Dear Travel Professional: PED 11/27/05

Below are several important news items from ARC:

1) 2006 Holiday Schedule
2) 2006 Processing Calendar
3) Carrier Manual Document Acceptance Chart
4) Can't Wait to Transition to IAR 2.0? Get On the Hot List!
5) Upcoming Events

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1) 2006 Holiday Schedule

The 2006 ARC Holiday Schedule is now available online at www.arccorp.com/forms/news/holiday_void_2006.pdf.

The matrix shows all of the ARC-observed holiday dates along with the extension dates of the void/modification window.

If you have questions, contact the Customer Support Center at 703-816-8003.

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2) 2006 Processing Calendar

The 2006 ARC Processing Calendar is now available online at www.arccorp.com/forms/news/processing_calendar_2006.pdf.

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3) Carrier Manual Document Acceptance Chart

ARC has published a Carrier Manual Document Acceptance Chart that denotes specific carrier's acceptance of manual traffic documents. The chart identifies any carrier restrictions regarding issuance and acceptance of manual documents.

Agents should refer to the chart to ensure that the ticketing carrier's instructions with respect to Manual Traffic Document Acceptance have been satisfied. Although ARC will continue to process all transactions by an accredited agent, failure to issue a traffic document in accordance with the policy of the individual ticketing carrier may result in action being taken by that carrier (e.g. debit memo) or may adversely affect the ticketing carrier's ability to render service to its passengers.

The chart can be found in Section 5.1 of the Industry Agents' Handbook (IAH) online and may be viewed at www.arccorp.com/forms/pp/iah/current/iah5_1.pdf .

The 'Carrier Manual Document Acceptance Chart' became effective 11/01/04 and is updated regularly.

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4) Can't Wait to Transition to IAR 2.0? Get On the Hot List!

ARC has received a tremendous response from our agency community for transitions to IAR 2.0. Because ARC wants to make sure we can provide excellent support to transitioning agencies, we limit the number of agencies scheduled to transition each week. However, we do have some agencies that find they cannot transition on their assigned date. This creates opportunities for other agencies who may wish to transition on short notice.

If you feel you are ready to transition to IAR 2.0, and don't mind short notice for your transition date, ARC can put your agency on the "Hot List." When an opening for a transition date becomes available, ARC will contact you (typically 3-5 days prior to the transition date) and offer you a spot for that weekend's transition. (All transition dates are scheduled for Sunday; this is the day that ARC will move your data from the old to the new system. Agency staff do not need to be in the office over the weekend or on the transition date. You will be able to access IAR 2.0 from the Internet on the Monday after your transition date.) There is no obligation to accept the transition date offer.

To put your agency on the IAR 2.0 Transition "Hot List," send an email to IAR20@arccorp.com . As always, if you have questions regarding the IAR 2.0 Transition Process or your scheduled Transition Date, please email ARC at IAR20@arccorp.com or call ARC's Customer Support Center at 703-816-8003. Remember - if you'd like to review the IAR 2.0 screens, visit the IAR 2.0 Resource Center at www.arccorp.com/products/prod_fin_IAR20.html and click on the "IAR 2.0 Prototype" link. You'll also find detailed information on the new system and the transition process in the Resource Center.

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5) Upcoming Events

ARC will be exhibiting at Travel Trade’s 22nd Annual Winter Cruise-A-Thon located at the Broward County Convention Center in Fort Lauderdale, Florida, December 1-4. Please stop by and see us at booth # 518.

ARC will return to Florida on January 13, 2006, for the 10th Annual SATH World Congress event in Miami. Please stop by and visit our booth at the Hilton Miami Airport hotel, on Friday, January 13, 9:00 a.m.-12:30 p.m. and 2:15-3:30 p.m.

For more information on these and other events, visit our Web site at www.arccorp.com/tradeshow.

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