ARC Memo Manager User Guide for System Providers

Have Questions? Contact Us! CHD@arccorp.com
703.816.8007

Last updated: February 2018

Table of Contents

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.

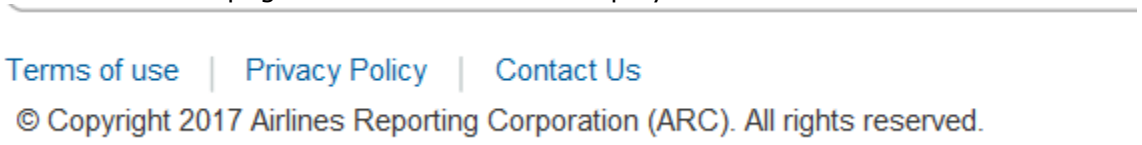
Navigation links and buttons allow a user to move between screens, as well as view data that is not displayed on a single screen.

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,

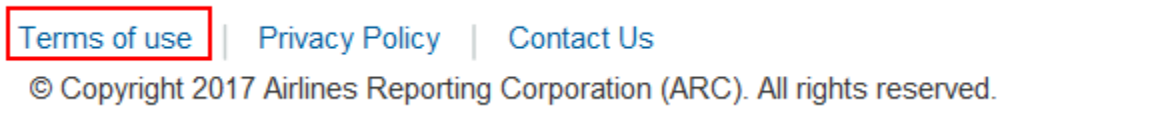
1. Click any **global footer** link on any ARC Memo Manager page.
2. The first page of the associated link displays in a new browser web window.



Terms of Use

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*.



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.

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.

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 MyARC Tool Administrator for ARC Memo Manager).

From any ARC Memo Manager screen,

1. Click on any link in the **global header** link to access the desired page.
2. The first screen of the associated link displays.

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.

ARC Memo Manager User Roles

User roles determine what access rights you have within ARC Memo Manager. A user role 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 two user roles for System Providers; **Memo Corresponder** and **Memo Administrator**. Once a system provider is granted access to a memo, a Memo Corresponder can only view the memo, add correspondence and attachments. The Memo Administrator has the additional capability to edit the **Flex Fields** on a memo.

In addition, at the MyARC level there is a **MyARC Tool Administrator** for ARC Memo Manager.

MyARC User Roles

MyARC Tool Administrator – An entity can have multiple MyARC Tool Administrators for ARC Memo Manager. The MyARC Tool Administrator for is responsible for managing user access to ARC Memo Manager. The tool administrator is able to assign/revoke access to ARC Memo Manager.

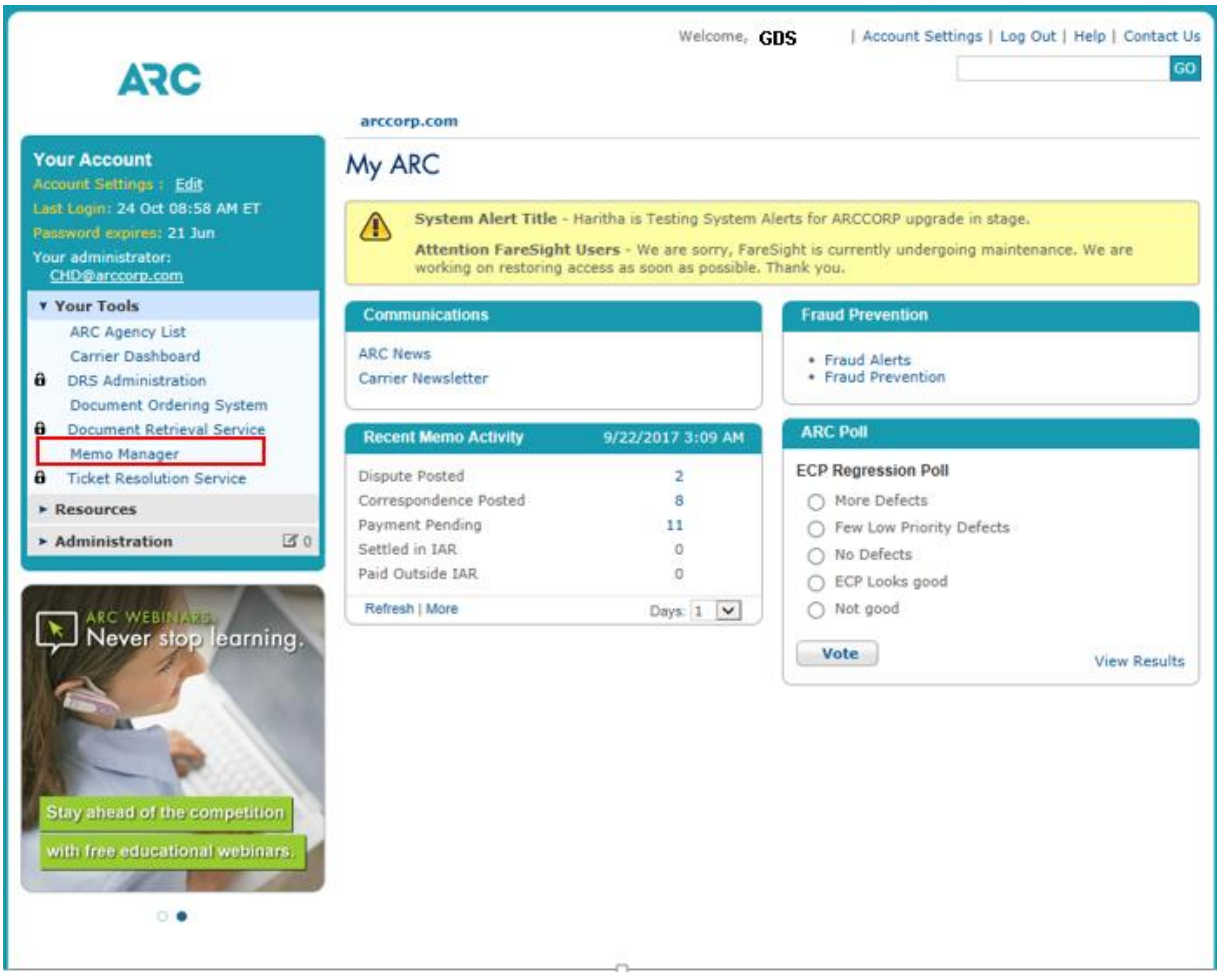
ARC Memo Manager Access

Access to ARC Memo Manager is controlled by MyARC, which is your centralized access point to a growing list of ARC tools and resources. To access MyARC you must have a MyARC 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 user name 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.



