



ARC Memo Manager

Frequently Asked Questions

Getting Started

What is Memo Manager?

ARC's Memo Manager is a web-based tool that automates memo processing and payment between airlines and travel agencies. It provides an electronic way to communicate and action memos.

What are the benefits of using Memo Manager?

Memo Manager is an easy-to-use online tool for memo distribution, payment, and settlement of memos. It allows both airlines and agencies to reduce processing time and costs involved in memo resolution.

What type of adjustment memos are processed through Memo Manager?

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

What is a TRS memo?

Memos that have the TRS check box selected in Memo Manager have been sent to ARC's TRS department for collection. These memo types are breaches of the Agent Reporting Agreement (ARA). TRS memo types include:

- Unreported sales
- Flown and Refunded (duplicate usage)
- Chargeback – Expired card
- Chargeback – Invalid credit card number
- Chargeback – invalid/no auth approval code
- Chargeback – unauthorized charge
- Chargeback – Fraud/unauthorized charge

Airlines must be a subscriber of TRS to issue TRS memos.

Is Memo Manager mandatory?

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

How do I access Memo Manager?

Memo Manager is accessed via ARC's web portal, My ARC.

How to I obtain access to My ARC?

Your entity's My ARC administrator can create an account for you.

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

Your entity's Memo Manager Tool Administrator can provide access if your entity currently uses Memo Manager.

My entity currently does not use Memo Manager so how do I obtain access?

All agency entities have access to Memo Manager. Contact your My ARC Primary Administrator for access.

If you are an airline that does not have access to Memo Manager, contact your ARC Account Manager or ARC's Airline Help Desk for assistance.

What are the user roles for Memo Manager?

- Airline: Memo Administrator, Memo User, Memo Corresponder
- Agency: Memo Administrator, Memo User, Memo Corresponder
- GDS: Memo Administrator, Memo Corresponder

I am a Home Office Location (HOL). When I launch Memo Manager, My ARC displays my HOL ARC# on the Select the Memo Manager Location to View screen, however my branch locations are not displayed.

Correct; initially My ARC only displays your HOL. You must add any additional locations you want to access. This can be done by using the Add ARC Number link on the My ARC Select the Memo Manager Location to View screen. For complete instructions, please refer to the Adding a Memo Manager Location in the ARC Memo Manager Access section of Online Help in the ARC Memo Manager user Guide located on arccorp.com.

Paying a Memo

How do I pay a memo in Memo Manager? (Agencies)

In addition to making payments from your list of memos from the Memo Summary screen, you can also make payments using the Pay button or the Pay link in the IAR Payments section on the Memo Details screen. If a payment is made using either of these options, the information is automatically included in the current IAR sales report.

Can I pay a memo by credit card in Memo Manager? (Agencies)

No, Memo Manager does not accept credit card payments. Any credit card payment must be made directly to the airline.

Can I reverse a payment in Memo Manager? (Agencies)

No. Once you click the Pay button, the memo is sent for payment and cannot be reversed. However, you can void it from your IAR sales report.

Can I make payments to multiple memos in Memo Manager? (Agencies)

Yes, you can make full payments to a group of memos from the list of memos shown on the Memo Summary screen (home page). If you want to make a partial payment on a memo, you can do this using the Pay function on the Memo Details screen. However, you can only partially pay one memo at a time.

Can a memo be paid directly to an airline? (Agencies)

Yes, however we recommend using Memo Manager to pay your memos. If you choose to send a payment directly to an airline, it is recommended that you record the payment in Memo Manager via the Non-IAR part of the Payment section on the Memo Details page. This will signify to the airline that a payment is being sent. Airlines will be able to see the non-IAR payment in the Non-IAR part of the Payment section on the Memo Details page and any associated correspondence in the Correspondence section.

How are memos settled?

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

Disputes and Attachments

Can I dispute a memo through Memo Manager?

Yes, Memo Manager gives you the ability to dispute a memo. You can dispute a group of memos from the Memo Summary page and individual memos from the Memo Details page.

Once disputed, the airline is electronically notified of the dispute. The airline has the option to accept or reject the dispute.

