

Dear Travel Professional:

PED 04/17/05

Below are several important news items from ARC:

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- 2) Our IAR 2.0 Contact Form Has Been Sent In - What's Next?
- 3) Preparing for the Change - Discontinuation of Agent Coupons:
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  - b: Don't Wait Until May 9 To Register for the ARC Document Retrieval Service
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- 6) 2002 ARC Transaction History File Available on CD for Limited Time
- 7) Visit ARC in Denver and Win a \$100 American Express Gift Cheque!

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### 1) ARC Document Retrieval Service - New Features and Functions

Continuing to improve and invest in our products and services, ARC has once again enhanced the free ARC Document Retrieval Service (DRS) for our customers. Based on your feedback, we've incorporated many new features and functions, making the service even more powerful and easier to use. Please visit [www.arccorp.com/drs](http://www.arccorp.com/drs) to learn more about the new enhancements that have been added to the DRS.

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### 2) Our IAR 2.0 Contact Form Has Been Sent In - What's Next?

Agency IAR 2.0 Operational and Security Contacts will be sent Informational Packet #1 via e-mail during April and May. Packets are being sent in the following 'transition month request' order: April, May, June, July, August, September, October, November, December.

For more information on IAR 2.0, its benefits, the transition process, and a preview of the IAR 2.0 application, please visit the IAR 2.0 Resource Center on the ARC Web Site at [http://www.arccorp.com/products/prod\\_fin\\_IAR20.html](http://www.arccorp.com/products/prod_fin_IAR20.html).

If you have further questions about your organization's status, please send an e-mail to [IAR20@arccorp.com](mailto:IAR20@arccorp.com).

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### 3) Preparing for the Change - Discontinuation of Agent Coupons

- a: Start Incorporating ARC's Document Retrieval Service Into Daily Practices

Your agency or CTD can start preparing for the discontinuation of Agent Coupons by using the ARC Document Retrieval Service (DRS), powered by ARC COMPASS, to view, access, and print copies of transactions, instead of the paper agent coupon.

Begin to use the DRS in your day-to-day work and gradually transition your staff from using agent coupons. If you receive a debit memo, you can practice looking for the item in the DRS, rather than looking through the paper coupons. If you need to do an exchange in IAR, practice pulling up the old ticket information in the DRS, rather than searching for the agent coupon.

b: Don't Wait Until May 9 to Register for the Free ARC Document Retrieval Service

To successfully complete the application, you will need the following information:

- Your IAR primary master PIN
- Your IAR primary master password
- Your federal tax identification number (also known as Employer Identification Number or EIN)
- Your bank account number from which ARC is authorized to draft funds
- Information about the person who will administer the ARC Document Retrieval Service at your organization. This person will hold the highest level password and be able to create and modify your account profile

Be advised that if you receive a message that says 'You have exceeded the number of attempts allowed to answer the Organization validation questions', you need to click on 'Contact Me' where it says 'Please have a Customer Support Representative Contact Me to assist with completing this Application.'

Note: Only Owners/Officers may proceed with the sign-up process. If you are not an Owner or Principal but would like to request or recommend ARC Document Retrieval Service access within your organization, please contact your organization's Owner/Officer.

For more information on the ARC Document Retrieval Service or to sign up online today go to

[http://www.arccorp.com/products/prod\\_fin\\_DRS\\_signupinstructions.html](http://www.arccorp.com/products/prod_fin_DRS_signupinstructions.html)

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#### 4) Reminder – Monday Voids

Please remember that if you execute a void in your GDS on Monday, you should verify that the transaction shows void in IAR on Tuesday or the transaction is manually voided from IAR before the report is closed. If you submit the report on Monday, that void will not be applied to the transaction in IAR and the client will be charged. The best business practice is to complete all voids in the GDS.

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#### 5) This Week's NEW Helpful Hint - Using the ARC Document Retrieval Service

TIP: Online Help

When working in the ARC Document Retrieval Service (DRS) you can find help online.