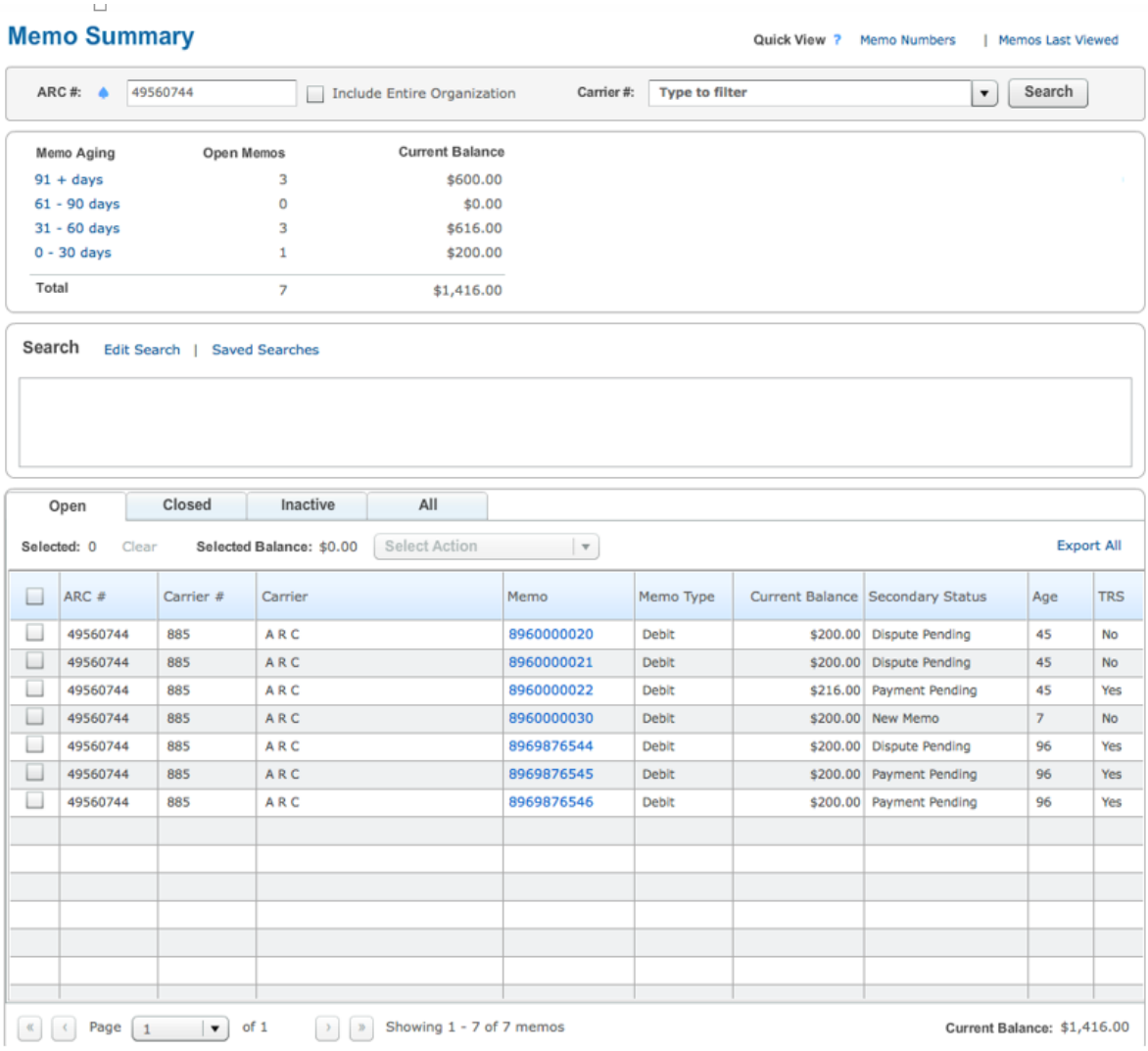
Home Page

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
- Search
- List of Memos (Open, Closed, Inactive, All)

These sections are used as searches in the viewing of memos based on specific criteria that is met.

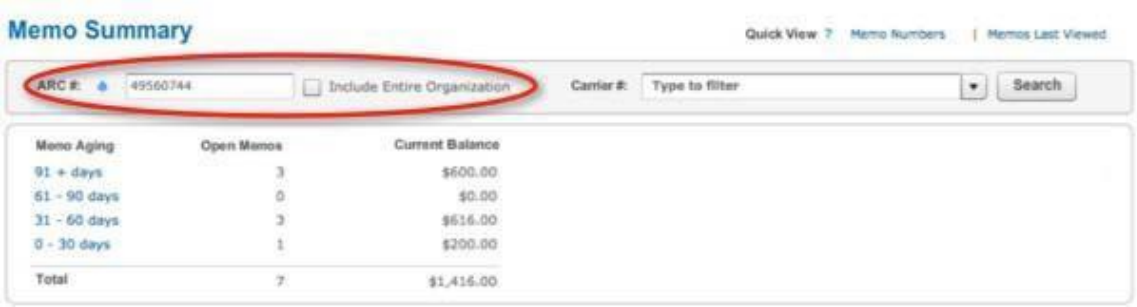
Memos can be displayed by Agency Number (ACN), Carrier Name/Number, or by Quick View.



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.



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.

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

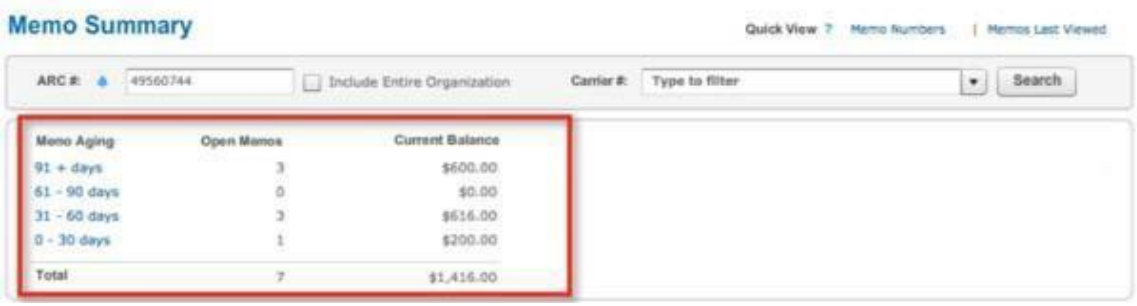
numbers and separated each by a comma in the **Memo Quick View** window. Click the **View** button to execute or tab to the **View** button and hit **Enter**.

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.

