group/ Tour contract agreement terms not met.	
Name Change/Correction error	No or Incorrect/invalid name change or correction.	1. This includes name changes that are not allowed and invalid name change(s) resulting from a full name change or name correction: - Based on agency or corporate contract - As part of an exchange/reissue - As part of the booking/rebooking. 2. This would also include circumstances where the airline is required to perform a name change and issues a recovery fee.
Other Miscellaneous	See detailed description.	This category is for memos that don't fit into another category and includes: 1. Form of payment fee 2. Carrier refund fee 3. See attachment
Reporting/Settlement Errors	Unreported sales, unreported exchanges or unreported refunds.	1. Reporting errors include incorrect coupons, unreported sale/exchanges, and unreported reported taxes. NOTE: There is another category for fees associated with reporting errors. This category is for the error and can include a fee but if a carrier is just issuing a fee, the "Audit Recovery Fee for Reporting Errors" is selected.



Refund

Reason	Definition	Comments
Invalid Refund Calculation – Fare Error	Incorrect fare calculation for a full or partial refund.	1. Carrier needs to define what caused the incorrect calculation. 2. This is different than refunding a non-refundable ticket. This is a miscalculation of the fare.
Invalid Refund Calculation – Tax calculation error	One of more taxes refunded incorrectly.	1. This is a miscalculation of any tax on a full or partially used ticket. 2. This includes the miscalculation of YQ/YR carrier surcharge.
Refund of Non-Refundable Fare	Agent refunded a <u>non refundable</u> ticket without documenting valid airline approval.	1. <u>Non refundable</u> rules are filed through category 31 (automated). Category 16 is for text only. 2. Carrier should indicate which category when issuing the debit memo.
Refund Penalty Amount is Missing	Penalty calculation error. Agent processed refund without deducting penalty amount.	
Refund Penalty Under Collected	Penalty calculation error. Agent processed refund without deducting proper penalty amount.	
Ticket Validity Error	Refund of a ticket that no longer has value.	1. Carrier's policies differ – expiration can be based on travel date or issue date. Ex: Refund within 12 months of issuance or refund within 12 month is original travel date. If carrier can designate if the error is related to issue date vs. travel date, that <u>would</u> assist the agency in resolution and also for tracking purposes.
Voluntary Refunds - Category 33 Fare Rule Violation	Category 33 provides a way to automate refund provisions by defining who does the refund apply to, when it can place, conditions to be met for the refund, charges, etc.	See ATPCO Fare Filing Category description for further definitions. 1. This applies to situations where a ticket was originally refundable but was not cancelled prior to flight, so the ticket is no longer refundable.

Tax

Reason	Definition	Comments
Multiple taxes collected under one/wrong code	Inaccurate Collection of Taxes. Multiple taxes collected under the one/wrong tax code.	
Tax calculation is invalid	Inaccurate Collection of Taxes. Tax code(s) is correct but one or more of the amounts is invalid.	
Taxes not collected	One or more tax(s) was not collected.	
YQ/YR was not accurately collected	Carrier surcharge. YQ/YR was not accurately collected.	
YQ/YR was not collected	Carrier surcharge. YQ/YR was not collected.	



Reason Note (previously known as Carrier/Supplier Reason)

The **Carrier/Supplier Reason** textbox provides the agents additional explanation for the issuance of the memo.

Carrier/Supplier Reason:

Incorrect Fare

Agency Reason

An agent can provide an explanation for a memo. To add an agency reason,

1. Type your comment in the **Agency Reason** textbox.
2. Click the **Save Changes** link to save your comment.

Agency Reason:

Please explain

[Save Changes](#)

Once saved, your comment will be viewable by the validating carrier or supplier. 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.

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	▼

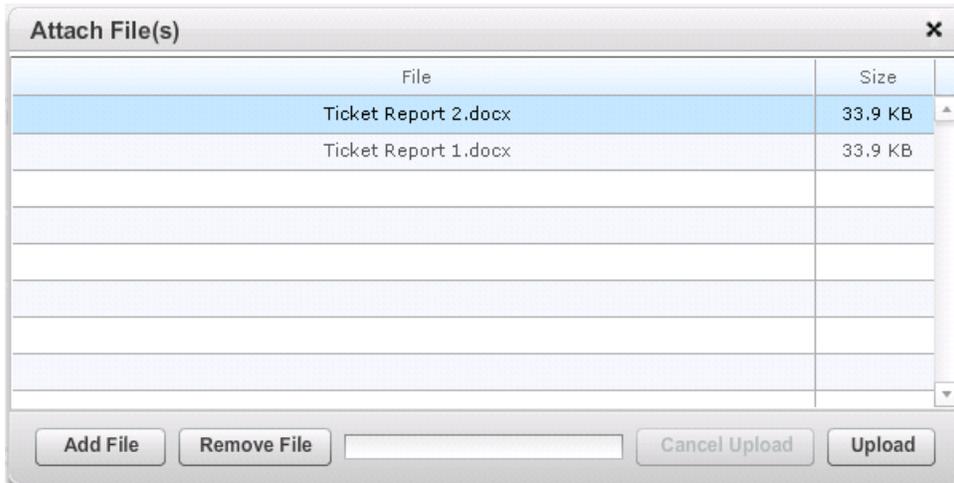
[Attach Files](#)

