

# Equipping agencies with actionable intelligence to optimize debit memo resolution

Memo Analyzer offers powerful insight into Memo Manager data to help travel agencies measure performance, understand memo drivers and uncover areas for improvement.

Consolidating memo data across branches and back-office systems, this business intelligence tool empowers users to quickly identify trends and root causes—so they can spend less time analyzing and more time creating educated plans for debit memo reduction.

## How can Memo Analyzer help your agency reduce debit memos?

### Improved processes

Debit memo patterns and variances are revealed, so targeted plans, process changes and training curricula can be developed to mitigate issues and reduce future memos.

### Increase efficiencies

A visual, aggregated view of agency-wide memo activity reduces time spent on researching, compiling and analyzing debit memos.

### Improve performance measurement

Increased visibility of memo activity and trends over time, benchmarked against the industry, helps agencies better understand and manage performance.

### Enhance communications with airlines

Memo reason analysis enables agencies to communicate more intelligently with airline partners about policies, contract changes and training opportunities.

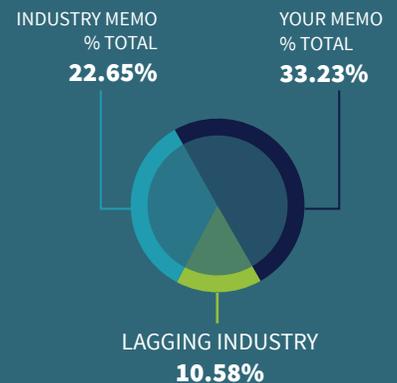
## Identify memo reasons impacting your agency

With Memo Analyzer, you can drill down to specific, ARC-standardized memo reasons codes for better insights into which memo reasons are most prevalent and which have the most impact, along with how this compares to industry benchmarks.

MEMO COUNT



MEMO REASON



212

AIRLINES

493,000

DEBIT MEMO  
COUNT

\$142.7 Million

DEBIT MEMO AMOUNT

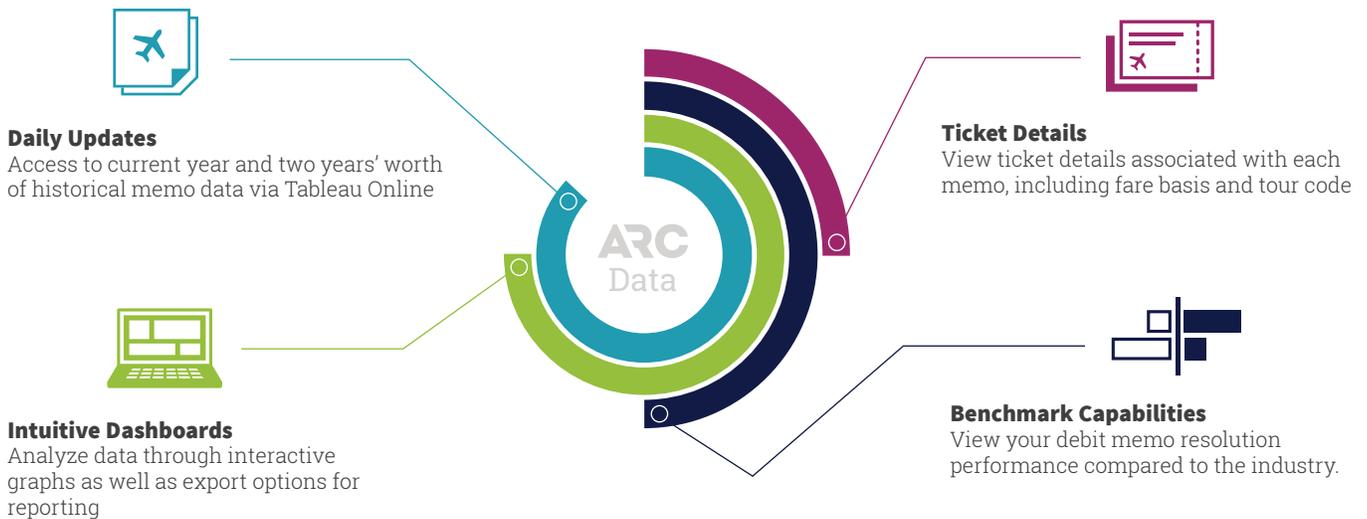
\$289

AVERAGE MEMO  
AMOUNT

9,400

AGENCIES

## High-quality data at your fingertips



“Debit memos have always been challenging to manage, especially for a large business such as ours. With Memo Analyzer, we get a comprehensive view of all our memos to understand their root causes and identify ones making the most impact. We have the ability to benchmark ourselves within the industry to get an idea of how we were doing when managing memos.”

**She'era Medad**  
TRAVEL LEADERS GROUP

**Use Memo Analyzer.**  
**Maximize your performance today.**

[sales@arccorp.com](mailto:sales@arccorp.com)  
[arccorp.com/solutions/memo-analyzer.jsp](http://arccorp.com/solutions/memo-analyzer.jsp)



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