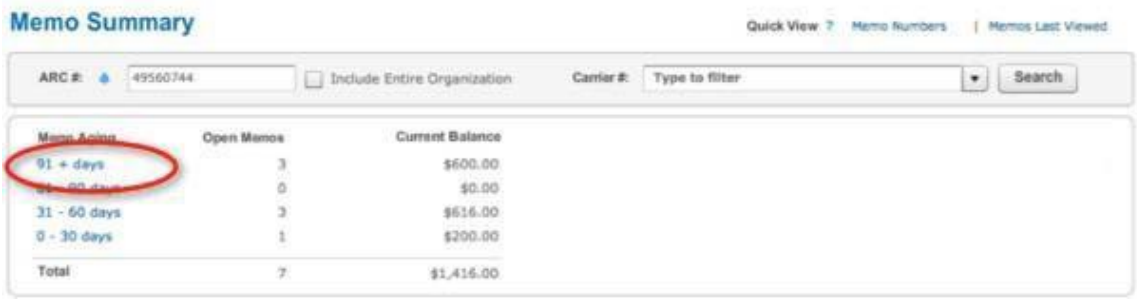


Age Ranges

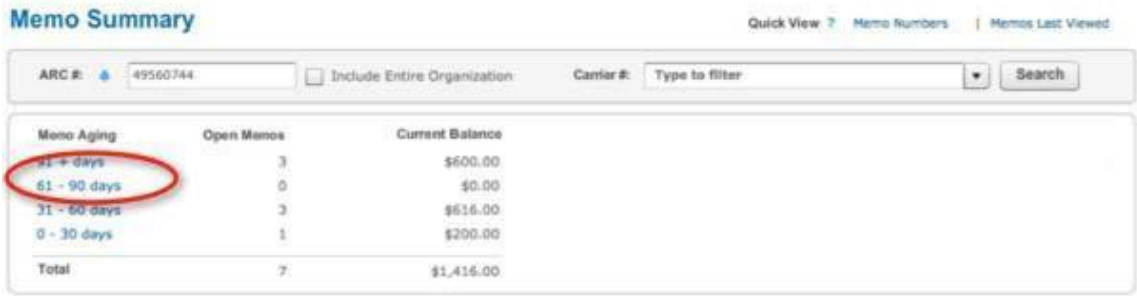
Users are able to view a listing of memos that fall within an age range by clicking the specific age range link.

By clicking an age range link, the memos that fall into the age category will display.

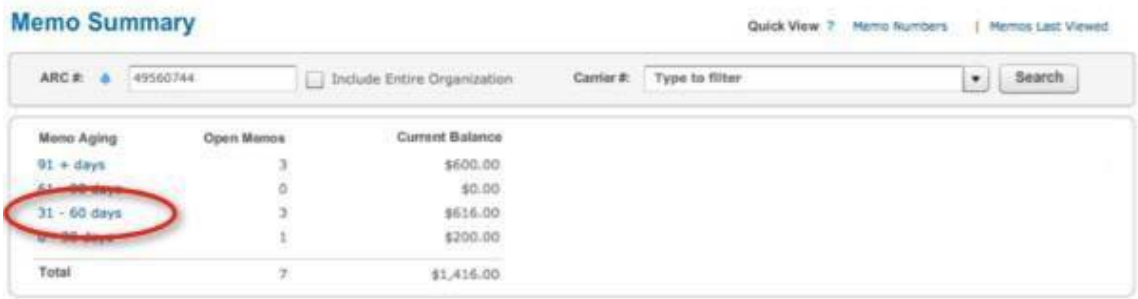
1. Memos that are 91 days or older, fall into the 91+ days range. To view these memos,
   - Click the **91+ days** link.



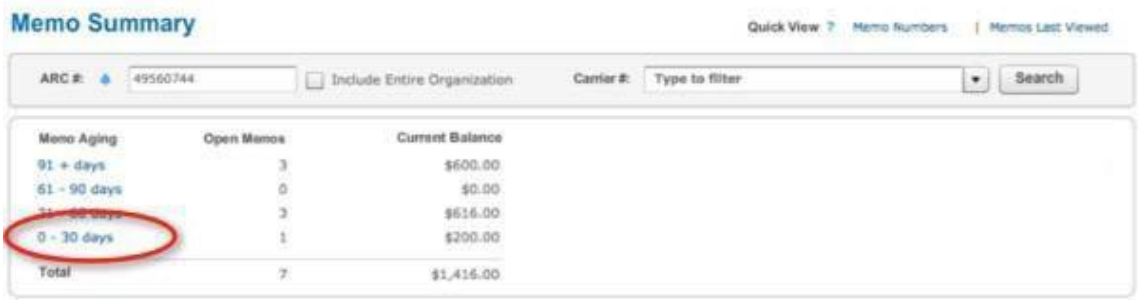
2. Memos that are 61 to 90 days old fall into the 61-90 days range. To view these memos,
   - Click the **61-90 days** link.



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.



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.

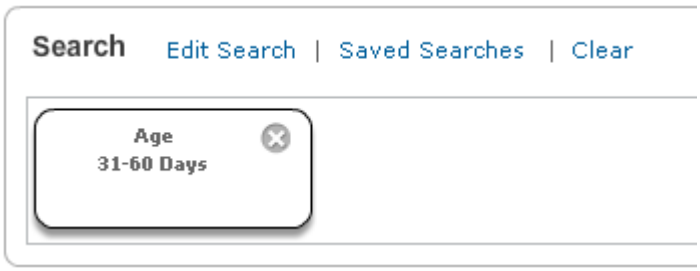


Click the **Clear** button in the **Search** section of the **Memo Summary** page to clear your search results.

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 advanced 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.



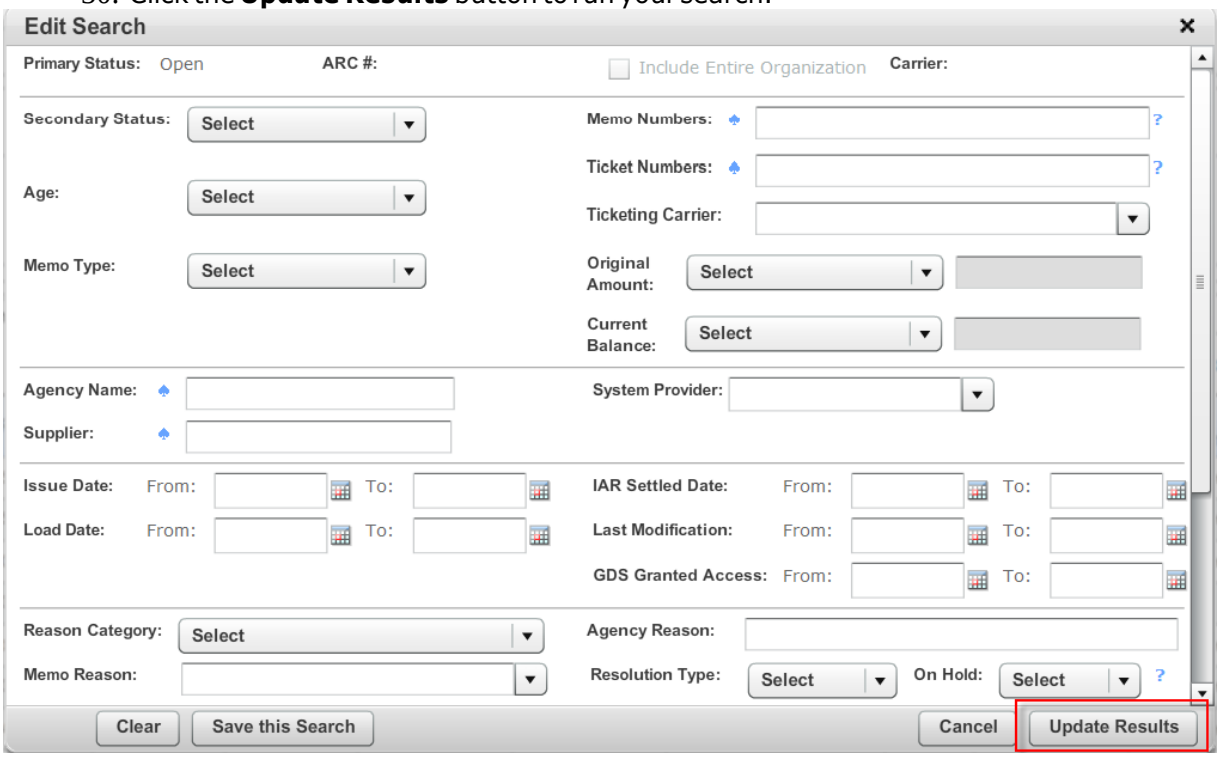
Advanced Search

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

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 issuing 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 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.
18. 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.
19. To perform search using the **Reason Category** search, pick one 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 **Agency Reason**.
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.



