

Dear Travel Professional:

PED 5/2/04

Below are several important news items from ARC:

- 1) Using ETREAs
- 2) Last Week to Get 2001 Transaction Data on CD-ROM
- 3) Refunding Service Fees

1) Using ETREAs

An ETREA (Electronic Ticket Refund Exchange Authorization) is the required supporting document (often referred to as "old ticket") in an e-ticket refund or exchange. This authorization coupon replaces the flight coupons. These documents are required to be kept on file per the ARC retention policy (see Section XIV of the Agent Reporting Agreement -- http://www.arccorp.com/forms/pp/iah/current/iah80_0.pdf).

The top center of the ETREA displays the exchanged or refunded ticket number with the flight coupon information. In the following example, coupons 1, 2, 3, and 4 are being exchanged or refunded. Coupon 1 has check digit 5, coupon 2 has check digit 4, coupon 3 has check digit 3, and coupon 4 has check digit 2:

1 006 71946582365 24 33 42

The ESAC (Electronic Settlement Authorization Code) appears on the bottom center. The ESAC is an alpha/numeric code that is generated by the carrier's e-ticket database to authorize a request made via GDS for permission to make a change to an e-ticket. The purpose of the code is to confirm that an e-ticket has not been used (in the carrier's ticketing database) and is available for voiding, refunding, or exchanging. The carrier grants permission for the requested change by sending the ESAC code back to the agent via the GDS system. This number is required in the ESAC field on the Exchange Support (EX) screen or the Refund Financial (FI) screen.

The full value of the ticket always prints on the ETREA, even if the ticket is partially used. When processing a partial refund or exchange, the base fare and the taxes must be completely calculated for the unused segments. Do not copy the full values printed on the ETREA.

Click here for information on GDS Electronic Ticket Help Pages:

<http://www.arccorp.com/forms/ops/doc142.pdf>

Please contact ARC's Customer Support Center at (703) 816-8003 if you have any further questions concerning ETREA.

2) Last Week to Get 2001 Transaction Data on CD-ROM

Until May 5, agents can obtain complete settled ticket data for 2001 before it is deleted from ARC systems. With the ARC Agent Transaction History File on CD-ROM, travel agencies can keep centralized records, easily conduct research, and analyze data on 2001 transactions for as little as \$250 for most companies. For more information, see http://www.arccorp.com/products/prod_dat_trans_history.html.

For answers to questions and to place your order, send an email to arccompas@arccorp.com or call 703-816-8003, option 6.

3) Refunding Service Fees

ARC's Travel Agency Service Fees (TASF) program provides travel agents an effective tool for charging fees. The decision to refund a service fee, whether in full or in part, is solely at the discretion of the travel agency. However, the amount the agency returns to ARC must equal the amount the agency intends to credit the customer.

Please follow the following instructions in the Refund Financial (FI) screen when refunding a service fee:

FULL REFUND: The IAR entry for a full refund is "RF/" followed by the TASF three-digit carrier code (890) plus the ten-digit transaction number (e.g., "RF/8901234567890"). When a full refund is entered, IAR auto-populates the total and commission fields with the full charge originally assessed the client on the service fee MCO.

PARTIAL REFUND: The IAR entry for a partial refund is "RP/" followed by the TASF three-digit carrier code (890), the ten-digit transaction code, the check-digit, and the coupon code "*1" (e.g., "RP/89012345678905*1" where the check digit is 5). For a partial refund, the agent enters the amount to be refunded in the fare, total, and commission fields. (NOTE: A partial refund can only be done one time.)

Click here for more information about partial refunds

http://www.arccorp.com/iarenh_071202.htm .

Please remember that you must clearly inform your client of your refund policy for TASF. Doing so will help minimize the chance of your customer disputing the charge, which could result in a chargeback and loss of earned revenue.

ARC Customer Support Center

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