Dear Travel Professional: PED 8/1/04

Below are several important news items from ARC:

1) IAR Manual Exception Reports
2) Monthly Paper Summary Fee To Increase In October
3) Island Air to Become ARC-Participating Carrier
4) GTR Transactions No Longer Accepted In Manual Exception Report
5) Upcoming Events

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1) IAR Manual Exception Reports

This is a reminder to agents that if you have to mail an Exception Report (a refund or an exchange that cannot be processed in IAR) to the IAR Manual Exception area bank, you must complete a Sales Report Settlement Authorization (SRSA) form. In addition, a calculator tape listing the amount of the item(s) contained within the exception report must be included. All boxes must be completely filled in on the SRSA form, filling in zeros where necessary.

Please Note: When calculating the Authorized Amount, you must include the amount of commission that is to be returned on credit refunds/exchanges.

Please also remember that the only items to be included in an Exception Report are those that absolutely cannot be processed through IAR. All manual transactions that can be keyed directly into IAR – including MCOs, Four Flights, PTAs, Tour Orders and Adjustments (Debit Memos, Credit Memos and AADs) – must not be included in the Exception Report. If you need assistance entering these transactions in IAR, please contact ARC's Customer Support Center at 703-816-8003.

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2) Monthly Paper Summary Fee To Increase In October

Due to the increased number of ISS (Internet Sales Summary) subscribers and the increased processing costs associated with the production of paper Sales Summaries, the monthly paper summary fee will be increasing to $7. The fee is effective October 1 and will be posted on your November billing statement. If you want to sign up for ISS and eliminate the $7 monthly paper summary fee, go to http://www.arccorp.com/salessummary.htm for more information and the application. To avoid the $7 charge for October, the ISS application must be received at ARC before September 10.

82% of ARC-accredited agencies now derive the benefits of using ISS. These benefits include:

- ISS offers the same data and in the identical format as your paper version.

- No need to wait for Sales Summaries to arrive through the mail a week or more after submitting a report. You have access to your Summary just days after authorizing your report in IAR.

- ISS eliminates the need for storage space for paper Sales Summaries.

- You may access up to two years of Summaries online

- ISS offers flexibility to choose a specific Sales Summary by selecting the report period ending date (PED).

- Summaries may be accessed, downloaded, emailed or printed by authorized individuals.

- ISS is free.

For more information call the Customer Support Center at 703-816-8003 option 1.

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3) Island Air to Become ARC-Participating Carrier

Hawaii Island Air, dba Island Air (347/WP), has joined ARC as participating carrier effective with sales starting August 2, 2004 (PED 08/08/04). Island Air is headquartered in Honolulu, Hawaii. Operating a fleet of Dash 8-100 aircraft, Island Air offers daily flights to the islands of Oahu, Molokai, Lanai, Maui, and the Big Island of Hawaii.

As Island Air 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, Discover Card, MasterCard, and Visa.

For inquiries, reservations, or sales information, contact the following:

Island Air
99 Kapalulu Place
Honolulu, HI 96819
Reservations: (808) 484-2222
Toll Free Continental U.S.: (800) 323-3345
Toll Free Hawaiian Islands: (800) 652-6541
www.islandair.com

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4) GTR Transactions No Longer Accepted In Manual Exception Report

Since the implementation of IAR, it has been a carrier requirement that the Government Transportation Request (GTR) be reported in the IAR sales report as a cash transaction.

While in the past ARC has accepted GTRs reported as credit transactions in the Manual Exception Report, this process is being discontinued. Effective with PED 09/05/04, ARC will cease processing of GTRs in the Manual Exception Report, part of the phased approach to eliminate manual exception processing.

ARC will accept GTRs in the Manual Exception Report through PED 08/29/04. GTRs that are received after this time will be returned to the agent with instructions to enter the transaction(s) into the next IAR sales report as a cash transaction. For instructions on how to enter a GTR in your IAR sales report, please refer to Section 10, pg. 4 of the IAH.

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6) 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 TRAMS Summer Camp, August 11-13, in Phoenix.

Click here www.arccorp.com/tradeshow for all the details. Sign up now and win!

At TRAMS Summer Camp 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 www.arccorp.com/tradeshow. We hope to see you there!

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