

Dear Travel Professional:

PED 03/05/06

Below are several important news items from ARC:

- 1) IAR Exception Report – Adherence to Submission of Authorized Items
- 2) Passwords for IAR 2.0 and ARC Document Retrieval Service
- 3) ARC Document Order Notification Process
- 4) Avoid Unnecessary Delays of Your Ticket Stock Order
- 5) US Airways Updates ARC Participation
- 6) Interline Ticketing Reminder
- 7) Get On Board with IAR 2.0 Now
- 8) 2003 ARC Transaction History File Available on CD for Limited Time

- 1) IAR Exception Report – Adherence to Submission of Authorized Items

The only items that should be included in the Exception Report are those that CANNOT be processed through IAR.

Valid IAR Exception Report Transactions for BOTH IAR 1.0 & IAR 2.0 are:

- Exchanges with carrier issued tickets
- Exchanges where the old document is older than 13 months

FOR IAR 1.0 USERS ONLY:

- Exchanges between branches within the same week
- Exchanges between zero dollar tickets
- Exchanges with refunds where the old document is an exchange within the same week

IF YOU ARE ALREADY ON IAR 2.0 you are able to process same week exchanges between branches, zero dollar ticket exchanges, and exchanges with refunds - you no longer mail those items to ARC for manual processing.

For both IAR 1.0 and 2.0, all manual transactions, including Four Flights, PTAs, and Adjustments (Debit Memos, Credit Memos and AADs) can be keyed directly into IAR, and they should not be included in the Exception Report.

Please ensure that all staff responsible for sales report submission are adhering to these procedures.

If you need assistance entering these transactions in IAR, please contact the Customer Support Center at 703-816-8003.

2) Passwords for IAR 2.0 and ARC Document Retrieval Service

To best secure your client's information, it is important to not share User IDs and Passwords for IAR 2.0 and the ARC Document Retrieval Service (DRS). IAR Administrators and DRS Security Managers should create individual User IDs for each employee.

When signing into either IAR 2.0 or DRS, it is essential that the Password be entered accurately. Passwords are case-sensitive and you will lock yourself out of either system if you have three unsuccessful sign-in attempts. If you have been locked out and are an individual user, you then need to contact your agency's IAR Administrator or DRS Security Manager. IAR Administrators or DRS Security Managers who are locked out need to contact ARC at (703) 816-8003, Option 1.

Please review these IAR and DRS Password regulations:

For IAR the password can be 7-14 characters in length; for DRS it can be 7-8 characters in length.

For both programs, the password:

- must contain at least one lowercase letter
- must contain at least one uppercase letter
- must contain at least one number
- must contain a special character (! @ # \$ % ^ *)
- may not contain spaces
- will expire (and need to be changed) every 60 days
- cannot be the same as the last 4 passwords.

The Customer Support Center may be contacted via e-mail at cschelp@arccorp.com.

3) ARC Document Order Notification Process

Please be advised that when you place an order for traffic documents, you will ultimately receive four status messages pertaining to your ticket stock order. The following is a list of the four notifications that you will receive:

1. When your faxed or mailed order is initially received by ARC, you will be sent an email notification, stating that your document order has been received.
2. Once your document order has been processed, a second email Notification which includes your order summary and states that

your order has been processed. NOTE: THIS PROCESSED DOCUMENT ORDER NOTIFICATION IS ALSO CONFIRMATION THAT THE ORDER HAS BEEN PAID FOR.

3. Once your order ships from the warehouse facility, you will receive a third email notification, stating that your order has shipped. This notification will include your UPS tracking number, as well as your order summary.
4. Seven to ten days after your order is shipped, you will receive via USPS an invoice memo from Moore Wallace (ARC's new Warehouse Facility Service Provider). THIS INVOICE MEMO IS NOT A BILL – you have already paid upon the processing of your order. This fourth notification is only an order summary that includes the total pricing for your shipment, and is sent for you to retain for your records. If you have not received your invoice memo within seven to ten business days after delivery of your documents, call ARC at (703) 816-8003 option 5 and request a copy.

4) Avoid Unnecessary Delays of Your Ticket Stock Order

Please review the Document Requisition Form to insure that all information is complete and easy to read before faxing it to ARC. Pay special attention to the Agency Code Number (ACN), the credit card number, and the Agency Contact Information.

Illegible writing or missing information on the Document Requisition Form can cause delays in the processing and shipping of your ticket stock order.

For questions you may contact the Customer Support Center (703) 816-8003, option 5.

5) US Airways Updates ARC Participation

US Airways (US/037) has revised their ARC participating status to the General Concurrence method, whereby all ARC-accredited agencies and corporate travel departments are automatically appointed as agents of the carrier.

6) Interline Ticketing Reminder

When issuing tickets validated on any one airline where one or more segments will be completed on an additional carrier, always consult both the ticketing agreement list and the fare note for both carriers in the GDS system. While the validating airline will have interline agreements with many of these other carriers,

tariff rules for the fares in question will usually require issuance on the plate or stock of the transporting carrier only. The "Sales Restrictions" paragraph will show these rules.

For additional information, please go to "Attachment F" in Section 80 (Agent Reporting Agreement) of the Industry Agents' Handbook www.arccorp.com/forms/pp/iah/current/iah80_0.pdf .

7) Get On Board with IAR 2.0 Now

Access your IAR sales report from any computer with an internet connection;

Navigate your IAR sales report more efficiently by using drop down menus, buttons and tabs;

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 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.

8) 2003 ARC Transaction History File Available on CD for Limited Time

Beginning May 2006, 2003 transactions will be deleted from all ARC systems including the ARC Document Retrieval Service. 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 purchase 2003 settled and voided transaction information on CD. The ARC Transaction History File includes 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 also 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, for an extra fee, 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 2003. It is a great space saver and provides you with the same information the validating carrier has.

Visit www.arccorp.com/transactions , send an email to sales@arccorp.com , or call 703.816.8530, for questions and to place your order today.

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