

Dear Travel Professional:

PED 02/19/06

Below are several important news items from ARC:

- 1) Credit Card Chargeback Policy
- 2) Get On Board with IAR 2.0 Now

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### 1) Credit Card Chargeback Policy

The purpose of the chargeback policy is to provide travel agents with information that can help them avoid liability from fraud-related credit card chargebacks.

The key points to remember are:

- Follow the instructions and procedures contained in Section 8 of the Industry Agents' Handbook
- Validate the credit card expiration date and effective date
- Obtain an approval code
- Obtain a signed and imprinted Universal Credit Card Charge form

For additional information see the Industry Agents' Handbook (IAH) Section 8.4 – Credit Card Acceptance and Chargeback Information

[www.arccorp.com/forms/pp/iah/current/iah8\\_4.pdf](http://www.arccorp.com/forms/pp/iah/current/iah8_4.pdf)

Remember: Effective November 2005, only the Automated Credit Card Charge Form (those credit card charge forms printed on ATB stock) was discontinued. Manual Credit Card Charge Forms are still valid and offer the best protection against fraud related chargebacks.

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### 2) Get On Board with IAR 2.0 Now

1. Access your IAR sales report from any computer with an internet connection
2. Navigate your IAR sales report more efficiently by using drop down menus, buttons and tabs
3. Choose the number of transactions displayed on an IAR list screen

You can achieve all of this by transitioning to IAR 2.0. Here is what one agent had to say about IAR 2.0:

"We have been using IAR 2.0 since May, 2005. I just wanted to let you know how quick and easy it is to use. We are a small office and our report takes just a few minutes to do, now that we have IAR 2.0. We had to call the help desk a few times and found them to be so friendly and easy to work with. Our transition was easy and, with such a friendly help desk, using IAR 2.0 is a snap!"

Colleen Gillette  
New Paltz Travel Center

Email [IAR20@arccorp.com](mailto:IAR20@arccorp.com) and the IAR 2.0 product team will place your agency on the IAR 2.0 Transition "Hot List". The "Hot List" is a list of agencies who want to transition to IAR 2.0 as soon as possible.

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