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).

*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.

Attachments

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

[Attach Files](#)

Memo Financial Details (USD)

The **Memo Financial Details (USD)** section provides a financial calculation of the issuance of a memo. The issuing carrier will provide both the Carrier Computation and the Agent Computation of the associated ticket of the memo. The difference will be the original amount of the memo. The Carrier 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
Airline Computation	\$200.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00
Agent Computation	\$200.00	\$50.00	\$100.00	\$0.00	\$0.00	\$0.00	\$150.00
Difference	\$0.00	\$0.00	-\$100.00	\$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 carrier.

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 [Dispute Memo](#)

Dispute Date	Amount (USD)	User Name	Status
08/18/2010	\$10.00	Darrell	ACCEPTED



Dispute Memo

ARC Memo Manager gives you the ability to dispute a memo at the discretion of and within the guidelines of the validating carrier. You can dispute a memo by using the **Dispute** button on the top of the **Memo Details** page or by using the **Dispute Memo** link in the **Disputes** section of the **Memo Details** page.

To dispute a memo,

1. Check the **Selected** box of the memo(s) you want to dispute from your list of memos on the home page.
2. Select the **View** option from the **Select Action** drop down menu or click the memo number if it is a single memo.
3. Click the **Dispute** button on the **Memo Details** page or click the **Dispute Memo** link in the **Disputes** section of the memo being viewed.
4. In the **Dispute** box, type the disputed amount in the **Dispute Amount (USD \$)** textbox.
5. 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 only the last 4-digits being displayed.
6. Click the **Attach File** link to attach supporting documentation.
7. Click the **Add File** button to browse for your files.
8. Select your files and click the **Open** button to attach your file.
9. To delete a file, highlight the file to be deleted from your list of **Attached File(s)** and click the **Remove File** button.
10. Click the **Submit** button to submit your dispute.
11. Once submitted, a **Success** pop-up box will display indicating the memo was updated successfully.
12. Click **OK** to close the **Success** box.

The screenshot shows a web browser window titled "Dispute" with a close button (X) in the top right corner. The form contains the following elements:

- Current Memo Balance (USD):** 15.00
- Memo Balance after Dispute is accepted (USD):**
- Dispute Amount (USD \$):** A text input field.
- Comment (Public):** A large text area for entering comments.
- Attachments:** A section with a blue link labeled "Attach File".
- Submit:** A button at the bottom right of the form.



If you have multiple memos you are disputing, you must click the **Dispute** button or **Dispute Memo** link for each memo. To navigate to the next memo to be disputed, click the **Next** link at the top of the **Memo Details** page.

Carriers can set the limit of the number of times a memo can be disputed. Once the limit has been reached, the memo can no longer be disputed and the **Dispute** button and **Dispute Memo** link will no longer be available.

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
Agency	test	data				

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.

Flex Fields

Flex Field 1: test

Flex Field 2: data

Flex Field 3:

Flex Field 4:

Flex Field 5:

Flex Field 6:

Apply 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 [Pay](#)

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
09/10/2009	jasperarc	\$7.00	12345666	Settled	09/16/2009	\$7.00

Non-IAR

There are no Non-IAR Payments for this memo

In addition to making IAR payments from your list of memos on the **Home** page, you can also make IAR payments using the **Pay** button on the top of the **Memo Details** page or by using the **IAR Payments** link in the **Payments** section for IAR on the **Memo Details** page. To make an IAR payment,

1. Check the **Selected** box of the memo(s) you want to make payments for from your list of memos on the home page.
2. Select the **View** option from the **Select Action** drop down menu or click the memo number if it is a single memo to be paid.
3. Click the **Pay** button on the **Memo Details** page or the **IAR Payments** link in the **Payments** section for the memo being viewed.
4. The current balance will display in the **Payment Amount** field on the **IAR Payment** box. Pay the current balance or enter another amount in the **Payment Amount** field.
5. Type your comments in the **Comments (Public)** textbox.
6. Click the **Submit** button to submit your payment.
7. Once submitted, a **Success** pop-up box will display indicating the memo was updated successfully.
8. Click **OK** to close the **Success** box.



