

Dear Travel Professional:

PED 5/9/04

Below are several important news items from ARC:

- 1) ARC Extends Deadline for Transaction Information
- 2) TravelBUYARC (889) Credit Payments
- 3) Increasing the Count on Non-accountable Stock
- 4) Upcoming Events

1) ARC Extends Deadline for Transaction Information

As announced last year, ARC will soon begin deleting the 2001 ticket data from ARC COMPASS[®]. Before the information is removed, ARC has offered travel professionals the opportunity to purchase detailed ticket-face information for all 2001 transactions on CD. Now, ARC has extended the deadline until June 1st for you to place your order.

In the beginning of June 2004, data from January 2001 transactions will be deleted from all ARC systems and will no longer be available from ARC in any format. 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 low as \$250 for most agencies, and shipping is FREE! Click here http://www.arccorp.com/products/prod_dat_trans_history.html for more information and order form, or call 703-816-8003, option 6, for questions and assistance to place your order today.

2) TravelBUYARC (889) Credit Payments

A reminder that commission for Insure-A-Flight insurance sales will be paid once a month as a credit memo automatically inserted by ARC into your agency's IAR sales report. These credit memos are validated on 889 and marked as a Credit Payment (CP) in the Transaction Type (TT) column on the IAR List Transaction (LT) screen. Please note, it is important that you are aware that these are commission payments and that you should not delete these Credit Payments without verifying their content.

To access and review the detail in your IAR report:

1. Sign into IAR
2. At the ARC Command line type LT/PED/CP/889 (List Transactions/for this PED/Credit Memo Processing/Carrier 889)
3. You will see a list of the 889 Credit Memos
4. To display the Credit Memo, type LD/(line number) and hit enter
5. You will see the Adjustment Memo screen

6. To see details, tab to NEXT and hit ENTER to display the IAR PAYMENT DESCRIPTION screen

For more information on Insure-A-Flight or any of the other TravelBUYARC products or services see <http://www.travelbuyarc.com/>.

3) Increasing the Count on Non-accountable Stock

ARC will soon begin shipping both Stock Number 1201 - Credit Card Charge Form, and Stock Number 1293 - ATB Notice, in packages of 1,000 each, an increase from 200. With this increase, agents and CTDs can order this stock less frequently, saving time and reducing shipping expenses. Please continue using the stock you have on hand until completion. Further details will be announced soon. For more information call the Customer Support Center at 703-816-8003, option 5.

4) Upcoming Events – Win a \$100 American Express Gift Cheque from ARC

Sign up for the ARC Document Retrieval Service and become eligible to win a \$100 American Express gift cheque at the Travel Trade's Annual Cruise-A-Thon in Vancouver, BC, June 4-7! Click here http://www.arccorp.com/news/news_events_drs_signup_drawing.html for all the details. Sign up now and win!

At the TT/CAT there will be lots to see and do, including the opportunity for agents to get together with ARC representatives to learn about the many products and services ARC has to offer. For more information on this and other events, visit our Web site at http://www.arccorp.com/news/news_events.html. We hope to see you there!

ARC Customer Support Center
(703) 816-8003
csc@arccorp.com
Corporate Communications
Tel. (703) 816-8525; fax (703) 816-8168
corpcom@arccorp.com
<http://www.arccorp.com>

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