One or many search criteria can be applied to each search.

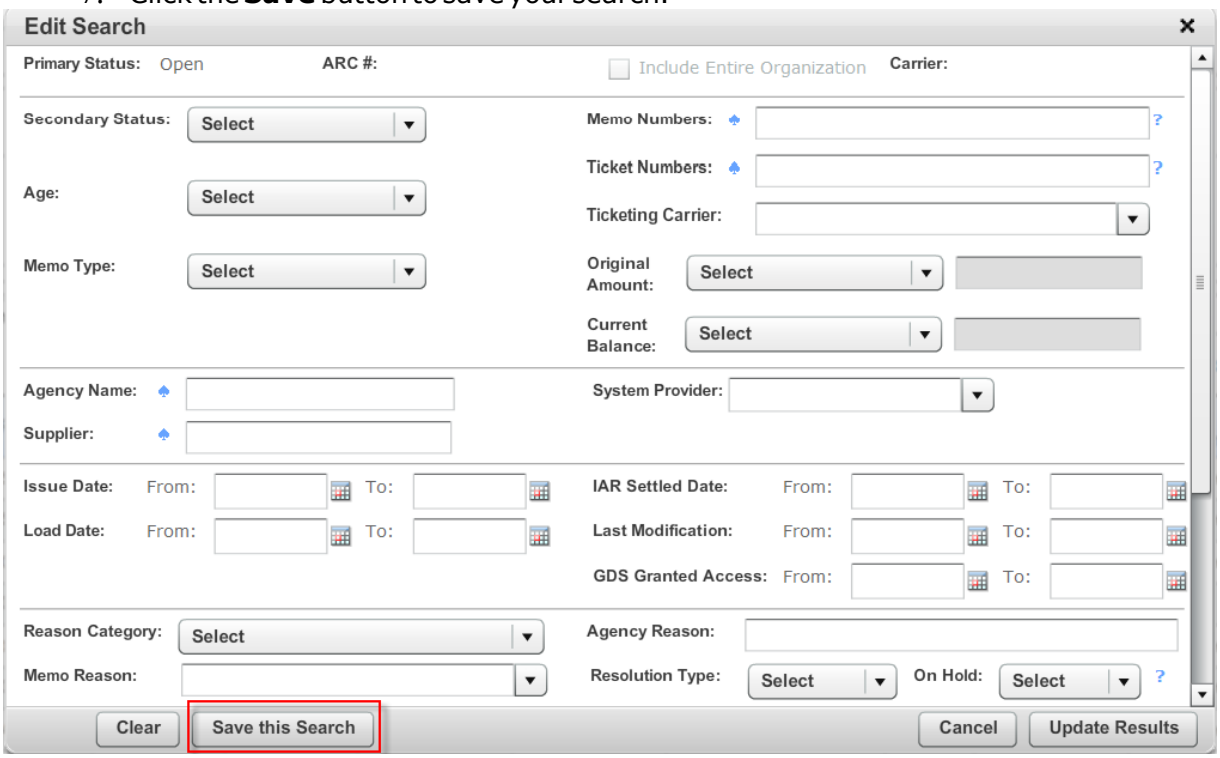
Saved Searches

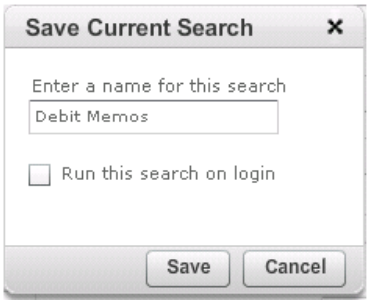
Each time you provide a criteria to define a search, you can save the search. The save search feature enables users to easily execute frequently used searches without having to enter the search criteria repeatedly.

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.

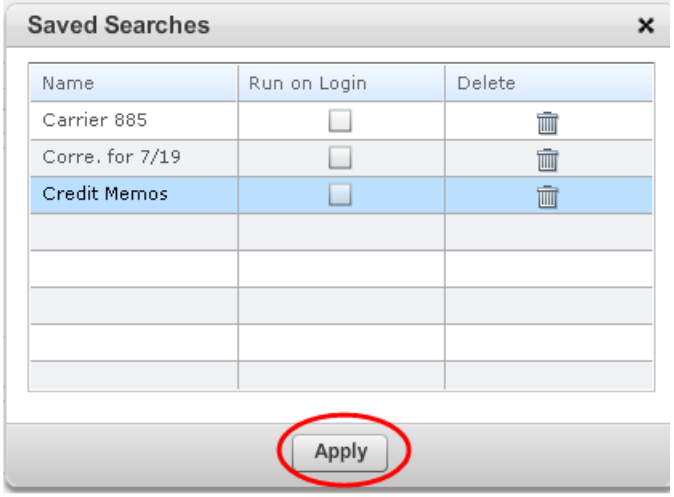




Running a Saved Search

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.

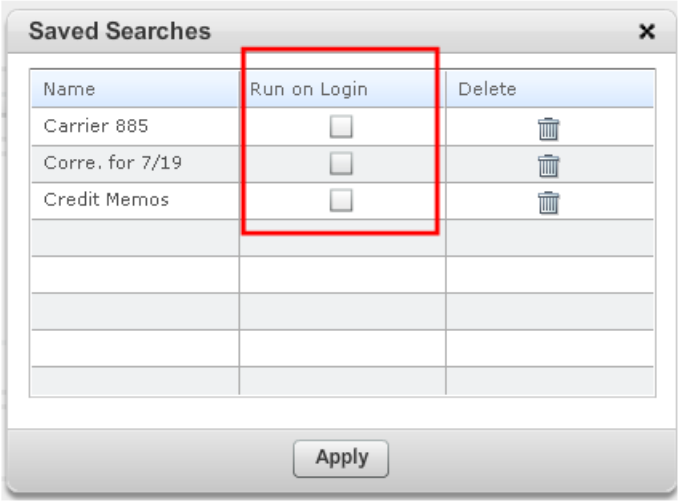


Applying a Default Search

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,

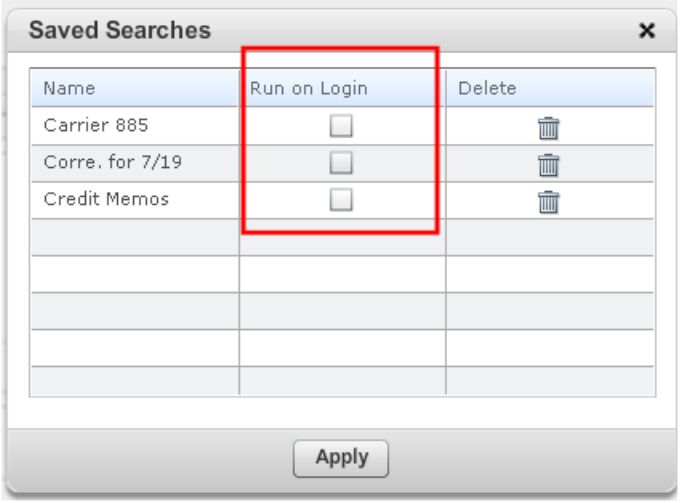
1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link.
3. Highlight the desired saved search from your list of saved searches in the **Saved Searches** box.
4. Check the **Run on Login** check box.