IAR Payment

Current Memo Balance: 50.00

Payment Amount: 25.00

Comments (Public):
Payment is being submitted for 25.00.

Submit

If you have multiple memos you are making IAR payments to, you must click the **Pay** button or **IAR Payment** link for each memo to be paid. To navigate to the next memo, click the **Next** link at the top of the **Memo Details** page that is currently being viewed. You can also make multiple payments from the **Home** page from the list of memos.

Note, if you are accepting a credit memo, use the **Accept** button or **IAR Payment** link to accept credit payment.

Non-IAR Payments

Agents have the option of sending payments directly to the carrier instead of paying through ARC Memo Manager. The Non-IAR Payments section will list all payments that are being sent directly to the validating carrier. 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.

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.

Record Non-IAR Payment

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

Payment Amount (USD):*
50.00

Payer: Sadie Payment Number: 001 Form of Payment: Check Payment Date: 06/14/2011
(mm/dd/yyyy)

Comment (Public):
Sending payment in the mail.

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

Submit

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.

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.

GDS Access

Available GDS's * Not a Memo Manager subscriber

- NORTHWEST WAD (9472) *
- SHARES (0055) *
- SINGAPORE AIRLINES (6182) *
- Sabre (0011)
- UNITED AIR/ORBITZ.DC (0163) *

> Add >

< Remove <

GDS's Granted Access

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.

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



Carrier/Supplier Contact Information

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

- Carrier/Supplier Name
- Carrier/Supplier #
- Contact Name
- Phone Number
- Email Address
- Address 1
- Address 2
- Address 3
- City
- State/Province
- Postal Code
- Country Code

Carrier/Supplier Contact Information

Carrier/Supplier Name:	<input type="text" value="A R C"/>	Address 1:	<input type="text" value="900 Anwhere Drive"/>
Carrier/Supplier #:	<input type="text" value="885"/>	Address 2:	<input type="text" value="Suite 900"/>
Contact Name:	<input type="text" value="Mrs. Jones"/>	Address 3:	<input type="text"/>
Phone:	<input type="text" value="703-555-5555"/>	City:	<input type="text" value="Arlington"/>
Email:	<input type="text" value="jones@anywhere.com"/>	State/Province:	<input type="text" value="VA"/>
		Postal Code:	<input type="text" value="222203"/>
		Country Code:	<input type="text" value="US"/>

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 Carrier/Supplier Contact Information. The second page provides Disputes, Payments (IAR, Non-IAR), Attachments, and Entity (agency, carrier, GDS) Specific Information. The third page includes the Memo Reasons (if applicable), and the fourth page includes all Correspondence (if applicable).



