

Dear Travel Professional:

PED 04/18/04

Below are several important news items from ARC:

- 1) Keeping Records on 2001 Agency Transactions
- 2) ARC to Terminate Allegro Airlines Agreement
- 3) Linking a Residual Value MCO to an Exchange
- 4) America West's HPagentlink Backed by ARC Direct Connections
- 5) ARC to Eliminate Auditor Coupons
- 6) PTA (Stock 1094) Box Size Reduced

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### 1) Keeping Records on 2001 Agency Transactions

Ticketing data is maintained for 39 months in ARC COMPASS<sup>®</sup>, giving you free access to more than three years of your company's ticketing information through the ARC Document Retrieval Service. Now, ARC is also giving you the opportunity to purchase archival data on your company's transactions on CD-ROM.

At the end of April 2004, data from January 2001 transactions will delete from ARC COMPASS, and each month after that, another month of data will delete. To maintain archives, you can now purchase detailed ticket-face information on all of your company's 2001 transactions on CD-ROM. The cost is as little as \$250 for most agencies, and shipping is FREE!

Send an email to [arccompass@arccorp.com](mailto:arccompass@arccorp.com) or call 703-816-8003, option 6, for questions and to place your order today.

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### 2) ARC to Terminate Allegro Airlines Agreement

ARC will terminate its Agreement with Allegro Airlines (LL/902) following completion of processing of sales for the period ending 04/25/04. Any Allegro-validated transactions submitted with ARC sales reports for the period ending 05/02/04 or later will be returned unprocessed and should be sent directly to Allegro Airlines.

As ARC suspended processing of Allegro Airlines cash refunds, exchanges with cash refunds, and credit memos in November 2003, those transactions should not be submitted to ARC but directly to Allegro. For information on contacting Allegro, please visit <http://www.allegroair.net>.

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### 3) Linking a Residual Value MCO to an Exchange

ARC recently announced an IAR enhancement allowing users to systematically link a residual value Miscellaneous Charges Order (MCO) issued in the GDS to its associated exchange transaction in the sales report. In using this new functionality, please keep the following in mind:

- The associated exchange must be issued first.
- The MCO must be issued the same day as the exchange.
- The exchange document (new ticket) number must be listed in the "ISSUED IN CONNECTION WITH" field of the MCO.
- The word "RESIDUAL" must be entered in the "TYPE OF SERVICE" or "VALID FOR" field on the MCO.
- The form of payment (FOP) for the MCO must match that of the exchange. The FOP for the exchange will generally be the same as that of the original ticket, except when the exchange involves an add/collect charged to a different FOP from that of the original ticket.

For detailed information on systematically linking residual value MCOs, see [http://www.arccorp.com/iarenh\\_040204.htm](http://www.arccorp.com/iarenh_040204.htm) .

If you choose not to systematically link a residual value MCO to its associated transaction following the above guidelines, you will have to manually add the MCO to its exchange. In that case, the MCO must indicate cash as the FOP. If a credit card number appears in the FOP field, the client's credit card will be charged for the value of the MCO.

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#### 4) America West's HPagentlink Backed by ARC Direct Connections

America West Airlines' new online booking tool for travel agents – HPagentlink.com – offers travel agents the ability to access all America West fares, earn commissions, and integrate bookings with existing agency systems. Because HPagentlink.com leverages ARC Direct Connections for processing and settlement, transactions are automatically entered into the agency's electronic ARC report in IAR and commissions are paid through IAR.

For more information, read the America West press release at <http://ir.thomsonfn.com/InvestorRelations/PubNewsStory.aspx?partner=10533&storyId=111434> or see [www.hpagentlink.com](http://www.hpagentlink.com).

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#### 5) ARC to Eliminate Auditor Coupons

Effective May 3, 2004, Auditor Coupons will no longer print as part of a travel transaction generated via the Global Distribution Systems (GDS). The change, first announced March 4, is an ARC-led initiative enacted to reduce costs for all segments of the air travel distribution industry, including ARC, the airlines, travel

agents, corporate travel departments (CTD), and the GDS.

The increasing sophistication and integration of electronic ticketing, reporting, settlement, data storage, and record retrieval creates multiple opportunities for cutting costs. In this environment, the Auditor Coupon has become unnecessary, and its elimination will result in industry-wide savings.

Click here for more additional information about eliminating the auditor coupon:  
[http://www.arccorp.com/products/prod\\_tic\\_TSS\\_auditor.html](http://www.arccorp.com/products/prod_tic_TSS_auditor.html) .

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#### 6) PTA (Stock 1094) Box Size Reduced

As of April 13, the box quantities of Prepaid Ticket Advices (PTAs) have been reduced from 25 to 10 per box. The reduction of box size reflects decreased usage of PTAs and will reduce agent liability associated with keeping stock on hand. The new stock number is 1094A.

For more information call the Customer Support Center at 703-816-8003, option 5.

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Please distribute the ARC Travel Agency Communication (TAC) amongst staff and colleagues.