Removing a Default Search Setting

To remove a default search setting,

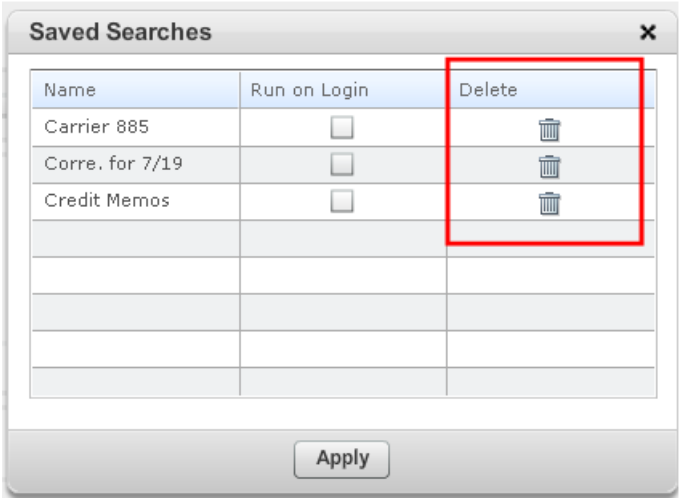
1. Go to the **Search** section of the ARC Memo Manager home page.
2. Click the **Saved Searches** link to display your saved searches.
3. Uncheck the **Run on Login** check box of your default search.



Deleting a Search

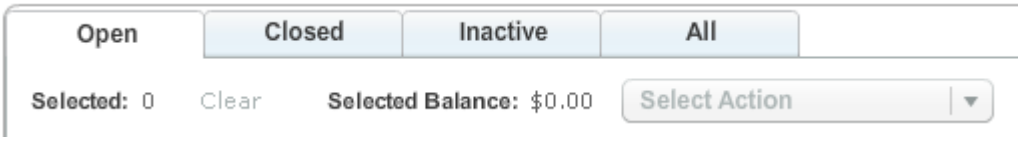
At any time you can delete a saved search. To delete a saved search,

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 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

ARC #	Carrier #	Memo	Memo Type	Current Balance	Secondary Status	Age	TRS
49560744	885	8960020398	Debit	$500.00	Reactivated	314	No
49560744	885	8960020373	Debit	$200.00	Reactivated	411	Yes
49560744	885	8960000016	Debit	$210.00	Payment Pending	419	Yes

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

ARC #	Carrier #	Memo	Memo Type	IAR Settled Date	Settled Amount	Secondary Status	TRS
49599981	885	8960215478	Debit		$10.00	By Carrier	No
49599981	885	8963215467	Debit		$15.00	By Carrier	No
49560744	885	8960111122	Debit		$500.00	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

ARC #	Carrier #	Memo	Memo Type	Date Issued	Current Balance	Secondary Status	TRS
12345678	885	8960000051	Debit	07/21/2010	$300.00	Aging Criteria Exceeded	No
12345678	885	8960000006	Debit	02/16/2008	$50.00	Aging Criteria Exceeded	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

ARC #	Carrier #	Memo	Memo Type	Date Issued	Current Balance	Primary Status	Secondary Status	Age	TRS
49560744	885	8971023457	Credit	05/16/2011	-$100.00	Open	Reactivated	161	No
49560744	885	8960000010	Debit	08/10/2010	$0.00	Closed	By Carrier	440	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 home page.
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 decease the width.

Move Columns

To move a column,

1. Go to your list of **Open**, **Closed**, **Inactive,** or **All** memos from the home page.
2. Scroll over the column heading you want to move.
3. Click and drag the column heading to the new position.

Sort Columns

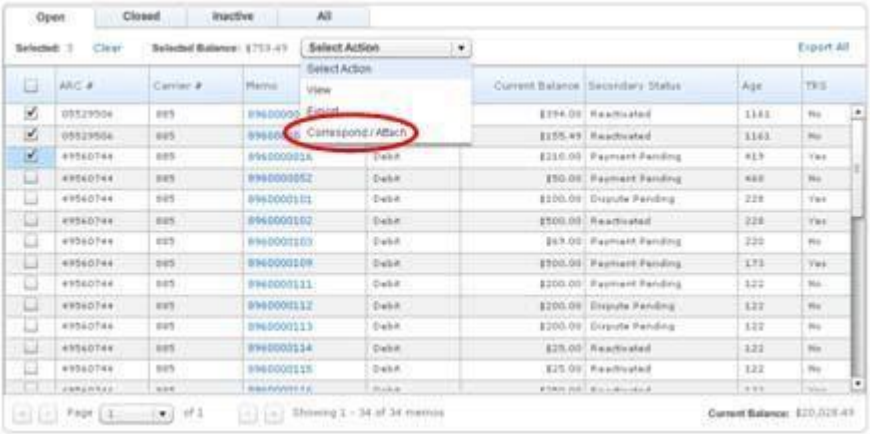
To sort by column,

1. Go to your list of **Open**, **Closed**, **Inactive,** or **All** memos from the home page.
2. Go to the column you want to sort by and click the column. You may sort by multiple columns.

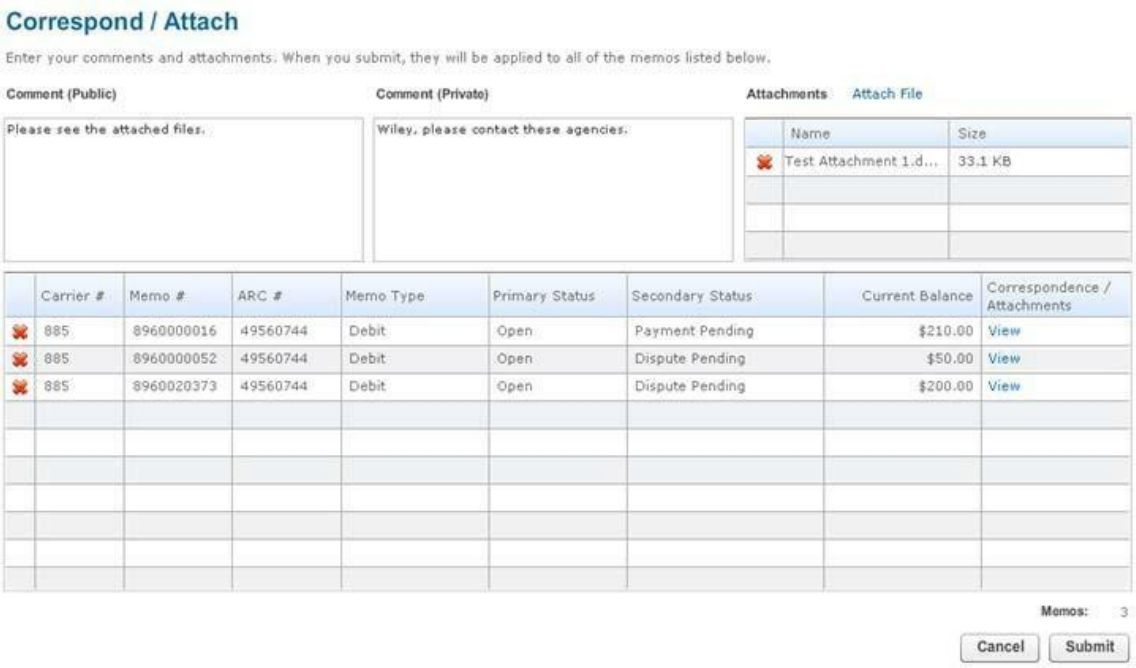
Correspond/Attachments (Group Actions)

