Dear Travel Professional: PED 03/12/06

Below are several important news items from ARC:

1) Verifying Serial Numbers on Ticket Stock Order Packing Slips
2) Start Learning IAR 2.0 Now!
3) IAR Exception Report - Adherence to Submission of Authorized Items

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1) Verifying Serial Numbers on Ticket Stock Order Packing Slips

Please verify that Serial Numbers – which appear under the bottom bar code on ticket stock boxes – match the Serial Numbers listed on the Packing List. Stock Control numbers are NOT displayed on the Packing List that you receive with your ticket stock order.

If you have any additional questions, contact the Customer Support Center at docsvchelpdesk@arccorp.com or (703) 816-8003 option 5.

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2) Start Learning IAR 2.0 Now!

Here are several ways to get up to speed with IAR 2.0:

Check out the training videos at

www.arccorp.com/products/prod_fin_IAR20_training_videos.html

Review the IAR 2.0 Quick Start Guide and Online Help at

www.arccorp.com/products/prod_fin_IAR20_documentation.html

Review the IAR 2.0 screens with the IAR 2.0 Prototype at

www.arccorp.com/iar2_0/login.htm

Sign up for a IAR 2.0 training class at

www.arccorp.com/products/prod_fin_IAR20_training.html

Sign up for the IAR 2.0 Interactive Training Module at www.arccorptraining.com.

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3) 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.

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