

Dear Travel Professional:

PED 05/01/05

Below are several important news items from ARC:

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- 2) Ticket Requisitions and the Discontinuation of Agent Coupons
- 3) Transitioning your HOL and Branches to IAR 2.0
- 4) Preparing for the Change - Discontinuation of Agent Coupons:
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- 5) This Week's Helpful Hints - Using the ARC Document Retrieval Service
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- 1) Agent Coupons Discontinuation – Effective May 9

Effective Monday, May 9, 2005, Agent Coupons will no longer print on ARC-accountable ticket stock. You may continue to print passenger receipts for all transactions including flight coupons for paper tickets. Travel agencies and CTDs can continue to access over three years (39 months) of data using the Document Retrieval Service (DRS), powered by ARC COMPASS.

This change is an ARC-led initiative enacted to reduce costs and increase security for all segments of the air travel distribution industry including carriers, travel agents, corporate travel departments (CTDs), GDSs, and ARC.

This discontinuation in the printing of agent coupons will offer many benefits to the travel community, including:

#### Increased Security

Paper agent coupons display the full credit card number that was used to issue the ticket. DRS allows you to mask the credit card number and establish user privileges, therefore managing (granting or limiting) employee access to data.

If your agency or company is a victim of a burglary, the paper coupons can be stolen. The perpetrator would then have access to credit card numbers. DRS allows you to mask the credit card number and passenger name.

## Business Continuity

Disaster recovery – If your office or the location where you store your agent coupons is damaged by fire, water or other such disasters, the paper coupons may be lost forever. DRS will store your records safely and securely for 39 months from the date of issuance of the transaction.

## Process Improvement

Cost of ATB stock – If you reduce the amount of ATB stock that you are using to print the unnecessary agent coupon, you reduce the costs for document printing and shipping.

Storage of paper coupons – You can also reduce the costs incurred for storing 2 years of agent coupons.

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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### 2) Ticket Requisitions and the Discontinuation of Agent Coupons

Please remember when you order ticket stock for your agency that you should account for the decreased usage of ticket stock that you will have after May 9 due to the discontinuation of the agent coupons.

Once online document orders are finalized, ARC is unable to adjust your order or refund delivery charges for excessive stock that maybe ordered in error.

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### 3) Transitioning your HOL and Branches to IAR 2.0

Transition to IAR 2.0 for all travel agencies and corporate travel departments (CTDs) will occur as a 'family.' This means that a Home Office Location (HOL) and all branches/locations under that HOL will be assigned the same transition date and will begin to use IAR 2.0 at the same time. This allows ARC to transition organizations while still preserving the existing functionality of IAR, protecting the integrity of your financial data and allowing the use of the new functionality (such as cross-branch exchanges in the same week). ARC will send transition information to the Operational and Security contact provided to ARC. It is the responsibility of the HOL Operational and Security contact to distribute the relevant transition information to all authorized users within all branches of the organization. NOTE:

All communication to ARC regarding the IAR 2.0 transition should be filtered through your home office's Operational and Security contact.

Although all transition dates fall on a Sunday (to coincide with a sales report Period Ending Date, or PED), you do not need to access IAR 2.0 until you return to the agency on Monday. (You do not need to have anyone in the office during the weekend that ARC migrates your agency data from the existing system to IAR 2.0.)

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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#### 4) Preparing for the Change - Discontinuation of Agent Coupons on May 9

A: What can I do to prepare for this change?

Your agency or CTD can start to use the ARC Document Retrieval Service (DRS), powered by ARC COMPASS, to view, access, and print copies of transactions, in lieu of the paper agent coupon.

If you are not already registered to use DRS, please click on this link to access the registration page  
[http://www.arccorp.com/products/prod\\_fin\\_DRS\\_signupinstructions.html](http://www.arccorp.com/products/prod_fin_DRS_signupinstructions.html)  
and click on Sign Up Online – it's FREE!

Begin to use DRS in your day to day work and use this week to gradually transition your staff from the using agent coupons.  
If you receive a debit memo you can practice looking for the item in 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 DRS, rather than searching for the agent coupon.

If you registered for DRS some time ago but have not used the system, please sign in and ensure that your passwords are still valid.

Your DRS Security Manager can reset any passwords for your internal staff.

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

## TIP 1: 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.

## TIP 2: Login/ Password Changes

Go to [http://www.arccorp.com/compass/compass\\_index.html](http://www.arccorp.com/compass/compass_index.html) . Go to the upper right corner 'DRS Login: Users- CLICK HERE.' This will take you to the ARC Document Retrieval Service Login screen. At the Login Screen, enter your Organization Number, User ID, and Password and click 'LOGIN.'

Organization Number – Your Agency’s or CTD’s eight-digit ARC number.

User ID – Created by and managed by your agency or CTD. Please note that only the Security Manager ID can log into DRS or create individual user IDs. The Owner/Officer ID can not log into DRS or the Administration system

Password – Assigned by ARC for first-time login use only. You must change your password upon initial login.

Changing the security password is required for each first time user of this system and periodically thereafter. A password change is also required every 90 days or after a password has been reset. Additionally, users may choose to change their password at any time for any reason. Changing a password is accomplished from the Login screen.

**IMPORTANT:** Any user who attempts to enter an invalid password more than three times will be locked out of the Service. Additionally, any user who has not used the Service for more than 120 days after the last password change will no longer have an active User ID. In either event, the user will need to contact their organization’s Security Manager.

**PASSWORD REQUIREMENTS:** All passwords must be 8 characters in length, must contain BOTH alpha (A, b) and numeric (1, 3, etc.) characters, and begin with an alpha character. All passwords are case sensitive. For additional information about password changes see the Changing a Password section in the online help.

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#### 6) ARC's Customer Support Center (CSC) Phone Options for All Password Resets

To request a password reset for any of the following systems - ARC’s Document Retrieval Service (DRS), IAR, IAR Internet, or Internet Sales Summary (ISS) - please contact the Customer Support Center at 703-816-8003 and select option 1.

Once you provide the necessary security information, a representative will assist you with resetting your password and signing in to the appropriate system. It's as simple as 1-2-3. No more waiting for callbacks. The new password reset phone option allows you to phone in your password reset request and receive immediate assistance and access to ARC’s systems and applications.

For general information or to sign up for DRS, IAR, or ISS, please visit our website at [www.arccorp.com](http://www.arccorp.com) or contact the Customer Support Center at 703-816-8003 option 2, for assistance.

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## 7) 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 DRS.

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## 8) 2002 ARC Transaction History File Available on CD until May 6

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