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,

1. Go to your list of memos on the home page under the **Open** memo tab.
2. Click the check boxes next to memo (s)
3. 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/attachments to. Click the **Clear** link to undo your selection.
4. Click the **Select Action** drop down menu.
5. Select the **Correspond/Attach** option.



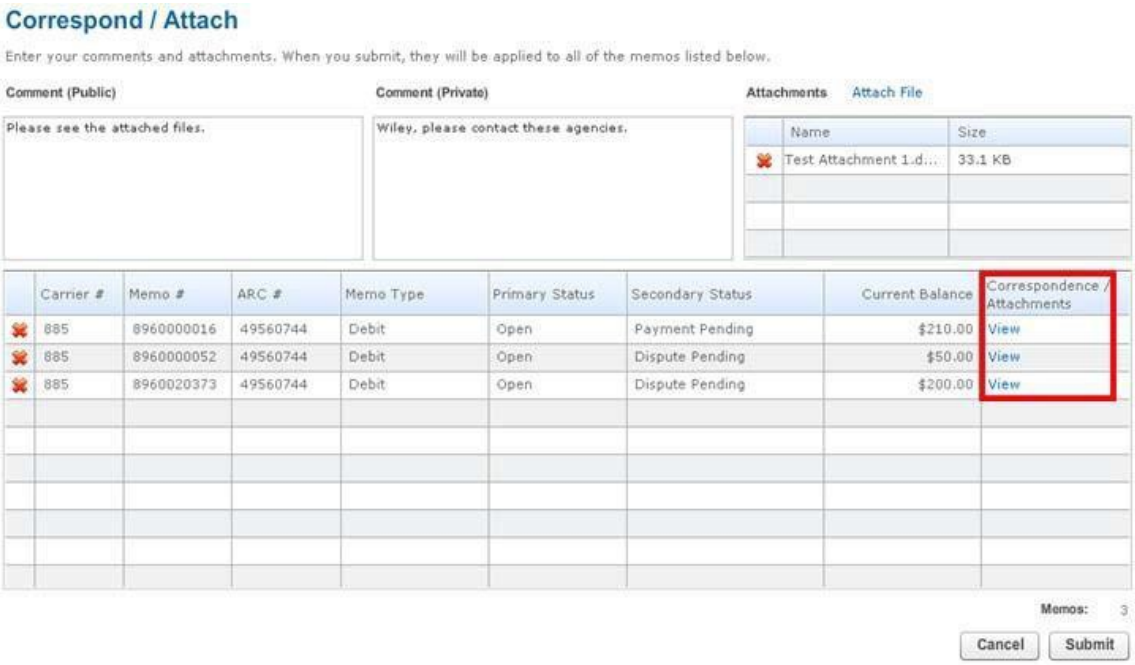
6. *The **Correspond / Attach** screen displays providing a list of memos you have selected.
7. Type your correspondence in the **Comment (Public)** textbox to add a correspondence that is being sent externally.
8. Type your correspondence in the **Comment (Private)** textbox to add an internal correspondence.
9. Click the **Attach File** link under **Attachments** to attach your supporting documentation.
10. Click the **Submit** button to save your correspondence and attached files or click **Cancel**, to cancel and exit the **Correspond / Attach** screen.
11. 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 to be performed.**

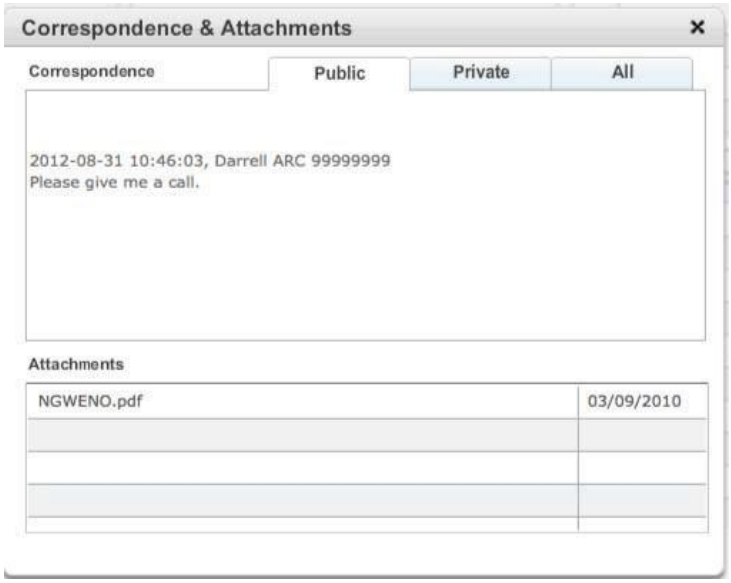


*From your selected list of memos on the **Correspond / Attach** screen, you can view previous submitted correspondence or attachments for a memo. To view, click the **View** link under the **Correspondence / Attachments** for the memo to be viewed. The **Correspondence & Attachments** window will display. 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.

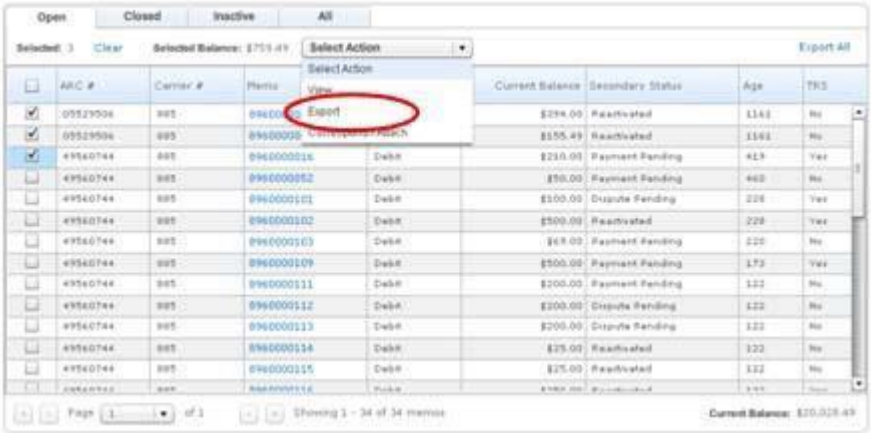




Export (Group Actions)

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) in which the memo(s) falls under.
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 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 exported. Click the **Clear** link to undo your selection.
4. Click the **Select Actions** drop down menu or the **Export** link to export all memos for the tab.
5. Select the **Export** option.
6. The **Export Selected 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.