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

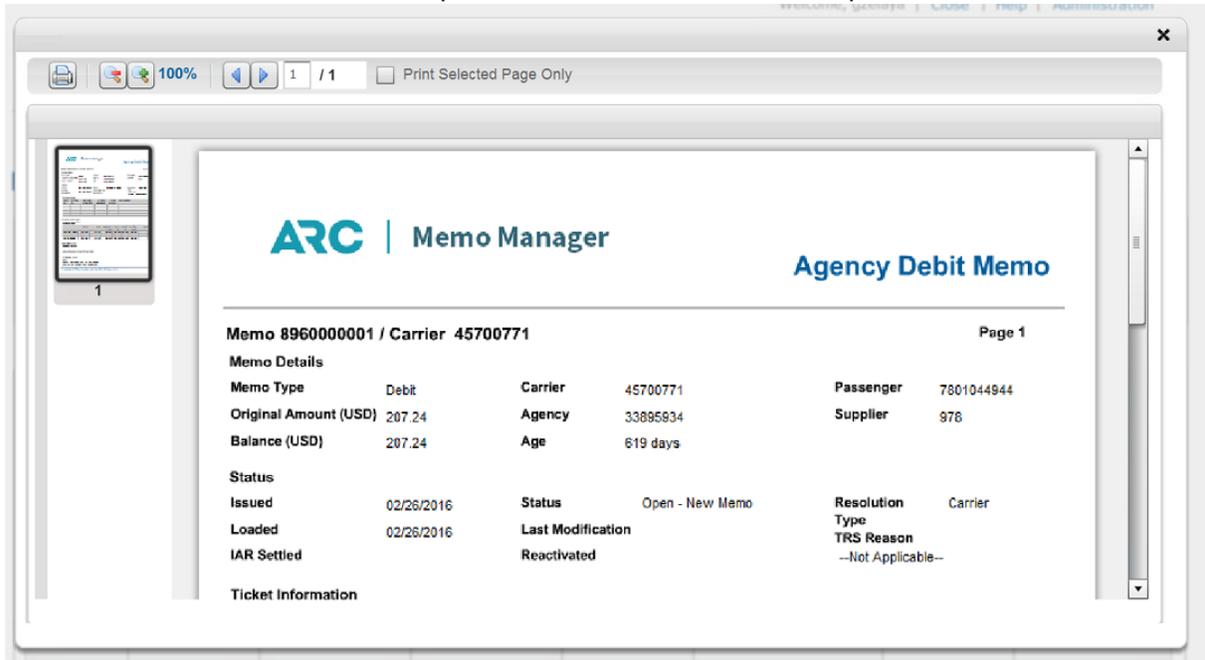
Memo: 896000001 Print Details

Memo Type: Debit	Carrier: 45700771	Passenger: 7801044944
Original Amount (USD): 207.24	Agency: TRAVELONG (33895934)	Supplier: 978
Balance (USD): 207.24	Age: 619 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.



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 Manager**

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

Memo: 8960000000

Print Details

Export History

Memo Type: Debit

Original Amount (USD): 598.00

Balance (USD): 598.00

Carrier: 045

Agency: TRAFALGAR TOURS (05502895)

Age: 214 days

Passenger: GAMBLE/SUSAN JANE

Supplier: 045

Memo Details

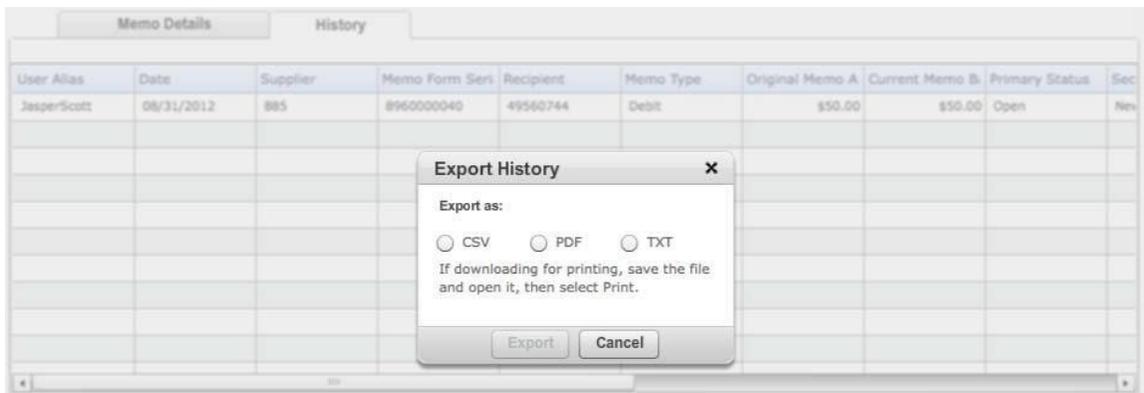
History

User Alias	Date	Supplier	Memo Form Serie	Recipient	Memo Type	Original Memo A	Current Memo Be	Primary Status	Sec
LDinternal	09/22/2017	██████	8960000000	05502895	Debit	\$598.00	\$598.00	Open	Age Rec
LDinternal	09/22/2017	██████	8960000000	05502895	Debit	\$598.00	\$598.00	Open	Age Rec
LDinternal	09/22/2017	██████	8960000000	05502895	Debit	\$598.00	\$598.00	Open	Age Rec
LDinternal	09/22/2017	██████	8960000000	05502895	Debit	\$598.00	\$598.00	Open	Age Rec

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 **History** tab
8. Click the **Export History** button.
9. The **Export History** box will appear. Click the radio button next to the file type you want the History to be exported in.
10. 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**.



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

Memo: 896000040 Pay Dispute Print Details Export History

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

Memo Details | History

Status
Issued: 07/10/2012 Status: Open - Agent Action Required TRS: --Not Applicable--
Loaded: 07/10/2012 Last Modification: 08/31/2012
IAR Settled: Reactivated:

Ticket Information

Carrier #	Ticket #	System Provider	Employee ID	Product Category
885	1234567822		878	

Correspondence

Memo Quick View x

Type each memo number, separated by a comma.

896000043

View Cancel