

Simplifying the memo resolution process

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

How can RRS help streamline the recovery process?

Increase revenue recovery

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

Preserve agency relationships

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

Reduce resource needs

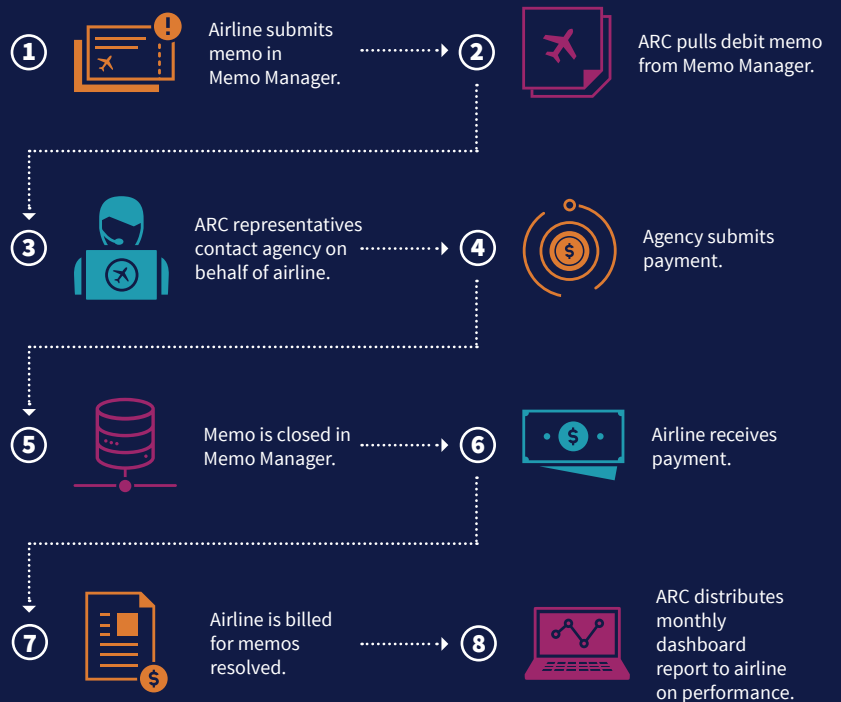
By contacting agencies on each memo on your behalf, this low-cost solution unburdens you from the task of chasing after funds, leaving you more time for memo reason analysis and process improvement.

Improve memo management

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

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

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



76

AIRLINE CUSTOMERS

230,000

DEBIT MEMOS

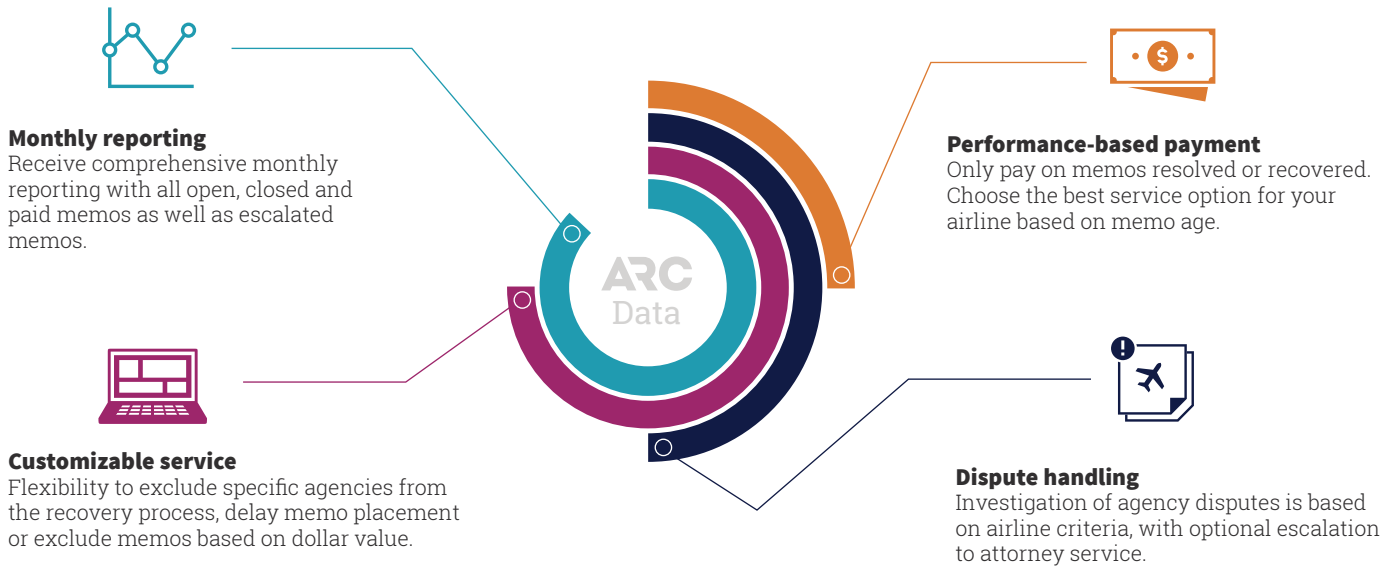
\$94,000,000

HANDLED

67%

MEMOS RESOLVED

First-class recovery services at your fingertips



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

Yvonne Garino
SCANDINAVIAN AIRLINES

Increase your recovery rate today.

sales@arccorp.com
arccorp.com/ds/rrs



The Airline Reporting Corporation (ARC) is the premier driver of air travel intelligence and commerce in the travel industry, with leading business solutions, travel agency accreditation services, process and financial management tools, and high-quality data. ARC settles \$86 billion in air ticket transactions annually for more than 9,400 travel agencies. Established in 1984, ARC is headquartered in Arlington, Virginia, with offices in Louisville, Kentucky, Tampa, Florida and San Juan, Puerto Rico. For more information, please visit www.arccorp.com.