

Dear Travel Professional:

PED 7/11/04

Below are several important news items from ARC:

- 1) IAR Report Reconciliation Reminder
- 2) Air Plus Comet to Become ARC-Participating Carrier
- 3) ARC Introduces New ATB Design
- 4) IAR Help News
- 5) Save Money by Acknowledging Ticket Receipts Online

1) IAR Report Reconciliation Reminder

With the implementation of ARC's Business Process Improvement (BPI) initiative in June of 2003, it is recommended that agents view and reconcile their sales report on a daily basis instead of weekly. Once the void/modification window has closed, all straight sales with the exception of MCOs are locked into the sales report. Once a transaction is locked, the only change that can be made is on the commission by using the Commission Modify (CM) command.

From a List Transaction (LT) type 'CM/ line number/ commission amount' or 'CM/line number/commission percentage'

Examples –

If the ticket is listed on line 1 and you are supposed to receive \$10.00,
then enter: CM/1/10.00

If the ticket is listed on line 2 and you are supposed to receive 3%,
then enter: CM/2/3P

For more information on the Commission Modify Command see:

<http://www.arccorp.com/iarshort.htm>

MCOs can be modified until the report is submitted but cannot be voided. The exception is MCOs for Travel Agency Service Fees (TASF 890/XD). They can be voided or modified until the close of the report.

To review BPI procedures see:

http://www.arccorp.com/news/news_imp_bus_proc.html

If you have any question, please contact the Customer Support Center at (703) 816-8003 option 2.

2) Air Plus Comet to Become ARC-Participating Carrier

Air Plus Comet (352/A7) has joined ARC as participating carrier effective with sales starting June 28, 2004 (PED 07/04/04). With primary headquarters in Madrid, Spain, and North American headquarters in New York, Air Plus Comet serves the cities of Buenos Aires, Madrid, Malaga, Milan, New York (JFK), and Santo Domingo. Air Plus Comet operates a fleet of Boeing 737, Boeing 747, and Airbus A310 aircraft. As Air Plus Comet has elected the General Concurrence method of agent appointment, all ARC-accredited agencies are automatically appointed as agents of the carrier. In addition to cash, the carrier accepts the following forms of credit card payment: American Express, MasterCard, and Visa. For inquiries, reservations or sales information, contact the following:

Air Plus Comet
420 Lexington Ave.
Suite 2631
New York, NY 10170
Toll Free: (877) 999-Plus
www.aircomet.com

3) ARC Introduces New ATB Design

Protecting the travel industry from fraud-related losses continues to be a top priority for ARC. In support of that goal, ARC has introduced a new design for the ATB1 and ATB2 documents. ARC has consulted with top document security professionals to ensure this innovative, multi-color design is utilizing the latest technology to make it more difficult to make high quality counterfeits. Alterations should also be more noticeable and easy to identify. As always, the quality control in production of these new documents was extremely rigid.

Some agents and CTDs have already begun receiving the newly designed ATB stock, while other agents and CTDs can expect to start seeing the new design in circulation early this summer. Agents and CTDs may continue to use their old stock until their valid ATB stock inventory is depleted. If you receive a new ticket stock order with the new graphic design, use the stock as you normally would in your printers. The new graphic design should not affect your current business processes.

To see an example of the new purple and peach graphic design and to read more, log on to ARC's website, www.arccorp.com. For questions or assistance with document ordering questions, contact ARC at 703-816-8003, option 5 or email ARC at csc@arccorp.com.

4) IAR Help News

Don't forget to check Help News every time you log into IAR. Help News contains important notices, tips and information from ARC. After signing into IAR, type Help News then click enter.

You can also view current and previous editions of Help News at <http://www.arccorp.com/iarplus.htm>

5) Save Money by Acknowledging Ticket Receipts Online

Acknowledging the receipt of your ticket stock order is free with ARC's new online document ordering system. Even if you mail or fax your order, you can complete the acknowledgement online, saving the time and money involved with mailing paperwork to ARC.

Register today to order tickets and acknowledge receipts online - see http://www.arccorp.com/products/prod_tic_online_ordering.html or contact ARC's Customer Support Center at csc@arccorp.com or (703) 816-8003, option 5.

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