Is there a limit to the number of times I can dispute a specific memo?

Each airline will decide the number of times their memos can be disputed. Once the limit has been reached, the dispute options for the memo will no longer be available. They will be grayed out.

Can an agency determine what dispute limit is set by each airline?

No, an agent does not have the ability to determine the dispute limit set by an airline.

Can I add attachments to memos?

Yes, you can add attachments to a group of memos from the Memo Summary page and individual memos from the Memo Details page.

Memos can be viewed by entities that have access to a memo.

What is the attachment file size limit in Memo Manager?

The attachment file size limit is 10 MB.

Can attachments be deleted or removed in Memo Manager?

No, once an attachment is uploaded, it cannot be removed.

GDS Access

Can a GDS view my memos?

Yes, as long as the GDS is a subscriber to Memo Manager and the memo is assigned to the GDS by your entity.

Can a GDS pay or dispute a memo?

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

Can a closed memo be assigned to a GDS?

No, a closed memo cannot be assigned to a GDS. Once a memo is closed it cannot be actioned.

Inactive Memos/Age Limits

Why does a memo become inactive?

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

What is aging roll off?

Airlines have the ability to set an age limit to the memos they load into Memo Manager. If no action is taken by the travel agent within that specified period of time the memo becomes inactive (rolls off).

Can I pay an inactive memo?

Yes, you can pay an inactive memo in Memo Manager, however you cannot dispute the memo.

Can an inactive memo be reactivated?

Yes, an airline has the ability to reactive a memo if it becomes inactive.

Can an agency determine what age limit is set by each airline?

No, an agent does not have the ability to determine the timeframe set by an airline before the memo goes inactive.

General Information

How long do memos remain in Memo Manager after they are issued?

Currently, any closed memo over 39 months in age is archived. All other memos remain available for resolution.

Are travel agents notified when an airline loads a memo into Memo Manager? (Agencies)

Yes, travel agents are notified by email when a memo is loaded into Memo Manager if they have provided an email address in the Memo Alerts Email field on AMM's Administration page.

Will memos be automatically collected by ARC without the consent of the travel agent?

No, only those memos authorized by the agency will be included in the IAR sales report for settlement.

How many tickets can be added to one memo in Memo Manager?

In Memo Manager there is no limit to the number of tickets that can be added to a memo, but IAR will only accept 14 for processing.

How can I re-open a closed memo in Memo Manager?

Once closed, a memo cannot be re-opened in Memo Manager.

What administrative controls does the Airline have in Memo Manager? (Airlines)

The airline has the ability to set the dispute limit, the age limit, to provide an email address for technical support and to provide the URL to their Ticketing Policy website. The Primary Administrator can assign different user roles such as memo administrator, memo user (full access) and memo correspondent (view/correspond only) access to users within their organization.

Within Administration, agents can provide an email address to receive new email alerts and an email address for technical support. The Primary Administrator can assign different user roles such as memo administrator, memo user (full access) and memo correspondent (view/correspond only) access to users within their organization.

Files and Reports (Airlines)

What file upload format does Memo Manager support?

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

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

Audit reports are sent via email from memomanager@arccorp.com. If you have not received an email from this address check that the email hasn't been placed in your Junk or Spam folder.

Do the file import emails contain an attachment?

Yes, the file import emails include an attachment. Note: The attachment is in a CSV file format.

The error statistics are not in my attachment so how do I know if my file has successfully loaded?

The information about the status of the file is included in the body of the email.

How do I know which file was processed?

The name of the file processed is shown in both the body of the email as well as the attachment.

How do I load memos into Memo Manager if my airline cannot send ARC a formatted file?

If your airline cannot upload a file into Memo Manager, you will need to manually enter the memos into the Memo Manager UI.

Contact Us

Who at ARC can I contact if I have questions?

Travel agents can contact ARC's Customer Care Center at 1.855.816.8003 or ccchelp@arccorp.com.

Airlines and GDSs can contact the Airline Help Desk at 1.855.816.8007 or ahd@arccorp.com.

For additional information please refer to the Memo Manager User Guides for Airlines, Travel Agents and System Providers located on arccorp.com.