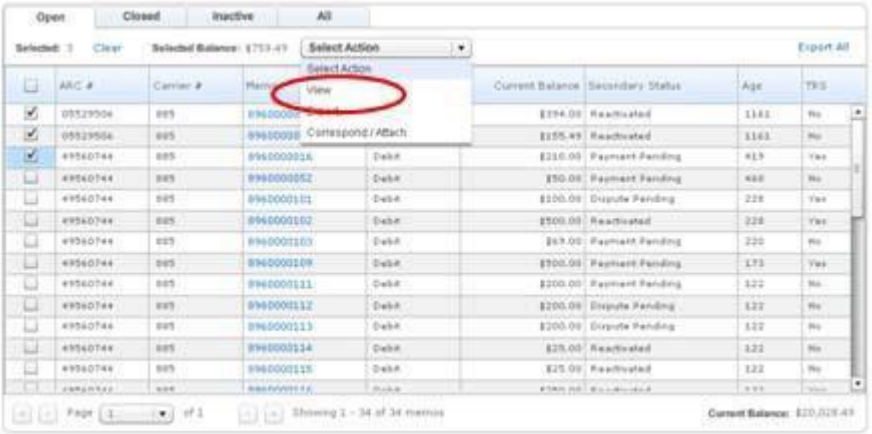


When exporting, your results will return the Memo Details of the memo. This is all of the data that is provided on the **Memo Details** page of the memo.

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 first 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.



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.

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.

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

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

Ticket Information

The **Ticket Information** section lists the ticket(s) associated with the memo. The tickets are listed by the carrier code of the validating carrier, ticket number, 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

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 (agency, carrier). 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.

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** 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.

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.

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.

Memo Reasons

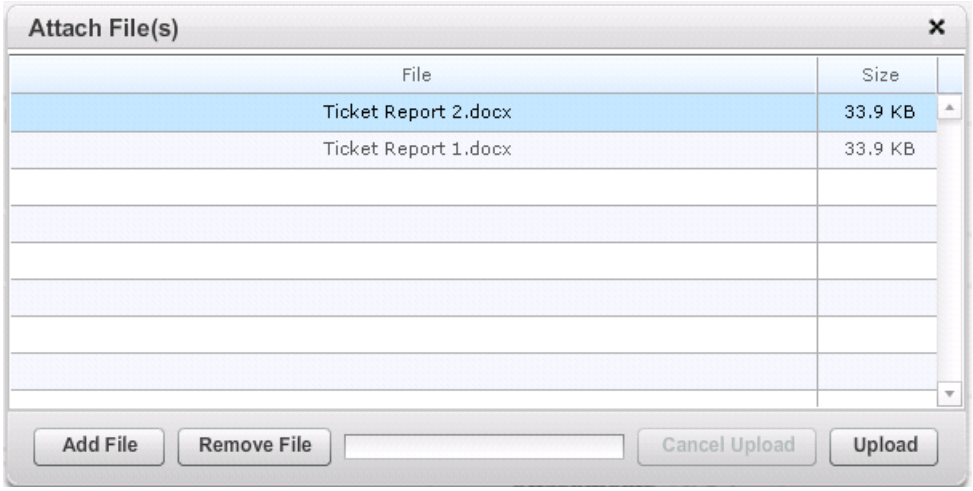
The **Memo Reasons** section of the Memo Details page provides an explanation for the issuance of a memo. There are 9 standard categories and related reasons for the carriers to choose from. Additional comments added by Carriers can be viewed in **Reason Note box (previously known as Carrier/Supplier Reason box).** Agency comments/explanations can be viewed in the **Agency Reason** section.

Attachments

ARC Memo Manager gives you the ability to attach supporting documents of different file types to use as additional information on a memo.

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) section.

*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.

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**
Carrier Computation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Agent Computation	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Difference	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

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

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
GDS	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.

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.**

IAR

There are no IAR Payments for this memo

Non-IAR

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
07/01/10	Jasperarc	$25.00	12345	Settled	07/06/10	$25.00

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

Payment Date	User Name	Amount (USD)	Payment #	Payer	Payment Type
07/26/2010	Jasperarc	$25.00	001		Check

Note, Non-IAR Payments will only display the non-IAR payments that were identified by the agent in ARC Memo Manager.

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 provides a list of all GDSs who have access to the memo. The list includes, the *GDS Name*, *GDS ID*, and the *Date Granted Access* (date access was granted).

GDS Access

GDS Name	GDS ID	Date Granted Access
ARC AGENTWARE (8901)	8901	08/05/2010
ARC GDS (8951)	8951	08/09/2010

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:

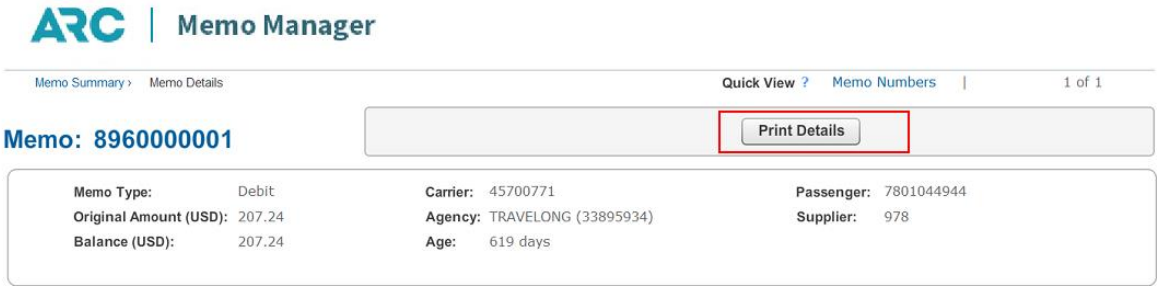
- Carrier/Supplier Name
- Carrier/Supplier #
- Contact Name
- Phone Number
- Email Address
- Address 1
- Address 2
- Address 3
- City
- State/Province
- Postal Code
- Country Code

Carrier/Supplier Contact Information

Carrier/Supplier Name:	American Airlines	**Address 1:**	
Carrier/Supplier #:	AA	**Address 2:**	P.O. Box 619616 - MD 550
Contact Name:		**Address 3:**	
Phone:		**City:**	DFW Airport
Email:	kpaladugu@arccorp.com	**State/Province:**	TX
		Postal Code:	75261
		Country Code:	