To access the online help, click on 'Help' in the upper right corner of the main blue-gray area. This will open up a new window with the first topic relevant to that screen. If the task you want to perform is not listed, click 'Show' in the upper left corner for the entire Help File listing.

Once you open the expanded view, you can browse the Table of Contents, search an index of keywords, perform a general search, or look up a term in the Glossary. To access the different features, click on 'Table,' 'Index,' 'Search,' or 'Glossary' buttons on the upper left corner.

To browse the Table of Contents, click on the 'Table' button. On the left side bar, click on the page or book icon to view topic.

To search the Index, click on the 'Index' button. Type topic you want to view. Click on topic from the list on the left side bar to view topic.

To perform a general Search, click on the 'Search' button. Type topic you want to view. Click on 'Go.' Click on topic from the list on the left side bar to view topic.

To look up a definition of a word or phrase in the Glossary, click on the 'Glossary' button. Scroll through the list of terms and phrase to locate the one that you want. Click on the term that you want defined. The definition is located in the bottom window of the left side bar.

Please remember when viewing any transaction in the DRS that if you forget what a column heading or a code means, you can click on the column heading and it will give both the explanation and example of any code.

For assistance in making this transition, please see ARC's Business Impact

Guide at [http://www.arccorp.com/news/business\\_impact\\_guide.html](http://www.arccorp.com/news/business_impact_guide.html) or contact ARC's Customer Support Center at 703-816-8003 or via e-mail at [csc@arccorp.com](mailto:csc@arccorp.com) with any related questions.

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#### 6) 2002 ARC Transaction History File Available on CD for Limited Time

Beginning May 2005, data from January 2002 transactions will be deleted from all ARC systems including the ARC Document Retrieval Service, and each month after that, another month of data will be deleted. Once deleted from ARC systems, you will not be able to obtain that information.

For a limited time, ARC is giving you the opportunity to obtain 2002 settled and voided transaction information on CD. For a new reduced price starting as low as \$150 (and shipping is free!), you can obtain the ARC transactions with new FREE software that allows you to easily search the data file for a specific transaction, view it on the screen, and print it on a single page. And the software is 'self-contained' - there's nothing to install.

You can still import the transaction data file into hundreds of popular software programs, including Microsoft(r) Excel and Microsoft Access, so you can create reports, manage, sort and analyze data. Plus, ARC can also provide the tax breakdown detail for each transaction - up to 21 different taxes - as well as the tax code and airport code.

The ARC Transaction History File provides you with information on all transactions for all PEDs in 2002. It is a great space saver and provides you with the same information the validating carrier has.

Visit [www.arccorp.com/transactions](http://www.arccorp.com/transactions) , send an email to [arccompas@arccorp.com](mailto:arccompas@arccorp.com) , or call 703-816-8003, option 6, for questions and to place your order today.

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#### 7) Visit ARC in Denver and Win a \$100 American Express Gift Cheque!

Sign up for the ARC Document Retrieval Service and become eligible to win a \$100 American Express Gift Cheque at TPOC (Travel Professionals of Color), April 28-May 1, 2005, Adam Mark Hotel, Denver, Colorado. Visit [http://www.arccorp.com/news/news\\_events\\_drs\\_signup\\_drawing.html](http://www.arccorp.com/news/news_events_drs_signup_drawing.html) for all the details, and be sure to visit ARC at the Trade Show. Sign up now and win!

At TPOC (Travel Professionals of Color), there will be lots to see and do - including the opportunity for agents to get together with ARC representatives to learn about Web-based IAR; get a sneak preview of the IAR 2.0 prototype; view the 2002 ARC Transaction History File; hear the latest on operating efficiently without agent coupons, and learn of other products and services ARC has to offer. For more information on this and other events, please visit our Web site at [http://www.arccorp.com/news/news\\_events\\_drs\\_signup\\_drawing.html](http://www.arccorp.com/news/news_events_drs_signup_drawing.html) .

We hope to see you there!

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