

ARC Memo Manager

Frequently Asked Questions

What is Memo Manager?

Memo Manager is a web application which facilitates the processing and settlement of adjustment memos.

What type of adjustment memos are processed through Memo Manager?

Memo Manager processes debit memos, credit memos, recall memos, recall commission statements and Ticket Resolution Services (TRS) memos.

What are Ticket Resolution Services (TRS) memos?

TRS memos are debit memos issued by a carrier for a carrier identified unreported sale, flown and refunded, or a credit card charge back transaction.

Is Memo Manager mandatory?

No, however it is recommended. If you are an agency, a carrier may only distribute their memos through Memo Manager.

What are the benefits of using Memo Manager?

Memo Manager reduces paper, reduces processing time and cost, eliminates mailings, provides easy access to data for analysis, provides immediate access to the status of memos, simplifies communication, eliminates the need to manually enter memo data into IAR.

How do I access Memo Manager?

Memo Manager is accessed through MyARC, ARC's web portal.

I currently do not have access to MyARC, how do I obtain access?

Your entities administrator for MyARC can create an account for you.

If I currently have access to MyARC but do not have access to Memo Manager, how do I obtain access?

Your entity's Memo Manager Tool Administrator for Memo Manager can provide access if your entity is currently using Memo Manager.

My entity currently does not use Memo Manger, how do we obtain access?

Your entity's MyARC Primary Administrator can request access.

What are the user roles for Memo Manager?

The user roles are:

- Carrier – Memo Administrator, Memo User, Memo Corresponder
- Agency – Memo Administrator, Memo User, Memo Corresponder
- System Provider (GDS) – Memo Administrator, Memo Corresponder

I am a Home Location (HOL) office. When I launch the Memo Manager application, MyARC displays my HOL ACN on the Select the Memo Manager location to View screen, however my branch locations are not displayed.

That is correct; initially MyARC will only display your HOL. You must add the additional locations you want to access. This can be done by using the Add ARC Number link on the MyARC Select the Memo Manager Location to View screen. For complete instructions, please view the Adding a Memo Manager Location in the ARC Memo Manager Access section of [Online Help](#) or the [ARC Memo Manager User Guide for Travel Agents](#).

Can I make payments to multiple memos?

Yes, you can make full payments to a group of memos from your list of memos on the Home page. Partial payments can only be made to individual memos.

Can a memo be paid directly to the carrier?

Yes, though we recommend using Memo Manager to pay your memos, payment can be sent directly to the carrier. If you choose to send payment directly to the carrier, it is recommended that you record the payment in Memo Manager in the Non-IAR section, signifying to the carrier payment is being sent.

Can a System Provider view my memos?

If a System Provider is a subscriber to Memo Manager, you can grant them access to your memos.

Can a System Provider pay or dispute a memo?

No, a memo can only be paid or disputed by a travel agent. A System Provider can only view, correspond and upload attachments to a memo.

What System Providers subscribe to Memo Manager?

Currently Amadeus, Sabre and Travelport subscribe to Memo Manager.

How are memos settled?

If a memo is paid through Memo Manager, memo is sent to the agent's IAR sale report and then settled once the IAR sales report is authorized.

Can I dispute a memo through Memo Manager?

Yes, Memo Manager provides you the ability to dispute a memo. Once disputed, the carrier is electronically notified of the dispute. The carrier has the option to accept or reject the dispute.

What is the attachment file size limit?

The file size limit is 10 MB.

Can attachments be deleted or removed?

No, once an attachment has been uploaded to a memo, it cannot be removed.

Can I add attachments to a group of memos?

Yes, you can add attachments to a group of memos at the same time.

Why does a memo become inactive?

A memo becomes inactive if it reaches its age limit and no action was taken on the memo.

Can I pay an inactive memo?

Once a memo becomes inactive it can only be paid and settled directly through the carrier.

Can an inactive memo be reactivated?

Yes, the carrier has the ability to reactivate memos that have become inactive.

What is aging roll off?

Carriers have the ability to set an age limit of its memos. If no action is taken on the memo within the specified timeframe, the memo becomes inactive.

Who can I contact if I have any questions?

Travel agents can contact ARC's Customer Care Center at +1 855.816.8003. Carriers and System Providers can contact ARC's Carrier Help Desk at +1 855.816.8007.

For additional information, please view the Memo Manager user guides for [Carriers](#), [Travel Agents](#) and [System Providers](#).

What type of memos will I receive in Memo Manager? (Agencies)

ARC Memo Manager supports debit memos, credit memos, and recall commission statements.

Is there an additional cost? (Agencies)

No. ARC Memo Manager is one of the valuable services ARC provides to travel professionals participating in our core programs.

How can I pay for memos via ARC Memo Manager? (Agencies)

A memo can be paid through IAR or outside of IAR. When an agent pays a memo in ARC Memo Manager via IAR, the information is automatically included in the current IAR sales report.

How are transactions from ARC Memo Manager handled in IAR? (Agencies)

IAR handles memos loaded from Memo Manager like manually-entered memos. They will have the same void and modification windows as manually-entered memos.

Will memos be automatically collected by ARC without consent of the travel professional? (Agencies)

No. Only those memos authorized by the agency/CTA will be included in the IAR sales report for settlement.

Can I pay by credit card through ARC Memo Manager? (Agencies)

No. Credit card payments must be made directly with the carrier.

What is a TRS memo? (Agencies)

Memos that have the TRS checkbox selected have been sent to the ARC Ticket Resolution Service department for collection. There are memos that are breaches of the ARA either as an unreported sale or an improperly reported sale and can be sent by the carrier to ARC's Ticket Resolution Service for collection. TRS handles memos for the following reasons:

- Unreported sales
- Chargeback – expired card

- Chargeback – invalid credit card number
- Chargeback – invalid/no auth approval code
- Chargeback – unauthorized charge
- Chargeback – fraud/unauthorized charge
- Flown and refunded (duplicate usage)

What upload file format does Memo Manager support? (Carriers)

Memo Manager supports the XML schema and the BSPlink file format.

Can an agent record a non IAR payment in Memo Manager? (Carriers)

Yes, an agent can send a payment directly to the carrier outside of Memo Manager but record the payment in the system. The carrier could then close out the memo once payment is received.

What administrative controls does the carrier have with Memo Manager? (Carriers)

The carrier has the ability to control the number of times a memo can be disputed, when the memos will go inactive and the aging warning. The administrator can assign different user roles such as administrator, full access and view/respond access to users within the organization.

Why can't I find my Memo Manager Audit Reports? (Carriers)

You cannot find the reports because the Memo Manager email address changed. If you have not received your emails, check with that the emails have not been placed in the Junk or Spam folder. If you have added rules to manage your email, you may need to update your settings to reflect the new address.

The new email address is memomanager@arccorp.com. The subject line of the message has also changed. The subject line will now be Memo Manager Data Import followed by the date and time of the file processed.

Will the file import emails still have an attachment? (Carriers)

Yes, the Memo Manager file import emails will still include an attachment. Note: The attachment is now a CSV file instead of a text file.

The error statistics are not in my attachment, how do I know if my file has successfully loaded? (Carriers)

The information about the status of a file is now included in the body of the email. The status in the body of the emails includes a more descriptive summary while the file processing details are still included in the email statement.

How do I know which file was processed? (Carriers)

The name of the file that was processed will be shown in both the body of the email message as well as the file attachment.