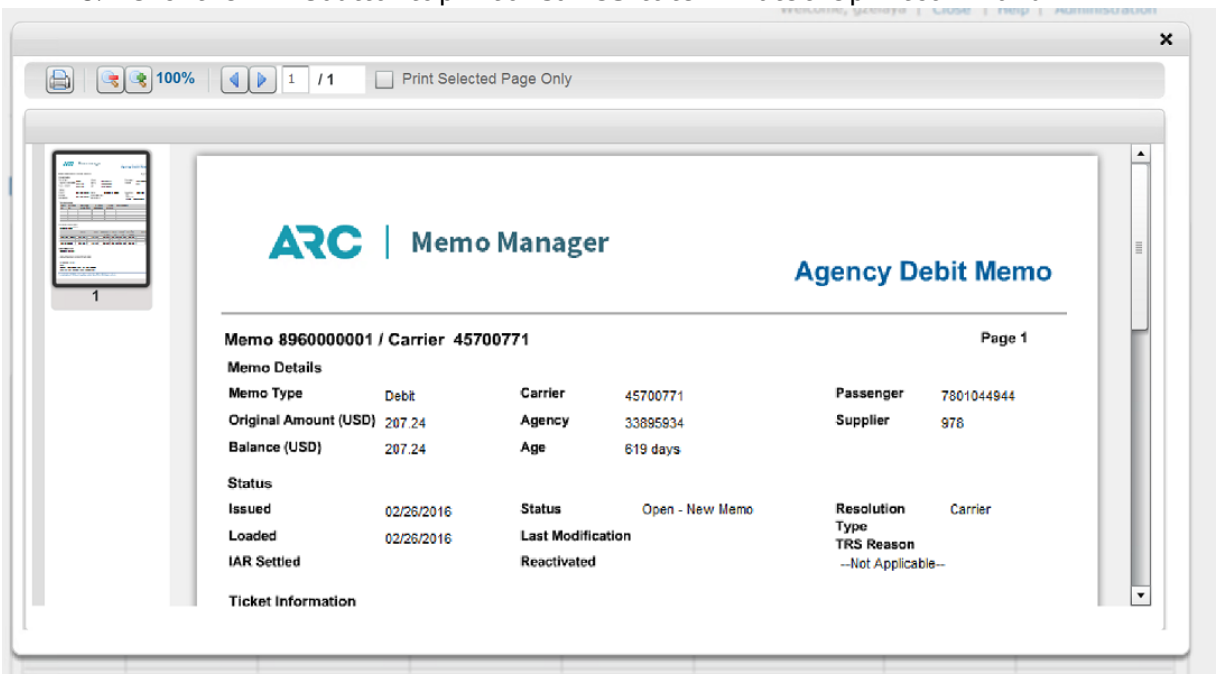
Print Memo

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).



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 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.

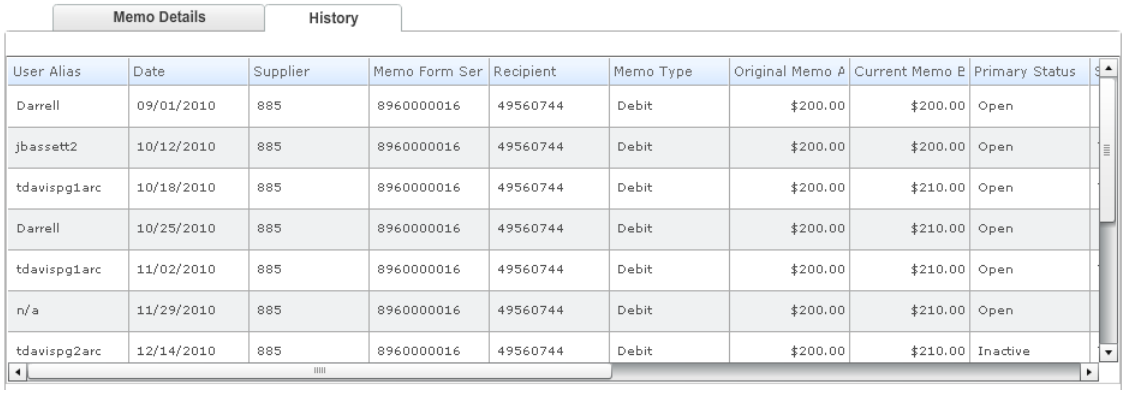


You can only print one memo at a time. If you are viewing multiple memos, you must click the Print Details button for each memo you want to print. To print multiple memos, export the memos into a CSV, PDF or Plain Text format.

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, 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 Details | History

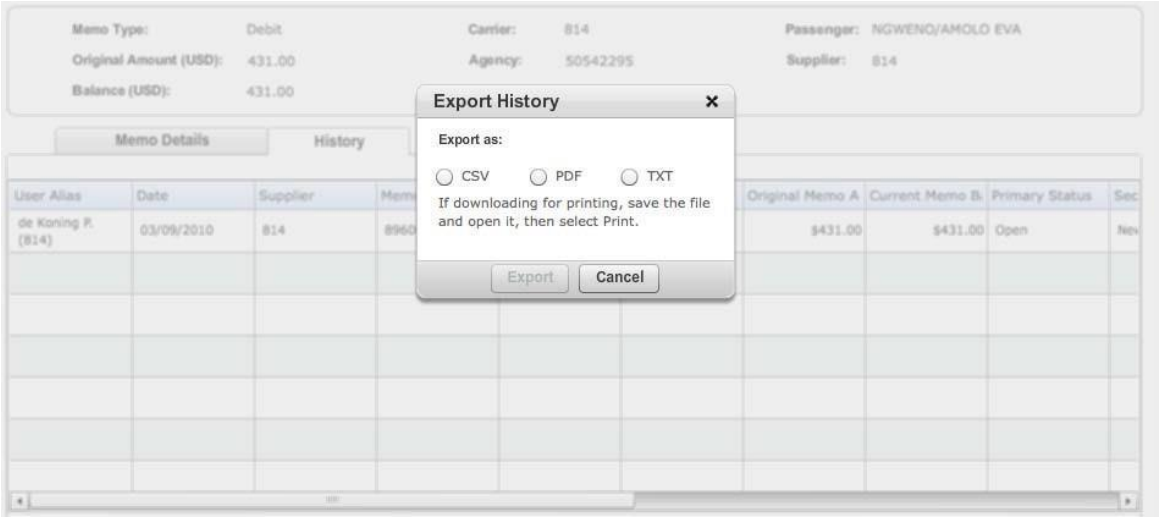
User Alias	Date	Supplier	Memo Form Ser	Recipient	Memo Type	Original Memo A	Current Memo B	Primary Status
Darrell	09/01/2010	885	8960000016	49560744	Debit	$200.00	$200.00	Open
jbassett2	10/12/2010	885	8960000016	49560744	Debit	$200.00	$200.00	Open
tdavispg1arc	10/18/2010	885	8960000016	49560744	Debit	$200.00	$210.00	Open
Darrell	10/25/2010	885	8960000016	49560744	Debit	$200.00	$210.00	Open
tdavispg1arc	11/02/2010	885	8960000016	49560744	Debit	$200.00	$210.00	Open
n/a	11/29/2010	885	8960000016	49560744	Debit	$200.00	$210.00	Open
tdavispg2arc	12/14/2010	885	8960000016	49560744	Debit	$200.00	$210.00	Inactive

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.